

InforME Board Meeting Minutes



Date: **Thursday, December 22, 2015**
Time: **1:00 PM - 3:00 PM**
Location: **45 Commerce Drive, Ste. 10 (InforME Office)**

Attendees

Board members present:

Greg McNeal
Tim Poulin
Kelly Hokkanen
Dick Thompson
Anne Davis
Barbara Redmond
Anne Head
John Martins
Dan Andrews - Non Voting Member

Guests and State Agency Members:

Eric Stout - OIT
Ian Miller - DHHS

InforME Staff:

Kim Duplisea
Todd Tolhurst
Dominic Eramo

- 1. Welcome and introductions - 1 Minute**
Greg McNeal called the meeting to order at 1:00PM.
- 2. Adoption of July, September & October Minutes - 1 Minute**
Minutes were adopted.
Motion: Tim Poulin
Second: Dick Thompson
Vote: unanimous
- 3. Service Level Agreements and Voting Items**
DHHS General Assistance Claims Reporting - 10 Minutes

Dan explained the proposed project to the board and provided an overview of the current process that the municipalities use to grant general assistance to residents.

Dan explained the subscription based pricing model that was presented to DHHS.

The board reviewed the Prioritization, Statement of work and schedule A.

Dick Thompson questioned if the application would collect client data. Dan explained that no information will be stored at InforME, the application will lookup data stored at DHHS and it will be presented for the municipality to review. Any data submitted back will be located within a database at DHHS.

Greg asked what system the agency's data is currently stored in. Dan answered that it's a DHHS system called "ACES"

Kelly asked if municipalities will be able to see if a family is receiving general assistance from other municipalities. Ian explained that the system will not display that, it will display assets and what the household is receiving from state and federal programs.

John Martins confirmed that the GA data is currently stored by the municipalities so having more transaction data will help DHHS track statistics.

Greg asked if the service will be available 24/7, this was confirmed by Dan.

Anne Davis asked if training would be available for the municipalities and Ian confirmed that they would be available for training. Currently they go on site to municipalities to train staff on the General Assistance process.

Kelly asked if the municipalities have been included in the development. Ian said that the municipalities requested for direct access to ACES, but this application was the proposed solution. Kelly then suggested that municipalities brought in to review the prototype and for testing. Dan responded to let the board know we are still in the requirements gathering process and agrees that municipal input will be valuable.

Greg asked if the application will be designed in house Dan said that InforME will develop the front end and OIT will be creating the backend database and web services to allow the connection to ACES

Anne Davis asked what ACES stood for, Ian responded that it's an acronym for "Automated Client Eligibility System"

The Board Voted to Proceed with the Project.

Motion: John Martins

Second: Tim Poulin

Vote: unanimous

4. InforME Data Center Relocation - 35 Minutes

Dan gave a brief overview of InforME's current on-site data center and the downside of locally hosting opposed to relocating and being hosted in the NIC corporate data center

Todd explained the benefits, risks & concerns. There are increased protection against DDoS attacks, greater performance and reliability due to higher-end hardware, with the ability to easily set up virtual machines as needed. Dedicated infrastructure teams available 24/7. Increased bandwidth. Full failover of all static content and applications.

Barbie asked if the current contract required a backup of all applications. Todd explained that the current Virginia failover plan only contains a redundant copy of static webpage content for Maine.gov. The applications are backed up but do not have a redundant copy to failover to when needed.

Todd explained that the downside of moving to a corporate data center would be loss of some control over hardware.

Anne Davis asked if the data center lets you know the priority of support requests. Todd let her know that they are very prompt especially in an outage situation.

Anne asked what the current price of hosting was. Dan responded that the new solution would be approximately \$110,000 and InforME's current hosting cost is about a third of that.

Todd explained that the current utility costs for electricity and air-conditioning would be reduced.

Dick raised the concern of having a direct connection through VPN opposed to a physical connection.

Anne Head's concern was loss of control. Todd explained that the administration of the software will still remain in our control but the physical hardware and infrastructure would be handled by the data center staff.

Dick said that there should be an agreement on response time of the data center so InforME will know what to expect for service.

Dan mentioned that a proposal to migrate to the corporate data center was brought up in the past but not acted on since the hosting environment was not robust enough at the time.

Greg requested that an infrastructure diagram be presented to the board which shows how the proposed solution would be configured. He explained that at this point he wants the board members to start thinking about the proposal and think of questions in order to become more comfortable with the idea.

Anne Davis asked if the contract with Time Warner would be ended entirely. Todd explained their service would still be required for an in-house internet connection but the amount of bandwidth would be scaled back.

Greg asked for InforME to provide a breakdown of the hosting fee for the board to review.

Anne Davis asked if InforME staffing or job descriptions would need to change after the migration. Todd explained that the role of the system administrator would be shifted so that they wouldn't have to manage physical infrastructure.

Anne Head asked where agency content is currently stored. Todd explained that it's currently in our office but would move. Todd also added that the physical location shouldn't make a difference since the administrators will still access the systems in the same way regardless of location.

Kelly asked what kind of standards and audits the data center is subjected to. Todd let her know that they go through similar Verizon audits that InforME is subjected to now but are much more strict and invasive.

Greg reiterated that discussion on this topic would continue at future board meetings.

5. Other Business

Time & Materials Report - 1 Minute

Kim let the board know that there have not been any significant updates to the Time & Materials Report and existing projects are still moving forward.

6. Adjournment 1:50 PM

Motion to adjourn: Tim Poulin

Second: Anne Davis

Vote: Unanimous

Next board meeting date

January 28, 2016 1:00PM – 3:00PM, 19 Union St, Augusta