

## **ADDENDUM A TO THE SERVICE LEVEL AGREEMENT BETWEEN E-UTAH AND THE UTAH DEPARTMENT OF NATURAL RESOURCES**

This document serves as Addendum A to the Service Level Agreement (Agreement) with the Network, e-Utah, and the Utah Department of Natural Resources. This addendum is executed for the explicit purpose of including the Utah Department of Natural Resources, Division of Wildlife Resources (DWR) as a party to the Agreement, and to define the specific responsibilities of the DWR and the Network relative to the Agreement. All transactions and services, provided in this Addendum are subject to Board approval.

### **AGREEMENT**

1. Access By the Network Manager The DWR authorizes the Network, to provide electronic access to file and issue DWR selected hunting and fishing licenses in accordance with this Addendum. Description of Service is as follows:

This application is designed to offer selected hunting and fishing licenses to the public over the Internet via an interactive web-based application and allow the direct purchase and issuance of only those licenses specifically authorized by the DWR. Fishing licenses will first be authorized for electronic issuance and selected hunting licenses will follow once statutory proof of hunter education requirements are modified to permit electronic issuance of hunting licenses.

The web interface allows the on-line customer to input the required personal information (which will be validated by the DWR license application criteria) and receive a temporary license from their browser. When a full season license is purchased, the transaction will electronically permit the on-line user to immediately print a "temporary" license effective for a limited duration. The transaction will also trigger the issuance of a permanent license which will be mailed to the on-line user by the DWR. The temporary license is immediate authority for the on-line user to engage in the designated wildlife activity during the limited time period printed on the license while waiting for delivery of the permanent license. The temporary license will contain a control number which will be generated by an algorithm that signifies the license validity and its expiration date to a conservation officer. A "permanent" license will not be mailed for short term (1 and 7 day) fishing licenses. The DWR will receive daily electronic updates from the Network that can be loaded into its computer system eliminating the need for data entry on license transactions handled through the Web. The Network will supply all licensing transaction data to DWR in an accurate, understandable and logical format acceptable to DWR.

This service will allow users to pay for licenses using a credit card. The credit card will be authenticated before the user proceeds and the temporary license is issued.

2. Record Classification and User Access Utah Department of Natural Resources represents to the Network the record classification:

License forms and applications approved by the DWR which do not contain personal information are classified as non-confidential. All personal information collected or acquired by the Network under this Addendum and Agreement is classified as confidential. "Personal information" means any and all information identifying a person's name, address, phone number, social security number, driver's license number, date of birth, gender, credit card number, financial account number, etc.

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

Users will be offered only those licences specifically designated and authorized by the DWR. Users will not be required to authenticate before they use this service. Users will be offered access to only non-confidential information.

3. Record Supply Costs and Computer Programs. The Network shall be responsible for all costs and expenses in establishing access to on-line license transactions, and providing license 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 Natural Resources and DWR computer programs and to access the necessary records. Computer programs used by the Network shall:
  - a. Protect information from unauthorized access, including access to personal information submitted by Users in obtaining a license;
  - b. Supply the necessary licensing information to Users on a timely basis in an accurate, understandable and logical format acceptable to DWR;
  - c. Be tested by the Network and prototyped for the DWR's review and approval before it is offered to the public.
4. Use messages. If required by the DWR, the Network shall require Users to signify on-line that they will comply with any restriction, or condition required by law in connection with receiving a license, as amended from time to time. Such user agreement will be in the form of a use message displayed on-line, with a required positive response (all as captured in a log file) prior to the User being permitted to receive a license.
5. Subscriber Agreements. This service will not require a subscription agreement.
6. Transaction Logs. Utah Department of Natural Resources and DWR shall have access to the Network's Transaction Log for the purpose of auditing the collection and dissemination of DWR licenses. Unless otherwise specified by the DWR, this Log shall contain the following data: user name, transaction data and time and type of inquiry/transaction.
7. Payment and Collection.
  - a. Collection: The Network shall be totally responsible for the collection of payments from Users according to the chart below. No additional amounts may be charged by

the Network for the identified licenses without the prior written agreement of the Utah Department of Natural Resources, the DWR, and the Network Board. Fees and license types reflected in the chart below may be modified upon the written agreement of the parties.

<u>Agency/Project/ Priority</u>	<u>Statutory Fee</u>	<u>EA Charge</u>	<u>Total</u>
Habitat Authorization	\$6.00	\$ .00	\$6.00
Res Small Game 12,13	\$7.00	\$ .00	\$7.00
Res Small Game 14+	\$13.00	\$ .00	\$13.00
Res Fish 14+	\$20.00	\$ .00	\$20.00
Res Combo	\$28.00	\$ .00	\$28.00
Res Fish 65+	\$9.00	\$ .00	\$9.00
NR Fish 1 Day	\$7.00	\$ .00	\$7.00
NR Fish 7 Day	\$17.00	\$ .00	\$17.00
NR Fish Annual 14+	\$42.00	\$ .00	\$42.00
NR Small Game 12+	\$41.00	\$ .00	\$41.00
Res Fish 1 Day	\$6.00	\$ .00	\$6.00
Res Fish 7 Day	\$11.00	\$ .00	\$11.00

- b. Payment: Payments of the statutory fee for each License (regardless of whether the Network has collected the amount from the applicable User) shall be made from the Network directly to a designated account or accounts furnished by Utah Department of Natural Resources and DWR. In addition, a payment/deposit statement shall be mailed to DWR or transmitted electronically as mutually agreed by the parties. This information will be transmitted to:

Project contact: Gregory Sheehan  
 Utah Division of Wildlife Resources  
 1594 West North Temple  
 Salt Lake City, Utah 84114  
 Phone: (801) 538-7437

Statements shall reflect the quantity of the licenses issued and/or sold for the full previous month. The statement shall indicate the type of license issued and/or sold if more than one type of license is available.

- c. Enhanced Access Payment. The Network shall remit a statement with the required statements to the DWR for access during the previous month of the DWR's records no later than the last working day of the month after the month in which the fees due to the DWR were incurred.
8. Records and Finances. All Network documents and records maintained by the Network relating to Utah Department of Natural Resource's and the DWR's records shall be available for inspection, auditing and copying by the agency or other authorized representatives. All

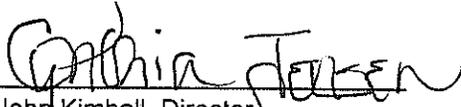
records reports and requests for technical assistance submitted to the DWR shall be directed to the following:

Kirk Poulsen  
Utah Division of Wildlife Resources  
1594 West North Temple  
Salt Lake City, Utah 84114

9. Cost of Service Calculation. The Utah Department of Natural Resources, the DWR, and the Network will establish an estimated baseline cost for the processing of fishing and small game license requests. These costs will be calculated based on the cost of providing the service both prior to making the enhanced service available and after the service is made available.

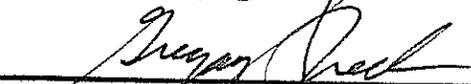
IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by their duly authorized officials or officers.

Utah Division of Wildlife Resources

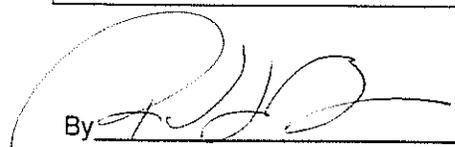
By   
John Kimball, Director

ACTING DIRECTOR

Date 01/13/2000

  
Financial Manager, Division of Wildlife Resources

The Network

By   
Richard L. Brown, General Manager

Date 1/13/00

The Board

By   
Alan Sherwood, Chair

Date 1-13-00