Service Management Manual

Enterprise Policies

Texas.gov Subscription Framework Exemption Request **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Ancillary Document

Doc. No.: ANC-604-04

Version: 4.0

Version Date: 11/16/2022



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# Texas.gov Subscription Framework Exemption Request

Texas Government Code, Chapter 2054, Subchapter K. Electronic System for Occupational Licensing Transactions, lists the agencies that must participate in the Texas.gov (formerly TexasOnline) licensing framework and remit subscription fee payments to Texas.gov to cover costs for using the licensing framework, the payment engine and credit card fees.

Department of Information Resources (DIR), in its capacity as manager of the Texas.gov state internet portal, works with agencies to promote the use of the portal, and where applicable, to determine if an exemption to any component of the portal program is warranted.

To apply for exemption from the Texas.gov Subscription Framework, submit a copy of each of the following to [STSexemptionrequest@dir.texas.gov](file:///C:\Users\hannah.mulla\Downloads\STSexemptionrequest@dir.texas.gov) with an internal address of:

Dale Richardson

Chief Operations Officer

Department of Information Resources

300 W. 15th Street, Suite 1300

Austin, TX 78701

1. A cover letter in the form of an executive summary, and
2. This completed Agency Certification Form with required documentation attached.

**Executive Summary**

Provide an executive summary that describes the reason(s) that warrant an exemption from the Texas.gov subscription framework. The summary should explain why the agency is seeking an exemption and what transaction fee structure it is requesting in replacement. This executive summary must be in the form of a cover letter signed by the agency head or designee.

**Agency Certification Form**

The affirmations and documentation required by the form assure that the proposed native mobile application:

* Is in the financial best interests of the State of Texas, and
* Incentivizes online constituent transactions over in person or mail.

**Agency Certification Form**

**General Information**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency:** |  | | |
| **Agency Contact Name:** | | |  |
| **Contact Phone:** | |  | |
| **Contact Email:** | |  | |

1. **Are you planning to use the Texas.gov transaction**

**payment engine (TPE) for funds transactions?  Yes  No**

1. **Do you plan on charging the customer the TPE-**

**only administration fee for online transactions?  Yes  No**

1. **What transaction fee will be charged for offline transactions?**
2. **For which license types are you requesting exemption from the subscription framework?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **License Type** | **# of Licenses Issued Online Last Fiscal Year** | **# of Licenses Issued Offline Last Fiscal Year** | **Fee Charged by Agency/License** | **Current Subscription Fee** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Texas.gov Subscription Framework Exemption Request Disposition**

|  |  |  |
| --- | --- | --- |
| **Texas.gov Exemption Disposition Summary** | | |
| **Disposition Type** | **Comment** | **State Value Assessment Summary** |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| **DIR Chief Operating Officer** | | |
| **Signature** | **Printed Name** | **Date** |
|  | Dale Richardson |  |

# Document Control

## 3.1 Revision History

| Version | Date | Author | Title  and Company | Description |
| --- | --- | --- | --- | --- |
| 1.0 | 4/18/2022 |  | DIR | Transferred to template |
| 2.0 | 7/15/2022 |  | DIR | Formatting updates |
| 3.0 | 7/20/2022 |  | DIR | Formatting updates |
| 4.0 | 11/16/2022 | Hannah Mulla | DIR | Formatting updates |

## 3.2 SP Process Owner Approval

| Version | Name | Title  and Company | Date | Signature |
| --- | --- | --- | --- | --- |
| N/A |  |  |  |  |

## 3.3 QA Review and Approval

| Version | Name | Title  and Company | Date | Signature |
| --- | --- | --- | --- | --- |
| 1.0 | Cyndi Barcio | Process Analyst, Capgemini | 4/19/2022 | Approved |
| 2.0 | Cyndi Barcio | Process Analyst, Capgemini | 7/15/2022 | Approved |
| 3.0 | Cyndi Barcio | Process Analyst, Capgemini | 7/20/2022 | Approved |
| 4.0 | Cyndi Barcio | Process and Training Lead, Capgemini | 11/17/2022 | Approved |