

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

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 Commerce, Division of Occupational and Professional Licensing (DOPL) transactions or services to the Network, subject to Board approval.

### Proposed Service: Licensee Lookup and Verification

#### 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 DOPL Licensing Database, in accordance with this Agreement. Description of Service is as follows:

This service will allow users to access certain portions of the licensing database as defined by DOPL and if desired, download and print out an official license verification. The official verification, a document that verifies that a given professional is licensed and in good standing with the State of Utah, will include a control number that authenticates the document as an original.

Users who seek additional access to further license detail will have the ability to view additional information on individual licenses as defined by DOPL.

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 Record unless otherwise specified by DOPL

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.

Upon request to the Network, users may have access to further license details. These users will be required to register with the network through a subscription agreement and issued a unique username and password. This username and password will be required to access further detailed license information.

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;

**SCHEDULE A ADDENDUM TO THE  
SERVICE LEVEL AGREEMENT BETWEEN THE NETWORK  
AND UTAH DEPARTMENT OF COMMERCE, DIVISION OF OCCUPATIONAL AND  
PROFESSIONAL LICENSING**

PAGE 2 of 3

- b. Supply records to users and Subscribers 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 approval 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. The Network Manager shall obtain initial written agreements from all Subscribers that they will comply with any other applicable federal or Utah laws, regulations, or policies relating to record use and confidentiality. Such agreements shall be maintained by the Network Manager for inspection by the Utah Department of Commerce, Division of Occupational and Professional Licensing. If the information requested by the subscriber is non-public information, then the network manager shall submit the request to DOPL for approval.
- 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 service.

- a. Collection: The Network Manager shall be totally responsible for the collection of payments from Users and Subscribers according to the chart below. No additional amounts may be charged by the Network Manager for the identified records without the prior written agreement of the Utah Department of Commerce, Division of Occupational and Professional Licensing and the Network Board. Those users with access to the further detailed information will be required to register with the eUtah Network. The fee charged by Network represents a fee for services to gateway system users. The Network hereby represents to that it believes the following charges will fairly and reasonably recompense the Network Manager in order to make the Master Contract a success:

<u>Agency/Project/ Priority</u>	<u>Statutory Fee</u>	<u>the Network Charge</u>	<u>Total</u>
1. Online License Verification	\$0.00	\$ 5.00 per verification	\$ 5.00

- b. Transaction Reporting: A payment/deposit statement shall be mailed to the following address or transmitted electronically as mutually agreed to the parties to:

Laura Poe, Lauri Arensmeyer, and Peter Fairhurst  
Division of Occupational & Professional Licensing

Statements shall reflect the quantity of the records accessed for the full previous month.

**SCHEDULE A ADDENDUM TO THE  
SERVICE LEVEL AGREEMENT BETWEEN THE NETWORK  
AND UTAH DEPARTMENT OF COMMERCE, DIVISION OF OCCUPATIONAL AND  
PROFESSIONAL LICENSING  
PAGE 3 of 3**

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 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 processing of licensee verification requests 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 Sam Poz

Date 6-19-2001

The Network

By Richard L. Brown  
Richard L. Brown, General Manager

Date 6-25-2001

The Board

By Alan Sherwood  
Alan Sherwood, Chair

Date 7/3/01