

SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE, LLC AND UTAH DEPARTMENT OF PUBLIC SAFETY

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Department of Public Safety ("the Agency") and Utah.gov ("the Network"), the state electronic government portal managed for the state by Utah Interactive, LLC ("Network Manager") as an initiative of the State of Utah, adding the Agency transactions or services to the Network.

Record Holder Driving Record System (Record Holder MVR)

AGREEMENTS

1. Access By the Network Manager The Agency authorizes the Network Manager to provide electronic access to allow electronic transactions in accordance with this Agreement. The description of Service is as follows:

The Record Holder Driving Record System will enable the actual motor vehicle record holder the ability to pay for, view and print their driving record (also known as motor vehicle record (MVR)). Upon approval of the credit card information, the application will display the appropriate official motor vehicle record for viewing and printing.
2. Record Classification and User Access The Agency represents to the Network Manager the record classification: Private

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

This application will reside on a secure server that uses Secure Socket Layer (SSL) that will encrypt data transmission between the server and the users' browsers for the Web Payment Service.
3. Record Access and Computer Programs. The Network Manager shall be responsible for costs and expenses in establishing access to the records to Users and Administrators, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Agency computer programs. Computer programs used by the Network Manager shall:
 - a. Protect information from unauthorized access;
 - b. Provide access to records to Administrators on a timely basis in an accurate, understandable and logical format acceptable to the Agency;
 - c. Be prototyped for the Agency, tested by the Network Manager and the Agency, and approved before it is offered to the public.
4. Use messages. If required by the agency, 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 a use message displayed online, with a required positive response, all as captured in a log file, prior to the User being permitted to further search or view the record.
5. Transaction Logs. The Agency shall have access to the Network's Transaction Log for the purpose of auditing the collection and dissemination of the Agency's records.
6. Payment and Collection.
 - a. Collection. The Network Manager shall be responsible for the collection of payment information online and making that information available to the Agency. The Agency will be responsible for the collection of the

payments and any associated accounts necessary to collect those payments. A transaction fee will be assessed to every transaction and paid to the Network Manager as compensation for the maintenance of the application according to the chart below. The Network Manager, for the identified records, may charge no additional amounts without the prior written agreement of the Agency, and the Network. The Network Manger hereby represents to the Agency, that it believes the following charges will fairly and reasonably recompense the Network Manager in order to make the Agency's Web Payment Service a success:

Project	Statutory Fee	the Network Manager Charge
Driving Record System	\$4.25	- Setup Charge: \$0.00 (subsidized by portal contract) - Transaction Charge: \$0.00 (subsidized by portal contract)

7. **Records and Finances.** All Network documents and records maintained by the Network Manager relating to the Agency records shall be available for inspection; auditing and copying by the agency or other authorized representatives.
8. **Efficiency Gain Calculation.** The Agency will establish a baseline cost for the processing of payments both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering this service.
9. **Funding Source.** The Agency is required to declare in advance the source of funds used for this project. Please indicate in the blank which lettered statement is true about your funding source. If neither of these choices is true about your funding source, then the Network Manager may not be able to perform the work for the Agency. The Network Manager will rely upon your statement in determining whether it can or cannot perform this work for the Agency.

Declaration of funding source: a

- a. "The Agency affirms that no federal funds are being used to finance this project." or,
- b. "Federal funds are being used to finance the project but no federal funds are being used that requires the Network Manager to assign all right, title and interest in any part of the work or deliverables, including any work allegedly made for hire, to any other entity, individual, or to the public domain. Special federal funding requirements, if any, are included as an attachment."

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

The Agency, Department of Public Safety

By [Signature]
Name, Title

Date 8-20-04

The Network Manager

By [Signature]
Amy Sawyer, General Manager

Date 10/1/04

The Network

By [Signature]
Al Sherwood, Deputy CIO

Date 10/1/04



State of Utah

JON M. HUNTSMAN, JR.
*Governor*GARY R. HERBERT
Lieutenant Governor

Department of Public Safety

ROBERT L. FLOWERS
Commissioner

Driver License Division

NANNETTE ROLFE
Director

May 17, 2005

Network Manager
Utah Interactive

This is an authorization to temporarily disable the Record Holder Driving Record System (Record Holder MVR) application, effective immediately. I have included a copy of the Schedule A Addendum to the Service Level Agreement between Utah Interactive, LLC and the Utah Department of Public Safety relating to this application. The reasons for this action include:

- Security concerns and unauthorized access.
- An average of two to three hours per day are required to reconcile the money report.
- An average of two customers per day are unable to print the MVR.

We anticipate activating this application once these issues have been addressed and solved.

Sincerely,

A handwritten signature in black ink that reads "Nannette Rolfe".

Nannette Rolfe, Director
Driver License DivisionNR:khw
Enc.

Subject: Record Holder MVR

Date: Tuesday, May 17, 2005 6:51 PM

From: Jill Laws <jlaws@utah.gov>

To: <swilson@utahinteractive.org>

Cc: Claudia Nygard <CNYGARD@utah.gov>, Ken Barton <KENBARTON@utah.gov>, Kim Gibb <KGIBB@utah.gov>, Nannette Rolfe <NROLFE@utah.gov>, Wally Wintle <WALLYWINTLE@utah.gov>

Hi Scott,

I just faxed the authorization letter to disable the Record Holder MVR application. When the requestor clicks a link to the Record Holder MVR, we would like the screen to read Under Construction until August 2005.

Please let me know when the application is disabled.

Thanks

Jill

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The Agency, Department of Public Safety

By [Signature]
 Name, Title JHM

Date 8-20-04

The Network Manager

By [Signature]
 Amy Sawyer, General Manager

Date 10/1/04

The Network

By [Signature]
 Al Sherwood, Deputy CIO

Date 10/1/04