

STATE of MINNESOTA

EXECUTIVE



DEPARTMENT

TIM PAWLENTY
GOVERNOR

EXECUTIVE ORDER 05-05

PROVIDING DIRECTION TO STATE DEPARTMENTS REGARDING A "ONE-STOP SHOP" FOR LICENSING

I, TIM PAWLENTY, GOVERNOR OF THE STATE OF MINNESOTA, by virtue of the authority vested in me by the Constitution and applicable statutes, do hereby issue this executive order:

WHEREAS, as Governor, it is important that I provide clear direction to commissioners and state departments to take important steps, consistent with applicable law, to implement strategies to make the provision of governmental services more efficient and cost-effective; and

WHEREAS, the Drive to Excellence Reform Initiative provides the State of Minnesota with a unique opportunity to fundamentally change the operation of state government; and

WHEREAS, the Drive to Excellence and the strategic plan set forth in the Transformation Roadmap outlines methods for state government to provide faster, more reliable, and cost-effective services to Minnesota's citizens and businesses; and

WHEREAS, state departments and services need to be viewed as an integrated whole and as an enterprise, working together to support Minnesota as one organization with overall goals and objectives; and

WHEREAS, 800 employees in 40 state organizations annually process over one million licensing transactions for more than 500 kinds of licenses;

WHEREAS, currently, licensing within state organizations use more than 60 different licensing systems; and

WHEREAS, Minnesota communities, businesses, and individuals seeking licenses are challenged by complex processes, ambiguous criteria, difficulty determining required licenses and where to obtain them, lack of electronic processing and, occasionally, lengthy issuance times; and

WHEREAS, the Transformation Roadmap proposes a customer-focused, online licensing service center for professional, occupational, and business licensing; and

WHEREAS, materials developed through the Drive to Excellence document the improved effectiveness and efficiency that can be gained from an enterprise orientation to the provision of government services; and

WHEREAS, the “One-Stop Shop” licensing processes outlined in the Transformation Roadmap will result in increased customer satisfaction and improved efficiency and effectiveness in licensing operations while maintaining a high level of quality across the enterprise;

NOW, THEREFORE, I hereby order and direct state departments to support implementation activities of the Drive to Excellence Reform Initiative by taking the following specific actions:

1. The Commissioner of Labor and Industry will lead the implementation of the “One-Stop Shop” licensing recommendations set forth in the Transformation Roadmap, as appropriate.
2. The Commissioner of Labor and Industry will establish a steering committee of project stakeholders to ensure that business requirements are met, monitor project status, and remove obstacles to project success.
3. The Commissioner of Labor and Industry will work with and leverage the past activities of the agencies’ licensing operations areas, designate adequate additional resources to implement the “One-Stop Shop” licensing recommendations of the Transformation Roadmap, and manage consistency and efficiency in licensing activities including standardization of policies, procedures, data, and tools. The Commissioner shall:
 - a. Refine vision, roles, and responsibilities for an enterprise-wide licensing approach;
 - b. Design and implement a robust “One-Stop Shop” licensing system and track savings associated with revised management and administrative practices;
 - c. Define a process to set standards for enterprise-wide access to licensing services with an initial emphasis on common processes, policies and systems;
 - d. Define an exception approval process for use when department- or program-specific needs are inconsistent with established state standards;

- e. Validate non-enterprise or department-level licensing activities within departments, as appropriate;
 - f. Ensure compliance with state statutes, Department of Labor and Industry best practices, and high ethical standards; and
 - g. Use reorganization orders, statutory changes, and other agreements consistent with state law to achieve the goals of this order.
4. Consistent with state law, state agencies, boards, and commissions will comply with policies, standards, and guidelines promulgated by the Commissioner of Labor and Industry and make available department resources, as designated, to implement the “One-Stop Shop” licensing recommendations of the Transformation Roadmap:
- a. At the request of the Commissioner, state departments will appoint representatives who can to commit resources and speak with the authority of the department as participants in the development of enterprise-wide strategy, policies, procedures, and standards for licensing activities;
 - b. As directed by the Commissioner, state departments will provide resources and participate in the definition of tools and systems directed to supporting the enterprise-wide strategy for licensing; and
 - c. The Commissioner will direct the supervision of future professional/technical service contracts and other information technology spending related to department licensing activities.
5. Consistent with state law, all commissioners, agencies, and employees of the executive branch performing licensing functions will utilize the policies, procedures, and practices set forth by the “One-Stop Shop” licensing function and the Commissioner of Labor and Industry.
6. On or before December 15, 2005, and annually thereafter, the Commissioner of Labor and Industry will summarize and report to the Governor the results of this initiative, including information regarding:
- a. The number, total amount, and nature of licenses managed by the state;
 - b. Savings and service improvements attributable to enterprise-wide “One-Stop Shop” licensing; and
 - c. Any conclusions or recommendations regarding Minnesota’s success with an enterprise-wide approach to licensing.

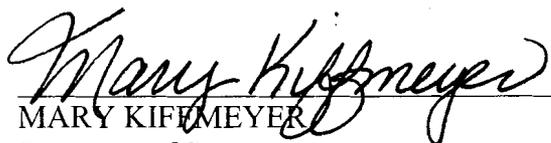
Pursuant to Minnesota Statutes 2004, section 4.035, subdivision 2, this Executive Order will be effective fifteen (15) days after publication in the State Register and filing with the Secretary of State and will remain in effect in accordance with Minnesota Statutes 2004, section 4.035, subdivision 3.

IN TESTIMONY WHEREOF, I have set my hand on this 4th day of April 2005.



TIM PAWLENTY
Governor

Filed According to Law:



MARY KIFFMEYER
Secretary of State