

Service Description

Enterprise eLicense is the State of Ohio's online system used to manage the issuance, certifications, inspections, renewals and administration of professional licenses across the State. The eLicense application is a public/business facing system that is designed to foster the creation and growth of businesses in the State and is the mechanism through which Agencies, Boards and Commissions support Ohio citizens.

The system is a central repository for license and certificate data, in addition to managing the generation and storage of correspondence. Secure fee collection is performed through an on-line payment processor, which includes bank transfers, credit cards, and other payment types. Core system capabilities include:

Customer Relationship Manager (CRM)

- Contact Management

Revenue

- Deposit Accounting Revenue Tracking
- Refund and Reimbursement Processing
- Fine and Penalty Tracking

License Administration

- Administration
- Workflow
- Reports

Enforcement

- Enforcement Activities
- Case Management Activities

Online Licensure Services

- Applications
- Renewals
- License Verification
- License Maintenance
- License Lookup Website
- Workflow
- Document Management
- Secure Payment Processing

Other Services

- Continuing Education Tracking
- Examinations
- Inspections
- Complaint Management

Customer Benefits

- **Public Access** – Ohio Citizens requiring licensure services are directed to the eLicense system through links on each Board and Commission's website.
- **Public Information** – Public facing capability to allow citizens to verify the credentials of licensed professionals and businesses.
- **Online Licensing** – Single point of entry for citizens to apply for new licenses, renew existing licenses and pay all associated fees.
- **Paper Reduction** – Online applications and electronic payments eliminate the need for paper applications and processing of bank checks.
- **Process Efficiency** – Online processing eliminates mailing time, redundant data entry, and hard copy filing.
- **Availability & Monitoring** – The eLicensing application is provided in a scalable environment with automated infrastructure, security and application operations and monitoring.

OIT Provides

- Infrastructure and associated support
- Application administration and configuration
- Software licensing for the System and Ancillary Components (workflow, routing, document management and payments)
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Batch processing
- Service monitoring and alerting
- Interface to the Convergent Business Operations Support Systems (CBOSS) for electronic payments

Maintenance Schedule

Scheduled maintenance occurs on selected Wednesdays from 6:00 PM. to midnight and selected Tuesday mornings from 3:00 AM to 6:00 AM. Outages are minimized or canceled whenever possible.

Incident Response & Resolution

eLicensing support staff are available from 7:00 AM to 5:00 PM, Monday through Friday. Customers may report issues to, or request assistance from the Customer Service Center at csc@ohio.gov on a 24 x 7 basis.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Application uptime	99%
Incident Responsiveness	eLicensing support staff responds to the customer (i.e. acknowledge and confirm receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	eLicensing support staff resolves incident within 4 hours.	75%

Customer Requirements

- Internet Access
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.

Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.