InforME Board Meeting Minutes

Date: **January 28, 2016**
Time: **1:00 PM - 3:00 PM**
Location: **19 Union St, Augusta**

Attendees
Board members present:
Greg McNeal, Chair
Matt Dunlap
Richard Thompson
Tim Poulin
Anne Head
Anne Davis
Curtis Picard
Eric Stout
Richard Trahey
Dan Andrews
Kelly Hokkanen via conference call

InforME Staff:
Todd Tolhurst
Deirdre Berglund

1.   **Welcome and introductions**
       Board Chair Greg McNeal called the meeting to order 1:03 pm

2.   **Adoption of December Minutes**
       Board Member Anne Davis asked that the minutes be amended to show her in
       attendance at the December meeting.
       Motion by Tim Poulin to approve minutes with amendment. Unanimous Vote

3.   **Service Level Agreements**
       maine.gov Data Center Discussion

       InforME General Manager Dan Andrews presented a plan to move the Data Center from
       Augusta to NIC's Data Center in Virginia. InforME Director of Development Todd
       Tolhurst participated in the presentation.

       Todd explained that our current data center is hosted in Augusta, Maine. As a result of
       the DDoS attacks in 2015, it has become clear that there is a need to move the data
       center to a top tier data center location that has access more bandwidth capacity.

       Doing so, would mean that all applications and static content would be hosted at our
       corporate data center. All traffic to maine.gov content and applications would flow
       through the primary data center location in Ashburn, VA. A secondary back up site for
       disaster recovery would be maintained in Allen, Texas.

The technology in InforME's current data center is modern but does have some weakness, like some older machines and limited on site resources.

Management is proposing:

- InforME's primary data center be migrated from Augusta, ME to Ashburn, VA
- A back up, disaster site be maintained in Allen, TX
- A VPN to OIT for services with backend dependencies be established
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Todd Tolhurst also explained the proposes phases of the migration:

Phase 1 - Migrate Maine.gov portal static web content; this is 80% of the traffic
Phase 2 - Migrate applications with limited dependencies
Phase 3 - Migrate applications with complex dependencies.

General Manager Dan Andrews indicated that there would be no additional cost to State or end users. The portal will be absorbing the additional cost of data center operations.

Board Member Anne Davis asked about potential downtime and cached files. Todd Tolhurst said there should not be more than a few minutes of down time and that cached files should not be affected.

Dan Andrews outlined how the data center categorize and prioritizes incidents and the expected response time associated with each,

> Major incident (enterprise outage of core services) 15 minutes
> Security 1 - Outage of an Application (Critical)   15 minutes
> Security 2 - Impairment of one or more services (high) 30 minutes
> Security 3 - Portal - IM or Email   60 minutes
> Security 4 - Desktop issues 240 minutes

InforME would still retain the ability to administer systems remotely but would have to engage remote personnel in the event that a machine required physical inspection or a physical reboot.

As part of the data center, the portal would receive immediate notification of failures or outages and management will be able to stay up to date during the incident via chat and continued notifications. There would be a lot more manpower to assist InforME.

Board Chair McNeal stated the data center provides the benefit of modernizing equipment and gaining redundancy, which is better level of service. He would like the service to continue to be as good or better than what we have. Board Chair McNeal wants to speak with another state to see what they felt the effect to the user was during the transition.

General Manager Dan Andrews asked the Board what they would like to see before making a decision. General consensus was that it should be done, but would like to see the a more detailed project plan.

Board member Anne Davis asked what the timing would be. Dan Andrews said the overall effort would be approximately 12 months but would depend on the level of testing required for the migration of some applications.

The Board suspended the vote until they can see the project plan. Board member Richard Thompson would like to look at the contract agreement to see if we have to make any amendments. General Manager Andrews said the contract states "hosted at the Board's choice" but will look into it further along with the following action items:

- Project Management Plan
- What is the responsibility of Board to move forward

Unclaimed Property Search & Claim - Service Deactivation

General Manager Dan Andrews presented the unclaimed property service for deactivation. He explained that the service is one of the original services the portal developed, and was built in partnership with the Treasurer's Office as a small time and materials project. During the lifecycle of the service there has been no ongoing revenue or hosting and maintenance to support the service. Therefore, it is considered a subsidized service.

The Treasurer's Office is retiring the service and replacing it with a duplicate service offered by Xerox, who already provides their office with a national presence.

Motion to retire the Unclaimed Property Search & Claim service by Anne Davis, second by Tim Poulin. Unanimous vote.

4.   **Other Business**
        4th Quarter General Manager's Report
        Time and Materials Report

General Manager Dan Andrews presented the 4th Quarter report.
- 5 million visits a month to the portal. Mobile traffic has been steadily increasing.
- Municipal services continue to grow, there are no 210 towns using Rapid Renewal. Board
- InforME hired Sam Foster as a new Project Manager.
- Rapid Renewal service was an finalist for the 2015 ACT-IAC excellence.gov award.
- Absentee ballot received 3,300 requests for 2015 Referendum, 846 were uniformed or overseas voters.
- Unified Carrier Registration has record month, 90% adoption.
- Medical Marijuana - InforME spoke at a committee meting about a modifying how PDFs are generated so that patient information does not get transmitted over the internet. The change was deployed into production in October.
- Motor Vehicle Title Replacement was enhanced so that duplicate title requests can be paid for with subscriber accounts.
- Dog Licenses - Over 6200 dogs were licensed online in the 4th quarter.

- MSECCA & CCAUE Campaign - More than $300,000 donations were raised using the online donation tools.
- Unemployment Service - In the first year, 22,000 initial claims were processed and 210,000 continuing claimers have been filed, 45%of them were over mobile devices.
- Service Disruptions - On 11/29/15 there was a 2 hour service disruption.   This service disruption would have been 15 minutes in the proposed data center.
- Portal Operations - Over $18 million in credit card transactions were processed.
- Director of Marketing, Kim Duplisea, is currently attending leadership training in Kansas.

Next Meeting: February 25 at 1 p.m
Motion to Adjourn, by Tim Poulin, second by Secretary of State Dunlap