

SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN THE NETWORK AND UTAH DEPARTMENT OF PUBLIC SAFETY

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Network, e-Utah, adding additional Utah Department of Public Safety (DPS) transactions or services to the Network, subject to Board approval.

Proposed Service: Driver's License Renewal (DLR)

AGREEMENTS

1. Transaction By the Network Manager Department of Public Safety, authorizes the Network Manager, to enable electronic transactions to the Drivers License Database, in accordance with this Agreement. Description of Service is as follows:

This application will allow any holder of a Utah Drivers license to request a change of address. For users eligible to renewal through the mail in program, the application will allow them to authenticate into the system and complete the renewal online. For those users who renew online, they will also have the opportunity to register to vote.

2. Record Classification and User Access Department of Public Safety represents to the Network Manager the record classification: **Private Records**

The Network Manager certifies that they will offer the following security and authorization for access to the application outlined above:

All online transactions for this service are conducted through a secure server using a Secure Socket Layer (SSL) connection. This technology ensures secure data transmission and uses a standard public-and-private key encryption system that encrypts the request and the private record data. The data remains encrypted throughout transmission until it is safely received within the confines of the SSL where it is decrypted and processed.

3. Record Supply Costs and Computer Programs. The Network Manager shall be responsible for costs and expenses in providing secure electronic transactions to Users, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Department of Public Safety computer programs. Computer programs used by the Network Manager shall:
 - a. Protect information from unauthorized access;
 - b. Supply services to Users on a timely basis in an accurate, understandable and logical format acceptable to Department of Public Safety;
 - c. Be tested by the Network Manager and prototyped for Department of Public Safety's review and approval before it is offered to the public.
4. Use messages. If required by Department of Public Safety, the Network Manager shall cause the Network to require Users to signify online that they will comply with any restriction on use of the records required by law, as amended from time to time. Such user agreement will be in the form of

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a use message displayed online, with a required positive response (which is captured in a log file) prior to the User being permitted to further search or view the record.

5. Subscriber Agreements. This service shall not require subscriber agreements.
6. Transaction Logs. Department of Public Safety shall have access to the Network's Transaction Log for the purpose of auditing the collection and/or dissemination of Department of Public Safety's transaction records. Unless otherwise specified by Department of Public Safety, this Log shall contain the following data: User name, transaction request, time and type of inquiry/transaction, and IP addresses for completed transactions.

7. Payment and Collection.

A Network Charge is not requested for the Driver's License application. A registration with the Network would not be required to access this application.

- a. Collection: The total cost to users for this service shall be set by Department of Public Safety. The Network Manager shall be responsible for the processing of request from Users according to the chart below. No additional amounts may be charged by the Network Manager for the identified services without the prior written agreement of the Department of Public Safety and the Network Board.

<u>Agency/Project/ Priority</u>	<u>Renewal Fee</u>	<u>Network Charge</u>	<u>Total</u>
1.) Driver's License Renewal	\$ As set by statute	\$0.00	\$Renewal Fee
2.) Optional Election: Prevent Blindness	\$1.00		\$1.00

- b. Payment: The order and payment processing system facilitates real-time authentication of online payments. Proceeds from completed credit card transactions will be directly deposited to a designated DPS account through the credit card processor in a nightly batch. All merchant fees associated with the transaction will be the responsibility of the agency.
8. Records and Finances. All Network documents and records maintained by the Network Manager relating to Department of Public Safety records shall be available for inspection, auditing and copying by the Department of Public Safety or other authorized representatives.
9. Efficiency Gain Calculation. The Department of Public Safety and the Network will establish baseline functionality and efficiency both prior to making the enhanced service available and after the service is made available to estimate the cost savings or value add of offering this service on line.

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by their duly authorized officials or officers.

Department of Public Safety

By Joy Hendrix Mann

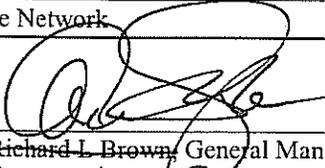
Date 10-23-01

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The Network

By


Richard L. Brown, General Manager

Date

10/26/01

The Board

By


Alan Sherwood, Chair

Date

10/26/01