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Appendix to Attachment F

1. Program Management Tab, Inquiry 1.00

Using the following tools, technologies, and processes, Tyler Indiana will build a robust library of standard operating procedures and reports to ensure oversight and compliance of the requirements defined. The following tools will be leveraged to define, construct, and manage the day-to-day operations of the partnership:

1. Confluence – Leveraged to build standard operating procedures that can be easily referenced by all parties. Provided below is a sample of our Confluence documentation.

Pages / Indiana Interactive Knowledge Base / Manage Project  

☆ Save for later 👁 Watch ➦ Share ⋮

Initiation SOP

2023-07-11 10:00 AM

If an agency needs to complete a *New Project Request*, direct them to the Indiana Office of Technology home page.

Content

▼ Purpose/Scope

This procedure communicates Indiana Interactive’s (II’s) contextual practices for vetting new project requests and initiating projects. Project requests are submitted to the Indiana Office of Technology (IOT), and reviewed weekly by IOT and II. Upon new project approval, resources are assigned, and more information is gathered to complete the contractual agreement, which, after signed-off, signals the start of a new project.

Scope

Potential baseline projects (billed against Indiana Interactive’s master contract) and Time and Materials projects (billed outside the master contract) are within the scope of this procedure. Also within scope:

- II weekly IOT meetings to review new project requests
- II vetting process (IOT vetting process is out-of-scope)
- II assignment of new project to the team for evaluation, initial product fact-finding, product estimation, and risk identification
- II contractual agreement process

Systems and applications

- Smartsheet - Initial project tracking, monitoring and control, contract review and approval sheets.

Sheet name	Who populates data	Purpose
New Project Requests	DoO, DoPM, PM	Tracking
Project Queue	DoO, DoPM, PM	Tracking
Meeting Minutes	PM	Reporting
Document Archive	PM	Reporting
Risk Register	PM	Reporting
Action Items, Decisions, & Tasks	PM	Reporting
Internal Document Review Queue	PM	Review/Approval
Document Review Queue	PM	Review/Approval

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▼ Checklist - Project initiation

Use this task checklist as a guideline when initiating a project

	Who	Task
1	GM, DoM/O, IOT	<p>Weekly IOT project review meeting - New and ongoing project information is shared weekly</p> <p>Review and/or discuss:</p> <ul style="list-style-type: none"> • new project requests • project requests that have been evaluated by II and IOT • ongoing project issues
2	GM, DoO, DoPM, PM and/or Assigned resources	<p>II initial evaluation:</p> <ul style="list-style-type: none"> • assign resource, if needed, to gather initial data and/or complete needed research • complete research for vetting of potential project including, but not limited to: gathering functionality, high-level requirements, and scope information <p>Tracking: add project to <i>New Project Requests</i> or the <i>New Website Project Request</i> sheet and ensure project gets a unique number</p>
3	GM, DoM/O, IOT	IOT/II approval for new project
4	DoO, DoPM, PM	Tracking: move project data from <i>New Project Requests</i> or the <i>New Website Project Request</i> sheet to the <i>Project Queue</i> sheet
5	DoM/O, DoD, DoC	Assign resources, adding to the <i>Project Queue</i> sheet
6	PM, with DoD, DoC, DL, QA, and Stakeholders	<p>Project Manager coordinates with assigned resources to gather data for contractual agreement. Following are some information types gathered:</p> <ul style="list-style-type: none"> • Functionality description • Risks • Requirements/Mockups (typical for task orders or statements of work) • Development hours • Creative hours • Quality Assurance hours • PM hours <p>Tracking: when requirements are complete, check box in the <i>Project Queue</i> sheet</p>
7	PM, BA	<p>Assimilate data into contractual agreement (pull appropriate template from the</p> <p>Route for peer review and DoO review and approval</p> <p>Tracking: add project to <i>Internal Document Review Queue</i> sheet</p>
8	PM	<p>Route for IOT and agency review and approval</p> <p>Tracking: add project to <i>Document Review Queue</i> sheet</p>

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▼ Detailed tasks

New project feasibility

When determining feasibility for a new project, from II's perspective a project shall be:

- technically doable
- demonstrate an acceptable risk level
- fall within Indiana Interactive's knowledge base
- fit into near future workload in a timely manner
- fit into the long-term strategy for the customer

Funding

Funding is another important consideration when determining project feasibility. II either credits the work to a 'base' contract, or charges for time and materials. Costs for base contract work are reconciled against the long-term base contract, while time and materials projects require an agency to be responsible for the project funding. Funding can be dependent upon grants (resulting in additional project constraints).

Risk

Risk is a primary consideration for project feasibility. II identifies known risks using a Possible Risk and Projected Response Plan table which rates risks, their anticipated impact and likelihood, with an appropriate resolution strategy. Risk level must be acceptable.

Evaluation

Development, testing, and management estimates are gathered and provided for the contractual agreements. Here, product scope, objectives and features get a *second look* by the development teams in order to create an estimate predicated upon detailed product features and requirements.

Leveraging knowledge, resource skills, and common code is a core II practice when creating the project estimate.

Customer participation

The customer plays a significant role in providing the following:

- Project scope, and objective
- Product required functionality
- Budget confirmation

Team estimates

Team leaders in the following areas use their expert judgement to estimate the following:

- Creative resource time
- Development resource time
- Quality resource time
- Project Management resource time

Contract preparation

Evaluation output is collected and organized within a contractual agreement template. Contractual agreements provide scope and schedule/cost estimate data, along with other relevant details such as:

- project number and title, agency, project contacts
- product description and/or functionality to be delivered
- risk management plan
- communication plan

Contract agreement review and approval

Contractual agreements go through a multi level review process, then an extensive approval process. Internal reviews are performed by peers and director level management, then contract is reviewed by IOT who releases the agreement to route for approval. The project manager must know who needs to sign the contract and in what order (see *Who needs to sign my project agreement* section).

Internal review

After the contract is complete, it is submitted to the **Internal Document Review Queue** for peer and DoO review (see *Create, review, and approve a contract*). When reviews are complete and approval is obtained from the director, submit contract to the external **Document Review Queue** for review by IOT.

External review

IOT uses the **Document Review Queue** sheet to manage the review and approval process. First, IOT conducts a preliminary review for completeness.

- If the contract is correct and error free, it is forwarded the IOT Administrative reviewer.
 - If correct and error free, the contract is released to the II project manager, who then gathers signatures.
- If errors are found, the contract is returned to the project manager who updates the contract and restarts the external review process.
- Once the document is approved, the PM updates the Document Review Queue to the appropriate status.

Approvals

An agency may require electronic or manual signatures.

- If **electronic** signatures are required, the contract is routed using the HelloSign application (see *Using HelloSign*).
 - First round of signatures is obtained. These could consist of risk, and/or approval signatures
 - The contract document waits in HelloSign until time for the completion signatures
 - Second round of signatures is obtained after deployment
 - Upon approval completion, HelloSign notifies and delivers a completed, signed copy to all signers
 - When the contract document requires no further signatures, PM downloads from HelloSign, attaches the .PDF to the:
 - project **Document Archive** (update Smartsheet with the Final Signature Date), and
 - **Document Review Queue** (update the status in accordance with the project phase: **when project is ready to bill, be sure you assign a billable status**).
 - PM notifies II Financial. *PM then updates Document Review Queue to the appropriate status.
- If **manual** signatures are required, the project manager shall obtain the manual signatures, then upload the contract to HelloSign to collect remaining signatures. All physical contracts with original signatures are stored at Indiana Interactive, in an appropriate project binder.

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Milestones to complete before moving into Development

- Contract approval is the milestone gate after which the project can be scheduled and prioritized within the II workload
- In accordance with the agreement start date, the project team moves into the Discovery Phase
- Projects become billable after final signatures are obtained on the contract.

▼ Who needs to sign my project agreement?

IOT Signing Order - Projects (Sponsored by or funded by IOT)

If Agreement:

- is for items in IOT's budget (examples include: MapBox, Browsealoud, Funnelback, etc.) and the budgeted item hasn't grossly exceeded the budgeting amount (like \$1,000's of dollars over) having Mike, Natalie & Ron is sufficient. Please remove Dave & Tracey as they do not need to be included.
- contains new items not in IOT's budget, then it may need to include Dave and Tracey.
- When it doubt, ask before completing the document.

If Agreement is:

- for a project that is sponsored or paid for by IOT, both IOT staff (below) and Indiana Interactive signers are required. IOT staff will sign in the following order, followed by the Indiana Interactive Project Manager, Director of Operations, and the General Manager.

1	IN.gov Program Analyst	Natalie Galaviz	Signs all project agreements.	(317) 232-5089, ngalaviz@iot.in.gov
2	IOT Director - IN.gov Web Portal:	Mike White	Signs all project agreements.	(317) 232-3837, mwhite1@iot.in.gov
3	Chief Technology Officer:	Dave Fox	Signs all projects sponsored and funded by IOT.	(317) 234-8673, Dfox@iot.in.gov
4	Chief Information Officer	Tracy Barnes	Signs all projects sponsored and funded by IOT.	(317) 234-0835, Tbarnes@iot.in.gov
5	IOT Fiscal Approval:	Ron Rogers	Signs all projects sponsored or funded by IOT.	(317) 234-1670, rrogers@iot.in.gov

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Agency Signing Order (excluding IOT projects)

The table below lists appropriate project agreement document signers.

Note: If An agency head's signature is required, have the agency head's *staff sign first*, then agency head signs last (the head will want to see that his staff has signed the document, signifying that they are in agreement with the document).

***Charge back authorization is required anytime Indiana Interactive collects funds from a customer or charges an Indiana State Agency for services. Typical scenarios are 1) if database hosting is done by entity other than agency, or 2) if payments are processed.**

****IOT Fiscal signs off on all billable projects. If a document has an associated T&M bill, the fiscal's signature is required.**

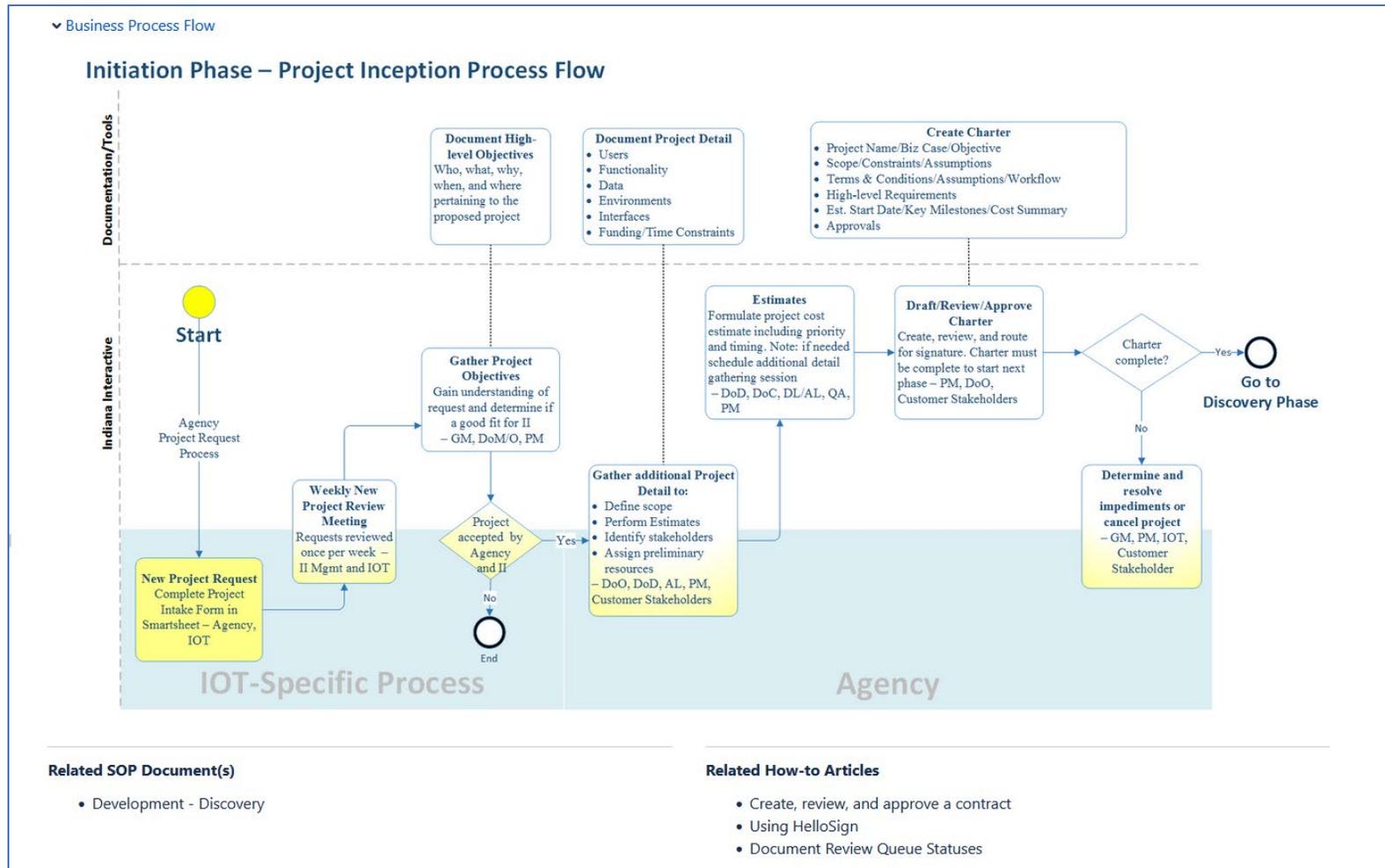
HelloSign Signature order (PM signs after uploading agreement to HelloSign)	1st	2nd	3rd	4th	5th	6th	7th	8th	9th
These Signers by Title shall appear in the following order on documents (TO, SOW, Charters, etc):	II Proj Mgr.	Agency Project Sponsor	Agency Exec Sponsor	*Agency Charge back (required to process payments)	IN.gov Program Analyst (N. Galaviz)	Director – IN.Gov Web Portal (M. White)	**IOT Fiscal (signs if T&M project)	II Dir of Ops	II GM
Charter									
Risk Approval	x	x	x	N/A	x	x	N/A	x	x
Charter Approval	x	x	x	*	x	x	**	x	x
Task Order (TO)									
Risk Approval	x	x	x	N/A	x	x	N/A	x	x
Task Order Approval	x	x	x	*	x	x	**	x	x
Acceptance of Delivery/Deployment	x	x	x	*	x	x	**	x	x
Statement of Work (SOW)									
Risk Approval	x	x	x	N/A	x	x	N/A	x	x
SOW Acceptance	x	x	x	N/A	x	x	N/A	x	x
Acceptance of Delivery/Deployment	x	x	x	N/A	x	x	N/A	x	x

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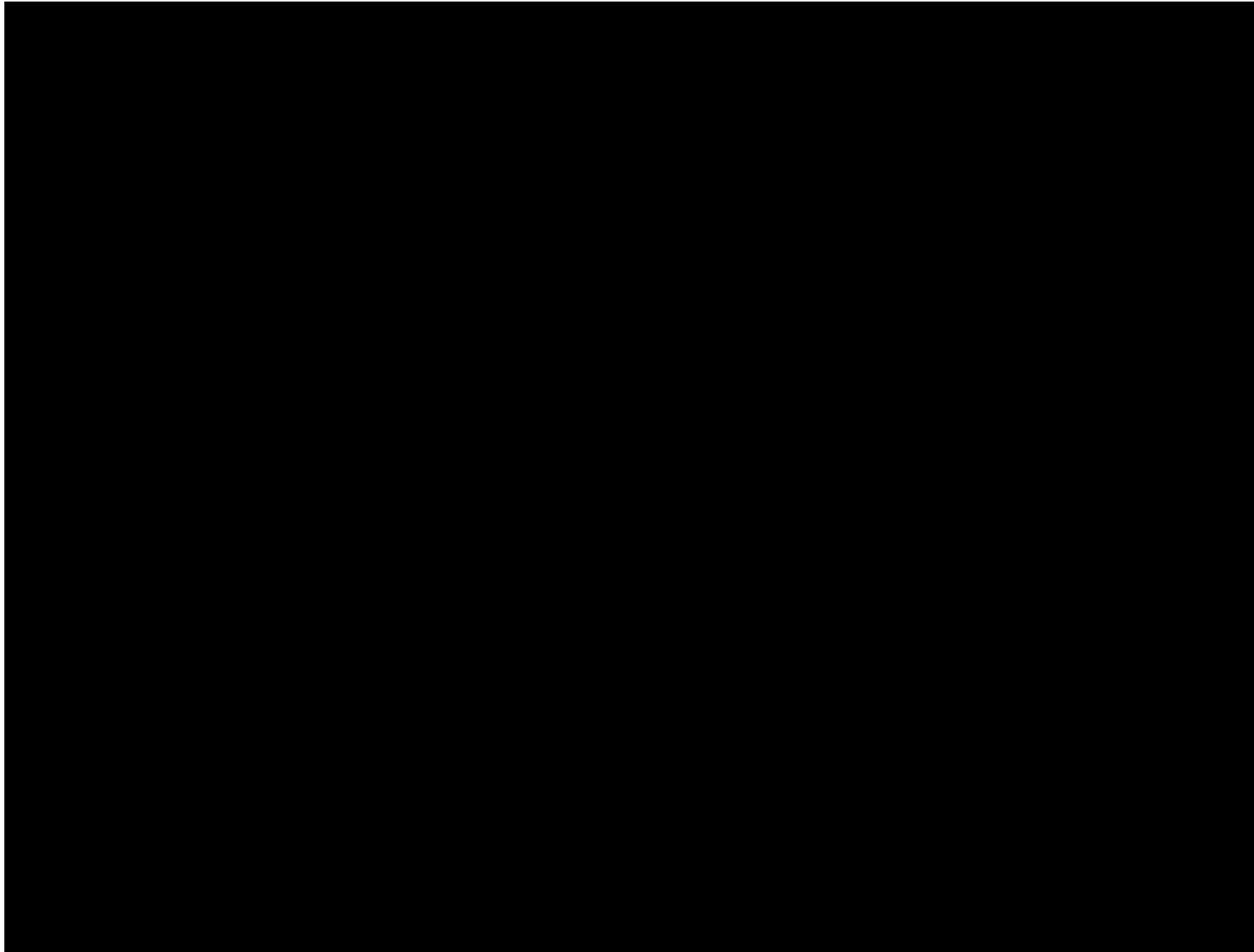
Service Code Setup									
Service Code Setup Acceptance	x	x	x	*	x	x	**	x	x
Acceptance of Delivery/Deployment	x	x	x	*	x	x	**	x	x
Appendix A: Addendum Acceptance	x	x	x	*	x	x	**	x	x
Change Order, Long Form									
Risk Approval	x	x	x	N/A	x	x	N/A	x	x
Change Request Acceptance	x	x	x	*	x	x	**	x	x
Acceptance of Delivery/Deployment	x	x	x	*	x	x	**	x	x
Change Order, Short Form (active proj)									
Acceptance Approval	x	x	x	*	x	x	**	x	x
Deactivation Order									
Deactivation Order Acceptance	x	x	x	N/A	x	x	**	x	x

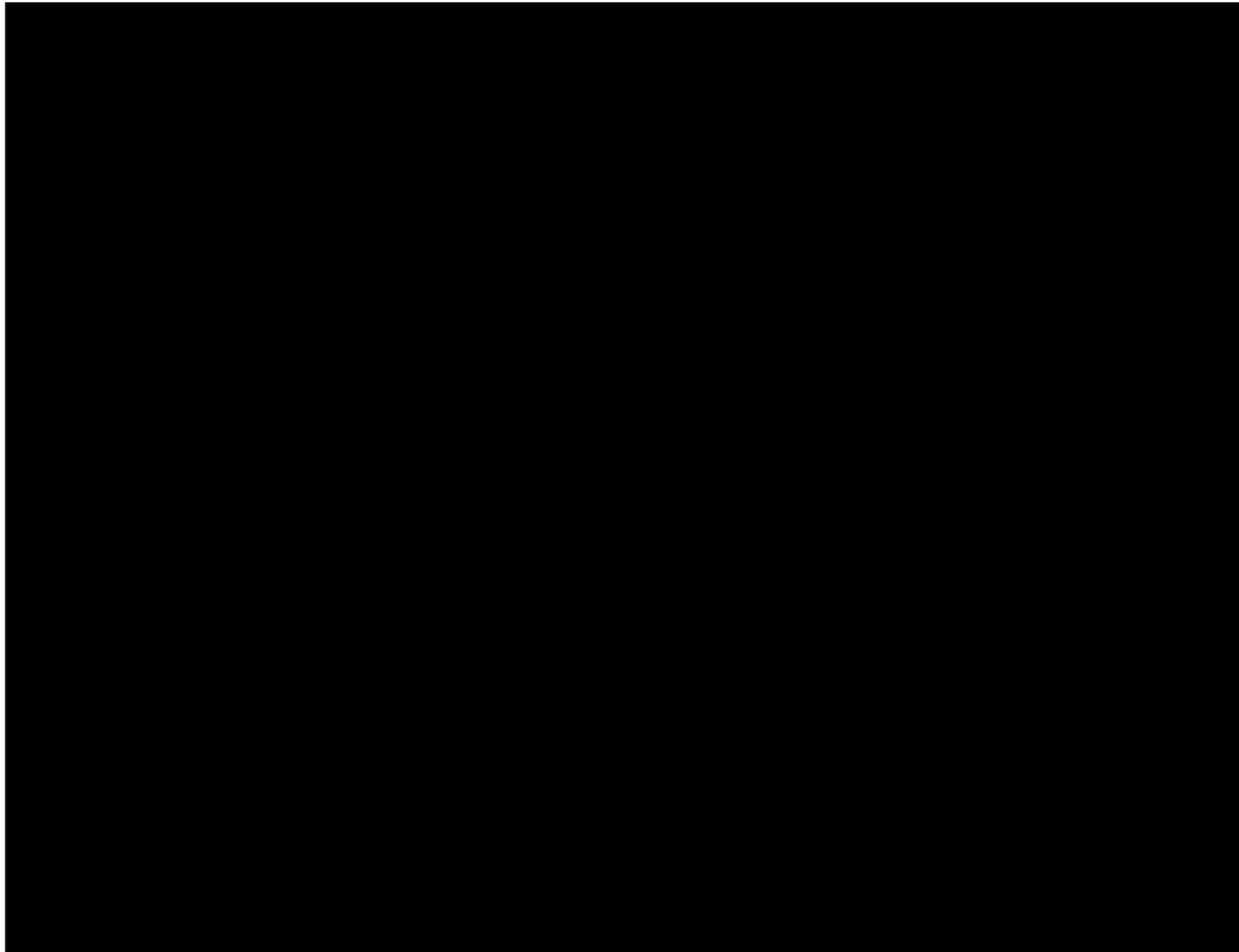
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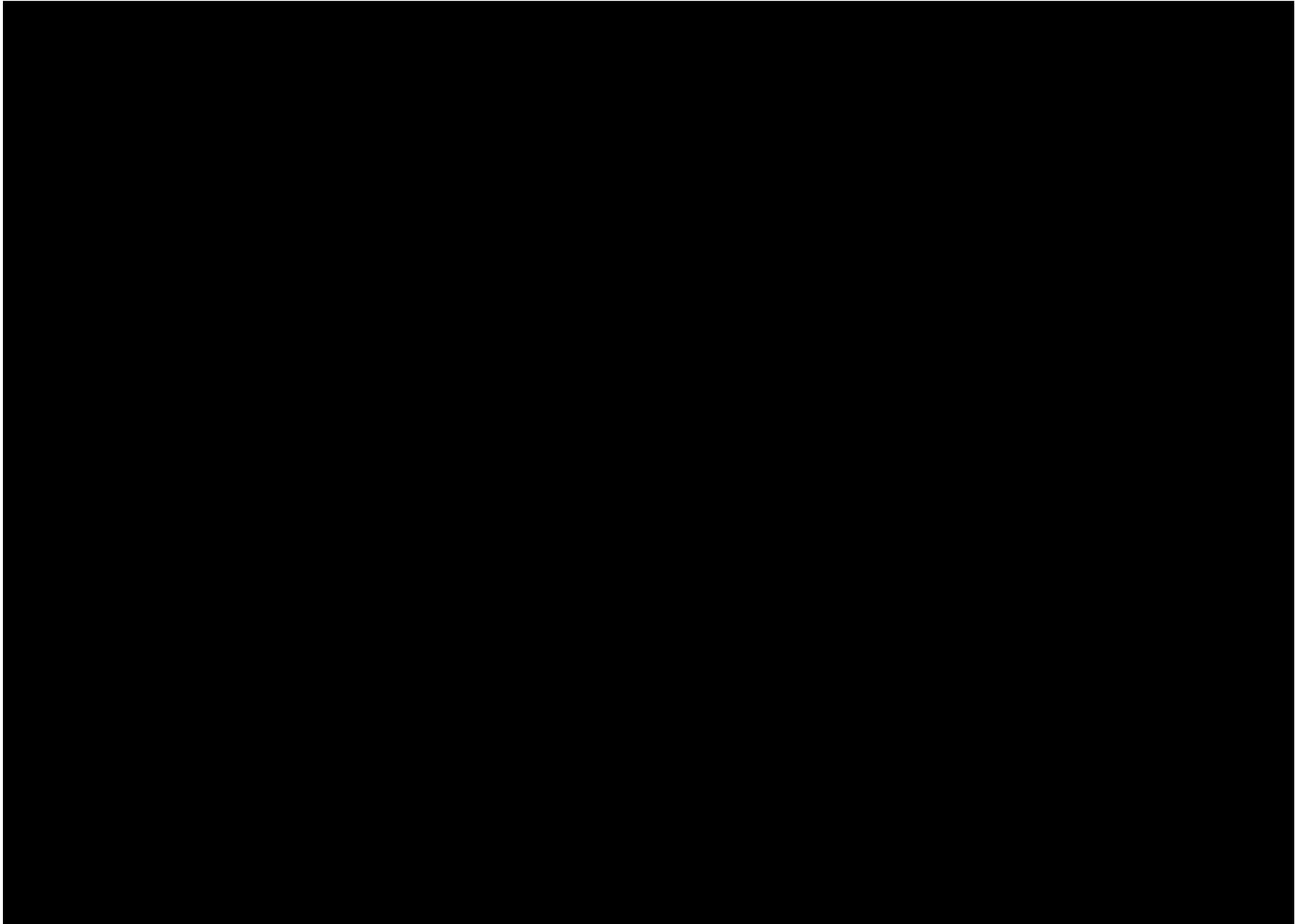


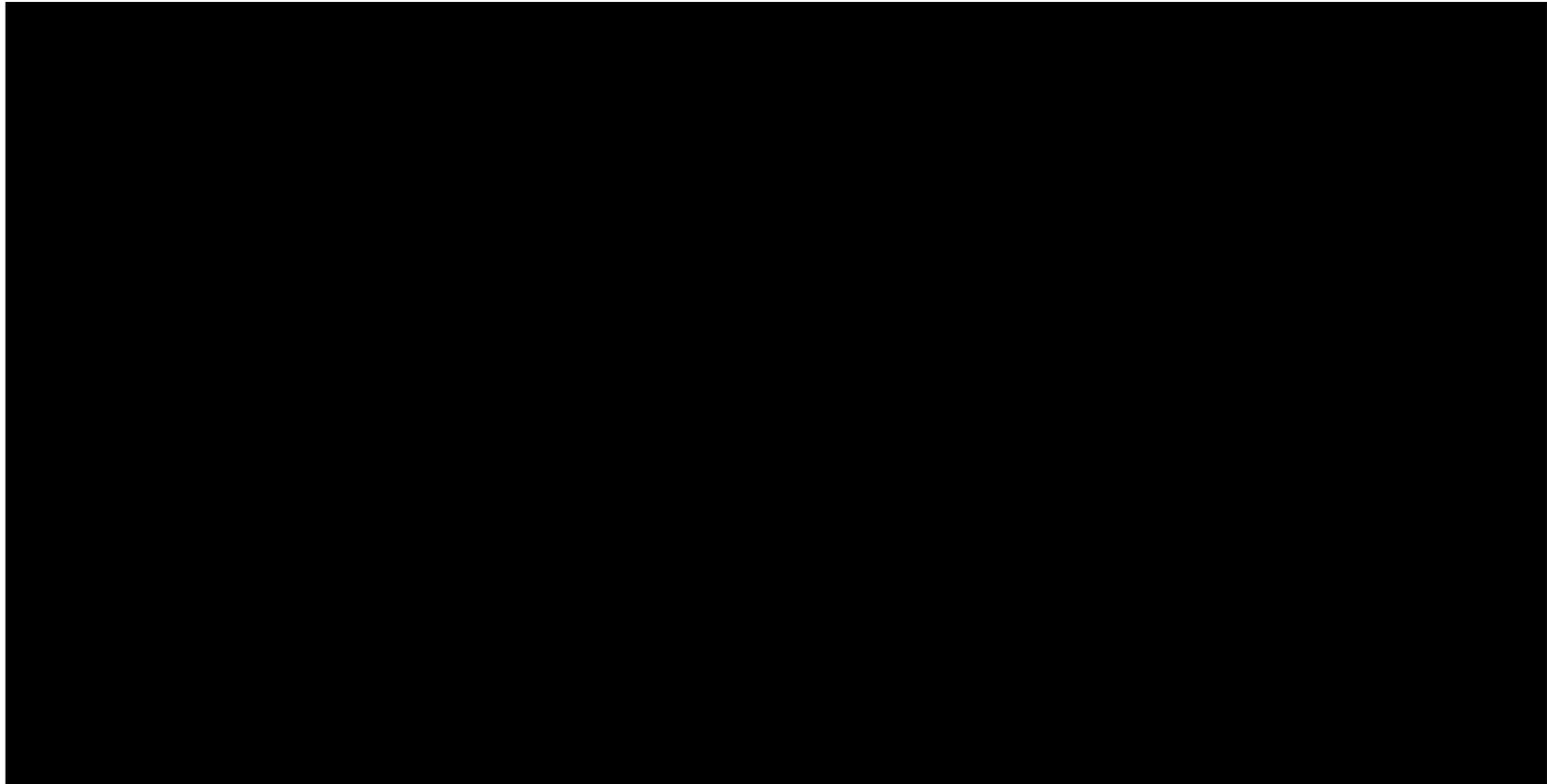
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2. Smartsheet – Powerful platform that allows for the collection of data and display on robust dashboards. Provided below is a sample of our Smartsheet documentation.

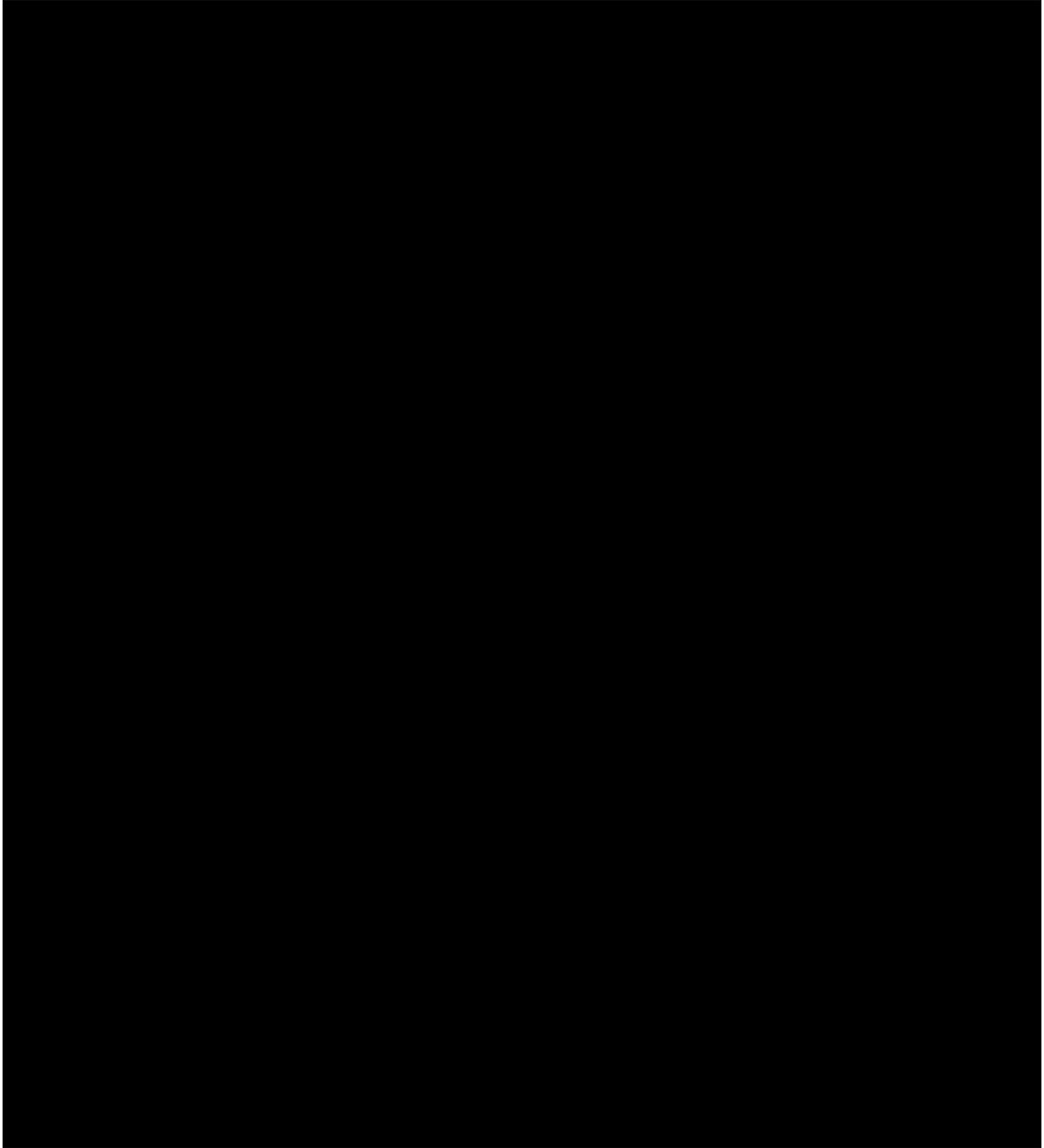




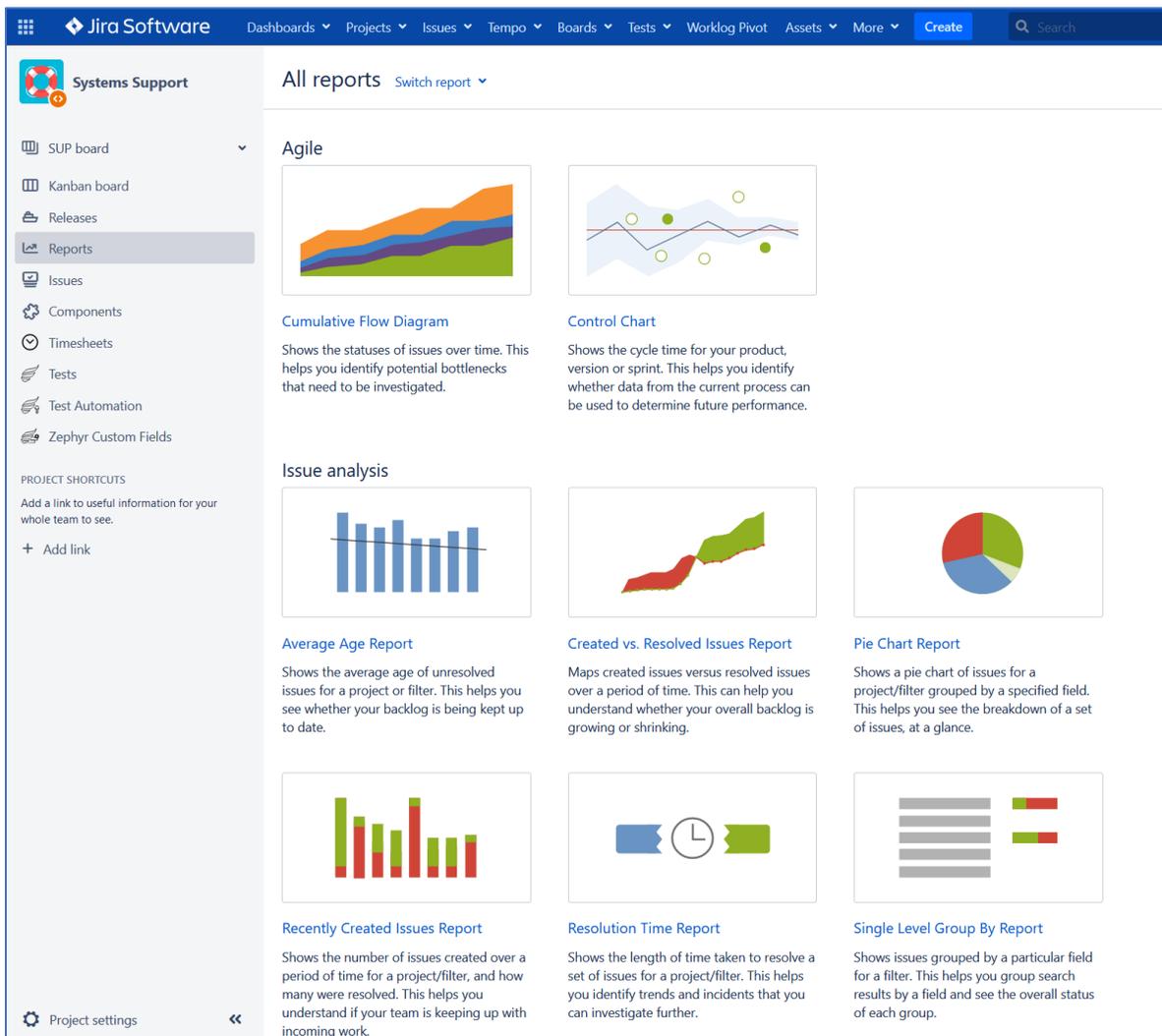




3. Pingdom – Website monitoring solution to track uptime of applications. The following is a sample of our Pingdom report.

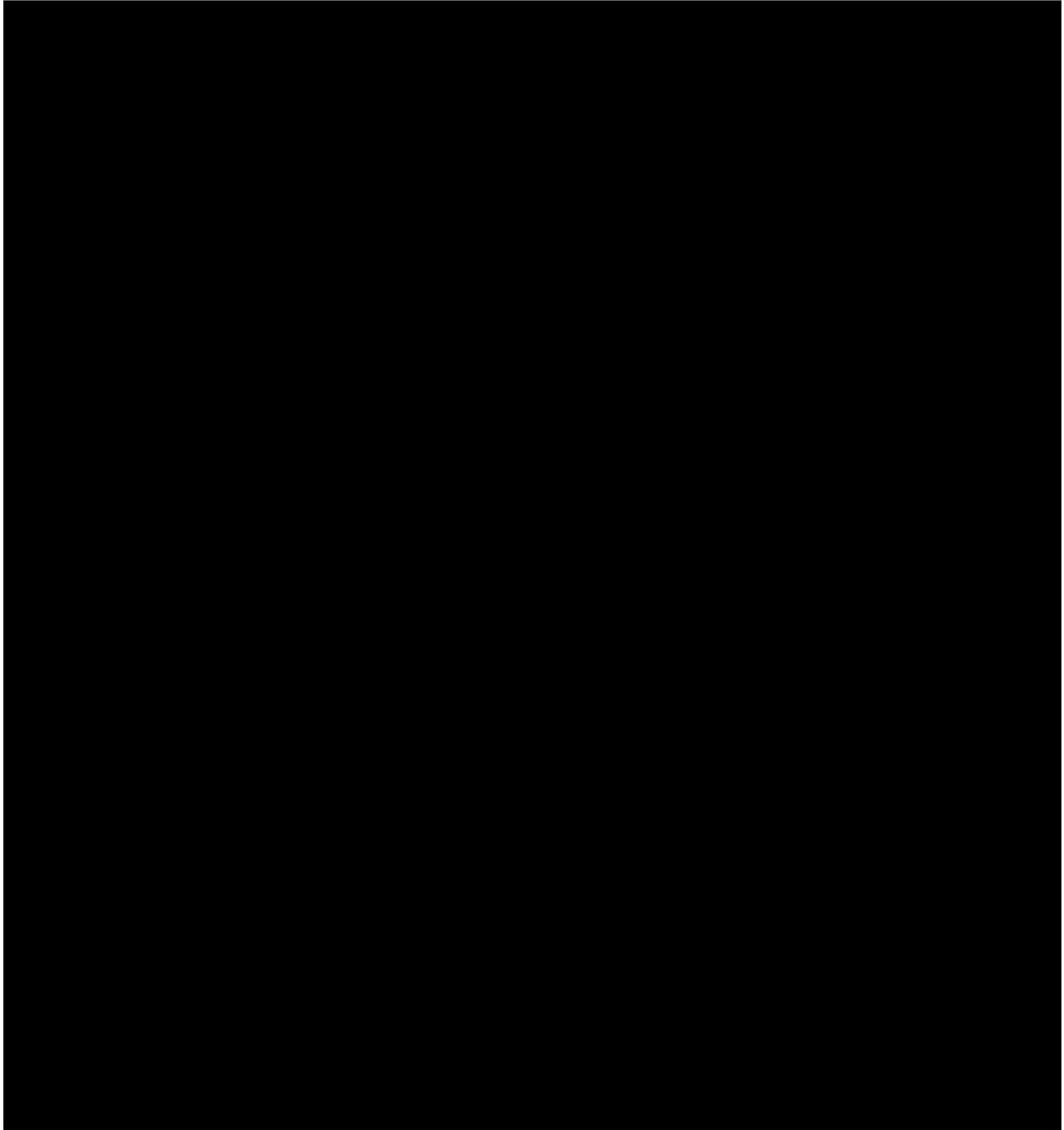


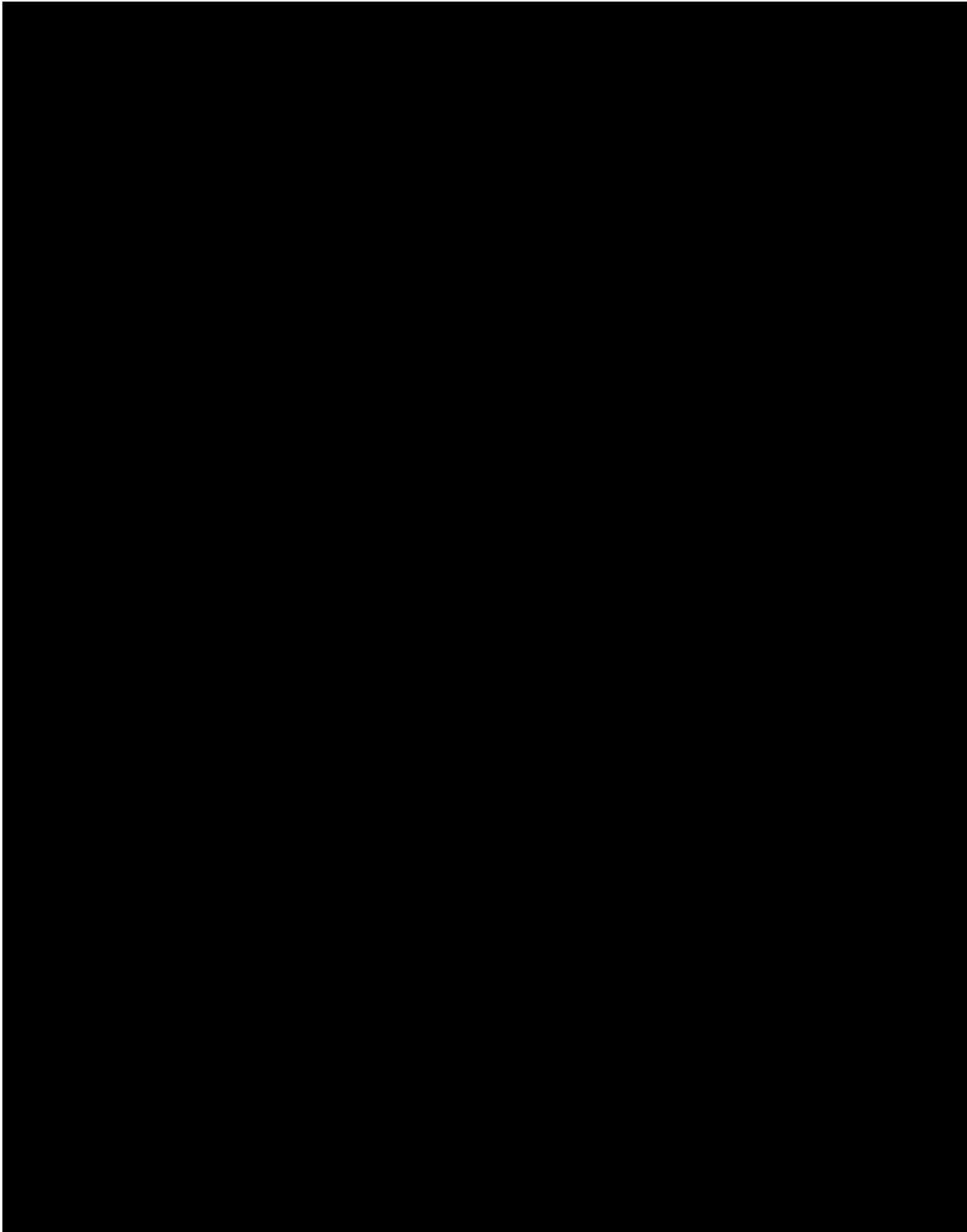
4. Jira – Leveraged to track requests that have been received by IN.gov users across the state, which includes robust reporting that will be configured to align to the SLAs defined in this contract. The following screen shot is a sample of our Jira reports.



5. CDB – Customer billing software leveraged to produce invoices for internal state agencies as well as IN.gov Subscribers. The platform will be leveraged to improve upon existing invoicing

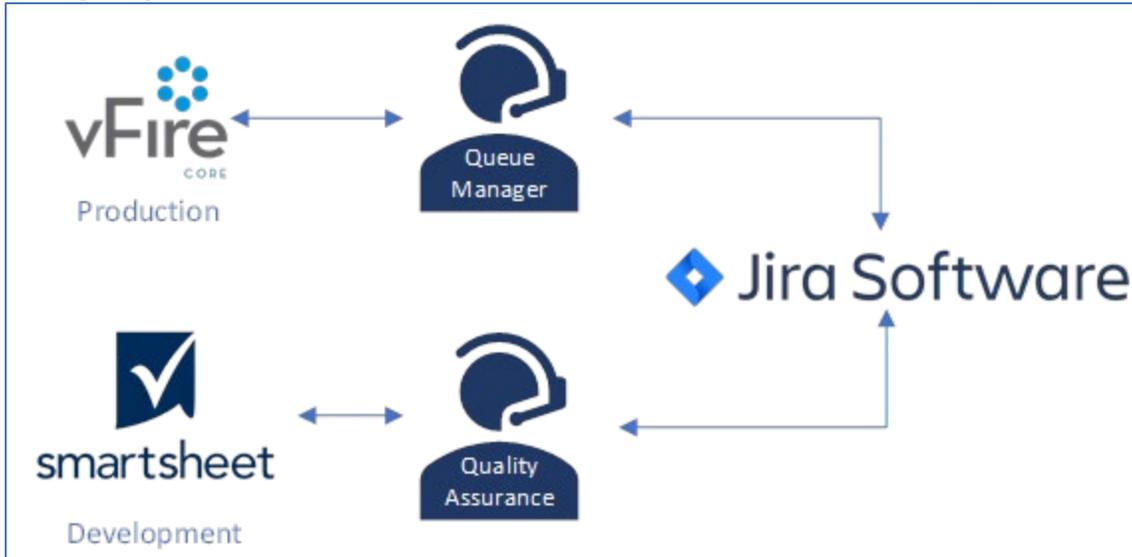
processes for IOT under the more streamlined organization of this contract. The following is an example of a CDB Invoice.





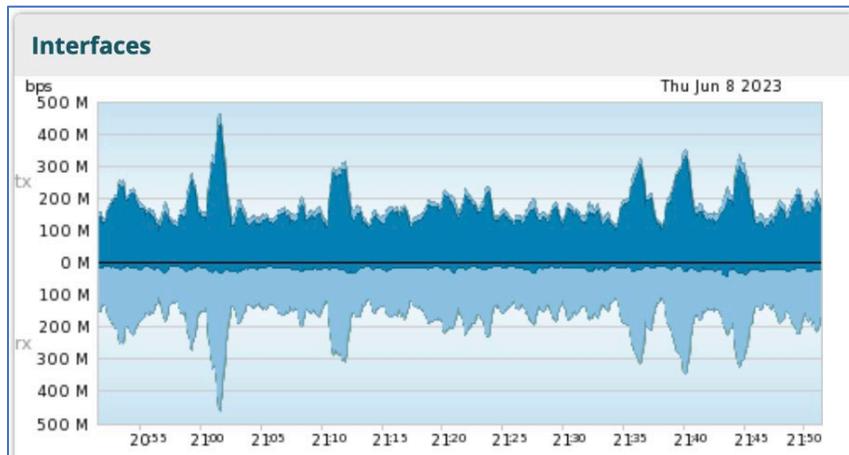
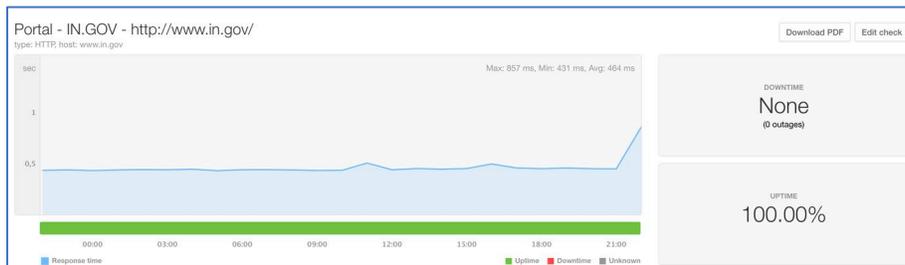
1. Program Management Tab, Inquiry 2.00

The following image shows the flow of information between vFire VSM, Smartsheet, and Jira:

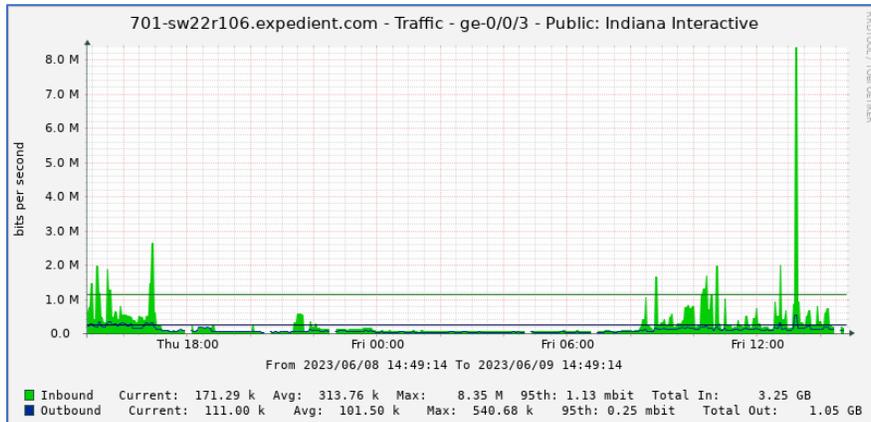


3. Infrastructure Technology Tab, Inquiry 2.00

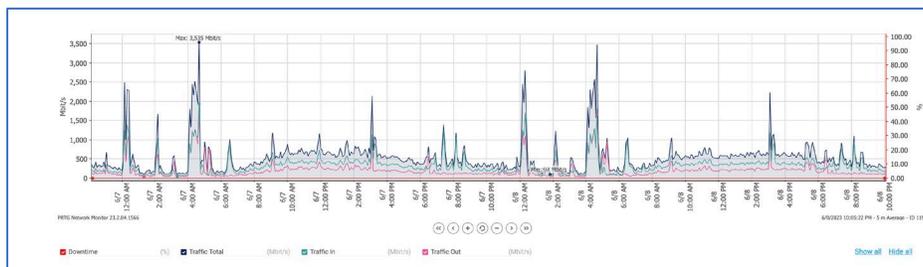
Tyler Indiana uses various services and providers to monitor Internet connectivity, VPN connectivity, and user experience and availability. See examples below:



Secondly, our colocation vendor monitors our network traffic and alerts us of any potential network outage or spike that may be out of the ordinary. For an example of a monitoring report, please see the following example.



Utilizing our internal network and application monitoring tools we are able to track and monitor switch and firewall traffic as it pertains to specific interfaces setting up alerts should traffic exceed or fall out of a specific threshold. For an example, please see the following example.



3. Infrastructure Technology Tab, Inquiry 13.00

The release calendars for projects are detailed in the project plans in the task and change orders for all major and minor releases of applications. Please see the below image for an example:

Author	Commit	Message	Commit date	Issues	Builds
Isaiah Kimes	2d3057fa26f	VOUCH-3531 adjust modality text and add at least one modality rule for k1a	Yesterday	VOUCH-3531	✓
Dan Olson	516ab33bd39	fix(GPRA): VOUCH-3549 Updated Form to set populate form fields with missing form fields on filter	2 days ago	VOUCH-3549	✓
Dan Olson	b90fb727cbf	fix(GPRA): VOUCH-3549 Updated form field validation to properly report the section name	2 days ago	VOUCH-3549	✓
Dan Olson	e155f8da046	ci: VOUCH-3530 Updated publish database ps1 to not script database options and to ignore column order	2 days ago	VOUCH-3530	✓
Isaiah Kimes	38ce2096f2a	VOUCH-3548 update gprafomfield slots to update based off of canEdit	2 days ago	VOUCH-3548	✓
Isaiah Kimes	b3b57320f8b	VOUCH-3547 fix multiselect refused sometimes not being checked	2 days ago	VOUCH-3547	✓
Dan Olson	9aa30cfa8d0	fix(GPRA): VOUCH-3538 Updated J2a to correctly set the specify field as blank when J2 is yes	2 days ago	VOUCH-3538	✓
Isaiah Kimes	d0c46914cd4	VOUCH-3545 fix value being cleared on save for i2	2 days ago	VOUCH-3545	✓
Dan Olson	264bc2f1598	chore(release): 2.6.14	3 days ago		✓
Dan Olson	de3c8533414	fix(GPRA): VOUCH-3538 Updated SPARS validation to have a distinction between not null and not empty	3 days ago	VOUCH-3538	✓
Dan Olson	5a71086bce6	fix(GPRA): VOUCH-3538 Fixed compilation error with FormFieldDefinition with form type	3 days ago	VOUCH-3538	✓
Dan Olson	ef87ae38e4	fix(GPRA): VOUCH-3538 Removed Form Type from the list of Form Field Definitions	3 days ago	VOUCH-3538	✓
Dan Olson	3ed6b66bc18	fix(GPRA): VOUCH-3544 Updated I1 to set a default value and disable the field	3 days ago	VOUCH-3544	✓
Isaiah Kimes	88688a41b6a	VOUCH-3545 update rendering logic of FLWPSstatus options	3 days ago	VOUCH-3545	✓
Dan Olson	11b6cc1dcc5	ci: VOUCH-3530 Updated release pipeline to name the release only according to the tag name	3 days ago	VOUCH-3530	✓
Dan Olson	ef992037de3	ci: VOUCH-3530 Updated deploy.json with the releaseNameFormat	3 days ago	VOUCH-3530	✓
Isaiah Kimes	ad31dae043d	VOUCH-3546 adjust when \$refs are available	3 days ago	VOUCH-3546	✓

The below graphic shows a fragment of the scoping of a versioned release as well as indicators of when builds were automatically generated per bundle of commits. Automated testing is run at each of these points.

The screenshot displays the Bamboo 'Plan configuration' page for the 'FSSA / DEBS (Voucher)' project. The 'Plan contents' section shows a sequence of stages: 'Build' and 'Test'. Each stage contains a list of jobs with 'Disable' and 'Delete' options. The 'Build' stage includes jobs for Build API, Build DacPac, Build GPRA Console, Build GPRA Deployment, and Build UI. The 'Test' stage includes Business Tests, Domain Tests, Persistence Tests, Service Integration Tests, and Service Interface Tests. A 'Related deployment projects' section at the bottom indicates that deployments are configured to use artifacts from this plan, specifically the 'FSSA Voucher API'.

The following graphic shows summary view of the build plan for packaging releases of an application. The operational procedure for deployments is documented in a deployment plan for each release that defines the responsibilities and timing of the deployment team.

Deployment Plan for HTF Build 2.22.28 (to begin on 8/15/2023 @ 7:30AM EST)
 **There WILL BE DOWNTIME with this deployment

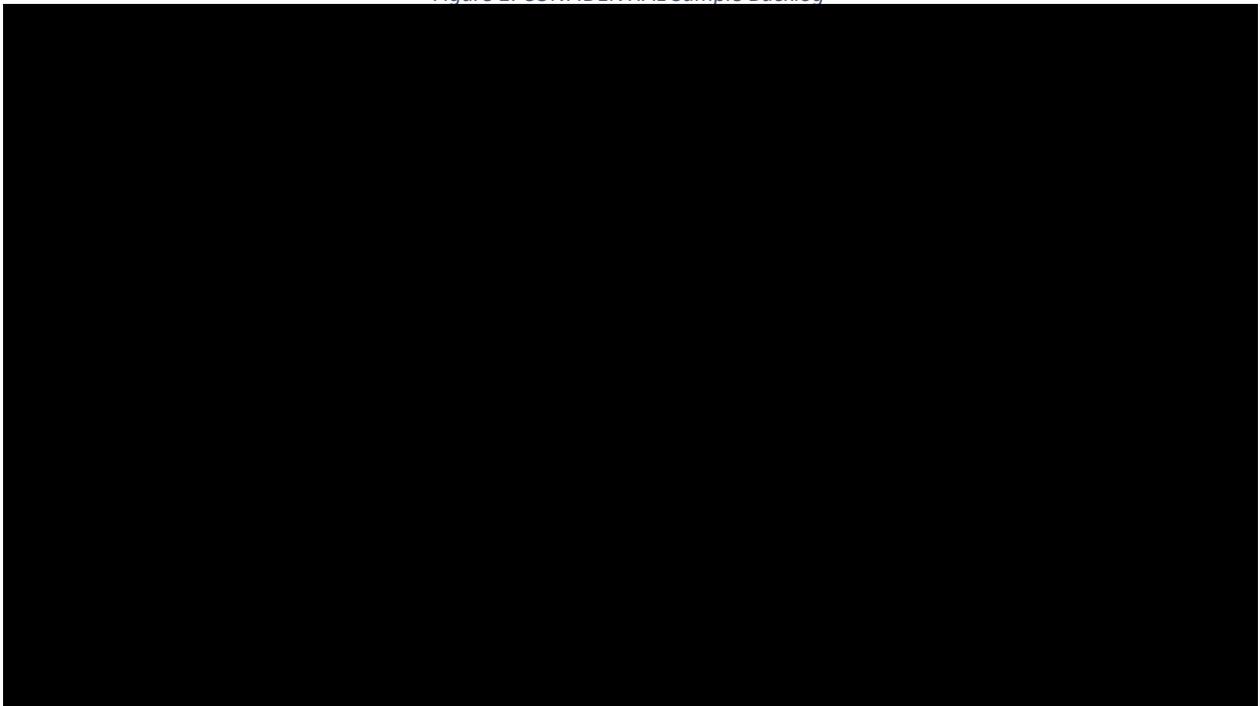
Step	Task	Projected Duration	Party Responsible	Notes
1	Tyler Indiana System Admin to deploy Maintenance banners for HTF and POS	< 1 min.	Tyler Indiana Sys. Admin	HTF: https://secure.in.gov/apps/dnr/portal/home POS: https://secure.in.gov/apps/dnr/pos/login.html
2	Tyler Indiana System Admin to pull HTF application servers 3 & 4 (IN) from farm	< 1 min.	Tyler Indiana Sys. Admin	
3	Existing Production DB is copied (backed up and restored) from OLD server to NEW server by IOT SQL/DATA team (Alan Beringer)	≈ 20-30 min.	IOT SQL/DATA team	These three steps can happen simultaneously
	Tyler Indiana HTF DEV team (JP and Seige Harris) to deploy UI and API to all four (4) HTF application servers	≈ 10 min.	Tyler Indiana HTF DEV team	
	Tyler Indiana POS DEV team (Troy McCraw) to update PROD DB connection string/creds for POS	< 1 min.	Tyler Indiana POS DEV team	
4	Tyler Indiana DEV team to deploy DB to NEW server	≈ 5 min.	Tyler Indiana DEV team	Step 4 cannot begin until Step 3 is complete
5	Tyler Indiana DEV team to ensure UI hashes match between servers	≈ 1 min.	Tyler Indiana DEV team	
6	Tyler Indiana HTF & POS DEV team to complete DEV testing	≈ 5 min.	Tyler Indiana DEV team	
7	Tyler Indiana System Admin to restore servers to farm	< 1 min.	Tyler Indiana Sys. Admin	
8	Tyler Indiana System Admin to pull down Maintenance banners for HTF and POS	< 1 min.	Tyler Indiana Sys. Admin	HTF: https://secure.in.gov/apps/dnr/portal/home POS: https://secure.in.gov/apps/dnr/pos/login.html
9	Tyler Indiana OPS and HTF & POS DEV team to test application	≈ 5 min.	Tyler Indiana OPS/HTF & POS DEV team	
10	Tyler Indiana PM (Kevin Chu) to notify Agency	< 1 min.	Tyler Indiana PM	

4. Project Management Tab, Inquiry 5.00

The below are screen shots from the tools we use to obtain a listing of all user stories, tasks, test cases, and deployment history to successfully identify which areas of a project are impacted by a change.

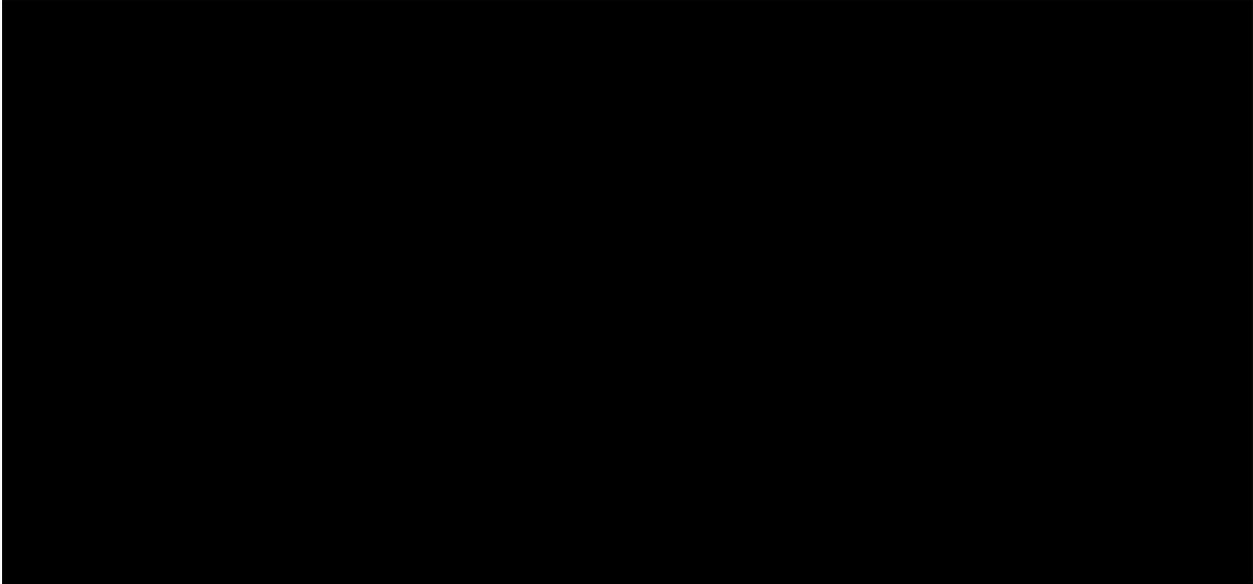
Smartsheet Application Requirements Backlog

Figure 1: CONFIDENTIAL Sample Backlog



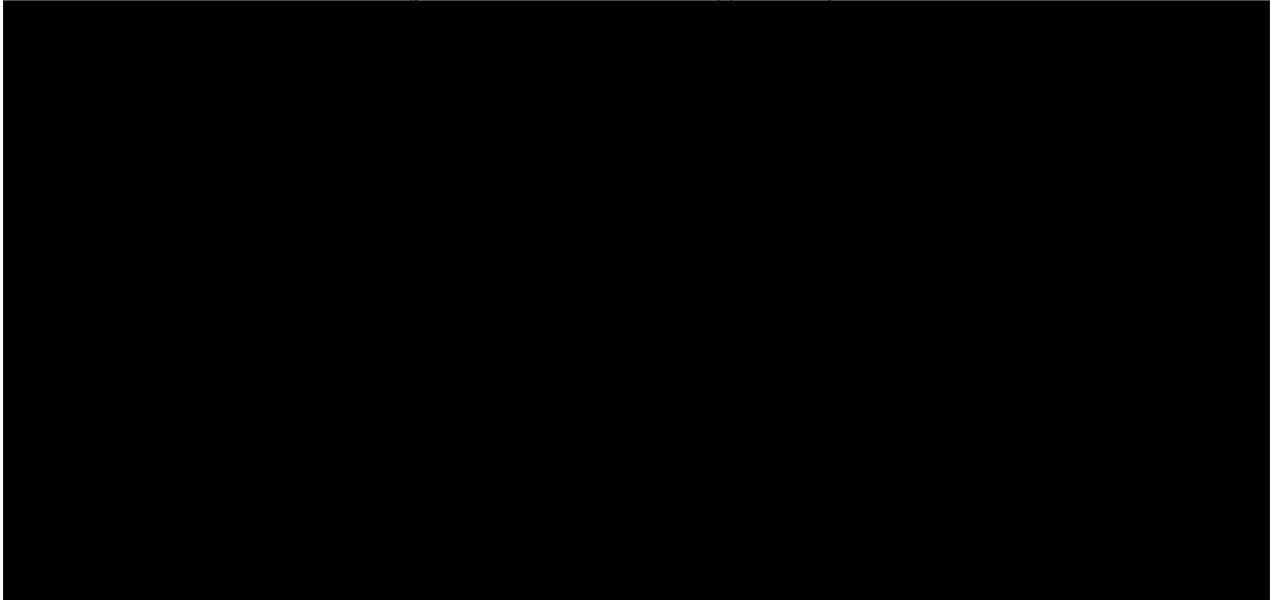
Confluence Captures Application Release Updates

Figure 2: CONFIDENTIAL Example Release Details



Jira Software Ticket Support Workflow

Figure 3: CONFIDENTIAL Ticket Support Workflow



Jira Software Ticket Support Traceability

Figure 4: CONFIDENTIAL Ticket Traceability Example



4. Project Management Tab, Inquiry 8.00

The chart below outlines Tyler Indiana's customer satisfaction scores that are based on surveys and application support activities under the existing state contract. This survey is performed on a quarterly basis by reaching out to our IN.gov customers; it is used to ensure we are performing as expected and provides us the opportunity to monitor any changes to mitigate potential risks.

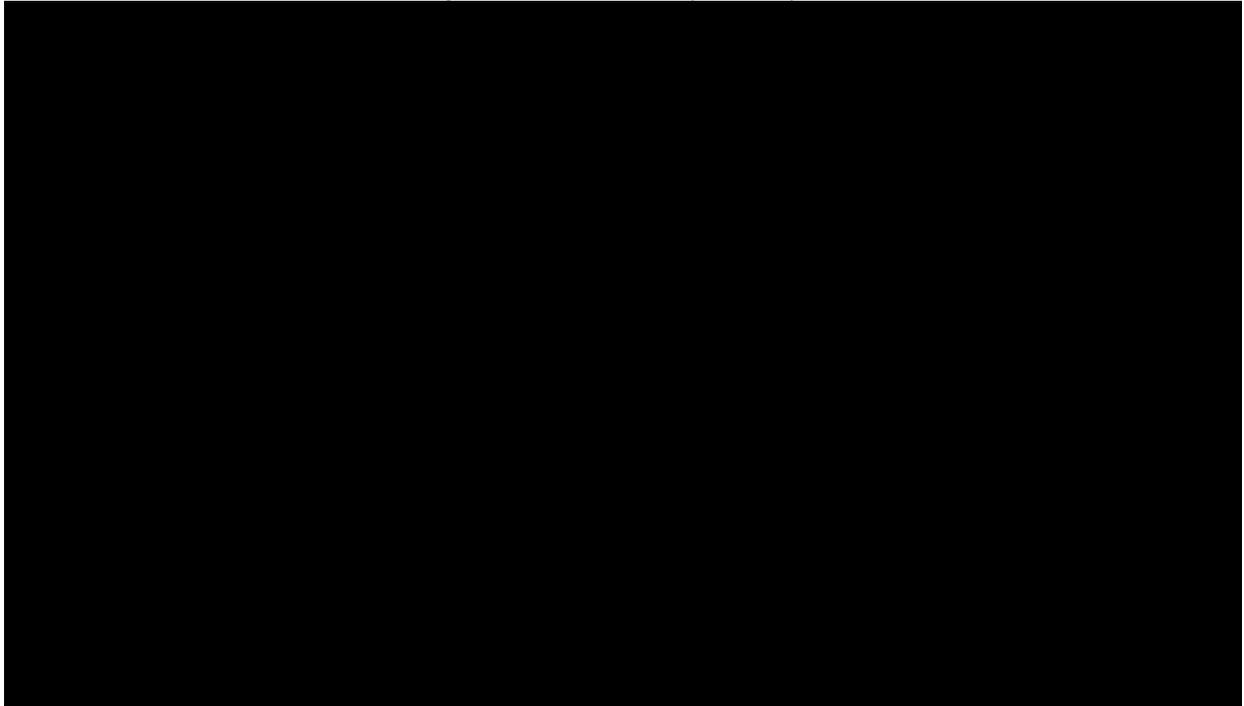
Figure 5: Monthly Scorecard Report

IN.gov PORTAL REPORT: INDIANA						
Monthly Scorecard						
Reporting Period:		April 2023		Quarter: 2		
Service Level Description	SLA	April	Q1	Q2	Q3	Q4
Timely Delivery of:						
a. Application Reliability – New/Existing IN.gov Services Uptime	99.5%	99.966%	99.952%	99.966%		
b. Portal Web Pages Availability	99.9%	100.00%	99.998%	100.00%		
c. Applications Support Queue	98%	100.00%	100.00%	100.00%		
d. IN.gov Portal Response Time	< 1 sec.	0.455	0.438	0.455		
e. Support Response Resolution	95%	100.00%	100.00%	100.00%		
f. Delivery of Services	100%	100.00%	100.00%	100.00%		
j. Citizen/Business (End User) Customer Support	97%	100.00%	100.00%	100.00%		
l. Citizen/Business Customer Satisfaction Survey	90% (no less than "4")	100.00%	96.187%	100.00%		
Subtotal – Assessed Debits/Credits	Variable	0	0	0	0	0
Unsatisfactory Penalty	Variable	0	0	0	0	0
Total – Assessed Debits/Credits		0	0	0	0	0
		Status Key				
Acceptable		Green				
Marginal		Yellow				
Unsatisfactory		Red				
No metric to report		N/A				

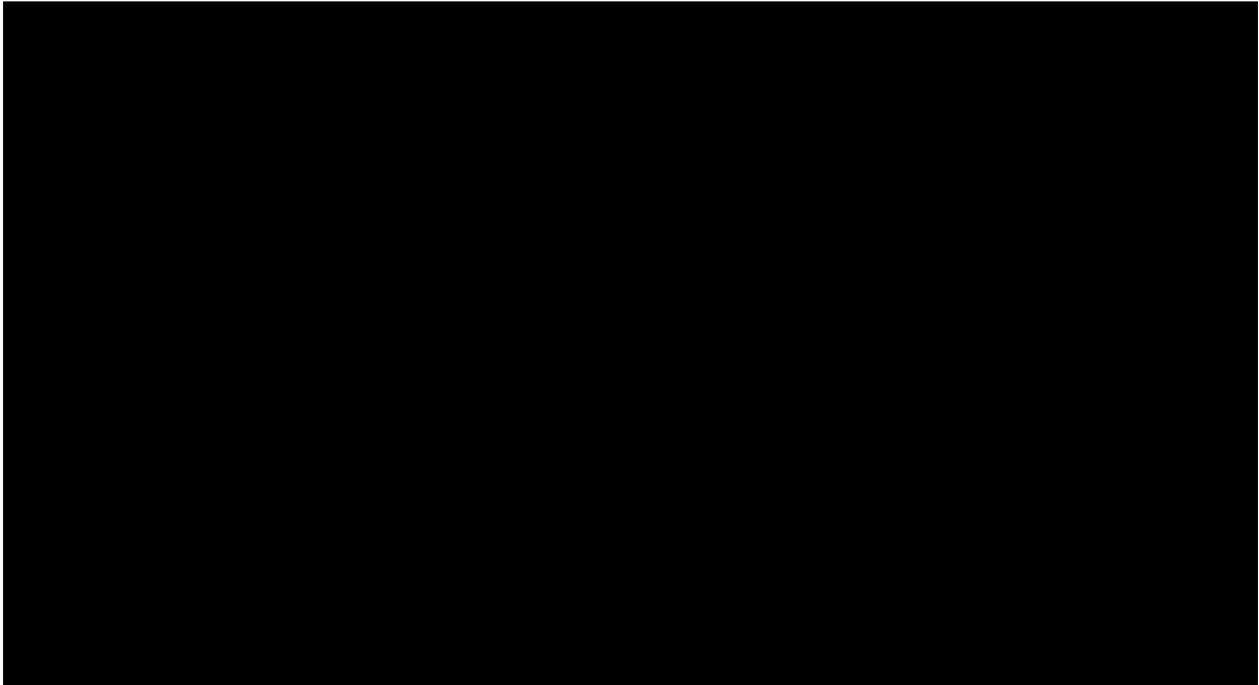
5. Reporting Tab, Inquiry 2.00

The following images depict the Access Indiana dashboard that was created using agreed upon objectives, key metrics, consistent and accurate data, and actionable insights.

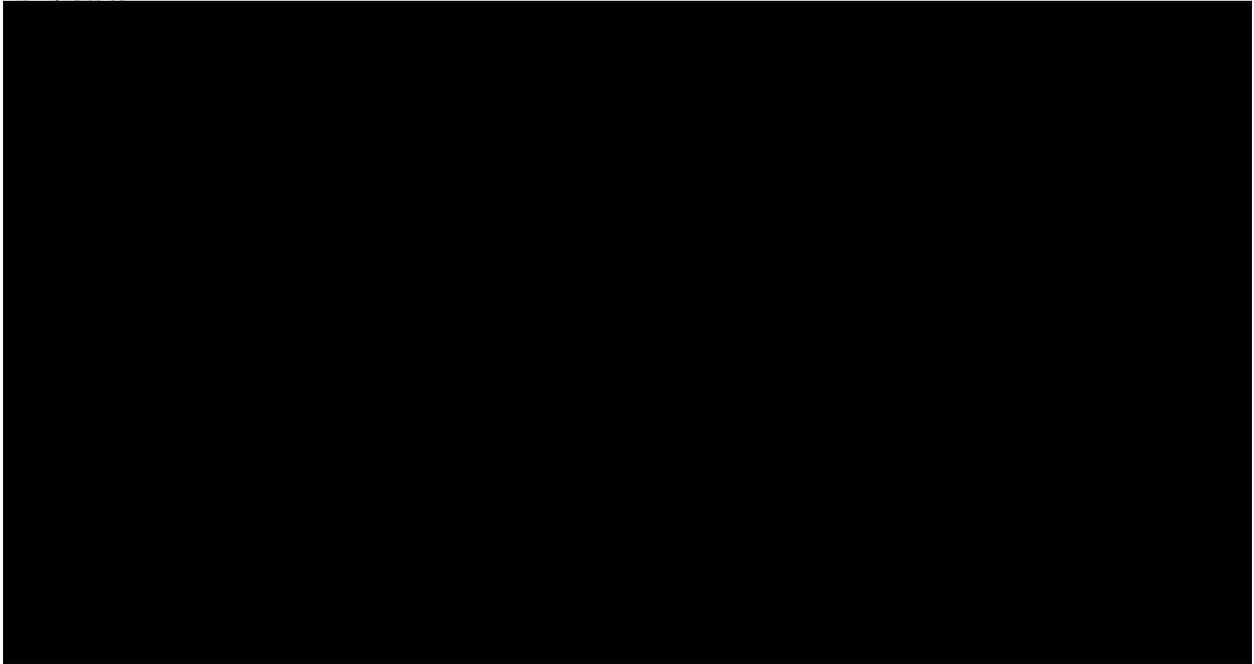
Figure 6: CONFIDENTIAL Report Examples



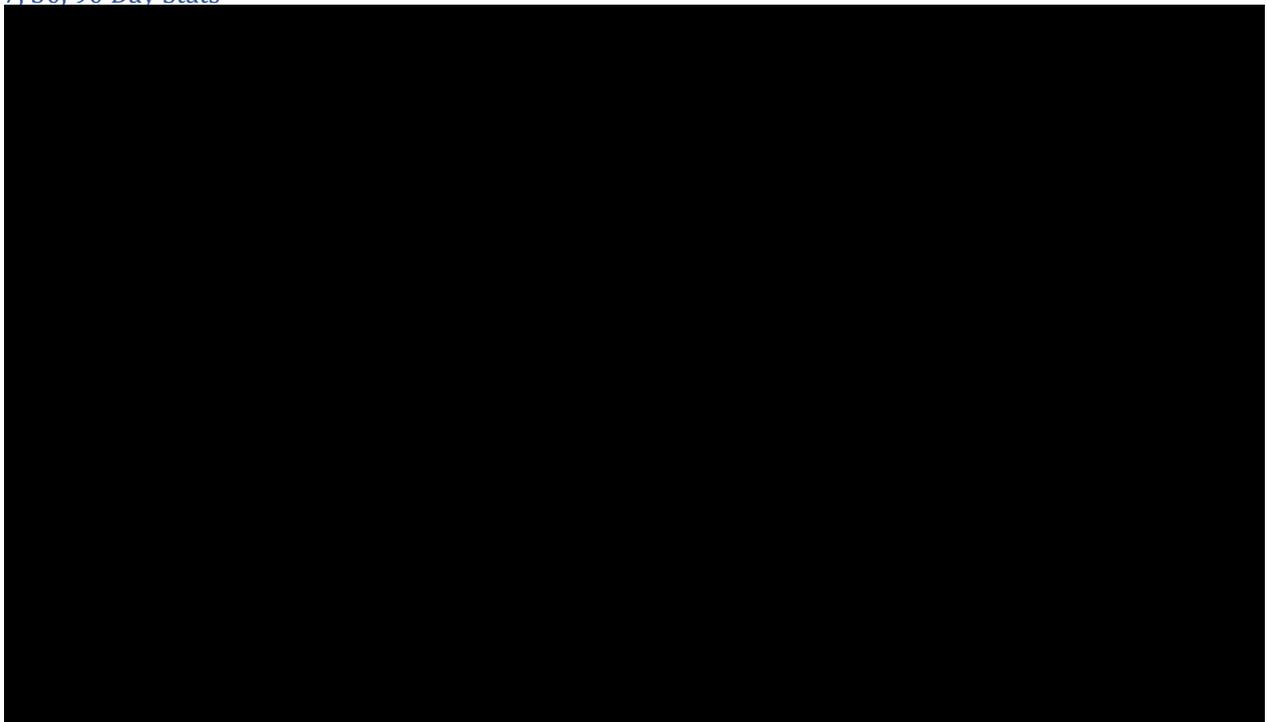
Year-to-Date Stats



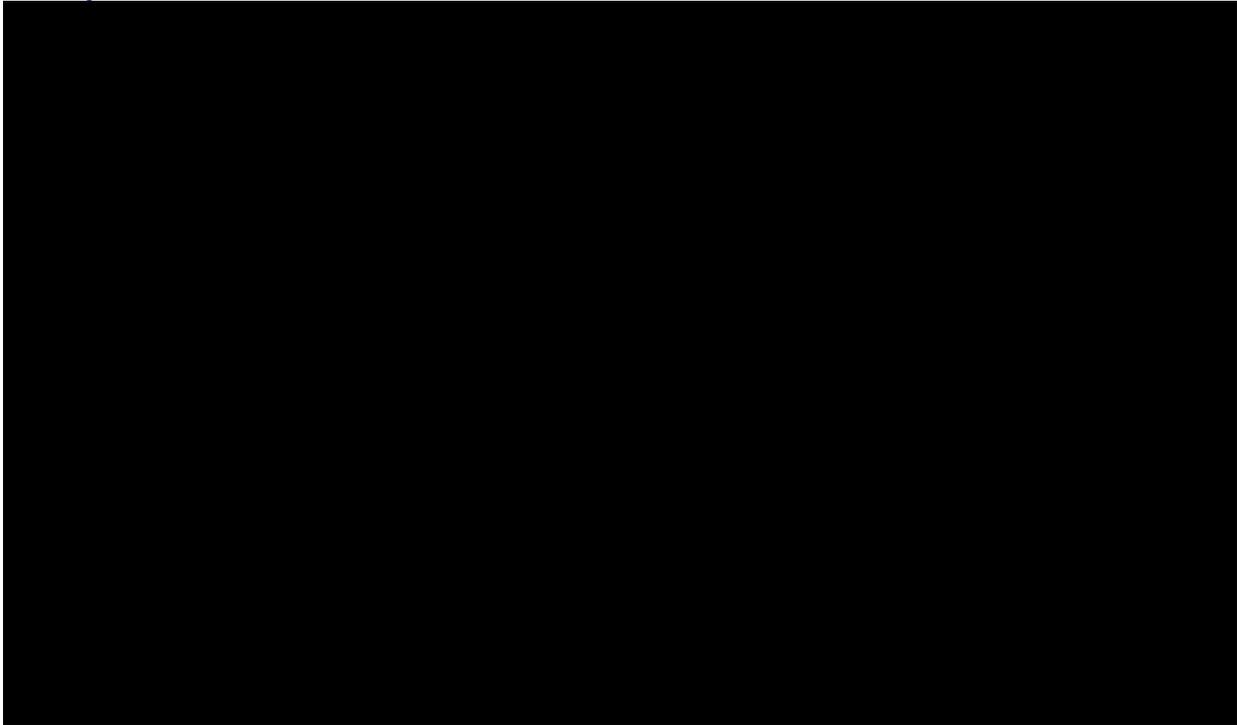
Daily Stats



7, 30, 90 Day Stats



Monthly Stats



5. Reporting Tab, Inquiry 5.00

As the project progresses and a formal project plan and timeline have been agreed upon with all parties, Tyler Indiana creates a new sheet within Smartsheet that clearly outlines the project plan from the initiation phase through post deployment project close-out tasks. At minimum, on a weekly basis the project manager will update the project plan to show the progress being made and include a project update narrative. The Smartsheet app also allows Tyler Indiana to have an automated notification sent to agency project sponsors via email; the automated notification provides the updated project plan and project update narrative. In addition to weekly meetings, automated notification is another key tool used to ensure the project sponsors have easy access to the project plan and can see the status and the progress being made.

Example Project Plan



Task	Duration	Start Date	Finish Date	Health	% Complete	Q3			Q4			Q1		
						Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
1 Project Plan	155d	08/09/21	03/11/22	●	99%	[Gantt chart for Project Plan]								
2 Initiation	20d	08/09/21	09/03/21	●	100%	[Gantt chart for Initiation]								
3 Execute Project Kickoff Meeting	1d	08/16/21	08/16/21	●	100%	[Gantt chart for Execute Project Kickoff Meeting]								
4 Draft Project Charter document	14d	08/09/21	08/26/21	●	100%	[Gantt chart for Draft Project Charter document]								
5 Complete/Sign-off Project Charter document	7d	08/26/21	09/03/21	●	100%	[Gantt chart for Complete/Sign-off Project Charter document]								
6 Discovery	55d	08/23/21	11/05/21	●	100%	[Gantt chart for Discovery]								
7 Execute Discovery Meetings with Stakeholder	55d	08/23/21	11/05/21	●	100%	[Gantt chart for Execute Discovery Meetings with Stakeholder]								
8 Execute Event Storming Workshops	13d	08/23/21	09/08/21	●	100%	[Gantt chart for Execute Event Storming Workshops]								
9 Identify Project Stakeholders	1d	08/23/21	08/23/21	●	100%	[Gantt chart for Identify Project Stakeholders]								
10 Draft Agenda and Plan Meeting Strategy	5d	08/23/21	08/27/21	●	100%	[Gantt chart for Draft Agenda and Plan Meeting Strategy]								
11 Execute Meetings	8d	08/30/21	09/08/21	●	100%	[Gantt chart for Execute Meetings]								
12 Execute Requirements Discussions	55d	08/23/21	11/05/21	●	100%	[Gantt chart for Execute Requirements Discussions]								
13 Identify Project Stakeholders	1d	08/23/21	08/23/21	●	100%	[Gantt chart for Identify Project Stakeholders]								
14 Draft Agenda and Plan Meeting Strategy	30d	09/06/21	10/15/21	●	100%	[Gantt chart for Draft Agenda and Plan Meeting Strategy]								
15 Execute Meeting	34d	09/07/21	10/22/21	●	100%	[Gantt chart for Execute Meeting]								
16 Draft and Deliver Meeting Minutes	34d	09/08/21	10/25/21	●	100%	[Gantt chart for Draft and Deliver Meeting Minutes]								
17 Analyze & Specify	45d	09/06/21	11/05/21	●	100%	[Gantt chart for Analyze & Specify]								
18 Define and Model/Diagram Business Requirements	40d	09/06/21	10/29/21	●	100%	[Gantt chart for Define and Model/Diagram Business Requirements]								
19 Draft User Requirements	40d	09/06/21	10/29/21	●	100%	[Gantt chart for Draft User Requirements]								
20 Groom and Verify User Stories	44d	09/07/21	11/05/21	●	100%	[Gantt chart for Groom and Verify User Stories]								
21 Development	145d	08/30/21	03/18/22	●	100%	[Gantt chart for Development]								
22 Sprint 1	5d	08/30/21	09/03/21	●	100%	[Gantt chart for Sprint 1]								
28 Sprint 2	5d	09/06/21	09/10/21	●	100%	[Gantt chart for Sprint 2]								
34 Sprint 3	5d	09/13/21	09/17/21	●	100%	[Gantt chart for Sprint 3]								
40 Sprint 4	5d	09/20/21	09/24/21	●	100%	[Gantt chart for Sprint 4]								
46 Sprint 5	5d	09/27/21	10/01/21	●	100%	[Gantt chart for Sprint 5]								
52 Sprint 6	5d	10/04/21	10/08/21	●	100%	[Gantt chart for Sprint 6]								
58 Sprint 7	5d	10/11/21	10/15/21	●	100%	[Gantt chart for Sprint 7]								
64 Sprint 8	5d	10/18/21	10/22/21	●	100%	[Gantt chart for Sprint 8]								
70 Sprint 9	5d	10/25/21	10/29/21	●	100%	[Gantt chart for Sprint 9]								
76 Sprint 10	5d	11/01/21	11/05/21	●	100%	[Gantt chart for Sprint 10]								
82 Sprint 11	5d	11/08/21	11/12/21	●	100%	[Gantt chart for Sprint 11]								

5. Reporting Tab, Inquiry 6.00

Additionally, Tyler Indiana has partnered with a local Minority Owned Business, Engaging Solutions, to assist with customer service calls for Access Indiana. Part of the partnership includes a weekly report that outlines call statistics which is used to help identify areas of improvement for the application. A sample report can be found below.

Figure 7: CONFIDENTIAL Transparency Dashboard



Figure 8: CONFIDENTIAL Transparency Dashboard Page 2

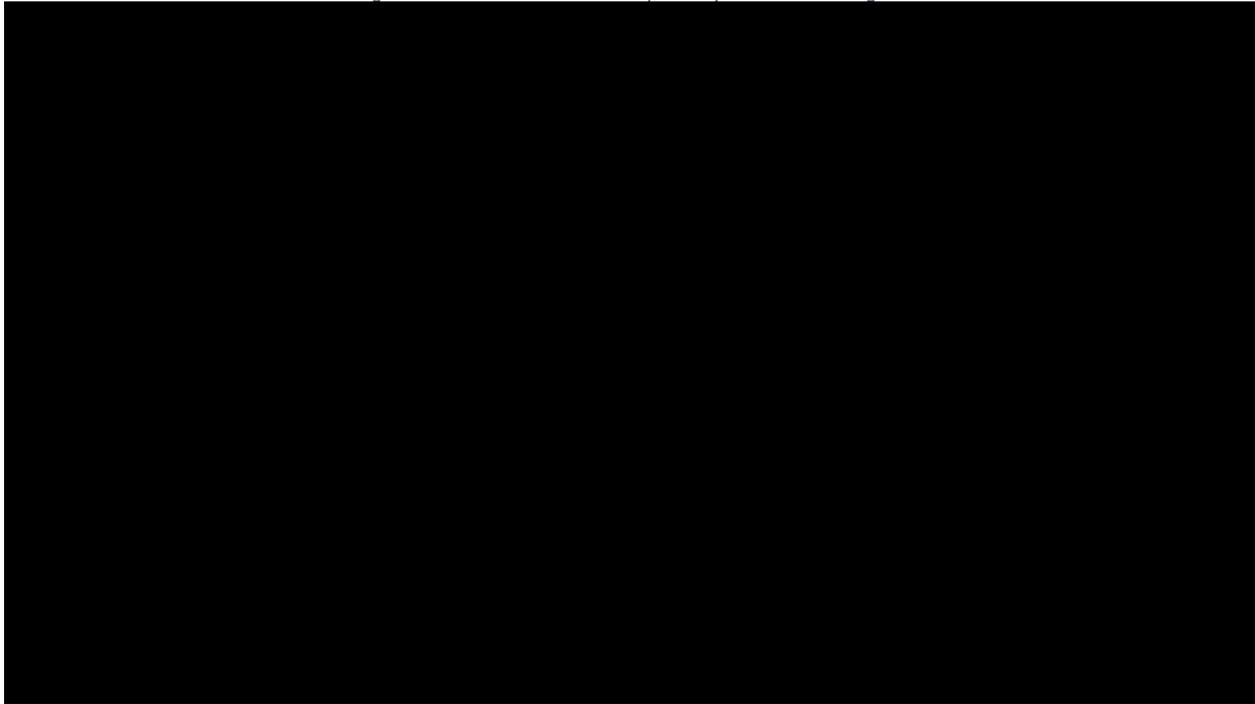


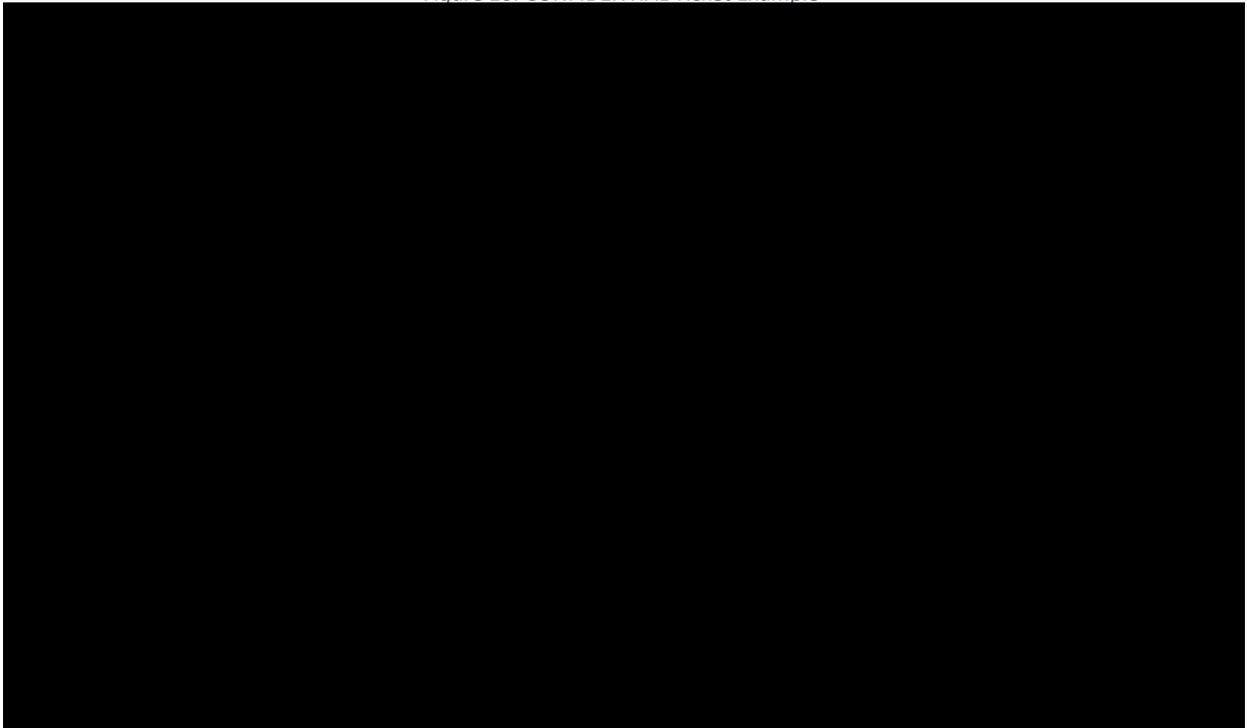
Figure 9: CONFIDENTIAL Transparency Dashboard Page 3



7. Help Desk Support Tab, Inquiry 2.00

The screen shot below is an example of a refund ticket received via vFire.

Figure 10: CONFIDENTIAL Ticket Example



The following image depicts a real-time search of tickets within vFire.

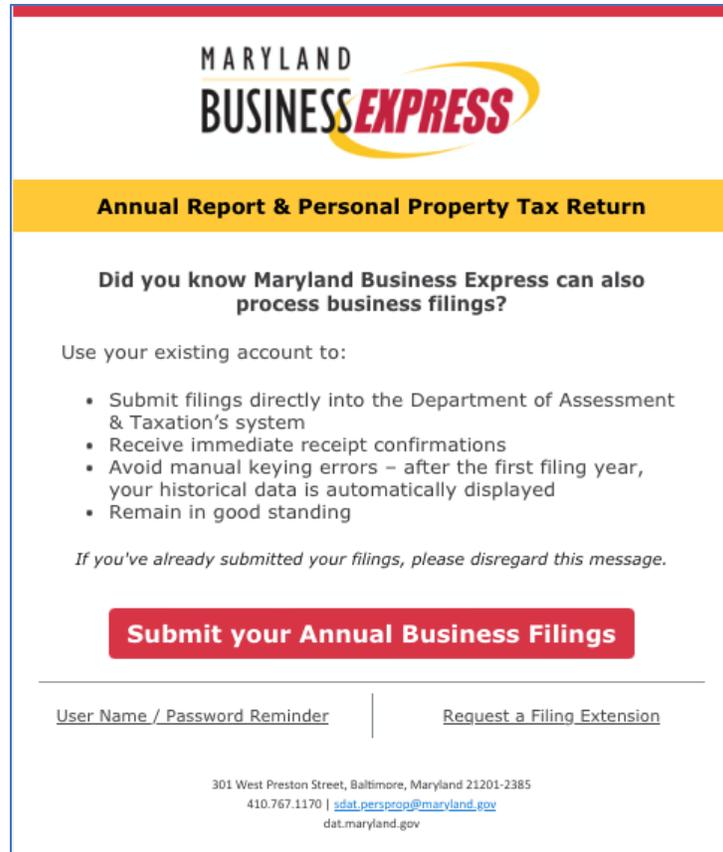
Current Group	Type	Call Status	Logged Date	Last Actioned D...	Escalation Date 1st Level	Es
IN-GOV - Application Support	Applications/Existing/Change	In Progress	May 18, 2023 5:45 PM	May 19, 2023 9:02 A...	June 6, 2023 1:45 PM	Jur
IN-GOV - Application Support	Applications/Existing/Change	In Progress	May 19, 2023 8:40 AM	May 19, 2023 9:05 A...	June 6, 2023 4:40 PM	Jur
IN-GOV - Application Support	Applications/Existing/Change	In Progress	May 19, 2023 9:55 AM	May 19, 2023 4:51 PM	June 6, 2023 5:55 PM	Jur
IN-GOV - Application Support	Applications/Existing/Change	In Progress	May 23, 2023 12:30 PM	May 24, 2023 5:23 PM	June 9, 2023 8:30 AM	Jur
IN-GOV - Application Support	Applications/Existing/Change	In Progress	May 24, 2023 5:10 PM	May 30, 2023 4:02 PM	June 12, 2023 1:10 PM	Jur
IN-GOV - Application Support	Applications/Existing/Change	Planned Work	May 25, 2023 9:55 AM	May 30, 2023 11:00 ...	June 12, 2023 5:55 PM	Jur
IN-GOV - Application Support	Applications/Existing/Change	Customer Feedback	May 25, 2023 3:00 PM	May 26, 2023 4:48 PM	June 13, 2023 11:00 AM	Jur
IN-GOV - Application Support	Applications/Existing/Change	In Progress	May 26, 2023 10:55 AM	May 26, 2023 4:31 PM	June 14, 2023 6:55 AM	Jur
IN-GOV - Application Support	Applications/Existing/Change	In Progress	May 26, 2023 12:55 PM	May 26, 2023 4:30 PM	June 14, 2023 8:55 AM	Jur
IN-GOV - Application Support	Applications/Existing/Change	Customer Feedback	May 30, 2023 9:55 AM	May 30, 2023 11:31 ...	June 14, 2023 5:55 PM	Jur
IN-GOV - Application Support	Applications/Existing/Change	Customer Feedback	May 15, 2023 1:15 PM	May 26, 2023 8:44 A...	June 15, 2023 10:27 PM	Jur
IN-GOV - Application Support	Applications/Existing/Report	In Progress	April 17, 2023 10:10 AM	May 24, 2023 4:40 PM	July 16, 2023 10:10 PM	Jur
IN-GOV - Application Support	Applications/Existing/Report	Customer Feedback	May 23, 2023 3:50 PM	May 30, 2023 4:12 PM	August 21, 2023 3:50 AM	Se

8. Marketing Tab, Inquiry 6.00

The Texas.gov marketing strategy to promote Texas.gov e-government solutions and to specifically direct residents to the suite of driver-related services that Tyler operated on behalf of the state campaign has become the nation’s most successful state digital government marketing program. It generated more than 2.1 million incremental transactions – a 60% increase – over seven years. We are eager to leverage this expertise to help Indiana enhance its marketing program in the new contract.

	Driver-related transactions in Texas have grown 60% since we launched the state’s onboarding outreach program:		
		2011	2017
Driver License Renewals	1,110,214	1,519,124	+40%
Vehicle Registration Renewals	1,827,679	3,350,933	+83%
Total Driver Related Transactions	3,632,593	5,808,281	+60%

Tyler’s Maryland Business Express Annual Business Filings application provided to the State Department of Assessments and Taxation experienced an uptick of 22% of business owners file an annual report online after receiving a targeted reminder email encouraging them to file their annual reports and make tax payments digitally. This resulted in 52% of business owners that received the email filing an annual report online. The open rates for various drip emails ran between 32-46% -- which is significantly higher than the industry average email open rate of 4-6%.



MARYLAND BUSINESS EXPRESS

Annual Report & Personal Property Tax Return

Did you know Maryland Business Express can also process business filings?

Use your existing account to:

- Submit filings directly into the Department of Assessment & Taxation's system
- Receive immediate receipt confirmations
- Avoid manual keying errors – after the first filing year, your historical data is automatically displayed
- Remain in good standing

If you've already submitted your filings, please disregard this message.

Submit your Annual Business Filings

[User Name / Password Reminder](#) | [Request a Filing Extension](#)

301 West Preston Street, Baltimore, Maryland 21201-2385
410.767.1170 | sdlat.persprop@maryland.gov
dat.maryland.gov

10. Security & Privacy Tab, Inquiry 2.00

Provided below are our confidential architecture and network diagrams that illustrate the placement of these components within our system architecture to safeguard data.

Figure 11: CONFIDENTIAL DDoS Architecture Diagram

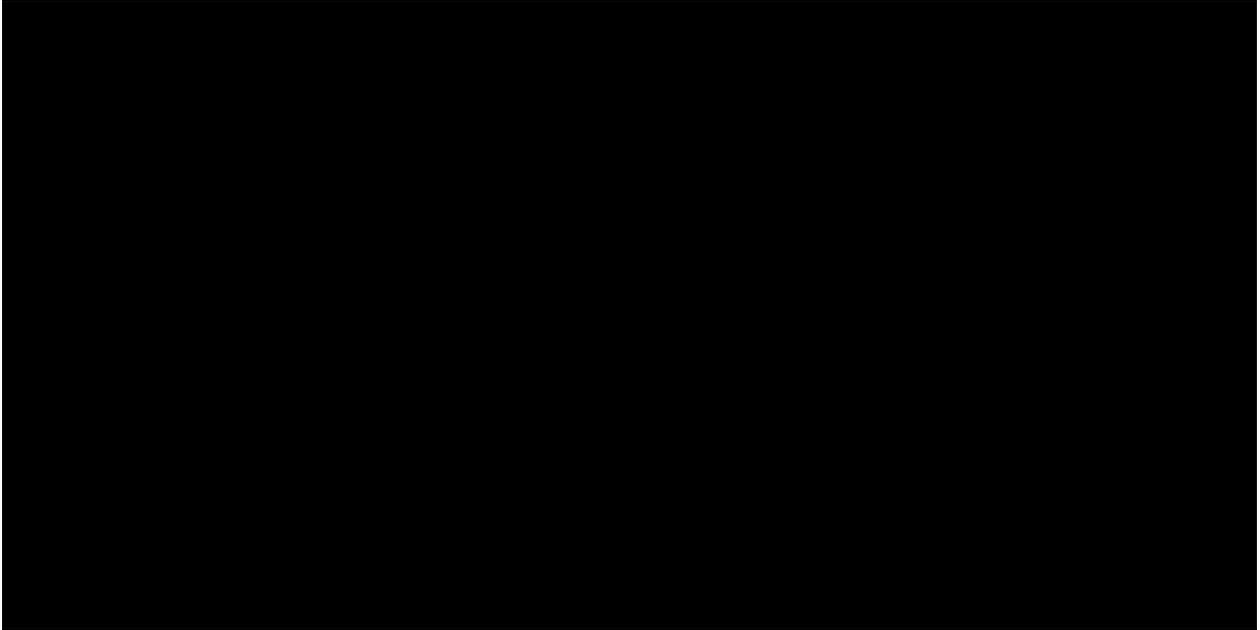


Figure 12: CONFIDENTIAL In.gov Network Diagram



Figure 13: CONFIDENTIAL WAF Rules Visualization for MyBMV

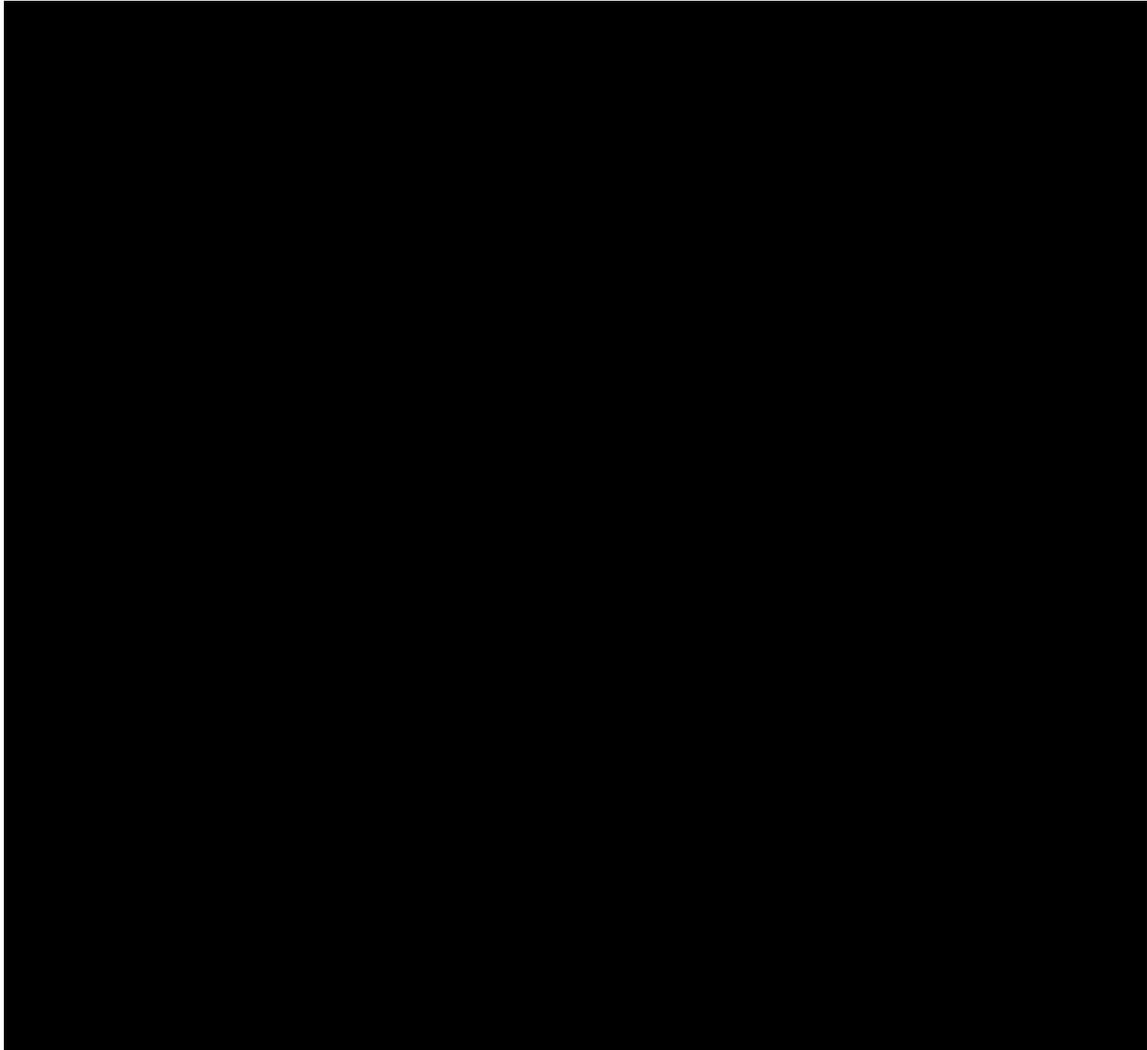
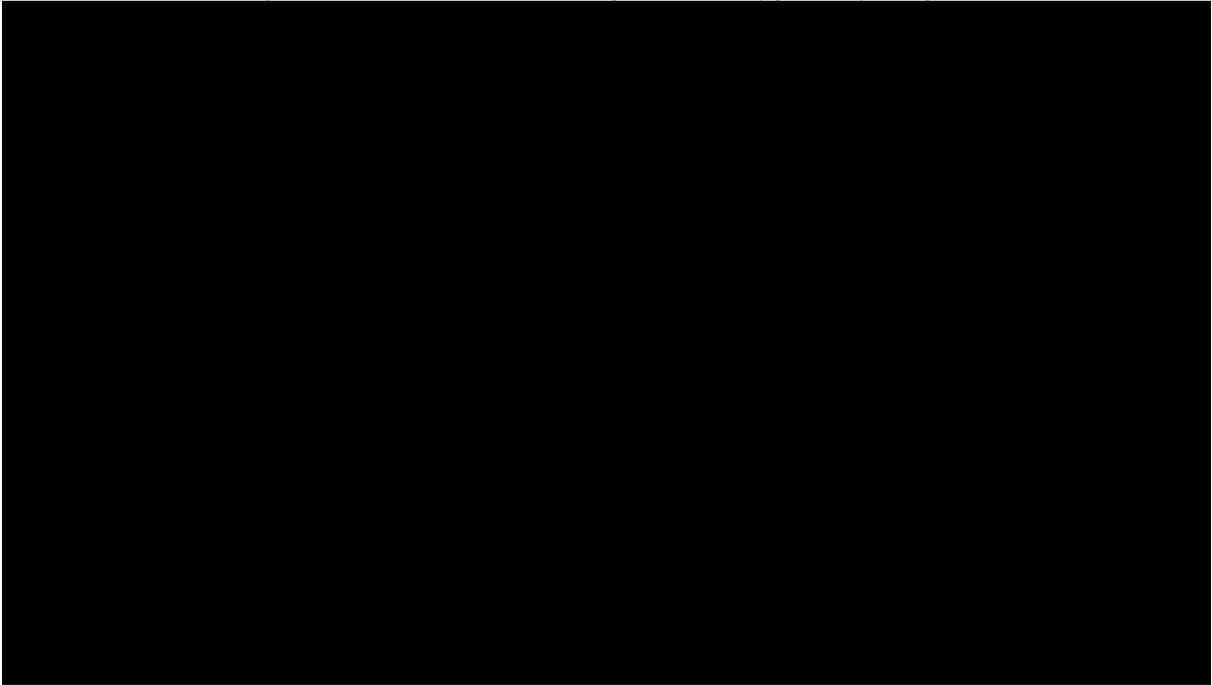


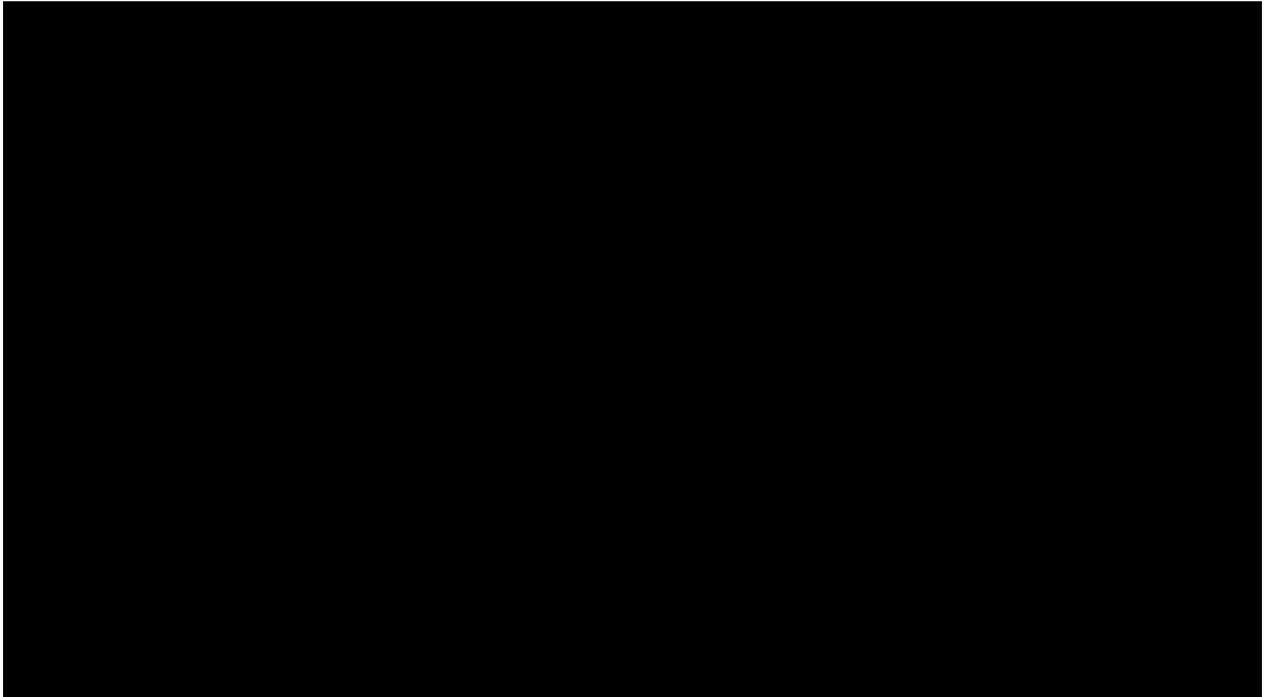
Figure 14: CONFIDENTIAL DDoS Intelligence Feed Configuration for IN.gov



10. Security & Privacy Tab, Inquiry 3.00

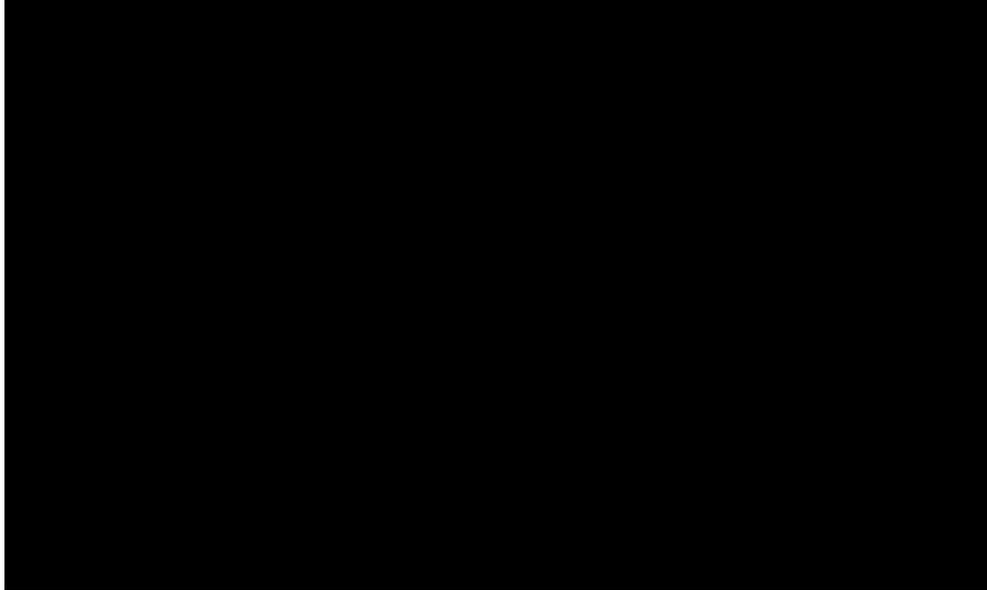
Tyler Technologies and Tyler Indiana track security alerts using its Compliance Framework Tool (CFT). Security alerts are immediately assigned a severity and rating so the teams can prioritize remediation, if applicable.

Figure 15: CONFIDENTIAL CFT Privacy & Security Alerts Tracking



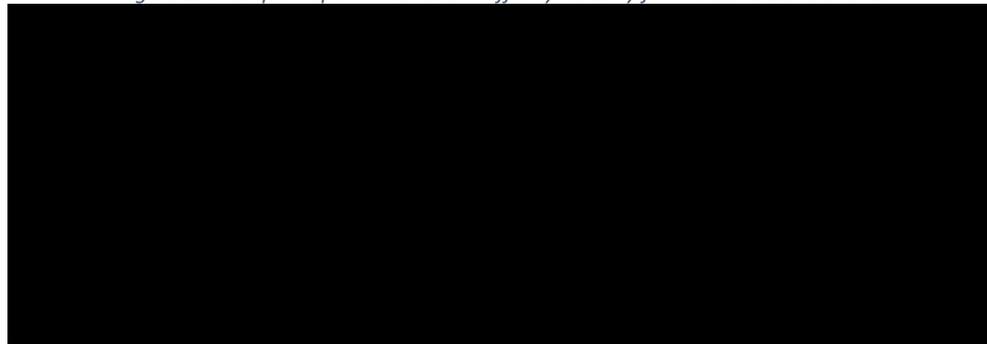
DDoS - The web interface also features a reporting capability. Included below is a sample of a report showing inbound traffic for Access Indiana and the Content Management System (CMS) application servers for a one-week period.

Figure 16: Sample Report - Inbound Traffic Volume Access Indiana & CMS



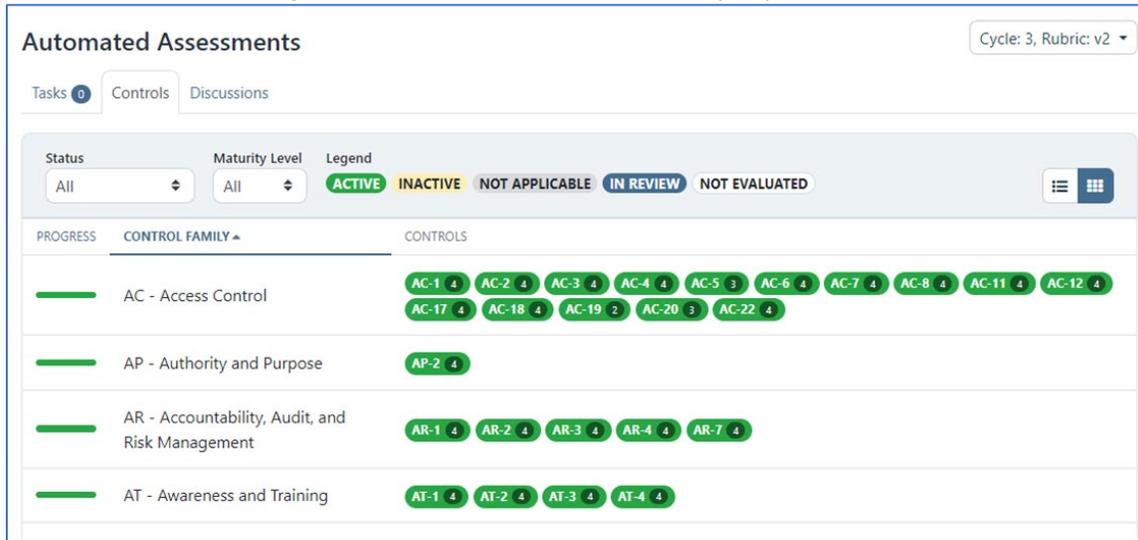
Tyler Indiana also tracks, via its security information event management (SIEM) tool, web traffic from potential nation state aggressors. For operational security reasons, the SIEM report is not included here.

Figure 17: Sample Report - Inbound Traffic by Country for Access Indiana & CMS



PCI-DSS Compliance Reporting – To demonstrate continuous monitoring and to facilitate information gathering, Tyler Indiana submits its compliance artifacts to the CFT for initial review by Tyler Technologies. The snapshot below depicts part of an assessment of Tyler Indiana’s level of maturity for NIST SP 800-53 compliance. The dark green numbers range from 1 to 5 with a rating of 1 indicating least mature and a rating of 5 indicating most mature. The foundation for the maturity levels is the Capability Maturity Model Integration program with adjustments made to ensure comprehensive inclusivity of controls.

Figure 18: NIST SP 800-53 Control Assessment for Tyler Indiana



Integration of NIST SP 800-53 Rev 5 Controls - The Asset Navigator feature in the issue tracking system provides a current estimate of applications with personally identifiable information data (PII). Eighteen percent (52 of 282) of the applications enumerated in the Asset Navigator include PII.

Figure 19: PII Data in Applications

Sensitive Data by Type	# Apps	# Apps with Sensitive Data
Address, DOB, DLN, First and Last Name	1	1
Address, First and Last Name	4	4
Address, First and Last Name, DOB	1	1
CC #, First and Last Name, Address	1	1
CC #, SSN, First and Last Name, Address, Bank Account Info, DLN	1	1
DOB, Address, First and Last Name, SSN, DLN	1	1
DOB, First and Last Name	1	1
First and Last Name	13	13
First and Last Name, Address	2	2
First and Last Name, Address, Bank Account Info, Password in Email on Reset/Forgot	1	1
First and Last Name, Address, DLN	1	1
First and Last Name, Address, Password in Email on Reset/Forgot	1	1
First and Last Name, SSN, Address, DLN, DOB	1	1
Password in Email on Reset/Forgot	2	2
Password in Email on Reset/Forgot, First and Last Name	1	1
SSN, First and Last Name, Address	2	2
SSN, First and Last Name, Address, Bank Account Info	1	1
SSN, First and Last Name, Address, DOB, Password in Email on Reset/Forgot	1	1
Apps without Sensitive Data	125	
Grand Total	161	36

10. Security & Privacy Tab, Inquiry 8.00

Based on the combination of the risk and complexity of the change, the risk calculator helps calculate an overall risk assessment (Please see current Change Management Request diagram below). Tyler Indiana will also provide additional risk details to help further detail and scope out the potential risks associated with a particular change request.

Figure 20: Change Management Request Diagram

Change Overall Risk – Product of Impact and Complexity Ratings						
	5	MEDIUM	MEDIUM	HIGH	HIGH	HIGH
	4	LOW	MEDIUM	MEDIUM	HIGH	HIGH
IMPACT	3	LOW	MEDIUM	MEDIUM	MEDIUM	HIGH
	2	LOW	LOW	MEDIUM	MEDIUM	MEDIUM
	1	LOW	LOW	LOW	LOW	MEDIUM
		1	2	3	4	5
COMPLEXITY						

10. Security & Privacy Tab, Inquiry 22.00

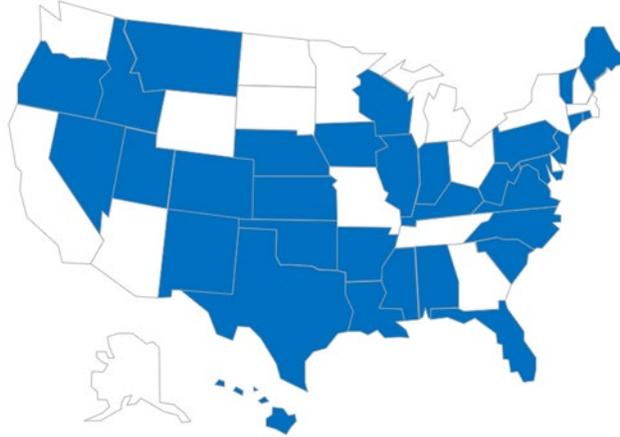
The chart below sets forth the remediation timeframes assigned based on the assessed CVSS score.

CVSS Score	Risk Level	Remediation Timeframe	Additional Notes
9.0 - 10.0	Critical	Immediately or within 7 days	All critical risks must be remediated or have a documented and approved exception within the designated timeframe.
7.0 - 8.9	High	30 days	All high risks must be remediated or have a documented and approved exception within the designated timeframe.
4.0 - 6.9	Medium	90 days	All medium risks must be remediated or have a documented and approved exception within the designated timeframe.
1.0 - 3.9	Low	Follow change control process	All low-risk findings must be remediated, or the risk accepted through the exception process within the designated timeframe.
N/A	Informational	Follow change control process	None

12. Innovation and Trends Tab, Inquiry 3.00

Benefiting from Tyler’s Partner Community

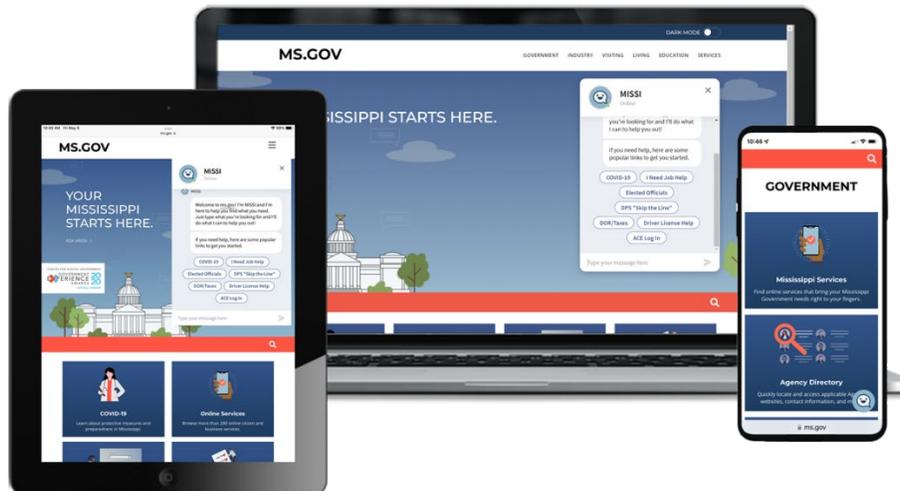
Tyler Indiana promotes collaboration with other state governments and organizations as a core element of our strategy to stay on the leading edge of technology and industry trends; we do this through our participation in the Tyler Technologies partner community as well as reaching out to our peers in the other 28 states that Tyler Technologies supports at an enterprise level. The Tyler Technologies partner community represents the largest, most engaged, and advanced digital government agencies across the country. ***This peer group regularly interacts in-person***



Tyler Technologies Delivered the Enterprise Digital Government Services Platform in Mississippi

The Mississippi digital government services (DGS) partnership with Tyler began as 30 services in 2010 and now boasts a portfolio of +100 agencies and 350 digital services, which have earned 143 national awards, including a first-place recognition as the CDG’s Best Citizen Experience in 2020.

Below are some examples of the responsive design of the solution:

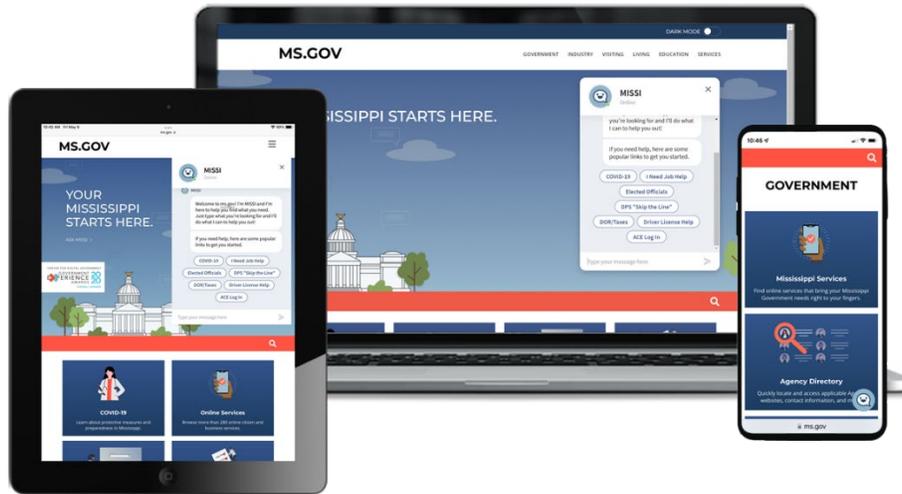


11. Web Portal Tab, Inquiry 1.00

Mississippi Department of Information Technology Services

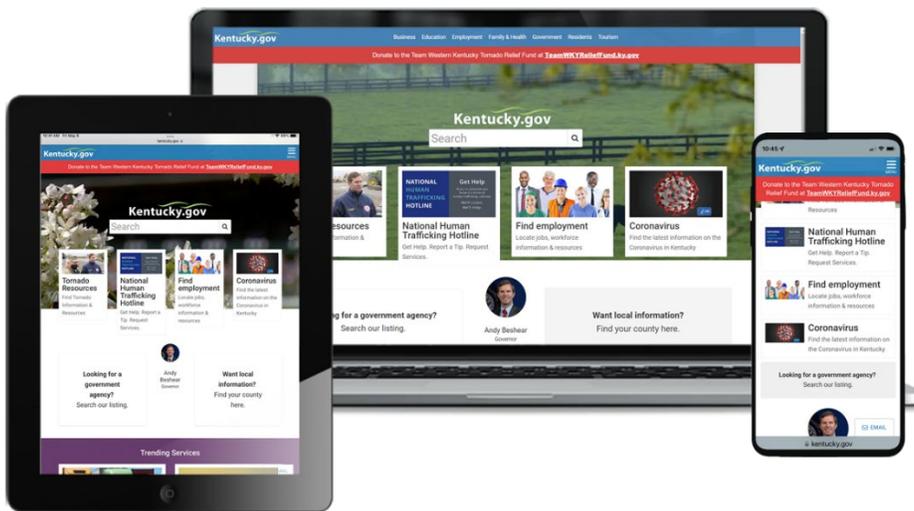
Tyler began its digital government services (DGS) partnership with Mississippi with 30 services in 2010 and now boasts a portfolio of about 100 agencies and over 350 digital services, which have earned 143

national awards, including a first-place recognition as the Center for Digital Government's Best Citizen Experience in 2020.



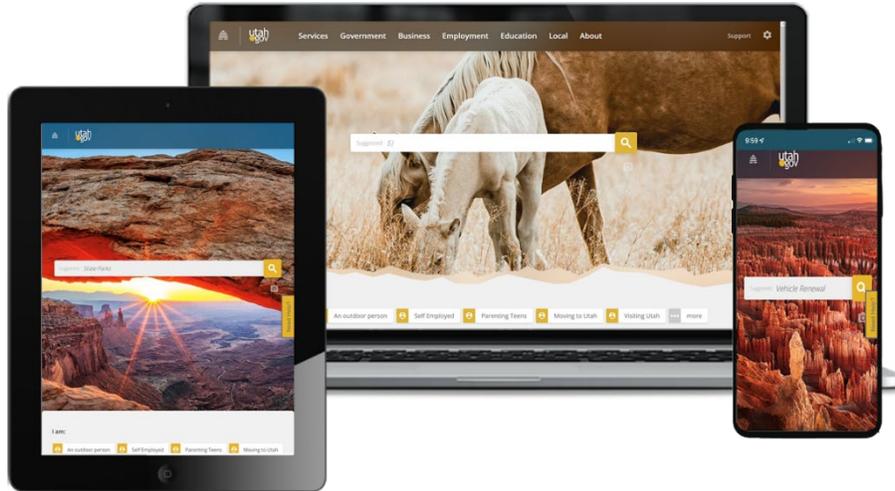
Commonwealth of Kentucky Department of Technology

Since the start of the enterprise digital government services (DGS) contract in 2003, Tyler has provided application development, program management, consulting, enterprise payment services, hosting, and more. To date, 525 agencies participate and has resulted in 2,206 services that help constituents interact more efficiently with government.



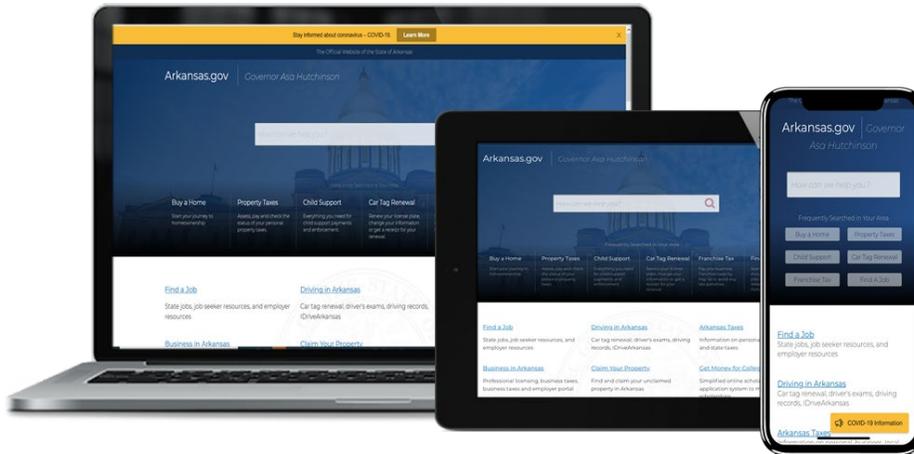
State of Utah Division of Technology Services, Department of Government Operations

Tyler contracted with Utah in 1999 to manage the State's official DGS program over 23 years ago. Tyler's Utah-based staff are dedicated to supporting 56 Utah state and local agency partners in the areas of enterprise portal management, application development and maintenance, website development and maintenance, customer support, marketing, payment services, and security.



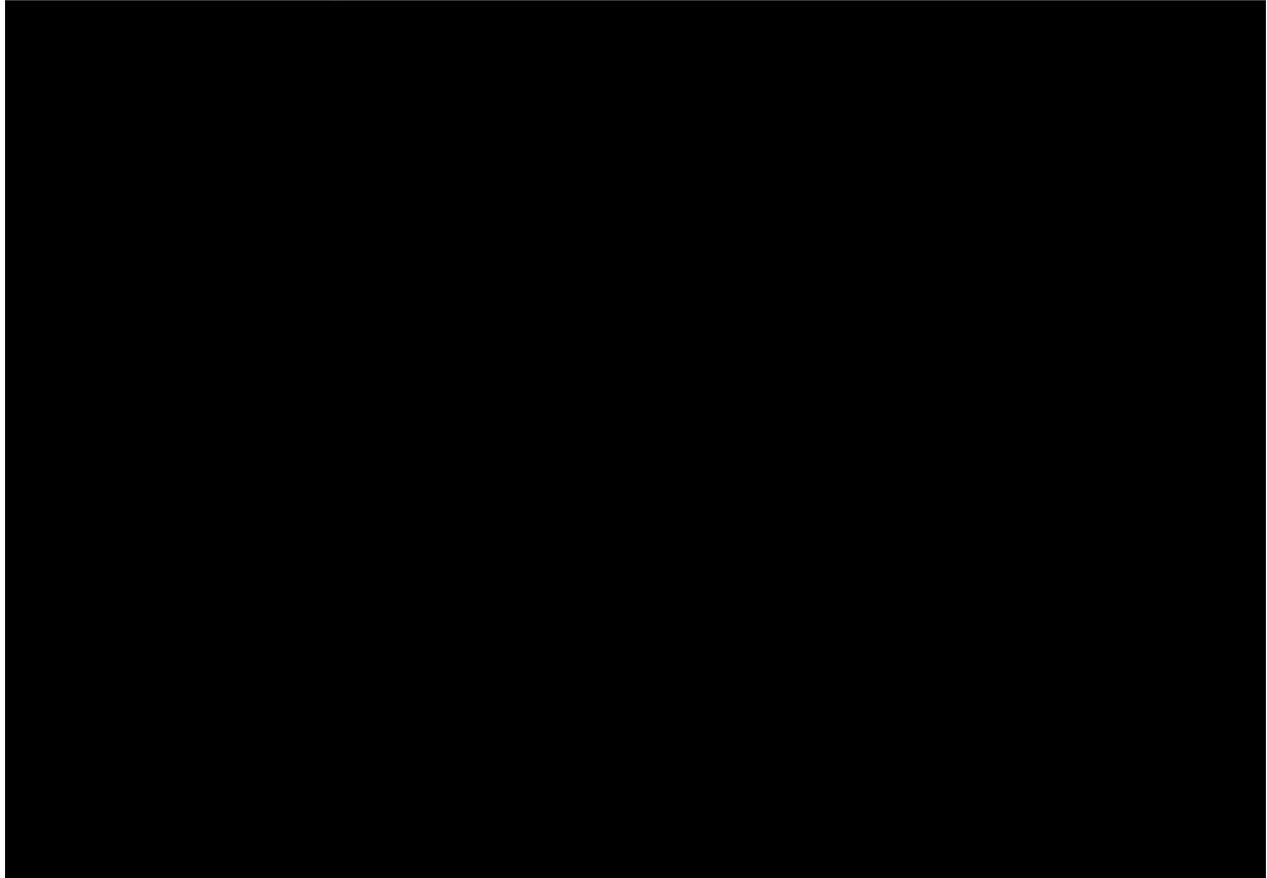
State of Arkansas Department of Finance and Administration

In 1997, Tyler contracted with the State of Arkansas to manage the State’s official digital government program. Over time, Tyler and the State have expanded the program to include 343 agency partners across the State, and has launched and currently supports 1,200 services, many of which include payments, which help constituents interact more efficiently with government



11. Web Portal Tab, Inquiry 2.00

Indiana Office of Technology Website Accessibility Report



14. Data Management and Sales Tab, Inquiry 2.00

IC 9-14-13-9 “Conditions for disclosure of information”

Once granted access to IN.Gov, requestors must agree to the terms and condition of state and federal law. The following image illustrates that step in the process.

IN.gov | **BMV I-Records** | **SIGN OUT**

I-Records | Monday, August 21st 2023, 1:19:14 AM

IN.GOV - State of Indiana
APPLICATION FOR ONLINE ACCESS TO INDIANA BUREAU OF MOTOR VEHICLE RECORDS
(Drivers Privacy Protection Act Agreement)

The Customer has entered into an Account Agreement for access to Premium Services offered through IN.gov, a service offered by the Indiana Office of Technology.

By submitting this Application, the Customer requests online access to records containing personal information that are maintained by the Indiana Bureau of Motor Vehicles ("BMV"). Use and dissemination of the personal information is limited by both federal and state law. **The Customer acknowledges, for itself and for every User listed in the Account Agreement, that use and dissemination of personal information other than allowed by law may result in the imposition of criminal penalties against the Customer and/or one of its Users.**

If the State accepts this Application, it will become a supplemental agreement to the Monthly Agreement, and all terms and conditions of the Monthly Account Agreement, which is incorporated fully herein by reference, apply to the online access to BMV records. This document replaces any previous privacy agreements on file with the State or with

Once requestors agree to the terms, they must select their Drivers Policy Protection Act (DPPA) reason, or state they do not have one, prior to Tyler Indiana allowing them to search for a record. This attestation is dynamically driven based on the access group granted and listed in IC 9-14-13-7.

IN.gov | **BMV I-Records** | **SIGN OUT**

I-Records | Monday, August 21st 2023, 1:20:32 AM

SELECT YOUR DPPA REASON

Please select the Driver's Privacy Protection Act (DPPA) reason you would like to use to access the site.

CLAIMS INVESTIGATION
For use by an insurer, an insurance support agency, a self-insured entity, a licensed private investigator or a security service in connection with claims investigations or anti-fraud activities.

NO REASON
I do not have a DPPA reason to receive personal information for this search.

SUBMIT

14. Data Management and Sales Tab, Inquiry 3.00

The following image is an extract of what all users must acknowledge before accessing data records:

IN.GOV - State of Indiana
APPLICATION FOR ONLINE ACCESS TO INDIANA BUREAU OF MOTOR VEHICLE RECORDS
(Drivers Privacy Protection Act Agreement)

The Customer has entered into an Account Agreement for access to Premium Services offered through IN.gov, a service offered by the Indiana Office of Technology.

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If the State accepts this Application, it will become a supplemental agreement to the Monthly Agreement, and all terms and conditions of the Monthly Account Agreement, which is incorporated fully herein by reference, apply to the online access to BMV records. This document replaces any previous privacy agreements on file with the State or with the BMV.

All Customers may obtain all information in BMV records maintained pursuant to **Ind. Code § 9-14-12-2**, except for personal information. "Personal information" is defined by **Ind. Code § 9-14-6-6** as information that identifies a person, and includes that person's digital photograph; Social Security number; driver's license or identification document number; name; address (but not the digit zip code); telephone number; or medical or disability information. The term "personal information" does not include information about vehicular accidents, driving or equipment related violations, and operator's license or registration status.

By signing and submitting this Application, the Customer certifies under the penalties for perjury that the Customer and its authorized Users will comply with the following additional terms and conditions:

The Customer and its authorized Users will use the personal information obtained from BMV records pursuant to this Application **solely** for the following purpose(s)

- By a government agency, including a court or law enforcement agency, to carry out the court or agency's functions, or by a person acting on behalf of a court or government agency in carrying out its functions. (You must describe the court or agency functions that will be carried out.)
- For use in connection with a civil, a criminal, an administrative, or an arbitration proceeding in a court or government agency or before a self-regulatory body, including the service of process, investigation in anticipation of litigation, and the execution or enforcement of judgments and orders, or under an order of a court. (An explanation detailing the reasons why you qualify under this category must be submitted with this Application.)
- By an insurer, an insurance support organization, or a self-insured entity, or the agents, employees, or contractors of an insurer, an insurance support organization, or a self-insured entity to obtain information in connection with claims investigation activities, anti-fraud activities, rating, or underwriting.
- By a towing company or impound lot for use in providing notice to the owners of towed or impounded vehicles.
- By a licensed private investigative agency or licensed security service for a purpose specifically allowed by **Ind. Code § 9-14-13-7**.

The Customer, personally and on behalf of any person, corporation, government agency or other entity for whom the undersigned is acting, and on behalf of each of Customer's assigned Users, agrees:

1. The Customer shall comply fully with the provisions of the **Federal Drivers Privacy Protection Act of 1994, 18 U.S.C. § 2721-2725**, and **Ind. Code § 9-14-13** ("**Privacy and Disclosure of Bureau Records**"), as the same may be amended, and all other applicable laws and regulations governing access and use of motor vehicle records, personal information, and information contained in public records.
2. The Customer shall maintain all personal information obtained in connection with this Application in strictest confidence and shall take all steps necessary to protect against either intentional or inadvertent disclosure.
3. The Customer shall indemnify, defend, and hold harmless the State, its agencies, officers, employees and agents from all losses, damages, judgments, liabilities, costs and expenses that arise out of the Customer's misuse, misappropriation, or any other act or omission with respect to laws restricting access to and disclosure of motor vehicle records, including (without limitation) reasonable attorneys' fees and all other costs of defending against such action or claim.
4. If the Customer discloses any personal information, the Customer shall pay the cost(s) of the notice(s) of any and all disclosure(s) of the system security breach(es) in addition to any other claims and expenses for which it is liable under law.
5. Pursuant to **Ind. Code § 9-14-13-10(d)**, the Customer shall maintain and make available for inspection to the State and its designee, upon request, for at least five (5) years, records concerning (1) each person that receives the information, and (2) the permitted use for which the information was obtained. Such inspection may include an on-site audit of Customer's records relating to the information accessed or obtained, either directly or indirectly, pursuant to this Application, and of Customer's security measures relative to such information. All such records shall be maintained in the State of Indiana, and copies shall be furnished to the State and its designees at no cost if the State so requests.
6. The Customer shall immediately notify the Office of Information Technology of any suspected misuse or security breach by calling 317-234-5099, shall conduct prompt investigations of alleged misuses or security breaches, and shall cooperate fully with those persons designated by the State to investigate the suspected misuse or security breach, and/or to address related issues and concerns.

I AGREE TO THE TERMS AND CONDITIONS

SUBMIT

14. Data Management and Sales Tab, Inquiry 8.00

Guest Access - Requires no onboarding. An example of this type of service is the BMV's Instant Access portal. This access level does not disclose personal information; however, users are presented with an acknowledgement screen that outlines adherence to IC 9-14-6-6 "Personal Information" This system, and others that grant access as a guest, does not integrate with CDB as there are no credentials to authorize against. In these cases, the records are provided at no cost or require the use of a credit card payment.

IN.GOV - State of Indiana

**APPLICATION FOR ONLINE ACCESS TO
 INDIANA BUREAU OF MOTOR VEHICLE RECORDS**

The records that the Indiana Bureau of Motor Vehicles maintains are open to the public, except as provided by law. Recipients of records must comply with various legal requirements pertaining to, but not limited to, their use and record keeping. Recipients are required to know and comply with all legal requirements pertaining to the records.

""Personal information' means information that identifies an individual, including an individual's: (1) digital photograph or image; (2) Social Security number; (3) driver's license or identification document number; (4) name; (5) address (but not the ZIP code); (6) telephone number; or (7) medical or disability information." [IC 9-14-6-6](#).

All records returned through this service will contain only the personal information that the requesting party submitted with their request.

I have read and understand the above Statements.

Submit

14. Data Management and Sales Tab, Inquiry 9.00

The following details various record fees across the country for individual services.

Driver History Fees

State	Fee	State	Fee	State	Fee	State	Fee	State	Fee
Alabama	\$10.00	Hawaii	\$23.00	Massachusetts	\$8.00	New Mexico	\$6.50	South Dakota	\$5.00
Alaska	\$10.00	Idaho	\$9.50	Michigan	\$11.00	New York	\$7.00	Tennessee	\$7.00
Arkansas	\$11.50	Illinois	\$12.00	Minnesota	\$9.00	North Carolina	\$10.75	Texas	\$7.00
Arizona	\$7.00	Indiana	\$10.00	Mississippi	\$14.00	North Dakota	\$3.00	Utah	\$11.00
California	\$2.00	Iowa	\$10.30	Missouri	\$2.82	Ohio	\$5.00	Vermont	\$18.00
Colorado	\$2.00	Kansas	\$16.10	Montana	\$7.87	Oklahoma	\$27.50	Virginia	\$8.00
Connecticut	\$18.00	Kentucky	\$5.50	Nebraska	\$4.00	Oregon	\$13.17	Washington	\$13.00
Delaware	\$25.00	Louisiana	\$18.00	Nevada	\$8.00	Pennsylvania	\$13.00	West Virginia	\$12.50
Florida	\$10.00	Maine	\$7.00	New Hampshire	\$15.00	Rhode Island	\$21.50	Wisconsin	\$7.00
Georgia	\$8.00	Maryland	\$12.00	New Jersey	\$15.00	South Carolina	\$7.25	Wyoming	\$5.00

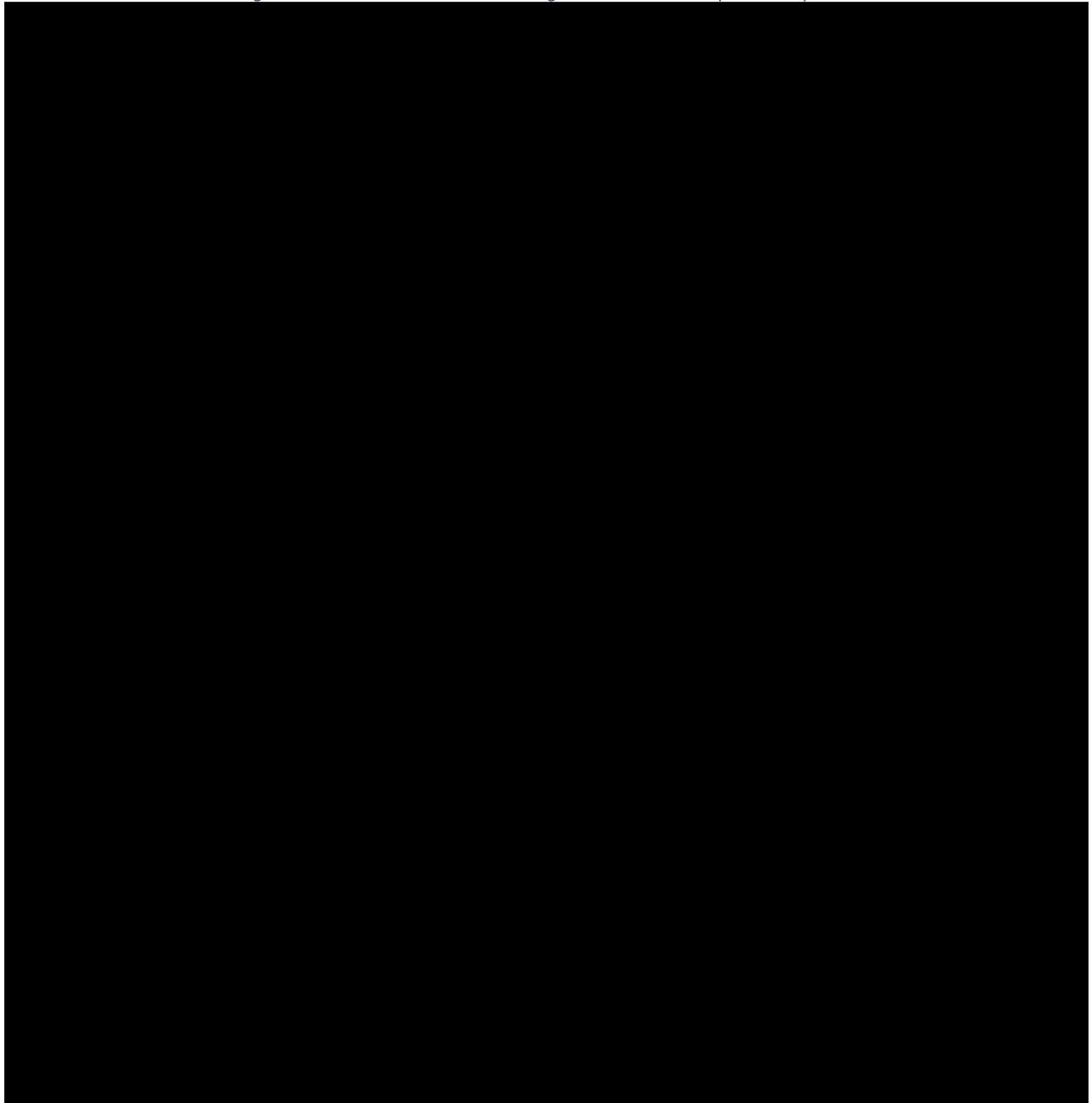
Limited Criminal History Fees

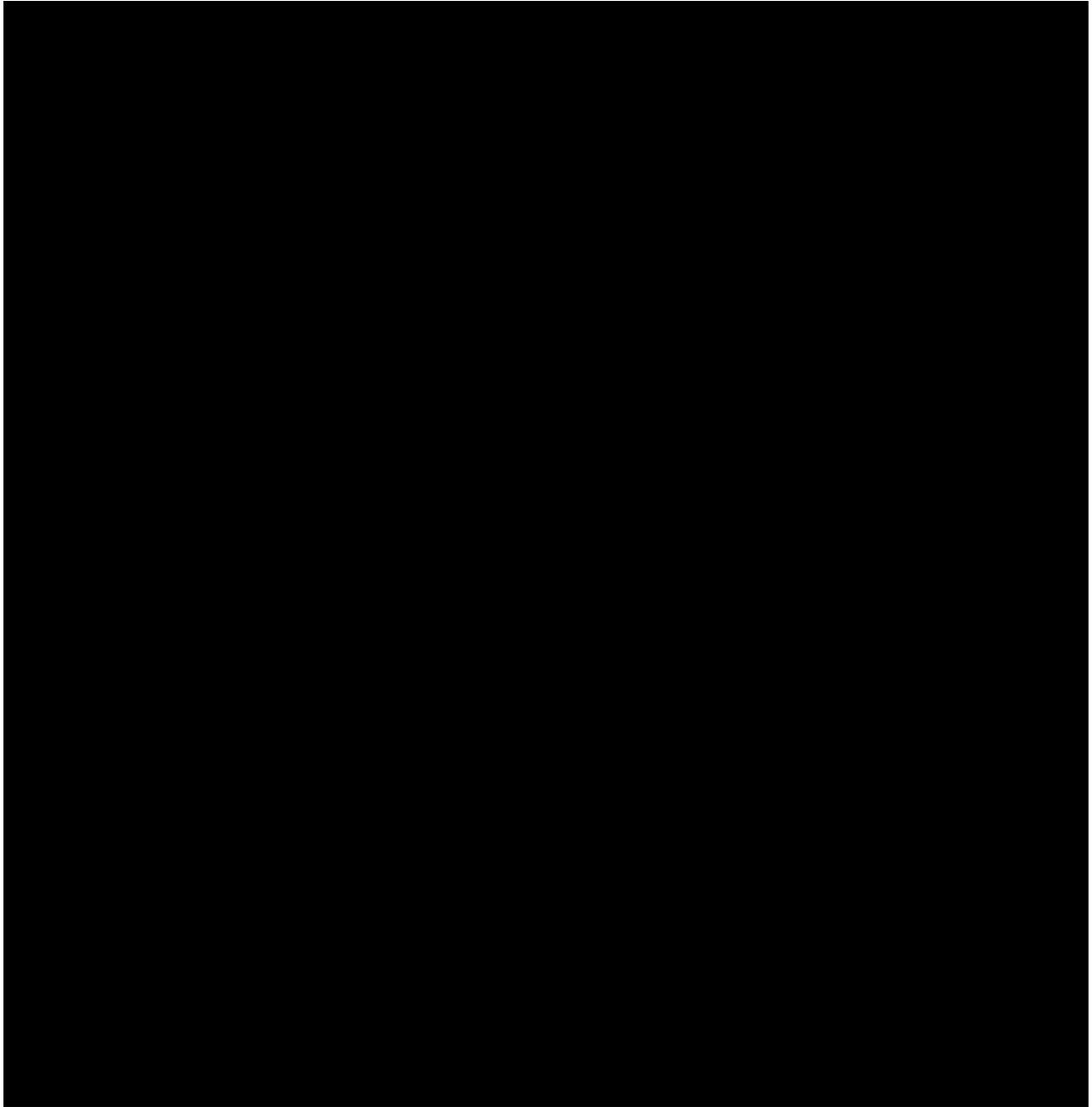
State	Fee	State	Fee
Alaska	\$20.00	New Mexico	\$20.00
Connecticut	\$36.00	Oklahoma	\$15.00
Hawaii	\$30.00	Tennessee	\$29.00
Indiana	\$15.00	Vermont	\$30.00
Massachusetts	\$0.00	Washington	\$0.00
Montana	\$20.00	Wyoming	\$15.00
New Jersey	\$20.00		

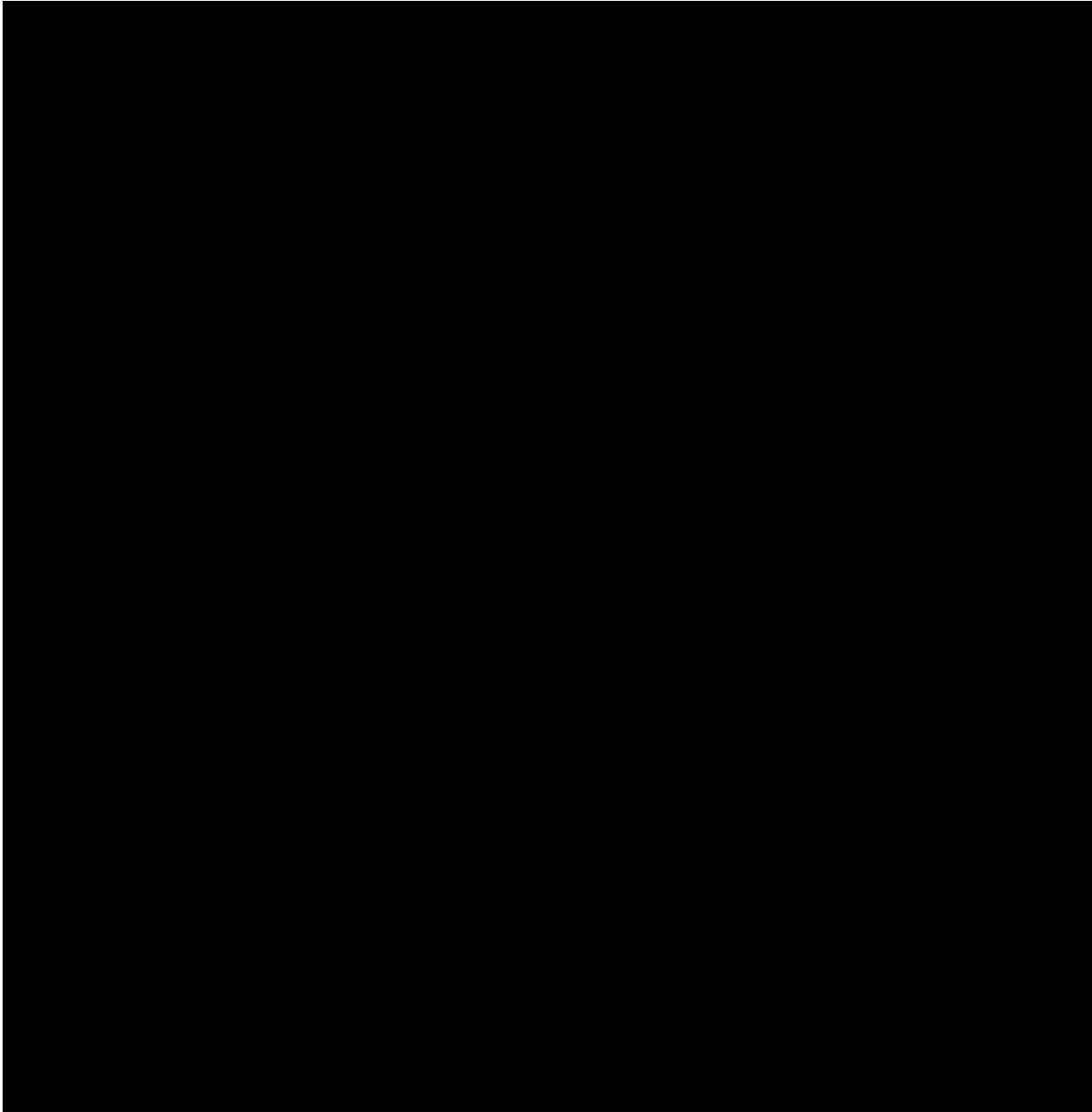
14. Data Management and Sales Tab, Inquiry 11.00

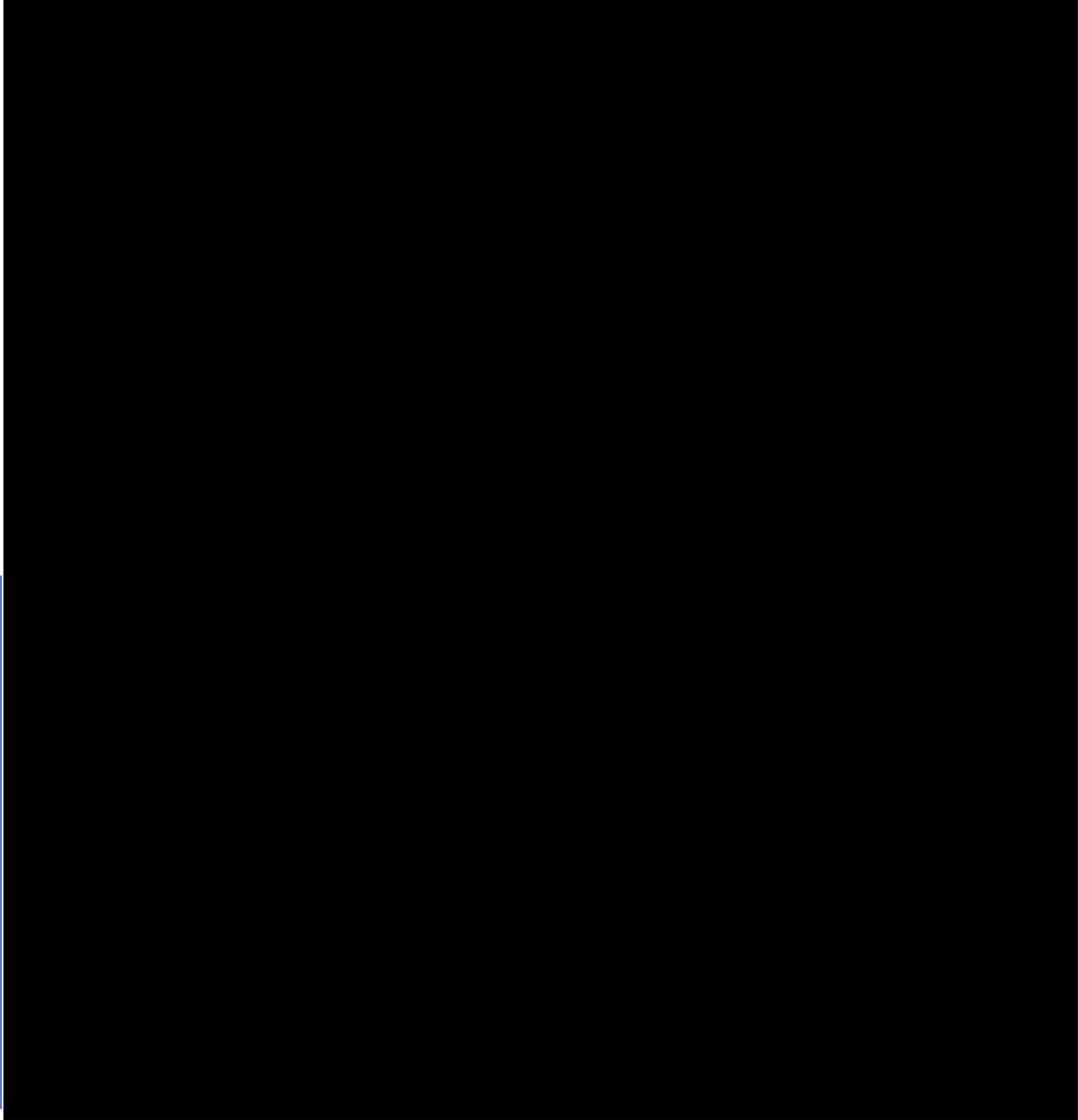
Tyler Indiana currently works with the Bureau of Motor Vehicles (BMV) to provide a BMV Net Revenue Report & Analysis on a quarterly basis. For your review, we have provided several screenshots to showcase the report.

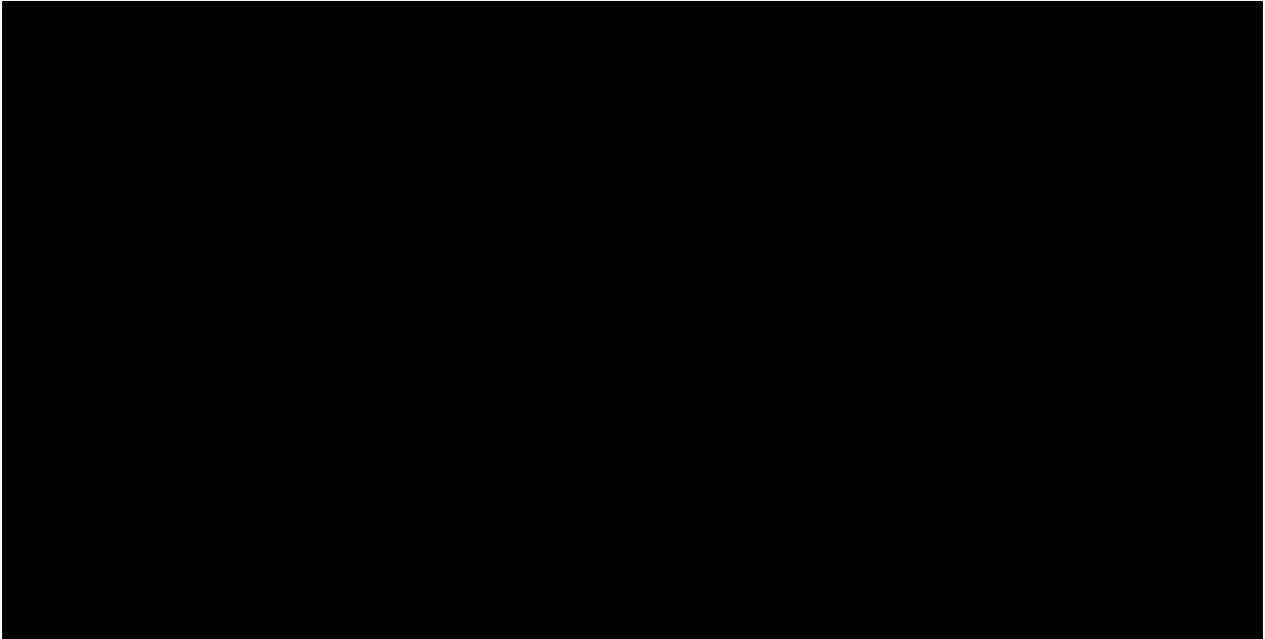
Figure 21: CONFIDENTIAL Data Management and Sales Report Examples





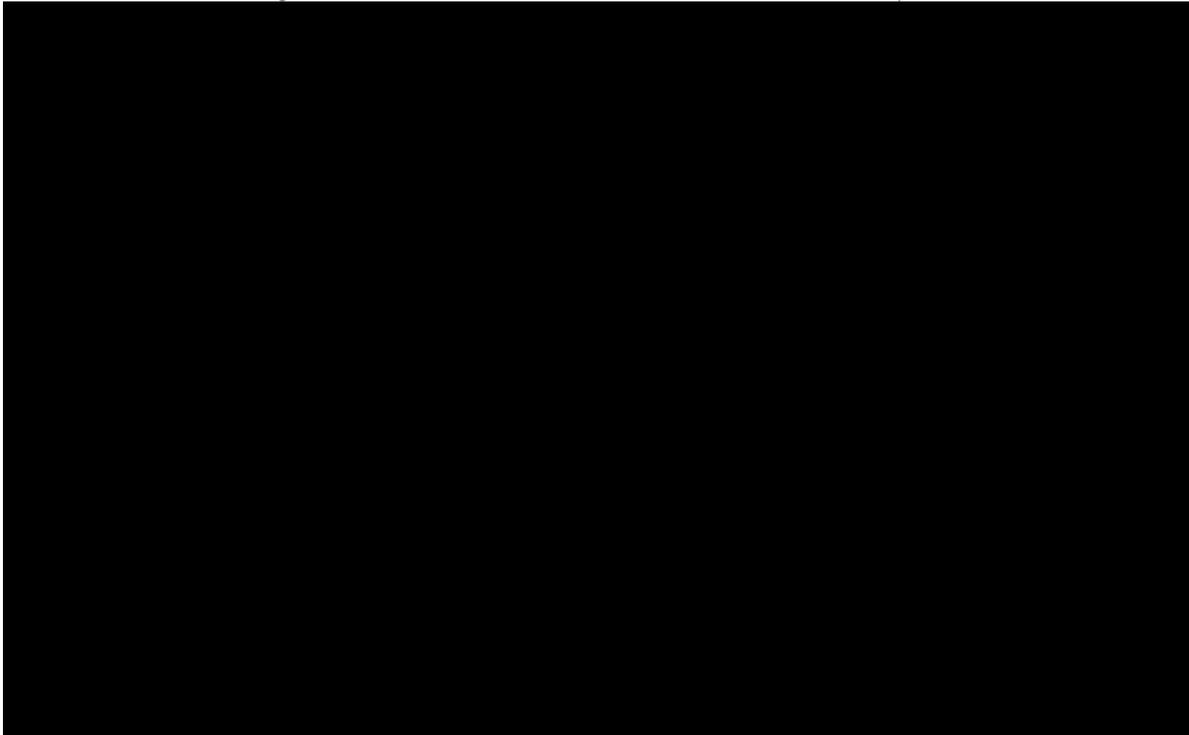






The following is an example of a sales report from our New Mexico Motor Vehicle solution, of similar size and scope to Indiana's solution:

Figure 22: CONFIDENTIAL New Mexico Transaction Volumes Example



14. Data Management and Sales Tab, Inquiry 12.00

The screenshot provided below shows an “at-a-glance” view of a specific BMV account. An auditor is able to specify an audit date range (top right corner). For this example, a one-month view of usage is shown. The “Contacts” section delineates and tallies by columns the type of searches completed by the user; Driver Searches, Registration Searches, Title Searches. The section below, titled “Transactions,” drills down to user specific actions including search criteria. In this example, the auditor can see the date and time of the search by user. The type of Enhanced Access group in this case is BMV Attorney. The “Client / Case” column are the notes entered by the user. The next column displays the search criteria entered and result title. An auditor is also able to view the Indiana Driver’s Privacy Protection Act (DPPA) reason the user selected as reason for search. DPPA is displayed for auditor by hovering cursor over number. Each search ties back to a specific BMV record number, and the final column displays the type of search completed.

The screenshot shows the 'BMV Audit' interface. At the top, it says 'Search Accounts / View Account' and 'Wednesday, May 31st 2023, 3:21:37 PM'. On the left is a navigation menu with options like 'Search Accounts', 'Search Contacts', 'Access Group Report', 'Non Usage Report', 'Inactivity Report', 'Transaction Report', and 'Sign Out'. The main content area is titled 'Account Details' and shows information for 'Barnes & Thornburg LLP'. Below this is a 'Date Range' selector set to 'Apr 30 2023' to 'May 31 2023'. The primary section is 'Contacts for Barnes & Thornburg LLP', which contains a table with columns: Username, Name, Email, Access Group, Last Activity Date, Driver Searches, Registration Searches, Title Searches, and Total Searches. The table lists multiple users, all with the 'BMV_ATTORNEY' access group, and shows their search activity over time.

Transactions for Barnes & Thornburg LLP

Date / Time	Username	Access Group	Client / Case	Search / Result	DPPA Reason	BMV Record #	Transaction Type
05/15/2023 06:59 P M	[User]	BMV_ATTORNE Y	[Client]	[Search]	11	[Record #]	Registration
05/15/2023 06:58 P M	[User]	BMV_ATTORNE Y	[Client]	[Search]	11	[Record #]	Registration
05/15/2023 06:57 P M	[User]	BMV_ATTORNE Y	[Client]	[Search]	11	[Record #]	Registration
05/15/2023 06:54 P M	[User]	BMV_ATTORNE Y	[Client]	[Search]	11	[Record #]	Driver
05/03/2023 04:57 P M	[User]	BMV_ATTORNE Y	[Client]	[Search]	11	[Record #]	Title

5 rows

DPP#	Reason	SMV Record #	Transa
11	For use, including by a licensed private investigator or security service, as part of a civil, criminal, administrative or arbitration proceeding in a court or government agency, or before a self-regulatory body, including the service of process, investigation in anticipation of litigation, the execution or enforcement of judgments and orders, or under an order of a court		