

Meeting Date: February 14, 2019

Meeting Time: 1:00 PM - 3:00 PM

Meeting Location: Maine State Library, Authors Conference Room, Augusta, ME

Attendees

Board Members Present:

Matt Dunlap
Jeremy Cluchey
Dawanna Pease
Mike Cyr
Anne Davis
Adam Fisher
Kathy Montejo
David Simsarian, Remote
Kelly Hokkannen, Remote
Dan Andrews (non-voting member)

Guests and State Agency Members:

Tim Peabody, IFW
Eric Stout, OIT
Jason Tourtelotte, OIT
Rachel Garippa, OIT

InforME Staff:

Kimberly Duplisea
Todd Tolhurst

The meeting was called to order at 1:04 PM.

1. Welcome, Introductions and Appointment of Chair for the February meeting

2. Adoption of December Minutes

Motion: Anne Davis motioned to accept the December 2018 Meeting Minutes as presented.

Second: Kathy Montejo

Vote: Unanimous

3. Service Level Agreements and Voting Items

- A. *New Service Approval:* Maine State Library, AppEngine Form, Common Checkout Payment Processing for Event Registrations Statement of Work and Schedule A
- Dan Andrews introduced the service. The Maine State Library is looking for a method to collect payments for their event registrations. Their existing event registration service does not allow electronic payments. The agency will utilize

the AppEngine and Common Checkout enterprise services to collect payment details which will then be manually reconciled against event registrations.

- One attendee asked for clarification that the AppEngine product is built by NIC. Dan Andrews confirmed that this is built by NIC and is an NIC enterprise product.

Motion: Anne Davis motioned to approve the Statement of Work and Schedule A

Second: Kathy Montejo

Vote: Unanimous

B. Service Fee, Scope of Work Change Approval: Department of Inland Fisheries & Wildlife, Website Maintenance Agreement, Statement of Work and Schedule A

- Dan Andrews provided an overview that InforME provides maintenance services for several agencies across Maine state government including for Inland Fisheries & Wildlife. The majority of the agreements are in the two hours per month range. Inland Fisheries and Wildlife has stepped up their efforts in terms of promotion and marketing and is leveraging their website as an outreach and education platform. The agency has a number of initiatives in progress right now, and those are impossible to address within two hours per month. Moving forward, InforME will dedicate 100 hours per month of resources for website initiatives. The funding for this will allow for the backfill of this resource.
- Tim Peabody, the Deputy Commissioner of IF&W, echoed Dan's comments that the web is being used for lawbooks, hunting/fishing license sales, and other outreach. The agreement will allow the agency to meet their needs and their desire to move more traffic from the offices to their website.

Motion: Adam Fisher motioned to approve the Statement of Work and Schedule A.

Second: Anne Davis

Vote: Unanimous

4. Other Business

A. Fourth Quarter 2018 General Manager's Report

- Dan Andrews provided an overview of the fourth quarter report including visitor statistics, customer support statistics, and municipal highlights. He also gave a project queue snapshot including website launches, new services launches, and service enhancements. Technical highlights included preparing the server environment for the campground reservations opening, which was February 1 and February 5, and continuing efforts with data center migration. Service highlights included the hunting and fishing license sales service, which processed more than 6,200 authorities in a single day in December, WebShop online

storefront for the Camden Snowbowl, and the Absentee Ballot service, which processed nearly 20,000 requests for ballots in the fourth quarter.

B. Time and Materials Report

5. Executive Session

- The board voted to convene an executive session. Dan Andrews recused himself from the room for the discussion, as did visitors Todd Tolhurst and Kim Duplisea.

Motion: Anne Davis motioned to convene executive session.

Seconded: Kathy Montejo

Vote: Unanimous

6. Adjournment 1:57 PM

Motion: Kathy Montejo motioned to adjourn the meeting.

Second: Jeremy Cluchey

Vote: Unanimous

7. Next Board Meeting Dates

- March 28, 2019: 1:00 PM to 3:00 PM, Maine State Library