

InforME Board Meeting Minutes



Date: **February 25, 2015**
Time: **1:00 PM - 3:00 PM**
Location: **19 Union Street, Augusta, Maine**

Attendees

Board members present:

Matthew Dunlap (Chair)
Tim Poulin
Chris Pinkham
Kathy Montejo
Carmel Rubin
Eric Stout
Kelly Hokkanen (remote)
Anne Head
Dick Thompson (remote)
Denise Garland
Dan Andrews

Guests and State Agency Members:

Barbie Redmond, First Deputy Secretary of State

InforME Staff:

Kimberly Duplisea
Todd Tolhurst
Sam Foster

1. Welcome and introductions

The InforME Board welcomed new Board members:

- Kathy Montejo, City Clerk of Lewiston, ME representing a Statewide Association of Municipalities
- Carmel Rubin, Court Communications Manager, representing the Judicial Branch

2. Adoption of January minutes

Motion: Chris Pinkham motioned to adopt the minutes

Second: Tim Poulin

Vote: Unanimous

3. Service Level Agreements and Voting Items

A. Maine.gov Data Center Relocation

InforME General Manager Dan Andrews summarized the discussions held in previous Board meetings and presented the Data Center Migration Plan which provides a high-level overview of each stage and component of the Migration process.

Board member staff Eric Stout commented that the Stakeholder section of the Plan only included executive-level member information and should be expanded to include other important stakeholders from areas such as technical support. Dan and InforME Director of Operations and Marketing Kim Duplisea agreed that these stakeholders should be included and proposed that Board members send any additional stakeholder information to Kim.

Board member Dick Thompson noted the lack of a verification step in the Deployment plan and wanted to confirm that such a step would occur and had been budgeted for in the process timeline. Dan responded that because the document described a high-level overview, details of the Deployment plan had not been included. Dan stated that each application deployment plan would involve writing use cases, testing, and verification after a launch has occurred in the new environment.

Dick also asked if Board chair Greg McNeal had a chance to review the Plan. Both Eric and Dan confirmed that OIT and InforME have had many discussions and that Greg had reviewed the document.

Board member Chris Pinkham asked how the data center move would affect other ongoing business, such as Time & Materials projects. Dan responded that he and Kim were discussing the steps necessary to achieve a balance between the move and other work and mentioned that this could involve bringing on another developer.

InforME and OIT determined no wording changes would be needed to their service level contracts as a result of the move.

Motion: Dick Thompson motioned to approve the Data Center Migration

Second: Tim Poulin and Kelly Hokkanen

Vote: 9 approve, 1 dissent

Data Center Relocation approved.

4. Other business

A. Bureau of Motor Vehicles, DPPA Audit Overview

Dan introduced the initiative to put additional procedures in place for vendors who wish to obtain more information from the Bureau of Motor Vehicles in regards to driver data. He explained that InforME was working with the BMV to streamline the process while also improving security.

Board member Secretary Dunlap further explained the history of the Driver's Privacy Protection Act and why it exists to protect personal vehicle records from the general public. Secretary Dunlap described some scenarios in which these personal vehicle records can be disclosed (e.g. to aid law enforcement) and the process in which vendors can receive this information.

Secretary Dunlap introduced the problem faced by InforME where citizens falsely believe InforME is selling their personal information to vendors not approved by the DPPA. He explained that this confusion stems from the fact that, under DPPA, vendors who are

approved to acquire vehicle records from InforME can in turn sell that information to customers that may not meet the same DPPA requirements.

Dan and Secretary Dunlap concluded by stating that many of the updates done to the DPPA service would be to ensure entities who have access to vehicle records are doing so for legitimate, DPPA-approved reasons. Example updates included random auditing and a re-signing of the DPPA agreement by the vendor. Secretary Dunlap explained that even though the planned updates would not completely prevent illegal use of the service, added precautions and audits would deter some would-be exploiters.

Board member Chris Pinkham asked how vendor contracts are structured and, when told the contract is between the vendor and InforME, questioned why we allow the vendor to resell information. Barbie answered that we are required by federal statute to allow reselling under the assumption that the eventual customer is a legitimate buyer who is in line with DPPA requirements.

Eric asked for clarification on the similarities between the DPPA and the Federal Safety Act and asked if the penalties were equatable. Barbie confirmed that many of the rules listed in the DPPA mirror the FSA, though the way the act is written makes it difficult to trace and penalize violators. However, Barbie stated that clerks who are found to have done anything illegal are, at the very least, disallowed from continued use of the service.

B. Time and Materials Report

Dan presented a documented overview of the Time & Materials report for February 2016 for review. The Board did not have any immediate questions or comments.

4. **Other Discussion**

A. Tablets for future Board meetings

Dan stated that tablets have been purchased and should be ready for the next Board meeting. These tablets will be used to replace paper documents and may facilitate other capabilities in the future.

5. **Adjournment 1:50 PM**

Motion: Tim Poulin motioned to adjourn the meeting

Second: Chris Pinkham

Vote: Unanimous

Next board meeting date

March 24, 2016: 1:00 PM-3:00 PM 19 Union Street, Augusta