



“Maryland OneStop” Statewide License Portal
<http://onestop.md.gov/>

State of Maryland – Department of Information Technology

Category: Digital Government: Government to Citizen

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The Maryland OneStop License Portal (<http://onestop.md.gov/>) Provides Citizens With Direct Access to Hundreds of Licenses Across State Government

Executive Summary

Following through on Governor Larry Hogan's promise to improve access to government services for all Marylanders, the Maryland Department of Information Technology (DoIT) has released a new statewide licensing portal. Known as Maryland OneStop and available at onestop.md.gov, the portal provides a single point of entry for citizens to access all offices of state government that issue licenses or permits, from hunting licenses and fishing permits to drivers' licenses and commercial permits.

Maryland OneStop's modern, intuitive search engine and browsing options quickly and accurately assess a customer's needs to connect them with the right resources in the shortest amount of time. The portal's customer-friendly search results format allows users to quickly view Approval Time, Validation Period, Application Cost, and Average Completion Time in a single snapshot for each license or permit.

The portal's citizen-centric design provides various options for completing an application for a license or permit, depending on the source. These may include:

- Complete an application online
- Submit an application via smartphone
- Download an application to fill out and send via mail

Additionally, users are provided with a "Documentation Checklist" and an "Action Items" function for maintaining their license or permit to include renewal reminders. What was once a painstaking process for many citizens and business owners is now easily managed due to the checklists provided through the portal.

As DoIT continues to update and improve the site, all licenses and permit applications will be available in mobile form. Providing citizens with access via their personal mobile devices further improves the efficiency of the licensing process, and provides Marylanders with direct access to the services they need in the shortest amount of time. Users are able to provide feedback on their experience by clicking on the "Tell us what you think?" button on onestop.md.gov.

A video demonstration of the Maryland OneStop License portal is available at <https://www.youtube.com/watch?v=2DuSoluY2Lw>

Maryland as an Innovator

Governor Hogan campaigned to Change Maryland for the Better. Among the Hogan administration's top priorities are Fiscal Responsibility and Government Reform. During his administration, Governor Hogan has delivered annual balanced budgets (first administration to do so in 40 years), eliminated hundreds of fees, and has cut taxes each year, putting \$4.2B back in Marylanders' pockets. This is enabled through IT strategies that bring improved, consistent value to state operations.

Maryland is an innovator, as demonstrated through the state's forward thinking approach to addressing the challenges facing state government. Maryland also supports innovation in the community, and continues to rank among the top states for technology and research and development. In addition to being home to 74 federal laboratories, more than twice as many as any other state, Maryland ranks first in National Institutes of Health research and development contract awards with \$611 million and third in federal government R&D spending at universities and colleges with \$2.96 billion. In addition, Maryland is among the top ten "Innovation Champions," according to the Consumer Technology Association's 2017 Innovation Scorecard. The ranking is based on criteria that include sensible tax structures and policies allowing cutting-edge technologies and new business models to flourish, all of which creates high-quality jobs and healthy economic growth.

Business Challenge & DoIT's Application Modernization Office (AMO)

The State currently has thousands of forms for permits, licenses, and other various forms and processes requiring data collection, approval, and tracking. Many of these forms are submitted and processed manually, are scattered throughout many State agency websites which makes it challenging for the public to locate them, and are often only available for download and completion by hand instead of by online submission.

State agencies are required to deliver improvements and value for the State. Consequently, DoIT established an Application Modernization Office (AMO) that focuses on transforming many of the State's paper-based licenses, permits, and other public-facing and internal forms to more effectively and efficiently support the residents of the State.

The role of the AMO is as follows:

A. The development and launch of Maryland's OneStop License Portal, a central one-stop online licensing portal. The AMO collects data from over 35 State agencies on their licenses and permits and any other forms the public must complete. The AMO directs the development of the OneStop License Portal to present information and forms to the public in a clear, concise, and easy-to-find format. Initial delivery of the OneStop Portal focuses on centralization to locate existing forms and standardization of basic details for obtaining and maintaining licenses and permits.

B. The conversion of paper-based processes to online forms. The AMO is responsible for identifying commonly-used State forms that are still using paper-based processes and converting them to online fillable forms with online workflow processing. The forms should be available online via the OneStop Portal and will be delivered to the respective agency responsible for managing the form's processing.

C. The modernization and re-platforming of legacy State applications. Many State applications currently used to manage the aforementioned licenses, permits, and other forms are outdated legacy

systems. The AMO will be responsible for identifying key applications that are outdated, are substantially inefficient, or present high security risks. At the State’s discretion, the AMO may: run a legacy modernization initiative with the TO Contractor’s aid; may assign the TO Contractor to perform legacy modernization directly with the receiving agency and at the receiving agency’s direction; or may recommend a third-party provider to perform the modernization.

The Solution – Maryland’s OneStop License Portal

The OneStop Portal project received \$2M funding, intended as the Hogan administration’s first year’s installment over a three year period toward addressing Maryland’s fragmented license and permit landscape. On December 15, 2017, the AMO delivered its first version of the Maryland OneStop License Portal that presented a “landing page” for each license and permit identified by the State with a link to either a downloadable form or an online

form process. Each landing page established a consistent experience for every license/permit seeker, and contained standardized information populated from a noSQL database created earlier by DoIT (e.g. what is the license used for, how to obtain the license, how long is the license valid). The portal presented a scalable, responsive web design following the State’s branding. The AMO developed the OneStop Portal in a non-proprietary, scalable fashion using modern technology so that Maryland is not dependent upon a single contractor for ongoing development and growth.

User experience was a top factor in development. The OneStop Portal was developed with a superior navigation scheme where the quality of navigation is gauged by user story development and acceptance. The AMO implemented search capability using Elasticsearch so that visitors may search for licenses using plain English text queries. Back end case management is supported by open source technology and integrations with back end databases housed in Maryland government data centers and customer relationship management tools like Salesforce.com.


The screenshot displays the Maryland OneStop License Portal search results. At the top, there is a navigation bar with links for Maryland.gov, Phone Directory, State Agencies, and Online Services. The main heading is "Search licenses" with a search bar containing "fishing licenses" and a magnifying glass icon. Below the search bar, it indicates "38 Licenses". Three license cards are shown, each with a "View Details" button.

- Master Fishing Guide License (FGM)**
Distributed by Department of Natural Resources
Allows the holder of the license to employ other persons to guide fishing parties on a vessel owned by the master fishing guide or out of a marina owned and operated by the master guide.
Valid until Aug 31st (Last revised: No Date), Varies Approval time, \$100 Application cost, 10-15 mins Average completion time.
- Tidal Fish Dealer License**
Distributed by Department of Natural Resources
Allows the holder of the license to process, pack, resell, market or otherwise deal in fish caught in the tidal waters of Maryland.
Valid until Aug 31st (Last revised: No Date), 1 Day Approval time, \$50-\$250 Application cost, 10-15 mins Average completion time.
- 3 Day Non-Tidal Sport Fishing License (Non-Resident)**
Distributed by Department of Natural Resources
Allows non-residents to recreationally fish in non-tidal waters of the state for 3 days. Cost is the greater of \$5 or the same fee charged to visiting Maryland anglers by a non-resident's home state.
Valid for 3 days (Last revised: No Date), Immediately Approval time, \$5-\$55 Application cost, 5-10 mins Average completion time.



The Charitable Organizations Division


Annually registers, regulates and renews charitable organizations, Professional Solicitors and Fund-Raising Counsel soliciting charitable contributions in the State of Maryland. [Find out more...](#)



583
Charities

Browse and search charitable organizations

Browse



896
Solicitors

Browse and search charity solicitors

Browse

Charity resources

- [Charity Registration](#)
- [Disclosure & Financial Statements](#)
- [How to Start a Non-Profit Organization in Maryland](#)
- [Raffles of Real & Personal Property](#)
- [Maryland Charity Campaign](#)


Solicitor resources

- [Information for Professional Solicitors](#)
- [Professional Solicitors & Fund-raising Counsel List](#)
- [Suggestions for working with a Paid Fund-Raiser](#)
- [Disclosure Requirements](#)
- [NON Profit info](#)



Report a Charity
Are You Concerned About a Charity? Let Us Know

Report



Recent News and Updates

Read the latest news from Maryland Charity Division.

17.8.2016. **Donor Beware of deceptive practices**
Wednesday
NOTICE
Donor Beware! As the holidays approach, Governor Hogan and Secretary of State Wobensmith warn citizens to beware of deceptive practices.

15.8.2016. **Charitable Enforcement and Protection Workgroup meeting**
Monday
The first meeting of the Charitable Enforcement and Protection Workgroup created by HB1352/Ch. 054 was held on Tuesday, July 1, 2014. Minutes for the meeting may be found at this link [Office of the Attorney General](#). Please contact Josaphine B. Yuzuk, Co-char, Assistant Attorney General, at 410-260-3855 should you have any questions.

10.8.2016. **Automatic Extensions for Registered Charities**
Thursday
NOTICE
Effective immediately extensions for charitable registration are automatically granted to an organization with a current registration. Charitable organizations no longer need to file a written request for an extension to the registration deadline. We will no longer process written requests for extension. For more information, please see the information at: <http://sos.maryland.gov/Charity/Pages/Registering-Charity.aspx>

More news...

The AMO interviewed agencies, compiled requirements, and performed preliminary work prior to the December 15, 2017 go-live date. Since deployment, all Maryland licenses are cataloged and presented on the OneStop Portal with instructions and links to the current manual or online application processes. Ten discrete tasks have been successfully engaged to integrate license processes into the OneStop License Portal effort.

Case Study – Maryland Charities Registration System

Maryland’s Secretary of State (SoS) Charity Division is responsible for statewide registration of all charities that wish to solicit in the state of Maryland as well as professional solicitors, fund-raising councils, and public safety solicitors. SoS also administers the Maryland Charity Campaign, a state employee workplace giving campaign. In the past, all registrations have been completed on paper via downloadable PDFs available on the SoS website and then mailed to the SoS office for processing. SoS employees manually entered the registration information into a legacy Microsoft Access database front end application and the data was saved to a Microsoft SQL server.

The SOS’ Charity Division partnered with DoIT’s AMO to integrate the previously manual processes into a streamlined intake, tracking, and processing suite on Maryland’s new OneStop License Portal. The new charity registration process on the OneStop Portal allows charities, professional solicitors, fund-raising councils, and public safety solicitors to register, renew, and manage their applications online. Also included is publicly searchable information on charities and solicitors currently operating in the State of Maryland. This information meets statutory and regulatory requirements for making data publicly available, including details on fund-raising agreements in place between charities and solicitors, accounting reports, and amounts of contributions. SoS employees have access to a back end that enables efficient management and processing of charity and solicitor registrations and renewals. SoS employees are also

able to automate the advertisement of charities eligible for participation in the Maryland Charity Campaign program. The Maryland Charities Registration System, one of ten OneStop Portal projects currently underway, is presently undergoing beta testing and is expected to go live in the next sixty days.

A video demo of the Maryland Charities Registration System is available at <https://youtu.be/UEv0CJvNYHI>

Maryland OneStop Portal Full Project Integration List

The AMO has engaged the projects listed below. These projects contain elements that pertain to the Maryland OneStop License Portal platform.

- ✓ Department of Agriculture Veterinary Medical Examiners Registration System
- ✓ Department of Health Court Order Placement System
- ✓ Department of Health Youth Camp Registration System
- ✓ Department of Health Vital Records Case Management and Workflow System
- ✓ Department of Health Behavioral Health Service Provider Licensing System
- ✓ Department of Information Technology Project Management System
- ✓ Department of Transportation Electronic Forms Suite (multiple forms, licenses, and permit usages)
- ✓ Energy Administration Grants Management System
- ✓ Secretary of State Charity Registration System

Key Outcomes

The private sector has moved the vast majority of its customer transactions to customer-facing digital platforms. Many State government agencies still employ more time-consuming, inefficient traditional channels such as face-to-face/over-the-counter service provision, telephone use, and mail interaction. These legacy channels require significantly more time and resources to process and complete than the digital alternatives offered by the Maryland OneStop Portal. They involve interacting with a counter agent, back office staff sorting through mailed-in forms (which can be lost or misplaced), or incomplete paper forms that lack required information or data validation. Digital channel processing, such as employing an online form, are much quicker and easier to use and there is room for significant time and cost savings for both the citizens and government. Increased trust, satisfaction, transparency, citizen engagement and collaboration are the end results.

In the state of Maryland alone, studies have shown that the average transaction cost to process a mailed-in form ranges between \$9 and \$10, compared to \$0.70 of an online form. Conservatively using \$8 as the amount that is saved when a form with backend workflow is converted from a paper process to an electronic process, below are just three examples that show the ROI for the entire program will be 100% in less than 2 years. As discussed earlier, AMO plans to modernize at least 10 systems that have complex back end processes in the first year.

Program	#of Applications	# of forms with backend process	Savings per interaction	Amount Saved
MDE	100,000	3	\$8	\$2,400,000
Charities	25,000	3	\$8	\$600,000
Higher Education	60,000	1	\$8	\$480,000
TOTAL ANNUAL SAVINGS (3 of the 10 planned modernizations)				\$3,480,000

This is just the tip of the iceberg. The electronic process will bring unrealized revenue with more accurate processing, increased capacity, more focus on mission, and enhanced enforcement. This will also make citizen engagement more pleasurable and expeditious.

DoIT and AMO are currently assessing the impact of the OneStop Portal on the remaining statewide portfolio of licenses. Our modernization effort is expected to reach two million Marylanders within the first year, reducing license processing costs to \$0.08 per transaction, a 100-fold reduction in the present cost per license.