

NSRB Grant Application Template

Agencies desiring grants from the NSRB for projects to improve access to state government information should complete this application and follow any procedures outlined in this application and any accompanying materials.

1. Name of agency applying for grant

Chief Information Officer

2. Title or brief description of the project

Interactive License Renewal Initiative

3. Grant request amount

\$25,000

4. Will there be a fee for accessing records associated with this project?

There may be transaction-based payments to Nebraska@ Online in conjunction with individual services, which will be submitted through the normal NSRB review process.

5. If yes, provide any statutory reference or authorization for the fee

Unless there is a change in state law authorizing convenience fees (i.e. passed on to the user), any transaction-based payments will be paid by the agency as an operational expense.

6. Please describe the project in detail

The State E-Government Strategic Plan calls for aggressive efforts to bring entire processes online for the benefit of citizens, businesses and government agencies. One of the largest areas of opportunity involves a wide variety of professional and business licenses, filings and registrations. There are dozens of these types of transaction-based processes that exist in state government, the vast majority of which continue to be manual, paper-based processes.

The State Government Council of the NITC supported a study that concluded there is relatively little information that is common among licenses and filings. However, it does appear possible to approach development of various license, filing and registration applications in a standard, enterprise-wide manner.

For example, the Department of Health & Human Services has a strong interest in providing online renewal for their 40+ professional licenses. They utilize a license management software that is currently being upgraded, and have indicated that

Nebrask@ Online is their preferred partner for development of the front-end and payment processing capabilities.

It is anticipated that once an interface is built between NOL and the license management software for one renewal application, it may be possible to re-use a considerable amount of the code libraries and other technical aspects of the application for other renewals. However, that cannot be determined until the first application is built.

Should this pilot be successful, consideration may be given to seeking an enterprise-wide license for the management software to allow greater acceleration in bringing license renewal applications online. The purpose of this grant is to provide a pool of resources to bring a minimum of five health professional license renewals online, testing the capability of building and adapting an interface into the HSS license management system that can be in part re-used for additional health licenses. Ongoing fees for maintaining and enhancing the applications will be negotiated with HHS subject to the normal NSRB review process.

The CIO would like to reserve the right to use a portion of these funds for online license or filing applications with other agencies, subject to approval by the board or its authorized representative.

7. Please describe whom the beneficiary or recipient of this service will be and projected activity for access or use of the proposed service

Professional licensees, and potentially others who file or register with the state, will benefit from the convenience of online license renewal. The agency will achieve efficiencies by automation what are currently manual processes.

8. Estimated timeline for completion

Installation of the upgraded license management software is scheduled to be complete in August. Work on initial renewal applications will begin upon approval of the grant, and applications will be brought online in conjunction with statutory renewal periods. Should license or filing applications with other agencies be pursued, they will be developed and brought online in conjunction with license or filing periods.

9. Agency contribution to the project (labor, equipment, etc.)

The CIO will provide leadership in project planning and oversight during implementation. The CIO will also work with the State Government Council of the NITC, the NSRB, and appropriate agencies as needed during the course of the project.

10. A. Has this project every been submitted as a budget request (explain)?

No. A previous grant was approved by the NITC for possible use on license renewal, but the grant expired due to delays caused by licensing issues for the management software.

The source of funds (the Government Technology Collaboration Fund) will potentially be reduced or eliminated by legislative action.

10. B. Does the project require additional statutory authority (explain)?

Unless convenience fees (paid by the user) are considered for ongoing support of the licensing or filing applications, no change in statute is required.

10. C. Why is the grant money needed for the project, and if applicable, how will the service be sustained once the grant money is expended?

The grant funds will provide short-term return for efforts by Nebrask@ Online to establish a standard, enterprise-wide approach to licensing and filing applications. Over the long-term, transaction-based revenue from these services will provide ongoing support maintenance and enhancements of these services, as well as for growth and expansion of the NOL network. Given the relatively small volume of each individual service, it is likely to take several years and several services to generate a revenue stream of any significance. The grant funds will also provide a way for agencies to achieve a lower per-transaction rate than might otherwise be recommended.

11. Please describe how this project will enhance the delivery of state agency services or access to those services.

Providing online capability for license renewal, filing and registration will improve convenience for citizen and business users, as well as enhanced efficiency for government agencies. Renewals, filings and registrations can be conducted quickly at the user's convenience in a secure environment that incorporates online payment.

12. Please describe how this project will 1) improve the efficiency of agency operations; 2) facilitate collaboration among state agencies; 3) facilitate collaboration between state agencies and other public institutions; 4) support public/private partnerships in the delivery of public services (you may respond to any or all of these criteria in your answer)

Agency operational efficiency will improve through replacement of manual, paper processes with automated service delivery. Assessing the possible use of a standard license management software could provide numerous opportunities for collaboration among agencies. The involvement of Nebrask@ Online continues the ongoing, successful public/private partnership to enhance the delivery of public services.

13. Contact person information

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Addendum to NSRB Grant for the Interactive License Renewal Initiative

Deliverables

- 5 interactive health professional license renewal applications (or other license renewal applications as agreed to by the Chief Information Officer and the NSRB or its designated representative), including online payment capability. Health professional licenses to be included in the initiative will be selected by the Health & Human Services Credentialing Division.
- A licensing portal (web site) for access to all license renewal applications

Grant Request

- Payment to Nebraska@ Online of \$5,000 upon delivery and activation of each license renewal application.
- The licensing portal is included at no additional cost.

Time Frame

- Development work on the license renewal applications will begin upon approval of the grant and selection of the licenses to be included. Deployment of the applications will coincide with the renewal periods for each license. The goal is to complete the five renewal applications no later than January 1, 2003.

Technical Considerations

- The licensing portal will be developed using standard web development tools such as HTML and Fireworks graphic software.
- Integration with back-end systems (such as License 2000) will initially require custom development of modules in standard programming languages such as Perl, C and PHP. The intent is that once an integration module has been developed, most components can be re-deployed in additional applications.