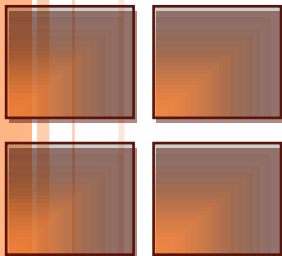


# TiBA SOLUTIONS' ONE STOP eGOVERNMENT FRAMEWORK

## *Executive Summary*

"The Business One Stop is a significant step toward making it simpler for business people to work with government and represents another part of our efforts to create an environment that helps businesses grow and prosper in South Carolina. Not only does the on-line business registration system join local, state, and federal governments all in one place, but we believe it sets a new standard for partnerships between the public and private sectors."

**Mark Sanford**  
**Governor**  
**State of South Carolina**



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# ONE STOP eGOVERNMENT FRAMEWORK

## *Executive Summary*

Imagine for a minute that you are an entrepreneur ready to start a new business, an engineer ready to apply for a professional license, or a citizen wanting to update your address. You are pressed for time and wondering how to begin? You talk to your friends, research the Internet, and perhaps visit a state department or board office. You get a general idea of the process and then start filling out forms. The next day brings a new discovery of another license needed, another state department to talk to, and another check to be written. As you wait for responses, you attempt to check the status of each application by making separate inquiries to each department via phone, email or letter. Certain applications may be rejected or delayed due to a typo or an inadvertent blank field in the form. Eventually you're up and running – you think, but what have you missed? The entire process has been weighed down with tedium, stress, and delays.

Or, imagine instead that you are a department leader in a time of significant budget cuts, a growing volume of work, and impending retirement of many experienced staff members. Your department is dedicated to fulfilling its mission and serving the public interest. Yet simply working harder will not be enough to meet the department's mandate or your vision of working collaboratively with other departments to present a single face of government to all constituents.

Now imagine that your state has a framework for eGovernment that provides a single, guided process for submitting information for all pertinent licenses, permits, and registrations (LPR's) to all relevant departments, a central place to check the status of all applications, and a means of consolidating the payment of all fees into a single transaction for the constituent – on-line and secure, via the Web. With this framework you can position your department to do more with less while still meeting key objectives:

- Help constituents help themselves in a 7X24 world
- Help staff meet performance goals through increased efficiency and effectiveness
- Reduce operational costs for department and constituents
- Increase inter-department collaboration and support a common constituent identity across departments

If this concept had never been implemented, it might be perceived as being too ambitious. Fortunately, it has been implemented with absolute success. Award-winning systems that demonstrate TiBA's One Stop Framework have been serving constituents for over eighteen months.

"We're leveraging technology to make the whole registration and licensing process easier for our new businesses, and I'm proud our agency was a part of the effort, because nothing could be more in line with our goal of helping businesses be successful so they can create jobs and help raise the standard of living in this state."

**Bob Faith**

**Former South Carolina  
Secretary of Commerce**

TiBA Solutions created the One Stop Framework in collaboration with department experts and continues to add additional functionality to this highly successful enterprise solution. Five essential capabilities highlight the foundation of TiBA's One Stop success:

## 1. Advanced architectural foundation

TiBA's One Stop uses an **open standards communications architecture** based on Web Services, XML, and Service Oriented Architecture. One Stop is loosely coupled with department back-end systems, enabling independence from any particular technology platform and reducing the effort to integrate new departments.

One Stop's Hub and Spoke model and centralized messaging rules mean that all **communication flows through the One Stop Hub**, further simplifying the addition of new departments.

**One Stop creates and maintains a Common Constituent Identifier** on behalf of all the departments.

**One Stop makes departmental legacy systems interoperable** through its Service Oriented Architecture. The leveraging of past investment in departmental systems means that:

- **Departments do not need to reengineer** their systems and databases in order to process One Stop information or share appropriate authorized information with each other.
- **Departments maintain the database of record** and continue to ensure privacy and security of constituent data.
- **Departments remain the business rule owners**; One Stop issues a request to a department service to process the business rule in real time during the Intake process whenever needed.

**One Stop is designed to integrate** with an e-Payment Engine selected by the state. One Stop provides a Shopping Cart and Checkout process to pay for multiple LPR's from multiple departments with a single payment.

One Stop is designed to integrate with a Content Management System selected by the state, so that standard tools for information presentation are available.

**TiBA's approach is truly scalable, cost effective, and rapidly deployable.**

*Other solutions require major investments at both the One Stop and the department level. These approaches quickly hit growth limitations and can result in the need to rewrite and replace systems in order to grow.*

## 2. Constituent friendly environment

**TiBA's One Stop gives each user an individual workspace** to manage and view his LPR's. One Stop provides a single point of entry and easy-to-follow interview workflows to efficiently guide a constituent through the shortest path, based on constituent answers, to apply for all needed LPR's from all participating departments. **The constituent is asked for pertinent information once**, and the data is applied appropriately to multiple LPR's. One Stop operates with department systems in real time to check or enforce business rules, for example, availability of a business name or determination of eligibility or outstanding liabilities. The Shopping Cart and Checkout process allow the constituent to pay for multiple LPR's from multiple departments with a single payment.

**Department intake is transformed** from a paper-oriented, staff-intensive process with a higher risk of application rejection into an efficient, cost-effective process that greatly shortens the overall effort and time to completion.

*Other solutions offer a more sequential, less efficient, forms-oriented approach fraught with redundancy and frustration.*

## 3. Configurable administration

TiBA's One Stop includes a separate administrative web site with applications for workflow configuration and monitoring operations. **Administrators – not programmers – create, update, and deploy interview workflows.** The workflow configuration feature is used to capture the business process during requirements engineering, set up the interview, QA the interview, and publish it for general availability without having to deploy code or roll-out an application. Workflow configuration features conveniently support minor and major releases.

*Other solutions rely upon "hard-coded" workflows that limit scalability.*

**4. Business Integration and Messaging**

TiBA’s One Stop provides the foundation for a business to have a single view of government and conversely for departments to collaborate in serving the business. One Stop reduces the effort to capture common constituent information initially, enables on-going data consistency of updated information, and supports department compliance programs by sharing authorized information. One Stop determines the appropriate departments and LPR’s from the interview information, sends assured-delivery messages to these departments, and receives and delivers messages from the departments to the business. **Messaging is very flexible**, allowing for human and manual processes to take place and supporting communication with various legacy systems. Complex processing relationships among departments are managed as well, for

example, One Stop sends a message to Department A, but holds messages for Departments B and C until Department A approves the LPR.

*Other solutions cannot effectively support inter-department collaboration.*

**5. Single Sign-On / Security**

TiBA’s One Stop provides a common authentication and authorization capability that offers full-function enterprise application security to protect constituent privacy. The constituent determines who can access his One Stop information and at what level. **One-Stop can also serve as the login point for multiple department applications, thus providing a true Single Face of Government for all business needs.**

*Other solutions offer limited security and access capabilities.*

## The Results ...

Building on these five essential capabilities which help departments and constituents meet their key objectives, TiBA Solutions’ One Stop eGovernment Framework provides States a powerful combination:

- Enabling department interoperability,
- Leveraging the substantial investment in existing legacy systems,
- And opening an opportunity to reengineer business intake processes.

The result is a **single, efficient, and collaborative** face of government presented to all constituents – the vision becomes the reality.

“Electronic handling of applications provides a more effective and efficient use of staff resources as we strive to maintain current levels of service. In the long term, this process will allow us to enhance our capability to anticipate, recognize, prevent and respond to environmental and public health issues.”

- **C. Earl Hunter**,  
Commissioner  
SC Department of Health  
and Environmental Control