



# Seward Consulting Ltd.

## The City and County of Honolulu



With a landmass of 1,555 square kilometers and a population totaling more than 872,000 residents, the Island of Oahu is the second largest of Hawaii's 8 Islands. Oahu is governed by the City and County of Honolulu, which incorporated in 1907.

The City and County of Honolulu provides a broad array of services. These services include police and fire protection, highway and street construction and maintenance, sanitation, social services, public improvements, planning and zoning, water supply, and administrative services.

**Kenneth D. Schmidt**  
GIS Coordinator  
City and County of Honolulu

*“Efficiencies come on many levels. One level is accountability. When we're talking about tax dollars, they have to be spent as efficiently as possible.”*

## The Challenge



The island of Oahu is divided into 8 planning areas, and each planning area has a development plan. The Department of Planning and Permitting administrates the 8 development plans and guides development and improvement projects, zoning, population growth and land use over a 20+-year time span.

In early 1998, the Department of Planning and Permitting was in the midst of a reorganization which included an increased focus on accountability in customer service. The Department of Permitting and Planning decided that to improve customer service they needed to streamline their business processes. This required a flexible work management tool that included GIS and Document Management technologies, and mobile components for field workers.

# Document Management

## The Solution

The solution chosen to streamline Honolulu's Planning and Permitting workflow was POSSE™ (Public One-Stop Service) by Computronix. POSSE™ is a configurable one-stop work management system that keeps track of work in progress, allows activities to be scheduled, and enables forwarding of task assignments to appropriate staff.

When faced with the challenge of integrating Adobe Acrobat with POSSE™ to handle linking of pertinent paper documents to Honolulu's workflow processes, Computronix contacted Seward Consulting for its expertise in document imaging and document management.

Seward's involvement included pre-development consultations with Computronix and installation of the document management components - which ensured a successful transition for both Computronix and the City and County of Honolulu.



“The consultant ... was very helpful and went out of his way to ensure that we had a fully functioning system. He installed all the needed software and set up the equipment very quickly...”

**Jon D. Hodge,**  
GIS Analyst  
City and County of Honolulu

## The Results

The Department of Planning and Permitting has dramatically improved customer service by reducing the turn-around time in the applications process. Documents linked with all pertinent GIS information get to their intended recipients quicker, allowing the Department to quickly prioritize and analyze applications.

What once took days has been dramatically shortened, “It now takes about 25 minutes to apply for and receive a general building permit,” states Jim den Otter, CIO and POSSE™ Product Manager at Computronix.

