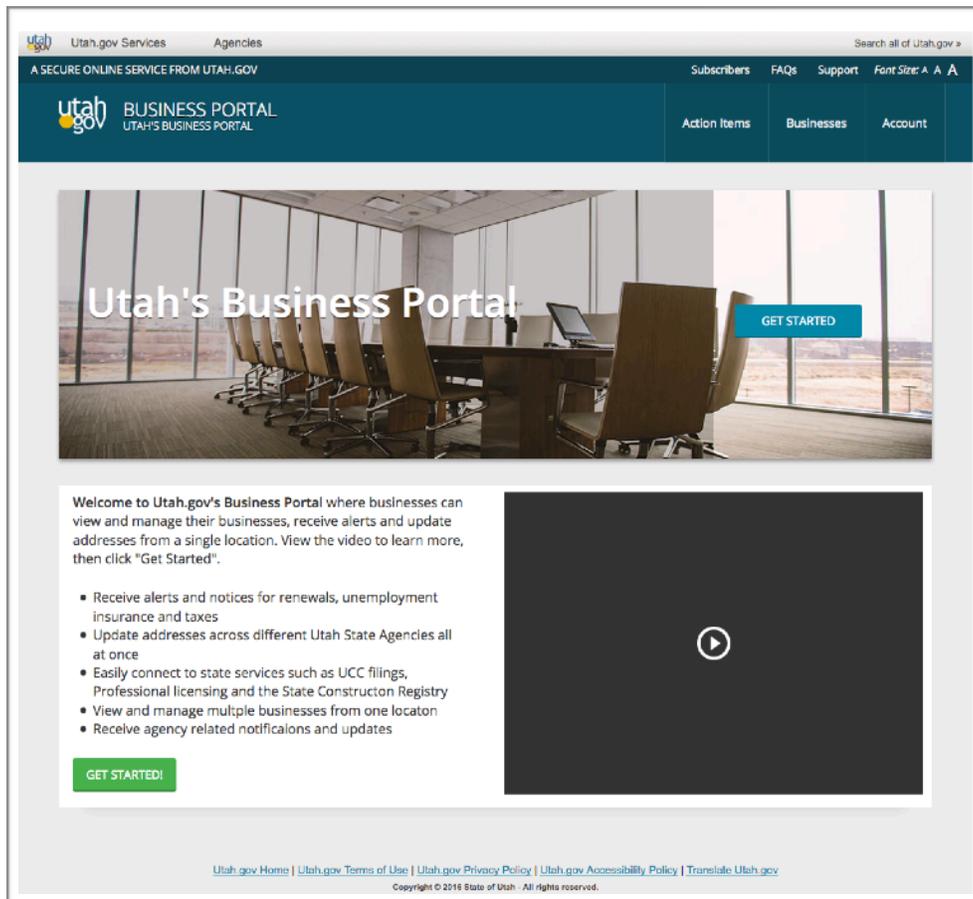


# State of Utah Single Sign-on Business Portal

*Two Year Plan and Prototype*



Utah Department of Technology Services

November 2017

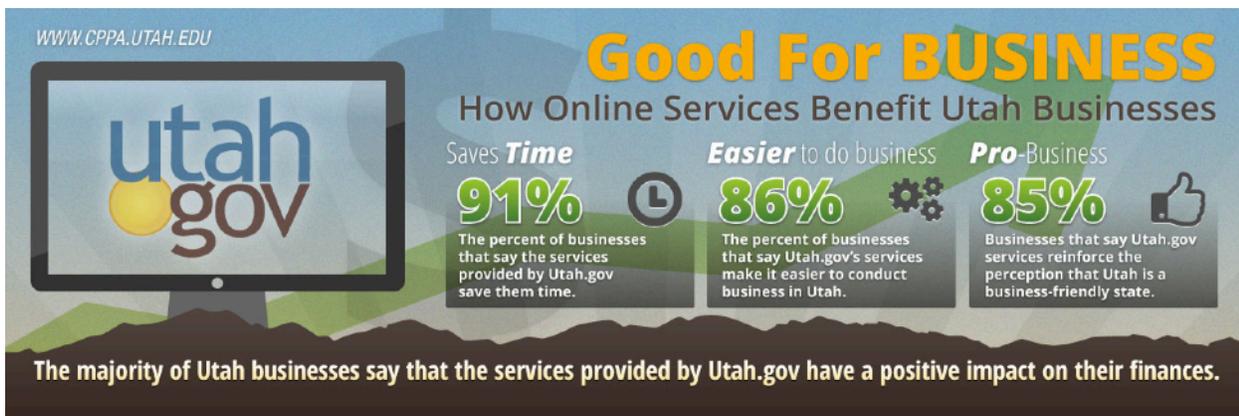


# State of Utah Single Sign-on Business Portal

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## Utah.gov and Business: An Introduction

In the last 20 years, Utah.gov has become an important component of the Utah business ecosystem. Following the introduction of the online Hunting and Fishing application in 1998, Utah agencies began adding new interactive services for citizens and businesses to streamline government and improve the way services are delivered. In 2016, Utah now provides over 1,300 unique online services that reduce cost to government, while making it simpler to do everything from creating a business to registering a vehicle. Almost half of those services are designed to



support Utah businesses .

According to a 2013 study by the Center for Public Policy and Administration, “by using e Government services, transactions that once took hours or days frequently take just minutes and 91% of business subscribers agree that Utah.gov services are saving them time compared to offline methods like mail, phone, or in-person visits to an agency office. Not only do online services save time and money for users, but digital services have also created significant efficiencies for state

government. An earlier study revealed that the state saves over \$13 per transaction for many of its digital services.

In the 2016 Legislative Session, Representative Bruce Cutler sponsored HB96 requiring the Department of Technology Services create a single sign-on business portal. The department is charged to create a web portal that allows a person doing business in the state to access, at a single point of entry, all relevant state-collected business data about the person, including information related to:

- business registration;
- workers' compensation;
- tax liability and payment; and
- other information collected by the state that the department determines is relevant to a person doing business in the state.

The portal will utilize an open platform that facilitates participation in the database and web portal by a state entity; and allows for optional participation by a political subdivision of the state, in a manner that anticipates expanding the database and web portal to include:

- a database for data collected by the state on an individual; and
- a web portal for an individual to access all relevant data collected by the state on the individual.

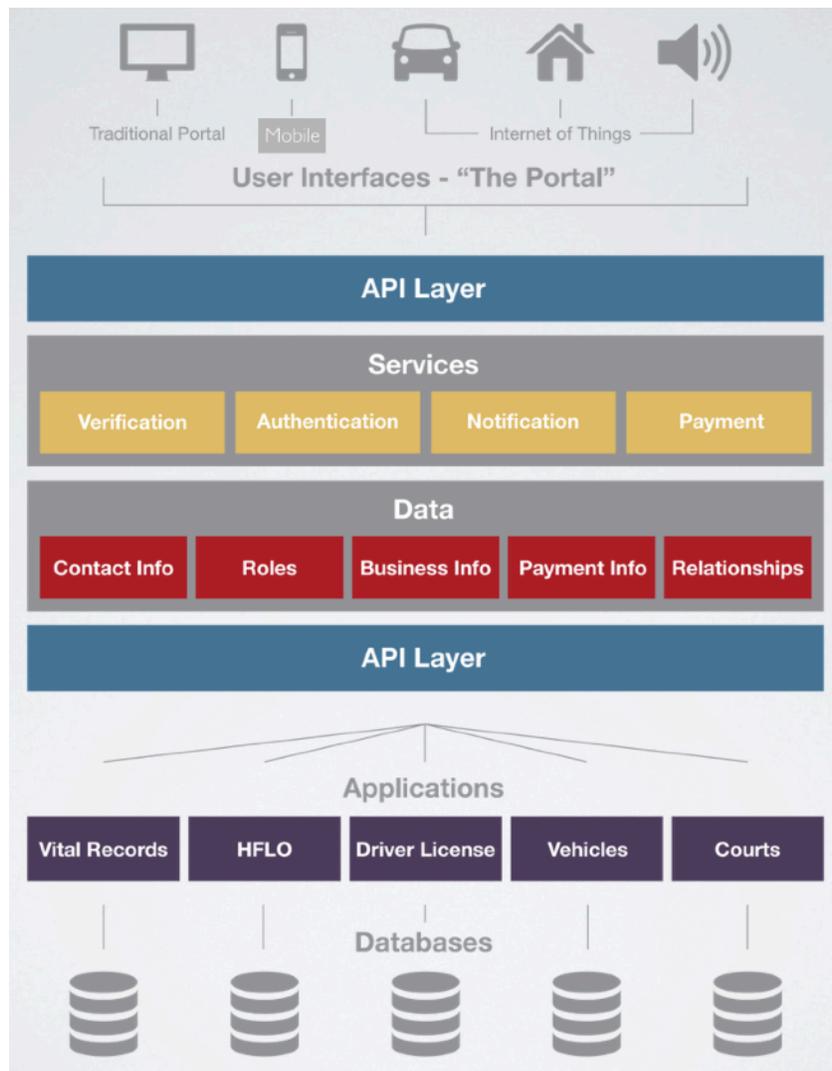
## Innovating the Digital Platform

The Utah.gov portal has been nationally recognized as a leader in providing innovative and cost-effective digital services. In 2016, the site was recognized as the Best Overall Web Design by the prestigious American Business Awards. DTS plans to leverage the best assets of the existing structure to create an advanced digital government platform that will enable better integration of services and enhanced usability through simplifying access.

By enabling a single sign-on process that extends across agencies, the state can create a new model for serving businesses and citizens by providing a more personalized view of all of the services that are relevant to the individual user. This

model will enable state government to provide services through an integrated approach similar to what users are accustomed to with Amazon and other successful online businesses.

As Utah.gov undergoes this digital transformation, DTS will work with agencies to provide a consistent layer of statewide services that include validation, authentication, payment, and notification as shown below.



These services will have access to enterprise data which define individuals, businesses, user roles, payment information and relationships between individuals, businesses, and other assets.

DTS will develop protocols for connecting the portal to existing and new services through a set of secure API's which will enable secure connectivity.

## Business Portal Prototype

A prototype of the business portal was completed in October 2016 and presented to agency executives. The prototype is designed to help businesses connect to all of the services and interactions they perform with the state through a single portal and login process.

## Cost Proposal

DTS estimates that it will cost approximately \$1,370,000 annually to implement Phase I and Phase II of the project in FY18 and FY19. In Phase I, DTS will focus efforts on working with four core business agencies as it builds the portal to provide the initial services and notifications that will be available for the initial release of the portal in 2017. These agencies include the Department of Commerce, Labor Commission, Workforce Services and the State Tax Commission.

Category	Expense
Personnel (2FTE)	\$250,000
Current Expense	\$600,000
Technology Expense	\$520,000
Total	\$1,370,000

In Phase II there will be a costing model designed and implemented to help support the portal for long term operations. DTS will present a maintenance plan for the portal to the Legislature prior to the 2018 Legislative Session.

## Expense Breakout

Ongoing personnel expenses will be deployed from DTS resources for database administration and API development. APIs, or Application Program Interfaces, are the routines and protocols which must be developed to connect the business portal with the individual applications. APIs must also be developed to provide notifications from the originating agency to the portal or vice-versa. The 2 FTEs will also act as liaisons working with agencies, cities and business to help facilitate portal services, authentication, and support for connecting to existing business applications.

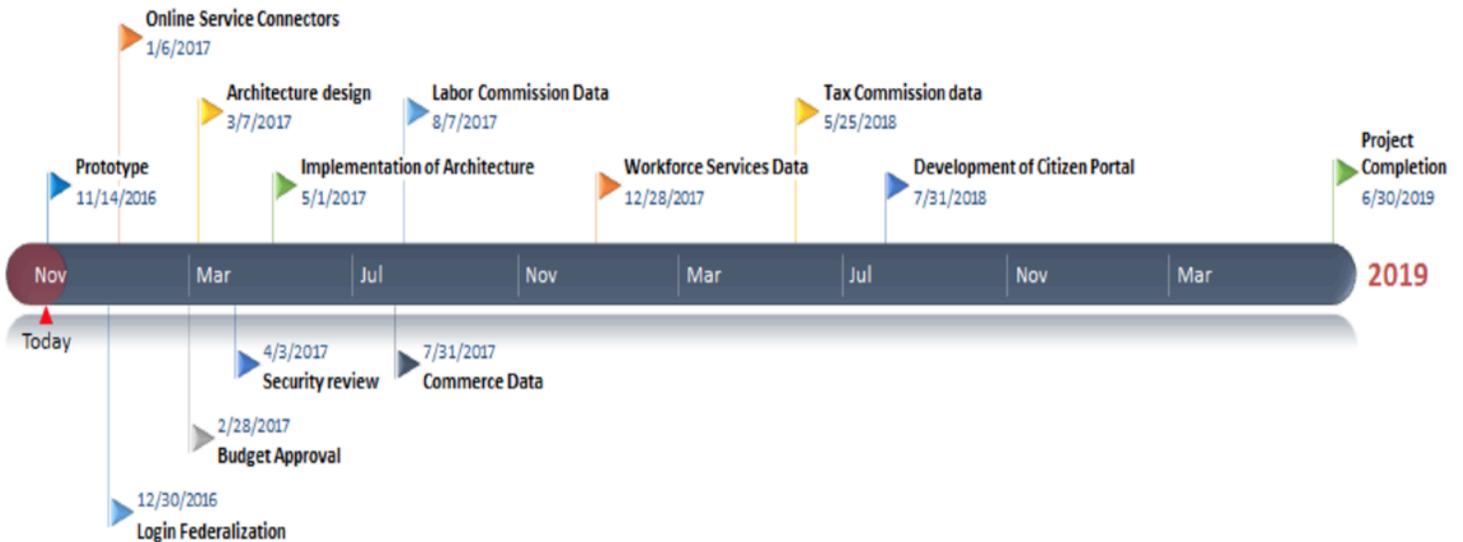
Expense for the actual development and support of the portal is identified as current expense which will be contracted through DTS, including:

- Identity and Access Management support to ensure the right user is connected to the right functions and notifications
- Web development of user friendly front end website that is simple and elegant to utilize. The website has been developed with a focus group to ensure usefulness and quality.

Technology expenses include robust servers and storage devices, which are hardened to support the security that is needed to ensure a safe and secure delivery and storage mechanism for citizens. In addition to server infrastructure there is a need to purchase operating system software, database software, and authentication modules.

Phase II will integrate services from other state agencies and include outreach to cities and counties. DTS will develop connectors that allow cities to connect business registration and other services to the state portal through standardized processes.

# Basic Timeline



November 2016 - Present Prototype to Agencies / Legislature

December 2016 - Complete plan for login federalization

January 2017 - Begin development of online service connectors

February 2017 - Budget Approval

March 2017 - Implementation of Architecture design/development plan

August 2017 - Approval of Commerce data and push/pull of information into portal

September 2017 - Approval of Labor Commission data and push/pull of information into portal

December 2017 - Approval of Workforce Services data and push/pull of information into portal

May 2018 - Approval of Tax Commission data and push/pull of information into portal

June 2018 - Go live date

FY19

July 2018 - Start development of Citizen portal services

July 2018 - Develop recover cost model to fund on-going portal maintenance and upgrades

June 2019 - Project Completion

## Authentication

Many consumers are suspect of conducting online transactions because they believe their data won't be secure or private. DTS will work to incorporate the principles of the National Strategy for Trusted Identities in Cyberspace into the authentication ecosystem to promote trust and confidence.



**Identity solutions will be privacy-enhancing and voluntary**



**Identity solutions will be secure and resilient**



**Identity solutions will be interoperable**



**Identity solutions will be cost-effective and easy to use**

The Business Portal will authenticate to the State’s central authentication services infrastructure. Currently, that infrastructure is the Utah Master Directory (UMD), but it will be moving to a platform based on OpenAM, supported by ForgeRock. Currently, UMD supports over 700,000 individual accounts. The OpenAM platform will be fully scalable to enable future growth in the foreseeable future. Utilizing OpenAM, DTS will be able to deliver a java based architecture to deploy across many platforms utilizing standard tools. This will provide a framework to develop custom authentication, plug-ins and policy conditions to ensure secure and private authentication. It allows for single sign-on to multiple data sources, *while enforcing policy and protecting resources*.

The portal provider will work with DTS engineering and authentication services to determine the optimal means for authenticating to central authentication services and ensuring the development and ongoing support for a central business directory that includes all relevant business accounts from Tax Commission, Workforce Services (UI), Labor Commission, and Commerce to create a single business ID for businesses that engage in transactions with Utah State Government.

Authentication will enable access to all services listed under “Portal Services” and all notifications without additional sign-on.

## Portal Services

The Utah Business Portal will serve as a primary access point for businesses to perform transactions with Utah State Government. Upon authenticating to the portal, users will be able to access information and services related to their business with any agency of the state.

In Phase I, DTS will work with Utah and other stakeholders to enable portal access to the following services:

## Commerce

Consumer Protection Registered Entities	Child Protection Registry	Charitable Solicitations Permit	Charitable Organization Exemption Request
Statewide Central Pawn Database	Registered Business Opportunities	Credit Service Organization Online Application	Registered Charities Search
Debt Services Manager Permit Application	Health Spa Permit Application	Personal Trainer Permit Application	Immigration Consultant Permit Application
Postsecondary Proprietary Schools Exemption Request	Pawnshop and Secondhand Merchant Registration	Telemarketer Permit	Renew Business Entity
Register a Business - OSBR	Business Entity Search	Registered Principal Search	Business Name Availability Search
State Construction Registry	Online Business Reinstatement	Business Fraud Alert	Get a Certificate of Existence
Request or renew a trademark in Utah	UCC Filing System	Verify Utah	License Verification Services
Real Estate License Management System	Securities Verification Services	Controlled Substance Database	

## Labor Commission

Industrial Accidents	Wage Claim Services	Labor Commission Online Payments	Boiler Inspection
Workers Compensation Coverage Penalties	Workers Compensation Coverage Waivers	Workers Comp Verification	Miner Certification
Case Filing	Policy Reporting		

**Tax Commission**

Business & Corporate Income Tax Payments	Motor Fuel Tax Payments	Motor Vehicle Fees and Information for Company Owned Vehicles	Property Taxes
Sales & Use Taxes	Tobacco and Cigarette Taxes	Utah Withholding Taxes	Mineral Production Taxes

**Workforce Services**

Electronic applications for WOTC certifications	Unemployment Insurance and New Hire Reporting	UI Account Administration	Business Registration & Payments
Employer Services	Wage Filing	Tax Reporting	Claims
Appeals			

## Phase II Services

In Phase II, DTS will work with regulatory agencies in the state to connect business-related services and notifications to the portal architecture, using the same web services and messaging architecture that was implemented in Phase I of the project. These agencies include the departments of Agriculture, Financial Institutions, Public Service Commission, Insurance, Transportation, Health, Natural Resources, and Public Safety. DTS will identify a more complete set of agency business services working with these agencies prior to June 30, 2017.

### Agriculture

Weights and Measures Registration	Motor Fuel Inspection	Animal/Grazing	Plants/Invasive Species
Farmers Market	Food Safety	Pesticide and Feed Product Registration	Loan Program
Beekeeping	Dairy Inspection	Grain Inspection	Cottage Industry
Weed Free Hay Certification	Elk Brand Inspection		

### Environmental Quality

Public Notices:All Divisions	Public Notices: Water Quality	Air Quality Compliance	Current Alerts
Public Hearings: Locations/Times	Rules & Changes: Public Comments	Underground Storage Tank Registration	Media Alerts
Waste Management and Radiation Control	Drinking Water Certified Operators	Storm Water Permitting	Water Quality Permits


### Financial Institutions

Banks	Credit Unions	Industrial Banks	Savings and Loans
Consumer Lending	Holding Companies	Mortgage Lending	Check Cashers
Escrow Agents	Title Lenders		

### Cities

Utah cities and towns offer a variety of online services related to business regulation at the local level. DTS will work with cities and towns to connect services using a standard interface protocol, beginning in Phase II of the project.

Salt Lake City	West Valley	Provo	West Jordan
Orem	Sandy	Ogden	St. George
Layton	Logan	Richfield	Lehi
American Fork	Springville	Roy	Bountiful
Brigham City	Moab	Park City	Heber City
Farmington	Cottonwood Heights	Herriman	Cedar City
Fillmore	Payson	Ephraim	Price

The portal shall also support the maintenance of centralized data associated with the state business directory so that the user can update information such as address and contact info for all related systems through a single process.

## Notification Services

The portal will support integration of message services from agencies that are relevant to the ongoing operation of individual businesses. DTS will develop standards for connecting notifications between agencies and the portal by June 30, 2017 that will enable secure messaging based on the user's identity and the state services that the user has connected to the portal.

For example, such notices might include:

Tax Bulletins

Tax payment deadlines

Overdue payments

Business filing notifications

Employer Advisor

Rate Notices

Appeal Notifications

Labor Commission notifications

Etc.

The DTS Project Manager will work with the Portal Provider and the Tax Commission, the Departments of Workforce Services and Commerce, and the Utah Labor Commission to develop a final listing of notification services by November 15, 2016.

## Design Considerations

The Utah Business Portal shall be designed in a manner that is consistent with overall design standards for Utah.gov and ensures privacy and security of user accounts. The portal shall comply with Utah Accessibility Standards.