

InforME Board Meeting Minutes



Date: **Thursday, October 22, 2015**
Time: **1:00 PM - 3:00 PM**
Location: **19 Union St, Augusta**

Attendees

Board members present:

Curtis Picard
Matt Dunlap
Anne Davis
Denise Garland
Adam Fisher
Chris Pinkham
Dan Andrews, Non-Voting Member

Guests and State Agency Members:

Eric Stout - OIT
Robert Knapp, Chief Operating Officer, NIC
Jeff McCartney, Regional Manager, NIC

InforME Staff:

Kimberly Duplisea
Deirdre Berglund
Todd Tolhurst

1. Welcome and introductions

Matt Dunlap called the meeting to order at 1:00PM.

2. Adoption of July minutes

Matt Dunlap deferred adoption of minutes due to lack of quorum.

3. NIC Leadership Introduction & Discussion

Matt Dunlap introduced Robert Knapp, Chief Operating Officer, and Jeff McCartney, Executive Director and Regional Manager of NIC. Robert thanked the board for their partnership with NIC and stated that security is most important to NIC, and that they are also making investments to be more efficient—ie., using applications from other portals more effectively to get applications launched quicker than 9 months. NIC has made data center enhancements as a result of DDOS attacks, and NIC is always investing in the data center. He stated Arkansas launched a Gov2Go application that would be great service for citizen engagement and could be an option to use in Maine.

Eric Stout, on behalf of OIT, made the comment that “NIC was great during the DDoS attacks.”

Matt Dunlap agreed, and said “everything always gets resolved at Dan (Andrew’s) level.”

Anne Head asked about the relationship between NIC and portal. Robert Knapp explained that NIC oversees all the portals and that Jeff McCartney is the Regional Manager over seven states. Dan Andrews is empowered to oversee everything in Maine.

Anne Head also inquired how Board members would know what other states are working on for new services. Robert Knapp explained this could be done through the partner portal application database. Dan Andrews offered to share the reports and add them to the board meeting information. Jeff McCartney mentioned that there is a partner conference in 2016/17 that the Board could attend.

Anne Davis asked who owns a product when another portal develops it from a copywriting perspective. Robert Knapp explained NIC has perpetual use license for the portals.

4. Other Business

Q3 General Manager's Report – Dan Andrews presented the General Manager's report and went over service highlights and the busy third quarter; for example, the Municipal Portal was released, and increased traffic and service participation requests. He also noted that InforME is a finalist in the ACT-IAC awards for our Rapid Renewal service. For Technical highlights, he explained that InforME is evaluating the current data center infrastructure requirements for a future discussion. For service highlights, he explained that the Any Dear Permit Lottery and Hunting and Fishing Sales had a very strong quarter and that the Office of Aging and Disability Services website launched and the Pre-screening service launch.

Strategic Plan Update – Kim Duplisea presented the strategic plan update. Kim highlighted what goals have been met or started since last meeting:

- Google analytics code was implemented in 4 applications in October, and another 2 applications will receive the code in November;
- 3 agencies have been asked to provide pilot data sets to the Open Data site;
- The portal is well underway with analyzing the options for the Maine.gov technical environment.

Time and Materials Report – Kim Duplisea reviewed the time and materials report noting that several projects were completed including a medical marijuana change request which modifies the way in which a PDF certification is generated.

Dan reminded the board will be replacing paper packets with electronic packets and tablets in January.

5. **Adjournment 2:40 PM**
Motion to adjourn: Matt Dunlap
Second: Chris Pinkham
Vote: Unanimous

Next board meeting date
December 10: 12:00PM – 3:00PM (InforME Office)