

InforME Board Meeting Minutes



Meeting Date: **April 23, 2015**

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

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

Attendees:

Board Members Present:

Chris Pinkham

Kelly Hokkanen

Barbara Redmond – Representing Secretary of State Matt Dunlap

Adam Fisher

John Martins

Anne Davis

Greg McNeal

Tim Poulin

Dick Thompson

Denise Garland

Dan Andrews, Non-Voting Member

Guests and State Agency Members

Paul VandenBussche – former Maine Information Network G.M

InforME Staff and Conference Facilitator

Dustin Biggs

Kimberly Duplisea

Dominic Eramo

Todd Tolhurst

Prior to the April 2015 Board Meeting a vote was held via email for the prioritization and approval of Inland Fisheries and Wildlife's Byrant Pond Conservation Camp Lottery, which is a free service. This vote was conducted via email due to the cancellation of the March 2015 Board Meeting. The board approved this service and its prioritization in a 9-0 unanimous vote.

1. Welcome and Introductions - 5 mins

2. Adoption of January Minutes - 5 mins

- Motion: Tim Poulin motioned to adopt the meeting minutes as presented.
Second: Dick Thompson
Vote: Unanimous

3. Service Level Agreements and Voting Items - 25 mins

A. Department of Public Safety (DPS), Office of the State Fire Marshal - Service Deactivation

- Dan Andrews introduced the service deactivation for the Office of the State Fire Marshal explaining that the daily operations surrounding the service have been moved to the Agency License Management System (ALMS) which allows the licensing transaction to now be processed under the Professional Licensing service provided by the Office of Professional and Financial Regulation (PFR). As the service is now functioning within the PFR system the standalone licensing service, which had considerable overhead and a limited number of transactions can be retired.
- Kelly Hokkanen asked if the vote was just regarding the retirement of the existing service or if it included the migration of the service into the PFR application. Dan Andrews stated that it was just a vote whether or not to retire the older service, the functionality of including these licensing transactions into PFR has already been instituted based upon a prior board vote.
- Motion: Tim Poulin motioned to deactivate the Office of the State Fire Marshal Licensing service as its functionality has been transitioned to ALMS and the PFR service
Second: Chris Pinkham
Vote: Unanimous

B. Maine Board of Licensure and Medicine - Online Training Course

- Dan Andrews introduced the proposed online training course for medical doctors and physician assistants licensed in Maine. The application allows a user to print out a certificate of completion following a review of the course material and an online examination. The proposed service would be a clone of the existing Alcohol Seller Server Certification service with content and layout modifications. The initial development would be a time and materials contract, while ongoing hosting and maintenance would be funded by a transaction fee absorbed by the licensing board.
- Kelly Hokkanen requested that the Schedule A document be adjusted to clarify that the service fee is per transaction.
- Motion: Dick Thompson motioned to approve the Online Training Course service for the Board of Licensure and Medicine.
Second: Tim Poulin
Vote: Unanimous

C. InforME Contract Extension Discussion/Vote

- Dan Andrews introduced the 2 year contract extension for InforME stating that the current contract expires in roughly 14 months. The original contract was for 4 years with three 2 year renewals and this extension is the final renewal. Dan commented that the board had the

option to vote on the renewal or simply discuss the renewal and present it as a voting item for a future meeting.

- Chris Pinkham asked what the actual expiration date of the contract is prior to this particular 2-year renewal. Dan Andrews stated that the current extension expires on July 1st 2016.
- Dick Thompson and Greg McNeal both explained that while discussing and voting on an extension at this time seems early, there is a lengthy RFP and/or transition process that would need to take place if the State went in a different direction which is why such a voting item needs to come well in advance of the contract expiration date. Kelly Hokkanen added that in previous contracts it explicitly stated that the contractor had to be notified 12 months in advance if there was going to be a transition.
- Adam Fisher asked if there were any changes to the existing contract that InforME would like to see implemented. Paul VandenBussche and Dan Andrews responded that InforME has no plans or outlined changes proposed for the existing contract.
- Barbara Redmond asked if board members could receive a copy of the existing contract for review. Dick Thompson added that the board should be given a copy of the existing contract for review and at the next board meeting an executive session should be held to discuss the contract and its extension. Dan Andrews stated that the contract would be distributed to board members prior to the next meeting.
- Motion: Dick Thompson motioned to suspend the contract extension conversation and discuss the item at the next board meeting once a copy of the current contract has been distributed to and reviewed by the board.
Second: Tim Poulin
Vote: Unanimous

4. Maine.gov Distributed Denial of Service (DDoS) Briefing - 30 mins

- Greg McNeal introduced the distributed denial of service attack overview and a brief informational video regarding the subject. Dan Andrews then introduced Todd Tolhurst, Director of Development for InforME, who spoke about the recent DDoS attacks on the Maine.gov portal.
- Todd Tolhurst highlighted various items regarding the DDoS attacks including: how the attack works, timeline, attempts to resolve the situation, interaction with internet service providers, media relations, corporate assistance and finally a resolution.
- Greg McNeal commented that the InforME team handled the situation effectively from both a technical and communication stand point, as some of these attacks occurred at all hours of the night and on weekends. Greg also stated that the response time from the 3rd party internet service provider (ISP) was inadequate, which resulted in a delayed resolution to the problem and frustration for the individuals who were in communication with the ISP staff. Kelly Hokkanen added that the communication was handled very consistently and while there was a lot of media coverage it was not a firestorm filled with misinformation.
- Dick Thompson and Todd Tolhurst discussed future action items that may be necessary as a result of these kinds of attacks, which included mitigation tactics and a possible transition to a larger data center.
- Barbara Redmond asked about the investigation into who was instituting these attacks. Todd Tolhurst responded that federal law enforcement agencies are involved and have been informed but he was not sure how close they were to finding out who the individual or individuals are that caused these attacks.
- Chris Pinkham asked who specifically holds the contract with the internet service provider. Dan Andrews responded that InforME holds the contract. Chris added that there should be a follow up conversation with the ISP to discuss the level of service and proper response time in critical situations. Greg McNeal agreed, stating that while the provider was apologetic, future

actions would determine whether or not they are capable of offering the level of service needed.

- As a takeaway item the board discussed and agreed that both InforME and Greg McNeal would reach back out to the internet service provider to discuss future service, including a possible test case and those discussions and/or agreements would be reported back to the board at future meetings.

5. Q1 General Manager's Report - 20 mins

- Dan Andrews introduced the 2015 1st Quarter GM Report highlighting various items including: municipal service growth, new staff members, the launch of the Duplicate Title service and the Unemployment Claims service and the increase in adoption for the Crash Reports service. Dan also provided technical highlights and a portal operations overview. Greg McNeal added that the Campground Reservation service was once again successful and Kimberly Duplisea shared transactional highlights for that service.
- Kelly Hokkanen inquired if staffing was sufficient in order to support all the new municipalities that have joined various online services. Dan Andrews responded that there are now 2 positions in the office that work directly with municipalities for support and setup.

6. 2015 Legislative Updates - 10 mins

- Dan Andrews introduced the legislative update, noting that there had been no significant changes since the last meeting. Barbara Redmond commented that many members of the legislature are now more aware of InforME and understand the costs associated with the creation of applications, websites, etc.

7. Other Business - 20 mins

A. Time and Materials Report

- Kimberly Duplisea introduced the Time and Materials Report highlighting various items including the Real Estate Tax and Transfer Declaration service, changes to the Professional Licensing service and the Electricity Calculator for the Maine Office of the Public Advocate.

B. Governor's Tax Reform Calculator

- Dan Andrews introduced the Tax Reform Calculator outlining the initial conversations InforME had with the Governors office and explaining how the calculator was created from a complex spreadsheet into an online application. Dan also stated that InforME was assisted by the Maine Revenue Service when testing the application.
- Barbara Redmond asked how many visitors have accessed the calculator since its launch and Dan Andrews stated that to this date there had been 3,000 hits to the specific page.

C. Maine.gov 2015 Portal Redesign & Open Data Portal

- Dan Andrews provided a brief overview of the 2015 Maine.gov Portal Redesign and Open Data Portal. Dan highlighted the new flat design, the off canvas menu available on mobile devices, the new background images and the location of the Open Data Portal.
- Kelly Hokkanen asked if there was a current cost to agencies who wish to utilize the Open Data Portal. Dan Andrews responded that there is no current cost to agencies. Greg McNeal added that this portal provides a new use for various data sets that have been accumulated over the years.

D. Strategic Planning Session for 2015-2017

- Dan Andrews spoke about the Strategic Planning Session that will take place at the end of June. Dan stated that he and Greg had met with Janet Eastman who will oversee the session and that a survey may be distributed to board members to assist in drafting the agenda.

8. Adjournment 2:55 P.M

- Motion: Tim Poulin motioned to adjourn the meeting
Second: Barbara Redmond
Vote: Unanimous

Next Board Meeting Dates

A. May 28: 1:00 PM - 3:00 PM

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

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