

Meeting Date: **May 28, 2015**

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

Meeting Location: **19 Union St, Augusta**

Attendees:

Board Members:

Secretary of State Matt Dunlap

Adam Fisher

John Martins

Chris Pinkham

Anne Davis

Curtis Picard

Dan Andrews - Non Voting Member

Guests and State Agency Members:

Eric Stout - OIT

Jeff Shaw - NIC

InforME Staff and Conference Facilitator:

Dustin Biggs

Kimberly Duplisea

Todd Tolhurst

1. Welcome and Introductions - 5 mins
2. Adoption of April Minutes - 5 mins
  - As there was no quorum for the meeting, voting on the adoption of the April minutes was postponed.
3. InforME Contract Extension Executive Session - 40 mins
  - Dan Andrews provided an overview about the Executive Session including contract expiration and an amendment of the contract back in 2012. The Executive Session was called to order by Matt

Dunlap.

#### 4. NIC Data Center Presentation - 50 mins

- Dan Andrews introduced the NIC Data Center Presentation and the guest presenter NIC Vice President Jeff Shaw. Jeff provided detailed information about the NIC data center and outlined what it offers portals and state partners in terms of performance, flexibility and security. Jeff highlighted specific items including: Stability and performance since launch, failover capabilities, redundancy of data, location of data centers, both physical and network security, corporate partnerships, response rate, mitigation utilities/bandwidth capability, CDN caching, segmentation and scalability for portals and their applications and an overview of the team that oversees the data center.
- Matt Dunlap stated that the presentation provided a clear outline of the data center capabilities despite the high level of technical details presented.
- Eric Stout asked if failover would continue to just be for static pages. Jeff Shaw responded that if migration of the portal were to occur in the future, all content and services would fall under the data center umbrella, making them protected and redundant.
- Adam Fisher asked if the current InforME contract states that the data center has to be local. Dan Andrews replied that it is based upon a vote by the board. Anne Davis followed up by asking if InforME was currently renting space for a server room. Todd Tolhurst responded that the server room is located within the InforME office. Todd added that while it may have been appropriate in 1999 to keep the data center local, times have changed and there are new advantages to having the portal and its services located at an AT&T data center which can provide a higher level security and redundancy.
- Eric Stout commented that since the NIC data center is rated an F5, it also provides an added level of physical security and prevents incidents such as a traditional fire in the building.
- Anne Davis asked what a “man-trap” was in terms of security and if all data center employees are required to undergo background checks. Jeff Shaw replied that a “man-trap” is simply an air lock that prevents an individual from moving further into the building without authentication such as a palm scan. Jeff stated that all employees are researched and undergo background checks prior to being hired.
- Adam Fisher asked if NIC employees actually work at the physical locations of the data centers. Jeff Shaw stated they they work remotely.
- Matt Dunlap asked for additional clarification about the presentation asking if InforME was proposing to migrate the portal to the Ashburn data center. Todd Tolhurst stated that the presentation is intended to outline the capabilities of the NIC data center and begin a discussion with the Board about possibly migrating the portal including content and services to the data center. The portal would be located in both the Allen, Texas data center and the Ashburn, Virginia data center for failover and redundancy purposes.
- Eric Stout and Adam Fisher asked about cost to host the portal at the NIC data center as opposed to locally. Jeff Shaw commented that his team was still in the process of getting sizing estimates with Todd which will provide a better idea of the cost.

- Anne Davis asked if there were possible savings not having a local data center/server room. Dan Andrews replied that there were some savings as hardware and electricity including air conditioning gets expensive.
- Adam Fisher asked if there was an employee or two that currently is responsible for the local data center and what will happen to that person if the portal is migrated to the NIC data center. Dan Andrews replied that there is full time Systems Administrator that currently manages this and is on call 24/7. If the portal were to migrate to the NIC data center it would free up that individuals time to work on other important tasks.
- Anne Davis asked what would happen if the portal is migrated to the NIC data center and the State and NIC part ways later on. Jeff Shaw stated that there is a transition plan that is outlined and agreed upon as a part of the contract.
- Eric Stout asked if security at the data center is better than what InforME currently has locally. Todd Tolhurst responded that it was. Anne Davis added to this topic and asked about the security at the individual level, i.e laptops, desktops etc. Jeff Shaw stated that everything is locked down and requires 2 factor authentication to be able to tunnel to the data center using a laptop.
- Eric Stout asked if the data center was FedRAMP certified. Jeff Shaw responded that it was not, it is FISMA certified.
- Eric Stout asked if a migration to the NIC data center would be a massive labor project for OIT or if it would simply come down to repointing connections. Todd Tolhurst replied that it would essentially be repointing, replacing a web service connection with a VPN connection.
- Anne Davis asked if the individuals who have been DDoSing the portal can still attack the portal once it is relocated. Todd Tolhurst stated that they can always attack, however bandwidth and utilities at the NIC data center would make these attacks much less successful.
- Chris Pinkham asked if anyone was still looking at these attack from a law enforcement perspective. Jeff Shaw responded that they were still working with authorities to assist in identifying where the attacks are coming from.

#### 5. Adjournment 2:40 P.M

- Motion: Chris Pinkham motioned to adjourn the meeting  
Second: Adam Fisher  
Vote: Unanimous

#### 6. Next Board Meeting Dates

A. June 25: 8:30 AM - 4:00 PM

- Maple Hill Farm, 11 Inn Road, Hallowell, ME 04347