



BUSINESS ONE STOP

Frequently Asked Questions

VERSION 2.01



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Preface

Each One Stop system reflects the unique vision, priorities, and environment of its sponsoring organization. At the same time, there are a number of needs and choices that are common across organizations considering a One Stop implementation. The One Stop e-Government Questions and Answers document has been compiled from frequently-asked questions and is intended to assist organizations in their One Stop assessment process.

Questions and answers are grouped into the following categories:

- ◆ Constituent Application Process
- ◆ Department Licensing Process and Information Exchange
- ◆ E-Payment and Accounting
- ◆ Security and Administrative Support

1. Constituent Application Process

1.1 Dealing with many forms and duplicate questions?

Question: As a constituent, I need to focus on managing and expanding my business instead of figuring out which license I need to complete and when I need to complete it. There are hundreds of license forms and I am confused and overwhelmed. To top it off, these forms ask for the same information over and over again, and I don't want to spend my time answering the same question again and again. How could you help me?

Answer: The way through this maze is for the State to implement an efficient formless intake process that guides the constituent throughout the interview.

1.2 Establishing a new business in the state?

Question: I would like to establish a new business in the State. What do I need to do in order to register online?

Answer: A short guided interview will enable you to establish a secure logon credential, and then you're ready to register your business online.

1.3 Figuring out which licenses are needed?

Question: How can I figure out which licenses are needed?

Answer: A tailored interview guides the constituent through the shortest required roadmap based on the constituent's answers. Depending on the answers, the information collected during the interview may yield license requests for several departments.

1.4 Asking and answering a question only once?

Question: Do I need to answer the same question several times, or hopefully can the intake process use my answers to previous questions?

Answer: The intake process asks you the question once and sends your information to all the appropriate departments.

1.5 Need to gather all information before starting?

Question: Some of the licensing applications are long and I may not have all the required information at my disposal initially. Do I need to gather all the required information together before I start the interview process?

Answer: The friendly intake process guides you through the shortest required roadmap and allows you to pause the application at your convenience. The information you have entered is conserved for a predetermined period of time, and you may resume completing the application at your convenience.

1.6 Sending supporting documentation with an application?

Question: Some applications require related documents to be filed with the application. Do I need to mail these separately?

Answer: You may send the documents as attachments along with your application.

1.7 Status of a submitted application?

Question: How do I know the status of a submitted application?

Answer: The secured User Workspace enables you to check the status of submitted applications. In addition, if elected, a notification via email is sent.

1.8 Getting the actual license, permit, or registration document?

Question: Once an application is accepted, how do I get my official license, permit, or registration?

Answer: Along with the emailed acceptance, the department may send the license to be printed by the constituent.

1.9 Changing and resubmitting an application?

Question: I submitted an application, and it was rejected. Do I need to enter the information all over again and resubmit it?

Answer: When it rejects an application, the department may elect to let you edit the information in the application without having to reenter it all again.

One Stop provides the ability for an applicant to reenter a wizard to correct and resubmit an application, if needed, based on the department's response. This saves time for the applicant and avoids introducing errors into reentered data. The applicant can see the previously entered information, make corrections, and submit the application without having to start all over again.

1.10 Applying for FEIN from the IRS?

Question: Most of our new businesses require a FEIN from the IRS. Is it possible to establish an interface with the IRS to get this number, in order to avoid two independent steps?

Answer: Yes. The One Stop wizard can be configured to interface with the Internal Revenue Service to apply for a Federal Employer Identification Number.

1.11 Attorney or CPA representing many different businesses?

Question: As an attorney, I work with many businesses, helping them through the establishment of the business. Do I have to create a distinct logon credential for each of the businesses that I'm working on?

Answer: No. You may have many businesses associated with your individual login. This allows a professional, such as an attorney or CPA, to support many clients' businesses conveniently.

1.12 Turning over administration to the new business owner?

Question: Once an attorney or CPA has helped establish the business for a client, how does the actual business owner access his business?

Answer: An attorney or CPA who has created the business (i.e. an entity administrator) may grant access to other individuals.

1.13 Can an existing business take advantage of One Stop?

Question: I established my business prior to the availability of these friendly One Stop capabilities. I would like to request new licenses and renew my existing licenses online. How do I go about doing this?

Answer: A short guided interview will enable you to establish a secure logon credential. Then you're ready to request online access for your business via a short interview to collect business information not generally known outside your business. This information is used to match your existing records in participating departments.

2. Department Licensing Process and Information Exchange

2.1 Replace all systems at once?

Question: The state has a considerable number of independent licensing systems and islands of data. It took tremendous effort and investment to develop the existing systems. Reengineering of existing and non-automated systems, complete consolidation of business processing, and centralization of data repositories is a lengthy quest. Is there a readily available solution that allows replacement of all existing systems at once? If yes, provide details. If no, what alternative do I have?

Answer: No, there is no readily available solution that allows replacement of all existing systems at once. Each licensing system is unique, and thus there is no one-size-fits-all system ready for rollout across the board.

A better alternative is the One Stop solution, which offers a successful way to achieve a single face of government from a constituent's point of view, while phasing in replacement of department licensing systems and consolidation of data repositories over time, based on business priorities.

2.2 Implementing and maintaining 100's of forms?

Question: The state has hundreds of license, permit, and registration forms that need to be implemented. In addition, we are also concerned about being able to respond efficiently when there is a legislative change to licensing requirements.

Most forms share the following characteristics:

- ◆ They meet only the needs of a single department
- ◆ They are multi-purpose forms that are convoluted and confusing

Is there a productive way to implement and maintain all these forms?

Answer: Yes. One Stop uses a modern "no-form" intake process that guides constituents through a tailored interview designed to minimize their effort while still enforcing compliance. The interview is able to ask a question once and use the collected information for several purposes (i.e. several forms). Multiple departments can be represented in the interview.

One Stop provides an efficient intake process engine that enables creation, modification, and deployment of interview content without system code changes. The intake process engine drastically reduces the effort to create and update an interview.

2.3 Participate without changing existing systems?

Question: I want the constituents to apply online and send information electronically to my departments; however, for the time being I don't have plans to change my existing systems. Can I still participate?

Answer: Yes, One Stop has the capability to support your environment without changing existing systems.

2.4 Execute business rules during constituent interview?

Question: Our department uses a set of business rules to validate information provided by the constituent on current forms. During the interview process the constituent may enter information that must be validated before continuing the interview, for example, validating whether a business has any outstanding liabilities. Is this possible?

Answer: Yes. Although One Stop is not the repository of business rules, it has the capability to invoke a business rule (using established standards for the request). One Stop will use the results in real time to determine what to do next in the interview.

2.5 Retrieve existing information to avoid constituent rekeying?

Question: Our department system has constituent information that may be required on new applications. During the interview process it may be necessary to retrieve some of this constituent data in order to save the constituent from rekeying it again. Is this possible?

Answer: Yes. One Stop has the capability to request data from departmental systems (using established standards for the request). One Stop will incorporate the resulting data into the interview in real time.

2.6 Compatibility with overnight batch processes?

Question: My existing systems run on the mainframe. Electronically received information is batched on a nightly basis. Can I still participate?

Answer: Yes, One Stop has the capability to support your environment without changing existing systems.

2.7 Electronic approval in real-time?

Question: When receiving a request, I want to be able to dispose of it in real time. If approved, I want to electronically send the approved license. Is it possible?

Answer: Yes. One Stop enables you to dispose of a request in real time and send the approved license with the decision. The constituent can download it, save it, and print it.

2.8 Approval needs a prolonged period of time?

Question: Many license requests that we receive require inspection over a prolonged period of time and as a result we are unable to immediately approve or reject a request. Is it possible to handle this type of approval process?

Answer: Yes. One Stop enables a department to “pend” a request that requires delayed processing and return the decision at a later time.

2.9 Modify licensing system to receive and process information?

Question: Do I have to modify my existing licensing system to exchange and process One Stop information?

Answer: Ideally each participating department will implement a means to exchange and process information with One Stop. A department’s solution will typically require limited modification to its existing system, and thus the specific solution may vary from one department to another.

Departments that do not have an automated system or are not ready to modify their current system can still interface with One Stop using a limited-capability operational solution that enables reception and disposition of constituent requests.

2.10 Need to scrub data before go-live?

Question: We don’t have a common identifier that uniquely identifies a business or individual across all the state’s departments. Do I have to scrub and cleanse all state departments’ databases in order to establish a common identifier?

Answer: No. One Stop generates a common identifier for each business or constituent added to One Stop. One Stop sends the identifier to all participating departments and maintains cross-reference information to link the One Stop common identifier with individual department identifiers. This approach is valid for new businesses/

constituents created initially via One Stop and for businesses/constituents that were already in existence when One Stop was implemented.

2.11 Setting up existing businesses without scrubbing data?

Question: Scrubbing all department databases to consolidate data and create a common identifier would be a major effort requiring substantial changes to existing departmental systems and significant staff time to resolve unmatched entities.

How do I enable existing businesses to use an online system for future needs without having to scrub all my databases at once and create a common identifier?

Answer: An “opt-in” strategy, where each “opt-in” request is made by a specific constituent and validated by the participating departments, spreads the volume over a longer period of time, since businesses/constituents will not rush to apply all at once on a mass scale.

2.12 Use of an existing common identifier for constituent?

Question: We have a common identifier that uniquely identifies a business or individual across all the state’s departments. Could we continue to use it?

Answer: Yes. One Stop can support the use of your common identifier for interactions with all departments. An interface can be set up between One Stop and the State’s current common identifier “factory” to assign a state-designated common identifier to a new business or constituent in One Stop.

2.13 Set up a state-wide database of record?

Question: Each department has its own database for licensing information. We would like to replace these departmental islands of data with a state-wide data repository that is the “database of record” for business and constituent information.

However, consolidating department data into this data repository would require a major data scrubbing effort, considerable changes to department licensing systems, reengineering associated business processes, unification of business rules across departments, and potentially, regulatory changes regarding restricted-access data. This is an expensive undertaking that requires significant effort and time.

Do we need to do this before we implement One Stop?

Answer: No. One Stop retains for its own use only a limited set of non-proprietary business information needed to identify the business and support One Stop services to the constituent.

3. E-Payment and Accounting

3.1 Pay for multiple licenses with one payment?

Question: An interview may yield multiple license requests for several departments. Does each of these licenses have to be paid for individually?

Answer: No. Once you're ready to pay, the shopping cart displays the application at a detail level that lists all the included licenses and their fees. You may pay for everything at once with a single payment.

3.2 Methods of payment?

Question: What methods of payment are supported?

Answer: Credit Card and Electronic Funds Transfer are supported. Where applicable, you can schedule a payment to be made on a certain date (warehouse the payment until it is due). This is a convenient way to handle a license renewal.

3.3 Reconciliation procedures?

Question: How do agencies ensure that they receive the correct funds?

Answer: In order for the reconciliation between the Agency and the Payment Gateway to work, the Agencies must know the amounts collected by the One Stop on their behalf. The One Stop sends payment data to the agencies as part of the transaction message so that it can be used for the reconciliation process. The data does not include credit card numbers or other sensitive data. Instead, the data includes an itemized list of the purchased licenses, permits and registrations.

3.4 Integrate with my e-Payment engine?

Question: The State uses an e-payment engine that we want to continue to use. Does your solution integrate with our payment engine?

Answer: Yes. Our framework integrates easily with your payment engine. The effort is moderate if the payment engine is based on web services technology and has documented specifications on how to interface with it.

4. Administration and Security

4.1 Integrate with my web portal?

Question: The State has a portal and intends to continue to use it. Does your solution integrate with the portal?

Answer: Yes. The effort to incorporate colors, fonts, and banners is low.

4.2 Define and control security policies?

Question: Does the framework have a robust application security capability that allows the state's security officers to define the security policies and to determine who has access to what?

Answer: Yes. *iSecurity*[®] is a rich and highly configurable application security module that stores information about users, roles, and privileges in its own data repository. It allows definition of security policies and enables constituents to grant or revoke access to their own information.

4.3 Protect department proprietary data?

Question: If our departments use a common registration system, is it possible to protect each department's proprietary data?

Answer: Yes. Data security policies designed to protect proprietary information, confidentiality, and statutory requirements are fundamental to One Stop.

4.4 Bringing in existing businesses without compromising security?

Question: There are potential pitfalls to an unsolicited rollout of an online business registration system to existing businesses and constituents on a mass scale. Existing businesses and constituents would have to be notified, and the credentials for accessing the system would have to be provided to the proper recipient in a secure manner. Any breach of security (mail or email) could undermine constituent confidence. In addition, constituents who have not requested access may be confused about this unsolicited information, and it could lead to a storm of phone inquiries and privacy concerns.

Is there a practical way to enable existing businesses to use the online system for future needs without the risk of exposing private information?

Answer: Yes. An “opt-in” strategy, where each “opt-in” request is made by a specific constituent and validated by the participating departments, spreads the volume over a longer period of time, since businesses and constituents will not rush to apply all at once on a mass scale.