

Office of the Vermont Secretary of State Major Information Technology Projects



James C. Condos
Secretary of State

Secretary of State's Office 2011-2017

How Can We Help?

- **Secretary of State Divisions and Services: Elections, Corporations, Archives & Records Administration, and Professional Regulation**
- **Major IT Projects since 2011:**
 - **Website overhaul**
 - **Business Services**
 - Online filing
 - Biz Portal
 - **Elections management system**
 - Lobbyists
 - Campaign Finance
 - Election Night Reporting
 - Online Voter Registration
 - My Voter Page
 - **Professional Regulation (upgrades)**
 - **Cybersecurity Assessment**



Information Technology Strategy

- Provide **business-enablement capabilities** to the agency's divisions, staff, and customers that are **creative and flexible solutions** to business problems.
- IT Governance Committee model to **review and align priorities** with finance and business **needs and capabilities**.
- **Holistic team-centered approach to evaluation and review of** needs, solutions, and implementation.



Information Technology Strategy

Why our tech projects succeed:

- Measure twice, cut once.
- Know your **business, your mission, and your customers.**
- Never accept that **“we’ve always done it this way.”**
- **Spend the time** to drive the slack and the bad processes out.
 - Do not take bad process & replicate online or with new technology.
- Carefully **vet your vendors.**
 - Write **clear contracts with clear requirements.**
- Pay attention to records management and cybersecurity.
- Change management is key.
 - **Get staff involved, learn lessons from them, and get buy-in.**
- **Test and train** early and often.
- Don't go live until you are ready.



Information Technology Strategy

Our successes:

- OPR elicense (efficiency example #employees, cases, licensees)
- Website (how can we help?) user friendly testing and design
- Corps (stacks of papers and checks, increased revenues)
- Biz Portal (one stop, potential for the future)
- Elections done all at once, more than any other state has taken on: (lobbyist, CF, VEMS, online registration, MVP)

Website Overhaul May 2014

The screenshot displays the Vermont Secretary of State website. At the top, there is a navigation bar with links for 'Safe at Home', 'Civics Education', 'Temporary Officials', 'APA/Rules', and 'Contacts & Locations'. The Vermont logo and 'Secretary of State' text are on the left, and a search bar is on the right. A portrait of Jim Condos, the Vermont Secretary of State, is in the top right corner. Below the navigation bar is a green menu with icons for home, corporations/business services, professional regulation, archives & records, elections, municipal, and secretary's desk. Social media icons for Facebook, Twitter, and YouTube are also present. The main content area features a 'ONLINE LICENSING' banner with a computer monitor icon and the text 'Services for licensed professionals'. To the right of the banner is a section titled 'Online Licensing' with a description: 'Renew your license, update your address, print a copy of your license, sign up for email notifications and more. More >>'. Below the banner is a 'HOW CAN WE HELP?' section with three columns of links. The first column is 'HOW DO I...', the second is 'SEARCH OUR DATABASES', and the third is 'CALENDAR'. The calendar lists events for February 8, 9, 10, 13, and 15, with a 'Full Calendar' button at the bottom.

Safe at Home | Civics Education | Temporary Officials | APA/Rules | Contacts & Locations

VERMONT Secretary of State

Search Our Website

Vermont Secretary of State
JIM CONDOS

CORPORATIONS/BUSINESS SERVICES | PROFESSIONAL REGULATION | ARCHIVES & RECORDS | ELECTIONS | MUNICIPAL | SECRETARY'S DESK

ONLINE LICENSING
Services for licensed professionals

Online Licensing
Renew your license, update your address, print a copy of your license, sign up for email notifications and more. More >>

HOW CAN WE HELP?

HOW DO I...

- » Find governor records?
- » Find records retention requirements?
- » Get a copy of a birth certificate?
- » Start or register a business?
- » File an annual/biennial report?
- » Search for an existing business?
- » File or search for a UCC lien?
- » Perform a marriage in Vermont?
- » Obtain a license for my business?
- » Get appointed as a Notary Public?
- » Register to vote?
- » File a professional complaint?
- » Learn about municipal government?
- » Sign up for the Safe at Home program?

SEARCH OUR DATABASES

- » Business Search
- » UCC Debtor Search
- » Online Professional Licensing
- » Election Results
- » Lobbying Information — Current Biennium
- » Lobbying Information — Prior Biennium
- » Campaign Finance Information — 2015-2016
- » Archival Records
- » Notary Public Names
- » Index to Vermont State Papers
- » Secretary's Opinions Newsletters

CALENDAR

FEB 8	Dental, Board of
FEB 9	Canceled: Veterinary Medicine, Board of
FEB 10	Psychological Examiners, Board of
FEB 13	Nursing, Board of
FEB 15	LOBBYIST DISCLOSURE FILING DEADLINE

Full Calendar

Website Overhaul - May 2014



- **The goal:**

- make it easier for the public to **find the resources they need**;
- a website that is **user friendly** and **intuitive**.
- We spent a great deal of time in development, with an up front focus on customer needs. Used “stories” to model customer uses and needs.
- **Used focus groups** and hired a firm to design the user experience.
- Users have found the new website easy to use and flexible to fit to their needs.

It has **the ability to adapt to a variety of screen sizes**, whether viewed on a PC, tablet, or smart phone.

Costs of the website were absorbed into our FY13 & FY14 Budgets. The project was within budget. While it launched a bit later than planned, we were not about to launch unless it was fully tested and ready.

Corporations/Business Services Implementation

» Home » Corporations/Business Services



CORPORATIONS & BUSINESS SERVICES

SEARCH OUR DATABASES

Select...

- ABOUT US
- FEES & FILINGS
- BUSINESS FILING
- TRADEMARK FILING
- AMUSEMENT RIDE FILING
- TELEMARKETER FILING
- UCC LIEN SERVICES
- SERVICE OF PROCESS
- SEARCHES & DATABASES
- GOOD STANDING & STATUS CERTIFICATES
- BUSINESS RECORD SERVICES
- FREQUENTLY ASKED QUESTIONS
- OTHER RESOURCES
- CONTACT US

CONTACT INFORMATION

Marlene Betit
Director
128 State Street
Montpelier, Vermont 05633-1104
802-828-2386 or 888-647-4582
(Toll Free)



ONLINE BUSINESS Service Center

SEARCH RECORDS, FILE YOUR ANNUAL REPORT, START A VERMONT BUSINESS, FILE A UCC, AND MORE.

START NOW

Online Business Service Center

Your business needs made easy: login to search records, file your annual report, start a Vermont business, file a UCC, and more! Start now >>

HOW CAN WE HELP?

MOST POPULAR QUESTIONS:

- » When is my Annual/Biennial Report due?
- » What do I do if my business status is Terminated or Inactive?
- » How do I look up a business record?
- » How do I get a copy of my business record?
- » Do I need to register with the Corporations Division?
- » What business type do I choose?
- » How do I start a business in Vermont?
- » Who is authorized to sign for my business?

START OR REGISTER A BUSINESS

Select...

DOWNLOAD A FORM

Select...

START OR REGISTER A BUSINESS OR NONPROFIT

Find out more about registering to do business in Vermont.

UPDATE A BUSINESS REGISTRATION

Find out more about updating the Business Information in our records.

UCC LIEN SERVICES

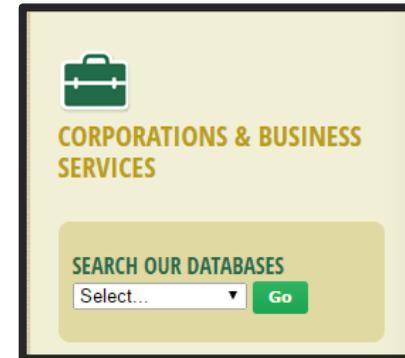
Find out more about our Uniform Commercial Code Article 9 lien record services.

Corporations/Business Services Implementation 2014

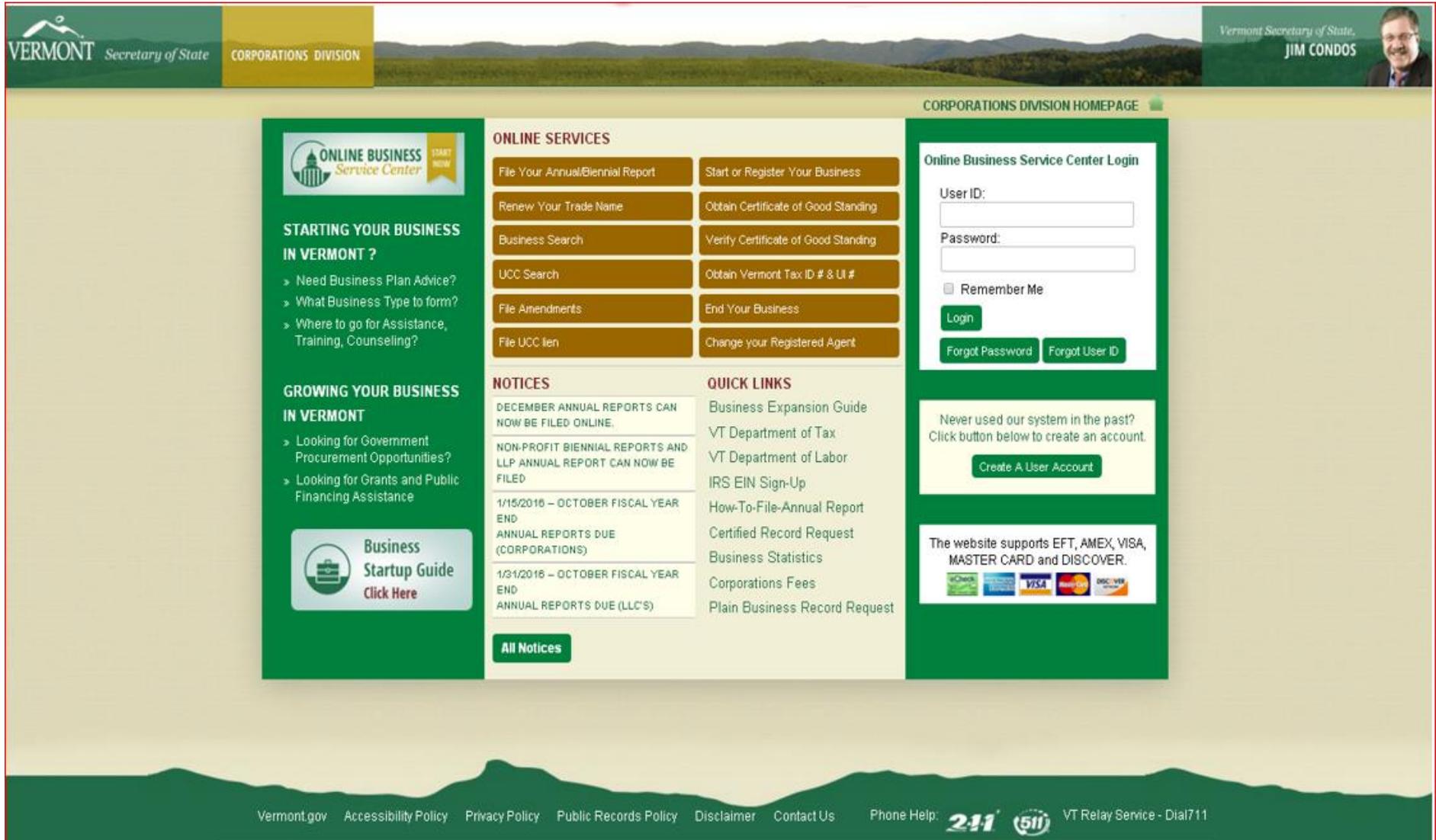
As of 2014, the Corporations/Business Services Division began implementation of the online business registry.

It was completed within budget, with implementation costs spread over 5 years.

- Revenue generation in:
 - FY12: \$3.2M
 - FY16: \$6.1 M, with volume increasing.
- Business renewals for:
 - FY15: 48,630
 - FY16: 51,654
- 4.5 FTE
- 93,430 unique transactions and more than 93% performed online
- From stacks of applications and weeks of processing to same day
 - 93% of Business center filings are online filings. Of those, the majority are approved instantly or within 24hrs
- Better for customers, the economy and our staff



The Business Portal



The screenshot displays the Vermont Corporations Division Homepage. At the top left is the Vermont logo and 'Secretary of State'. The 'CORPORATIONS DIVISION' is highlighted in a yellow box. On the top right, it identifies 'Vermont Secretary of State, JIM CONDOS' with a portrait. The main content area is titled 'CORPORATIONS DIVISION HOMEPAGE' and is divided into several sections:

- ONLINE BUSINESS Service Center** (START NOW): A banner for online services.
- STARTING YOUR BUSINESS IN VERMONT ?**: A list of links for business advice, type selection, and assistance.
- GROWING YOUR BUSINESS IN VERMONT**: A list of links for government procurement, grants, and financing.
- Business Startup Guide**: A button labeled 'Click Here'.
- ONLINE SERVICES**: A grid of buttons for filing reports, renewing trade names, business search, UCC search, amendments, UCC lien, starting/registering businesses, certificates of good standing, tax ID, ending businesses, and changing registered agents.
- NOTICES**: A section with three notices regarding annual reports for corporations and LLCs, with an 'All Notices' button.
- QUICK LINKS**: A list of links for business expansion, tax, labor, EIN sign-up, annual reports, record requests, statistics, fees, and plain business record requests.
- Online Business Service Center Login**: A login form with fields for User ID and Password, a 'Remember Me' checkbox, and buttons for 'Login', 'Forgot Password', and 'Forgot User ID'.
- Never used our system in the past?**: A section with a 'Create A User Account' button.
- The website supports EFT, AMEX, VISA, MASTER CARD and DISCOVER.**: A section with logos for these payment methods.

The footer contains navigation links: Vermont.gov, Accessibility Policy, Privacy Policy, Public Records Policy, Disclaimer, Contact Us, Phone Help: 211 (with 511 logo), and VT Relay Service - Dial 711.

The Business Portal

- **Bizportal** – one stop shop finally realized
 - Corporations, Tax, and Labor
- **Knocking down silos** in state government
- **Data entered once**, click to move to the other agencies
- **One seamless online experience** instead of three agencies, three forms and three approaches
- **Potential for expansion** to other state licenses, services, permitting, etc.

SOS Flow

The screenshot displays the 'SOS Flow' web application interface. On the left is a vertical navigation menu with the following items: MY ACTIVITY, MOST FREQUENT ONLINE SERVICES, VT SEC OF STATE ONLINE SERVICES, TRADE MARK, VT DEP'T OF TAX ONLINE SERVICES, VT DEP'T OF LABOR ONLINE SERVICES, TRANSACTION DETAILS, HELP, and LOGOUT. The main content area is titled 'Start or Register Your Business' and includes a progress bar with icons for Business, Authorization, Review, Payment, Done, Tax Registration, and UI Registration. Below the progress bar, the 'Create Business' section has two radio button options: 'I am Creating a New Domestic Business' (selected) and 'I am Registering a Foreign Business that is in Good Standing in its place of Formation'. A red arrow points to the 'I am Creating a New Domestic Business' option. Below these options are two dropdown menus: 'Business Type:' with 'Limited Liability Company (LLC, PLC, L3C)' selected, and 'Select a LLC type:*' with a dropdown menu open showing 'Limited Liability Company' selected. The footer contains the text: © 2012 PCC Technology Group, LLC, All Rights Reserved. PHONE:802-828-2388 WEBSITE: www.sec.state.vt.us and a 'Report a Problem?' link.

Welcome Client Last Login : Friday, January 29, 2016 [LOGOUT](#)

Start or Register Your Business

Business → Authorization → Review → Payment → Done → Tax Registration → UI Registration

Create Business

I am Creating a New Domestic Business
 I am Registering a Foreign Business that is in Good Standing in its place of Formation

Business Type: Select a LLC type:*

- Select an LLC type
- Limited Liability Company**
- Professional Limited Liability Company
- Low Profit Limited Liability Company

© 2012 PCC Technology Group, LLC, All Rights Reserved. PHONE:802-828-2388 WEBSITE: www.sec.state.vt.us [Report a Problem?](#)

Tax Flow

Department of Taxes

Create Your Business → Applicant Information → Business Principals → Applicant Questions → Sales & Use Tax → Certification → Review → Done

Sales and Use Tax ⓘ

Start Date: * ⓘ **Estimate of Annual Sales Tax Liability: *** ⓘ

Business Operation ⓘ

Year Round Occasional Seasonal

DBA & Physical Location of Business ⓘ

Business Name: *
Address Line 1: * Address Line 2:
City/Town: * State: *
Zip Code: * Country: *

Contact Person for Sales & Use Tax

Contact First Name: * Contact Middle Initial:
Contact Last Name: * Title: *
Telephone Number: * - Fax Number: -
Email Address: *

Click on "Add New" if you have more than one Sales & Use Tax location in Vermont ⓘ

S.No.	Business Name	Business Address	Actions
No records to view.			

Mailing Location for Sales & Use Tax Information International Address

Address Line 1: * Address Line 2:
City/Town: * State: *
Zip Code: * Country: *

DOL Flow

Vermont Department of Labor's Employer Registration



Vermont UI Liability

Do you have employees in Vermont?:

If you have employees in Vermont please answer the following questions concerning their employment:

First date of Vermont employment:

Date first wages paid in Vermont:

Has this business paid federal unemployment taxes?

If yes, list years:

Elections

Safe at Home | Civics Education | Temporary Officials | APA/Rules | Contacts & Locations

VERMONT Secretary of State

Search Our Website

Vermont Secretary of State
JIM CONDOS

HOME CORPORATIONS/BUSINESS SERVICES PROFESSIONAL REGULATION ARCHIVES & RECORDS **ELECTIONS** MUNICIPAL SECRETARY'S DESK

» Home » Elections

VOTE
ELECTIONS

ABOUT US
VOTERS
CANDIDATES
PARTIES
TOWN CLERKS & ELECTION WORKERS
TOWN MEETING & LOCAL ELECTIONS
ELECTION LAW
ELECTION RESULTS
CAMPAIGN FINANCE
LOBBYING
FORMS & PUBLICATIONS
FREQUENTLY ASKED QUESTIONS
CONTACT US

CONTACT INFORMATION
William Senning

GENERAL ELECTION RESULTS

November General Election Results
View unofficial election results for the November 8, 2016 General Election. More >>

MOST POPULAR QUESTIONS

- » Where can I find election results?
- » How do I become a candidate?
- » How do I register to vote?
- » Where is my polling place?
- » What time do the polls open and close?
- » Where can I find forms for campaign finance filings?
- » Where can I view filed campaign finance reports?
- » Where can I find forms for lobbying registration and disclosures?
- » Where can I view filed lobbyist disclosures?
- » How do I become a candidate for local office?

ELECTIONS CALENDAR

FEB 15	LOBBYIST DISCLOSURE FILING DEADLINE
FEB 15	Clerks- Town Meeting Ballots Must Be Ready
FEB 25	PACs and Parties in Local Election- Campaign Finance Report
FEB 25	Candidates for Local Office- Campaign Finance Report
FEB 25	Public Question Committee- Campaign Finance Deadline

Full Calendar

Elections Applications Suite 2014 - 2015

As of December 2015 the Elections Division successfully completed implementation of an integrated elections software suite

- **Goals:**

- Transparency and access for Vermont citizens
- Secure elections data

The project was funded with **70% Help America to Vote Act (HAVA)** (Federal) funds and **30% from the SOS Special Fund**.

- Implementation costs spread over four years
- Project cost were within budget and the project was on time
- The application systems included are:
 - Campaign finance reporting (went live in FY2014);
 - Lobbyist disclosure (went live in FY2015)
revenue \$144,000 (from \$30,000 FY2014)
 - Vt's statewide voter registration checklist
 - Election Night Reporting
 - OLVR & MVP
 - Overseas & Military
 - Absentee ballot tracking
 - Election management



Elections Online Services



Elections – MVP



Vermont Secretary of State
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YOU MAY USE THIS SYSTEM TO CHECK YOUR:

- Voter registration status
- Absentee ballot status
- Mail-In application and ballot status
- Poll location
- Elected officials
- Registration information on file with the town office
- Sample ballot for the upcoming election
- Challenge letter response
- Take oath

Check if you are already
registered to vote

[Check Status](#)

Not yet registered to vote?

[Register Online](#)

SIGN IN INFO

First Name:

Last Name:

Date of Birth:

Registered Town:

Do you have a VT Driver's License/Permit/Id

Yes No

PID:

[Sign In](#)

Note: My Voter Page provides a web-based search of data extracted from Vermont's statewide voter registration database. It is NOT the official record of your registration, which is retained by the voter registration office in the Town of your residence.

SoS IT Security Assessment 2014 - 2015

The Secretary of State's Office initiated and implemented the first IT Security Assessment within Vermont State Government.

Objectives:

- **Proactively mitigate risks** to the public via Assessment and Tests
- **Assess Office practices and systems** to National Institutes of Standards and Technology (NIST) 800-53 standards
- **Test business processes, infrastructure and software applications**

The cost of the assessment was \$392,584 (all payments made in FY15). The SoS was very pleased to select NuHarbor Consulting (Vermont-based) & Core Security Group (Boston) utilizing the State of Vermont standard bid process.

The assessment was finalized and regular penetration and security assessment maintenance continues. We also worked with US Dept. of Homeland Security prior to the General Election and continuing today.



Office of Professional Regulation (OPR)

Safe at Home | Civics Education | Temporary Officials | APA/Rules | Contacts & Locations

VERMONT Secretary of State

Search Our Website

Vermont Secretary of State
JIM CONDOS

HOME CORPORATIONS/BUSINESS SERVICES **PROFESSIONAL REGULATION** ARCHIVES & RECORDS ELECTIONS MUNICIPAL SECRETARY'S DESK

» Home » Professional Regulation

OFFICE OF PROFESSIONAL REGULATION

SELECT A PROFESSION
Select... **Go**

LIST OF PROFESSIONS
ONLINE LICENSING
LICENSEE LOOKUP
FILE A COMPLAINT
CONDUCT DECISIONS
DISCIPLINE RESOURCES
CHANGE OF NAME & ADDRESS
VERIFICATION OF LICENSURE FORMS
VERIFICATION OF EDUCATION FORMS
FREQUENTLY ASKED QUESTIONS
MILITARY & SPOUSES
SUNRISE REVIEW
LEGISLATIVE UPDATES
STATUTES & RULES

LOOK UP A LICENSEE
Make an informed choice

Look Up a Licensee
Before choosing a licensed professional, check our databases to verify a current license and to review any disciplinary actions. More >>

HOW CAN WE HELP?

MOST POPULAR QUESTIONS

- » How do I verify a license?
- » How long does it take to process my application?
- » How do I obtain a user ID and password for my online account?
- » How do I check the status of my application or renewal?
- » How do I update my address and email address?
- » When do I need to renew my license?
- » How do I look up a licensee?

UPCOMING EVENTS

FEB 8	Dental, Board of
FEB 9	Canceled: Veterinary Medicine, Board of
FEB 10	Psychological Examiners, Board of
FEB 13	Nursing, Board of
FEB 15	Canceled: ALO Hearing

Full Calendar

LICENSING DATABASE SEARCHES
Select... **Go**

DOWNLOAD FORMS
Select... **Go**

OPR - Next Generation Licensing Platform

OPR was the first division to undergo an IT overhaul in 2009:

- Replaced multiple failing legacy systems, combined into one
- Licensing and enforcement
- Online renewals, later followed by online application

Forced analysis of existing process and streamlining:

- 2004: 30 staff, 30,000 licensees, 400 annual complaints
- 2014: 30 staff, 60,000 licensees, 800 annual complaints
- IT costs countered by significant savings in labor, paper and mailing
- Better service to licensees
- More efficient process



OPR - Next Generation Licensing Platform

About 8 years later, OPR is in process of re-engineering its operations including:

- organizational model,
- associated business processes, and
- supporting technologies

To achieve the following key business objectives:

- On-boarding new professions easily and efficiently;
- On-boarding new professions with a high degree of quality and consistency;
- Providing regulated professionals with self-service access to all required information;
- Providing profession boards with self-service access to all required information;
- Providing self-service functions for licensees; and
- Ability to create, extend, and maintain all of OPR's required capabilities using state-of-the-art business modelling.

Municipal Assistance



Vermont Municipal Governance

It is important for our local leaders, and citizens of our towns and cities, to have help navigating the complex and ever-changing laws regulatory landscape. We offer a number of resources to assist Vermont's communities. [More >>](#)



MOST POPULAR QUESTIONS

- » Where can I find information about property taxes?
- » Who are the members of Vermont's U.S. congressional delegation?
- » Who are my state representatives?
- » Where can I find tips on how to conduct a town meeting?
- » I've just been appointed to my local planning commission. How can I find out more about my new role?
- » What are the roles and functions of the justice of the peace?

QUICK MUNICIPAL LINKS

- » [Municipal Handbook & Guides](#)
- » [Municipal Local Records](#)
- » [Town Meeting Resources](#)
- » [Vermont Municipal Directory](#)
- » [UVM Center for Rural Studies](#)
- » [Vermont Center for Geographic Information](#)
- » [Agency of Commerce & Community Development](#)
- » [Ass'n of Planning & Development Agencies](#)

ACT 250

Vermont Act 250 (1970) is a unique statute containing ten criteria, the purpose of which are to ensure that large-scale development projects go forward without burdening the environment, local services, and Vermont's tax payers.

INDEX OF MUNICIPAL LAW

Take advantage of an A-to-Z index of municipal law—from topics such as abatement of taxes, posting of roads and property, hunting licenses, open meetings, and appointment of fire wardens, all the way to zoning permits.

Municipal Assistance – How Can We Help?

Providing the information people are looking for:

- Publications and Handbooks
 - Guide to Open Meetings
 - Public Records Act
 - Digging Deep – cemetery law
 - Opinions Newsletters
- Links to resources
- **Help people help themselves**
- **Drive up education**, drive down phone calls and emails



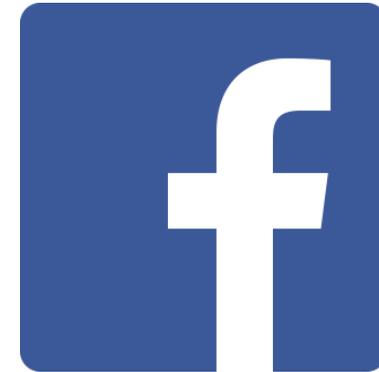
Secretary of State Temporary Positions

Fiscal Year	# of State Temporaries	# of Kelly Temps	Total
2009	7	21	28
2010	7	9	16
2011	14	5	19
2012	12	3	15
2013	6	4	10
*2014	4	3	7
*2015	3	0	3
*2016	3	0	3

** includes one intern who works 3 hrs. weekly*

Overtime	Hours	Amount
FY12	1771	51,978
FY13	1707	49,315
FY14	1756	51,711
FY15	1780	51,950
FY16	1745	53,733

Meet People Where They Are –Social Media



Questions?



Thank you!



Phone: 802-828-2363

Email: secretary@sec.state.vt.us

Facebook: www.facebook.com/SecretaryOfStateJimCondos

Twitter: [@VermontSOS](https://twitter.com/VermontSOS)