Service Management Manual

Enterprise Policies

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

Ancillary Document

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# Texas.gov Subscription Framework Exemption Request

Texas Government Code, Chapter 2054, Subchapter K. Electronic System for Occupational Licensing Transactions, identifies agencies that must participate in the Texas.gov 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, and associated Subscription fee methodology, 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 reasons that warrant an exemption from the Texas.gov subscription framework. The summary should explain why the agency is seeking to use the convenience fee model over the subscription fee model. 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 this form assure the proposed non-subscription fee framework funding model:

* 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. **Does your agency plan to pay the Texas.gov fee or will the fee be added to the cost of the constituent transaction?**

**Agency Paid  Constituent Paid**

1. **For which license types are you requesting exemption from the subscription framework and associated subscription fees?**

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

If this Texas.gov exemption request to use the convenience fee model instead of the subscription fee model is approved, fees will only be collected for online transactions that are processed through the Texas.gov portal. The fee schedule can be found here: <https://dir.texas.gov/resource-library-item/texasgov-fee-schedule>.

An approved Texas.gov Subscription Framework Exemption will remain in place for the life of the solution and require no further action.

**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 |
| 5.0 | 5/18/2023 | Hannah Mulla | DIR | No process changes for Q3 Currency |
| 6.0 | 8/30/2023 | Jodie Erickson | DIR | Updated form questions and added language for clarity |

## 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 |
| 5.0 | Cyndi Barcio | Process and Training Lead, Capgemini | 5/18/2023 | Approved |
| 6.0 | Cyndi Barcio | Process and Training Lead, Capgemini | 8/30/2023 | Approved |