InforME Board Meeting Minutes

Attendees

Board Members Present:

Matthew Dunlap (Chair)
Dick Thompson
Denise Garland
Chris Pinkham
Anne Davis
Kelly Hokkanen (remote)
Kathy Montejo (remote)
John Martins
Carmel Rubin (remote)
Anne Head
Curtis Picard
Richard Trahey
Dan Andrews (non-voting member)

Guests and State Agency Members:

Barbie Redmond, First Deputy Secretary of State
Eric Stout, Office of Information Technology

InforME Staff:

Todd Tolhurst
Kimberly Duplisea
Dustin Biggs

1. **Welcome and Introductions** - 5 mins

2. **Adoption of February Minutes** - 5 mins

   - Motion: Chris Pinkham motioned to accept the February 2016 Meeting Minutes as presented.
     Second: Dick Thompson
     Vote: Unanimous

3. **Tablet Overview** - 10 mins

   - Dan Andrews introduced and provided a brief overview of the new tablets for distributing and sharing meeting materials. Dick Thompson mentioned the ability to acquire Maine.gov email accounts for members of the Board in order to assist with the distribution of these documents.

4. **Service Level Agreements and Voting Items** - 20 mins

   A. SOS/BMV Address Change Online Service

      - Dan Andrews introduced the proposed SOS/BMV Change of Address Online Service. Dan stated that currently individuals need to call or visit a branch location in order to change their address with the Bureau of Motor Vehicles. The proposed agreement would task InforME with modifying both the existing Drivers License and Duplicate Registration services to include a change of address function and to create a stand alone address update service. The stand alone service would be a free service but it would provide the portal with an opportunity to market other BMV online services while customers are completing their address change.

      - Anne Davis asked about the requirements when it came to Proof of Residency and the possible need for additional documentation such as a birth certificate. Matthew Dunlap responded that those documents are required when it comes to Proof of Citizenship, which does have to be completed in person. Once the original residency is established, which would have taken place in person, the individual should be able to change their address through the online service just as they can when they call into a branch location. Barbie Redmond added that P.O boxes would be stopped but that the most recent/current address is important for things like notifications.

      - Kelly Hokkanen asked how many individuals change their address with the BMV within a given year. Matthew Dunlap responded that there are thousands of these changes every year and an online service may increase that number as the process will be easier, which in turn will encourage compliance.

      - Motion: Chris Pinkham motioned to accept the proposed service as presented.
        Second: Anne Davis
        Vote: Unanimous

   B. SOS/CEC Board & Commissions Online Service (T&M)

- Dan Andrews introduced the proposed SOS/CEC Boards and Commissions Online Service. Dan explained that this is an overwrite of an existing CEC service and InforME will work in conjunction with behind the scenes enhancements to a database and web service that are taking place at the Secretary of State's Office. Matthew Dunlap added that the Secretary of State I.T staff will be performing the upgrades to the backend of the system and InforME will be working on the public interface.

- Barbie Redmond stated that the data contained within the service is public information but that currently an individual needs to contact the Secretary of State's Office in order to get the credentials required to login to the service. The newly re-written service would eliminate the need for that process.

- Anne Head asked if the current timeline listed on the proposal was acceptable. Barbie Redmond responded that it was a strategic timeline. Their office was initially hoping to have a launch date in the Fall but needed a larger window prior to the deadline for clerks submitting their annual reports.

- Chris Pinkham asked if the agency gets billed in periods as the development of the service progresses and if the addition of a time and materials project such as this causes issues within InforME's development queue. Anne Head added onto Chris's comment, asking if other agencies get notified of changes in the development queue and potential scheduling problems. Dan Andrews responded that there are 4 separate billing milestones and that the queue gets reviewed by both the Director of Operations and the project management team prior to scheduling a new project. If there are any scheduling conflicts the items get prioritized and the affected agencies are contacted about changes. Dan added that a scheduling conflict doesn't happen very often as there are an adequate number of staff members to handle the development queue and that InforME management leaves room for the addition of new time and materials projects when planning for a given year.

- Motion: Chris Pinkham motioned to accept the proposed service as presented.
  Second: Denise Garland
  Vote: Unanimous

5. **Other Business** - 20 mins

   A. General Manager's Report

   - Dan Andrews introduced the General Managers Report for the 1st quarter of 2016, in his overview of the report he highlighted various items such as: mobile traffic, municipal service growth, portal enhancements, marketing initiatives, campground reservation statistics and adoption increases for the boat registration renewal and annual report filing.

- Curtis Picard asked if InforME knew the percentage of campground reservation spaces that fill up on opening day for the online service. Kimberly Duplisea stated that they did not know the exact figure as parks do hold some sites as a "if needed" type precaution for the camping season but sites like Sebago tend to fill up very quickly.

- Chris Pinkham asked if all online services have a email reminder mechanism that goes along with them, for instance the Online Boat Registration Renewal service. Dan Andrews responded that they do not, those decisions are made by the agency when the service is developed, but a number of them do have a reminder function for users. Kimberly Duplisea added that IF&W actually sends a boat registration reminder out to everyone each year through the GovDelivery service.

B. InforME Data Center Migration Update

- Dan Andrews briefly spoke about the data center migration and its progress. Dan stated that staff members were well underway with gathering requirements and information prior to the beginning of the build out.

C. Time and Materials Report - Presented for review to the Board

6. **Adjournment 2:00 P.M**

- Motion: Dick Thompson motioned to adjourn the meeting.
  Second: Chris Pinkham
  Vote: Unanimous

7. **Next Board Meeting Dates**

A. May 26, 2016: 1:00 PM - 3:00 PM