

Meeting Date: **July 27, 2017**

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

Meeting Location: **Maine State Library, Augusta, Maine**

## **Attendees**

### **Board Members Present:**

Paul Sandlin (Chair)  
Chris Pinkham  
Anne Davis  
Anne Head  
Richard Thompson  
Denise Garland  
Adam Fisher  
Dottie Cannelli (proxy for Secretary of State Dunlap)  
Kathy Montejo (remote)  
Dan Andrews (non-voting member)

### **Guests and State Agency Members:**

Eric Stout, OIT  
Mary Manseau, NIC Rhode Island

### **InforME Staff:**

Todd Tolhurst  
Kimberly Duplisea

**The meeting was called to order at 1:05 PM.**

#### **1. Welcome and Introductions**

#### **2. Adoption of May Minutes**

Motion: Anne Davis motioned to accept the May 2017 Meeting Minutes as presented.

Second: Chris Pinkham

Vote: Unanimous

#### **3. Service Level Agreements and Voting Items**

A. Department of Labor, Unemployment Claims Filing, Service Deactivation

- Dan Andrews introduced the service deactivation request for the Unemployment Claims Filing project. Dan explained that the service was undertaken as a time and materials funded

service with a limited window for operation. The portal's solution was intended to be a stop-gap between an online filing service that was showing its age and a new effort that was to be undertaken with a consortium of states. The consortium's product will be ready for deployment in October which will sunset the portal service.

- Paul Sandlin provided additional background on the service. Currently, the Consortium consists of Departments of Labor from Maine and Mississippi. Mississippi is currently moving their system in the cloud hosting environment. The first phase of the move is the unemployment insurance system, which is a large undertaking representing approximately 80% of the workforce for Maine's Department of Labor.

Motion: Chris Pinkham motioned to approve the Schedule A and Statement of Work.

Second: Anne Davis

Vote: Unanimous

B. Department of Health and Human Service, WebShop Schedule A and Statement of Work

- Dan Andrews introduced the WebShop service. This enterprise service was originally created years ago and was recently updated to include more administrative functionality. The Center for Disease Control plans to sell newborn bloodspot kits online through the WebShop service.
- Board member Chris Pinkham asked how state agencies are selling products now and how this service could be utilized for sales. Dan Andrews explained that there is opportunity for additional agencies to use the service now that it has been updated, such as the Corrections for sales of their prison store merchandise. This service, now that it has been rewritten, gives the portal opportunity to quickly update older services into a more usable and modern template.

Motion: Chris Pinkham motioned to approve the Schedule A and Statement of Work.

Second: Anne Davis

Vote: Unanimous

#### 4. **Other Business**

A. 2017 Second Quarter General Manager's Report

- Dan Andrews provided a summary of the General Manager's report. He noted that InforME's two customer support staff responded to 7,800 customer support tickets and 729 chats. He also provided information on InforME staffing changes, the project queue, municipal updates including current participants and service adoption. Dan also provided highlights including

the deployment of a court fines enhancement, a gambling control board website redesign, the Maine.gov website redesign, and an online code enforcement examination tool.

- Todd Tolhurst provided an update on the technical highlights including three outages that occurred in the second quarter.

#### B. Strategic Plan Update

- Kimberly Duplisea provided an overview of the current strategic plan. Kim explained that there has been significant progress on the goals. The first goal is largely complete with five services being updated to promote an increase in adoption rates. The third goal is also showing significant progress with a University of Southern Maine value study nearing completion and several touchpoints occurring on a quarterly basis with municipalities. InforME staff members continue to reach out to agencies about successful services that have been deployed in other states as well as about open data initiatives to meet the objectives outlined in goal four.
- The Board discussed open data initiatives and requested that this topic be discussed at the September strategic planning session.

#### C. InforME Network Manager Contract

- Board Chair Paul Sandlin requested that the Board vote enter an executive session to discuss the InforME network manager contract.

Motion: Richard Thompson motioned to commence an executive session.

Second: Denise Garland

Vote: Unanimous

#### D. Other Business

- Board Chair Paul Sandlin provided congratulations and thanks to long-time board member Richard Thompson for his service to the InforME board. Richard will be retiring from the University of Maine System in August 2017. Prior to his work at the University, Richard worked with the InforME board as the Chief Information Officer for Maine's Office of Information Technology.

### 5. **Adjournment 2:40 PM**

Motion: Anne Davis motioned to adjourn the meeting.

Second: Denise Garland

Vote: Unanimous

**6. Next Board Meeting Dates**

- A. August 24, 2017: 1:00 PM to 3:00 PM, Maine State Library Conference Room
- B. September 28, 2017: 8:30 AM to 4:00 PM, Governor Hill Mansion, Augusta, Maine