



**Maine State Government
Dept. of Administrative & Financial Services
Office of Information Technology**

OIT InforME Network Services Policy

1.0 Statement

- 1.1 The InforME Network was formed to serve the purposes of [Title 1 MRSA Ch. 14: InforME Public Information Act](#)¹. Under the direction of the *InforME Board*, a private entity is selected to act as *Network Manager* and to build and operate the InforME Network. The Network serves as a self-supporting and cost-effective electronic gateway providing access to public information for individuals, businesses and other entities. Using public information from State agencies, municipalities and other entities, the InforME Network provides development, hosting and administrative services intended to maximize the delivery of public information to the public. While much of its information services are provided free to the public, the InforME Network is funded through a suite of fee based services that supply revenue to support portal operations.
- 1.2 The InforME Board is charged with creating policies and procedures for Network operations and the State of Maine Chief Information Officer (CIO) is charged with developing the criteria and specifications for the Network Manager service contract. By statute these criteria include procedures ensuring that executive branch and semi-autonomous agencies as well as the Network Manager comply with the policies and procedures adopted by the CIO.

2.0 Purpose

- 2.1 This document seeks to identify those policies of the CIO that are critical to InforME operations.

3.0 Definitions

- 3.1 **InforME Board:** as defined in [Title 1 MSRA §532](#).
- 3.2 **InforME Network Manager:** as defined in [Title 1 MSRA §532](#).
- 3.3 **Designee of the InforME Board:** individual appointed by the InforME Board.

4.0 Applicability

This is the governing Policy to be applied to the activities of the *InforME Network Manager* in the implementation of its applications and operations for Executive Branch and semi-autonomous agencies.

¹ <http://www.mainelegislature.org/legis/statutes/1/title1ch14sec0.html>

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5.0 Responsibilities

- 5.1 Pursuant to Title 1 MSRA §534, the InforME Board is charged with establishing policies and performance criteria for InforME.
- 5.2 Pursuant to Title 5 MSRA §1973, the Chief Information Officer of the State of Maine is charged with the responsibility of setting the applicable technology policies for Maine State government. Additionally, the Chief Information Officer is charged by Title 1MSRA §535 with developing the terms and conditions of InforME Network Services Contract that ensure that executive branch and semi- autonomous agencies comply with the CIO's policies.
- 5.3 Subject to the approval of the InforME board, the Chief Information Officer appoints the Manager of eGovernment services, within OIT, as staff to the InforME Board and charges him/her to function as the *designee of the* InforME Board, serving its purposes as defined in Title 1 §533 - §534. Bearing in mind that all decisions made, and actions undertaken, are subject to review and approval of the InforME board the Manager of eGovernment Services will perform the following functions:
- 5.3.1 Administer the InforME Network Service Contract in accord with applicable statute, administrative rules, and procurement policies.
- 5.3.2 Approve InforME services, as delegated by the InforME board.
- 5.3.3 Provide architectural oversight of InforME operations, in consultation with the OIT Enterprise Architect, focused on establishing a network which promotes efficient operations and minimizes Total Cost of Ownership during and beyond the term of the InforME Network Manager Services contract.
- 5.3.4 Facilitate interactions between State agencies, the InforME Network Manager and OIT and serve as the initial arbitrator for disputes between service partners.
- 5.4 The InforME Network Manager must comply with such policies and procedures as established by the InforME Board or specified within its service contract with the State as developed by the CIO and approved by the InforME Board. The InforME Network Manager must comply with all changed or new policies promulgated by the InforME Board. As CIO policies evolve, the Network Manager should attempt to comply with new or changed provisions or alternatively appeal to the InforME Board on their applicability.

6.0 Directives

Guidelines and Procedures

- 6.1 The following Policies represent information technology best practices and the Network Manager must adhere to their evolving provisions regardless of the entity or audience being served. he InforME Network Manager will notify the CIO and the InforME Board.
- [Information Technology Security Policy²](#)
 - [Digital Accessibility Policy³](#)
 - [Information Privacy Policy⁴](#)
 - [Maine State Web Standards⁵](#)
 - [Domain Name Management Policy⁶](#)

² <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/information-security-policy.pdf>

³ <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/digital-accessibility-policy.pdf>

⁴ <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/information-privacy-policy.pdf>

⁵ <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/web-standards.pdf>

⁶ <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/domain-name-policy-procedure.pdf>

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- [Waiver Policy](#)⁷
- [Social Media Policy](#)⁸
- [Application Deployment Certification Policy](#)⁹
- [Remote Hosting Policy](#)¹⁰

7.0 Document Information

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Approved By: Chief Information Officer, OIT

Legal Citation: [Title 5, Chapter 163: Office of Information Technology](#)¹¹.

Waiver Process: See the [Waiver Policy](#)¹².

⁷ <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/waiver.pdf>

⁸ <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/social-media-state-business.pdf>

⁹ https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/application-deployment-certification_0.pdf

¹⁰ <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/remote-hosting-policy.pdf>

¹¹ <http://legislature.maine.gov/statutes/5/title5ch163sec0.html>

¹² <https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/waiver.pdf>