

Town of East Greenwich Business Licensing Update

Business Licensing roll out – South Kingstown

- ViewPoint Cloud project required abandonment of on-premise implementation of ViewPermit
- Development of automated licensing process took 3 – 4 months not including software modifications.
- Process
 - “Marketing”: Introduction, business owner account setup, and training for business owners conducted by SK Clerk’s office and IT department.
 - Started with business registration first.
 - ~ 45 alcohol licenses
 - Published forms on line the first year and provided on-going support to the business owners – lots of “hand-holding”.
 - Required: seating (fire marshal), site plan if expansion or new, special use permit (issued by building / zoning).
 - Fire code occupancy prints on the license.
- South Kingstown has shared their ViewPoint Cloud forms with Middletown, Portsmouth, Smithfield and East Greenwich. Portsmouth has gone live.

Town of East Greenwich

Business Licensing

East Greenwich Plan

- Project Team: Building Official, IT Director, Town Clerk and Clerk from Clerk's office, others as required.
- Fall 2019
 - Packets (paper) distributed to applicants.
 - ViewPoint forms and workflow build-out in ViewPoint Cloud.
 - Clerk's office will enter information from the applicants into ViewPoint with the proper workflow in place to verify / resolve non-compliance
 - Present licenses to Council for approval.
- On-going:
 - Research potential process and ordinance improvements / modifications to strengthen compliance.
 - New businesses will work with Clerk's office to setup account and use ViewPoint Cloud.
- Spring 2020
 - "Marketing": Introduction, business owner account setup, and training for business owners conducted by Clerk's office and IT department.
 - Clerk's office match the 2019 – 2020 licenses to the business owner accounts.
- Fall 2020
 - Renewal "campaign" initiated in ViewPoint Cloud.