



North Carolina
Enterprise Electronic Forms and Digital
Signatures

Quarterly Report
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North Carolina
Office of the State Controller

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Session Law 2011-0145, House Bill 200, directed the State Controller to take the necessary measures to enable a coordinated enterprise electronic forms and digital signatures capability. The Office of the State Controller (OSC) has been working with agencies across the State to determine the best approach and to procure contracts with vendors to provide the needed services.

I. Authentication

A. Approach

The **Authentication Project** focuses on the use of digital signatures, eliminating resource-intensive processes that require agencies, citizens and staff to manually sign documents.

OSC is offering a Software as a Service (SaaS) enterprise authentication solution that:

- Automates simple forms
- Provides secure offerings
- Provides auditable evidence that appropriate processes have been followed
- Can be used easily by individuals for *ad hoc* signing
- Integrates with automated business processes
- Anyone can sign anything, anywhere, and anytime.

Based on feedback from agencies, OSC proceeded with a decentralized approach. This approach allowed OSC to enter into a contract with a vendor that enables agencies to access services as they need them.

B. The DocuSign Solution

In August 2012, OSC awarded the contract to DocuSign, Inc. (www.DocuSign.com). This vendor provided the highest and broadest set of security certifications with an easy-to-use interface for automating forms. DocuSign documents are legally binding and meet the requirements of the U.S. eSign and North Carolina UETA (Uniform Electronic Transactions Act).

The convenience contract is available for use by Executive Branch agencies as well as non-State agencies as permitted by law. Such entities include the North Carolina University System and its member campuses, instructional components of the Department of Public Instruction, instructional components of the North Carolina Community College System, as well as local (municipal and county) governments. This convenience contract is a “tiered” volume pricing model that leverages the “State” purchasing volume.

C. New Functionality

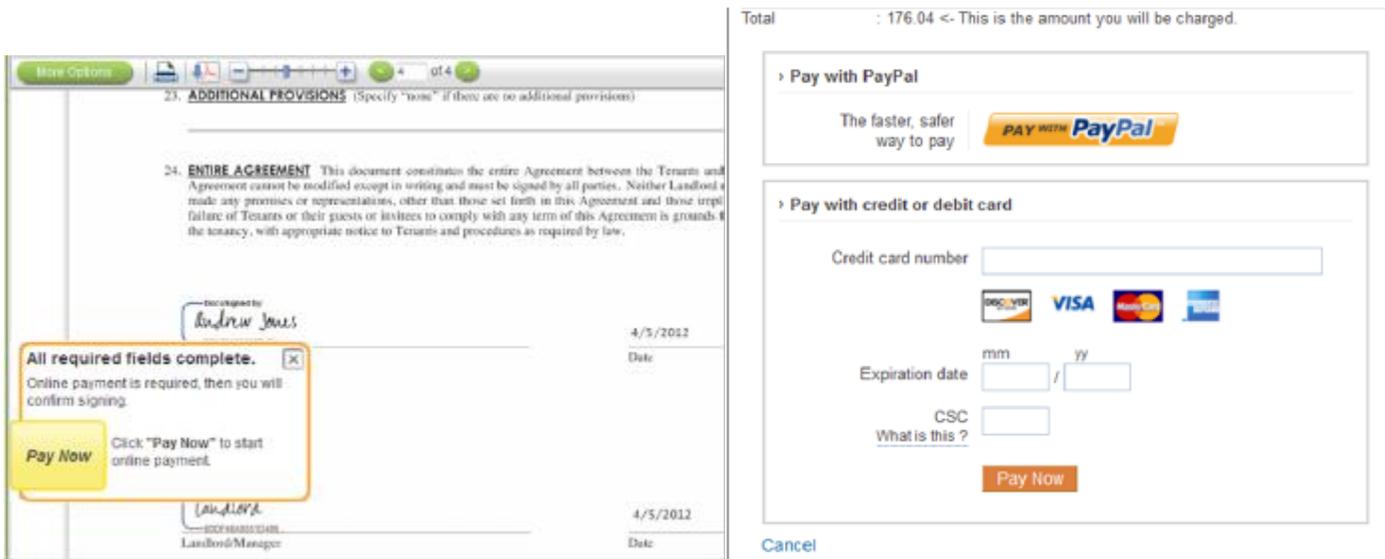
Mobile – DocuSign’s mobile platform will allow users to tag documents (for example: insert “sign here” instructions), create templates and send documents for signature all from a mobile device. The mobile app will also allow for off-line signing. The mobile app will then sync when access is restored.

Payment Processing – DocuSign forms are able to collect payments using credit cards with full integration capabilities with PayPal. The State will be able to accelerate transactions that include both signatures and payments. Some of the benefits are:

- Streamlined transactions by signing and paying in one step
- Increased security and PCI compliance by eliminating paper, email or fax communications
- Mobile flexibility - Sign and pay in-person or remotely via a website
- Stronger, legally defensible evidence of a payee’s agreement to pay
- Identity verification through payee authentication
- Transaction flexibility for simple or complex documents and transactions

Uses include application fees, registration fees, down payments, contract initial payments, etc.

Below are screenshot examples for processing payment within a DocuSign form:



E-Notary – The new e-Notary solution is modeled after traditional notary services; personal appearance and presentation of identification is still required. There are approximately 1,000

eNotaries in North Carolina who can take advantage of DocuSign's new feature. DocuSign's solution is compliant with the State's requirements and targeted to general usage. It will be fully integrated with DocuSign workflows for Sending, Templating, Signing, Notarizing, Integration and Audit Trail. DocuSign's e-Notary solution will be available Fall Q3, 2013.

Digital Certificates – DocuSign will begin to offer cloud-enabled digital certificates in Fall Q3, 2013. The certificates will be available for any device and any document and offer flexible authentication choices when sending.

D. Initial Deployments

Several deployments are underway:

- 1) **Travel and Reimbursement Form Pilot** - Approximately 110,000 travel reimbursements are processed annually for State agencies using the North Carolina Accounting System (NCAS). Each employee uses a Travel and Expense spreadsheet which, along with supporting receipts, is routed through an approval workflow. In the past, this was a manual process with paper forms and wet-ink signatures and at the end of the process; the data was entered into NCAS. The initial deployment includes the automation of the form, travel receipts, workflow process and digital signature(s).

OSC has created and is managing a template for the Travel Reimbursement form, Travel Authorization and Travel Advance that some agencies are using now. Agencies have the option to add additional information to the form that is required for their employees' reimbursement to be processed.

Phase 1 deployment is complete for OSC, Secretary of State, State Auditor, and Office of State Budget and Management. Phase 2 deployments are complete for Wildlife Resource Commission and Office of Information Technology. Phase 3 training is complete for Department of Public Safety, Administrative Office of the Courts, Agriculture and Department of Revenue. Phase 4 deployments are being planned for Department of Justice, Department of Insurance, Community Colleges System Office, Department of Commerce and Cultural Resources.

Deployment of the automated Travel and Expense form encompasses all state agencies and includes training, user set-up and template modification, and will take at least nine months. By deploying this form enterprise-wide, OSC is facilitating adoption of the contract for wider use by state agencies.

2) **NCID Integration** – The DocuSign solution will be integrated with NCID. The Design Phase is complete, and OSC is working with the NCID team to begin programming. This will be the first integration for NCID using SAML protocols. SAML is a standard for exchanging authentication and authorization data between security domains.

3) **DPS Hiring Process**

The DPS HR groups on-boards and processes several thousand employees per year in new positions, transfers out of the agency, backfills due to retirement or other separations, etc. Hiring covers a wide variety of position types, including sworn and non-sworn employees. Some positions require extensive background checks, training and probation periods; others are fairly straightforward hires. In the past, all hiring packages were paper based and enclosed in a large file folder, and each file contained anywhere from 50 to several hundred pages of forms, resumes, approval documentation and interview findings. Each hiring package was hand-carried between central and regional employment centers for various approvals and sign-offs, plus DPS headquarters for final approval. The hiring process took anywhere from six weeks to four months to complete. Due to the length of time to receive final approval to hire, top candidates often accepted other job opportunities leaving DPS/HR to start the hiring cycle again and re-post the position.

The “time to hire” cycle is expected to be greatly reduced by using DocuSign to complete the actual routing of hiring packages in electronic form, while also incorporating review and approval signatures in the same process. DPS/HR has replaced the former hard copy forms with electronic versions, available online. These forms are completed and uploaded into a DocuSign envelope and routed to the required reviewers/signers in the proper order. The actual physical location of approvers/signers isn’t a factor with the use of electronic “files,” and approval signatures can be provided via PCs, laptops or mobile devices. This allows managers, HR approvers and management staff to authorize hiring requests in a timely manner, even when traveling or in the field.

DPS/HR is currently piloting the use of DocuSign within their hiring process, and so far, the results are excellent. Signers/approvers have the option to not approve a request, and provide a reason why, and the hiring package will immediately and automatically return to the originator for resolution. Or after reviewing the materials, signers/approvers can sign their approval and the hiring package automatically moves on to the next signer in the process. Once all signatures have been completed, the package returns to the originator with all signatures. All forms can be printed out, or simply stored electronically, retrievable at any

time. At any time during the DocuSign routing process, the originator can see where their hiring package is in the process, and how long it has been there. This allows for quick identification and remediation of bottleneck areas that are delaying the hiring process.

The benefits of eliminating the use and movement of hand-carried, hard copy files across the state are immediate and felt by DPS/HR staff, managers, management and the top candidates. DPS expects that the approval time after a top candidate has been selected will be reduced from months to weeks or even days.

4) DPS - Juvenile Justice Division

The North Carolina Department of Public Safety (DPS), Division of Juvenile Justice, allocates approximately \$22 million annually to the Juvenile Crime Prevention Councils (JCPC) in each County. These funds are used to support Community Programs across the State in order to provide Juvenile Services.

The NC ALLIES system was developed as a web-based tool for Community Programs to submit funding request applications online. NC ALLIES is also the main portal for managing program information, disbursement of funds, monitoring expenditures and tracking juvenile referrals, admissions and completion of program services. DocuSign has been integrated with NC ALLIES to reduce approval time and reduce costs overall.

Benefits:

- Eliminate the repeated handling, mailing and movement of paper
 - 600 programs x 30 pages per document = 18,000 pages
- Eliminate hard-copy storage and distribution of signed documents
- Streamline the review cycles for each document update
- Approval time reduced by 60 days

5) Rowan Cabarrus Community Colleges – Financial Office

Forms that were automated:

- Travel Authorization Forms
- Travel Reimbursement Forms
- Local Mileage Reimbursement Forms
- Payroll Change Forms
- Approval to Pay Invoices

Benefits:

- Streamlined processes: Travel – AP – Payroll
- Simplified workflows
- Reduced time for reimbursement of employee out-of-pocket expenses
- Decreased processing time for invoice payments
- Simplified notification of employee payroll changes
- Authentication protocol meets audit requirements
- Cost reduction for printing and processing

6) Department of Transportation

NCDOT Use Case 1 - Replace Wet Ink method of Sealing /signing of Roadway Construction Plans

Currently, all construction plans sheets, when finalized, are plotted out as hard-copy, signed/sealed manually, and scanned back into electronic format as PDFs for distribution. With Docusign, engineers will generate final PDF versions of plans (instead of printed hard-copies) and upload PDFs into Docusign. An envelope will then be created that contains all PDF construction sheets. Signature and date fields will be tagged in Docusign at appropriate places and the envelope sent out for electronic signature via Docusign. When all signature fields are complete, all involved parties will be notified and a PDF download of signed electronic plans can be made available to anyone.

NCDOT Use Case 2 - Replace Wet Ink signing of all other Construction related documents (Memos, EIS/FONSI etc., permit drawings, driveway application maps, Contracts, GeoTechnical reports, etc).

Currently, all necessary documents, permits, etc for signature are printed out as hard-copy, signed/sealed, and then scanned back into electronic format. With Docusign, we expect to simply upload the document as PDF and send out for electronic signature. Again, once completed the electronically sealed documents can be made available to any interested parties via PDF.

E. Opportunities in Other Agencies

Opportunity Name	Use Case Detail
NC Department of Revenue	New privilege licenses and renewals
North Carolina Secretary of State	Articles of Organization; Powerform for when a company wants to open a business in the state of North Carolina. Payment processing integration
NC FAST	ePass is a website where you can fill out a food stamp application and a Medicaid application
NC Medical Board	Renewal applications for physicians. Phase II
North Carolina Department of Transportation (DOT)	Right of way encroachment documents. Utility agreements. Audit reports and potentially timesheets for DOT employees
Orange County	General forms automation
North Carolina Office of ITS	Documents committing funds be spent. Human resource documents
Burke County	County timesheets, travel documents, permit Requests, etc. Possible API integration with time management system. Powerforms.
Mecklenburg County Government Land Use & Environmental Services Agency	CAD drawings on building construction
East Carolina University	Honors student applications
University North Carolina at Chapel Hill - Morehead Planetarium	General forms automation
City of Hickory	General forms automation
East Carolina University	Vendor ID request forms from the state, travel authorizations.
NC Department of Agriculture & Consumer Services	Agricultural plan/project application checklist
North Carolina Department of Labor	Assist companies in setting up apprenticeships with individuals (college students, veterans, etc) Two integration points: OnBase (Content Management) and a front-end web application built in Oracle Apex

NC Department of Commerce	Grant Applications
UNC Hospitals	Policies and procedures documents; possible Sharepoint Integration
Fayetteville Technical Community College	General forms automation
NC State University	Purchase orders and requisitions not covered by contract, go through sole-source process or competitive bid
NC Department of Health & Human Services	Documents to administer the Medicaid Program
Pamlico Community College	Travel & Reimbursement form timesheets Human Resources - New hire packets
NC Administrative Office of the Courts	Security Approval & System Access Requests
Iredell County	Travel authorization requests.
Durham County	Construction documents, building maintenance and repairs, library performers, amendments and change orders
Gaston College	IT access forms for students and faculty.
NC Wildlife	Pcard receipt - Incidental purchases. Have 10 days to submit the receipt to reconcile the credit card receipts
Southeastern Community College	General forms automation
Craven Community College	Adjunct faculty contracts – manages information on classes to be taught and amount of compensation.
Government Business Intelligence Competency Center (GBICC)	General forms automation

F. Next Steps

- Complete implementation of the Travel and Reimbursement process, including training the agency administrators.

- Work with the Governor’s office to enhance the “small business” portal by leveraging the new tools. Secretary of State will be automating their Limited Liability Company – Articles of Organization form. The Department of Revenue will be automating the Privilege License form. Both of these forms will include payment processing.
- Focus on the conversion plans for DHHS and DOA.
- Identify back-end integrations that would add further value – i.e. – NCAS accounting system, NCID.

II. Automation Capability Project (formerly called eForms)

A. Approach

The goal of the Automation Capability Project (initially called *eForms*) is to develop an enterprise automation capability that will focus on eliminating paper forms, streamline processing time, eliminating duplicate data entry, improve data integrity and automate the workflow. OSC has determined that focusing on *inspections, licensing and permitting* will allow the project to be scaled and right-sized into manageable components.

OSC has established a convenience contract for an indefinite quantity use that is available to Executive Branch agencies as well as non-State agencies as permitted by law. Such entities include the North Carolina University System and its member campuses, instructional components of the Department of Public Instruction, instructional components of the North Carolina Community College System, as well as local (municipal and county) governments.

The core system is centrally managed by OSC with each agency able to configure the system according to their own needs to meet their different business processes for a wide variety of inspection, licensing, and permitting processes. OSC is providing assistance with process re-engineering, training (in conjunction with the vendor), and help desk support.

OSC is working to provide a cost-effective solution for a widespread need, provide maximum, successful results, and create efficiencies and cost savings for agencies.

B. The Inspection, Licensing, and Permitting Solution

In January 2013, OSC awarded the contract to CSDC Systems. This vendor provided the best overall functionality including mobile capabilities, GIS, and citizen portal access to information. The four agencies that participated in the workgroup represent 99,576 inspections/permits per year and 188,644 licenses per year.

C. Initial Deployments

1) The Department of Labor (DOL), Elevator Inspections Bureau - DOL has documented the business process in detail which will assist in automation. Thirty-five inspectors in Labor’s Elevator and Amusement Device Bureau inspect all 23,000 elevators in the state on an annual basis, and violations may require follow-up inspections. This process is often backlogged.

2) The Department of Environment and Natural Resources (DENR) sedimentation and erosion control permits - The purpose of the sedimentation and erosion permit is to prevent sedimentation damage to streams and adjacent properties from construction activities (ensuring compliance with the Sedimentation and Pollution Control Act of 1973). The yearly average of sedimentation inspections is 18,756, and violations may require a number of actions, including referral to enforcement.

3) The Department of Agriculture, Consumer Services Plant Protection Specialist - Consumer Services Plant Protection Specialists inspect over 10,000 acres of nursery stock each year and issue nursery licenses/certificates to authorize the distribution or sale of nursery stock or collected plants. They currently have 18 inspectors.

D. Other Agency Opportunities

Opportunity Name	Use Case
Marine Fisheries – FIN Application Automation	FIN is an in-house application that provides for the sale of new licenses, issuing permits, incorporation of Recreational Commercial Gear License sales transmitted to DMF from WRC, management of trip ticket data, violation data, lease and franchise data, and submerged lands data.
Government Business Intelligence Competency Center (GBICC)	GBICC will explore the use of an enterprise system, such as the CSDC/Amanda case management tool when a client agency’s business requirements analysis indicates a need to follow up on actionable findings resulting from GBICC analysis.
AGR – Veterinary Division	Certified Euthanasia Technician (CET)

	Licensing
Wake County	Land management, planning and permitting

E. Benefits

The Inspections, Licensing and Permitting Automation Capability Project will greatly reduce paper usage, reduce processing times, eliminate duplicate data entry, improve data integrity, and provide on-line service options. Expected benefits from the initial deployment are described below.

Department of Labor, Elevator Inspections Benefits

For the Department of Labor (DOL), automating elevator inspections will increase effectiveness and efficiency as well as:

- First-year increase of at least five to seven percent in the number of inspections per inspector
- Second-year increase of at least an additional five to seven percent inspections per inspector
- In two years, reduce the current 14-month inspection cycle to the mandated 12-month cycle without adding additional inspectors (16 percent overall improvement in cycle time) while simultaneously improving inspection quality and customer service levels.

Elevator inspectors, office assistants, elevator owners and elevator bureau management will experience efficiencies. According to the DOL, the general public will experience improved safety of elevators and fewer injuries and fatalities due to the increased efficiency and greater effectiveness.

Department of Environment and Natural Resources, Sedimentation and Erosion Control Automation Benefits

Expected benefits of DENR’s Erosion and Sediment Control Automation project include:

- Enhanced customer service through an organized and transparent regulatory process
- Decreased processing times through direct data entry instead of handwritten forms that are then entered into a system
- Improved data accuracy
- Improved workflow management
- Fewer status calls; customers can look up their status online
- Improved tracking, scheduling and reporting

Customers will also save time and money. An entire construction project must wait for DENR approval before beginning a project. As a result, the customer can accumulate significant interest on

their construction loan if the wait is long. When the approval time is reduced, interest costs are minimized.

The State will save on certified mail, postage, printing, ink, envelopes and paper costs. Time savings will be redirected to plan reviews during peak times, process improvements, customer follow-up and other customer service tasks.

Department of Agriculture, Consumer Services Plant Protection Specialist

The Plant Industry Division anticipates the following benefits as a result of this project:

- Increased efficiency:
 - Improved planning, scheduling and navigation to inspection sites
 - Greater efficiency of inspection reporting/processing resulting in less time spent processing inspection results and more time performing inspections
 - Reduced backlog of overdue inspections
 - Reduced cost of operations
 - Future cost avoidance
- Greater effectiveness:
 - More effective inspection techniques resulting from improved plant pest specialist access to data and inspection resources resulting in:
 - Improved ability to identify violations and discrepancies
 - Greater violation enforcement—ensuring that all known violations are addressed in a timely manner
 - More effective management capabilities, resulting from faster, broader access to higher-quality data resulting in:
 - Better short-term deployment of resources by identifying problem areas
 - Improved long-term strategic planning
 - Identification of training needs and process improvement opportunities
 - Best use of taxpayer resources
 - Improved fee collections.

F. Next Steps

1. Begin testing Agriculture instance, including mobile functionality.
2. Complete fit-gap analysis for Department of Environment and Natural Resources.
3. Finalize statement of work and project schedule for Department of Labor.

- **Accomplishments**

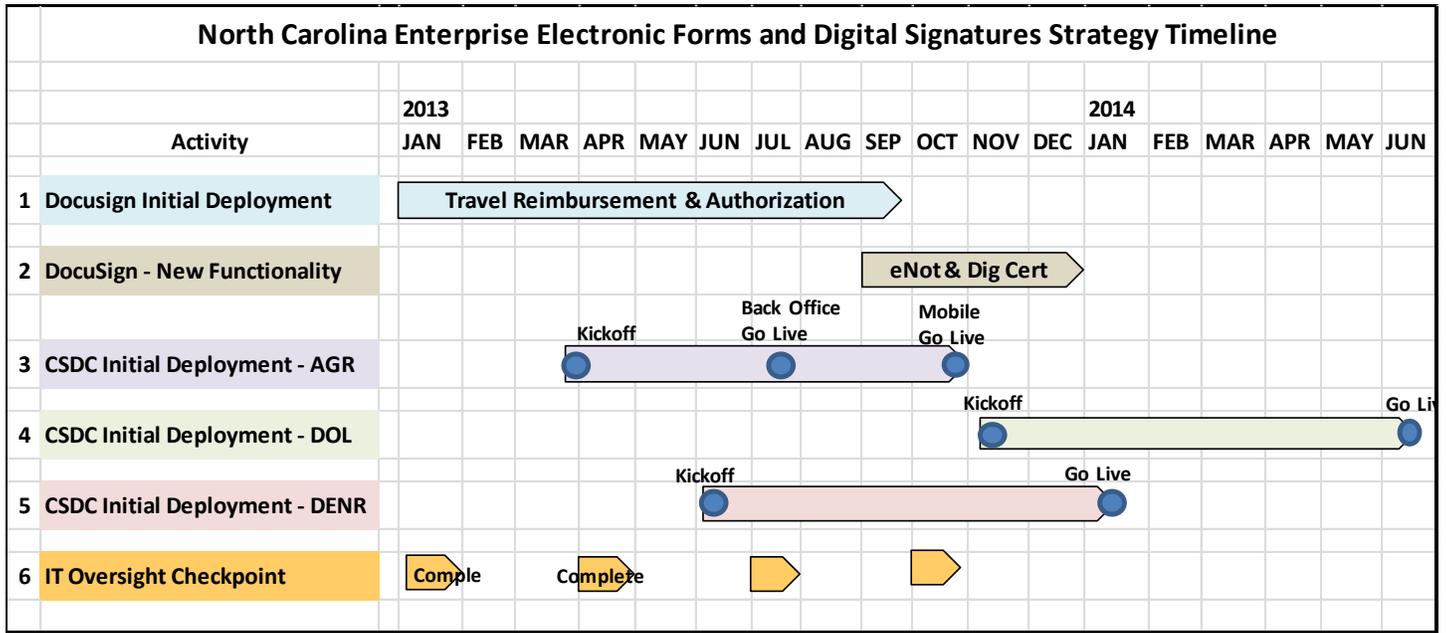
- ✓ Assembled workgroups
- ✓ Identified initial deployments

- ✓ Gathered requirements
- ✓ Conducted agency meetings
- ✓ Wrote and issued two requests for proposal
- ✓ Completed pilot prototype for digital signature
- ✓ Submitted an expansion budget request for software, hardware, and staffing needs
- ✓ Evaluated responses for one RFP (Authentication)
 - ✓ Communication Plan developed
 - ✓ Awarded Digital Signature contract
 - ✓ Launched Digital Signature deployments (see Section I.C above)
- ✓ Awarded Inspections, Licensing and Permitting contract
 - ✓ Held initial deployment kickoffs for Inspections, Licensing and Permitting project
 - ✓ Installed host servers and loaded software
 - ✓ Hired time-limited staff for central OSC support
 - ✓ Agency MOUs completed and signed

- **Transition**

Ensure successful transition of both projects to the Office of the State CIO according to current budget legislation.

III. Timeline



IV. Appendices

Appendix A: SESSION LAW 2011-0145, HOUSE BILL 200

Session Law 2011-145 asked the State Controller to provide enterprise capability for eForms and digital signatures. The law asked for costs, priorities and milestones. Agency requirements must be part of the planning process.

SECTION 6A.18. (a)

Under the direction of the State Controller, the State shall plan, develop, and implement a coordinated enterprise electronic forms and digital signatures capability. In developing this capability, the State Controller shall determine the cost of converting forms to an electronic format, determine priorities for converting forms, and establish milestones for completing this conversion. The State Controller shall integrate executive branch agencies already in the process of developing electronic forms and digital signatures projects. Before beginning this effort, the State Controller shall determine specific agency requirements and incorporate their requirements into its planning efforts.

SECTION 6A.18. (b) Beginning October 1, 2011, the State Controller shall present quarterly reports on the status of the project to the Joint Legislative Oversight Committee on Information Technology.

Appendix B: Background

Session Law 2011-0145, House Bill 200, directed the State Controller to take the necessary measures to enable a coordinated enterprise electronic forms and digital signatures capability. The Office of the State Controller (OSC) has been working with agencies across the State to determine the best approach. While there are intersections between eForms and digital signatures:

- Automating business processes (eForms) does not always involve digital signatures.
- Digital signatures can be plugged into an automated business process.
- Solutions in the marketplace are often separate.

A survey of high-level agency requirements and some of the available mature solutions have led OSC to organize this effort in two projects:

- The **Authentication Project** focuses on digital signatures, eliminating resource-intensive processes that require agencies, citizens, and staff to manually sign documents.
- The **Automation Capability Project** focuses on helping agencies be more efficient while eliminating paper processes by automating complex processes that encompass multiple forms and checkpoints. It will focus on inspections, licensing and permitting.

OSC is committed to working across all agencies to provide practical and useful solutions. Agency participation is broad and enthusiastic (see Appendix C and D for workgroup membership.) OSC is also ensuring agency awareness by updating all CIOs at their monthly meetings.

Further, OSC notes the statute's specification of an *enterprise capability* for executive branch agencies. OSC has a history of providing successful capabilities at the state enterprise level (i.e., PayPoint), and believes an enterprise offering with flexible on-boarding leads to better adoption than an enforced solution. To maximize agency participation, OSC is focusing on providing solutions that meet widespread needs, are cost-effective, easy-to-use and easy to access.

Based on feedback from agencies, OSC will proceed with a decentralized approach on the projects. This approach will allow OSC to enter into contracts with vendors and allow agencies to access services as they need them. OSC's role will be to provide contract administration, on-boarding assistance, training to agencies in coordination with the vendors, core system implementation and maintenance, and help desk support. Agencies will be able to maintain their own forms, workflows, and configurations that meet their business needs. The two cross-agency workgroups determined that the best use of scarce resources is to purchase solutions from vendors, rather than to build these capabilities in-house.

Appendix C: Authentication Workgroup Membership

Patrick Blalock, Department of Health and Human Services

Bob Brinson, Department of Public Safety

Bobby De Clippelaar, Department of Justice

Kelly Eubank, Department of Cultural Resources

Mike Fenton, Office of the State CIO

Bob Giannuzzi, Office of the State CIO

William Haney, Information Technology Services (ITS)

Sharon Hayes, Office of the State Controller

Ginger Helms, Administrative Office of the Courts

Dan Kempton, Department of Revenue

Kirk Leggott, Industrial Commission

Tom Newsome, Office of the State Controller

Lois Nilsen, Office of the State CIO

Pete Powell, Administrative Office of the Courts

Patricia Ray, Information Technology Services (ITS)

Charles Richards, Office of the State CIO

Ozie Stallworth, Office of the Secretary of State

Jim Tulenko, Office of the State Controller

Appendix D: Inspections, Licensing and Permitting Automation Workgroup Membership

David Alford, Department of Transportation

Mike Fenton, Office of the State CIO

Bob Giannuzzi, Office of the State CIO

Sharon Hayes, Office of the State Controller

Dan Kempton, Department of Revenue

Chris Lehenbauer, Department of Labor

Mike Mason, Office of the State Controller

Edythe McKinney, Department of Environment and Natural Resources

Tom Newsome, Office of the State Controller

Lois Nilsen, Office of the State CIO

Jane Price, Department of Agriculture

Charles Richards, Office of the State CIO

Appendix E: Potential Future Deployments of Inspections, Licensing and Permitting Automation System

Listed below are potential projects that have been identified. OSC believes there is even further potential for the requested solution.

Department of Agriculture

Anticipated Deployment	Anticipated Number of Inspections/Permits/ per Year	Total Number of Professional and Business Licenses	Current Professional and Business Licenses (New or Renewed)	Anticipated System Users	Concurrent System Users
Fertilizer (PIFF)		710	446	2	2
Plant Protection (PIPP)	6500	8492	4637	3	3
Seed (PISE)		6882	4612	4	2
Structural Pest (SPSP)	5600	8653	5253	15	10
Pesticide (FDPR)	850	21378	14778	15	10
Pesticide (FDPE)	7050	25152	12542	17	10
Sleep Products	3000	1700	1700	5	2
Animal Welfare (VEVE)		1151	750	9	6
Avian/Livestock (VERL)		3677	1565	10	3
Food (FDCL)		5191	842	5	2
Prescription Drug (FDPD)		2290	1560	3	2
LP Gas (STLP)	6676	2653	1602	5	3
Scale & Petroleum Device (STSL)		3071	1304	1	1
Weighmaster (STWM)		12032	6603	5	2
Fiscal Mgmt Grain (ADFM)		612	354	2	2

Department of Labor

Anticipated Deployment	Anticipated Number of Inspections/ Permits per Year	Anticipated Number of Professional and Business Licenses	Anticipated Users	Concurrent System Users
Migrant Housing Annual Inspection	1400		10	5
Boiler and Pressure Vessel Inspections	45,000		100	25
Youth Employment Certificates		85,000	3	1

Department of Transportation

Anticipated Deployment	Anticipated Number of Inspections/ Permits per Year	Anticipated Number of Professional and Business Licenses	Anticipated Users	Concurrent system users
Driveway Inspections	2000	0	25	15
Outdoor Advertising	1000	0	10	7

Department of Environment and Natural Resources

The Department of Environment and Natural Resources manages 140 types of permits, plans, licenses and certifications, across air quality (e.g., air permits), water quality (e.g., animal waste permits), waste management (e.g., hazardous waste management), land management (e.g., mining permits), and marine fisheries (e.g., commercial fishing vessel registration).