

Meeting Date: March 22, 2018

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

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

Attendees

Board Members Present:

Paul Sandlin (Chair)
Dorothy Canelli, for Secretary Dunlap
Adam Fisher
Tim Poulin
Chris Pinkham
Anne Davis
Kelly Hokkanen (Remote)
Anne Head
Dan Andrews (non-voting member)

Guests and State Agency Members:

Eric Stout, OIT

InforME Staff:

Todd Tolhurst
Kimberly Duplisea

The meeting was called to order at 1:03 PM.

1. Welcome and Introductions

2. Adoption of December Minutes

Motion: Chris Pinkham motioned to accept the December 2017 Meeting Minutes as presented.

Second: Anne Davis

Vote: Unanimous

3. Service Level Agreements and Voting Items

A. *New Service Approval:* Department of Secretary of State, Bureau of Motor Vehicles, Schedule A Update

- Dan Andrews introduced the changes to the Schedule A. One update is the introduction of a new payment processing opportunity for IFTA, and the other update is to retire the Over Limit online service as it is functioning now and simply provide payment processing for a new service that is being provided by another vendor to the BMV. The new service provided by

the other vendor allows for real-time validation and issuance of permits, and it does come with a front-end component. The BMV has expressed that the portal would retain the payment processing portion so there is no financial impact to InforME.

Motion: Chris Pinkham motioned to approve the Schedule A.

Second: Tim Poulin

Vote: Unanimous

B. *New Service Approval: Content Management System Pricing*

Department of Education

Department of Administrative and Financial Services

Bureau of Human Resources

ConnectME Authority

- Dan Andrews explained what a content management system is and how it simplifies and streamlines the existing processes required to update web content on state of Maine agency websites.
- The proposed funding includes per user fees assessed monthly for access to the platform, and a tiered rate structure for agencies that have a high volume of content editors.
- The voting item for the board to review is the new fee structure as well individual Schedule A documents with the departments listed above. Each of the agencies that will participate in the service are working with the portal to create a theme specific for their agency web presence, and some agencies are working with the portal to re-architect their sites.
- One board member asked how this compares with cost associated with web updates today. Another board member noted that it is actually less expensive in the long run due to tangible and intangible costs.
- Another board member was asked if the current process will be retired in the future. That is to be determined.
- Dan Andrews asked if the board wishes to see all new Schedule A updates for the addition of content management services. The board agreed that since the pricing is the same for all, a quarterly report of new participants will be sufficient.

Motion: Tim Poulin motioned to approve the proposed pricing and Schedule A documents.

Second: Anne Davis

Vote: Unanimous

C. *Service Fee Change: Department of Agriculture, Conservation and Forestry, Burn Permits Schedule A Update*

- Dan Andrews introduced this project to the Board. The portal provides an online service that allows a resident of a participating town to purchase a burn permit for \$7. Two free online services were created in the past years that are in competition with the service. The legislature is currently debating whether or not the state sponsored service should be provided at \$0 cost to residents as the two other programs are. If this legislation passes, all fees will be removed, including the portal's \$1 fee. To that end, the agency and portal staff have met and discussed a fixed monthly fee that would be paid by the agency to the portal

for the operation of this service. Substantial changes in the future would be funded through fixed-price time and materials contracts.

- Because one board member abstained from the vote, a quorum could not be gained to vote on this service. The board requested to table the item until the April board meeting.

Motion: Tim Poulin motioned to table this item until the April board meeting.

Second: Adam Fisher

Vote: Unanimous

4. Other Business

A. Fourth Quarter 2017 General Manager's Report

- Dan Andrews provided an overview of the general manager's report. He noted that it was a busy quarter for customer service with more than 6,000 total tickets received. Additionally, a total of 41 municipalities were added as service participants across four municipal services in the fourth quarter.
- An update of the data center migration was also provided. The static content is about 99% migrated with only two sites still being served from the local data center. Some changes are also needed to finalize this static content migration. Applications have begun migrating as well; every two weeks development staff are tasked with working on migrating applications. To date, 20 services have been migrated to the development and UAT environments and are in testing. With OIT assistance, portal staff have been working to gain access to agency databases so that applications with database dependencies are able to be migrated. The estimated time line for completion of the migration effort is, optimistically, end of the fall. Dan mentioned that there will be a few applications, including campground reservations, that are not scheduled to be migrated at this time.

B. Executive Session

- Board Chair, Paul Sandlin asked that the board enter into an executive session to discuss the network manager contract. Dan Andrews excused himself from these discussions.
- The board exited the executive session at 2:24PM.

Motion: Tim Poulin motioned to enter into executive session.

Second: Chris Pinkham

Vote: Unanimous

5. Adjournment 2:40 PM

Motion: Chris Pinkham motioned to adjourn the meeting.

Second: Tim Poulin

Vote: Unanimous

6. Next Board Meeting Dates

- April 26, 2018: 1:00 PM to 3:00 PM, Maine State Library Conference Room