MAINE STATE LEGISLATURE

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inforME
Information
Resource
of Maine

2014 Annual Report

Chair's Message

Access to information and online services has never been more immediate with the level of connectivity provided by the new device types being released each year. From smaller tablets to wearable technologies, it becomes more and more challenging for State and Local Governments to keep up with the advances in technology. InforME continues to be a leader in leveraging these new technologies and is able to deliver an ever-evolving, nationally recognized eGovernment portal, Maine.gov.

Established in 1997, InforME is the State of Maine's primary resource for providing user-friendly eGovernment solutions. With the mission of providing, enhancing, and promoting electronic access to public information and government services, InforME and Maine.gov have become an integral part of the state's delivery of services to the public.

Now in it's 15th year, the Maine.gov portal provides access to a depth of information. With over 300,000 pages of state government content and more than 475 online services offered in partnership with nearly every state agency, over 200 municipalities, and the University of Maine System, InforME is making government more accessible. In 2014, InforME added a new Corporate Fraud Monitoring service, which allows interested parties to monitor business entities for fraudulent filings as well as an attorney registration and continuing education tracking service, MyMaineAccess.

Additionally, several existing services were expanded including the Burn Permit Purchase service, which now allows users to purchase a permit in any Maine city, town or township, and the Online Licensing service, which now allows for greater flexibility in the types of information collected from licensees. The Maine State Employees Combined Charitable Appeal (MSECCA) online donation service was repurposed for the University of Maine System to allow them to quickly offer an online contribution service.

During 2015, InforME will address a number of new initiatives including the expansion of transparency and open data services. To meet this goal, we have partnered with Socrata, one of the nation's leaders in providing data discovery services for opening government data to the public. In 2015, InforME will work with Socrata to completely over-

haul Maine.gov/Data with the goal of providing more flexible and user-friendly data sets to the public.

2015 will bring increased mobile usage and new device types. In an effort to keep pace with these technologies, InforME continues to evolve the State of Maine responsive website and application templates. In 2015, several applications, including campground reservations and the hunting and fishing license purchase service will be launched with the latest version of the application template, which responds more adaptively for the device being used. Additionally, key applications will be evaluated using Google Analytics to determine customer usage by device and modified accordingly.

Through it's strategic plan and continued guidance, the InforME Board will help the portal prioritize projects that will lead to new online services and access to even more public information in the coming year. I am once again amazed at the work that was accomplished in 2014 and look forward to the opportunities that 2015 has in store. As Chair of the InforME Board, I would like to thank all of the people that contribute to eGovernment success including the InforME Board members, portal staff, participating government employees and online service users.

Greg McNeal,
Chief Technology Officer

Contents

InforME: Access Anywhere

Providing a strong web presence to connect Maine citizens to their government is more important than ever. InforME has worked in partnership with the State of Maine and municipal agencies to implement more than 450 electronic services and process more than 80 million secure payment transactions since 1999.

In 2014 this public/private partnership continued to produce a high quality web presence that focused on usability and accessibility, enabling Maine Citizens and visitors to access information and conduct business with the State from virtually any location.

Maine.gov Milestones: The State of Maine first adopted the concept for a self-funded eGovernment web portal back in 1999 with the creation of InforME, a unique State initiative, resulting in the development of Maine.gov. Now, 15 years later, InforME and Maine.gov continue to achieve tremendous success providing new information and online services to Maine citizens, through innovative uses of technology.

Maine's Online Vehicle Registration Renewal service, Rapid Renewal, also celebrated an important milestone in 2014 by processing its 1,000,000th transaction. The e-government service, provided by the Department of the Secretary of State, launched in 2001 with just 10 municipalities piloting the program. Currently in its 13th year, the service has grown to include 187 municipalities, ranging from large cities to small towns.

Innovative Solutions and Enhancements: In 2014, Maine Corporations, Elections and Commissions, a Bureau of the Secretary of State, became just the second state agency in the nation to introduce an Online Corporate Fraud Monitoring service. The new service provides users with the ability to be notified of any filing completed against their business entities.

In January, the Maine Forest Service, a Division of the Department of Agriculture, Conservation and Forestry, saw the tremendous potential in offering a statewide burn permitting service and worked closely with InforME on an assortment of enhancements that culminated in launching a successful expansion.

February produced a significant enhancement to the My Maine Connection online service. The enhancement allows users, who are currently receiving benefits, to opt in to receive electronic notifications and view important documents through the online portal.

In May, the Department of Professional and Financial Regulation once again partnered with InforME and launched a significant enhancement to the Online Professional Licensing Service. The goal of the enhancement was to simplify the administrative functions of the service. These updates provide boards with more control over the configuration of their individual online licensing applications.

Local government service adoption increased substantially in 2014. Over the past year there were 75 new municipal partnerships across InforME's suite of municipal services, including 41 new towns and utility districts joining the Maine PayPort debit and credit card processing service, which is now available at 167 different locations. Rapid Renewal, the online vehicle registration renewal service processed over 140,000 vehicle registration renewals in 2014.

Website Redesigns: Based on user trends, InforME made some innovative changes to Maine's web presence. The State's high standard for usability ensures that these enhancements work well across the broadest possible range of browsers/versions and are fully accessible on all devices. The 2014 updates to the State Portal included advancements in mobile design, search visibility, wearable technologies and email/text notifications.

InforME also took the opportunity to redesign two of its own resource pages in 2014, updating both the internal Webmaster Resource Center and the public facing InforME website. The Webmaster Resource Center provides tutorials and guidance, hosting information and various tools available to State of Maine Webmasters and Coordinators. The InforME website redesign, launched in the Fall, provides up to date content and information about who InforME is and what services and resources are available to both citizens and businesses.

Enhancements to both sites included new streamlined navigation, updated request forms and implementing a mobile ready responsive design template.

Looking Forward to 2015: InforME will continue its dedication to expanding access to state and local government services, by creating one of a kind services, and updating existing legacy applications in an effort to keep pace with advances in technology and encourage participation from citizens and businesses.

Strategic Plan Update

The InforME Board's Strategic Plan sets the key goals and direction for InforME to ensure that InforME continues to achieve its vision for serving both government and the public. The most recent strategic plan spans 2013-2015 and defines the goals of InforME and the strategies to achieve them.

2013-2015 Strategic Plan Goals

1. Promote the benefits of Maine eGovernment services to both citizens and businesses.

2. Continue the long-term financial stability and viability of InforME.

3. Provide continued marketing and education to position InforME as the primary resource for online solutions for State and Local government.

4. Promote innovative collaborative solutions that maximize state and local government's efficiencies and responsiveness.

1. Promote benefits of Maine eGovernment services to both citizens and businesses.

Online services can create efficiencies for State and Local government, however, in order to make a significant impact, citizens and businesses need to be made aware of all of the services available on Maine.gov. Based on our 2013 User Needs Analysis survey, we found that citizens wanted more communication with Government and the preferred methods were via email and mobile devices.

In 2014, InforME launched a cutting edge, mobile-ready, online Corporate Fraud Monitoring service in partnership with the Bureau of Corporations, Elections and Commissions. The innovative service was developed in response to the growing number of corporate identity thefts. The service will alert participating businesses of new filings or updates submitted for any business being monitored.

All new services are promoted on the Maine.gov home page, agency website, through national press releases, and other relevant marketing venues. In addition to promoting new services, InforME placed an even greater emphasis on promoting existing services in 2014. This was achieved by strengthening our social media presence, issuing quarterly subscriber eNewsletters, generating email marketing campaigns, and sending out monthly direct mail pieces for targeted services.

2. Continue the long-term financial stability and viability of InforME.

With a continued demand for online services, InforME remains a unique, cost-effective service provider to assist agencies in doing more with less. Defined in statute as a self-funded entity, InforME provides a variety of flexible funding options. A transaction-fee based funding option continues to be the primary funding model for InforME. In addition, InforME has a streamlined process for contracting on services being funded through the time and materials option.

In 2014, InforME implemented a tiered transaction-fee funding model, which provides price breaks for agencies as service adoption increases. InforME has also begun implementing a hybrid-funding model for services with lower annual transaction volumes. This model uses a time and materials fixed cost contract for the upfront development and a transaction fee based agreement for the ongoing hosting, support and maintenance of that service.

3. Provide continued marketing and education to position InforME as the primary resource for online solutions for State and Local government.

During the strategic planning process in 2013, the InforME Board identified a key goal of positioning InforME as the primary resource for online solutions. The first objective of that goal was to "Decide whether or not to advance InforME as a brand as a means of increasing

"Providing a strong Web presence to connect Maine citizens to their government is more important than ever, as they expect transparency from both their elected officials and the state's agencies. Fifteen years after implementation, Maine.gov continues to be a valuable resource for Mainers and visitors through constant updates and achievements in eGovernment innovation."

Governor Paul R. LePage

Strategic Plan Update

visibility and understanding between InforME, the State of Maine, and Maine.Gov."

After surveying Maine State employees, we found that most individuals had heard of InforME and had some understanding of what InforME does, however there was still some confusion in areas related to funding, partnership and services offered. Therefore, in 2014 we created a quarterly partner e-newsletter, which is now being distributed to all state agencies to promote InforME's key services and future offerings. In addition, we also redesigned the InforME website to make it easier for partners to learn what value InforME can provide them.

4. Promote innovative collaborative solutions that maximize state and local government's efficiencies and responsiveness.

In 2014, InforME continued the lengthy process of conducting a review of our more than 450 existing online services in an effort to find ways to increase the efficiency and responsiveness of those that are "underperforming". As part of this analysis, we were looking for ways to promote or enhance services that are being under utilized. In addition to enhancing existing services, InforME will continue to look for collaborative and innovative solutions across other NIC portals. For example, InforME reached out to Utah for assistance revamping the Maine.gov Media Gallery to integrate with YouTube.

As we approach 2015, InforME has a clear roadmap of the strategies that need to be completed in order to attain these strategic goals, while continuing to deliver effective eGovernment services to the citizens and business of Maine.

Current and Future eGovernment Services

Current Fee Services

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

Department of Agriculture, Conservation and Forestry

Dog Licensing
$7 per altered dog; $12 per unaltered dog. Jun-03

Burn Permit Online Purchase
$7 per permit. Jun-05

Conservation Easement Registry
$30 per account. Mar-09

Campground Reservation Solution
Various Fees. Feb-10

Park Passes Online
$35 per individual park pass/$70 per vehicle park pass ordered. Jun-11

Secretary of State: Bureau of Corporations, Elections, Commissions

Change of Registered Office Address
Corporations, LPs, LLCs, LLPs: $35 Non-Profit: $15. Mar-06

Corporate Records or UCC Bulk
$600 current data; $1,200 current and expired data; $300 weekly updates; $1,500 collateral images; $500 weekly image updates. Mar-00

Trademark Bulk Database
$300 download. May-00

Interactive Corporate Searches
Filed documents $3 per record; $5 additional to certify. Certificate of Good Standing $10, $30. Aug-01

UCC Searches
$12 per search; $5 additional to certify. May-02

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-02

Annual Reports Filing
Non-Profit: $35 per year filing, $25 additional for late filings; $25 additional per year (up to three years) for suspended filings; Corporations, LPs, LLCs, LLPs: $85 per filing; $50 additional for late filings; $150 additional per year (up to three years) for suspended filings. May-02

Designation of Trustee Process
$25 per filing; free search. Jan-04

Annual Reports Online XML
Non-Profit: $35 per year filing, $25 additional for late filings; $25 additional per year (up to three years) for suspended filings; Corporations, LPs, LLCs, LLPs: $85 per filing; $50 additional for late filings; $150 additional per year (up to three years) for suspended filings. Apr-04

Change of Registered Office Address Corporations, LPs, LLCs, LLPs:
$35 Non-Profit: $15. Mar-06

Late Filing Penalty Payments
$50 for profit companies; $25 non-profit companies. Jun-06

Change of Registered Office Agent
$10-$70 depending on the entity filing. Nov-06

Notary Public Commission Renewal and Update
$50 renewal fee. Jun-08

Commercial Clerk and Commercial Registered Agent Online Listing and Management Service
$53.50 update fee, $155 new listing or listing termination fee. Jul-08

Secretary of State: Bureau of Motor Vehicles

Interactive Driver Records Search
$7 per record. Aug-99

Interactive Title and Registration Records Search
$5 per record. Aug-99

BMV Special Request
$.06 per record for a specified search; $.02 per record for full file. Sep-99

Rapid Renewal Auto Registration Renewal
Various Fees. Dec-00

Rapid Renewal Manual Towns
Various Fees. Aug-00

Driver Record Cross Check
$15 per 10 driver's checked; $1 for each additional driver. Sep-00

Driver's License and ID Card
$22 per 4-year, $32 per 6-year, $42 per 8-year driver's license renewal; $23 per renewal for persons over 65; $7 per driver's license replacement, $7 per ID card renewal or replacement. Jun-04

Driver's License and ID Card -AAA Access
$22 per 4-year, $32 per 6-year, $42 per 8-year driver's license renewal; $23 per renewal for persons over 65; $7 per driver's license replacement, $7 per ID card renewal or replacement. May-12

Driver Record Check
$7 per 3-year record; $12 per 10-year record. Nov-04

Overlimit Consortium Permits
Various Fees. May-05

Vanity Plate Ordering
Free search; $25 vanity plate order fee; $20 specialty plate order fee. Apr-06

Statewide Trailer Registration Renewal
$12.50 for 1 year or $24.00 for 2 years for trailers weighing less than 2,000 pounds; $22.00 for 1 year or $43.00 for 2 years for trailers weighing 2,000 pounds or more. Feb-07

Unified Carrier Registry
Various Fees. Sep-07

Taxis and Limos Registration Renewal
Various Fees. Oct-07

Non-Resident/Military Registration Renewal
Various Fees. Jul-08

Duplicate Registration
$3 per duplicate registration. Sep-09

Satellite Location Driver's License Renewals
$30 per 6-year driver's license renewal; $40 per 8-year. May-12

Secretary of State: Maine State Archives

Archives Online Store
Various Fees. Apr-08

Department of Inland Fisheries and Wildlife

IF&W Special Request
$25 minimum purchase subject to 5% sales tax; $.05 per record single use or $.05 per record unlimited use. Apr-00
Various Fees. Oct-01

IF&W Online Store
Various Fees. Oct-01

Moose Permit Lottery
Various Fees. Dec-02

MOSES-Maine Online Sportsman Electronic Service
Various Fees. Mar-03

Any Deer Swap
$7 per swap. Oct-03

Moose Permit Data
$25 minimum purchase subject to 5% sales tax; $.05 per record. Oct-03

ATV/Snowmobile Registration
Various fees. Feb-06

Boat Registration Renewal
Various Fees. May-09

Professional and Financial Regulation

Professional License Transactions
Various Fees. Jul-00, Sep-11

Registered Professional Nurse, Licensed Practical Nurse Renewal
$75 per RN renewal; $50 per LPN renewal. Nov-05

Professional Engineer Renewal
$80 two-year renewal; $10 late fee. Sep-03

Physician License Renewal
$400 per renewal. Sep-07

Medical Doctor and Physician Assistant Licensee Special Request
Various Fees. Apr-09

Physician Assistant License Renewal
Various Fees. Sep-09

New Professional License Transactions
Various Fees. Sep-11

Osteopathic License Renewal
Various Fees. Apr-13

Department of Health and Human Services

Health and Environmental Testing Laboratory, Water Test Kit
Various Fees. Jun-03

Health Inspection Program License Renewals
Various Fees. Aug-11

Radiation Control Board License Renewals
Various Fees. Nov-12

Corporate Fraud Monitoring

"There are nearly 80,000 registered entities in the State of Maine. While small business owners and corporations may be vigilant in protecting their entities and investments, it can be difficult to always stay alert and informed of outside risks. This service will eliminate some of that risk."

Secretary of State
Matthew Dunlap

Current and Future eGovernment Services

Department of Public Safety

Public Criminal Records Search
$21 per record for in-state subscribers; $31 for out-of-state subscribers and non-subscribers; $10 notarization fee. May-03

Crash Report Ordering
Free search; $10 per report ordered. Oct-04

Fire Sprinkler License Renewal
Various Fees. May-05

Fire Sprinkler Permits
Various Fees. Feb-06

Alcohol Seller/ Server
$18 per certification. Nov-11

Emergency Medical Licensing Permits
Various fees. Oct-12

Liquor Label Registration
$2 per label. May-13

Department of Marine Resources

Marine License Renewal
Various Fees. Dec-03

Saltwater Fishing Registry
$1 per authority. Jan-11

Elver Lottery Application
$27 per entry. Nov-12

Judicial Branch

PayTixx, Moving Violations Payments
Various Fees. May-01

PayTixx Payments by Phone
Various Fees. May-02

Court Fine Payments Online
Various Fees. Jul-09

Court Fine Payments by Phone
Various Fees. Dec-10

Maine Revenue Service

Tax Lien Filings
Various Fees. Mar-06

Real Estate Transfer Tax Declaration
Various Fees. Apr-11

Maine Ethics Commission

Lobbyist Registration
$200 Associate Registration Fee, $400 Lobbyist Registration Fee. Jan-08

Qualifying Contributions for Clean Election Candidates
Various donation amounts accepted. Mar-08

Penalty Payments
Various Fees. Apr-08

Department of Corrections

Offender Money Deposit Service
Various fees apply depending on amount deposited. Dec-10

Enterprise Services

Enterprise Shopping Cart and Payment Tool (Webshop)
Various Fees. Sep-06

One Stop Background Check
Various Fees. May-09

PayPort Payment Processing Tool
Various Fees. May-09

Vital Records
Various Fees. Jul-11

Payport Online Property Tax and Utility Payments
Various fees. Jun-13

Bureau of Alcoholic Beverages & Lottery

Wine and Malt Beverage Label Registration
$1 per renewal, $10 per new label. Sep-12

Current Non-Fee Services

- Abandoned Vehicle Lien Holder Notification
- Absentee Ballot Request Service
- Adoption Rate Wizard
- Agency Static Website Hosting
- Air Quality Monitoring System
- Any Deer Permit Lottery
- Any Deer Permit Transfer
- Archives Interactive Search
- ARRA Stimulus Funds Data Repository
- AutoForms Enterprise Tool
- BMV Guest User System
- BMV Municipal File Transfer
- BMV Suspended Driver System
- BMV Vanity Plate Availability Check
- BMV Motor Vehicle Title Lien Release
- Boards & Commissions Annual Report Filing
- Boards and Commissions Online Directory
- Bureau of General Services Public Improvement Project Application
- Bureau of Human Resources Job Description Search
- Bureau of Human Resources Salary Listing Search
- BMV Organ Donor Registry
- Business Answers One Stop Licensing Assistant
- Corrections Offender Search Service
- Debtor Name Search
- Department of Public Safety Statute Search
- E911 Kids Page
- Email Listserve Software for Agencies
- Environmental Protection TankSmart Training
- Find Your Elected Officials

- Flag Notification Alerts
- Hazardous Oil Spill System
- HireME Maine State Job Application
- Historical Newspapers Search
- Home Heating Calculator
- International Fuel Tax EFiling (IFTA)
- Judicial Courts Mediator Search
- KeepMEWell online health assessment service and tool kit
- Maine Integrated Youth Health Survey
- Maine Sex Offender Registry, Law Enforcement Access Version
- Maine Sex Offender Verification Service, Law Enforcement Access
- Maine.gov Citizen Alert System
- Maine.gov DataShare
- Maine.gov eDemocracy Portal
- Maine.gov eGov Services Template
- Maine.gov Bing Search Engine
- Maine.gov Help Center
- Maine.gov Language Translation Service
- Maine.gov Live Help
- Maine.gov Live Streaming Media
- Maine.gov Local Government Portal
- Maine.gov Mapping
- Maine.gov Media Gallery
- Maine.gov Microformats
- Maine.gov News System
- Maine.gov Photo Gallery
- Maine.gov Predictive Search
- Maine.gov Public Meeting Calendar
- Maine.gov RSS Feeds
- Maine.gov State Agency Directory
- Maine.gov Twitter

- Maine.gov Weather
- MSECCA Online Donation Solution
- Maine Open Checkbook
- MyMaine Connection
- MyDAUS Survey Data Service
- Notary and Dedimus Justice Search
- Ozone Real Time Data
- Parks and Lands Search
- PUC Electronic Document Filing System
- Secretary of State Kid's Page
- Secretary of State's Eighth Grade Citizenship Award Nomination Form
- Sales, Use, Income and Withholding Tax Registration
- Secretary of State's Printable Board Games
- Secretary of State's Road to Maine Laws Animation
- Sex Offender Registry
- Simple Data Transfer Tool
- Standard Maine.gov Website Header
- Student Mock Election Results Tracking System
- Submit a Tribute to a Veteran
- Treasurer's Next Generation CD Auction
- Unclaimed Property Holder Reporting
- Unclaimed Property Search
- Voter Information Lookup Service
- Webmaster Online Directory System
- Webmaster Resource Website
- Webmaster Training Presentations and Tutorials
- What's New Content Management Tool

"Each year, we look to improve our website and online services in order to ensure that we are providing an accessible, convenient way for citizens and business to interact and conduct business with their government. In 2014 Maine's dedication to deliver a high quality online resource was recognized by multiple outside sources, supporting our belief that we are as committed as we have ever been."

Greg McNeal
Chief Technology Officer
Office of Information Technology

Current and Future eGovernment Services

New Services and Updates

Burn Permit Purchase: Offers the ability for users to purchase a Maine State Burn Permit statewide. $7 per permit. January 2014

MyBoardAccess: An attorney directory and personalized CLE reporting application created for the Board of Overseers of the Bar which was re-developed to coincide with the launch of their website redesign. No Fee. January 2014

Corporate Fraud Monitoring: This service automatically checks for new filings processed against a business entity on a daily basis. $35 per entity monitored. February 2014

MyMaine Connection Electronic Noticing: The online service was expanded to allow clients to opt into electronic noticing and to view notices online. No Fee. February 2014

Online Regulatory Licensing: Significant enhancements were completed which allow for additional Departments within the State to join the online service. Various Fees. May 2014

University of Maine Combined Charitable Appeal Application: The existing MSECCA application for State of Maine employees was leveraged to quickly offer UMS a similar application at a low cost. No Fee. November 2014

Sprinkler Licensing Application: The existing application was entirely rewritten with enhancements that allow new fire sprinkler licenses to be purchased as well as renewals for existing licenses. $10 per permit. December 2014

Medical Marijuana Certifications: Allows licensed Maine physicians to issue a medical marijuana certificate to patients. No Fee. December 2014

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 listed below, while others represent new opportunities that InforME believes would add value to the existing suite of Maine.gov online services.

ONLINE SERVICE	AGENCY
Alcoholic Beverages Industry Portal - Certificate of Approval Licenses	Bureau of Alcoholic Beverages and Lottery Operations
Alcoholic Beverages Industry Portal - Off Premise Licensing	Bureau of Alcoholic Beverages and Lottery Operations
Alcoholic Beverages Industry Portal - Agency Liquor Licensing	Bureau of Alcoholic Beverages and Lottery Operations
MyMaine Connection - Interactive Chat	Department of Health and Human Services
Motor Vehicle Title Replacement	Secretary of State, Bureau of Motor Vehicles
Online Transit Plate	Secretary of State, Bureau of Motor Vehicles
Trapping and Guide License Renewal	Department of Inland Fisheries and Wildlife
UMS Academic Search	University of Maine System
Municipal Parking Tickets	InforME Municipal Service
Municipal Bill Presentment	InforME Municipal Service
Maine Open Checkbook Expansion	Governor's Office
Maine.gov Open Data Portal	InforME

The successful launch of the enhanced UCC service can be attributed to the Department's long-standing partnership with InforME and the relationships that have formed over the years. From the business user at CEC to the project manager at InforME, and everyone in-between, constant communication, weekly conference calls and impromptu meetings kept everyone's eye on the prize. This model will serve us well as we begin phase two of the project and also start planning for the rewrite of the corporate software code."

Barbara Redmond
Chief Deputy for the
Secretary of State's Office

Current and Future eGovernment Services

Website Designs in 2014

Sites designed by InforME in 2014 include:

- Board of Overseers of the Bar, January 2014
- Maine.gov, May 2014
- InforME, Webmasters Resource Center, July 2014
- InforME, August 2014

Awards 2014

Maine Websites Receive Two VEMA Awards
Maine's official state web portal, www.maine.gov, and Maine's online one stop business portal, www.maine.gov/businessanswers, were each honored with an award that recognizes achievement in creativity, innovation and communication.

The VEMA Awards were created to inspire talented individuals and companies striving to further evolve the visual arts and digital communications industry and to strengthen its collective artistic community. In 2014, only 11 public and private entities were recognized in the website category, the State of Maine received two of them.

University of Maine Website Receives Silver Communicator Award of Distinction
The University of Maine's official Web portal, www.maine.edu, has been honored as a top education website receiving an award that recognizes achievements in the fields of both creativity and communications. The website received a Silver Communicator Award of Distinction from the International Academy of Visual Arts. The Communicator Awards are an annual competition honoring the best in advertising, corporate communications, public relations and identity work for print, video, interactive and audio. The awards are judged and overseen by the International Academy of the Visual Arts (IAVA), a 600+ member organization of leading professionals from various disciplines of the visual arts dedicated to embracing progress and the evolving nature of traditional and interactive media.

MyMaine Connection Online Service Recognized With National Digital Government Achievement Award
The Center for Digital Government recognized the State of Maine with a Digital Government Achievement Award in the government-to-citizen category for the My Maine Connection Service (www.maine.gov/mymaineconnection). The online service is sponsored by the Department of Heath and Human Services.

"Working with InforME in the redesign process, we knew we were going to be happy with the finished product. It's always nice to see outside recognition that reinforces our perspective on excellence. We look forward to growing our partnership with InforME in the future."

Richard Thompson
Chief Information Officer
University of Maine System

Actions of the Board

January
The Board did not vote on any items at the January Board meeting.

February
The Board approved the following in February:
• Department of Marine Resources, duplicate the online licensing service
• Department of Public Safety, Fire Marshal's Office, updated Schedule A

March
The Board meeting for March was cancelled.

April
The Board approved the following in April:
• Maine Ethics Commission, Qualifying Contributions for Clean Election Candidates Free Service Enhancements Prioritization

May
The Board meeting for May was cancelled.

June
The Board approved the following in June:
• Department of Health and Human Services, Affordable Care Act (ACA) Phase 2: Time and Materials Statement of Work and Cost Quote
• University of Maine Systems, Hosting, Maintenance and Support Service Level Agreement
• Board of Overseers of the Bar, Attorney Registration Application. Statement of Work and Schedule A
• Department of Inland Fisheries and Wildlife, MOSES Application Rewrite Prioritization
• Department of Inland Fisheries and Wildlife, Blog Hosting, Maintenance, and Support Service Agreement
• Bureau of Motor Vehicles, Motor Vehicle Title Replacement, Prioritization, Statement of Work, Schedule A

July
The Board approved the following in July:
• Maine Office of the Public Advocate, Blog Hosting, Maintenance, and Support Agreement

August
The Board approved the following in August:
• Department of Transportation, Official Business Directional Sign Electronic Billing Solution, Statement of Work, Cost Quote, Hosting, and Maintenance Agreement

September
The Board meeting for September was cancelled.

October
The Board did not vote on any items at the October Board meeting.

November
The Board meeting for November was cancelled.

December
The Board approved the following in December:
• Bureau of Alcoholic Beverages & Lottery Operations Liquor Industry Services Portal Phase 3, Certificate of Approval License Renewal Service Level Agreement
• Bureau of Alcoholic Beverages & Lottery Operations Liquor Industry Services Portal Phase 4, Off Premise License Renewal, Agency Liquor License Renewal & Off Premise Tasting Service Level Agreement
• Maine State Archives, Search and Order Service Deactivation

Topics of Discussion
• Duplication of Fee Services
• OIT Business Process Management Initiative
• Maine.gov/InforME Marketing Plan
• InforME Strategic Plan
• Maine.gov Website Redesign
• FOIA Requests

Demonstrations
• Socrata

InforME Board of Directors

Greg McNeal, *Chief Technology Officer*
Department of Administrative & Financial Services
Chair of the Board

Matthew Dunlap, *Secretary of State*
Office of the Secretary of State

Richard Thompson, *CIO*
University of Maine System
Representing the University of Maine

Tim Poulin, *Deputy Director*
Bureau of Alcoholic Beverages & Lottery Operations
Representing the Department of Administrative & Financial Services

Anne Head, *Commissioner*
Department of Professional & Financial Regulation
Representing Major Data Custodians in the Executive Branch

Denise Garland, *Deputy Commissioner*
Department of Economic & Community Development
Representing Major Data Custodians in the Executive Branch

John Martins, *Director of Employee and Public Communications*
Department of Health & Human Services
Representing Major Data Custodians in the Executive Branch

Abbe Yacoben, *Finance Director*
Town of Freeport
Representing a Statewide Association of Municipalities

Anne Davis, *Library Director*
Gardiner Public Library
Representing a Statewide Association of Public Librarians

Richard Trahey
Public member appointed by the Speaker of the House

Adam Fisher, *Web Coordinator/Special Projects*
Maine State Library

Vacant
Representing a User Association
(non-voting member)

Vacant
Judicial Branch (non-voting member)

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

Curtis Picard, *Executive Director*
Retail Association of Maine
Representing a User Association

Kelly Hokkanen
Public Member appointed by the President of the Senate

Tammy Quimby, *Staff to the Board*
Manager of Web Services, Office of information of Technology (non-voting member)

Paul VandenBussche, *General Manager, InforME*
(non-voting member)
Representing InforME/Maine Information Network

"Rapid Renewal began in 2001 with just 10 municipalities as pilots for the program. Thirteen years later the service has grown to 187 municipalities, large and small, and processes approximately 115,000 registrations a year. Rapid Renewal has proven itself to be the hallmark of making government services easy for Maine people."

Secretary of State
Matthew Dunlap

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