DEPARTMENT OF FISH & GAME

Government Technology Conference (GTC) – West
Web Services Update: "Delivery of E-Services"

May 09th, 2011

Agenda

- Web Services and Public Sector
- Automated License Data System (ALDS)
  - E-Service Overview
- ALDS – Web Implementation
- ALDS – Service Benefits
- Other Department E-Services
- Questions

Web Services and Public Sector

- Web services open architecture is transforming the way Government services are provided to the public

- Development time is streamlined through the use of common/shared services and modules

- Integration of new technologies such as Radio-over-IP (RoIP) and Voice-over-IP (VoIP) are streamlined

- Access to external systems and data is improved

Automated License Data System (ALDS) – E-Service Overview

- Automated licensing system which electronically links computer terminals at each license agent location to a central database
- Automates the previous manual issuance, accounting and management functions attributed to the issuance of recreational licenses (i.e., sport fishing, hunting, etc.)
- Replaces the manual paper-based licensing system used by the Department of Fish and Game (DFG) and license agents
- Offers Internet sales and distribution channels for retailers
- Licenses printed at dedicated Internet Point-of-Sale (POS) terminals
- Those making purchases via the Internet may be able to print a temporary license from home until they receive their annual license by mail
- Provides critical and time sensitive data to other internal and external systems

ALDS – Web Implementation

- E-Services have been implemented to provide:
    - Online Internet access to public license information
    - Online Internet access to the Big Game Draw
    - Administration access for defined license agents
    - Internet Point Of Sale (IPOS) registers
    - License printing and duplication
    - Hunting, fishing and other miscellaneous license issuance
    - Centralization of licensing fees
    - Automated administration reporting

ALDS – Service Benefits

- The following are key benefits:
    - Improved customer service to the public
    - Enabled license agents to sell all sport fishing and hunting licenses
    - Provided license sales 24-hours a day seven days a week on the Internet
    - All license sales revenue electronically transferred to the DFG
    - Provided timely and accurate accounting of DFG revenues and speed the collection of license revenues
    - Consolidation and access to license buyer data – allowing for better decisions based on better data

Other Department E-Services

- DFG has been working on the following E-Services:
    - Fishing Guide
    - Steelhead Report Card
    - Special Hunts
    - Wildlife Incident Report
    - Hunter Safety Certification
    - Marine Protection Areas (MPA)
    - Law Enforcement Mobile to Go

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