

# SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE AND THE UTAH DEPARTMENT OF COMMERCE

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Network, Utah Interactive, adding additional Utah Department of Commerce, Division of Occupational and Professional Licensing (DOPL) transactions or services to the Network, subject to Board approval.

## Proposed Service: License Renewal System

### AGREEMENTS

1. Access By the Network Manager Utah Department of Commerce, Division of Occupational and Professional Licensing authorizes the Network Manager, to provide electronic access to information contained in the DOPL Licensing Database, in accordance with this Agreement. Description of Service is as follows:

This service will allow licensees to view their renewal information as recorded in the Division's Licensing Database, and renew their license online. A user may gain access to the License Renewal System by entering a license number, the last 4 digits of the licensee's social security number and PIN issued by the Division of Occupational and Professional Licensing. Once a licensee has logged in the system will check for any outstanding impediments to determine whether the licensee is eligible for renewal online. If a licensee is eligible, they will answer a few yes or no questions, certify that they have completed any applicable continuing education requirements and pay the applicable renewal fees online, using a credit card or subscriber account. Once the payment is processed, they will be able to print out a Certificate of License Renewal that will allow them to continue practicing until the next renewal deadline. If a licensee is ineligible, the License Renewal System will not allow access to the renewal process.

2. Record Classification and User Access Utah Department of Commerce, Division of Occupational and Professional Licensing represents to the Network Manager the record classification:  
Public except as otherwise specified in DOPL grammar records schedule

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

Users will be offered only those fields as designated by the Department of Commerce, Division of Occupational and Professional Licensing.

Users will be required to authenticate before they use this service.

The Network Manager will conduct and store all payment transactions for this service on a secure server.

3. Record Supply Costs and Computer Programs. The Network Manager shall be responsible for costs and expenses in establishing access to the records and providing record transactions to Users and Subscribers, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Utah Department of Commerce, Division of Occupational and Professional Licensing computer programs and to access the Records. Computer programs used by the Network Manager shall:

- a. Protect information from unauthorized access;

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AND UTAH DEPARTMENT OF COMMERCE, DIVISION OF OCCUPATIONAL AND PROFESSIONAL  
LICENSING**

**PAGE 2 of 3**

b. Supply records to Utah Department of Commerce, Division of Occupational and Professional Licensing on a timely basis in an accurate, understandable and logical format acceptable to Utah Department of Commerce, Division of Occupational and Professional Licensing;

Be tested by the Network Manager and prototyped for DOPL review and approved before it is offered to the public.

4. Use messages. If required by DOPL, 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. Subscriber Agreements. This service shall not require subscriber agreements.

6. Transaction Logs. Utah Department of Commerce, Division of Occupational and Professional Licensing shall have access to the Network's Subscriber Transaction Log for the purpose of auditing the collection and dissemination of Utah Department of Commerce, Division of Occupational and Professional Licensing records. Unless otherwise specified by Utah Department of Commerce, Division of Occupational and Professional Licensing this Log shall contain the following data: Subscriber name, transaction data and time and type of inquiry/transaction.

7. Payment and Collection.

A Premium Service Charge is requested for this phase of the Licensee Renewal Service.

<u>Agency/Project/ Priority</u>	<u>Statutory Fee</u>	<u>the Network Charge</u>	<u>Total</u>
1.) License Renewal	\$variable	\$1.50	\$variable + 1.50

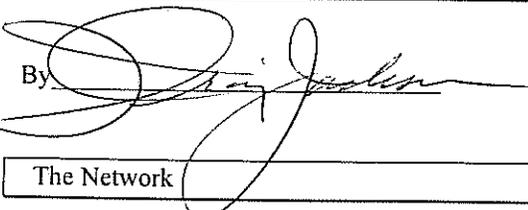
8. Records and Finances. All Network documents and records maintained by the Network Manager relating to Utah Department of Commerce, Division of Occupational and Professional Licensing, DOPL records shall be available for inspection, auditing and copying by the agency or other authorized representatives.

9. Efficiency Gain Calculation. The Utah Department of Commerce, Division of Occupational and Professional Licensing and the Network will establish baseline cost for the license renewal both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering the service.

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

Utah Department of Commerce, Division of Occupational and Professional Licensing

By

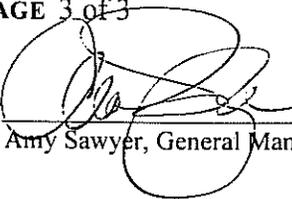


Date 12/21/01

The Network

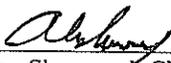
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LICENSING**

PAGE 3 of 3

By  \_\_\_\_\_  
Amy Sawyer, General Manager

Date 12/21/01

The Board

By  \_\_\_\_\_  
Alan Sherwood, Chair

Date \_\_\_\_\_