

Title of Nomination	Oregon Central Business Registry: <i>Government working with Business to Improve Services</i>
Project Manger	Peter Threlkel
Collaborators	Robert D. Davis – Office of the Oregon Secretary of State Cindy Watson – Office of the Oregon Secretary of State Julie Pearson – Office of the Oregon Secretary of State Stephanie Stevens – Oregon Employment Dept. Karen Snipes – Dept. of Consumer & Business Services Bill Tracy – Oregon Department of Revenue
Agencies/Departments	Office of the Oregon Secretary of State Information Systems Division and Corporation Division
NASCIO Category	Digital Government: Government to Business

The Business Challenge: In February 2003 the Executive Order 03-01 required state agencies to review their regulation of business activities and their regulatory processes to reduce the burden of regulation on business without compromising Oregon’s standards and protections. Prior to this project, to start a business in Oregon, a business owner might be required to file with many different state agencies, the Federal Internal Revenue Service, and the local municipality where their business was located. Each of these government agencies had separate requirements and forms that had to be completed and processed. Errors in completing forms inadvertently put a business out of compliance, creating penalties, fines or other sanctions; adding delays to the process; and creating additional “re-work” for businesses and agencies.

There were unique challenges faced in running, managing and developing this project involving multiple state agencies. Each agency’s internal cultural, as well as business and development practices were not well aligned with the other agencies. Terminology, business concepts, data elements, security and confidentiality practices used by each agency were widely divergent. Concerns arose early on regarding the ability of each agency to legally share information with other agencies.

The Goal: The vision for the Central Business Registry system (CBR) was to simplify the process of creating, managing, and distributing business registration related information by providing a 'one stop' system for businesses to file and maintain licenses, permits and registrations with multiple state, federal and local government agencies. Through CBR the State of Oregon will be able to improve customer service by offering a consolidated electronic alternative to the time consuming paper driven processes in an efficient and cost effective manner.

Collaboration: The work on this project required collaboration between the Oregon Secretary of State, Corporation Division (SOS), the Oregon Department of Revenue (DOR), the Oregon Employment Department (OED), and the Department of Consumer and Business Services.

Significance and Benefits:

The significance and benefits provided by a Central Business Registry include the following.

- A single business registration interface to improve delivery of state business services.
- A customer account management service.
- Improved accuracy of the data collected.
- Improved the ease of business registrations.
- Reduced process time for business registration.
- Streamlined information gathering processes across partnering agencies.
- Sustains high-levels of customer satisfaction.
- Identifying opportunities for agency business process improvements.
- Provides a solution that is cost effective for the partnering agencies.

The implementation of CBR provided people wishing to register with SOS, DOR and OED, a single point of access to register with multiple state agencies. Filings are done in real time and once a registration is submitted, a customer can track the status of their application as it is processed.

SOS saves approximately 400 hours a month and DOR saves approximately 135 hours a month in processing time using CBR. This is due to the increased accuracy of the filings and not having to manually key in the information from paper registrations. This savings in time translates into improved services to our business customers and cost savings to the agencies involved.