West Virginia Division of Natural Resources

Electronic Licensing and Game Checking System (ELS)

DNR212181

Appendix B: System Functionality Checklist

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# Functional Specifications: General Business Management

| **SPEC #** | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **1.01** | | **Vendor Relationship** |  |  |  |  |  |
| F |  | The ELS shall operate in a vendor hosted environment |  |  |  |  |  |
| F |  | All hardware associated with operation of the ELS should be owned by the vendor except in cases where a POS agent will opt to utilize their own PC |  |  |  |  |  |
| F |  | All software associated with operation of the ELS should be owned by the vendor except in cases where a POS agent will opt to utilize their own PC in which case the PC software (e.g. OS and browser) should be provided by the agent |  |  |  |  |  |
| F |  | The ELS should require a connection between the vendor and the agent when executing any transaction |  |  |  |  |  |
| F |  | The ELS technical environment should meet all structural standards defined for a West Virginia business partner |  |  |  |  |  |
| F |  | The ELS technical environment should meet all procedural standards defined for a West Virginia business partner |  |  |  |  |  |
| **1.02** | | **Search Criteria** |  |  |  |  |  |
| F |  | The ELS should allow DNR to search the replicated database |  |  |  |  |  |
| F |  | The ELS should, when appropriate, allow DNR to search the ELS production database |  |  |  |  |  |
| F |  | The ELS should support wildcard searches by DNR |  |  |  |  |  |
| F |  | The ELS should not require searches to be case sensitive |  |  |  |  |  |
| F |  | The ELS should ignore non-alpha numeric characters when searching |  |  |  |  |  |
| F |  | The ELS should display leading zeros when displaying identifiers such as Social Security Number or driver license numbers |  |  |  |  |  |
| **1.03** | | **Letter and Form Generation** |  |  |  |  |  |
| F |  | The ELS should support communication to customers |  |  |  |  |  |
| F |  | The ELS should support the generation of email as a method of communication |  |  |  |  |  |
| F |  | The ELS should support the generation of letters as a method of communication |  |  |  |  |  |
| F |  | The ELS should support the generation of mailing labels as a method of communication |  |  |  |  |  |
| F |  | The ELS should support the generation of electronic files as a method of communication |  |  |  |  |  |
| F |  | The ELS should support an option to format electronic files for Excel |  |  |  |  |  |
| F |  | The ELS should support an option to format electronic files for Word |  |  |  |  |  |
| F |  | The ELS should support communication to all agents |  |  |  |  |  |
| F |  | The ELS should support communications to agents within one or more counties or geographical areas (such as a district) |  |  |  |  |  |
| F |  | The ELS should support communications to agents belonging to a larger business organization |  |  |  |  |  |
| F |  | The ELS should support communications to agents authorized to sell certain licenses |  |  |  |  |  |
| F |  | The ELS should support communications to agents in a certain status |  |  |  |  |  |
| F |  | The ELS should support communications to agents of a certain type |  |  |  |  |  |
| F |  | The ELS should support communications to all customers |  |  |  |  |  |
| F |  | The ELS should support communications to customers issued a certain type of active license or privilege for a specific license year |  |  |  |  |  |
| F |  | The ELS should support communications to customers with a certain personal attribute |  |  |  |  |  |
| F |  | The ELS should support communications to customers residing in a certain county |  |  |  |  |  |
| F |  | The ELS should support communications to customers with an in-state address |  |  |  |  |  |
| F |  | The ELS should support communications to customers with an out-of-state address |  |  |  |  |  |
| F |  | The ELS should support communications to customers with a certain status |  |  |  |  |  |
| F |  | The ELS should support communications to customers who are currently revoked |  |  |  |  |  |
| F |  | The ELS should support communications to customers issued a certain type of active license or privilege for a specific license year purchased from a certain agent |  |  |  |  |  |
| F |  | The ELS should support communications to customers who have a license or privilege voided during a specified time period |  |  |  |  |  |
| F |  | The ELS should support communications to customers who have obtained a reprint of their license during a specified time period |  |  |  |  |  |
| F |  | The ELS should default the method of communications to email if an email address is provided |  |  |  |  |  |
| F |  | The ELS should default the method of communications to U.S. mail if an email address is not provided |  |  |  |  |  |
| F |  | The ELS should not include SSN in any communication |  |  |  |  |  |
| F |  | The ELS should not include EIN in any communication |  |  |  |  |  |
| F |  | The ELS should, when required, print only the last four digits of SSN and print asterisks (\*) for the first five digits of SSN |  |  |  |  |  |
| F |  | The ELS should, when required, print only the last four digits of EIN and print asterisks (\*) for the first five digits of EIN |  |  |  |  |  |
| **1.04** | | **Agent Applications** |  |  |  |  |  |
| F |  | The ELS should allow authorized DNR staff to add a new agent |  |  |  |  |  |
| **1.05** | | **Pre-authorize Credit Card** |  |  |  |  |  |
| F |  | The ELS should pre-authorize credit cards on all internet sales |  |  |  |  |  |
| F |  | The ELS shall use the West Virginia Treasurer’s payment gateway for all credit card transactions |  |  |  |  |  |
| **1.06** | | **Alerts** |  |  |  |  |  |
| F |  | The ELS should support functionality to send instant alert messages to agents |  |  |  |  |  |
| F |  | The ELS should support functionality to send alert messages to customers |  |  |  |  |  |
| F |  | The ELS should support functionality to target specific agents or customers to receive the alert message |  |  |  |  |  |
| **1.07** | | **Retention of Incomplete Transaction Data** |  |  |  |  |  |
| F |  | The ELS should not retain in the database customer information if the sale is not completed |  |  |  |  |  |
| F |  | The ELS should not retain in the database transaction information if the sale is not completed |  |  |  |  |  |
| F |  | The ELS should identify all incomplete sales to DNR |  |  |  |  |  |
| **1.08** | | **Training Mode** |  |  |  |  |  |
| F |  | The ELS should support an agent POS “training” mode |  |  |  |  |  |
| F |  | The ELS should operate the POS offline in training mode, simulating production mode |  |  |  |  |  |
| F |  | The ELS should clearly identify to the agent that the POS is in training mode |  |  |  |  |  |
| F |  | The ELS should record all transactions in training mode |  |  |  |  |  |
| F |  | The ELS should indicate the transaction was created in training mode |  |  |  |  |  |
| F |  | The ELS should consider all transactions created in training mode as not valid |  |  |  |  |  |
| F |  | The ELS should clearly identify all printed licenses and privileges generated while in training mode as void and not valid for use |  |  |  |  |  |
| F |  | The ELS should clearly identify all agent reports generated while in training mode as void and not valid for use |  |  |  |  |  |
| **1.09** | | **Special Licenses and Permits** |  |  |  |  |  |
| F |  | The ELS should allow DNR to issue free licenses and permits to individuals who meet strict eligibility specifications |  |  |  |  |  |
| F |  | The ELS should allow these licenses and permits to be issued only by authorized staff at DNR Headquarters |  |  |  |  |  |
| **1.10** | | **Administrative** |  |  |  |  |  |
| F |  | The ELS should recognize a DNR user |  |  |  |  |  |
| F |  | The ELS should allow DNR certain unique functionality |  |  |  |  |  |
| F |  | The ELS should allow authorized DNR staff to issue all licenses and permits |  |  |  |  |  |
| F |  | The ELS should allow authorized DNR staff to issue lifetime and certain special licenses and permits |  |  |  |  |  |
| F |  | The ELS should allow authorized DNR staff to print certain licenses and permits and to generate reprints of licenses as needed |  |  |  |  |  |
| F |  | The ELS should allow DNR to print lifetime and certain specialized licenses on a “credit card” type printer (Fargo HDP-5000 printer or equivalent, capable of printing more than 6,000 cards/year) |  |  |  |  |  |
| F |  | The ELS should support adding graphics to licenses printed on the credit card printer |  |  |  |  |  |
| F |  | The ELS should provide a method to allow DNR to accept alternate types of payment such as cash or checks |  |  |  |  |  |
| F |  | The ELS should provide functionality to search, in real time mode, the ELS database for licenses sold by a specific agent |  |  |  |  |  |
| **1.11** | | **User Roles** |  |  |  |  |  |
| F |  | The ELS should allow the DNR administrator to maintain roles for each ELS user |  |  |  |  |  |
| F |  | The ELS should allow a user access only to functions he/she has the right to perform |  |  |  |  |  |
| **1.12** | | **Drop Downs** |  |  |  |  |  |
| F |  | The ELS should allow DNR to maintain customer specific values in drop down tables |  |  |  |  |  |
| **1.13** | | **Inventory and Supplies** |  |  |  |  |  |
| F |  | The ELS should allow agents to order supplies |  |  |  |  |  |
| F |  | The ELS should track and manage an agent’s supply orders |  |  |  |  |  |
| F |  | The ELS should confirm an order to the agent |  |  |  |  |  |
| **1.14** | | **Revocations** |  |  |  |  |  |
| F |  | The ELS should allow only DNR law enforcement to revoke a customer’s hunting, trapping, and fishing privileges |  |  |  |  |  |
| F |  | The ELS should allow only DNR law enforcement to enter the revocation beginning and revocation ending dates |  |  |  |  |  |
| F |  | The ELS should allow only DNR law enforcement to enter a reason for the revocation |  |  |  |  |  |
| F |  | The ELS should allow only DNR law enforcement to view revocation details |  |  |  |  |  |
| F |  | The ELS should allow DNR and help desk to view revocation status |  |  |  |  |  |
| F |  | The ELS should not reinstate an annual license when the revocation is removed |  |  |  |  |  |
| F |  | The ELS should reinstate a lifetime license when the revocation is removed |  |  |  |  |  |
| F |  | The ELS should not sell a customer a license if the customer’s privileges have been revoked |  |  |  |  |  |
| **1.15** | | **Audit Trail** |  |  |  |  |  |
| F |  | The ELS should maintain uninterrupted sequential numbering of all transactions in the audit trail |  |  |  |  |  |
| F |  | The ELS should include date of the action in the audit trail |  |  |  |  |  |
| F |  | The ELS should include user ID in the audit trail |  |  |  |  |  |
| F |  | The ELS should produce an audit report showing gaps in the transaction sequential numbering |  |  |  |  |  |
| F |  | The ELS should clearly identify transactions created in training mode |  |  |  |  |  |

# Functional Specifications: Agent Management

| **SPEC #** | | | | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2.01** | | | | | **General Agent Data** |  |  |  |  |  |
| F | | |  | | West Virginia DNR should provide the data for the initial load of agents |  |  |  |  |  |
| F | | |  | | West Virginia DNR should provide the data in a format specified by the vendor and agreed to by DNR |  |  |  |  |  |
| F | | |  | | The ELS vendor should convert and load existing agent data into the ELS system |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to add an agent record |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to change an agent record |  |  |  |  |  |
| F | | |  | | The ELS should allow the POS administrator to change certain attributes of their agent record |  |  |  |  |  |
| F | | |  | | The ELS should notify DNR when the POS administrator changes their agent record |  |  |  |  |  |
| F | | |  | | The ELS should prevent an agent record from being deleted |  |  |  |  |  |
| F | | |  | | The ELS should not allow an agent access to another agent’s record |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to search for an agent by agent ID |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to search for an agent by business name |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to search for an agent by business city |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to search for an agent by business county |  |  |  |  |  |
| F | | |  | | The ELS should not require the search to be case sensitive |  |  |  |  |  |
| F | | |  | | The ELS should display to DNR the requested agent if the search does not yield multiple matches |  |  |  |  |  |
| F | | |  | | The ELS should display to DNR the matching agents when the search yields multiple matches |  |  |  |  |  |
| F | | |  | | The ELS should display to DNR the matching agents in ascending sequence based on the search criteria when the search yields multiple matches |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to select the agent to display from list when the search yields multiple matches |  |  |  |  |  |
| F | | |  | | The ELS should display an “agent not found” message if the requested agent is not found by the search |  |  |  |  |  |
| **2.02** | | | | | **Identifier** |  |  |  |  |  |
| F | | |  | | The ELS should assign an internal number to each agent |  |  |  |  |  |
| F | | |  | | The ELS should include the agent ID currently assigned to agents that exist at the time of conversion |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to assign an agent ID when establishing a new agent |  |  |  |  |  |
| F | | |  | | The ELS should prevent DNR from assigning an agent ID to more than one agent (the agent ID should be unique) |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to view the agent ID |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to query an agent on the agent ID |  |  |  |  |  |
| F | | |  | | The ELS should include the Social Security Number (SSN) associated with the agent (in the case of sole proprietorship) |  |  |  |  |  |
| F | | |  | | The ELS should include the Federal Employer Identification Number (FEIN) associated with the agent |  |  |  |  |  |
| **2.03** | | | | | **Authorized Users** |  |  |  |  |  |
| F | |  | | | The ELS should require a unique user ID for each POS user including the POS administrator at each agent site |  |  |  |  |  |
| F | |  | | | The ELS should allow the DNR administrator to authorize the number of POS devices at an agent site |  |  |  |  |  |
| F | |  | | | The ELS should require a unique Password for each POS user including the POS administrator |  |  |  |  |  |
| F | |  | | | The ELS should allow the POS administrator to add a new POS user |  |  |  |  |  |
| F | |  | | | The ELS should allow the POS administrator to define the role for each POS user |  |  |  |  |  |
| F | |  | | | The ELS should allow the POS administrator to enter the POS User ID in the system on initial POS user setup |  |  |  |  |  |
| F | |  | | | The ELS should require POS User IDs to be unique within the ELS |  |  |  |  |  |
| F | |  | | | The ELS should allow the POS user to enter their password in the system on initial POS user setup |  |  |  |  |  |
| F | |  | | | The ELS should require the use of strong POS User passwords |  |  |  |  |  |
| F | |  | | | The ELS should require the POS user to change their password on a predetermined frequency |  |  |  |  |  |
| F | |  | | | The ELS should allow the POS user to maintain their password in the system |  |  |  |  |  |
| F | |  | | | The ELS should prevent a POS user from being deleted from the system |  |  |  |  |  |
| F | |  | | | The ELS should associate a POS user with an agent |  |  |  |  |  |
| F | |  | | | The ELS should allow the POS administrator at the agent’s location to seed a POS user’s password |  |  |  |  |  |
| F | |  | | | The ELS should allow the help desk or DNR to seed a POS administrator’s password or a POS user’s password at an agent location |  |  |  |  |  |
| F | |  | | | The ELS should govern the access and functionality of the POS device based on the user role |  |  |  |  |  |
| F | |  | | | The ELS should allow the POS administrator to maintain the role(s) for each POS user |  |  |  |  |  |
| F | |  | | | The ELS should allow the POS administrator to “deactivate” a POS user |  |  |  |  |  |
| F | |  | | | The ELS should allow multiple POS users at an agent site |  |  |  |  |  |
| F | |  | | | The ELS should allow the DNR administrator to authorize the number of POS users at an agent site |  |  |  |  |  |
| F | |  | | | The ELS should timeout the POS user session after periods of inactivity |  |  |  |  |  |
| F | |  | | | The ELS should require the POS user to login after being timed out |  |  |  |  |  |
| F | |  | | | The ELS should allow DNR to set the inactive period |  |  |  |  |  |
| F | |  | | | The ELS should lockout a POS user after three failed login attempts |  |  |  |  |  |
| F | |  | | | The ELS should allow DNR access to each POS user in the system |  |  |  |  |  |
| F | |  | | | The ELS should allow DNR to suspend a POS user’s access to the system |  |  |  |  |  |
| F | |  | | | The ELS should allow DNR to restore (reinstate) a POS user’s access to the system |  |  |  |  |  |
| F | |  | | | The ELS should allow DNR to suspend an agent’s access to the system |  |  |  |  |  |
| F | |  | | | The ELS should allow DNR to restore (reinstate) an agent’s access to the system |  |  |  |  |  |
| **2.04** | | | | | **Name** |  |  |  |  |  |
| F | |  | | | The ELS should include the business name of each agent |  |  |  |  |  |
| F | |  | | | The ELS should include the legal business name of each agent |  |  |  |  |  |
| **2.05** | | | | | **Addresses** |  |  |  |  |  |
| F | |  | | | The ELS should include the agent’s physical address |  |  |  |  |  |
| F | |  | | | The ELS should include the agent’s shipping address |  |  |  |  |  |
| F | |  | | | The ELS should include the agent’s mailing address |  |  |  |  |  |
| F | |  | | | The ELS should allow domestic address format |  |  |  |  |  |
| F | |  | | | The ELS should allow international address format |  |  |  |  |  |
| F | |  | | | The ELS should validate domestic addresses |  |  |  |  |  |
| F | |  | | | The ELS should, where possible, validate international addresses |  |  |  |  |  |
| F | |  | | | The ELS should include the GIS coordinates of the agent’s physical address |  |  |  |  |  |
| F | |  | | | The ELS should include the business county code |  |  |  |  |  |
| F | |  | | | The ELS should include the DNR district the business is located in |  |  |  |  |  |
| **2.06** | | | | | **Risk Threshold** |  |  |  |  |  |
| F |  | | | | The ELS should include a risk threshold for each agent |  |  |  |  |  |
| **2.07** | | | | | **Banking Information** |  |  |  |  |  |
| F | |  | | | The ELS should include a unique identifier for each agent to allow the West Virginia Treasurer to cross reference the issuing agent’s bank account information |  |  |  |  |  |
| F | |  | | | The ELS should include a remittance (EFT transfer) schedule for each agent |  |  |  |  |  |
| F | |  | | | The ELS should include a vendor number assigned by Treasury |  |  |  |  |  |
| F | |  | | | The ELS should prevent an agent from viewing banking information |  |  |  |  |  |
| F | |  | | | The ELS should allow DNR to view banking information |  |  |  |  |  |
| F | |  | | | The ELS should allow DNR to change banking information |  |  |  |  |  |
| **2.08** | | | | | **Agent Contact Information** |  |  |  |  |  |
| F | | |  | | The ELS should allow multiple contact records for each agent |  |  |  |  |  |
| F | | |  | | The ELS should include a contact type indicator |  |  |  |  |  |
| F | | |  | | The ELS should include the contact name |  |  |  |  |  |
| F | | |  | | The ELS should include the contact email address |  |  |  |  |  |
| F | | |  | | The ELS should include the contact telephone number |  |  |  |  |  |
| F | | |  | | The ELS should include the contact alternate telephone number |  |  |  |  |  |
| F | | |  | | The ELS should include the contact fax number |  |  |  |  |  |
| F | | |  | | The ELS should include the contact cell phone number |  |  |  |  |  |
| **2.09** | | | | | **General Business Information** |  |  |  |  |  |
| F | | |  | | The ELS should include the business availability to customers and hours of operation |  |  |  |  |  |
| F | | |  | | The ELS should include the type of business (such as sole proprietorship or corporation) |  |  |  |  |  |
| F | | |  | | The ELS should include the agent enrollment date |  |  |  |  |  |
| F | | |  | | The ELS should include the agent separation date |  |  |  |  |  |
| **2.10** | | | | | **Agent Type** |  |  |  |  |  |
| F | | |  | | The ELS should include the agent type |  |  |  |  |  |
| **2.11** | | | | | **Agent Authorization** |  |  |  |  |  |
| F | | | |  | The ELS should include a list of licenses or privileges an agent may sell |  |  |  |  |  |
| F | | | |  | The ELS should include a quota for each license or privilege an agent may sell |  |  |  |  |  |
| F | | | |  | The ELS should include an agent status |  |  |  |  |  |
| F | | | |  | The ELS should include status date |  |  |  |  |  |
| F | | | |  | The ELS should include status reason |  |  |  |  |  |
| F | | | |  | The ELS should prevent the agent from access to the ELS based on certain status values |  |  |  |  |  |
| F | | | |  | The ELS should allow only DNR to change an agent status |  |  |  |  |  |
| **2.12** | | | | | **Status History** |  |  |  |  |  |
| F | | |  | | The ELS should include a history of all status changes |  |  |  |  |  |
| F | | |  | | The ELS should keep each status change unique |  |  |  |  |  |
| F | | |  | | The ELS should write a status change record to the status history each time the agent status is changed |  |  |  |  |  |
| F | | |  | | The ELS should include the DNR user who made the status change in the status history |  |  |  |  |  |
| F | | |  | | The ELS should include date of the status change in the status history |  |  |  |  |  |
| F | | |  | | The ELS should include time of the status change in the status history |  |  |  |  |  |
| F | | |  | | The ELS should include free-format narrative field in the status history |  |  |  |  |  |
| F | | |  | | The ELS should prevent the agent from viewing the agent status |  |  |  |  |  |
| F | | |  | | The ELS should prevent the agent from viewing the status history |  |  |  |  |  |
| **2.13** | | | | | **Issue Tracking** |  |  |  |  |  |
| F | | |  | | The ELS should include issue tracking history for each agent |  |  |  |  |  |
| F | | |  | | The ELS should add a tracking record to the issue history each time the issue is updated or a new issue is raised |  |  |  |  |  |
| F | | |  | | The ELS should prevent an existing issue to be changed |  |  |  |  |  |
| F | | |  | | The ELS should prevent an existing issue from being deleted |  |  |  |  |  |
| F | | |  | | The ELS issue history should include the date the issue was reported |  |  |  |  |  |
| F | | |  | | The ELS issue history should include the agent hold or suspension date |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to assign a classification to each issue |  |  |  |  |  |
| F | | |  | | The ELS issue history should include the classification |  |  |  |  |  |
| F | | |  | | The ELS issue history should include a free form narrative |  |  |  |  |  |
| F | | |  | | The ELS issue history should include the DNR user ID |  |  |  |  |  |
| F | | |  | | The ELS issue history should include the contact handling the issue |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to assign a status to each issue |  |  |  |  |  |
| F | | |  | | The ELS issue history should include the issue status |  |  |  |  |  |
| F | | |  | | The ELS issue history should include the issue status date |  |  |  |  |  |
| F | | |  | | The ELS should prevent the agent from adding an issue to the issue history |  |  |  |  |  |
| F | | |  | | The ELS should prevent the agent from viewing the issue history |  |  |  |  |  |
| F | | |  | | The ELS should allow DNR to add an issue to the issue history |  |  |  |  |  |
| **2.14** | | | | | **Financial Security Data** |  |  |  |  |  |
| F | | |  | | The ELS should include the form of security |  |  |  |  |  |
| F | | |  | | The ELS should include the security amount |  |  |  |  |  |
| F | | |  | | The ELS should include the security number |  |  |  |  |  |
| F | | |  | | The ELS should include the security company name |  |  |  |  |  |
| F | | |  | | The ELS should include the security company address |  |  |  |  |  |
| F | | |  | | The ELS should include the security company telephone phone |  |  |  |  |  |
| F | | |  | | The ELS should include the security effective date |  |  |  |  |  |
| F | | |  | | The ELS should include the security expiration date |  |  |  |  |  |
| **2.15** | | | | | **Unique Identification** |  |  |  |  |  |
| F | | |  | | The ELS should assign a unique POS ID to each POS device |  |  |  |  |  |
| F | | |  | | The ELS should associate the POS ID with the agent using that POS device |  |  |  |  |  |
| F | | |  | | The ELS should allow for more than one uniquely identified POS device at an agent location |  |  |  |  |  |
| F | | |  | | The ELS should record the POS ID on each transaction |  |  |  |  |  |
| F | | |  | | The ELS should record the POS User ID on each transaction |  |  |  |  |  |
| F | | |  | | The ELS should record the Customer ID on each transaction |  |  |  |  |  |
| F | | |  | | The ELS should record the current date on each transaction |  |  |  |  |  |
| F | | |  | | The ELS should record the current time on each transaction |  |  |  |  |  |
| F | | |  | | The ELS should assign a sequential transaction ID, unique to the POS device, to each transaction |  |  |  |  |  |
| F | | |  | | The ELS should record the unique transaction ID on each transaction |  |  |  |  |  |

# Functional Specifications: Customer Management

| **SPEC #** | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **3.01** | | **General Customer Information** |  |  |  |  |  |
| F |  | West Virginia DNR should provide data for the initial load of POS customers |  |  |  |  |  |
| F |  | West Virginia DNR should provide data for the initial load of internet customers |  |  |  |  |  |
| F |  | West Virginia DNR should provide data for the initial load of lifetime customers |  |  |  |  |  |
| F |  | West Virginia DNR should not require an initial load of paper license customers |  |  |  |  |  |
| F |  | West Virginia DNR should provide the data in a format specified by the vendor and agreed to by DNR |  |  |  |  |  |
| F |  | The ELS vendor should convert and load existing customer data into the ELS system |  |  |  |  |  |
| F |  | The ELS should not allow a customer record to be deleted |  |  |  |  |  |
| F |  | The ELS should allow DNR and help desk to search for a customer by customer ID |  |  |  |  |  |
| F |  | The ELS conversion should include customer data |  |  |  |  |  |
| F |  | The ELS conversion should include license data |  |  |  |  |  |
| F |  | The ELS should allow DNR and help desk to search for a customer by driver license number |  |  |  |  |  |
| F |  | The ELS should allow DNR and help desk to search for a customer by state issued ID number |  |  |  |  |  |
| F |  | The ELS should allow DNR and help desk to search for a customer by customer name |  |  |  |  |  |
| F |  | The ELS should allow DNR and help desk to search for a customer by customer SSN |  |  |  |  |  |
| F |  | The ELS should allow DNR and help desk to search for a customer by license number |  |  |  |  |  |
| F |  | The ELS should display to DNR and help desk the requested customer if the search does not yield multiple results |  |  |  |  |  |
| F |  | The ELS should display to DNR and help desk the matching customers when the search yields multiple results |  |  |  |  |  |
| F |  | The ELS should display to DNR and help desk the matching customers in ascending sequence based on the search criteria when the search yields multiple results |  |  |  |  |  |
| F |  | The ELS should allow DNR and help desk to select the customer to display from the list when the search yields multiple results |  |  |  |  |  |
| F |  | The ELS should display a “customer not found” message if the requested customer is not found by the search |  |  |  |  |  |
| F |  | The ELS should allow DNR to add, change, or manage a customer record |  |  |  |  |  |
| **3.02** | | **Identification** |  |  |  |  |  |
| F |  | The ELS should assign an internal number to each customer |  |  |  |  |  |
| F |  | The ELS should assign a unique customer ID to each customer during conversion |  |  |  |  |  |
| F |  | The ELS should assign a unique customer ID to each customer when a new customer is added |  |  |  |  |  |
| F |  | The ELS should not permit duplicate customer numbers |  |  |  |  |  |
| F |  | The ELS should include the customer SSN, customer passport, or green card number |  |  |  |  |  |
| F |  | The ELS should include the customer driver license number |  |  |  |  |  |
| F |  | The ELS should include the customer driver license expiration date |  |  |  |  |  |
| F |  | The ELS should include the customer driver license state code |  |  |  |  |  |
| F |  | The ELS should include the state-issued ID number |  |  |  |  |  |
| F |  | The ELS should include the state issued ID number expiration date |  |  |  |  |  |
| F |  | The ELS should include the state-issued ID number state code |  |  |  |  |  |
| F |  | The ELS should validate the SSN when the customer SSN is entered in the system |  |  |  |  |  |
| F |  | The ELS should validate the SSN when the customer SSN is changed in the system |  |  |  |  |  |
| F |  | The ELS should include a source code to indicate the source of the customer record |  |  |  |  |  |
| F |  | The ELS should provide for other general customer identification information as mutually agreed upon during system design/customization |  |  |  |  |  |
| **3.03** | | **Name and Contact Information** |  |  |  |  |  |
| F |  | The ELS should include the customer first name |  |  |  |  |  |
| F |  | The ELS should include the customer middle initial |  |  |  |  |  |
| F |  | The ELS should include the customer last name |  |  |  |  |  |
| F |  | The ELS should include the customer name suffix |  |  |  |  |  |
| F |  | The ELS should include the customer email address |  |  |  |  |  |
| F |  | The ELS should include the customer daytime telephone number |  |  |  |  |  |
| F |  | The ELS should include the customer evening telephone number |  |  |  |  |  |
| F |  | The ELS should include the customer cell phone number |  |  |  |  |  |
| F |  | The ELS should include a customer privacy indicator |  |  |  |  |  |
| F |  | The ELS should provide for other general customer name and contact information as mutually agreed upon during system design/customization |  |  |  |  |  |
| **3.04** | | **Address** |  |  |  |  |  |
| F |  | The ELS should include the customer residence address |  |  |  |  |  |
| F |  | The ELS should include the customer mailing address |  |  |  |  |  |
| F |  | The ELS should allow domestic addresses |  |  |  |  |  |
| F |  | The ELS should allow international addresses |  |  |  |  |  |
| F |  | The ELS should validate domestic addresses |  |  |  |  |  |
| F |  | The ELS should where possible validate international addresses |  |  |  |  |  |
| F |  | The ELS should provide for other general customer address information as mutually agreed upon during system design/customization |  |  |  |  |  |
| **3.05** | | **Personal Attributes** |  |  |  |  |  |
| F |  | The ELS should include the customer date of birth (DOB) |  |  |  |  |  |
| F |  | The ELS should support a four-digit DOB year |  |  |  |  |  |
| F |  | The ELS should include the customer height |  |  |  |  |  |
| F |  | The ELS should include the customer weight |  |  |  |  |  |
| F |  | The ELS should include the customer hair color |  |  |  |  |  |
| F |  | The ELS should include the customer eye color |  |  |  |  |  |
| F |  | The ELS should include a customer “wear corrective lenses?” indicator |  |  |  |  |  |
| F |  | The ELS should include the customer gender |  |  |  |  |  |
| F |  | The ELS should include a “visually impaired?” indicator |  |  |  |  |  |
| F |  | The ELS should include a customer emergency contact name |  |  |  |  |  |
| F |  | The ELS should include a customer emergency contact phone number |  |  |  |  |  |
| F |  | The ELS should use the customer DOB to calculate the current age of the customer |  |  |  |  |  |
| F |  | The ELS should provide for other general customer personal attributes as mutually agreed upon during system design/customization |  |  |  |  |  |
| **3.06** | | **Personal Status** |  |  |  |  |  |
| F |  | The ELS should include a hunter certification Y/N indicator |  |  |  |  |  |
| F |  | The ELS should include the hunter certification card number |  |  |  |  |  |
| F |  | The ELS should include the hunter certification card state code or province |  |  |  |  |  |
| F |  | The ELS should allow the hunter certification card number to be alphanumeric |  |  |  |  |  |
| F |  | The ELS should include a revocation code |  |  |  |  |  |
| F |  | The ELS should include a revocation effective date |  |  |  |  |  |
| F |  | The ELS should include a revocation expiration date |  |  |  |  |  |
| F |  | The ELS should allow only DNR law enforcement to change a revocation code |  |  |  |  |  |
| F |  | The ELS should allow only DNR law enforcement to change a revocation effective date |  |  |  |  |  |
| F |  | The ELS should allow only DNR law enforcement to change a revocation expiration date |  |  |  |  |  |
| F |  | The ELS should allow only DNR law enforcement to view detail revocation information |  |  |  |  |  |
| F |  | The ELS should allow DNR HQ and help desk to view revocation status |  |  |  |  |  |
| F |  | The ELS should provide for other general customer personal status information as mutually agreed upon during system design/customization |  |  |  |  |  |
| **3.07** | | **Duplicate Records** |  |  |  |  |  |
| F |  | The ELS should contain a mechanism to identify potential duplicate customer records |  |  |  |  |  |
| F |  | The ELS should notify DNR when potential duplicate customer situations are identified |  |  |  |  |  |
| F |  | The ELS should allow the mechanism to identify potential duplicate customers to be run on a scheduled basis |  |  |  |  |  |
| F |  | The ELS should contain a mechanism to allow authorized DNR users to logically merge customer information from multiple customer records |  |  |  |  |  |
| F |  | The ELS should create a single merged customer record from the merged customer records |  |  |  |  |  |
| F |  | The ELS should maintain an audit trail of all merged customer records |  |  |  |  |  |
| F |  | The ELS should contain a mechanism to identify potential invalid business situations resulting from the merge customer process |  |  |  |  |  |
| F |  | The ELS should notify DNR when potential invalid business situations are identified |  |  |  |  |  |
| F |  | The ELS should allow DNR to change merged customer information as necessary |  |  |  |  |  |
| F |  | The ELS should allow DNR to change merged license records as necessary |  |  |  |  |  |
| **3.08** | | **Comments** |  |  |  |  |  |
| F |  | The ELS should include multiple comments for each customer |  |  |  |  |  |
| F |  | The ELS should include a free-format field for each comment |  |  |  |  |  |
| F |  | The ELS should include the user-ID who entered the comment |  |  |  |  |  |
| F |  | The ELS should include the date the comment was entered |  |  |  |  |  |
| F |  | The ELS should include the time the comment was entered |  |  |  |  |  |
| F |  | The ELS should associate the comment to the customer |  |  |  |  |  |
| F |  | The ELS should allow only DNR to enter the comments |  |  |  |  |  |
| F |  | The ELS should allow only DNR to view the comments |  |  |  |  |  |
| F |  | The ELS should not allow comments to be changed |  |  |  |  |  |
| F |  | The ELS should not allow comments to be deleted |  |  |  |  |  |
| **3.09** | | **Customer License History** |  |  |  |  |  |
| F |  | The ELS should maintain a history of all licenses held by the customer |  |  |  |  |  |
| F |  | The ELS should maintain a history of all license revocations |  |  |  |  |  |
| F |  | The ELS should maintain a history of all customer name changes |  |  |  |  |  |
| F |  | The ELS should maintain a history of all customer address changes |  |  |  |  |  |
| F |  | The ELS should maintain a history of all customer status changes |  |  |  |  |  |
| F |  | The ELS should include the date the item was added to the history |  |  |  |  |  |
| F |  | The ELS should include the time the item was added to the history |  |  |  |  |  |
| F |  | The ELS should include appropriate information to identify the person who made the change (POS agent, internet user, or DNR employee) |  |  |  |  |  |
| F |  | The ELS should allow only DNR to view the history |  |  |  |  |  |

# Functional Specifications: License Item Management

| **SPEC #** | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **4.01** | | **License** |  |  |  |  |  |
| F |  | The ELS should be the system of record for all licenses sold |  |  |  |  |  |
| F |  | The ELS should issue licenses at the agent POS site |  |  |  |  |  |
| F |  | The ELS should issue licenses through the internet |  |  |  |  |  |
| F |  | The ELS should issue licenses at DNR |  |  |  |  |  |
| F |  | West Virginia DNR should provide data for the initial load of license items |  |  |  |  |  |
| F |  | West Virginia DNR should provide data in a format specified by the vendor and agreed to by DNR |  |  |  |  |  |
| F |  | The ELS vendor should convert and load existing license item data into the ELS system |  |  |  |  |  |
| F |  | West Virginia DNR should review all converted license items and make any manual corrections necessary |  |  |  |  |  |
| **4.02** | | **Annual License Creation** |  |  |  |  |  |
| F |  | The ELS should allow DNR to create a new license item |  |  |  |  |  |
| F |  | The ELS should allow DNR to change an existing license item |  |  |  |  |  |
| F |  | The ELS should allow DNR to copy an existing license item to create a new license item |  |  |  |  |  |
| F |  | The ELS should not allow a license item to be deleted |  |  |  |  |  |
| F |  | The ELS should require that each license item is unique |  |  |  |  |  |
| F |  | The ELS should allow a license item to have fixed data elements and may have ad-hoc data elements |  |  |  |  |  |
| F |  | The ELS should allow the entry of data elements that describe the license item |  |  |  |  |  |
| F |  | The ELS should allow the association of licenses and privileges |  |  |  |  |  |
| F |  | The ELS should allow setting a price (revenue) for each license item |  |  |  |  |  |
| F |  | The ELS should allow revenue to be directed to one or more general ledger account |  |  |  |  |  |
| F |  | The ELS should allow defining a fulfillment method for each license item |  |  |  |  |  |
| F |  | The ELS should allow ad-hoc data attributes to be defined by DNR for each license item |  |  |  |  |  |
| F |  | The ELS should allow drop down boxes, radio buttons, check boxes, and text fields for the ad-hoc data attributes |  |  |  |  |  |
| F |  | The ELS should not limit the number of ad-hoc data fields that can be added to a license item |  |  |  |  |  |
| F |  | The ELS should allow DNR to indicate whether or not an ad-hoc data element is required |  |  |  |  |  |
| F |  | The ELS should allow DNR to define allowable input values for each ad-hoc data element |  |  |  |  |  |
| F |  | The ELS should support limited license – license items |  |  |  |  |  |
| **4.03** | | **License Issuance** |  |  |  |  |  |
| F |  | The ELS should issue only licenses and privileges pertinent to the current year |  |  |  |  |  |
| F |  | The ELS should allow the issuance of certain future year licenses and privileges prior to the start of the next year |  |  |  |  |  |
| F |  | The ELS should not issue certain licenses or privileges after such time when availability expires at a specific designated date |  |  |  |  |  |
| F |  | The ELS should require effective dates for transient licenses |  |  |  |  |  |
| F |  | The ELS should allow the POS agent to issue all licenses and privileges available to a POS agent |  |  |  |  |  |
| F |  | The ELS should allow the internet user to obtain all licenses and privileges available to an internet user |  |  |  |  |  |
| F |  | The ELS should allow DNR to issue all licenses and privileges |  |  |  |  |  |
| F |  | The ELS should create a transaction for each license or privilege issued |  |  |  |  |  |
| F |  | The ELS should include audit information with each transaction to allow DNR to associate each transaction with the customer |  |  |  |  |  |
| F |  | The ELS should include audit information with each transaction to allow DNR to associate each transaction with issuance mode (POS agent, internet, or DNR) |  |  |  |  |  |
| F |  | The ELS should not issue a license or privilege for a limited license event if the quota has been exceeded |  |  |  |  |  |
| F |  | The ELS should allow DNR to define how a license or privilege can be printed (paper or “credit card”) |  |  |  |  |  |
| F |  | The ELS should allow the issuing agent to request that a license be voided (and all associated privileges) within a specified time from the issuance |  |  |  |  |  |
| F |  | The ELS should immediately mark the license and all associated privileges as void (inactive) at the point in time that a request is made by an agent for a license or privilege to be voided |  |  |  |  |  |
| F |  | The ELS shall prevent a reprinted license from being voided |  |  |  |  |  |
| F |  | The ELS shall deny a request for a license to be voided if the license has been reprinted |  |  |  |  |  |
| F |  | The ELS shall prevent an internet user from voiding a license or privilege |  |  |  |  |  |
| F |  | The ELS should allow DNR to void a license (and all associated privileges) with no time constraints |  |  |  |  |  |
| F |  | The ELS should automatically populate fields with prior year information depending on DNR business rules and license or privilege type |  |  |  |  |  |
| F |  | The ELS should provide the ability to survey customers at the time of sale |  |  |  |  |  |
| F |  | The ELS should allow DNR to maintain the text of the survey |  |  |  |  |  |
| F |  | The ELS should not issue a license if the customer is in revoked status |  |  |  |  |  |
| F |  | The ELS should not identify to the customer or agent, the exact details if a license or privilege cannot be issued due to a revocation |  |  |  |  |  |
| F |  | The ELS should identify to DNR law enforcement, customers who have attempted to purchase a license or privilege while revoked |  |  |  |  |  |
| **4.04** | | **Audit Data** |  |  |  |  |  |
| F |  | The ELS should include the license item creation method |  |  |  |  |  |
| F |  | The ELS should include the user ID that created the license item |  |  |  |  |  |
| F |  | The ELS should include the date the license item was created |  |  |  |  |  |
| F |  | The ELS should include the time the license item was created |  |  |  |  |  |
| F |  | The ELS should include the user ID that changed the license item |  |  |  |  |  |
| F |  | The ELS should include the date the license item was changed |  |  |  |  |  |
| F |  | The ELS should include the time the license item was changed |  |  |  |  |  |
| **4.05** | | **Business Rules** |  |  |  |  |  |
| F |  | The ELS should allow DNR to define business rules for the issuance of each license item |  |  |  |  |  |
| F |  | The ELS should allow DNR to modify business rules for the issuance of each license item |  |  |  |  |  |
| F |  | The ELS should allow DNR to define business rules without assistance from the ELS vendor |  |  |  |  |  |
| F |  | The ELS should allow DNR to modify business rules without assistance from the ELS vendor |  |  |  |  |  |
| F |  | The ELS should issue license items based on one or more DNR defined business rules |  |  |  |  |  |
| **4.06** | | **License Status** |  |  |  |  |  |
| F |  | The ELS should include the status of the customers license |  |  |  |  |  |
| F |  | The ELS should maintain an audit trail of customer license status changes |  |  |  |  |  |
| F |  | The ELS should not allow a customer’s license to be deleted |  |  |  |  |  |
| F |  | The ELS should void the license and all dependencies when a license is voided |  |  |  |  |  |
| **4.07** | | **Reprints** |  |  |  |  |  |
| F |  | The ELS should have functionality to prevent certain agents from reprinting a license |  |  |  |  |  |
| F |  | The ELS should allow a POS agent to reprint all active licenses and privileges a POS agent is allowed to reprint |  |  |  |  |  |
| F |  | The ELS should allow an internet customer to reprint all active licenses and privileges an internet customer is allowed to reprint |  |  |  |  |  |
| F |  | The ELS should allow DNR to reprint all active licenses and privileges |  |  |  |  |  |
| F |  | The ELS should reprint the licenses and all dependencies |  |  |  |  |  |
| F |  | The ELS should not reprint any expired licenses or privileges |  |  |  |  |  |
| F |  | The ELS shall not allow voided licenses to be reprinted from any source, if a void request from an agent exists or a license has been voided by DNR |  |  |  |  |  |
| F |  | The ELS should not allow a refunded license to be reprinted |  |  |  |  |  |
| F |  | The ELS should not allow a license to be reprinted if the customer’s privileges have been revoked |  |  |  |  |  |
| F |  | The ELS should have the ability to charge the customer the reprint fee when a license is reprinted |  |  |  |  |  |
| F |  | The ELS should prompt for affidavit to verify the reason for the reprint before reprinting the license |  |  |  |  |  |
| F |  | The ELS should re-edit the customer and licenses to be sure all specifications (business rules) for the original sale are being met |  |  |  |  |  |
| F |  | The ELS should not allow a license to be reprinted if the original specifications are not currently met |  |  |  |  |  |
| F |  | The ELS should not allow a license to be reprinted if the maximum number of reprints has been exceeded |  |  |  |  |  |
| F |  | The ELS should clearly mark on the reprinted license that it is a reprint |  |  |  |  |  |
| F |  | The ELS should identify on the reprinted license, the generation of the reprinted license |  |  |  |  |  |
| F |  | The ELS should display, on the customer record, that the customer’s license is a reprint |  |  |  |  |  |
| F |  | The ELS should display, on the customer record, the number of times the license has been reprinted |  |  |  |  |  |
| **4.08** | | **Reinstatement** |  |  |  |  |  |
| F |  | The ELS should prevent a revoked annual license from being reinstated even if the offending restriction has been removed |  |  |  |  |  |
| F |  | The ELS should require the customer to purchase a new annual license if the original annual license was revoked |  |  |  |  |  |
| F |  | The ELS should allow DNR to reinstate a revoked lifetime license when the offending restriction has been removed |  |  |  |  |  |
| **4.09** | | **License Number** |  |  |  |  |  |
| F |  | The ELS should assign a unique “license number” to each license sold |  |  |  |  |  |
| F |  | The ELS should assign a unique number to each privilege sold |  |  |  |  |  |
| F |  | The ELS should maintain the relationship between the customer and the license |  |  |  |  |  |
| F |  | The ELS should maintain the relationship between the license and associated privileges |  |  |  |  |  |
| F |  | The ELS should clearly show the relationship between the license and associated privileges on the printed license |  |  |  |  |  |
| F |  | The ELS should allow the license number to be any logical combination of letters and digits |  |  |  |  |  |

# Functional Specifications: License Sales Management – POS

| **SPEC #** | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **5.01** | | **POS specifications** |  |  |  |  |  |
| F |  | The ELS should allow one or more POS devices at an agent location |  |  |  |  |  |
| F |  | The ELS should allow each POS device to be uniquely identified |  |  |  |  |  |
| F |  | The ELS should associate each POS device with an agent |  |  |  |  |  |
| F |  | The ELS should track each license or privilege issued and correlate that sale to the agent |  |  |  |  |  |
| F |  | The ELS should track each license or privilege issued and correlate that sale to the POS device |  |  |  |  |  |
| F |  | The ELS should track each license or privilege issued and correlate that sale to the POS user |  |  |  |  |  |
| F |  | The ELS should track each license or privilege issued and correlate that sale to the customer |  |  |  |  |  |
| F |  | The ELS should have the capability to sell any license designated by DNR for sale by an agent |  |  |  |  |  |
| F |  | The ELS should have the capability to sell any privilege designated by DNR for sale by an agent |  |  |  |  |  |
| F |  | The ELS should perform real time updates to the ELS database |  |  |  |  |  |
| F |  | The ELS should “time out” the POS device and the POS user after a specified period of inactivity |  |  |  |  |  |
| F |  | The ELS should require a connection between the host and the POS device to sell, reprint, or request the void of a license or privileges |  |  |  |  |  |
| F |  | The ELS should require the connection to remain throughout the sale process |  |  |  |  |  |
| F |  | The ELS should apply all revocation rules to agent sales |  |  |  |  |  |
| F |  | The ELS should apply all hunter education rules to agent sales |  |  |  |  |  |
| F |  | The ELS should enforce all DNR regulations regulating the sale of licenses and privileges |  |  |  |  |  |
| F |  | The ELS should enforce all DNR business rules regulating the sale of licenses and privileges |  |  |  |  |  |
| F |  | The ELS should present the customer with only the licenses they are eligible to purchase |  |  |  |  |  |
| F |  | The ELS should present the customer with only the privileges they are eligible to purchase |  |  |  |  |  |
| F |  | The ELS should contain a “training mode” for the POS device |  |  |  |  |  |
| F |  | The ELS should not update the ELS production database while in training mode |  |  |  |  |  |
| F |  | The ELS should generate licenses while in training mode |  |  |  |  |  |
| F |  | The ELS should clearly identify licenses generated while in training mode as void, not for use |  |  |  |  |  |
| F |  | The ELS should not impact sales or financial reports while in training mode |  |  |  |  |  |
| **5.02** | | **License Generation** |  |  |  |  |  |
| F |  | The ELS should not issue adult and infant lifetime licenses at a POS agent site |  |  |  |  |  |
| F |  | The ELS should not issue specialized licenses at a POS agent site |  |  |  |  |  |
| F |  | The ELS should not issue an annual base license to a West Virginia resident who is 65 years of age or older at the time of the sale |  |  |  |  |  |
| F |  | The ELS should require resident customers turning 65 years of age or older on or after January 1, 2012, and requesting a base license at the time of the sale, to purchase a resident senior lifetime license |  |  |  |  |  |
| F |  | The ELS should not issue a senior lifetime license if the customer is not age 65 or older at the time of the sale |  |  |  |  |  |
| F |  | The ELS should not issue a senior lifetime license if the customer is not a resident of West Virginia at the time of the sale |  |  |  |  |  |
| F |  | The ELS should require customers purchasing a resident senior lifetime license to present a valid West Virginia driver license or state issued ID |  |  |  |  |  |
| **5.03** | | **Access** |  |  |  |  |  |
| F |  | The ELS should allow the agent to query for an existing customer by scanning the customer’s current driver license |  |  |  |  |  |
| F |  | The ELS should not automatically update the customer record with current driver license information |  |  |  |  |  |
| F |  | The ELS should not populate data in the customer’s record from an expired driver license |  |  |  |  |  |
| F |  | The ELS should prompt for a valid driver license when an expired license has been scanned |  |  |  |  |  |
| F |  | The ELS should prompt the agent to verify demographic information if there is a discrepancy between the demographics in the ELS and the demographic obtained from scanning the driver license |  |  |  |  |  |
| F |  | The ELS should require the first time customer to enter personal data |  |  |  |  |  |
| F |  | The ELS should require the first time customer to enter demographic data |  |  |  |  |  |
| F |  | The ELS should require the first time customer to enter SSN |  |  |  |  |  |
| F |  | The customer should have access to a key pad type device to enter SSN or other confidential information |  |  |  |  |  |
| F |  | The ELS should always mask the display of SSN |  |  |  |  |  |
| F |  | The ELS should require the SSN to be entered twice |  |  |  |  |  |
| F |  | The ELS should compare the two SSN values |  |  |  |  |  |
| F |  | The ELS should require the two SSN values to match before continuing |  |  |  |  |  |
| F |  | The ELS should require the customer to re-enter the SSN if the two values do not match |  |  |  |  |  |
| F |  | The ELS should validate the SSN |  |  |  |  |  |
| F |  | The ELS should allow the first time customer to enter demographic information and exit without a sale |  |  |  |  |  |
| F |  | The ELS should allow the agent to search for and retrieve customer information |  |  |  |  |  |
| F |  | The ELS should require at least two search values to be entered |  |  |  |  |  |
| F |  | The ELS should allow customer ID to be a search value |  |  |  |  |  |
| F |  | The ELS should allow customer name to be a search value |  |  |  |  |  |
| F |  | The ELS should allow SSN to be a search value |  |  |  |  |  |
| F |  | The ELS should allow state issued ID number and state to be a search value |  |  |  |  |  |
| F |  | The ELS should allow DOB to be a search value |  |  |  |  |  |
| F |  | Using the search values, the ELS should search the ELS customer database in an attempt to locate the customer’s data |  |  |  |  |  |
| F |  | The ELS search should not be case sensitive |  |  |  |  |  |
| F |  | The ELS should require an exact match between all search values and the ELS customer database |  |  |  |  |  |
| F |  | The ELS should display customer information if there is an exact match between all search values and the ELS customer database |  |  |  |  |  |
| F |  | The ELS should prompt the POS agent for additional information if the search yields multiple results |  |  |  |  |  |
| F |  | The ELS should display a “customer not found” message if there is no match between search values and the ELS customer database |  |  |  |  |  |
| F |  | The ELS should allow the agent to reenter search information if there is no match between search values and the ELS customer database |  |  |  |  |  |
| F |  | The ELS should allow the agent to update customer demographic information and exit without a sale |  |  |  |  |  |
| F |  | The ELS should allow the agent to enter all information necessary to the related purchase |  |  |  |  |  |
| F |  | The ELS should prompt the agent for additional information when necessary |  |  |  |  |  |
| F |  | The ELS should validate all customer information |  |  |  |  |  |
| F |  | The ELS should require customers without a driver license to electronically sign an affidavit stating their demographic information is true and correct |  |  |  |  |  |
| F |  | The ELS should enforce all DNR business rules appropriate to the customer |  |  |  |  |  |
| F |  | The ELS should enforce all DNR business rules appropriate to the licenses purchased |  |  |  |  |  |
| F |  | The ELS should enforce all relationship edits for the purchase of a license |  |  |  |  |  |
| F |  | The ELS should prevent the agent from making certain customer demographic changes based on previously issued current active licenses and privileges |  |  |  |  |  |
| F |  | The ELS should prompt the agent to re-enter invalid information |  |  |  |  |  |
| F |  | The ELS should prompt the agent to have the customer electronically sign affidavits where appropriate |  |  |  |  |  |
| F |  | The ELS should require all prompts to be unambiguous |  |  |  |  |  |
| F |  | The ELS should require all prompts to relate to a DNR business rule or DNR policy |  |  |  |  |  |
| F |  | The ELS should allow the customer to review their purchase before the sale is complete |  |  |  |  |  |
| F |  | The ELS should display total cost of the purchase to the customer before the sale is complete |  |  |  |  |  |
| F |  | The ELS should allow the sale to be cancelled prior to the printing of a license |  |  |  |  |  |
| F |  | The ELS should not retain any customer or purchase information if the sale is cancelled |  |  |  |  |  |
| F |  | The ELS should not disclose the reason if the agent is prevented from selling the license or privilege due to DNR business rules or DNR policy |  |  |  |  |  |
| F |  | The ELS should provide the customer with a phone number if the agent is prevented from selling the license or privilege due to DNR business rules or DNR policy |  |  |  |  |  |
| F |  | The ELS should create a audit record if a customer is not able to complete the purchase due to violation of DNR business rules or DNR policy |  |  |  |  |  |
| **5.04** | | **Output** |  |  |  |  |  |
| F |  | The ELS should allow the agent to print the license when the sale is complete |  |  |  |  |  |
| F |  | The ELS should print a “temporary” license for a customer purchasing a senior lifetime license at the agent site |  |  |  |  |  |
| F |  | The ELS should print all senior lifetime licenses on a “credit card” type printer at DNR Headquarters (Fargo HDP-5000 printer or equivalent, capable of printing more than 6,000 cards/year) |  |  |  |  |  |
| F |  | The ELS should clearly indicate on the printed license that it was a POS sale |  |  |  |  |  |
| F |  | The ELS should allow a license to be reprinted, no matter where the license was originally produced |  |  |  |  |  |
| F |  | The ELS should group and print all current year active licenses and privileges on the reprint |  |  |  |  |  |
| F |  | The ELS should not produce reprints of expired licenses or privileges on the reprint |  |  |  |  |  |
| F |  | The ELS should print the original date of sale of the licenses or privileges on the reprint |  |  |  |  |  |
| F |  | The ELS should clearly indicate on a reprinted license that it is a reprint regardless of from where the reprint is generated |  |  |  |  |  |
| **5.05** | | **Transaction Process** |  |  |  |  |  |
| F |  | The ELS should record each item sold as an individual transaction |  |  |  |  |  |
| F |  | The ELS should associate all transactions of the sale |  |  |  |  |  |
| F |  | The ELS should include a serial number, unique to each agent and POS device, on each transaction |  |  |  |  |  |
| F |  | The ELS should indicate the transaction resulted from an agent sale |  |  |  |  |  |
| F |  | The ELS should include audit trail information on each transaction sufficient to define the transaction such as date and time, the agent, the POS device, the POS operator, and the fee |  |  |  |  |  |
| **5.06** | | **Transactions that Affect Status** |  |  |  |  |  |
| F |  | The ELS should assign a status to a customer’s license or privilege |  |  |  |  |  |
| F |  | A license or privilege status should be “active” or “inactive” |  |  |  |  |  |
| F |  | The ELS should maintain an audit trail of any changes to a customer’s license or privilege status |  |  |  |  |  |
| F |  | The ELS should consider a voided license or privilege to be inactive status |  |  |  |  |  |
| **5.07** | | **Voids** |  |  |  |  |  |
| F |  | The ELS should allow the agent to request the void of a license and associated privileges only when sold at their POS agent location |  |  |  |  |  |
| F |  | The ELS should prevent an agent from requesting a void for a senior lifetime license |  |  |  |  |  |
| F |  | The ELS should require the void request to occur within a specified time from the sale |  |  |  |  |  |
| F |  | The ELS should allow DNR to specify the time value per agent |  |  |  |  |  |
| F |  | The ELS should require the agent to enter a reason for the void request |  |  |  |  |  |
| F |  | The ELS should change the status of the license and associated privileges to “inactive” at the time the void request is entered in the system |  |  |  |  |  |
| F |  | The ELS shall prevent the reprint of any license and associated privileges from the time that a void request is recorded in the system |  |  |  |  |  |
| F |  | The ELS shall prevent the reprint of any license and associated privileges for all license void requests approved by DNR |  |  |  |  |  |
| F |  | The ELS shall deny all agent requests to void a license and associated privileges if a reprint request has been made on the same license and associated privileges prior to the void request |  |  |  |  |  |
| F |  | The ELS should allow DNR to identify a license item as “un-voidable” |  |  |  |  |  |
| F |  | The ELS should only generate a void credit when the void request has been approved by authorized DNR staff |  |  |  |  |  |
| F |  | The ELS should allow DNR to establish the return deadline for original documents |  |  |  |  |  |
| F |  | The ELS should track void requests where original licenses have not been returned to DNR |  |  |  |  |  |
| F |  | The ELS should track the original transaction and tie it to void requests, reprint requests, and voided transactions |  |  |  |  |  |
| **5.08** | | **HIP Survey** |  |  |  |  |  |
| F |  | The ELS should enable the electronic reporting of migratory game harvest to U.S. Fish & Wildlife Services |  |  |  |  |  |
| F |  | The ELS should prompt the customer to record HIP survey information before issuing a migratory bird license |  |  |  |  |  |
| F |  | The ELS should indicate on a customer’s license that the migratory bird HIP survey has been completed (for surveys completed after the purchase of a license, the ELS should allow for a separate printout that the survey has been completed) |  |  |  |  |  |
| F |  | The ELS should accumulate the survey results in the ELS for electronic submission to U.S. Fish & Wildlife Services |  |  |  |  |  |
| F |  | The ELS should allow lifetime license holders to complete a HIP survey without completing a purchase |  |  |  |  |  |
| **5.09** | | **Broadcasts** |  |  |  |  |  |
| F |  | The ELS should allow DNR to broadcast messages to a specific agent, a list of agents, or all agents |  |  |  |  |  |
| F |  | The ELS should allow help desk to broadcast messages to a specific agent, list of agents, or all agents |  |  |  |  |  |
| F |  | The ELS should allow the agent to print the broadcast message |  |  |  |  |  |
| F |  | The ELS should allow DNR to broadcast messages based on agent location |  |  |  |  |  |
| F |  | The ELS should allow DNR to broadcast messages based on agent status |  |  |  |  |  |
| F |  | The ELS should allow DNR to broadcast messages based on agent type |  |  |  |  |  |
| F |  | The ELS should allow DNR to broadcast messages based on agent license types available for sale |  |  |  |  |  |
| **5.10** | | **Surveys** |  |  |  |  |  |
| F |  | The ELS should allow DNR to include optional survey questions as part of the purchase |  |  |  |  |  |
| F |  | The ELS should prompt the customer to complete the survey |  |  |  |  |  |
| F |  | The ELS should allow DNR to develop the survey questions |  |  |  |  |  |
| F |  | The ELS should allow up to three (3) questions in a survey |  |  |  |  |  |
| F |  | The ELS should electronically record the results of the survey |  |  |  |  |  |
| F |  | The ELS should allow multiple surveys to exist simultaneously |  |  |  |  |  |
| **5.11** | | **Donations** |  |  |  |  |  |
| F |  | The ELS should allow the customer to make a charitable donation as part of the purchase |  |  |  |  |  |
| F |  | The ELS should allow the customer to choose from multiple charities |  |  |  |  |  |
| F |  | The ELS should account for each charitable donation |  |  |  |  |  |
| **5.12** | | **Agent Support** |  |  |  |  |  |
| F |  | The ELS should allow the POS agent to print appropriate financial reports |  |  |  |  |  |

# Functional Specifications: License Sales Management - Internet

| **SPEC #** | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **6.01** | | **Internet specifications** |  |  |  |  |  |
| F |  | The vendor should provide a browser-based internet application for the sale of licenses and privileges |  |  |  |  |  |
| F |  | The ELS internet application should be a pseudo agent |  |  |  |  |  |
| F |  | The ELS internet application should be fully integrated with the West Virginia DNR website |  |  |  |  |  |
| F |  | The ELS internet application should be consistent with the West Virginia website look and feel |  |  |  |  |  |
| F |  | The ELS internet application should include a user’s guide |  |  |  |  |  |
| F |  | The ELS internet application should include a link to the user’s guide |  |  |  |  |  |
| F |  | The ELS internet application should “time out” after a specified period of inactivity |  |  |  |  |  |
| F |  | The ELS internet application should include a link to the webmaster |  |  |  |  |  |
| F |  | The ELS internet application should have the capability to sell any license designated by DNR for sale on the internet |  |  |  |  |  |
| F |  | The ELS internet application should have the capability to sell any privilege designated by DNR for sale on the internet |  |  |  |  |  |
| F |  | The ELS internet application should be consistent with POS required customer data |  |  |  |  |  |
| F |  | The ELS internet application should track transactions consistent with that of a POS agent |  |  |  |  |  |
| F |  | The ELS internet application should identify the customer on the transaction |  |  |  |  |  |
| F |  | The ELS internet application should identify the session on the transaction |  |  |  |  |  |
| F |  | The ELS internet application should enforce all DNR regulations regulating the sale of licenses and privileges |  |  |  |  |  |
| F |  | The ELS internet application should enforce all DNR business rules regulating the sale of licenses and privileges |  |  |  |  |  |
| F |  | The ELS internet application should present the customer with only the licenses they are eligible to purchase |  |  |  |  |  |
| F |  | The ELS internet application should present the customer with only the privileges they are eligible to purchase |  |  |  |  |  |
| F |  | The ELS internet application should allow the customer to print a license |  |  |  |  |  |
| F |  | The ELS internet application should allow the customer to reprint a license |  |  |  |  |  |
| F |  | The ELS internet application should impose a limit on the number of reprinted licenses |  |  |  |  |  |
| F |  | The ELS internet application shall not allow the customer to void a license |  |  |  |  |  |
| F |  | The ELS internet application should apply all revocation rules to internet sales |  |  |  |  |  |
| F |  | The ELS internet application should apply all hunter education rules to internet sales |  |  |  |  |  |
| F |  | The ELS internet application should require a connection between the host and the customer’s computer |  |  |  |  |  |
| F |  | The ELS internet application should require the connection to remain throughout the sale process |  |  |  |  |  |
| **6.02** | | **License Generation** |  |  |  |  |  |
| F |  | The ELS internet application should not issue lifetime licenses |  |  |  |  |  |
| F |  | The ELS internet application should not issue specialized licenses |  |  |  |  |  |
| **6.03** | | **Access** |  |  |  |  |  |
| F |  | The ELS internet application should require the first time customer to enter personal data |  |  |  |  |  |
| F |  | The ELS internet application should require the first time customer to enter demographic data |  |  |  |  |  |
| F |  | The ELS internet application should require the first time customer to enter SSN |  |  |  |  |  |
| F |  | The ELS internet application should always mask the display of SSN |  |  |  |  |  |
| F |  | The ELS internet application should require the SSN to be entered twice |  |  |  |  |  |
| F |  | The ELS internet application should compare the two SSN values |  |  |  |  |  |
| F |  | The ELS internet application should require the two SSN values to match before continuing |  |  |  |  |  |
| F |  | The ELS internet application should require the customer to re-enter the SSN if the two values do not match |  |  |  |  |  |
| F |  | The ELS internet application should validate the SSN |  |  |  |  |  |
| F |  | The ELS internet application should allow the first time customer to enter demographic information and exit without a sale |  |  |  |  |  |
| F |  | The ELS internet application should allow the returning customer to search for and retrieve their customer information |  |  |  |  |  |
| F |  | The ELS internet application should require at least two search values to be entered |  |  |  |  |  |
| F |  | The ELS internet application should allow customer ID to be a search value |  |  |  |  |  |
| F |  | The ELS internet application should allow customer name to be a search value |  |  |  |  |  |
| F |  | The ELS internet application should allow SSN to be a search value |  |  |  |  |  |
| F |  | The ELS internet application should allow driver license and state to be a search value |  |  |  |  |  |
| F |  | The ELS internet application should allow state issued ID number and state to be a search value |  |  |  |  |  |
| F |  | The ELS internet application should allow DOB to be a search value |  |  |  |  |  |
| F |  | Using the search values, the ELS internet application should search the ELS customer database in an attempt to locate the customer’s data |  |  |  |  |  |
| F |  | The ELS internet application search should not be case sensitive |  |  |  |  |  |
| F |  | The ELS internet application should require an exact match between all search values and the ELS customer database |  |  |  |  |  |
| F |  | The ELS internet application should prompt the internet customer for additional information if the search yields multiple results |  |  |  |  |  |
| F |  | The ELS internet application should display customer information if there is an exact match between all search values and the ELS customer database |  |  |  |  |  |
| F |  | The ELS internet application should display a “customer not found” message if there is no match between search values and the ELS customer database |  |  |  |  |  |
| F |  | The ELS internet application should allow the customer to reenter search information if there is no match between search values and the ELS customer database |  |  |  |  |  |
| F |  | The ELS internet application should allow the customer to update demographic information and exit without a sale |  |  |  |  |  |
| F |  | The ELS internet application should allow the customer to enter all information necessary to the related purchase |  |  |  |  |  |
| F |  | The ELS internet application should prompt the customer for additional information when necessary |  |  |  |  |  |
| F |  | The ELS internet application should validate all customer entered information |  |  |  |  |  |
| F |  | The ELS internet application should enforce all DNR business rules appropriate to the customer |  |  |  |  |  |
| F |  | The ELS internet application should enforce all DNR business rules appropriate to the licenses purchased |  |  |  |  |  |
| F |  | The ELS internet application should enforce all relationship edits for the purchase of a license |  |  |  |  |  |
| F |  | The ELS internet application should prevent the customer from making certain demographic changes based on previously issued current active licenses and privileges |  |  |  |  |  |
| F |  | The ELS internet application should prompt the customer to re-enter invalid information |  |  |  |  |  |
| F |  | The ELS internet application should prompt the customer to electronically sign affidavits where appropriate |  |  |  |  |  |
| F |  | The ELS internet application should require all prompts to be unambiguous |  |  |  |  |  |
| F |  | The ELS internet application should require all prompts to relate to a DNR business rule or DNR policy |  |  |  |  |  |
| F |  | The ELS internet application should allow the customer to review their purchase before the sale is complete |  |  |  |  |  |
| F |  | The ELS internet application should display total cost of the purchase to the customer before the sale is complete |  |  |  |  |  |
| F |  | The ELS internet application should allow the sale to be cancelled only prior to the printing of the license |  |  |  |  |  |
| F |  | The ELS internet application should not retain any customer or purchase information if the sale is cancelled |  |  |  |  |  |
| F |  | The ELS internet application should process the credit card to complete the sale |  |  |  |  |  |
| F |  | The ELS internet application shall use the West Virginia Treasurer’s payment gateway for all credit card transactions |  |  |  |  |  |
| F |  | The ELS internet application should allow the customer to re-enter credit card information if the sale cannot be completed due to a problem with the credit card |  |  |  |  |  |
| F |  | The ELS internet application should not disclose the reason if the ELS internet application is prevented from selling the license or privilege due to DNR business rules or DNR policy |  |  |  |  |  |
| F |  | The ELS internet application should provide the customer with a phone number if the ELS internet application is prevented from selling the license or privilege due to DNR business rules or DNR policy |  |  |  |  |  |
| F |  | The ELS internet application should create a audit record if a customer is not able to complete the purchase due to violation of DNR business rules or DNR policy |  |  |  |  |  |
| F |  | The ELS internet application should allow DNR to disallow access to the ELS internet application for certain customers |  |  |  |  |  |
| **6.04** | | **Output** |  |  |  |  |  |
| F |  | The ELS internet application should allow the internet customer to print the license on a printer using 8 ½ X 11 plain paper |  |  |  |  |  |
| F |  | The ELS internet application should provide the customer with easy to understand printing instructions |  |  |  |  |  |
| F |  | The ELS internet application should provide the internet customer with a “test print” option |  |  |  |  |  |
| F |  | The ELS internet application should clearly identify all “test print” documents as not being a valid license |  |  |  |  |  |
| F |  | The ELS internet application should not print a license or any document that resembles a license in the “test print” mode |  |  |  |  |  |
| F |  | The ELS internet application should provide the internet customer with a “print preview” option for all completed license sales |  |  |  |  |  |
| F |  | The ELS internet application should clearly indicate on the printed license that it was an internet sale |  |  |  |  |  |
| F |  | The ELS internet application should generate an email receipt to the internet customer |  |  |  |  |  |
| F |  | The ELS internet application should include a URL in the email to allow the internet customer a one-time license reprint |  |  |  |  |  |
| F |  | The ELS internet application should group and print all current year active licenses and privileges on the reprint |  |  |  |  |  |
| F |  | The ELS internet application should not print any expired licenses or privileges on the reprint |  |  |  |  |  |
| F |  | The ELS internet application should print the original date of sale of the licenses or privileges on the reprint |  |  |  |  |  |
| F |  | The ELS internet application should clearly indicate on the reprinted license that it was reprinted from the internet |  |  |  |  |  |
| F |  | The ELS internet application should allow a license sold at an agent site to be reprinted from the internet |  |  |  |  |  |
| **6.05** | | **Transaction Process** |  |  |  |  |  |
| F |  | The ELS internet application should record each item sold as an individual transaction |  |  |  |  |  |
| F |  | The ELS internet application should associate all transactions in the sale |  |  |  |  |  |
| F |  | The ELS internet application should include a serial number, unique to each customer session, on each transaction |  |  |  |  |  |
| F |  | The ELS internet application should indicate the transaction resulted from an internet sale |  |  |  |  |  |
| F |  | The ELS internet application should include audit trail information on each transaction sufficient to define the transaction such as date and time, the session, device, and fee |  |  |  |  |  |
| **6.06** | | **Transactions that Affect Status** |  |  |  |  |  |
| F |  | The ELS internet application should assign a status to a customer’s license or privilege |  |  |  |  |  |
| F |  | A license or privilege status should be “active” or “inactive” |  |  |  |  |  |
| F |  | The ELS internet application should maintain an audit trail of any changes to a customer’s license or privilege status |  |  |  |  |  |
| F |  | The ELS internet application shall not permit a license to be voided through this process |  |  |  |  |  |
| F |  | The ELS internet application should consider a voided license or privilege to be inactive status |  |  |  |  |  |
| F |  | The ELS shall require a license sold through the internet to be voided only by an authorized DNR administrator |  |  |  |  |  |
| **6.07** | | **HIP Survey** |  |  |  |  |  |
| F |  | The ELS internet application should enable the electronic reporting of migratory game harvest to U.S. Fish & Wildlife Services |  |  |  |  |  |
| F |  | The ELS internet application should prompt the customer to record HIP survey information if the customer chooses |  |  |  |  |  |
| F |  | The ELS internet application should indicate on the customer’s license that the migratory bird HIP survey has been completed at the time of the license purchase or provide a separate printout for surveys completed subsequently |  |  |  |  |  |
| F |  | The ELS internet application should accumulate the survey results in the ELS for electronic submission to U.S. Fish & Wildlife Services |  |  |  |  |  |
| F |  | The ELS internet application should allow lifetime license holders to login to the ELS and complete a HIP survey without completing a purchase |  |  |  |  |  |
| **6.08** | | **Surveys** |  |  |  |  |  |
| F |  | The ELS internet application should allow DNR to include optional survey questions as part of the purchase |  |  |  |  |  |
| F |  | The ELS internet application should prompt the customer to complete the survey |  |  |  |  |  |
| F |  | The ELS internet application should allow DNR to develop the survey questions |  |  |  |  |  |
| F |  | The ELS internet application should allow no more than three (3) questions in a survey |  |  |  |  |  |
| F |  | The ELS internet application should electronically record the results of the survey |  |  |  |  |  |
| F |  | The ELS internet application should allow multiple surveys to exist simultaneously |  |  |  |  |  |
| **6.09** | | **Donations** |  |  |  |  |  |
| F |  | The ELS internet application should allow the customer to make a charitable donation as part of the purchase |  |  |  |  |  |
| F |  | The ELS internet application should allow the customer to choose from multiple charities |  |  |  |  |  |
| F |  | The ELS internet application should account for each charitable donation |  |  |  |  |  |

# Functional Specifications: Specialized Licensing

| **SPEC #** | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **7.01** | | **Lifetime Licenses and Permits** |  |  |  |  |  |
| F |  | The ELS should support the issuance of lifetime hunting, trapping, and fishing licenses |  |  |  |  |  |
| F |  | The ELS should support the issuance of other specialized licenses as described in the General Business Specifications |  |  |  |  |  |
| F |  | The ELS should allow only authorized DNR personnel to issue adult and infant lifetime licenses and other specialized licenses and permits |  |  |  |  |  |
| **7.02** | | **Lifetime License Generation** |  |  |  |  |  |
| F |  | The ELS should allow the internet customer to print applications for lifetime licenses |  |  |  |  |  |
| F |  | The ELS should require infant and adult lifetime licenses to be sold only at DNR Headquarters |  |  |  |  |  |
| F |  | The ELS should print all lifetime licenses on a “credit card” type printer at DNR Headquarters (Fargo HDP-5000 printer or equivalent, capable of printing more than 6,000 cards/year) |  |  |  |  |  |
| **7.03** | | **Limited Permit Activities and Drawings** |  |  |  |  |  |
| F |  | The ELS should allow a customer to apply for one or more limited permit activities |  |  |  |  |  |
| F |  | The ELS should allow a customer to pay an application fee when applying for the activity |  |  |  |  |  |
| F |  | The ELS should allow a customer to prepay for the desired activity |  |  |  |  |  |
| F |  | The ELS should support issuance of permits for specific areas such as county or WMA |  |  |  |  |  |
| F |  | The ELS should support issuance of permits for specific time periods |  |  |  |  |  |
| F |  | The ELS should support issuance of permits for specific species and/or sex |  |  |  |  |  |
| F |  | The ELS should allow DNR to establish a quota for the number of permits that may be issued |  |  |  |  |  |
| F |  | The ELS should limit the issuance of permits so not to exceed the quota |  |  |  |  |  |
| F |  | The ELS should maintain the sequence of choices when multiple choices can be selected on the application |  |  |  |  |  |
| F |  | The ELS should maintain the resolution of the application |  |  |  |  |  |
| F |  | The ELS should accept applications through the internet |  |  |  |  |  |
| F |  | The ELS should accept applications mailed to DNR |  |  |  |  |  |
| F |  | The ELS should enable the DNR to enter paper applications received by mail |  |  |  |  |  |
| F |  | The ELS should issue licenses and permits on a first-come-first-served basis |  |  |  |  |  |
| F |  | The ELS should issue licenses and permits as the result of a drawing or lottery |  |  |  |  |  |
| F |  | The ELS should not accept applications received after a cut-off date |  |  |  |  |  |
| F |  | The ELS should support multi-party applications |  |  |  |  |  |
| **7.04** | | **Applications** |  |  |  |  |  |
| F |  | The ELS should allow a customer to apply for a limited availability activity without possessing a current active license |  |  |  |  |  |
| F |  | The ELS should require the successful applicant to purchase all licenses and permits required for the activity |  |  |  |  |  |
| F |  | The ELS should require the successful applicant to meet all applicable license specifications |  |  |  |  |  |
| F |  | The ELS should record the payment submitted with the application |  |  |  |  |  |
| F |  | The ELS should have the ability to limit the number of parties in a multi-party activity |  |  |  |  |  |
| F |  | The ELS vendor should be responsible for notifying DNR of successful applicants |  |  |  |  |  |
| F |  | The DNR should be responsible for notifying the successful applicants |  |  |  |  |  |
| **7.05** | | **Eligibility Determination – First-In, First-Out** |  |  |  |  |  |
| F |  | The ELS should support a first-in, first-out method for allocating permits providing the quota has not been met |  |  |  |  |  |
| F |  | The ELS should accept first-in, first-out applications at an agent POS site |  |  |  |  |  |
| F |  | The ELS should accept first-in, first-out applications via the internet |  |  |  |  |  |
| F |  | The ELS should immediately issue the permit if the applicant is successful |  |  |  |  |  |
| F |  | The ELS should immediately update the quota if the applicant is successful |  |  |  |  |  |
| **7.06** | | **Eligibility Determination – Randomized Routines** |  |  |  |  |  |
| F |  | The ELS should support randomized or lottery drawings |  |  |  |  |  |
| F |  | The ELS should utilize a randomization routine (random selection algorithm) to select successful applicants |  |  |  |  |  |
| F |  | The ELS should determine the customer’s eligibility before allowing them to submit an application |  |  |  |  |  |
| F |  | The ELS should allow the applicant to specify an area (such as county or WMA) |  |  |  |  |  |
| F |  | The ELS should allow the customer to submit only one application for each event |  |  |  |  |  |
| F |  | The ELS randomized results should be auditable (the numbers generated by the routine should be available for review by an auditor) |  |  |  |  |  |
| F |  | The ELS vendor should be responsible for notifying DNR of successful or unsuccessful applicants |  |  |  |  |  |
| F |  | The DNR should be responsible for notifying the successful and unsuccessful applicants |  |  |  |  |  |
| F |  | The ELS should allow successful applicants to purchase the license or permit at an agent site when payment is required |  |  |  |  |  |
| F |  | The ELS should allow license or permits not issued through the drawing to be sold on a first come, first served basis |  |  |  |  |  |
| **7.07** | | **Eligibility Determination – Spot Drawing** |  |  |  |  |  |
| F |  | The ELS should support a spot drawing at the agent location |  |  |  |  |  |
| F |  | The ELS should allow the agent to sell the permit if the customer wins the spot drawing |  |  |  |  |  |
| F |  | The ELS should utilize a mathematical randomization routine to determine if the customer is a winner |  |  |  |  |  |
| **7.08** | | **Eligibility Determination – Batched Drawings** |  |  |  |  |  |
| F |  | The ELS should support a batched drawing at DNR headquarters after all qualifying applications have been received |  |  |  |  |  |
| F |  | The ELS should generate random results based on preferences selected on the application (such as geography or season) |  |  |  |  |  |
| F |  | The ELS should support the pre-elimination of ineligible applicants |  |  |  |  |  |
| F |  | The ELS should allow DNR to choose other methods of weighting |  |  |  |  |  |
| F |  | The ELS should utilize a mathematical randomization routine to select winners |  |  |  |  |  |
| F |  | The ELS should enforce all rules relevant to the license or permit if purchased at an agent site |  |  |  |  |  |
| F |  | The ELS should enforce all rules relevant to the license or permit if purchased on the internet |  |  |  |  |  |
| F |  | The ELS should allow successful applicants to purchase their license or permit at an agent site |  |  |  |  |  |
| F |  | The ELS should allow successful applicants to purchase their license or permit on the internet |  |  |  |  |  |
| F |  | The ELS vendor should be responsible for notifying DNR of the winners |  |  |  |  |  |
| F |  | The DNR should be responsible for notifying the winners |  |  |  |  |  |

# Functional Specifications: Game Checking

| **SPEC #** | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **8.01** | | **Game Checking** |  |  |  |  |  |
| F |  | The ELS should provide automated game checking |  |  |  |  |  |
| **8.02** | | **Field Tags** |  |  |  |  |  |
| F |  | The ELS should assign a unique Game Check Report Number to each game check |  |  |  |  |  |
| **8.03** | | **Game Check Data** |  |  |  |  |  |
| F |  | The ELS should support multiple game check record formats (such as species-specific game check data) |  |  |  |  |  |
| F |  | The ELS should allow DNR to create a new game check record format |  |  |  |  |  |
| F |  | The ELS should allow DNR to change an existing game check record format |  |  |  |  |  |
| F |  | The ELS should support unique game check record formats by reporting year |  |  |  |  |  |
| F |  | The ELS should not allow a game check record to be deleted |  |  |  |  |  |
| F |  | The ELS should allow a game check record format to have fixed data elements and ad-hoc data elements |  |  |  |  |  |
| F |  | The ELS should allow the entry of data elements that describe the game check |  |  |  |  |  |
| F |  | The ELS should allow drop-down boxes, radio buttons, check boxes, and text fields for the ad-hoc data elements |  |  |  |  |  |
| F |  | The ELS should not limit the number of ad-hoc data fields |  |  |  |  |  |
| F |  | The ELS should allow DNR to indicate whether or not an ad-hoc data element is required |  |  |  |  |  |
| F |  | The ELS should allow DNR to define allowable input values for each ad-hoc data element |  |  |  |  |  |
| F |  | The ELS should validate each hunter response |  |  |  |  |  |
| F |  | The ELS should prompt the hunter for correct entries |  |  |  |  |  |
| F |  | The ELS should require entry of a valid customer ID at time of game check |  |  |  |  |  |
| F |  | The ELS should require entry of a license number for all licensed hunters at time of game check |  |  |  |  |  |
| F |  | The ELS should associate the game check to a customer |  |  |  |  |  |
| F |  | The ELS should associate the game check to a license number for all licensed hunters |  |  |  |  |  |
| **8.04** | | **Reporting** |  |  |  |  |  |
| F |  | The ELS should support game checking via the internet |  |  |  |  |  |
| F |  | The ELS should support game checking at an agent site |  |  |  |  |  |
| F |  | The ELS should support game checking via telephone |  |  |  |  |  |
| F |  | Based on initial criteria provided by the hunter (such as species) , the ELS should determine the appropriate record format for the game being checked |  |  |  |  |  |
| F |  | The ELS should generate the Game Check Report Number at completion of the game checking |  |  |  |  |  |
| F |  | The DNR and the vendor should agree on a format for the Game Check Report Number |  |  |  |  |  |
| **8.05** | | **Agent Game Check Transactions** |  |  |  |  |  |
| F |  | The ELS should allow the agent to look-up a customer |  |  |  |  |  |
| F |  | The ELS should utilize the same search criteria as used at the time of a POS sale |  |  |  |  |  |
| F |  | The ELS should allow the agent to enter harvest information |  |  |  |  |  |
| F |  | The ELS should issue the Game Check Report number to the customer |  |  |  |  |  |
| F |  | The ELS should add the game check record to the ELS database |  |  |  |  |  |
| **8.06** | | **Internet Game Check Transactions** |  |  |  |  |  |
| F |  | The ELS should allow the hunter to log into the ELS internet application |  |  |  |  |  |
| F |  | The ELS should utilize the same search criteria as used at time of internet sale |  |  |  |  |  |
| F |  | The ELS should allow the hunter to enter harvest information |  |  |  |  |  |
| F |  | The ELS should issue the Game Check Report number to the customer |  |  |  |  |  |
| F |  | The ELS should add the game check record to the ELS database |  |  |  |  |  |
| **8.07** | | **Telephone Game Check Transactions** |  |  |  |  |  |
| F |  | The ELS should support telephone game checking via an IVR |  |  |  |  |  |
| F |  | The ELS vendor should provide a toll free telephone number |  |  |  |  |  |
| F |  | The ELS IVR should support touch tone and/or verbal responses |  |  |  |  |  |
| F |  | The ELS IVR should require the hunter to supply a valid customer number |  |  |  |  |  |
| F |  | The ELS IVR should validate each response |  |  |  |  |  |
| F |  | The ELS IVR should prompt the hunter for information |  |  |  |  |  |
| F |  | The ELS IVR should log the responses and add the game check record to the ELS database |  |  |  |  |  |
| F |  | The ELS IVR should report the Game Check Report Number to the hunter |  |  |  |  |  |
| **8.08** | | **Game Check for Non-Licensed Hunters** |  |  |  |  |  |
| F |  | The ELS should allow non-licensed hunters to report harvest information in the ELS |  |  |  |  |  |
| F |  | The ELS should allow a non-licensed hunter to register and obtain a customer number at any time |  |  |  |  |  |
| F |  | The ELS should require first time non-licensed hunters to obtain a customer number |  |  |  |  |  |
| F |  | The ELS should not allow first time non-licensed hunters to report via IVR |  |  |  |  |  |
| F |  | The ELS should recognize a non-licensed hunter and not require a license number |  |  |  |  |  |
| **8.09** | | **Limited Search Capability** |  |  |  |  |  |
| F |  | The ELS should allow DNR to search production game check data using predefined search criteria |  |  |  |  |  |
| F |  | The ELS vendor and DNR should agree on the predefined search criteria |  |  |  |  |  |

# Functional Specifications: Financial Management

| **SPEC #** | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **9.01** | | **Annual Pricing/Controls** |  |  |  |  |  |
| F |  | The ELS should provide table driven financial components |  |  |  |  |  |
| F |  | The ELS should allow authorized DNR staff to modify the financial components |  |  |  |  |  |
| **9.02** | | **Unit Pricing** |  |  |  |  |  |
| F |  | The ELS should allow DNR to set a fee (cost) for each license |  |  |  |  |  |
| F |  | The ELS should allow DNR to set a fee (cost) for each privilege |  |  |  |  |  |
| F |  | The ELS should not support discounts for bundled items |  |  |  |  |  |
| F |  | The ELS should not support upgrades to existing licenses or privileges |  |  |  |  |  |
| **9.03** | | **Agent Compensation** |  |  |  |  |  |
| F |  | Agent fees are assessed external to the ELS, therefore the ELS should not support the calculation and assessment of agent fees |  |  |  |  |  |
| **9.04** | | **Electronic Issuance Fee** |  |  |  |  |  |
| F |  | The ELS should allow DNR to assess an electronic issuance fee |  |  |  |  |  |
| F |  | The ELS should allow DNR to assess the fee on each license or privilege (item) sold |  |  |  |  |  |
| F |  | The ELS should allow DNR to assess the fee on each complete sale |  |  |  |  |  |
| F |  | The ELS should allow DNR to choose the assessment method |  |  |  |  |  |
| F |  | The ELS should include the issuance fee in the cost charged to the buyer |  |  |  |  |  |
| **9.05** | | **DNR Accounting** |  |  |  |  |  |
| F |  | The ELS should associate each license item with multiple accounting funds (revenue codes) |  |  |  |  |  |
| F |  | The ELS should allocate revenue from each license item to the accounting funds based on a percentage |  |  |  |  |  |
| F |  | The ELS should require each license item to have at least one accounting fund and percentage combination |  |  |  |  |  |
| F |  | When a license item has multiple accounting funds, the ELS should require the percentage to equal 100% |  |  |  |  |  |
| **9.06** | | **Donations** |  |  |  |  |  |
| F |  | The ELS should allow a customer to make a donation to a charity administered by the DNR |  |  |  |  |  |
| F |  | The ELS should support multiple charities simultaneously |  |  |  |  |  |
| F |  | The ELS should allow the customer to select the charity or charities they wish to donate to |  |  |  |  |  |
| F |  | The ELS should not require the customer to make a donation |  |  |  |  |  |
| F |  | The ELS should require each charity to have an accounting fund code |  |  |  |  |  |
| **9.07** | | **Periodic Electronic Remittance** |  |  |  |  |  |
| F |  | The ELS should generate EFT transactions |  |  |  |  |  |
| F |  | The ELS should generate transaction entries for the CGI Advantage accounting system used by the West Virginia Treasurer |  |  |  |  |  |
| F |  | The ELS should generate all transactions for CGI Advantage using the cash method |  |  |  |  |  |
| F |  | The ELS should support a “corporate” sweep for agents that are part of a larger organization |  |  |  |  |  |
| F |  | The ELS should support a method to allow the West Virginia Treasurer to report the success or failure of each sweep to the ELS |  |  |  |  |  |
| F |  | The ELS should require DNR to enter a “cut-off” date for the sweep |  |  |  |  |  |
| F |  | The ELS should allow DNR to select the agents to be included in a specific sweep |  |  |  |  |  |
| F |  | The ELS should allow DNR to group agents for a sweep |  |  |  |  |  |
| F |  | The ELS should retain the selected agents or groups of agents for use in future sweeps |  |  |  |  |  |
| F |  | The ELS should evaluate unprocessed transactions from the last successful sweep through the cut-off date for each agent to calculate monies due DNR |  |  |  |  |  |
| F |  | The ELS should generate appropriate the EFT transaction(s) for each agent in the sweep |  |  |  |  |  |
| F |  | The ELS should generate the appropriate entries for the CGI accounting system for each agent in the sweep |  |  |  |  |  |
| F |  | The ELS should deduct DNR approved voids from the agent sweep amount |  |  |  |  |  |
| F |  | The ELS should not generate an EFT transaction with a negative balance |  |  |  |  |  |
| F |  | The ELS should allow authorized DNR personnel to make manual adjustments to the agent sweep amount |  |  |  |  |  |
| F |  | The ELS should allow authorized DNR personnel to place a “hold” on an agent’s sweep |  |  |  |  |  |
| F |  | The ELS should send a pre-sweep email notice to each agent in the sweep |  |  |  |  |  |
| F |  | The ELS should send a copy of the pre-sweep email to DNR |  |  |  |  |  |
| F |  | The ELS should allow DNR to determine the time the pre-sweep email will be generated |  |  |  |  |  |
| F |  | The ELS should include the sweep amount in the electronic email |  |  |  |  |  |
| F |  | The ELS should include the sweep date in the electronic email |  |  |  |  |  |
| F |  | The ELS should not include the agent bank account in the electronic email |  |  |  |  |  |
| F |  | The ELS should send a “corporate” pre-sweep notice where appropriate |  |  |  |  |  |
| F |  | The ELS should associate all agent, internet, and DNR transactions with the EFT transaction(s) in the sweep |  |  |  |  |  |
| F |  | The ELS should only update the sweep as successful when the treasurer reports the success of the sweep |  |  |  |  |  |
| F |  | The ELS should notify DNR of all unsuccessful sweeps |  |  |  |  |  |
| F |  | The ELS should DNR to sweep an agent on demand |  |  |  |  |  |
| F |  | The ELS should provide an alternate method of payment, such as cashier check |  |  |  |  |  |
| **9.08** | | **POS Pricing** |  |  |  |  |  |
| F |  | The ELS should price each license item individually |  |  |  |  |  |
| F |  | The ELS should support prepayment with an application |  |  |  |  |  |
| **9.09** | | **Agent Changes** |  |  |  |  |  |
| F |  | The ELS should allow DNR to identify which license items an agent may sell |  |  |  |  |  |
| **9.10** | | **Customer Changes** |  |  |  |  |  |
| F |  | The ELS should allow DNR to “flag” a customer as deleted |  |  |  |  |  |
| F |  | The ELS should not delete the physical customer record from the database |  |  |  |  |  |
| F |  | The ELS should not include “flagged deleted” customers in any report |  |  |  |  |  |
| F |  | The ELS should allow DNR to bar a customer from access to the ELS |  |  |  |  |  |
| **9.11** | | **Void Processing** |  |  |  |  |  |
| F |  | The ELS should require DNR to approve a returned voided license before including the void EFT void credit transaction |  |  |  |  |  |
| F |  | The ELS should provide a method for authorized DNR personnel to indicate the voided license has been returned by the agent and approved by DNR |  |  |  |  |  |
| F |  | The ELS should provide a method for DNR to monitor voids not returned by the agent within the predetermined time. |  |  |  |  |  |
| F |  | The ELS should adjust quotas if the voided hunt has a quota and the quota has not yet been met |  |  |  |  |  |
| F |  | The ELS should mark the approved void as refunded after the EFT is successfully processed |  |  |  |  |  |
| F |  | The ELS should generate the appropriate accounting entries for approved voids to reverse the fees to the same accounts as were credited with the sale |  |  |  |  |  |
| **9.12** | | **Miscellaneous Payments/Refunds** |  |  |  |  |  |
| F |  | The ELS should allow authorized DNR staff to issue a refund |  |  |  |  |  |
| F |  | The ELS should process the refund much like the void |  |  |  |  |  |
| F |  | The ELS should generate accounting entries to reverse the original transaction(s) |  |  |  |  |  |
| F |  | The ELS should allow authorized DNR personnel to make monetary adjustments to agent accounts |  |  |  |  |  |
| **9.13** | | **EFT/ACH Transactions** |  |  |  |  |  |
| F |  | The ELS should generate EFT transactions in a format acceptable to the Automated Clearing House |  |  |  |  |  |
| **9.14** | | **CGI Advantage Interface** |  |  |  |  |  |
| F |  | The ELS should generate the appropriate accounting transactions for import to the CGI Advantage accounting system used by the West Virginia Treasurer |  |  |  |  |  |
| F |  | The ELS should generate the accounting entries in summarized format for each account |  |  |  |  |  |
| **9.15** | | **Financial Reports** |  |  |  |  |  |
| F |  | The ELS should provide a simple user-friendly method of setting report criteria |  |  |  |  |  |
| F |  | The ELS should produce a daily revenue report for an agent, a group of agents, or all agents |  |  |  |  |  |
| F |  | The ELS should produce a monthly sales report for an agent, a group of agents, or all agents. The report can be printed in detail by day or summarized for the month |  |  |  |  |  |
| F |  | The ELS should produce a monthly sales report by license class for an agent, a group of agents, or all agents. The report can be printed in detail by day or summarized for the month |  |  |  |  |  |
| F |  | The ELS should produce a report of monthly void requests submitted to DNR for an agent, for a group of agents, or for all agents |  |  |  |  |  |
| F |  | The ELS should produce a report of monthly void requests approved by DNR for an agent, for a group of agents, or for all agents |  |  |  |  |  |
| F |  | The ELS should produce a report of monthly void requests denied by DNR for an agent, for a group of agents, or for all agents |  |  |  |  |  |
| F |  | The ELS should produce an EFT balance due (accounts receivable) by agent, for a group of agents, or for all agents |  |  |  |  |  |
| F |  | The ELS should produce an EFT sweep history report by agent, for a group of agents, or for all agents |  |  |  |  |  |
| F |  | The ELS should produce a failed EFT sweep report by agent, for a group of agents, or for all agents |  |  |  |  |  |
| F |  | The ELS should produce a voided transaction report for an agent, for a group of agents, or for all agents |  |  |  |  |  |
| F |  | The ELS should produce an agent adjustment report for an agent, for a group of agents, or for all agents |  |  |  |  |  |
| F |  | The ELS should produce a contribution report in detail or summary format |  |  |  |  |  |
| F |  | The ELS should produce a daily deposit report |  |  |  |  |  |
| F |  | The ELS should produce a detail bank draft report for a specific sweep. The report also can be produced showing agents rolled up to a corporate sweep |  |  |  |  |  |
| **9.16** | | **Lifetime License Lost Revenue Model** |  |  |  |  |  |
| F |  | The ELS should not include any processing for the lifetime license lost revenue model |  |  |  |  |  |

# Functional Specifications: Reporting & Decision Support Services

| **SPEC #** | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **10.01** | | **Report Format** |  |  |  |  |  |
| F |  | The ELS should produce standard (canned) reports from the replicated database |  |  |  |  |  |
| F |  | The ELS should produce reports that can be downloaded to the user |  |  |  |  |  |
| F |  | The ELS should produce reports that can be distributed electronically |  |  |  |  |  |
| F |  | The ELS should produce reports that can be downloaded in Excel format |  |  |  |  |  |
| F |  | The ELS should produce reports that can be downloaded in Access format |  |  |  |  |  |
| F |  | The ELS should produce reports that can be printed by DNR |  |  |  |  |  |
| F |  | The ELS should produce reports that can be printed by the agent at the POS device |  |  |  |  |  |
| F |  | The ELS should produce reports that cannot be changed |  |  |  |  |  |
| F |  | The ELS should provide a simple user-friendly method of setting report criteria |  |  |  |  |  |
| **10.02** | | **SLA Reports** |  |  |  |  |  |
| F |  | The ELS should produce SLA reports that monitor the negotiated SLA metrics |  |  |  |  |  |
| F |  | The ELS should produce SLA reports automatically without manual manipulation |  |  |  |  |  |
| F |  | The ELS should produce SLA core metric reports that are traceable to system executed procedures |  |  |  |  |  |
| F |  | The ELS should have access to the vendor’s help desk software database |  |  |  |  |  |
| **10.03** | | **Financial Reports** |  |  |  |  |  |
| F |  | The ELS should produce financial reports that meet the specifications specified in the Financial Management Specifications |  |  |  |  |  |
| **10.04** | | **Standard Management Reports** |  |  |  |  |  |
| F |  | The ELS should produce standard management reports from the replicated data base |  |  |  |  |  |
| F |  | The ELS should include parameters to allow DNR to select the content of the report |  |  |  |  |  |
| F |  | The ELS should include parameters to allow DNR to order the content of the report |  |  |  |  |  |
| F |  | The ELS should include parameters to allow DNR to filter the content of the report |  |  |  |  |  |
| F |  | The ELS should support the selection, ordering, and filtering to be on multiple fields |  |  |  |  |  |
| F |  | The ELS should allow DNR to display the report results |  |  |  |  |  |
| F |  | The ELS should allow DNR to print the report results |  |  |  |  |  |
| F |  | The ELS should allow DNR to export the report results |  |  |  |  |  |
| **10.05** | | **Agent Reporting** |  |  |  |  |  |
| F |  | The ELS should produce a master agent list which should include chain affiliation if appropriate to the agent |  |  |  |  |  |
| F |  | The ELS should produce an agent status report for one agent, a group of agents, or all agents |  |  |  |  |  |
| F |  | The ELS should produce an agent equipment report for one agent, a group of agents, or all agents |  |  |  |  |  |
| F |  | The ELS should produce an agent issue report for one agent, a group of agents, or all agents |  |  |  |  |  |
| F |  | The ELS should produce an “unusual activity” report, identifying above-threshold conditions for an agent |  |  |  |  |  |
| F |  | The ELS should produce a void report by agent or customer |  |  |  |  |  |
| F |  | The ELS should produce an unprocessed void report for all agents |  |  |  |  |  |
| F |  | The ELS should produce a “voids not approved by DNR” report for all agents |  |  |  |  |  |
| **10.06** | | **Customer Reporting** |  |  |  |  |  |
| F |  | The ELS should provide authorized DNR personnel the ability to search for and retrieve customer information |  |  |  |  |  |
| F |  | The ELS should produce a report listing customers with specialized licenses |  |  |  |  |  |
| F |  | The ELS should produce a report listing customers who attempted to purchase a license but did not meet eligibility specifications |  |  |  |  |  |
| F |  | The ELS should produce a customer history report |  |  |  |  |  |
| F |  | The ELS should produce a report listing customer responses to a survey |  |  |  |  |  |
| **10.07** | | **License Item Reporting** |  |  |  |  |  |
| F |  | The ELS should produce a report listing all licenses and privileges available for sale |  |  |  |  |  |
| F |  | The ELS should produce a report listing the licenses and privileges an agent is authorized to sell. Produced for one agent, a group of agents, or all agents |  |  |  |  |  |
| **10.08** | | **License Sales Reporting** |  |  |  |  |  |
| F |  | The ELS should produce an agent sales report for one agent, a group of agents, or all agents; produced in summary or detail format. Alternately, the agents to be included in the report could be selected by a geographic area |  |  |  |  |  |
| F |  | The ELS should produce a comparative sales report which includes sales volume and revenue by license or privilege; produced in detail or summary for a specified period (month, quarter, or year). Alternately, the agents to be included in the report could be selected by a geographic area |  |  |  |  |  |
| F |  | The ELS should allow authorized DNR personnel to search and retrieve customer sales data |  |  |  |  |  |
| F |  | The ELS should produce a report listing all attempted, completed, not completed, and voided transaction for an agent, a group of agents, or all agents. Alternately, the agents to be included in the report could be selected by a geographic area |  |  |  |  |  |
| F |  | The ELS should produce a report listing customers who applied for limited license activities, customers who were successful, customers who were unsuccessful, and customers who were disqualified |  |  |  |  |  |
| **10.09** | | **POS Reporting** |  |  |  |  |  |
| F |  | The ELS should produce a report for the agent listing, in detail or summary format, the sales history for a POS device |  |  |  |  |  |
| F |  | The ELS should produce a report for the agent listing, in detail or summary format, the sales history for the agent |  |  |  |  |  |
| F |  | The ELS should produce a report for the agent listing sales, in detail or summary format, for the current day |  |  |  |  |  |
| F |  | The ELS should produce a report for the agent listing sales for the current day for each POS user |  |  |  |  |  |
| F |  | The ELS should produce a report for the agent listing week-to-date sales in detail or summary format. The report should begin with Sunday and end with Saturday |  |  |  |  |  |
| F |  | The ELS should produce a report for the agent listing any documents which must be returned to DNR, such as voided licenses |  |  |  |  |  |
| F |  | The ELS should produce a report for the agent listing all accounts payable to DNR. This report should not include accounting for voids not yet approved by DNR |  |  |  |  |  |
| F |  | The ELS should not include customer demographic information in any report produced by/for the agent |  |  |  |  |  |
| **10.10** | | **HIP Survey Reporting** |  |  |  |  |  |
| F |  | The ELS should record the responses to the HIP survey in the ELS database |  |  |  |  |  |
| F |  | The ELS should provide the survey results (in electronic form) to the U S Fish and Wildlife Service |  |  |  |  |  |
| **10.11** | | **Customer Survey Reports** |  |  |  |  |  |
| F |  | The ELS should allow the customer to complete an optional customer survey at the time of sale |  |  |  |  |  |
| F |  | The ELS should record the results to the survey in the ELS database |  |  |  |  |  |
| F |  | The ELS should provide DNR with a survey data extract |  |  |  |  |  |
| F |  | The ELS should format the extracted survey data in Excel or Access format |  |  |  |  |  |
| **10.12** | | **Game Check Reports** |  |  |  |  |  |
| F |  | The ELS should provide DNR with the game check data extract |  |  |  |  |  |
| F |  | The ELS should format the extracted game check data in Excel or Access format |  |  |  |  |  |
| **10.13** | | **Law Enforcement Reports** |  |  |  |  |  |
| F |  | The ELS should produce a report listing customers who attempted to purchase a license while in a revocation status |  |  |  |  |  |
| F |  | The ELS should produce a report listing customers who attempted to purchase a license without the required hunter education certification |  |  |  |  |  |
| F |  | The ELS should produce a report listing customers who attempted to reprint a voided license |  |  |  |  |  |
| F |  | The ELS should produce a report listing licenses reprinted more than once |  |  |  |  |  |
| F |  | The ELS should produce a report listing game check reports in excess of bag limits |  |  |  |  |  |

# Technical Specifications

| **SPEC #** | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **General** |  |  |  |  |  |
| T |  | The vendor should provide a system that includes secure authentication and authorization in order to protect customer and DNR information |  |  |  |  |  |
| T |  | The system should be available 24 X 7, 365 days a year, except for scheduled maintenance |  |  |  |  |  |
| T |  | Scheduled maintenance periods should be pre-approved by DNR and should avoid peak sales periods |  |  |  |  |  |
| T |  | The system should operate in a real time, integrated transactions mode |  |  |  |  |  |
| T |  | The vendor should provide a system utilizing industry standard database, application, and query functionality |  |  |  |  |  |
| T |  | The software developed should be subject to review and approval by DNR, OT, or its authorized agents. |  |  |  |  |  |
| T |  | The vendor shall provide a complete hosting solution for the system including, but not limited to hardware, system software, application software, database management system, middleware, connectivity, operations, and maintenance for the life of the contract |  |  |  |  |  |
| T |  | The vendor should be responsible for all costs associated with the hosting the solution at all stages (development through production) |  |  |  |  |  |
| T |  | The system should provide users with the ability to log out which should remove session information associated with the user (cached data) so that no remnants of the prior session remains or is carried to the next user log in |  |  |  |  |  |
| T |  | The vendor should provide a system that should communicate via dial-up, broadband, and DSL (agents will be responsible for obtaining their own ISP and internet connectivity. Wireless connectivity is prohibited ) |  |  |  |  |  |
| T |  | The system should have full compatibility with Microsoft Internet Explorer 7.0 and later; other browser compatibility should be determined jointly by vendor and DNR and/or OT |  |  |  |  |  |
| T |  | The system should be browser-based; WV DNR will consider exceptions related to POS devices |  |  |  |  |  |
| T |  | The system should employ a standard, consistent design style sheet for all modules, using the same page layouts, color scheme, data fields, and labels |  |  |  |  |  |
| T |  | The system should provide the ability to set a session time out period |  |  |  |  |  |
| T |  | The system shall interface with the West Virginia Treasurer’s credit card processing system for the purpose of collecting the credit card information and determining if the transaction has successfully cleared (thus, no credit card information may be collected or stored by the ELS itself) |  |  |  |  |  |
|  | | **Security** |  |  |  |  |  |
| T |  | The system should provide secure access via application-enabled, role-based security which permits the assignment of certain functions (or group of functions) to certain roles |  |  |  |  |  |
| T |  | The system should verify the identity or authenticate all of its users before allowing them to use its capabilities |  |  |  |  |  |
| T |  | The vendor should ensure that the system software is protected from infection by undesirable programs (e.g., computer viruses) |  |  |  |  |  |
| T |  | The system should enforce unique user names |  |  |  |  |  |
| T |  | The system should enforce the use of complex passwords in compliance with West Virginia Office of Technology standards |  |  |  |  |  |
| T |  | The system should encrypt passwords and other mutually agreed upon Personal Identification Information (PII) while in transmission and at rest in the database (if applicable) |  |  |  |  |  |
| T |  | The application should not store authentication credentials or sensitive data in its code |  |  |  |  |  |
| T |  | The system should detect and record all accesses that fail identification or authentication specifications |  |  |  |  |  |
| T |  | The vendor should ensure that subsequent application changes (e.g., fixes, enhancements) do not remove or degrade security specifications |  |  |  |  |  |
| T |  | Vendor should adhere to formal maintenance procedures which prevent authorized software modifications from defeating security mechanisms |  |  |  |  |  |
| T |  | The vendor should inform DNR and OT’s Security Team of any security breach as soon as possible and in no case more than one business day following discovery of such breach |  |  |  |  |  |
| T |  | The vendor should assume full responsibility for any security breach with no liability accruing to DNR or other West Virginia state agency |  |  |  |  |  |
|  | | **License Sales Equipment – General** |  |  |  |  |  |
| T |  | Equipment should accommodate users who possess a broad range of technical expertise |  |  |  |  |  |
| T |  | Equipment configuration at POS locations should have a minimal footprint due to the wide variety of POS agent facilities in West Virginia |  |  |  |  |  |
| T |  | Capabilities of the equipment should not limit the effective application of business rules to the license sale process |  |  |  |  |  |
| T |  | Vendor should provide all equipment needed at each POS to manage the license sales process at that location except that vendors may provide agents with the option of using the agents’ own PC with vendor-supplied peripherals   (Agents will supply internet connectivity via their ISP) |  |  |  |  |  |
| T |  | Vendor provided equipment should include a scanner capable of reading (via bar code, magnetic stripe, or similar technologies) customer data by scanning identification cards such as drivers’ licenses, including those in compliance with the REAL ID Act of 2005 |  |  |  |  |  |
| T |  | Vendor should provide all supplies needed to produce hard copy licenses on pre-watermarked (or otherwise designated) paper which should be durable and retains readability after being soaked with water and dried |  |  |  |  |  |
| T |  | Vendor should manage the equipment distribution process |  |  |  |  |  |
| T |  | Vendor should manage the equipment repair or replacement process |  |  |  |  |  |
| T |  | Vendor should provide technical help (troubleshooting, problem resolution) for POS via email and telephone, from 9:00 a.m. to 9:00 p.m. (except during the month of November when availability is 24 hours a day), 7 days a week |  |  |  |  |  |
| T |  | POS equipment configuration should be approved by West Virginia DNR and Office of Technology |  |  |  |  |  |
| T |  | Equipment should be easy to set up and maintain by non-technical staff with little or minimal assistance |  |  |  |  |  |
| T |  | ELS equipment and application should provide online or local printer access to POS agent reports |  |  |  |  |  |
|  | | **License Sales Equipment – Set up and Maintenance** |  |  |  |  |  |
| T |  | Vendor should be responsible for initial and subsequent equipment deployment (DNR should be responsible for retrieving existing DNR-owned equipment) |  |  |  |  |  |
| T |  | The vendor should be responsible for developing a comprehensive equipment deployment plan that meets DNR approval |  |  |  |  |  |
| T |  | The vendor should be responsible for executing the equipment deployment plan |  |  |  |  |  |
| T |  | Vendor should be responsible for vendor supplied equipment set up and successful connection to agent-provided internet access |  |  |  |  |  |
| T |  | Vendor should be responsible for verifying that the equipment functions properly at agent location |  |  |  |  |  |
| T |  | Clear equipment set up documentation should be shipped with all equipment; this same documentation should be available online |  |  |  |  |  |
| T |  | Equipment documentation including a quick reference guide should be provided to each agent on paper |  |  |  |  |  |
| T |  | Equipment documentation including a quick reference guide should be made available to each agent in electronic format |  |  |  |  |  |
| T |  | In the event of a POS equipment problem, the vendor should have the ability to perform diagnostic and/or software fixes remotely |  |  |  |  |  |
| T |  | Vendor should maintain an adequate supply of replacement equipment |  |  |  |  |  |
| T |  | Vendor should identify where replacement equipment is located |  |  |  |  |  |
| T |  | Vendor should describe the procedure to deploy the replacement equipment when needed |  |  |  |  |  |
| T |  | Vendor should adhere to the following time frames when deploying replacement equipment: requests received before 2:00 p.m. Eastern Time Monday through Friday should ship the same day; all requests received after 2:00 p.m. or anytime Saturday or Sunday should ship the next business day; designated federal holidays should be treated as weekend days |  |  |  |  |  |
| T |  | Vendor should provide a process for license agents to return equipment; the process should be approved by DNR |  |  |  |  |  |
| T |  | Vendor should be responsible for shipping costs of returned equipment |  |  |  |  |  |
|  | | **Agent Help Desk** |  |  |  |  |  |
| T |  | Vendor should provide an agent help desk that is available 7 days a week, from 9:00 a.m. to 9:00 p.m. (except during the month of November when availability is 24 hours a day) via a toll free number; usage should be reviewed jointly by vendor and DNR one year post-implementation to refine availability to optimal hours |  |  |  |  |  |
| T |  | The help desk should offer assistance to license agents to resolve technical issues with equipment and ordering supplies |  |  |  |  |  |
| T |  | Vendor should track problem calls through use of an electronic help desk application |  |  |  |  |  |
| T |  | Vendor should annotate each call ticket with a reasonable explanation of the resolution |  |  |  |  |  |
| T |  | Vendor should allow read only access to help desk system by DNR |  |  |  |  |  |
| T |  | Vendor should develop an escalation procedure if calls are not resolved within a time frame agreed upon between vendor and DNR |  |  |  |  |  |
| T |  | Vendor should provide reports of agent call activity to DNR; report content should be mutually agreed upon |  |  |  |  |  |
|  | | **Database** |  |  |  |  |  |
| T |  | The ELS should store the data in a relational database management system (RDBMS), either Oracle or SQL Server |  |  |  |  |  |
| T |  | Database logging should be invoked |  |  |  |  |  |
| T |  | The database purge criteria should be approved by the DNR (lifetime license information should not be purged) |  |  |  |  |  |
| T |  | Data purged from the database should be stored offline in an easily accessible manner |  |  |  |  |  |
| T |  | A mechanism should be established for reactivating purged data |  |  |  |  |  |
| T |  | Adequate back-up resources should be required to minimize down time |  |  |  |  |  |
|  | | **Disaster Recovery** |  |  |  |  |  |
| T |  | Vendor should have a fully realized Disaster Recovery (DR) plan which covers all aspects of disaster recovery and business continuity |  |  |  |  |  |
| T |  | Vendor should supply DNR with documentation of their Disaster Recovery (DR) Plan prior to go-live and annually thereafter |  |  |  |  |  |
| T |  | Vendor should review the plan with DNR and OT prior to go-live and annually thereafter |  |  |  |  |  |
| T |  | Vendor should test the DR Plan prior to go-live and annually thereafter |  |  |  |  |  |
| T |  | Vendor should submit annual DR Plan test results to DNR and OT prior to go live and then annually to demonstrate that the plan works as designed to provide business continuity or recovery from a disaster |  |  |  |  |  |
| T |  | Vendor DR Plan should provide for no loss of DNR data |  |  |  |  |  |
| T |  | Vendor should provide a DR site that allows the system to be fully operational within two days in the event of a major disaster at the primary processing site |  |  |  |  |  |
| T |  | Primary and DR sites should be geographically stationed in low risk natural disaster (e.g., earthquake, flood) areas |  |  |  |  |  |
| T |  | Primary and DR sites should be at least 75 miles apart |  |  |  |  |  |
|  | | **Replicated Database for DNR Use** |  |  |  |  |  |
| T |  | Vendor should provide a complete replica of the production database nightly for use by DNR |  |  |  |  |  |
| T |  | Vendor should collaborate with DNR on the exact details and specifications of the replication during the design/customization phase |  |  |  |  |  |
| T |  | The replicated database should be stored on West Virginia OT server (in Oracle or SQL Server, as designated by DNR and OT) |  |  |  |  |  |
| T |  | Communication of the data should be conducted over a secure network connection |  |  |  |  |  |
| T |  | The replication process should allow DNR database administrators to add indexes and views for report processing |  |  |  |  |  |
| T |  | Vendor should provide a complete data dictionary of the replicated database which includes a complete description of each field |  |  |  |  |  |
|  | | **Data** |  |  |  |  |  |
| T |  | West Virginia’s data should be securely segregated from any other customer’s data |  |  |  |  |  |
| T |  | West Virginia DNR should own all West Virginia application data (e.g., licensing, customer, game checking) including that housed at the vendor’s site |  |  |  |  |  |
| T |  | All data in transit should be encrypted, including data transfers |  |  |  |  |  |
| T |  | Vendor should secure sensitive, at-rest data such as Social Security Number (SSN), Drivers License (DL) number, and other mutually agreed-upon PII data using a standard encryption method |  |  |  |  |  |
| T |  | The application should mask the SSN and other mutually agreed upon PII in the maintenance logs, customer logs, and printed documents (including licenses) |  |  |  |  |  |
| T |  | The system should perform address formatting in accordance with USPS Publication 28, Postal Addressing Standards |  |  |  |  |  |
| T |  | The system should utilize standard data tables such as country codes, state abbreviations, and county codes |  |  |  |  |  |
| T |  | The system should validate all input data for validity (e.g., all dates should be actual, possible dates) and reasonability, (e.g., a one day license effective date cannot be prior to the license purchase date) |  |  |  |  |  |
| T |  | The system should validate input data against business rules |  |  |  |  |  |
| T |  | The system should perform all data validation at the point of entry, i.e., invalid data should not be committed to the data base |  |  |  |  |  |
| T |  | The system should validate SSN for validity (e.g., all numerics) and reasonability (e.g., not all 1s, conforms to Social Security Administration issuance criteria) |  |  |  |  |  |
| T |  | The system should employ interactive help features for specific data elements to offer guidance (e.g., mouse-over or pop-ups) |  |  |  |  |  |
| T |  | The system should facilitate easy and accurate data entry through the use of such capabilities as drop down lists for fields with limited possible values |  |  |  |  |  |
| T |  | Customer-facing error messages should be meaningful, easy to understand, and subject to DNR approval |  |  |  |  |  |
| T |  | Agent-facing error messages should be meaningful, easy to understand, and subject to DNR approval |  |  |  |  |  |
|  | | **Backup and Recovery** |  |  |  |  |  |
| T |  | Vendor should meet or exceed the provisions of Policy Number WVOT-PO1013 “State of West Virginia Office of Technology Policy: Data Backup and Retention” |  |  |  |  |  |
| T |  | Vendor should provide for adherence to a defined and documented back up schedule of all system resources and data |  |  |  |  |  |
| T |  | Vendor should provide backup plan and schedule to DNR for approval prior to go-live and on an annual basis thereafter |  |  |  |  |  |
| T |  | Scheduled backups of all servers should be completed regularly |  |  |  |  |  |
| T |  | Vendor should provide for off-site system and data backups at least daily |  |  |  |  |  |
| T |  | Tapes and other backup media transported off site should be securely transferred |  |  |  |  |  |
| T |  | Data encrypted while “at rest” on the production database should be similarly encrypted on backup files |  |  |  |  |  |
| T |  | Vendor should provide documented recovery procedures to meet defined Service Level Goals relative to system and data availability |  |  |  |  |  |
|  | | **System Failover** |  |  |  |  |  |
| T |  | The system should require adequate backup resources in order to minimize downtime |  |  |  |  |  |
| T |  | “Fail over” to the alternate server should occur within 30 minutes of detection of a fault in the primary server |  |  |  |  |  |
| T |  | The “fail over” system should be an exact copy of the primary servers at any given time |  |  |  |  |  |
| T |  | The vendor should also provide the ability to transfer operations to a fail over server maintained by the vendor at a separate geographic location |  |  |  |  |  |
| T |  | The vendor should provide both database and application “fail over” support |  |  |  |  |  |
| T |  | The vendor should ensure that no data is lost as a result of the “fail over” process |  |  |  |  |  |
| T |  | The vendor should maintain a mirrored database server that is kept synchronized with the primary database server in real time |  |  |  |  |  |
| T |  | The mirrored database server should be configured exactly like the primary database server and should be able to be easily switched to the role of primary server in the case of a significant outage of the primary database |  |  |  |  |  |
|  | | **Hosting/Central Computing Environment/Physical Site Security** |  |  |  |  |  |
| T |  | Vendor should develop the ELS application in accordance with WV DNR specifications |  |  |  |  |  |
| T |  | Vendor should maintain the ELS application |  |  |  |  |  |
| T |  | Vendor shall operate the ELS application in an environment it provides (“hosting”) |  |  |  |  |  |
| T |  | The ELS should be integrated with and accessible from the WV DNR web site |  |  |  |  |  |
| T |  | The ELS should not carry advertising unless explicitly permitted by DNR |  |  |  |  |  |
| T |  | Vendor should provide WV with complete technical documentation of system design and architecture |  |  |  |  |  |
| T |  | The vendor-provided hosting solution should be robust enough to meet continuous operational service levels and near-immediate recovery in the event of service interruption |  |  |  |  |  |
| T |  | The host location should be physically secure |  |  |  |  |  |
| T |  | The hosting solution should provide for (at least) separate development, systems test, user acceptance test, and production environments |  |  |  |  |  |
| T |  | The hosting solution shouold have adequate performance and storage capacity to meet transaction time, data storage, and other functional specifications specified in this RFP |  |  |  |  |  |
| T |  | The hosting solution should be sufficiently scalable to a retail license population of 350 agent’s devices |  |  |  |  |  |
| T |  | All servers and devices should have currently supported and hardened operating systems |  |  |  |  |  |
| T |  | All servers and devices should have the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities |  |  |  |  |  |
| T |  | The overall hosting solution should include aggressive intrusion detection and firewall protection |  |  |  |  |  |
| T |  | The vendor’s hosting solution should provide a redundant power source |  |  |  |  |  |
| T |  | The vendor’s hosting solution should provide network redundancy |  |  |  |  |  |
|  | | **Outage Notification** |  |  |  |  |  |
| T |  | The vendor should notify DNR when any single unplanned system outage lasts or is anticipated to last longer than five minutes, including an estimate of when the system should be back on-line |  |  |  |  |  |
| T |  | For an unplanned outage lasting longer than five minutes, the vendor should provide DNR with an explanation of the root cause of the outage and the measures that have been taken to avoid its reoccurrence within 48 hours of the outage |  |  |  |  |  |
| T |  | The vendor should provide notification to the user community in the event of widespread problems with the system; the notification should include an expected time when service should become available and may take the form of redirecting users to a temporary message page |  |  |  |  |  |
|  | | **Network** |  |  |  |  |  |
| T |  | The production system should be accessible by all agents, DNR, and other authorized state agency users, via an IP network connection utilizing standard secure internet protocols (HTTPS) |  |  |  |  |  |
| T |  | The system should accommodate concurrent processing for all POS agents, DNR users, and internet customers |  |  |  |  |  |
| T |  | Vendor should be responsible for monitoring the system to achieve availability specifications |  |  |  |  |  |
| T |  | Downtime, performance, and other related network statistics should be made available to DNR monthly as mutually agreed upon |  |  |  |  |  |
|  | | **Methodology** |  |  |  |  |  |
| T |  | Vendor should utilize a robust, documented system development life cycle (SDLC) methodology to design, develop (build and/or customize), test, implement, and maintain the system |  |  |  |  |  |
| T |  | Vendor shall utilize a project management methodology based on the Project Management Institute (PMI) principals contained in the Project Management Body of Knowledge (PMBOK) to manage the development and implementation of the system |  |  |  |  |  |

# Implementation Specifications

| **SPEC #** | | **Specification Description** | **Currently Supported** | **Planned by Implementation Date** | **Custom Development** | **Not Offered** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Installation of Hardware at Agent Locations** |  |  |  |  |  |
| I |  | The ELS vendor should be responsible for delivery and installation of vendor supplied POS hardware at agent location |  |  |  |  |  |
| I |  | The ELS vendor should be responsible for verifying that the vendor supplied POS devices at the agent site are functioning properly |  |  |  |  |  |
| I |  | The ELS vendor should notify DNR immediately if there are operational problems at agent site |  |  |  |  |  |
| I |  | DNR should be responsible for returning currently installed DNR POS equipment and supplies from agent sites to DNR Headquarters |  |  |  |  |  |
|  | | **ELS Roll-Out** |  |  |  |  |  |
| I |  | The ELS vendor should install POS devices at pilot agents selected by DNR |  |  |  |  |  |
| I |  | DNR Headquarters should be a pilot agent site |  |  |  |  |  |
| I |  | When in production mode, the pilot agents should issue valid licenses |  |  |  |  |  |
| I |  | DNR should require the pilot to meet with their satisfaction before full implementation (roll-out) begins |  |  |  |  |  |
| I |  | DNR should have the option of postponing full implementation until the ELS meets DNR’s satisfaction |  |  |  |  |  |
| I |  | DNR and the ELS vendor should agree upon a roll-out plan for the remaining agents |  |  |  |  |  |
| I |  | The ELS vendor should perform the roll-out in an orderly fashion |  |  |  |  |  |
| I |  | The ELS vendor should be responsible for deployment of all equipment, software, training, and documentation prior to roll-out |  |  |  |  |  |
| I |  | The ELS vendor should present to DNR a deployment plan prior to deployment |  |  |  |  |  |
| I |  | DNR and the ELS vendor should agree upon the deployment contingency plan prior to deployment |  |  |  |  |  |
| I |  | The ELS vendor should deploy the ELS internet system following successful completion of the agent beta test |  |  |  |  |  |
|  | | **Documentation Specifications** |  |  |  |  |  |
| I |  | The ELS vendor should provide agent and ELS system documentation |  |  |  |  |  |
| I |  | The ELS vendor should keep all documentation up to date |  |  |  |  |  |
| I |  | The ELS vendor should provide all documentation revisions to POS agents and DNR |  |  |  |  |  |
| I |  | The ELS vendor should provide agent documentation to all approved POS agents |  |  |  |  |  |
| I |  | The ELS vendor should provide agent and ELS documentation to DNR |  |  |  |  |  |
| I |  | The ELS vendor should provide documentation to DNR Headquarters for approval at least two weeks prior to delivery of the documentation to the agent |  |  |  |  |  |
| I |  | DNR should approve the agent documentation |  |  |  |  |  |
| I |  | The ELS vendor should provide the agent pre-installation checklist and specifications document |  |  |  |  |  |
| I |  | The ELS vendor should provide the agent a step-by-step guide for installing the POS device(s) |  |  |  |  |  |
| I |  | The ELS vendor should provide the agent a reference guide for using the POS device(s) features |  |  |  |  |  |
| I |  | The ELS vendor should provide the agent a trouble shooting reference guide |  |  |  |  |  |
| I |  | The ELS vendor should provide the agent a one page “Quick Guide” for POS users |  |  |  |  |  |
| I |  | The ELS vendor should provide the agent a report user guide |  |  |  |  |  |
| I |  | The ELS vendor should provide ELS system documentation to DNR Headquarters |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR Headquarters an ELS user guide, documenting use of all features in the ELS |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR Headquarters a guide, documenting use of all accounting functions in the ELS |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR Headquarters a guide, documenting use of all operational and standard management reports in the ELS |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR Headquarters a guide, documenting use of all HIP reporting and extract functions in the ELS |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR Headquarters a guide, documenting conversion and mapping used to convert from the current DNR systems to the ELS |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR Headquarters the ELS data model |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR Headquarters all documentation and guides provided the POS agents |  |  |  |  |  |
|  | | **Training Specifications** |  |  |  |  |  |
| I |  | The ELS vendor should be responsible for successful agent training |  |  |  |  |  |
| I |  | The ELS vendor should conduct training at various locations across the state |  |  |  |  |  |
| I |  | DNR and the ELS vendor should agree on the training schedule |  |  |  |  |  |
| I |  | The ELS vendor should provide training for newly enrolled agents and DNR |  |  |  |  |  |
| I |  | The ELS vendor should provide training to DNR associated with post-implementation |  |  |  |  |  |
| I |  | The ELS vendor should include topics relevant to West Virginia policy in the training |  |  |  |  |  |
| I |  | The ELS vendor should collaborate with DNR when developing training material |  |  |  |  |  |
| I |  | The ELS vendor should review with DNR all training materials targeted to external audiences |  |  |  |  |  |
| I |  | The ELS vendor should demonstrate to DNR all training materials targeted to external audiences |  |  |  |  |  |
| I |  | DNR should approve all training material |  |  |  |  |  |
| I |  | The ELS vendor should incorporate recommendations made by DNR into the training material |  |  |  |  |  |
|  | | **Initial Implementation** |  |  |  |  |  |
| I |  | The ELS vendor should identify training for agents, county clerks, state parks, and the Elkins Operations Center as “Level 1” |  |  |  |  |  |
| I |  | The ELS vendor should identify training for DNR Headquarters as “Level 2” |  |  |  |  |  |
| I |  | The ELS vendor should provide instructor lead training in a classroom environment to both Level 1 and Level 2 audiences |  |  |  |  |  |
| I |  | DNR and the ELS vendor should work together to locate appropriate training facilities |  |  |  |  |  |
| I |  | The ELS vendor should coordinate training with deployment of the system |  |  |  |  |  |
| I |  | The ELS vendor should allow for a maximum class size of 50 students |  |  |  |  |  |
| I |  | The ELS vendor should supply Level 1 training materials to agents who forgo classroom training |  |  |  |  |  |
| I |  | The ELS vendor should provide Level 1 training options which may include videotape, DVD, or other forms of multimedia |  |  |  |  |  |
|  | | **Curriculum** |  |  |  |  |  |
| I |  | The ELS vendor should provide Level 1 training to Level 2 audience |  |  |  |  |  |
| I |  | The ELS vendor should develop training appropriate to the target audience |  |  |  |  |  |
| I |  | The ELS vendor should include installation procedures in the Level 1 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include an overview of the POS functions, capabilities, limitations, components, and physical characteristics in the Level 1 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include a thorough review of the license sales process in the Level 1 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include a thorough review of void requests and license reprints in the Level 1 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include a presentation of support functions in the Level 1 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include a review of agent reports in the Level 1 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include call center operations and protocol in the Level 1 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include procedures for handling error messages and exceptions in the Level 1 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include a review of help features in the Level 1 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include a discussion of procedures for issuing agents multiple devices in the Level 1 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include procedures for agent game checking in the Level 1 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include procedures for issuing specialized and lifetime licenses in the Level 2 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include procedures for license administration in the Level 2 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include database training in the Level 2 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include procedures for annual license set-up in the Level 2 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include procedures for printing lifetime licenses at DNR in the Level 2 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include a review of audit support functions and features in the Level 2 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should include reporting procedures in the Level 2 training curriculum |  |  |  |  |  |
| I |  | The ELS vendor should provide thoroughly trained vendor help desk staff |  |  |  |  |  |
| I |  | The ELS vendor should allow DNR to attend help desk training |  |  |  |  |  |
|  | | **Post-Implementation Training** |  |  |  |  |  |
| I |  | DNR should be responsible for providing all post-implementation training |  |  |  |  |  |
|  | | **Performance Management** |  |  |  |  |  |
| I |  | The ELS vendor should electronically monitor network and system services, including system accessibility and real-time volumes |  |  |  |  |  |
| I |  | The ELS should immediately notify vendor operations staff of any network or system problems |  |  |  |  |  |
| I |  | The ELS vendor should monitor the condition of the system and all subsystem components |  |  |  |  |  |
| I |  | The ELS vendor should monitor system availability and performance |  |  |  |  |  |
| I |  | The ELS vendor should define and implement performance management procedures |  |  |  |  |  |
| I |  | DNR and the ELS vendor should agree on the performance management procedures |  |  |  |  |  |
| I |  | On an ongoing basis, the ELS vendor should develop or acquire performance benchmarking methodologies to demonstrate that the ELS meets performance specifications set in the SLA |  |  |  |  |  |
| I |  | The ELS vendor should measure and report on system availability |  |  |  |  |  |
| I |  | The ELS vendor should measure and report on CPU utilization |  |  |  |  |  |
| I |  | The ELS vendor should measure and report on I/O utilization |  |  |  |  |  |
| I |  | The ELS vendor should measure and report on network utilization |  |  |  |  |  |
| I |  | The ELS vendor should measure and report on disk utilization |  |  |  |  |  |
| I |  | The ELS vendor should measure and report on transaction volumes |  |  |  |  |  |
| I |  | The ELS vendor should measure and report on system and device response time |  |  |  |  |  |
| I |  | The ELS vendor should measure and report on end-to-end transaction response time |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR access to the performance measurement and estimating tools |  |  |  |  |  |
| I |  | The ELS vendor should design performance tests appropriate to DNR needs |  |  |  |  |  |
| I |  | The ELS vendor should design performance tests to benchmark end-to-end processing |  |  |  |  |  |
| I |  | On a monthly basis, the ELS vendor should provide to DNR the raw data used to validate SLAs |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR access to trouble tickets and automated call distribution logs |  |  |  |  |  |
| I |  | The ELS vendor should retain all performance information for a time period determined by DNR |  |  |  |  |  |
|  | | **Help Desk Support** |  |  |  |  |  |
| I |  | The ELS vendor should provide ongoing help desk support to agents and DNR staff |  |  |  |  |  |
| I |  | The ELS vendor should provide help desk expertise for technical and procedural issues relating to the ELS as implemented for DNR |  |  |  |  |  |
| I |  | The ELS vendor should direct help desk calls relating to West Virginia policy and regulations to DNR staff |  |  |  |  |  |
| I |  | The ELS vendor should not be responsible for providing help relating to West Virginia policy and regulations |  |  |  |  |  |
| I |  | The ELS vendor should train help desk staff on use of end user equipment, problem resolution, and troubleshooting of agent issues |  |  |  |  |  |
| I |  | The ELS vendor should develop and maintain written help desk procedures |  |  |  |  |  |
| I |  | The ELS vendor should make the written help desk procedures available to DNR |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR with help desk reports necessary to validate that the ELS vendor has met SLA goals |  |  |  |  |  |
| I |  | The ELS vendor should provide procedures and tools necessary to log, manage, escalate, and resolve problems identified by ELS users |  |  |  |  |  |
| I |  | The ELS vendor should provide historical reports on issue tracking and problem resolution |  |  |  |  |  |
|  | | **Asset/Inventory Management** |  |  |  |  |  |
| I |  | The ELS vendor should maintain an inventory of POS devices and supplies used by agents |  |  |  |  |  |
| I |  | The ELS vendor should monitor usage of devices and supplies and provide agents with replacement devices and supplies as necessary |  |  |  |  |  |
| I |  | The ELS vendor should ensure the quality and durability of vendor supplied hardware and software deployed at agent locations |  |  |  |  |  |
| I |  | The ELS vendor should be responsible for replacing broken or defective vendor supplied end user equipment in compliance with the SLA goals |  |  |  |  |  |
| I |  | The ELS vendor should be prepared to provide on-site equipment assistance if necessary |  |  |  |  |  |
| I |  | The ELS vendor should be responsible for all costs associated with replacement and/or upgrade of vendor supplied agent end user equipment |  |  |  |  |  |
| I |  | The ELS vendor should be responsible for collecting and disposing of all defective vendor supplied equipment from an agent site |  |  |  |  |  |
| I |  | The ELS vendor should maintain a supply of preprinted license stock |  |  |  |  |  |
| I |  | The ELS vendor should distribute new supplies to agents if DNR changes the standard stock |  |  |  |  |  |
| I |  | The ELS vendor should be responsible for responding to agent request for supplies in compliance with the SLA goals |  |  |  |  |  |
|  | | **Financial Services: Cash Flow Support** |  |  |  |  |  |
| I |  | The ELS vendor should create electronic transactions to facilitate the EFT sweep of agents accounts |  |  |  |  |  |
| I |  | The ELS vendor shall provide the electronic transactions to the West Virginia Treasurer’s Office for processing |  |  |  |  |  |
| I |  | The West Virginia Treasurer’s Office shall perform the EFT sweep |  |  |  |  |  |
| I |  | The ELS vendor should create corresponding electronic transactions for import into the West Virginia CGI Advantage accounting system |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR with soft copy reports documenting the disposition of the EFT sweep |  |  |  |  |  |
| I |  | The ELS vendor should provide a point-of-contact for DNR staff regarding problems with the financial services |  |  |  |  |  |
| I |  | The ELS vendor should invoice DNR on a monthly or other agreed to basis |  |  |  |  |  |
| I |  | The ELS vendor should provide supporting documentation with the invoice to DNR |  |  |  |  |  |
|  | | **Application Software Support** |  |  |  |  |  |
| I |  | The ELS vendor should provide appropriate technical resources to support the ELS |  |  |  |  |  |
| I |  | The ELS vendor shall ensure that all software changes or modifications to the ELS are deployed using configuration management, documentation, integration, regression, and acceptance testing specifications approved by the West Virginia Office of Technology and DNR |  |  |  |  |  |
| I |  | The ELS vendor should justify resources and timeframe estimates for software design, development, testing, and deployment of all application modifications and upgrade requests |  |  |  |  |  |
| I |  | The ELS vendor should provide one Full Time Equivalent (FTE) person to DNR for technical support during the first year of the contract |  |  |  |  |  |
| I |  | The ELS vendor should provide one-half FTE person to DNR for technical support during the remainder of the contract period |  |  |  |  |  |
| I |  | The ELS vendor should assume responsibility to oversee the work of the FTE provided to DNR |  |  |  |  |  |
|  | | **Application Maintenance** |  |  |  |  |  |
| I |  | The ELS vendor should be responsible for maintaining the integrity of the ELS application |  |  |  |  |  |
| I |  | The ELS vendor should be responsible for maintaining the integrity of all data structures |  |  |  |  |  |
| I |  | The ELS vendor should maintain version control for source code and when releasing software |  |  |  |  |  |
| I |  | The ELS vendor should implement an automated software distribution process |  |  |  |  |  |
| I |  | The ELS vendor should perform preventative maintenance to the ELS including source code restructuring, database reorganizations, and application tuning |  |  |  |  |  |
| I |  | The ELS vendor should repair and test defects in the ELS |  |  |  |  |  |
| I |  | The ELS vendor should test and verify configuration changes |  |  |  |  |  |
| I |  | The ELS vendor should provide assistance to DNR with the creation of license items for the new license year |  |  |  |  |  |
| I |  | The ELS vendor should, in consultation with DNR, complete minor software modifications |  |  |  |  |  |
| I |  | The ELS vendor should implement periodic installation and upgrade of software releases |  |  |  |  |  |
| I |  | The ELS vendor should update the ELS data dictionary as necessary | ` |  |  |  |  |
| I |  | The ELS vendor should provide the updated ELS data dictionary to DNR following updates to the data dictionary |  |  |  |  |  |
|  | | **Application Enhancements** |  |  |  |  |  |
| I |  | The ELS vendor should provide DNR with at least five substantive enhancements per year |  |  |  |  |  |
| I |  | The ELS vendor should provide a time estimate of the work necessary for the substantive enhancement |  |  |  |  |  |
| I |  | DNR should provide the ELS vendor sufficient lead time for implementing enhancements |  |  |  |  |  |
| I |  | DNR and the ELS vendor should collaborate to reprioritize work in progress when necessary |  |  |  |  |  |
|  | | **Application Upgrades** |  |  |  |  |  |
| I |  | The ELS vendor should distribute upgrades to the ELS at no additional cost to DNR |  |  |  |  |  |
| I |  | The ELS vendor shall provide the upgrades in accordance with procedures approved by the West Virginia Office of Technology and DNR |  |  |  |  |  |
|  | | **Software Change Management** |  |  |  |  |  |
| I |  | The ELS vendor should follow a change order process approved by DNR |  |  |  |  |  |
| I |  | The ELS vendor should include testing, DNR acceptance, and deployment in their change order process |  |  |  |  |  |
| I |  | The ELS vendor should include a process for software deployment in their change order process |  |  |  |  |  |
|  | | **Contract Reporting** |  |  |  |  |  |
| I |  | The ELS vendor should provide SLA metrics to DNR on a predetermined schedule |  |  |  |  |  |
| I |  | The ELS vendor should provide the SLA metrics to DNR in electronic format |  |  |  |  |  |
| I |  | The ELS vendor should calculate the SLA metrics from software without manual intervention |  |  |  |  |  |
| I |  | The ELS vendor should provide quarterly status reports to DNR |  |  |  |  |  |
| I |  | The ELS vendor should be on-site in South Charleston for two quarterly meetings during the first year of the initial contract |  |  |  |  |  |
| I |  | The ELS vendor should be on-site in South Charleston for at least one quarterly meeting per year in subsequent years of the initial contract |  |  |  |  |  |