

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

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Network, Utah Interactive, LLC, adding additional Department of Commerce transactions or services to the Network, subject to approval of the State of Utah Chief Information Office (CIO).

**AGREEMENTS**

1. Access By the Network Manager Department of Commerce authorizes the Network Manager, to provide electronic access to information contained in the IBM Image Content Manager , in accordance with this Agreement. Description of Service is as follows:

**IMAGE REDACTION**

Utah Interactive will redact images to be displayed in the publicly accessible websites UCC Search and Business Entity search that Utah Interactive previously built and currently maintains. Utah Interactive will work with Extract Systems' ID Shield product to redact Social Security Numbers and Tax ID numbers from roughly 8 million pages of scanned documents. These images will be transferred on an encrypted portable external hard drive provided by the Department of Commerce. Upon locating sensitive data, ID Shield will create a copy of the image and burn-in the redaction zone electronically, to eliminate the possibility of accessing the sensitive data.

Once the images have been processed, Utah Interactive will destroy the original documents, as well as any copies made of the documents and scrub any media that the documents may have been copied, transferred or stored on, to ensure that no remnants of the non-redacted images exist and are accessible.

After reviewing a sample of the images, Utah Interactive will provide a timeline for completion and delivery of the redacted images. The estimated processing time is 14 weeks.

While ID Shield has been used to automatically redact UCC for seven states in the past, the image quality may have an effect on the accuracy of automatically locating the sensitive data identified. Should ID Shield reach accuracy levels below 85%, we may recommend a verification process be used to increase overall accuracy.

Utah Interactive can NOT guarantee a specific accuracy level will be achieved.

The Department of Commerce agrees to hold harmless Utah Interactive, its officers and employees from any and all third party claims of loss, damage or liability arising directly from private data that was not extracted from documents processed through this contract.

2. Record Classification and User Access Department of Commerce 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 DATA outlined above:

Under separate cover, Utah Interactive will send the images encrypted on a portable external hard drive to Extract Systems. Under separate cover, Utah Interactive will send

Extract Systems the necessary decryption key for extracting and decrypting the information on the above-mentioned hard drive.

3. Payment and Collection.

Department of Commerce has determined to proceed under a fixed price contract. Payment is due to Utah Interactive NET30, upon delivery.

Project Tasks	Quantity	Price Each	Extended
Automated Redaction Processing for 8 million image pages.	1	\$129,000	\$129,000
<b>Total Cost</b>			<b>\$129,000</b>

4. Records and Finances. All Network documents and records maintained by the Network Manager relating to Department of Commerce records shall be available for inspection, auditing and copying by the agency or other authorized representatives.

5. Responsibilities of Department of Commerce. In order to accomplish the tasks outlined in this Addendum A, NETWORK MANAGER will require the Department of Commerce to perform the below listed items in a timely manner. If the Department of Commerce fails to provide any one of these items, the delivery dates for the NETWORK MANAGER deliverables may require adjustment. NETWORK MANAGER will not be held responsible for delays due to unavailability of data or resources from the Department of Commerce

- The Department of Commerce will designate a Project Manager with responsibility and authority for review and approval of deliverables under this Addendum A.
- The Department of Commerce will provide timely authorization for the project and for each approval required during the project.
- The Department of Commerce will assist NETWORK MANAGER in resolving any problems that arise both during and after the implementation of this project.
- The Department of Commerce will provide transfer of necessary IT knowledge, environment and business processes to NETWORK MANAGER. Verbal walkthroughs and documentation will satisfy this responsibility.
- The Department of Commerce will review and approve the functional requirement document and the prototype prior to implementation.

6. RESPONSIBILITIES OF Utah INTERACTIVE

- NETWORK MANAGER will designate a Project Manager to serve as the primary point-of-contact for the NETWORK MANAGER deliverables and who will coordinate completion of the NETWORK MANAGER deliverables with the Department of Commerce project team.
- NETWORK MANAGER will provide day-to-day management of the work plan.
- NETWORK MANAGER will host or attend periodic team meetings to review the status of project activities against the plan.
- NETWORK MANAGER will provide Project Plan Updates to the Department of Commerce Project Manager, as required.
- NETWORK MANAGER will provide Executive Briefings to the Project Sponsor and the CIO's Office, as required.

7. CHANGE PROCESS

The scope of work as specified in this document shall not change except when approved in accordance with the following processes and/or protocols:

Prior to Delivery:

- The NETWORK MANAGER and Department of Commerce Project Managers will review any issues that may arise and determine if the resolution will lead to a change in the scope of work, which is defined as a change that will affect cost, schedule or staffing.
- The proposed change is formally documented, including the impact on schedule, cost and staffing.
- The proposed change in the scope of work is reviewed by the NETWORK MANAGER and the Department of Commerce Project Managers and taken before the eGovernment oversight entity for approval if required.
- Once the change in the scope of work is approved, the change becomes an additional Addendum to the SLA.

8. 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. "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.

Department of Commerce

By Francine Giani  
Francine Giani - Executive Director

Date 9/29/08

Department of Commerce - DTS REPRESENTATIVE

By Rick Leimbach  
Rick Leimbach - IT Director

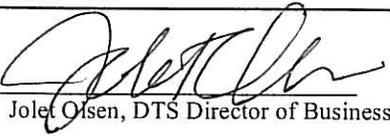
Date 29 Sep 08

The Network

By Rich Olsen  
Rich Olsen, General Manager

Date 10-18-08

Office of CIO

By   
Jolee Olsen, DTS Director of Business Services

Date 10/1/08