

**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 (DOC) 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. DOC authorizes the Network Manager, to provide electronic access to information contained in the DOPL database, in accordance with this Agreement. Description of Service is as follows:

Continuing Education Course Approval System

The Department of Commerce would like to create an online system that would allow continuing education providers to apply online for new course approvals. This system would also allow administrators from DOPL to login, review the applications and approve or decline the request for a new course.

The system would also allow course providers to upload attendance lists to the website.

2. Record Classification and User Access. DOC to the Network Manager the record classification:
 (Public)

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

The application will allow open access to public records as established by DOC.

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, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the DOC computer programs and to access the Records. Computer programs used by the Network Manager shall:
 - a. Protect information from unauthorized access;
 - b. Be prototyped and tested by the Network Manager for DOC review and approval before it is offered to the public.
4. Transaction Logs. UI shall collect and make available to DOC, information on the number of times the website is accessed by the public each day.

5. Payment and Collection. DOC has determined to proceed under combination of time and materials payment and transaction-based payments. 50% of the development cost will be due to Utah Interactive at commencement of the project. The user transaction fees will pay the remaining 50% of the development cost after the system has been launched.

Project Tasks	Estimated Hours	Hourly Rate	Cost
Project Management	192	\$70	\$13,440
Developer	416	\$95	\$39,520
Creative / Design Services	72	\$50	\$3,600
Systems Administrator	12	\$95	\$1,140
Subtotal Development Cost			\$57,700
50% of Development cost paid by transaction fees after service is launched			-\$28,850
50% of development cost paid at start of project.			\$28,850

The following transaction fees will be charged to users to cover the balance of the development cost and the ongoing 20% annual maintenance fee.

Service	User Transaction Fee	To State	Amount to Utah Interactive
New Course Request	\$(to be determined) per filing	50%	50%
Attendance tracking	\$(to be determined) per attendee	50%	50%

6. Records and Finances. All Network documents and records maintained by the Network Manager relating to DOC records shall be available for inspection, auditing and copying by the agency or other authorized representatives.
7. Responsibilities of DOC. In order to accomplish the tasks outlined in this Addendum A, NETWORK MANAGER will require DOC to perform the below listed items in a timely manner. If DOC 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 DOC.
- The Director of the Division of Occupational and Professional Licensing is designated as the Project Sponsor.
 - DOC will designate a Project Manager with responsibility and authority for review and approval of deliverables under this Addendum A.
 - DOC will provide timely authorization for the project and for each approval required during the project.
 - DOC will assist NETWORK MANAGER in resolving any problems that arise both during and after the implementation of this project.
 - DOC will provide transfer of necessary IT knowledge, environment and business processes to NETWORK MANAGER. Verbal walkthroughs and documentation will satisfy this responsibility.
 - DOC will review and approve the project plan, functional requirement document, and the prototype prior to implementation.
 - DOC will sign and return to NETWORK MANAGER the Letter of Acceptance before the application is implemented.

8. 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 DOC project team.
- NETWORK MANAGER, with review by DOC-DOPL, will develop a detailed written Project Plan by June 30, 2009 to be approved by DOC-DOPL.
- NETWORK MANAGER will develop the application as defined in this Addendum and in the approved Project Plan.
- NETWORK MANAGER will provide day-to-day management of the Project 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 DOC Project Manager, as required.
- NETWORK MANAGER will provide Executive Briefings to the Project Sponsor and the CIO's Office, as required.
- NETWORK MANAGER will place the application into production and make it available for use by DOC after receipt of an executed Letter of Acceptance from DOC.

10. DELIVERY OF FINAL APPLICATION

Following user acceptance testing, DOC will be requested by NETWORK MANAGER to sign a formal Letter of Acceptance ("Letter"). This Letter must be executed by the Project Sponsor, as previously identified in this Addendum A and the Letter must be received by NETWORK MANAGER's General Manager before the application can be placed into production and made available for use by DOC. Once NETWORK MANAGER receives the executed Letter from DOC, the application will be deemed accepted, placed into the production environment and thus the project will be considered complete and delivered.

11. CHANGE PROCESS

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

Prior to Software Delivery:

- The NETWORK MANAGER and DOC Project Manager 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 DOC Project Manager 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.

After Software Delivery:

After the application is delivered, as defined above, NETWORK MANAGER will provide support for the proper installation and ongoing general operation of the current release of the application.

- Maintenance: After the application is launched, if maintenance issues arise or reporting an error becomes necessary, DOC should contact NETWORK MANAGER. Maintenance includes graphical changes, addition or re-wording of text, or other changes that do not materially change the utility, efficiency, functional capability, or application of the software. All other requested changes will be deemed significant maintenance efforts, requiring DOC to submit a written change request to NETWORK MANAGER. NETWORK MANAGER will then evaluate the request, seek additional information if necessary, and prioritize it in

consideration of other ongoing development projects with the approval of the CIO's Office, if required.

- Software Modifications and Enhancements: For software modifications or additions that materially change the utility, efficiency, functional capability, or application of the software DOC will submit a written change request. NETWORK MANAGER will then evaluate the request, seek additional information if necessary, and prioritize it and price it in consideration of other ongoing development projects with the approval of the CIO's Office, if required.

12. 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."

13. Termination Clause: This addendum may be terminated for any reason by DOC or Utah Interactive, LLC, by providing written notice to the other party at least 30 days prior to the desired termination date. This termination clause only applies to this Schedule A Addendum and not to the entire Service Level Agreement between the Department of Administrative Services and Utah Interactive.

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 7/9/09

Department of Commerce/DTS

By *Rick Leimbach*
Rick Leimbach, IT Director

Date 7/9/09

The Network

By *Rich Olsen*
Rich Olsen, General Manager

Date 8-10-09

Office of CIO

By *Dave Fletcher*
Dave Fletcher, Chief Technology Officer

Date 7/29/09