infor ME

**Information
Resource
of Maine**

2005 Annual Report

Contents

Chair's Message

DURING THE PAST YEAR, Maine's commitment to eGovernment continued to grow and strengthen. In 2005, InforME brought new services to Maine's citizens and businesses and streamlined business processes within Maine's government agencies. Hard work, creativity, and commitment from many individuals enable Maine.gov to continue to provide quality services and receive national attention for its excellence. On behalf of the Board of Directors of the Information Resource of Maine (InforME), I wish to express sincere gratitude not only to those within State Government who envision, implement, and maintain eGovernment services, but also to the citizens and businesses who adopt those services.

Richard Thompson,
Chair of the Board

InforME achieved a number of significant milestones in 2005. Rapid Renewal, the online vehicle registration service, served its 100,000th customer in 2005 and over 50 percent of registered vehicles can now be renewed online. Ready.Set.Gov is now used by nearly 90 municipalities and counties to develop their own web presence. Renewal of over forty different professional licenses (e.g., Professional and Financial Regulations' licensing for the Boards of Nursing and Engineers) is now available through our online services.

Additionally, InforME continued to generate new free services and resources. In support of the State's web standards, InforME has upgraded the Webmaster Resource Center (available at www.maine.gov/webmasters/) to include a support blog, the template kit, and other resources specifically designed to assist agency webmasters. These enhancements, coupled with the enhancements to the What's New and AutoForms tools, will have a positive impact on existing and new eGovernment initiatives.

InforME was established in 1997, and over the ensuing eight years, Maine's eGovernment initiative has grown to offer more than 325 online services to Maine's citizens and businesses. The success of this initiative is based on three primary objectives. First, InforME must provide and enhance access to public information for the State's constituents. Second, InforME must provide electronic services that develop business process improvements, not only for participating State agencies, but also for our constituents. Finally, InforME is required to operate as a self-supporting and cost-effective electronic gateway without the appropriation of tax dollars. As we look forward to new successes we will continue to focus on these goals and concentrate on providing enhanced, usable and accessible services as additions to the already exceptional Maine.gov portal.

Our collective successes have not gone unnoticed. Maine.gov has been recognized nationally as among the best websites in the nation. Researchers at the Taubman Center for Public Policy at Brown University ranked Maine.gov second among all state web sites for two consecutive years, this on the heels of being ranked 1st in the nation last year in the Best of the Web rankings. The existing partnership between InforME and the State's Web Accessibility Committee has been a key component in developing the highly acclaimed Maine.gov portal. The national recognition achieved is a testament to Maine's commitment to eGovernment and to providing usable and accessible services to the State's constituents.

During 2006 InforME will address a number of new initiatives, including Online Business Registration, Renewal of Notary Commission, Expansion of Overlimit Trucking Permits to include consortium states, and Correction Inmate Services. InforME will continue to meet the standards established and deliver the high quality product our constituents have come to expect. Maine is a recognized national leader in eGovernment services – a position we intend to retain on behalf of Maine citizens and our economy.

2005 Overview

IN 1998, THE STATE OF MAINE recognized the real opportunity to enhance the citizen, business and visitor experience with state government by creating InforME, thereby establishing a partnership for the provision of services over the Internet. Since then the opportunity has become a reality. InforME has successfully partnered with several state agencies and across jurisdictions to provide more than 325 online services and to build and maintain the award winning Maine.gov Portal, nationally recognized for developing and enhancing state-wide Web standards and initiatives.

Today this mission of enhanced service is even more critical. Like many states across the nation, Maine faces budget issues and is seeking ways to provide the services demanded by constituents with limited resources. For many agencies, eGoverment is the solution to this challenging dilemma. For example, before the introduction of its online Public Criminal Record Request service, the Maine Department of Public Safety fulfilled approximately 180,000 public criminal record requests per year by searching through paper catalogs and mailing responses. The online service has decreased delivery time, streamlined agency processes, and increased customer satisfaction. The consequences of the online service are far reaching: agency staff has a quicker means to fulfill requests, Maine's businesses and schools are able to hire much needed teachers and seasonal workers, and agency staff is able to fulfill paper-based requests in a more efficient manner than before.

The success of the self-funded services provided by InforME hinges greatly upon maintaining high customer satisfaction and emphasizing increased adoption of the state's eGovernment programs. Together, these factors provide a primary indicator of the overall effectiveness of the portal and the state's eGovernment initiatives. Because of this, customer service and program adoption metrics are collected and closely monitored by InforME throughout the year.

In 2005, overall customer satisfaction with state eGovernment services was rated an average of 4 out of 5 points. In addition, adoption for key portal services is or may exceed 70%, which is well above the generally accepted success rate for eGovernment services. In fact, many eGovernment experts indicate that an adoption rate of 30% is a significant accomplishment and is the accepted target in order for services to develop cost savings for the sponsoring government entities. Strong adoption and high customer service ratings represent an overwhelming indication that InforME is providing useful, customer-centric services that contribute greatly to the effectiveness of state government.

Looking forward, InforME will continue to improve upon this legacy, developing enterprise solutions that cross jurisdictional bounds, identifying solutions to enhance the customer experience and broadening the Maine.gov user-base through community initiatives and additional marketing efforts.

Strategic Plan Update

The InforME Board's two-year Strategic Plan establishes a framework for delivering effective, focused eGovernment solutions as well as the development of best-practice policy initiatives.

The strategic planning process includes a retreat where InforME Board members and the network management staff discuss key issues and opportunities. As a result of these discussions, the guiding principles for the next two years are developed and supporting functions are identified.

2004-2006 Strategic Plan Goals

1) Maintain Maine.gov as a self-supporting portal of excellence that places users' needs first and delivers superior electronic services to the public.

2) Grow and diversify Maine.gov by aggressively marketing existing online services and continuing to create new eGovernment products which profoundly impact people who are living and doing business in Maine.

3) Provide an enterprise-wide framework for citizens to interact seamlessly with government, including through the expansion of multi-agency and multi-jurisdictional services.

4) Be a source of eGovernment solutions and standards that assist governmental agencies as they seek to achieve greater efficiency and cost-effectiveness.

1) Maintain Maine.gov as a self-supporting portal of excellence that places users' needs first and delivers superior electronic services to the public.

InforME has long placed emphasis on the Maine.gov portal as a critical element of the success of Maine's eGovernment initiative and has therefore made the Maine.gov portal a focus of each Strategic Plan. As evidenced by the 2005 Brown University ranking of Maine.gov as the second-best portal in the nation for the second year in a row, the strategies developed by InforME are paying off.

The Maine.gov portal is the state's largest publication and reaches people the world over. Keeping that in mind, InforME consistently produces improvements to the portal, enhancing the user experience.

In support of the Web consistency initiative, InforME staff have assisted several Maine Executive Branch agencies in their transition to the standard templates. This includes training on the use of the template designs, development of several template upgrades and coordination of state web staffing resources through account management and a webmaster directory.

Many online services provided by InforME have been transitioned to the statewide template, encouraging consistency and development of the Maine.gov brand.

Maine.gov

"I have visited multiple state web sites in the planning of our vacation for September & October 2005. Without a doubt Maine has the best most awesome, informative, easily navigated site. A big thank you and pat on the back to the people who maintain this site. You have a web site to be envied."

Strategic Plan Update

Crash Reporting

"This is a great service, I cannot tell you how easy and reliable this service is. Maine is the tops in providing information easily through the Internet! I use this service regularly. Thank you."

2) Grow and diversify Maine.gov by aggressively marketing existing online services and continuing to create new eGovernment products which profoundly impact people who are living and doing business in Maine.

In order to have the most significant impact on users, the online services provided on Maine.gov must be diverse and cross multiple jurisdictions and service areas. Further, users must be made aware of the services for efficiencies to be recognized.

In order to have additional impact on Maine businesses, InforME and the Bureau of Corporations, Elections and Commissions (CEC) of the Department of the Secretary of State have partnered to provide online services through new delivery methods. In 2005, several CEC services were expanded beyond subscriber access to allow credit card or single-use transactions. By providing these services, InforME and CEC expect that the majority of users will use the online alternative.

Further, InforME and the Maine Bureau of Motor Vehicles (BMV) have partnered to develop a kiosk-based driver's license and identification card renewal and replacement service to pilot at the Augusta BMV branch. This pilot service is likely to expand to all branches and is a welcome service delivery alternative for those persons visiting the BMV.

Also, InforME has partnered with state agencies to develop media and marketing plans that will promote use of online services. For example, the Maine State Board of Nursing will utilize postcards developed by the InforME creative design team to notify users of their pending license renewal and to inform them that a renewal service is available online. Savings are expected through the reduced cost of sending a postcard versus an envelope containing a renewal form, and the data entry required once the renewal form is returned. Further, InforME developed a Maine.gov advertisement for use in the *MaineBIZ Factbook '05*. This advertisement focused on the variety of services and information offered through Maine.gov.

3) Provide an enterprise-wide framework for citizens to interact seamlessly with government, including through the expansion of multi-agency and multi-jurisdictional services.

Throughout the history of InforME, enterprise thinking has guided the development of the services, website design and web architecture of the portal. Enterprise initiatives include:

- Ready.Set.Gov! - a tool to assist local governments at no cost to the municipality in the creation and maintenance of a web presence;
- eDemocracy Portal - online access to polling-place, elected officials, election calendar and count-down and other services in support of the democratic process;
- Rapid Renewal Program.

Beyond InforME's existing cross-jurisdictional programs, InforME is working to develop additional enterprise services, ranging from online business registration to UCC filing with IRS integration.

4) Be a source of eGovernment solutions and standards that assist governmental agencies as they seek to achieve greater efficiency and cost-effectiveness.

The focus of InforME is on delivering value-added eGovernment services that save money and increase efficiencies for citizens, businesses and state government. Successful execution of this objective is evident across several Maine state agencies. Some notable examples include:

- Estimated 50 percent reduction in effort for design of state agency websites following implementation of the standard template;
- 75 percent adoption of online public criminal histories means a significant decrease in the time required for Department of Public Safety staff to fulfill approximately 200,000 annual requests;
- The popularity of the online corporations and UCC services has had a significant impact for the Maine Secretary of State, with over 40 percent of the Corporate Division's revenue now received online;
- Maine's Web Standards - supported by InforME through template development and improvement, Webmaster support and training, "What's New" and other common tools for web publishing;
- An upgraded version of the "What's New" content management tool, providing RSS feeds, publishing management, and sorting functions. This tool is used by InforME staff, allowing for easier management of the Maine.gov portal, and by agency webmasters and coordinators, who can easily update web page content with little to no web development experience.

"An accessible, easy-to-use website is the key to a successful Web presence. As an active participant on the Web Accessibility Subcommittee, InforME worked to develop the state's accessibility policies and develop "best practices" for usable, accessible sites and services. InforME's total commitment to integrating accessibility into their every day business processes and practices is recognized in the success of its portal initiative."

Ellen Wood, Maine State Library Web Coordinator

Current and Future eGovernment Services

New Fee Services

The following interactive applications were made available in 2005. These applications represent complete transaction of agency business, including online payments.

Professional License Renewal Upgrade: An upgrade of all the professional license renewals to an easy-to-navigate online renewal service. There are currently 15 licensing boards with 37 different license types. (Various fees depending on license type)

Overlimit Permit: Over limit permits are available online for trucks exceeding the weight limit for Maine roads. (Fee ranges from $6.00 to $27.50 depending on truck dimensions)

Interactive Corporate Services Credit Card: Once a subscriber-only service, customers can use a credit card to order electronic corporate documents. ($3 for each filing, $30 for Certificate of Existence short or long form, additional $5 to certify order)

Moose Permit Data: Moose permit data is now available via the web to receive orders more quickly without calling to place a manual order. ($0.05 per record, $25 minimum purchase price, subject to 5% sales tax)

Burn Permit: Online purchase of an open burn permit to burn grass, leaves, brush and other allowable products/materials. This service is currently only available in Maine's southern region and all unorganized territories. ($7 per burn permit)

Fire Sprinkler Licensing Renewal Service: Inspectors, Contractors and Responsible Managing Supervisors are able to renew their licenses online.

Maine Marine Licenses: Phase Three of the marine license service that allows for online renewal of 14 various commercial and non-commercial marine licenses. (Fees vary based on license type)

Late Filing Penalty Online Payment: For late paper annual report filings that owe a penalty, this service allows businesses to pay and get reinstated online

Fingerprint Registration: Online registration service for educational staff to be fingerprinted and submit payment. ($55 per registrant)

Nursing License Renewal: Online license renewal for nurses

New Free Services

Online services that are provided at no charge to users, and were built at no charge to the agency.

- Crash Report Tracker
- Evidence of Insurance Application
- Insurance Cancellation Web Form
- Clerk or Registered Agent Search
- "What's New" content management tool version 4
- Webmaster Online Directory System
- Webmaster Support Blog
- Webmaster Training Presentations & Tutorials
- BMV Insurance Verification service
- Department of Education Events Calendar
- Hurricane Relief volunteer housing form
- Guest user system for driver records
- Dangerous Driver site
- Upgrade to Rapid Renewal
- Upgrade to Sex Offender Registry

Current Free Services

- Adoption Rate Wizard
- Annual Report "Fillable" Forms
- Any Deer Permit Application
- Any Deer Permit Transfer
- Archives Interactive Search and Ordering
- AutoForms Tool
- BMV Vanity Plate Availability Check
- Bureau of Financial Institutions Quarterly Excise Tax Reporting
- BHR Job Description Search
- BHR Salary Listing Search
- Business Answers
- Campground Reservations
- Children's crisis forms
- DOE higher education survey
- E911 addressing officer search
- Enhanced Farms Search
- Entomology database query
- Farm search
- Find Your Elected Officials
- Find a licensed professional
- Find a WIC Clinic Near You
- WIC Eligibility Checker
- Google search engine
- Governor Baldacci's Budget Balancing Tool
- Hosting of State agency websites
- IF&W Harvest Information System
- Judicial Courts mediator search
- Live Help
- Live Record Retrieval for licensed professional renewals
- Maine Arts Commission interactive website
- Maine Foliage Live Help
- Maine Lottery dynamic posting of winning numbers
- Maine.gov Citizen Alert System

- Maine.gov eDemocracy Portal
- Maine.gov eGov Services Template
- Maine.gov E-Postcards
- Maine.gov Local Government Portal
- Maine.gov News System
- Maine.gov Online History Stories
- Maine.gov Photo Contest
- Maine.gov Weather
- My Maine.gov customizable portal and notification services
- Online credit card payment processing for state agencies
- Online Forums
- Online professional license renewal downloadable forms
- Ozone real time data and forecasts
- Parks Accessibility Guide
- Parks and Lands search
- PUC Electronic Document Filing System
- PUC Utility Complaint Form
- Ready.Set.Gov!
- Searchable Sex Offender database
- SOS Kid's Page
- SOS Printable Board Games
- SOS Road to Maine Laws Animation
- Standard Maine.gov Website Header
- Student Mock Election Results Tracking System
- Submit a Tribute to a Veteran
- Treasurer's Next Generation CD Auction
- Turkey Permit Transfers
- Voter Information Lookup Service
- Webmaster Resource Website
- What's New Content Management Tool

"The Department of Public Safety has worked with InforME to deliver several applications to citizens and businesses in the state. From the Sex Offender Registry to Crash Reporting, Public Criminal Records and beyond, our online services have greatly improved our operations improved customer satisfaction."

Michael Cantara, Commissioner, Department of Public Safety

Current and Future eGovernment Services

Premium Services

UCC Special Request Service: A specialized search of UCC data for financial institutions and other secured parties. A fee of $0.10 per record covers the cost of extracting the record from the UCC database.

Driver CrossCheck: A value added service that provides a cost-effective means for tracking any changes in a driver's record history. The fees associated with this service are $15 per check of up to 10 drivers plus a $1 for each additional driver set up in a profile.

Crash Report Special Request Service: A specialized search request of bulk crash report data for consulting firms in the automotive industry. A fee of $0.50 per record covers the cost of extracting and customizing the information from the Maine State Police Crash Database.

Current Fee Services

Interactive applications with full online transactions of agency business, including accepting online payments that have launched since the portal began.

ONLINE SERVICE	FEES	DEPLOYMENT DATE
Department of Agriculture		
Dog Licensing	$7 per altered dog license; $11 per unaltered dog license	June, 2003
Secretary of State: Bureau of Corporations, Elections & Commissions		
Corporate Records or BCC Bulk	$600 current data; $1200 all current and expired data; $300 weekly updates; $1500 collateral images; $500 weekly image updates	March, 2000
Trademark Bulk Database	$300 download	May, 2000
UCC Searches	$12 per search; $5 additional to certify	May, 2002
UCC Filing	**UCC 1**: $10 per statement; $30 if filed in connection with a public-finance transaction; $20 if filed in connection with a manufactured home transaction; **UCC 3**: $10 per continuation; $10 per correction statement	May, 2002
Interactive Corporate Services	Filed documents $3 per record; $5 additional to certify; Certificate of Good Standing $30 for short and long form	August, 2001
Annual Reports Online	**Non Profit**: $35 per filing; $25 additional for late filings; $25 additional per year (up to 3 years) for suspended filings; **Corporations, LPs, LLCs, LLPs**: $85 per filing, $50 additional for late filings; $150 additional per year (up to 3 years) for suspended filings	May, 2002
Annual Reports Online XML	**Non Profit**: $35 per filing, $25 additional for late filings, $25 additional per year (up to 3 years) for suspended filings; **Corporations, LPs, LLCs, LLPs**: $85 per filing, $50 additional for late filings, $150 additional per year (up to 3 years) for suspended filings.	April, 2004
Designation of Trustee Process	$25 per filing; free search	January, 2004

Secretary of State: Bureau of Motor Vehicles

Interactive Driver Records Search	$7 per record	August, 1999
Interactive Title & Registration Records Search	$5 per record	August, 1999
BMV Special Request	$.06 per record for specified search; $.02 per record for full file	September, 1999
Rapid Renewal Manual Towns	$25 registration fee; various excise tax fee; $2 agent fee	August, 2002
Driver's License & ID Card Renewal and Replacement Service	$30 per driver's license renewal; $5 per driver's license replacement; $5 per ID card renewal or replacement	June, 2004
Driver Record Check	$7 per record	November, 2004

Secretary of State: Maine State Archives

Archives Search & Ordering	Various fees	February, 2004

Department of Inland Fisheries & Wildlife

IF&W Special Request	$25 minimum per request	April, 2000
IF&W Storefront	Various fees for merchandise	October, 2001
Turkey Permit	$5 per chance for resident; $10 per chance for nonresident	December, 2002
Moose Permit	Resident: $5 = 1 chance; $10 = 3 changes; $20 = 6 chances; Nonresident: $10 = 1 chance; $20 = 3 chances; $30 = 6 chances; $50 = 10 chances	December, 2002
MOSES – Maine Online Sportsman Electronic Service	Various fees with $2 agent fee	March, 2003
Any Deer Swap	$5 per swap	October, 2003

Professional and Financial Regulation: Office of Licensing & Registration

Online Professional License Renewal	Various fees	July, 2000

Professional and Financial Regulation: Maine Board of Engineering

Maine Professional Engineers Online Registration Renewal	$50 two year renewal fee; $10 late fee	September, 2003

Department of Transportation

Online Aircraft Registration Renewal	$10 registration fee; various excise tax fee	January, 2003

Department of Public Safety: State Bureau of Identification

Public Criminal Records Search	$15 per record for in-state subscribers; $25 for out-of-state and non-subscribers	May, 2003

Department of Public Safety: Maine State Police

Crash Reporting Online Search & Ordering Service	Free to search, $10 per report	October, 2004

Department of Health & Human Services: Health & Environmental Testing Laboratory

Online Water Test Kit	Various water test kit fees	June, 2003

Department of Marine Resources

Marine License Renewal: Online Lobster and Crab Harvesting License Renewal	Commercial: various license fees; Non-commercial: $50 per license	December, 2003
Maine Marine Licenses- phase 2	Fees vary based on license type	December, 2004

Judicial Branch: Violations Bureau

PayTixx	Various violation fee; various agent fee	May, 2001

"Maine.gov serves a very practical purpose for me and my team – we receive exponentially more filings and requests for information than staff, daily. Making our services and information available online was a common sense solution to a difficult problem. Now, we are able to deliver a high level of customer service with minimal impact to our daily operations."

Tim Poulin, Director of Corporations and UCC, Bureau of Corporations, Elections and Commissions, Office of the Secretary of State

Current and Future eGovernment Services

Website Designs 2005

Sites designed by InforME in 2005 include:

- InforME: *www.informe.org*
- Maine Military Authority: *www.maine.gov/mma/*
- Public Advocate: *www.maine.gov/meopa/*
- Professional Engineers Licensing Board: *www.maine.gov/professionalengineers/*
- E911 Website: *www.maine911.com*
- State Police Website: *www.maine.gov/dps/msp/*
- Office of the Treasurer : *www.maine.gov/treasurer/*
- Maine Wildlife Park: *www.mainewildlifepark.com*
- Maine Lottery : *www.mainelottery.com*
- Atlantic Salmon Commission: *www.maine.gov/asc/*
- Bureau of Alcoholic Beverages & Lottery: *www.maine.gov/bablo/*

Future Services

InforME consistently seeks new opportunities for delivering online services to the citizens and businesses of Maine. InforME is currently working on several of the projects in the list below. Others represent new opportunities that InforME believes would add value to the existing suite of Maine.gov online services.

AGENCY	ONLINE SERVICE
Board of Medicine	Board of Medicine License Renewal
Bureau of Corporations, Elections & Commissions	Corporate Late Filing Penalties
Bureau of Corporations, Elections & Commissions	Corporate-Changes of Registered Office Address
Bureau of Corporations, Elections & Commissions	ICS Late payment
Bureau of Corporations, Elections & Commissions	Notary Republic Commission Renewal
Bureau of Corporations, Elections & Commissions	UCC Notifications
Bureau of Human Resources	Job Applications
Bureau of Motor Vehicles	Drivers License Reinstatement fees
Bureau of Motor Vehicles	Drivers License Renewal-kiosk
Bureau of Motor Vehicles	Overlimit Consortium Permits
Bureau of Motor Vehicles	Vanity Plate Ordering
City of Portland/Various Municipalities	Building Permits
Department of Agriculture	Agriculture Tobacco Sales
Department of Corrections	Inmate Search and Deposit Funds to an inmate account
Department of Marine Resources	Maine Marine Licensing Expansion
Department of Transportation	Business Road Permit/Renewal
Division of Health Engineering	Eating & Lodging License/Permit Renewal
Ethics Commission	Ethics Filing
InforME	Adult Education Registration and Payment
InforME	Conference Registration and Payment
InforME	Enterprise Shopping Cart/Payment Tool
InforME/Various state agencies	Business Licensing Portal
Inland Fisheries & Wildlife	ATV/Snowmobile Registration
Judicial Branch	Court Fines
Maine Emergency Medical Services	License Renewal
Various Municipalities	Property Tax Payments

"Looking ahead, the Office of Licensing & Registration envisions working collaboratively with InforME to increase the adoption of our more than 40 online professional license renewals. Through effective marketing to our licensees, we not only expect to improve customer satisfaction among our license holders, but also to create efficiencies within our agency."

Anne L. Head
Director, Office of Licensing and Registration
Department of Professional and Financial Regulation

Actions of the Board

The InforME Board is committed to making a difference in the way citizens and businesses interact with government. The Board provided feedback on individual applications and designs, prioritized projects, and approved fees for new services. Minutes approved by the Board are made available to the public at www.informe.org. Below are the actions of the Board in year 2005:

Board Voting Record

January

The Board voted to accept the Secretary of State Schedule A Addendum changes. The Board approved the proposed Department of Health and Human Services, Schedule A Addendum for the Eating & Lodging Licensing Renewal service.

May

The Board agreed to table the vote until June 15, 2005 and authorized the Chair to create a subcommittee to further examine the Service Level Agreement request for the online Burn Permit service with the Department of Conservation. The Board also approved the letter draft inviting the Department to attend the next InforME Board Meeting.

June

Following significant discussion with regard to the funding model for the service, the Board supported the proposed revenue share with Department of Conservation for the online burn permit application.

August

The Board approved the Secretary of State Service Level Agreement to increase the Annual Report filing fee and portal share. The Board accepted the Department of Public Safety fee increase for education personnel fingerprinting. The Board approved the Department of Public Safety crash report fee increase and portal share increase.

September

The Board accepted the proposed revenue share with the Secretary of State/Bureau of Motor Vehicles for the Interactive 10 year Drivers History and Overlimit Consortium Filings.

Application Demonstrations

- Crash Tracker
- Bureau of Motor Vehicles Insurance Notification Service
- Eating and Lodging Program License Renewal
- New Webmaster Directory
- New InforME website

Topics of Discussion

- Maine.gov Strategic Plan
- One-Stop Business Registration
- Dangerous Drivers
- InforME RFP
- Events and Presentations
- State IT Restructuring
- Schedule A on all future SLAs to include statutory reference of fee collection
- Future Services
- Services launched
- Websites launched

InforME Board of Directors

Richard Thompson, *Chair of the Board*
State Chief Information Officer,
Department of Administrative and Financial
Services

Matthew Dunlap, *Secretary of State*

Dan A. Gwadosky, *Director of the Bureau of
Alcoholic Beverages & Lottery Operations*
Representing Major Data Custodians in the
Executive Branch

Richard Record, Jr., *Director of Admin. Services,
Department of Inland Fisheries & Wildlife*
Representing Major Data Custodians in the
Executive Branch

Craig Hitchings, *Department of Health and
Human Services*
Representing Major Data Custodians in the
Executive Branch

Gerry Dube, *University of Maine, Orono*
Representing the University of Maine

Linda Cohen, *City Clerk of Portland, ME*
Representing a Statewide Association of Munici-
palities

Anne B. Schink, *Maine League of Women Voters*
Representing a Nonprofit Organization Advanc-
ing Citizen's Rights of Access

Marilyn Lutz, *Maine Library Association*
Representing a Statewide Association of Public
Librarians

Cynthia Butts, *Maine Association of Realtors*
Representing a User Association

Christopher W. Pinkham, *President, Maine
Association of Community Banks*
Representing a User Association

Richard Hinkley,
Director of eGovernment Services
Representing the Department of Administrative
and Financial Services

Gary Nichols, *State Librarian*

Richard Trahey
Public Member appointed by the Speaker of the
House

Jaynie Higgins
Public Member appointed by the President of
the Senate

Deborah B. Carson, *Financial Operations Officer*
Representing the Judicial Branch (non-voting
member)

Judy Beloff, *Office of Information Technology*
Staff to the Chair

Erin Hutchins, *General Manager, InforME*
Representing InforME (non-voting member)

*Back row, l-r: Jaynie Higgins,
Richard Hinkley, Richard
Trahey, Craig Hitchings
Front row, l-r: Deborah
Carson, Erin Hutchins,
Richard Thompson, Marilyn
Lutz*

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