



# Kansas Department of Transportation

## State transportation agency deploys Adobe® solutions to streamline operations and enhance constituent services

### Kansas Department of Transportation

- State agency dedicated to maintaining and developing a quality, reliable transportation infrastructure
- Location: Topeka, Kansas
- Size: More than 3,000 employees; 144 offices statewide
- Founded: 1917

[www.ink.org/public/kdot/](http://www.ink.org/public/kdot/)

### Industry

Government

### Solution

- Forms Automation and Management
- Permits and License Applications
- Project Authorization Process

### Products Used

- Adobe Form Client
- Adobe Workflow Server
- FileNet Content Services
- FileNet Panagon Web Services
- IBM® DB2 Connect
- Microsoft® Office 97/2000/XP
- Microsoft SQL Server 2000
- Silanis Approvelt

### Organization Profile

The Kansas Department of Transportation (KDOT) oversees the state's network of roads and bridges. More than 3,000 employees maintain the transportation system; collect and evaluate data; scope projects; oversee design and letting; manage contract compliance; coordinate federal program funding; and handle administrative support. KDOT deployed Adobe document process management, collaboration, and generation solutions to automate its critical processes, improving employee productivity and responding faster to businesses, private citizens, and other government agencies.

### Challenges Faced

#### Enhance services to businesses and private citizens

Responding to constituent requests requires that staff route, review, and approve hundreds of pages of project information. Constituent documents include permit applications, drawings of proposed designs, and project schedules. Traditionally, KDOT handled these materials on paper, often needing weeks to process requests.

#### Streamline employee collaboration and improve internal operations

KDOT projects require collaboration inside and outside the agency. For example, before roadwork can begin, staff must review thousands of documents outlining project details, designs, expenses, and public input. To accomplish this, KDOT had to integrate a variety of information systems and business processes with a solution that could interact with a document management system, computer-aided design (CAD) software, Microsoft tools, digital signature applications, e-mail, and electronic forms.

#### Automate administrative tasks

Forms are vital to KDOT's operations. From submitting expense reports to requesting printing and reproduction services, KDOT staff complete, approve, and process hundreds of forms monthly. For KDOT, the challenge was replacing manual, paper-based workflows with efficient electronic document processing, so staff could devote more time to higher value-added activities.

### Success Strategy

KDOT turned to Adobe solutions to enhance services, facilitate information sharing among staff, and streamline agency operations.

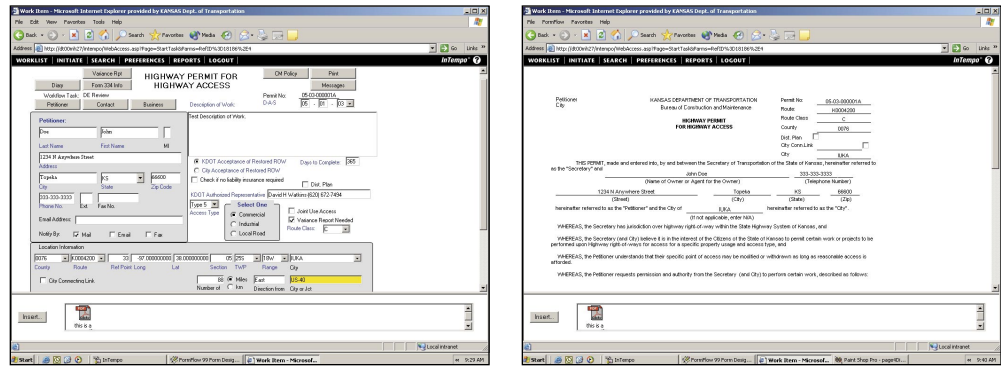
#### Business and private citizen services

The processes of issuing Highway Access Permits and approving Project Authorizations highlight how Adobe solutions are helping the agency expedite public projects.

Using Adobe solutions, KDOT staff complete forms online and electronically route materials for review. The resulting documents, such as highway permits, are generated in Adobe PDF and archived in the agency's document management system. Previous paper-based processes that took days to complete can now be done in minutes.

"Adobe solutions integrate with our core systems to streamline our operations, reduce administrative overhead, and enable a paperless environment."

Cindy Wade,  
Infrastructure solutions manager,  
Kansas Department of  
Transportation



To speed processing of applications for Highway Access Permits (for building driveways and parking lots), KDOT staff complete forms online, attach related documents and plans, and then electronically route materials for review. Upon approval, Highway Access Permits in Adobe Portable Document Format (PDF) are archived in the agency's document management system. Eventually, KDOT plans to extend the Adobe solutions to enable citizens to submit applications over the Web.

Each year, KDOT generates more than 3,000 project authorizations for construction projects. To eliminate routing paper, KDOT used Adobe solutions to develop an eight-page online form that extends to KDOT staff a graphical interface for entering project information that is automatically integrated into back-end systems. After staff complete the form, the Adobe solutions workflow creates an authorization and a schedule for routing the form to managers for digital sign-off. Approved documents are saved instantly to the document management system, and staff are alerted by e-mail that project documents are available.

### Administrative workflows

KDOT converted 24 manual, paper-based administrative workflows to fully electronic processes. Now, employees can use the agency intranet to complete leadership evaluations, procurement requests, and other business forms online. Once completed, the forms are automatically routed—based on an XML-driven rules process—to managers for review and electronic sign-off.

### Business Benefits

- Enhanced constituent services with faster processing of materials for public projects
- Improved employee collaboration within KDOT
- Streamlined operations with automated completion and approval of administrative forms

KDOT staff can now efficiently handle administrative tasks and better manage project information. Reports that previously took days to process can now be done in minutes. Equally important is the speed and ease with which employees can find and review information.

The electronic forms processes also eliminate the wasted time and data errors that occurred as employees keyed data from paper forms into back-end systems. In addition, electronic forms are easier to process than paper forms because the agency doesn't have to deal with illegible handwriting. KDOT can also build controls into the forms to ensure that information is entered into the proper fields and validated as needed.

Concludes Cindy Wade, infrastructure solutions manager at KDOT, "Adobe solutions integrate with our core systems to streamline our operations, reduce administrative overhead, and enable a paperless environment. As a result, we have a reliable approach for capturing and processing data and generating final-form materials for staff and citizens."

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