

# Utah.Gov Vital Records

Category: Digital Services: Government to Citizen

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Project Initiation and Completion Dates:

January 2019 – December 2019

The screenshot shows the homepage of the Utah.gov Vital Records website. At the top, there is a navigation bar with 'Services' and 'Agencies' tabs, and a search bar labeled 'Search Utah.gov'. Below this is a dark teal banner with the 'utah.gov' logo and 'SILVER 2.0 OFFICE OF VITAL RECORDS' text. The main content area features a large image of hands holding a baby, with the headline 'The Official Source for Utah Vital Records' and a 'GET STARTED' button. Below the banner are three columns of benefits: 'Quick and Easy' (ordering in minutes), 'Safe and Secure' (up-to-date security), and 'Lowest Online Ordering Fees' (lowest fees available).

Services Agencies Search Utah.gov

A Secure Online Service from Utah.gov Subscribers FAQs Support Size: A A A

utah.gov SILVER 2.0 OFFICE OF VITAL RECORDS

The Official Source for Utah Vital Records GET STARTED

**Quick and Easy**  
Ordering Vital Records with the State of Utah Vital Records office can be done in just a few minutes.

**Safe and Secure**  
Rest assured knowing that your request is being handled safely and securely by the most up-to-date security practices.

**Lowest Online Ordering Fees**  
Because you are submitting your request directly to an official source of Utah Vital Records, you are paying the lowest online fees available anywhere!

NASCIO 2020

# Executive Summary

SILVER (Secure Internet Link for Vital Event Records) 2.2 is an official source for Utah birth and death certificates. The online application introduces several new innovations in the way digital IDs are verified.

Previously, birth, death, and family formation data was maintained in a purely manual process. Verifying if the requestor was entitled to the record was time consuming and prone to error; making individuals vulnerable to fraud and identity theft.

In 2019 SILVER 2.2 added online access to:

- Marriage Certificates
- Divorce Certificates
- Adoption Certificates
- Paternity Searches

SILVER 2.2 verifies identity.

## **Impact**

The service is targeted to Utah's 3.9 million residents, former Utah residents, any individual with a need for a Utah certificate, hospitals, mortuaries, and county health departments who provide vital event records and fulfill requests for documents.

## **Savings**

Implementing this technology streamlined the business operations in the Utah Office of Vital Records and Statistics. It allowed the office to reposition staff away from customer service positions to provide more value added work.

## **Measurement**

Birth certificates fulfilled online increased 43% during April 2020 from the year before.

# Project Narrative

## Headline

SILVER (Secure Internet Link for Vital Event Records) 2.2 is an official source for Utah birth and death certificates. The online application introduces several new innovations in the way digital IDs are verified.

Identified by the Utah Department of Technology Services as one of the top ten digital innovations in the state, SILVER 2.2 utilizes unique processes to verify the identity of each person requesting vital records. This verification is critical when delivering certified records only to individuals who are properly entitled to receive them. The State of Utah continually works to better secure the personal information in its care. The integrity of these records is protected by the process and makes them available to the public. In addition the service makes ordering birth and death certificates simple and convenient for residents.

The Office of Vital Records and Statistics administers the statewide system of Vital Records and Statistics by documenting and certifying the facts of births, deaths and family formation for the legal purposes of the citizens of Utah.

## Concept

### Problem

Previously, birth, death, and family formation data was maintained in a purely manual process. Verifying if the requestor was entitled to the record was time consuming and prone to error; making individuals vulnerable to fraud and identity theft. According to the 17.7 million persons age 16 or older who experienced one or more incidents of identity theft with known losses of \$1 or more, total losses across all incidents of identity theft totaled \$17.5 billion in 2016. While requestors will receive a paper certificate, SILVER 2.2 creates a secure digital record that will be much more accessible and useful to individuals retrieving the data.

In addition verifying the credentials of an entitled requestor is complicated given the various databases to check against and data a requestor may provide comes from across the country. Unfortunately, a unified verification system does not exist across the United States. SILVER 2.2 seamlessly connects to a couple different systems (including state owned data) and verifies the requestor to ensure qualified access to the data, regardless of the requestor's location.

### Solution

Previously verifying requests for vital records was a time consuming and manual process. Additionally requests for vital records were fulfilled in person, by mail, or by phone. SILVER 2.2 is the first digital connection to official government databases that can be used to verify the identity of the requestor.

The individual, spouses, siblings, maternal grandparents, children, parents, grandchildren, and paternal grandparents may request a vital record. The data input by the requestor is now verified against a variety of databases. Utilizing credentials, location, and age verification SILVER 2.2 checks the identity of the entitled requestor. Also SILVER 2.2 may verify the identity of the requestor by driver's license number from Department of Public Safety databases. If the requestor fails to verify their information, the requestor may submit additional information to verify their identity.

SILVER 2.2 added online access to:

- **Marriage Certificates**—Certificates can be requested by the person of record, an immediate family member, legal guardians, or a designated legal representative.
- **Divorce Certificates**—individuals are entitled to obtain a certified copy of a death record must demonstrate a “direct, tangible, and legitimate interest.”
- **Adoption Certificates**—registers adoption, court order paternity, and legitimation requests, and administers the Utah Mutual Consent Voluntary Adoption Registry and the Utah Putative Father Registry (Notice of Commencement of Paternity Proceedings).
- **Paternity Searches**—the purpose of the Registry for Notice of Commencement of Paternity proceedings is to allow a father to provide notice they may be the father of a child possibly being placed for an adoption. This registry does not establish paternity nor add the man's name to the birth certificate.

In addition SILVER 2.2 added functionality for verifying identity. IDology provides identity verification services for two applications (vital records and marriage license) when users can't be validated using a Utah driver license. This service is allowing us to provide services to the state that would not be possible without ID verification. When simple ID verification fails using the State's Driver's License verification service, we have integrated with IDology for ID verification. IDology also has several other products for potential use (i.e. real time mobile carrier data to reduce fraudulent access to records). IDology has also created a driver license scan and validate product that we could potentially compete against.

By verifying the identity of the requestor compared to driver license information and nationally recognized identity verification databases, the Office of Vital Records and Statistics is able to protect the security of official state records.

## **Accessibility and Security**

Usability: The SILVER 2.2 system utilizes browser detection technology.

Accessibility: While accommodating over 600 browser and operating system combinations, in-house and independent audit tools are utilized to inform 508 compliance for disability accessibility. Tools include: WebAim, Worldspace Deque Compliance Tool, and Functional Accessibility Evaluator 1.1. All Utah.Gov services are fully accessible regardless of device. We conduct in-house and independent audit tools to make sure all applications are accessible to users.

Security: Security is a top priority while completing over 9,837,137 transactions. Sensitive information is transferred via secure protocol and portal databases are encrypted. The security policy is located in the footer of every screen. <http://www.utah.gov/security.html>.

Privacy: Our strict privacy policy is located in the footer of every screen. <http://www.utah.gov/privacypolicy.html>.

## **Significance**

### **Beneficiaries**

The service is targeted to Utah's 3.9 million residents, former Utah residents, any individual with a need for a Utah certificate, hospitals, mortuaries, and county health departments who provide vital event records and fulfill requests for documents.

### **Relevance**

It is difficult to project future usage of birth and death certificates. Standard market forces can not influence the growth of population within the state. However, the project team projected a conversion of 10% of users to online orders. During the three month period following implementation there has been a 16% decrease in in-person orders in the office. There has also been a 17% total increase in vital record orders.

Although vital records and statistics are among the oldest tools of public health, they have never been of more use and value than they are today. Disease prevention efforts in Utah currently focus on promoting healthy lifestyles and reducing premature deaths due to today's leading causes of death, such as heart disease, cancer, stroke, and injuries. Mortality statistics are still the key to understanding what measures should be taken at the individual and community level to enhance human health. Modern medicine is pushing the frontiers of infant survival, and the health data collected through birth certificates is increasingly detailed and sophisticated, designed to help identify risk factors for infant morbidity and mortality.

Implementing this technology also streamlined the business operations in the Utah Office of Vital Records and Statistics. It allowed the office to reposition staff away from customer service positions to provide more value added work.

## **Impact**

### **Savings**

The project took 20 weeks of staff time and cost to create. There has been a measurable return to Vital Record staff. 83% of all vital records orders are now processed online. This significantly impacts the time staff can spend on other duties. In addition there has been a 17% increase in productivity in filling orders for records. Previously orders were fulfilled in 5 days. On average orders are now filled in 2 to 3 days.

The site has been marketed with a public relations campaign. Briefings have been made to key players in the government trades and local media.

Utah.Gov and the Office of Vital Records collaborated in all aspects of the development, design, and deployment of the application and its marketing and promotion.

Project managers and division business analysts worked together to assure that all project goals were met, timelines were followed, and appropriate testing was completed. The whole team then worked together to deploy and market the application.

### **Measurement**

Although birth certificates are only a small segment of state business and Birth Certificate records were only available online, birth certificate records increased 43% during April 2020 from the year before.

March 1 -31, 2019:

Govpay: 2836 order(s), 2807 payment(s)

Vital Records Admin: 2741 records (certificates shipped)

March 1 -31, 2020:

Govpay: 3539 order(s), 3247 payment(s)

Vital Records Admin: 3395 records (certificates shipped)

April 1-30, 2019:

GovPay: 2542 order(s), 2514 payment(s)

Vital Records Admin: 2474 records

April 1-30, 2020:

GovPay: : 3596 order(s), 3280 payment(s)

Vital Records Admin: 3547 records (certificates shipped)

May 1-20, 2019:

Govpay: 1715 order(s), 1693 payment(s)

Vital Records Admin: 1693 records (certificates shipped)

May 1-20, 2020:

Govpay: 2436 order(s), 2231 payment(s)

Vital Records Admin: 2235 Records (certificates shipped)