Inspector District Management
Process Flow Study
Harford County Department of
Inspections, Licenses, and Permits

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Introduction

The Department of Inspections, Licenses, and Permits (ILP) in Harford County, Maryland works to create streamlined and efficient processes for inspections, licenses, and permits for the construction in the county. The inspections vary depending on the geo-location of the building, the type of construction, and its size. The ILP inspectors are certified experts, each specializing in a specific type of construction.

Currently, assigning inspections to ILP inspectors is done manually, based on the location of the inspection request and the type of skill required. However, an increasing number of inspection requests, rapid development in the county, and the complexity of resources to be managed, the manual process of assigning inspections is becoming cumbersome and inefficient. Without a system to prioritize inspections, inspectors spend time traveling to different sites and allocating time toward inspections that may not be as important.

This project's objective is to redesign the process flow for administrators and ILP inspectors to help manage the inspections with minimal overhead. The project approach is to first study the existing process to understand the roles and responsibilities of each individual and the system, and how they collaborate. Based on that knowledge, a new process flow will be designed to optimize the process of inspection management.

Scope

The Harford County ILP Department conducts several inspections for building construction and additions. Rapid development has increased the requests for building and site inspections. This project aims to redesign the process flow to help the client efficiently manage the inspections and the corresponding resources.

Sr. No.	Milestones	Tasks	Description	Project Team Member
1	Understand the current process	1.1 Organize meeting with ILP team members	Meet with ILP directors to understand the current inspection assignment process	Parikh, Mishra
		1.2 Understand systems involved	Make detailed notes of the systems involved and how they're used to assign inspections	

2	Data collection	2.1 Identify key stakeholders	Identify key stakeholders in each ILP division	Parikh, Mishra
		2.2 Conduct interviews	Conduct interviews and surveys with team members in different ILP divisions to understand their work process	
		2.3 Triangulate and transcribe data	Conform the data collected and transcribe it for future reference	
3	Create the workflow and identify issues	3.1 Create existing workflow	Create the current process flow based on data collected	Parikh, Mishra
		3.2 Analyze workflow	Analyze the workflow to identify individual and system roles and responsibilities in the workflow	
		3.3 Identify key issues	Identify key issues in the existing workflow	
		3.4 Identify overheads and redundant tasks	Identify overhead and redundant tasks that can be eliminated	
4	Redesign the workflow	4.1 Suggest new ideas to overcome the issues	Suggest changes to overcome the issues identified during previous stage	Parikh, Mishra
		4.2 Redesign the workflow	Redesign the workflow based upon the accepted suggestions	

5	User documentation and training	5.1 Prepare user's manual	Create documents for user training and reference	Parikh, Mishra
		5.2 Train employees in the new workflow	Set up an in-house training demo to clear any questions	

Schedule

Sr. No.	Task	Task Name	Begin Date	End Date	Project Team Member
1	1.1	Organize meeting with ILP team members	2/6/2019	2/9/2019	Parikh, Mishra
2	1.2	Understand systems involved	2/9/2019	2/12/2019	Parikh, Mishra
3	2.1	Identify key stakeholders	2/12/2019	2/13/2019	Parikh, Mishra
4	2.2	Conduct interviews and surveys	2/13/2019	2/24/2019	Parikh, Mishra
5	2.3	Triangulate and transcribe data	2/24/2019	3/8/2019	Parikh, Mishra
6	3.1	Create existing workflow	3/8/2019	3/15/2019	Parikh, Mishra
7	3.2	Analyze existing workflow	3/25/2019	4/11/2019	Parikh, Mishra
8	3.3	Identify key issues	4/11/2019	4/19/2019	Parikh, Mishra
9	3.4	Identify overheads and redundant tasks	4/19/2019	4/24/2019	Parikh, Mishra
10	4.1	Suggest ideas to address issues	4/24/2019	4/28/2019	Parikh, Mishra

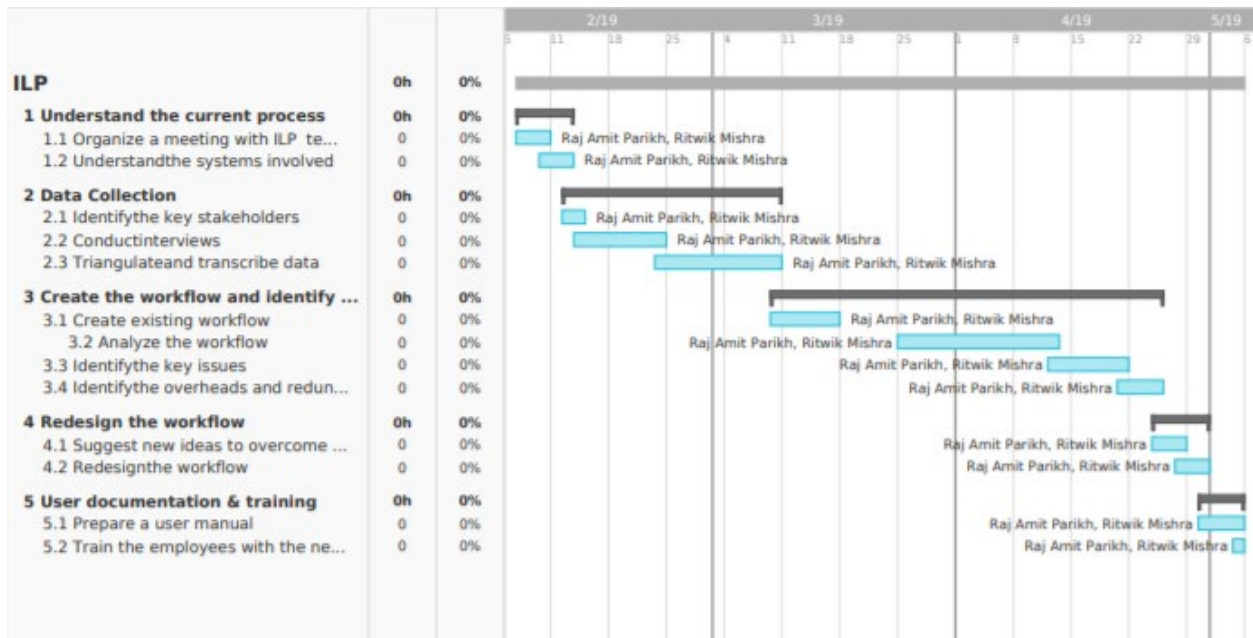| 11 | 4.2 | Redesign workflow | 4/28/2019 | 4/30/2019 | Parikh, Mishra |
| 12 | 5.1 | Prepare user's manual | 4/30/2019 | 5/03/2019 | Parikh, Mishra |
| 13 | 5.2 | Train employees in the new workflow | 5/03/2019 | 5/05/2019 | Parikh, Mishra |

Figure 1. Gantt Chart

Communication Plan

This project is intended to simplify and thereby improve the efficiency of the client's system of inspection, licensing, and permitting. Contact information is shown below.

Contact Designation	Name	Email
Client	Paul Lawder	pelawder@harfordcountymd.gov
Technical contacts	Steve Smith, ICT Dept.	swsmith@harfordcountymd.gov
	Rich Truitt, DILP Dept.	rctruitt@harfordcountymd.gov
	Roxanne Lynch, Liaison	nrlynch@harfordcountymd.gov

Mentor	Kathy Weaver	kweaver@umd.edu
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Deliverables

- Revised process flow document
- User documentation and training manual