General Manager's Report
October 2009

July, August, September 2009 Financials

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Gross & Net Reporting for Services ..... **Error! Bookmark not defined.**

General Manager Overview

Staffing

- New customer service representative started 10/19/09: Megan Carey.

Awards

- Maine.gov received 4th place finish in the Center for Digital Government Best of the Web Award
- BGS, Public Improvement Project Request service received Honorable Mention in the Center For Digital Government, DGAA Internal Government Category Awards
- Maine DataShare service received 1st place in the Center for Digital Government, DGAA Givernment to Citizen Category
- Maine ranked 1st in Rutgers/San Francisco State University report on digital governance.

Recent launches

- ARRA Stimulus Funding – Agency Reporting (Sept/Oct 2009)
- Duplicate Vehicle Registration Request (September 2009)
- Maine Foliage Website 2009 (September 2009)
- Physician Assistant License Renewals (August 2009)
- Boards and Commissions Dynamic Listing Webpage (August 2009)
- Town of Buxton PayPort (August 2009)
- Maine Sex Offender Verification Service – Law Enforcement Access (July 2009)
- KeepMEWell Online Health Assessment (July 2009)
- Court Fines Payments full roll out (July 2009)
- DEP TankSmart (July 2009)

Application Enhancements

- PayPort Enhancements (July 2009)
- Any Deer Swap/Transfer Site (September 2009)
- PayPort Enhancements (September 2009)
- Notary Renewal - State Agency Payments (August 2009)
- Absentee Ballot Request 2009 (August 2009)

Consultation, Training and Web Initiative Highlights

- InforME provided the following training sessions for state webmasters:
  - July 21: Urchin training; using Markdown in What's New
  - August 18: Open session
- InforME is providing ongoing support to agency webmasters for the state web templates, Dreamweaver, FTP, AutoForms, and the What's New tool.
- InforME participated on the Advisory Board for the Maine Digital Government Summit
- InforME gave a security presentation to OIT staff – September 10, 2009

MARKETING HIGHLIGHTS

Events

- InforME 10 year Celebration - July 13, 2009
- Maine Digital Government Summit – October 2009
- Maine Municipal Association Conference – October 2009

Promotional/Media

Press Releases:

- Maine's Official Web Site Wins Two Awards in National Competition (9/2009)
- Maine's State Web Portal Ranked First in the Nation in E-Governance (9/2009)
- Duplicate Registration Request (9/2009)
- Court Fines Web (8/2009)

OIT Newsletter:

- Duplicate Registration - 10/1/2009
- Maine.gov Awards – 9/15/2009
- Maine.gov Integrator Award – 9/15/2009
- Maine.gov User Feedback Survey – 9/1/2009
- Maine.gov 10 Year Anniversary – 8/17/2009
- Any Deer Lottery – 8/17/2009

Other Marketing Highlights

- Duplicate Registration Request Municipal Outreach
- Sportsman Services Online Ad on MaineToday.com

PROJECT MANAGEMENT

Meetings

Agency Meetings:

- MSECCA 2009 Campaign
  - User Interface Meeting
  - Admin Meeting
- Department of Corrections
  - Offender Search Project Update Meeting
  - Offender Search Online Training Demo
- DAFS
  - MRS – Real Estate Transfer Tax Application
  - OIT – ARRA Transparency Website
- DHHS
  - HIP Online Licensing
  - Universal Wellness Phase 1
  - Universal Wellness Phase 2
  - MIYHS, Prototype review
- Professional and Financial Regulation
  - Enhancements to Online License Renewal service
  - Board of Engineers Enhancements
- Judicial Branch
  - Court Fines Marketing Call
  - Court Fines IVR Call
- Department of Conservation
  - Bureau of Parks and Lands, Park Search Upgrade

Financial Reporting sources vary. Financial Summaries are developed using Profit and Loss Statements Provided by MIN parent Company, NIC. Year to Year Comparisons and Gross-Net Reporting and Highlights are developed using monthly sales report, directly from MIN billing.

    - Land Use Regulation Commission Building Permits
    - Campground Reservations
    - Fall Foliage Website Meeting
    - Fall Foliage Live Person Training
- Department of Economic & Community Development
    - Website Services
- Department of Public Safety
    - Beano & Games of Chance
- Inland Fisheries and Wildlife
    - ATV/Snowmobile Upgrade
    - Any Deer Permit Lottery
- Maine Emergency Management Agency
    - Website Upgrade
- Department of Labor
    - Career Center Website Redesign
- Maine Ethics Commission
    - Enhancements to Online Qualifying Contributions for Clean Election Candidates Service
    - Sources of Income Filing Projects
    - Registration Project
- Secretary of State:
    - Notary Renewal
    - Corporate Search Query Updates
    - Boards and Commissions Annual Report Filing
    - BMV, Overlimit Upgrade
    - BMV, Organ Donor Registry
    - BMV, FAME Contributions
    - BMV, Fleet Trailer Renewal
    - BMV, RR Unorganized Territories
    - BMV, Duplicate Registration
- Public Utilities Commission
    - Efficiency Maine
    - Recovery website
- University of Maine
    - Website Design/Application Services
- Town of Manchester
    - PayPort
- Town of Brunswick
    - Website Design, online services

Rapid Renewal Meetings & New Towns:

Month and Town	Event
Stonington, July	Webinar Training
Durham, August	Webinar, Training
Hope, August	Webinar, Training

PayPort Meetings:

Month and Town	Event
Stonington, July	Webinar
Bath Water District, July	Webinar

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Harpswell, August	Webinar
Ellsworth, August	Webinar
Westbrok, September	Webinar

PROJECT STATUS REPORT

Completed:

Free Services Launched:

Agency	Application	Description	Launch
Ethics Comm	Clean Election Contributions	Enhancements to service	October
CEC	Boards and Commissions Dynamic Webpage	Allows users to view up to the minute Board and Commission data online.	August

Fee & Time & Materials Services Launched:

Agency	Application	Description	Completed
DAFS/OIT	ARRA Stimulus Transparency Administrative/Reporting	Database and online reporting functions for agencies to report ARRA awards, and XML files for federal reporting.	October
MSECCA	MSECCA Enhancements	Completion of a few remaining features for MSECCA application	October
Board of Medicine	Physician Assistant License Renewals	Allows physician assistants to renew their license online.	August
InforME	Buxton PayPort	Allows Town of Buxton to take credit and debit card payments for municipal licenses, permits, etc over the phone and at the counter.	August
SOS/CEC	Notary Renewal Enhancement	Enhancements to allow state agencies to by-pass payment by credit card	August
DPS/State Bureau of Identification	Sex Offender Verification for Law Enforcement	Allow police departments to submit online verifications for registered sex offenders	July
DHHS	KeepMeWell	Allows users to take an online health assessment and identifies areas of their health that require attention.	July
SOS/BMV	Duplicate Registration Request	Maine residents can request a duplicate copy of their motor vehicle registration.	July

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DEP	TankSmart	Allows users to search for and/or complete training on registered aboveground and underground tanks	July
Judicial	Court Fines Payment service	Allows users to make full or partial payments on any fine due to a Maine district or superior court.	July

Creative Services/Web Design Launched & Completed:

Agency	Application	Description	Completed
Maine.gov	Maine.gov Fall Photo Contest	Fall Photo Contest winning images	September
Conservation	Maine Foliage 2009 Website	Provides weekly foliage status reports to online visitors.	September

Projects In Process

Fee Service Priority Ranking Key:

L = Low, M = Medium, H = High
V = Value to Portal, R = Resources Required

Service	Agency	Description	Funding	Status	Priority	Target Launch Date
Environmental Health License Renewal	Health & Human Services	License renewal of environmental health licenses	TRANSACTION	TESTING	HV/MR	15-Nov-09
Unclaimed Property Search Enhancements	State Treasurer	Enhancements to the unclaimed property search service	T&M	QUEUE	n/a	15-Nov-09
Offender Search	Corrections	Search of inmates	FREE	TESTING	n/a	15-Nov-09
Over limit Permits Upgrade	SOS/BMV	Upgrade existing service to coincide with BMV upgrade	Free/Transaction	DEVELOPMENT	HV/MR	1-Dec-09
Professional License Renewal	PFR	Enhancements to existing service	Free/TRANSACTION	DEVELOPMENT	n/a	1-Dec-09
MIYHS	DHHS	Monitoring the health of Maine's youth by collecting survey data on a regular basis and displaying online	T&M	DEVELOPMENT	n/a	15-Dec-09
ARRA Stimulus Public Site	DAFS/OIT	Using data collected from ARRA display information to public	T&M	SPECS	HR/HV	31-Dec-09

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Keep ME Well Phase II	DHHS	Online health assessment tool	T&M	SPECS	HV/MR	1-Jan-10
Park Search Phase 3	Conservation	Enhancements to state park search	T&M	QUEUE	n/a	1-Jan-10
Background Check Package	DPS	Background check premium service that combines existing InforME services into one easy-to-use package.	TRANSACTION	DEVELOPMENT	MV/MR	15-Jan-10
RR Unorganized Territories	SOS/BMV/MRS	Allow residents of unorganized territories to use Rapid Renewal (enhancement)	TRANSACTION	DEVELOPMENT	HV/LR	15-Feb-2010
Campground Reservations	Conservation	Develop Maine campground reservation system	TRANSACTION	DEVELOPMENT	HV/HR	1-Feb-10
Media Gallery Phase 2	InforME	Enhancements to existing multimedia application	FREE	QUEUE	n/a	1-Feb 10
WebShop Point of Sale	IF&W/InforME	Enhancement to WebShop to provide point-of-sale capability.	TRANSACTION	QUEUE	MV/MR	1-Feb-10
Live Streaming Media Solution – Phase I	InforME	Agency solution to broadcast live video/audio online	FREE	DEVELOPMENT		1-Feb-10
Maine.gov Agency Template Version 2	InforME	Next generation of standard agency website template/designs.	FREE	DEVELOPMENT	n/a	1-Mar-10
Real Estate Transfer Tax Filing System	MRS	Placing real estate transfer tax filing process online	TRANSACTION	SPECS	HV/HR	15-Mar-10
Absentee Ballot Service Update	SOS/CEC	Enhancements to absentee ballot request service	FREE	QUEUE		1-May-10
ATV/Snowmobile Registration Real-Time	Inland Fisheries & Wildlife	Upgrade to registration service to full solution.	TRANSACTION	DEVELOPMENT	MV/MR	2010
Maine.gov DataShare Phase 2	InforME	Enhancements to DataShare	FREE	SPECS	n/a	2010
Inmate Fund Deposit	Corrections	Allow Individuals to transfer funds to Inmates	TRANSACTION	QUEUE	MV/MR	2010

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Drivers Ed Forms	SOS/BMV	Allow drivers ed schools to report online	FREE	QUEUE	n/a	2010
MEMA Website Redesign	MEMA	Redesign of web site	T&M	QUEUE	n/a	2010
PayPort Online	InforME	Enhancement to PayPort to allow online payments to municipalities	TRANSACTION	QUEUE	MV/MR	2010
Bulk Data Sales Online	IF&W	Online (self-service) bulk data sales of IF&W data	TRANSACTION	QUEUE		2010
Court Fines IVR	Judicial Branch	Payment of Court Fines via phone	TRANSACTION	QUEUE		2010
License Reinstatement Fees	SOS/BMV	Allow citizens to pay to reinstate their drivers license	TRANSACTION	DISCUSSION		
LURC Building Permits	Conservation	Building applicants are able to fill out forms online for permits	TRANSACTION	SPECS – ON HOLD	MV/MR	
UCC Filing Re-Write	SOS/CEC	Re-write of UCC filing service	Free/TRANSACTION	QUEUE		2010
Get Real Maine WebShop	Agriculture	Online store for logo products	TRANSACTION	ON HOLD		2010
ICS Redesign	SOS/CEC	Update service to new template	FREE/Transaction	QUEUE		

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TECHNICAL HIGHLIGHTS

Infrastructure:

- MIN is in the process of re-certification by CyberTrust (2 year certification cycle). Our final on-site audit occurred in June and we are waiting for final results.
- NIC payment engine deployed for PayPort service. All other applications will be migrated to the NIC payment engine over time.
- Creation of a development environment to match production (for static websites). This will allow migration of state webmaster FTP accounts to LDAP. There will be tools to allow web coordinators to manage their webmasters' passwords, preview prior to publishing web pages. We have begun setting up agencies with access.
- Planned upgrade to WebDefend.
- Planned security enhancement for firewall filtering.
- Acquired and set up new server environment (load balanced cluster) for Campground Reservations application and database; development and testing ongoing.
- Working to segment our production network, per CyberTrust, keeping application web servers and application databases separate from non-financial services.
- Acquired wildcard certificate for maine.gov.

Outages/Issues:

- Outage of credit card processing for agency merchant accounts. 7/20/09. Problem was due to Monetra password expiration. Downtime approximately 30 minutes.
- Outage of Janus server (legislature). 7/23/09. Server was re-started. Downtime approximately 30 minutes.
- Planned downtime of Court Fines payment service for maintenance. 8/10/09. 20 minutes.
- Planned downtime of state network connectivity due to OIT maintenance. 8/24/09. 10 minutes.
- Outage of Media Gallery due to third party server. Restarted MySQL. 9/8-9/9/09 (overnight). 7 hrs 45 minutes. Monitoring has been implemented.
- Online service outages due to state network issues. 9/17/09 evening. Approximately 4 hours.

Respectfully Submitted,

Kelly Hokkanen
General Manager

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