

Meeting Date: July 23, 2015

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

Meeting Location: 19 Union St, Augusta

Attendees:

Board Members:

Secretary of State Matt Dunlap

Dick Thompson

John Martins

Chris Pinkham

Anne Davis

Anne Head

Greg McNeal

Curtis Picard

Denise Garland

Dan Andrews - Non Voting Member

InforME Staff and Conference Facilitator:

Dustin Biggs

Kimberly Duplisea

Todd Tolhurst

1. Welcome and Introductions
2. Adoption of April, May Minutes - 5 mins
 - Motion: Chris Pinkham motioned to adopt the April and May 2015 meeting minutes as presented
 - Second: Dick Thompson
 - Vote: Unanimous
3. Service Level Agreements and Voting Items - 15 mins
 - A. Qualifying Contributions for Clean Elections Candidates Updates Prioritization

- Dan introduced the Clean Elections enhancement explaining that this is a free service provided by InforME to the Ethics Commission and that the enhancement is to move the service into the new application template, which incorporates responsive design, making it mobile-friendly.
- Motion: Matt Dunlap motioned to accept the prioritization of the Clean Elections service enhancement as presented.
Second: Curtis Picard
Vote: Unanimous

B. InforME Contract Extension

- Dan Andrews introduced the InforME Contract Extension vote, explaining that the current 2-year renewal expires on July 1, 2016 and that the Board would be voting on the last 2-year renewal of the overall 10-year contract which began in 2008. This last renewal would expire on July 1, 2018.
- Dick Thompson asked if this was just an extension of the current contract without changes and if there needed to be a change within the 2-year time period could that be brought to the Board individually for discussion and possible vote. Dan Andrews responded that there were no proposed changes to the contract for this extension based on prior meetings and the executive session held by the Board in May. Greg McNeal added that modifications can be stand alone items brought to the Board.
- Chris Pinkham asked what the start date is in terms of gathering information and drafting the next RFP prior to the expiration of this last 2-year contract extension. Greg McNeal responded that requirements gathering would begin roughly 12 months prior to the expiration of the current contract and that the new contract would have a start date beginning the very next day after this extension to July 2018 ended.
- Motion: Matt Dunlap motioned to approve the 2-year contract extension with Maine Information Network/NIC.
Second: Chris Pinkham
Vote: Unanimous

4. General Manager's Report - 15 mins

- Dan Andrews introduced the 2nd Quarter GM Report for 2015 highlighting various items including: growth of local government services, staffing changes, award nominations, the Maine.gov portal redesign, the launch of Data.Maine.gov, conference attendance and speaking engagements, adoption for the Maine Moose Permit Lottery and Any Deer Lottery services, and a successful launch for the Camp North Woods Lottery service.

- Greg McNeal spoke about the need to create service success stories and market them. These stories would highlight a service and outline not only its adoption rate but also its cost effectiveness and savings to both partnering agencies and the public. Anne Davis asked if such a story could be told through Socrata/Data.Maine.gov. Dan Andrews stated that the Socrata tool can be used for such a task, explaining that the tool has an embedding feature that could come in handy when creating documents or pages that tell these success stories.
- Anne Davis asked if a decision had been made to migrate the portal and its services to the NIC Data Center. Dan Andrews stated that a sizing exercise was currently underway to get an outline of the portals footprint and the cost of migration and hosting, among other details.
- Anne Head remarked that Professional and Financial Regulation was currently the agency that was most actively utilizing the GovDelivery service based on numbers presented in the 2nd Quarter GM Report. Anne stated that GovDelivery has been a huge improvement for the agency when it comes to disseminating information. Anne Davis asked if there was anything unique the agency was doing with GovDelivery. Anne Head responded that that GovDelivery is now one of the only ways individuals receive their notifications as the agency has eliminated items such as paper reminders.

5. Other Business - 20 mins

A. Marine Licensing Update

- Dan Andrews introduced the Marine Licensing service update stating that the InforME service has been retired and that the agency has now migrated to their new solution. Dan added that the Saltwater Fishing Registry service has also been retired and individuals can currently register through the MOSES Hunting and Fishing License service.
- Chris Pinkham asked if the Department of Marine Resources went with a separate vendor. Greg McNeal stated they went with PEGA Systems and that the Department has not only updated their licensing service but has also updated their entire back end.
- Denise Garland asked about the timeline of this service stating that the original indication was that development would be faster and take only a few months. Greg McNeal responded that there were some adjustments throughout the process and that the service did take a year to develop.

- John Martins commented that InforME needs to continue to work on outreach to agencies and officials as this can become stagnate when companies have been around for a long time. Dan Andrews stated that he and other staff members are currently developing a presentation and an agenda for a roadshow that would travel to agencies and provide information of who we are, what we do and how we can help.

B. Time and Materials Report

- Kimberly Duplisea introduced the Time and Materials report highlighting the recently launched Professional and Financial Regulation License enhancements, the Attorney Registration Renewal service and the current Health and Human Service projects in the queue.

C. User Needs Analysis Update

- Kimberly Duplisea introduced the User Needs Analysis update and shared some statistical highlights with the Board that came out of the 1,500 survey responders. Kim stated that the finalized document will be given to the Board at the August meeting.

6. Other Items - 10 mins

- Matt Dunlap commented on the celebration that was recently held where he and Dan Andrews met with Andrea Gleason, of South Portland, at the Scarborough branch of the Bureau of Motor Vehicles to recognize her as the one-millionth customer of the BMV's Rapid Renewal service.
- Dick Thompson inquired about a recent transaction he completed using the ATV/Snowmobile Registration service. Dick stated that he completed his online transaction but received a notice two weeks later that his card was being charged and he wanted to know how InforME handled transactions such as this since he was under the impression that card data is not stored. Todd Tolhurst explained that card data is not stored. In the case of the ATV/Snowmobile Registration an authorization is put on the card for the funds, with that authorization comes a capture code and once Inland Fisheries and Wildlife completes the fulfillment that code is used to capture the funds. If the code has expired due to delay the agency then follows up with the customer to collect the funds again. Kimberly Duplisea added that there is a backlog of records that need to be manually captured as individual's manually fulfill the registration requests by comparing the transaction information to IF&W's back end database. A rewritten version of the application is mostly complete and will be in testing once the new Hunting and Fishing License service has launched. The new version will resolve these fulfillment issues.

- Greg McNeal commented that he would like the NIC Data Center added as a topic for the next meeting. Anne Davis added that she would like items from the Strategic Plan presented and discussed at the next meeting since she was unable to attend.

7. Adjournment 2:05 P.M

- Motion: Curtis Picard motioned to adjourn the meeting
Second: Denise Garland
Vote: Unanimous

8. Next Board Meeting Dates

- A. August 27: 1:00 PM - 3:00 PM