

MAINE STATE LEGISLATURE

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2020 - A Year of Success

Every year, InforME continues to evolve to meet the rapidly changing demands of government, businesses and citizens we serve. When the COVID-19 pandemic required state and municipal offices to temporarily close and citizens found themselves adjusting to the new normal of social distancing, 2020 became a perfect illustration of just how critical InforME's role in the State of Maine's digital government efforts has become.

Over the course of 2020, InforME partnered with four new state agencies and established more than 175 new municipal partnerships to rapidly deploy services to their residents. With social distancing at the forefront, state and local governments quickly saw the need to expand their digital offerings. This resulted in InforME's direct involvement in the State's daily COVID-19 response.

In all, more than 100 million visits were made to Maine.gov (an increase of 100% over 2019), and 4.2 million transactions were processed. That is more than 3 online transactions per Maine resident!

In addition to the increased demands associated with the pandemic, the 2020 election also required significant resources from InforME to assist the State as the election landscape quickly evolved. To ensure that everyone could vote safely, an accessible ballot request feature was added to the online absentee ballot request service, which allowed users with print disabilities to request an absentee ballot. Also, much to the pleasure of voters, a ballot status tracker was developed, allowing any user who requested an absentee ballot to check its status with their municipal clerk's office. At the close of the election cycle, 179,000 voters used the online service to request an absentee ballot, an increase of 336% over the 2016 presidential election!

Another service that saw widespread adoption in 2020 was InforME's low-code form building platform, AppEngine. The platform was critical in allowing InforME to rapidly deliver COVID-19 related online

solutions, such as an essential business designation form, in a matter of days, and in some cases a matter of hours.

As the State of Maine continued to expand its digital government presence in 2020, InforME's content management system (CMS) continued to be a critical component. Recent website redesigns leveraging the platform provide public users with a streamlined presence that highlight key agency functions wrapped in a mobile-friendly and modern look. The CMS powered websites are of critical importance to program administrators as well as the public as they allow agency representatives to quickly make updates as needed, from any device with an internet connection, using a simple web-based editing interface. During 2020, 11 agencies began using the platform including multiple divisions within the Department of Health and Human Services, Volunteer Maine, and the Office of Professional and Occupational Regulation.

Lastly, InforME was honored to work with the Maine Bureau of Veterans' Services to develop a platform which allows users to virtually visit the cemetery and gravesites of veterans buried in Maine's veterans' cemeteries. This timely service digitizes the visiting process through the use of innovative mapping and high-resolution drone imaging technologies.

2020 has been an unprecedented and historic year with numerous challenges and successes. We are proud that InforME rose to the occasion and reliably delivered services and important information to Maine residents during one of the most critical years in InforME history. InforME is honored to be a part of State of Maine's digital government efforts and we look forward to further contributions in 2021 and beyond.

Strategic Plan Update

After nearly two decades as the state's eGovernment portal, InforME has reached a new stage of maturity. InforME now offers more than 170 unique online services that provide users with the means to complete thousands of transaction types online. In addition, Maine.gov, the primary entry point to these services, continues to be consistently recognized as one of the best government websites in the nation. This maturity, along with the ever-shifting landscape of the internet, presents new challenges and opportunities each and every day. To ensure that InforME continues to achieve its vision for serving both state government and the public, new strategies need to be continually developed.

One of the ways this is accomplished is in partnership with the InforME board. The board held its bi-annual strategic planning retreat in September 2017. At the retreat board members, InforME staff and OIT staff discussed the key issues facing InforME and the strategies required to address them during the time period covering 2018-2020.

- Strengthen the message of InforME's benefits to state agencies and the public;
- Identify barriers to online service usage;
- Create user guides and demonstrations to assist users in navigating online services;
- Evaluate emerging technologies and the effect those technologies can have on digital government;
- Evaluate the existing funding and pricing models, service costs, and revise accordingly to remain self-sustaining;
- Create case studies of digital government success stories and present those to government leaders; and,
- Manage complex security concerns.

The four overarching goals below provide the basis for the strategic plan. InforME staff and the board must work together to:

- 1) Continue the long-term financial stability and viability of InforME.
- 2) Provide continued marketing and education to position InforME as the primary resource for online solutions for state and local government.
- 3) Position InforME to proactively respond to the ever-changing landscape of internet security threats.
- 4) Promote the benefits of Maine e-government services to both citizens and businesses.

Over the next two years, these goals will be achieved through the completion of several objectives and supporting strategies. The completion of these goals, objectives and strategies will further position InforME as Maine's premiere digital government services provider.

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

\$80 per account. Mar-09

Campground Reservation Solution

Various Fees. Feb-10

Park Passes Online

\$55 per individual park pass/\$105 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

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

Interactive Corporate Searches

Filed documents \$3 per record; \$5 additional to certify. Certificate of Good Standing \$30 for short and long. Aug-01

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

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

Designation of Trustee Process

\$25 per filing; free search. Jan-04

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 Agency Online Listing and Management Service

\$50 update fee, \$150 new listing or listing termination fee. Jul-08

Corporate Fraud Monitoring

\$35 per entity. Feb-14

Secretary of State: Bureau of Motor Vehicles

Interactive Driver Records Search

\$7 per record. Aug-99

Interactive Title and Registration Records Search

\$6.50 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

Vanity Plate Ordering

Free search; \$25 vanity plate order fee; \$20 specialty plate order fee. Apr-06

Driver's License and ID Card

\$30 per 6-year driver's license renewal; \$5 per driver's license renewal and replacement; \$5 per ID card renewal or replacement. Jun-04

Current and Future eGovernment Services

Driver's License and ID Card -AAA Access

\$30 per 6-year driver's license renewal; \$5 per driver's license renewal and replacement; \$5 per ID card renewal or replacement. May-12

Driver Record Check

\$7 per 3-year record; \$12 per 10-year record. Nov-04

Driver Record Cross Check

\$15 per 10 driver's checked; \$1 for each additional driver. Sep-00

Overlimit Consortium Permits

Various Fees. May-05

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

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

Motor Vehicle Title Replacement

\$46 per title ordered. May-15

Bicentennial Plate Webshop

\$25 per plate ordered. Nov-18

Maine Revenue Services

Tax Lien Filings

Various Fees. Mar-06

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

IF&W Online Store

Various Fees. Oct-01

Moose Permit Lottery

Resident: \$15 for one chance; \$0 for one chance for superpack license holders; Non-Resident: \$15 one chance; \$25 three chances; \$35 six chances; \$55 ten chances. 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

\$34 for a resident snowmobile renewal; \$54 for a non-resident temporary snowmobile renewal; \$69 for a non-resident snowmobile renewal; \$36 for a resident ATV renewal; \$44 for a non-resident temporary ATV renewal; \$89 for a non-resident ATV renewal. Feb-06

Boat Registration Renewal

Various Fees. May-09

Camp North Woods Lottery

\$5 per entry. Apr-15

Moose Permit Purchase

Various Fees. Jul-18

Professional and Financial Regulation

Professional License Renewals

Various Fees depending on license being renewed. 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

Consumer Credit Protection Online Licensing

Various Fees. Mar-17

Office of Securities Online Licensing

Various Fees. May-20

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

Current and Future eGovernment Services

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

Inspection Sticker Sales
Various Fees. Dec-16

Inspection Technician and Station Licensing
Various Fees. Feb-18

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

Drinking Water Program License Renewal
Various Fees. Nov-16

Child Abuse Background Check
\$15/check. July-20

Payment Portal
Various Fees. August-20

Judicial Branch

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 Ethics Commission

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

Qualifying Contributions for Clean Election Candidates
\$5 donation on a candidate's behalf, various donation amounts
to Clean Election Fund. Mar-08

Penalty Payments
Various Fees. Apr-08

Department of Corrections

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

Bureau of Alcoholic Beverages & Lottery Operations

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

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

Certificate of Approval Licensing
Various Fees. May-18

Sales Representative License Form
Various Fees. Dec-18

Maine Board of Overseers of the Bar

Attorney Registration
Various fees. Jul-15

Enterprise Services

Enterprise Shopping Cart and Payment
Various Fees. Sep-06

PayPort Payment Processing Tool
Various Fees. May-09

One Stop Background Check
Various Fees. May-09

Vital Records
Various Fees. Jul-11

Municipal Property Tax and Utility Payments
Various fees. Aug-13

Parking Ticket Payments
Various Fees. June-16

Event Registration
Various Fees. July-15

Municipal Forms Library
Various Fees. March-20

Department of Marine Resources

Elver License Lottery
\$35 per entry. Nov-17

Scallop License Lottery
\$2 per entry. Sep-18

Department of Environmental Protection

Bottle Bill Label Registration Service
Various fees. Dec-17

Current and Future eGovernment Services

Current Non-Fee Services

- Abandoned Vehicle Lien Holder Notification
- Absentee Ballot Request Service
- Adoption Rate Wizard
- Agency Static Website Hosting
- Agricultural Trade Show Reservation Request
- Air Quality Monitoring System
- Allagash Photo Contest
- Any Deer Permit Lottery
- Any Deer Permit Transfer
- Attorney General Breach Reporting Form
- AutoForms Enterprise Tool
- Brown Marmorated Stink Bug Sighting Reporting
- Bureau of Motor Vehicles Guest User System for Agencies
- Bureau of Motor Vehicles Motor Vehicle Title Lien Release
- Bureau of Motor Vehicles Municipal File Transfer
- Bureau of Motor Vehicles Organ Donor Registry
- Bureau of Motor Vehicles Suspended Driver System
- Bureau of Motor Vehicles Vanity Plate Availability Check
- Board of Medicine Online Training & Jurisprudence Exam
- 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
- Business Answers One Stop Licensing Assistant
- Code Enforcement Exam
- Corrections Offender Search Service
- COVID19 Business Checklist Compliance
- COVID-19 Donations Form
- COVID 19 Non-Compliance Reporting Form
- COVID-19 Procurement Form
- Debtor Name Search
- Department of Public Safety Statue Search
- Economic Grant Recovery Application
- Email Listserve Software for Agencies
- Environmental Protection TankSmart Training
- Essential Business Designation
- Exotic Hornet Reporting
- Flag Notification Alerts
- Flexible Spending Arrangement Employee Change in Status
- Forest Service Questions and Concerns
- Forest Service Report a Problem
- Game Tagging
- General Assistance Search
- Governor Mills Internship Application
- Group Benefit Plans Enrollment/Change Form
- Group Benefit Plans Enrollment/Change Form - CARES Act
- Hazardous Oil Spill System
- Judicial Courts Mediator Search
- Labor Contact Form
- Liquor License Search
- MaineEARNs Data Submission Site
- Maine Municipal Portal
- Maine Open Checkbook
- Maine Sex Offender Registry, Law Enforcement Access Version
- Maine Sex Offender Verification Service, Law Enforcement Access
- Maine.gov Bing Search Engine
- Maine.gov Citizen Alert System
- Maine.gov eDemocracy Portal
- Maine.gov eGov Services Template
- Maine.gov Help Center
- Maine.gov Live Help
- Maine.gov Local Government Portal
- Maine.gov Mapping
- Maine.gov Microformats
- Maine.gov News System
- Maine.gov Photo Gallery
- Maine.gov Public Meeting Calendar
- Maine.gov RSS Feeds
- Maine.gov State Agency Directory
- Medical Marijuana Certifications
- MPUC 30 Day State Notification Registration Page for Interconnected VoIP Providers
- MPUC Operations & Financial Information Survey
- MPUC Renewable Energy Form
- MPUC Utility Information Survey
- Municipal Citizen Suggestions and Feedback
- Municipal Employment Application
- Municipal Facility Request
- Municipal FOIA Request
- Municipal Homestead Exemption Request
- Municipal Volunteer Application
- MyBoard Access
- MyMaine Connection
- Non-Commercial Clerk or Agent Search
- Notary and Dedimus Justice Search
- Open Farm Day Photo Submissions
- Ozone Real Time Data
- Parks and Lands Search
- PUC Electronic Document Filing System
- Real Estate Transfer Tax Declaration

Current and Future eGovernment Services

- Real Estate Transfer Tax Declaration Search
- Reopening Maine Comments and Suggestions
- Reopening Maine Comments and Suggestions for Legislators
- Sales, Use, Income and Withholding Tax Registration
- Secretary of State's Eighth Grade Citizenship Award Nomination Form
- Secretary of State Kid's Page
- Secretary of State's Printable Board Games
- Secretary of State's Road to Maine Laws Animation
- Secretary of State Student Mock Election Results Tracking System
- Secretary of State Submit a Tribute to a Veteran and Order a Vote in Honor of a Veteran button
- Septic Permit Search
- Sex Offender Registry
- Standard Maine.gov Website Header
- Treasurer's Next Generation CD Auction
- Tree Ailment Reporting Form
- Unemployment Fraud Reporting
- Veterans' Cemetery Search
- Voter Information Lookup Service
- Webmaster Online Directory System
- Webmaster Resource Website
- Webmaster Training Presentations and Tutorials
- What's New Content Management Tool

New Service Spotlight

Child Abuse Registry Background Check

A new service added in 2020, the Child Abuse Registry Background Check Request, has quickly become a very popular business service. This service allows users to request a background check through Maine's Office of Child and Family Services. Requestors must provide proof of authorization for the request to be fulfilled, which can be uploaded by the requestor, or the subject can opt to receive an email to provide authorization.

Once submitted, all requests are processed by OCFS within an administrative site, and results are emailed or mailed based on the requestor's preferences. Each background check costs \$15 and payment can be made by credit card or with an InforME subscriber account.

The screenshot shows the 'CHILD ABUSE REGISTRY BACKGROUND CHECK' page on Maine.gov. The page includes a header with the Maine.gov logo and a sub-header 'A secure, online service provided by the Department of Health and Human Services'. The main content area is divided into several sections: 'TRACK YOUR TRANSACTION' with a 'Confirmation Number' field and a 'Locate' button; 'What you will need:' listing requirements like a signed authorization form and subject information; 'Fees' section stating each check is \$15 payable by Visa, MasterCard, Discover, or American Express credit card or InforME Subscriber Account; 'Select a payment option to begin' with radio buttons for 'Credit Card' and 'Subscriber Account'; and 'SERVICE INFORMATION' listing 'Public criminal Record Requests', 'Authorization Form for Child Abuse Registry Background Check (DOC)', and 'Registry Contact List (DOC)'. A 'Search Here' button is located at the bottom of the main content area. The footer contains 'Credits', 'Information' (Department of Health and Human Services, MAINE.GOV, Site Policies), and 'Transaction Security' with the Maine.gov logo.

Current and Future eGovernment Services

New and Enhanced Websites

Complete Count Census - January 2020
Website Design - www.maine.gov/cc

Emergency Medical Services - March 2020
Website Redesign - www.maine.gov/ems

Office of the Governor COVID19 Website - April 2020
Website Design - www.maine.gov/covid19

Health and Human Services - Portal - May 2020
Website Redesign - www.maine.gov/dhhs

Health and Human Services - Office of Family Independence - May 2020
Website Redesign - www.maine.gov/dhhs/ofi

Health and Human Services - Division of Licensing and Certification - July 2020
Website Redesign - www.maine.gov/dhhs/dlc

Health and Human Services - Dorothea Dix Psychiatric Center - July 2020
Website Redesign - www.maine.gov/dhhs/ddpc

Health and Human Services - Office of Aging and Disability Services - July 2020
Website Redesign - www.maine.gov/dhhs/oads

Health and Human Services - Riverview Psychiatric Center - July 2020
Website Redesign - www.maine.gov/dhhs/riverview

Revenue Services - August 2020
Website Redesign - www.maine.gov/revenue

Governor's Energy Office - November 2020
Website Redesign - www.maine.gov/energy

Courts - December 2020
Website Redesign - courts.maine.gov

Volunteer Maine - December 2020
Website Redesign - www.volunteermaine.gov

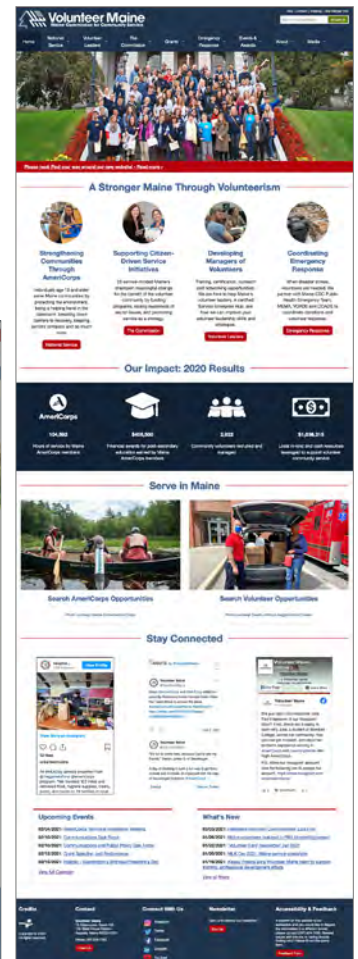
Office of Professional and Occupational Regulation
December 2020 - Website Redesign
www.maine.gov/pfr/professionallicensing

Inland Fisheries & Wildlife - Beginning with Habitat
December 2020 - Website Redesign
www.beginningwithhabitat.org

Office of the Governor - Vaccine Website
December 2020 - Website Design
www.maine.gov/covid19/vaccines

Volunteer Maine ▶

Health and Human Services Portal



Current and Future eGovernment Services

New and Enhanced AppEngine Services

Agriculture, Conservation and Forestry - Allagash Wilderness Waterway Visiting Artist Program Form
January 2020 - No Fee

Governor's Office - Essential Service Designation Form
March 2020 - No Fee

Governor's Office - COVID-19 Procurement Form
March 2020 - No Fee

Governor's Office - COVID-19 Medical Supplies Donation Form
March 2020 - No Fee

Town of Norridgewock - Municipal Form Library
March 2020 - Various Fees

Public Utilities Commission - Solar Registration Form
March 2020 - No Fee

Economic and Community Development - COVID19 Business Disclosure and Cooperation Form
May 2020 - No Fee

Employee Health and Benefits - Open Enrollment Form
June 2020 - No Fee

Labor - Unemployment Fraud Reporting Form
June 2020 - No Fee

Environmental Protection - Payment Portal
June 2020 - No Fee

Public Utilities Commission - Utility Surveys
June 2020 - No Fee

Economic and Community Development - COVID19 Suspected Non-Compliance Form
April 2020 - No Fee

Town of Richmond - Municipal Forms Library
May 2020 - Various Fees

Agriculture, Conservation and Forestry - Exotic Hornet Reporting Form
July 2020 - No Fee

Economic and Community Development - Economic Recovery Grant Application
July 2020 - No Fee

Health and Human Services - Payment Portal
August 2020 - Various Fees

Employee Health and Benefits - CARES Act Benefit Enrollment
August 2020 - No Fee

Employee Health and Benefits - Flexible Spending Arrangement Employee Change in Status Form
August 2020 - No Fee

Public Utilities Commission - 30 Day Registration for VoIP Providers
August 2020 - No Fee

Fort Fairfield - Municipal Form Library
October 2020 - Various Fees

Employee Health and Benefits - Special Benefit Enrollment Form
October 2020 - No Fee

Economic and Community Development - Maine Economic Recovery Grant Appeals
November 2020 - No Fee

Employee Health and Benefits - Benefits Enrollment Application
November 2020 - No Fee

Economic and Community Development - Economic Grant Recovery Application for the Healthcare Industry
December 2020 - No Fee

Economic and Community Development - Economic Grant Recovery Application for the Tourism Industry
December 2020 - No Fee

Current and Future eGovernment Services

New Services

Veterans' Services - Veterans' Cemetery Search
March 2020 (No Fee)

Office of Securities - Online Licensing
May 2020 (Various Fees)

Health and Human Services - Child Abuse Background Check Service
July 2020 (\$15/check)

Maine State Police - State Police Portal
August 2020 (No Fee)

Secretary of State - Absentee Ballot Status Tracker
September 2020 (No Fee)

Secretary of State - Accessible Absentee Ballot Request
September 2020

Future Services

InforME consistently seeks new opportunities to deliver 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.

WEBSITES

- Maine State Treasury Website Redesign
- Professional Engineers Website Redesign
- Public Utilities Commission Website Redesign

ONLINE SERVICES

- Bureau of Motor Vehicles Disability Placard Application
- Bureau of Motor Vehicles Reinstatement Fee Payments
- Department of Environmental Protection Enhanced Air Quality Monitoring and Reporting
- Veterans' Cemetery Search Expansion



Driver's License Reinstatement Fees



NIC Maine Named One of the Best Places to Work in Maine (October 2020)

NIC Maine, proudly serving InforME, was recently named one of the 2020 Best Places to Work in Maine for the fourth consecutive year. This year, NIC Maine was awarded second place in the Small Business category. The annual survey and awards program was created by the Society for Human Resources Management of Maine and Best Companies Group. It was designed to identify, recognize and honor the best employers in Maine benefiting the state's economy, workforce and businesses.



Maine.gov named a finalist in the Government Experience Awards (September, 2020)

The Government Experience awards recognize the achievements and best practices of states, cities and counties that have gone to the web and beyond to radically improve the experience of government and push the boundaries of how citizen services are delivered.



Secretary of State Kids' Page Award Recipient (April, 2020)

The Maine Secretary of State Kids' Page, www.maine.gov/sos/kids, was honored with a Communicator Award at the 2020 awards competition. The website offers students and teachers a fun way to learn about Maine history, facts, and information.

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.



Office of Policy Innovation and Future Award Recipient (April, 2020)

The Maine Governor's Office of Policy Innovation & Future, www.maine.gov/future, was honored with a Communicator Award at the 2020 awards competition. The website design launched for this new office in October 2019. It displays latest news and alerts about top Office initiatives including the opioid crisis and climate change. This is the second award for the website this year with recognition already received from the Ava Awards program.

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.



Office of Policy Innovation & Future Website Wins AVA Digital Gold Award (February, 2020)

The website for the Office of Policy Innovation and Future was honored with an AVA Digital Gold Award. The AVA awards is an international competition that recognizes excellence by creative professionals responsible for the planning, concept, direction, design and production of digital communication.

Actions of the Board

January

The Board posthumously recognized Todd Tolhurst for his 20 years of service to InforME.

February

No Board meeting was held.

March

No Board meeting was held.

April

No Board meeting was held.

May

The Board approved the Office of Securities, Online Licensing Schedule A, Schedule B and Statement of Work.

June

No Board meeting was held.

July

The Board approved the following items in July:

- Enterprise Online Appointment Scheduling Service.
- Secretary of State, Bureau of Corporations, Elections & Commissions, Absentee Ballot Request, Service Enhancements Free Service Prioritization

August

The Board approved the following items in August:

- Secretary of State, Bureau of Motor Vehicles, Reinstatement Fees Prioritization, Schedule A and Statement of Work.
- Secretary of State, Bureau of Motor Vehicles, Disability Placard Request Free Service Prioritization, Schedule A.

September

The Board did not approve any new projects in September.

October

The Board approved the following in October:

- Department of Inland Fisheries and Wildlife, Online Trapping Licenses, Schedule A, Statement of Work, and Prioritization
- Department of Health and Human Services, Website Maintenance, Schedule A and Statement of Work

November

No Board meeting was held.

December

The Board recognized Secretary of State Matthew Dunlap for his many years of support and partnership.

Topics of Discussion

- InforME Contract
- COVID-19 Response
- Data Center Migration
- AppEngine
- NIC Security Review
- InforME 2020 Year in Review

2020 Board of **DIRECTORS**

Matthew Dunlap, *Secretary of State*

Dawna Pease, *Director, Computing Infrastructure & Services*

Michael Cyr, *Director, Architecture and Service Management, 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

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

Dan Andrews, *General Manager, InforME*
Representing InforME (non-voting member)

David Packard, *Chief Information Officer*
Representing the Judicial Branch (non-voting member)

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

Vacant

Representing Major Data Custodians in the Executive Branch

Vacant

Representative of a non-profit or user association advancing citizens' rights of access to information

Kathy Montejo, *City Clerk & Registrar of Voters, City of Lewiston*
Representing a Statewide Association of Municipalities

David Simsarian, *Director, Business Technology Solutions, Department of Health and Human Services*
Representing Major Data Custodians in the Executive Branch

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

Vacant

Representing a User Association

Christopher W. Pinkham, *President, Maine Bankers Association*
Representing a User Association

Jeremy Cluchey

Public member appointed by the Speaker of the House

Kelly Hokkanen

Public Member appointed by the President of the Senate

STAFF TO THE BOARD

Jason Tourtelotte, *Clerk of the Board, Office of Information Technology*



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