

Chair's Message

During a year of significant changes in state government, Maine.gov continued to serve citizens in a consistent and user-friendly way. Citizens and businesses alike rely on Maine.gov for access to information and expect to be able to interact with government online. The efficiencies that online services create for both citizens and government are vital in this time of economic challenges.

Maine.gov offers intuitive navigation, mobile-ready design, and tools such as multimedia, email and text alerts, social media, and interactive services. With over 300,000 pages of state government content and an aggregate of more than 1,400 online services for state and local government, Maine.gov helps users find information, complete tasks, and stay informed.

Maine.gov usage continues to grow, and we expect this will only increase as broadband and mobile service access become more widely available throughout the state. Maine.gov receives millions of page views annually. This success can be attributed in part to the high priority the State of Maine places on accessibility for all citizens and measures taken to ensure the security of online services.

National recognition in 2011 included Maine.gov being named one of the Top 10 Public Sector Websites by Government Computer News, a Sunny Award for government transparency, and three additional awards for online services. The State of Maine's successful eGovernment initiative has become a model for other states, achieved without direct state funding.

In the past year, InforME has added 10 new interactive online services to Maine.gov. New citizen services include park pass sales, a benefits application, a mobile park search app, and the saltwater recreational fishing registry. New business services include property transfer tax declaration filing, and two services related to professional licensing and permitting. In addition, InforME now offers seven municipal services in partnership with more than 250 cities and towns. These services all streamline processes and create time and cost-savings for both the public and government as compared to traditional paper systems.

In the coming year, InforME will continue to provide efficient online services and information access, bringing convenience to individuals and businesses in the State of Maine. With the oversight of the InforME Board and committed agency partners, InforME transforms the delivery of government services in Maine. As the Chair, I am proud to be part of this successful initiative, and I eagerly look forward to the next evolution of eGovernment in Maine.



Charles E. Summers, Jr.,
Chair of the Board

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InforME: Technology for the People

It is a high priority to make sure Maine.gov is not just innovative and eye catching, but most importantly – easy to use for a broad range of citizens. The portal provides user-friendly access to a depth of information from across Maine government through one-stop services, multiple navigation pathways and delivery options.

Greg McNeal,
Chief Information Officer,
Office of Information
Technology

InforME continues to provide the citizens of Maine an innovative, user-friendly web presence and robust collection of online services. In 2011 the focus was to find solutions to large scale challenges and continue to make information easily accessible to Maine citizens. Maine.gov offers a new design that adjusts to fit any platform the user views it on, from desktop to tablet to Smart phone, and many other new features.

- **Mobile-Ready Design:** For 2011, Maine.gov has an updated look and new design that automatically re-sizes to fit any device, from large desktop screens to small phone browsers. Likewise, InforME completed a new template for online services that is automatically mobile-ready.
- **Web 2.0 Idea Forum:** Governor LePage is offering a citizen idea forum on Maine.gov using a collaborative software provided through InforME. This site allows the public to submit ideas for government cost savings online, as well as to view and rate others' ideas.
- **Mobile State Park Search:** InforME developed a mobile application for state parks, now available as a free download through the iTunes App Store, the Android marketplace, and the Amazon marketplace. Using the GPS on your mobile device, the Park Search application provides information about more than 30 Maine state parks. The results are listed in order of closest proximity and can be filtered to show parks that include campgrounds, swimming, picnic areas, hiking trails and motorized boating.
- **Payment Engine Migration:** InforME has migrated nearly all of its municipal and state agency services to a new transaction processing engine. This payment processor has an abundance of features including real-time financial reporting, automated disbursements, multiple payment types and simple chargeback processing. The processor is also certified by the PCI Data Security Standard (DSS) and compliant with Payment Application Best Practice (PABP) standards.

- **Enterprise Email and Text Message Notifications:** InforME has partnered with GovDelivery to send email and text messages on behalf of government agencies. The notification service is available on Maine.gov at no cost to citizens. Seven state agencies are now signed up to participate in this service, offering over 180 different notification topics.

Looking forward to 2012:

The need to streamline government processes and provide efficient services is greater than ever. InforME is supporting the initiatives of Maine state government to encourage Maine businesses through online services for business and professional licensing, among others. In addition, InforME is developing large-scale citizen services that save time for both the public and government, such as new Unemployment Claim Filing services for the Department of Labor.

Strategic Plan Update

The InforME Board's Strategic Plan sets the key goals and direction, to ensure that InforME continues to achieve its mission for serving both government and the public. The most recent Strategic Plan spans 2010-2012 and defines the over-arching goals and the strategies to achieve them.

In November 2009, the InforME Board, portal staff and State of Maine Information Technology/eGovernment Services staff participated in a strategic planning session to discuss the key issues facing InforME over the next three years and the direction InforME should take. As a result, the following key goals were updated to reflect these discussions.

2010-2012 Strategic Plan Goals

- 1) Promote the long-term financial sustainability and viability of the portal.
- 2) Continue the transformation of Maine.gov into an ever more relevant and useful one-stop portal.
- 3) Provide leadership in the discussions regarding creation, administration, and delivery of public information.

1) Promote the long-term financial sustainability and viability of the portal.

InforME is defined in statute as a self-funded entity. In order to ensure the continued operation of the InforME portal, the Board created a work group that gathered financial metrics and documented key challenges and risks. In 2011, the InforME Board introduced a bill that was passed in the legislative session. This bill updated the InforME statute, which was limiting the way portal fees could be applied to self-funded services. The revised statute allows more flexibility for funding of services, which will facilitate eGovernment for state agencies and grow the portal and its service offerings.

2) Continue the transformation of Maine.gov into an ever more relevant and useful one-stop portal.

InforME continues to evaluate and enhance the Maine.gov portal on a regular basis. In 2011, the Maine.gov portal was updated with a new design that automatically re-sizes to fit any device, from large desktop screens to small phone browsers. In addition, Maine.gov offers email and text notifications on more than 180 topics through a new notification service that is free to citizens.

This commitment to transforming Maine.gov has once again resulted in national recognition in 2011. Maine.gov was one of only two state government websites named as Top 10 Public Sector Websites by Government Computer News. For the second year, Maine.gov received a "Sunny Award" from the Sunshine Review for government transparency. The Center for Digital Government awarded Maine a Digital Government Achievement Award for its one-stop background check service developed by InforME, and also recognized two of Maine's online services in a Best Fit Integrator Award to the InforME private sector partner (the Department of Corrections Money Deposit service and the Judicial Branch Web & IVR Court Fine Payment services).

Unclaimed Property Search & File

I am so impressed with how easy it was to find that I had unclaimed money and then file my claim for that! Thank you!

Strategic Plan Update

Criminal Background Check Service

The background check site was recently upgraded and it is now even easier to use than it was before! Kudos!

InforME launched several convenient one-stop services this year, including the Maine Revenue Services Real Estate Transfer Tax Declaration Filing, My Maine Connection, One-Stop Background Check, and subscriptions.Maine.gov notification services.

The MRS RETTD service allows title attorneys to file required transfer tax declarations online for free, and then moves that information through a workflow involving the county registries of deeds, the municipalities, and the state (MRS). It is a great example of a cross-jurisdictional service.

My Maine Connection provides a one-stop portal to determine eligibility and apply for Maine's Food Supplement, Medical Assistance, Temporary Assistance to Needy Families (TANF) and Child Care assistance programs. It has a pre-screening tool that helps people determine if they are eligible as well as an online application to apply for these programs.

The One Stop Background Check service allows InforME subscribers to request an official background check on a specific individual, and receive a combined report that includes results from the public criminal history, driver record, sex offender registry, and crash reports databases.

Subscription.Maine.gov replaces and enhances the MyMaine email alert service. It allows users to sign up to receive email or SMS text notifications from participating state agencies including the portal, MEMA, MaineDOT, the Governor, and the Treasurer.

3) Provide leadership in the discussions regarding creation, administration, and delivery of public information.

With the change of administration in 2011, it was critical that InforME actively promoted awareness of Maine.gov and InforME, and continued to participate in discussions relating to eGovernment, transparency, privacy and security of data, streamlining services, and delivery of public information. The InforME Board proposed updates to the InforME statute in 2011 which were passed successfully. In addition, InforME has tracked legislative bills, provided information to the Right to Know Committee, and worked with the new administration to respond to public demands for transparent government.

Through a partnership with InforME, Governor LePage added an innovative citizen idea forum to his website in 2011. The forum allows public users to submit ideas for government cost savings online, as well as to view and rate others' ideas. All approved ideas are being reviewed by the state budget committee. Feasible ideas are being escalated to the appropriate agency for implementation. This site has been receiving many postings on a daily basis, with more than 350 posted ideas and hundreds of comments as of October 2011.

Awards 2011

Government Computer News – Top 10 Public Sector Sites

Maine.gov was recognized by Government Computer News as one of the top ten public sector sites. The award, which refers to Maine.gov as “a site for the independent-minded”, praised Maine.gov for its transparency of government stimulus funding, its availability of state data through Maine.gov DataShare, and its accessible multi-media gallery.

The Sunny Awards – Sunshine Review

The Maine.gov Website was awarded a Sunny Award by the Sunshine Review for being one of the most transparent government websites in the country. The Sunny Awards honored less than 1% of the 5,000 government websites analyzed in 2011.

Best Fit Integrator Award – Center for Digital Government

Corrections Money Deposit Service and Court Fine Payments Service

The Best Fit Integrator Recognition Awards is the Center’s award program for government to recognize its private partners, those private sector companies who work closely with government to tailor solutions to suit the unique needs of government. Maine’s private sector partner for InforME, Maine Information Network, was selected as a winner for its work in developing the Corrections Money Deposit online service and the Court Fine Payment online/IVR services for state government.

Digital Government Achievement Award – Center for Digital Government

Maine One-Stop Background Check Package

The Maine One-Stop Background Check Package service was awarded a Digital Government Achievement Award for the *Government to Business* category of the 2011 Digital Achievement Awards.

Court Fines

The 350 percent increase in online and IVR usage in the past year makes clear that the electronic services are a real convenience to the public, and we are grateful for the partnership with InforME, without whom this could not have been accomplished.

James T. Glessner, State
Court Administrator

Current and Future eGovernment Services

RETTD, MRS

Recording real estate transfers through the new online service will provide Maine Revenue Services with more complete and accurate data. Over time, this service will streamline our workflow and create efficiencies for everyone involved in the process.

David Ledew, Director,
Property Tax Division,
Maine Revenue Services

New Services

The following interactive applications were completed in 2011. These applications allow users to conduct transactions with agencies, including making electronic payments when applicable.

Saltwater Recreational Fishing Registry: Allows residents and non-residents to register for the Maine Saltwater Recreational Fishing Registry as required by law. \$1.00 fee applies for registration. *January 2011*

Real Estate Transfer Tax Declaration Filing: Provides a complete electronic system for originators to file online, and then for filings to proceed through electronic process at the appropriate county registry of deeds, municipality, and state Property Tax Division. No cost to originators, counties, or municipalities. *April 2011*

Park Pass Purchase: Allows citizens to purchase one or more vehicle and/or individual park passes good for day use admission to Maine's state parks and historic lands. Fees are \$35 per individual park pass and/or \$70 per vehicle park pass purchased. *June 2011*

Health Inspection Program License Renewal: Allows food and lodging businesses to renew licenses issued by the Division of Environmental Health, Health Inspection Program. Various Fees. *August 2011*

Maine State Park Search Mobile Application: Allows users with iPhone or Android smart phones to search for Maine State Parks based on location. The application is free to download. *June 2011*

MyMaine Connection: A one-stop portal for citizens to pre-screen for eligibility and apply for benefits through the Department of Health and Human Services. This service is free to users. *September 2011*

Regulatory Licensing and Permitting: Allows regulated professionals to complete a

variety of transaction types online including new license applications, license renewals, and examination scheduling for a variety of boards. Various Fees. *September 2011.*

Municipal Vital Records Orders: Allows citizens to order one or more vital records certificates from participating municipalities. Various fees apply based on the number of records ordered. *July 2011*

Subscriptions.Maine.gov Notification Service: Allows citizens to sign up to receive email and/or text (SMS) notifications from participating state agencies. This service is free to users. *March 2011*

Alcohol Seller and Server Training and Certification: Allows sellers and servers of alcoholic beverages to participate in an online training and certification program. \$18 per certification. *November 2011*

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
- AutoForms Enterprise Tool
- BMV Guest User System for Agencies
- BMV Municipal File Transfer
- BMV Suspended Driver System
- BMV Vanity Plate Availability Check
- 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
- Bureau of Motor Vehicles, Organ Donor Registry
- Business Answers Licensing Assistant
- Debtor Name Search
- Department of Public Safety Fingerprint Detail Scheduling Request
- 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
- HirME Maine State Job Application
- Historical Newspapers Search
- International Fuel Tax E-filing (IFTA)
- Judicial Courts Mediator Search
- KeepMEWell online health assessment service and tool kit
- Maine Foliage Live Help
- Maine Revenue Service Sales & Use, Service Provider and Income Tax Withholding Registration for new businesses
- 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 eGov Services Template
- Maine.gov Google 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 Mobile Portal
- Maine.gov News System
- 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.gov Photo Contest
- 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
- 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 Support Blog
- Webmaster Training Presentations and Tutorials
- What's New Content Management Tool

Rapid Renewal

I don't remember how I first heard about registering online, but I receive an email every year which is very convenient since I can forget it's that time again. This is an excellent service. Thank you for this streamlined process.

Current and Future eGovernment Services

Professional License Renewal service

I am pleased by how simple it is to renew my license online. Other states are really behind on the use of technology and still mail out renewal forms! I'm so happy that the State of Maine got it right! Nice Job!

Current Fee Services

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

Department of Agriculture

Dog Licensing

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

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 form. 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

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 plus \$3 agent fee. Dec-00

Rapid Renewal Manual Towns

Various Fees plus \$3 agent fee. 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; \$40 per 8-year driver's license renewal; \$5 per driver's license renewal and replacement; \$5 per ID card renewal or replacement. Jun-04

Driver Record Check

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

Overlimit Permit

From \$6 to \$27.50 depending on truck dimensions. May-05

Overlimit Consortium Permits

Various Fees. May-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

Taxis and Limos Registration Renewal

Various Fees plus \$3 agent fee. Oct-07

Unified Carrier Registry

Various Fees. Sep-07

Non-Resident/Military Registration Renewal

Various Fees plus \$3 agent fee. Jul-08

Fleet Trailer Renewal

Various Fees. Nov-08

Duplicate Registration

\$3 per duplicate registration. Sep-09

Secretary of State: Maine State Archives

Archives Search and Ordering

Various Fees. May-05

Archives Online Store

Various Fees. Apr-08

Department of Inland Fisheries and Wildlife

IF&W Storefront

Various Fees for merchandise. *Oct-01*

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*

Moose Permit Lottery

Resident: \$7 one chance; \$12 three chances; \$22 six chances; 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

Moose Permit Data

\$25 minimum purchase subject to 5% sales tax; \$.05 per record. *Oct-03*

ATV/Snowmobile Registration

Resident renewal of a snowmobile: \$41; non-resident renewal of a snowmobile: \$89. Resident renewal of an ATV: \$34; non-resident renewal of an ATV: \$69.. *Feb-06*

Boat Registration Renewal

Various Fees plus \$4.50 agent fee. *May-09*

Professional and Financial Regulation

Professional License Renewal

Various Fees depending on the license being renewed. *Jul-00*

Registered Professional Nurse, Licensed Practical Nurse Renewal

\$75 per RN renewal; \$50 per LPN renewal. *Nov-05*

Physician License Renewal

\$400 per renewal. *Sep-07*

Professional Engineer Renewal

\$80 two-year renewal; \$10 late fee. *Sep-03*

Medical Doctor and Physician Assistant Licensee Special Request

Various Fees. *Apr-09*

Physician Assistant License Renewal

Various Fees. *Sep-09*

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*

Fire Sprinkler License Renewal

Various Fees. *May-05*

Fire Sprinkler Permits

Various Fees. *Feb-06*

Crash Report Ordering

Free search; \$10 per report ordered. *Oct-04*

Department of Health and Human Services

Health and Environmental Testing Laboratory, Water Test Kit

Various Fees. *Jun-03*

Fingerprint Payments for Foster Families

\$52 per fingerprint packet ordered. *Apr-07*

Department of Marine Resources

Marine License Renewal

Various Fees. *Dec-03*

Judicial Branch

Paytixx, Moving Violations Payments

Various Fees plus a \$6 premium service fee. *May-01*

Court Fine Payments Online

Various Fees plus a \$6 premium service fee. *Jul-09*

Court Fine Payments by Phone

Various Fees plus a \$6 premium service fee. *Dec-10*

Department of Conservation

Burn Permit Online Purchase

\$7 per permit. *Jun-05*

Campground Reservation Solution

Various fees apply based on length and location of stay. *Feb-10*

State Planning Office

Conservation Easement Registry

\$30 per account. *Mar-09*

Maine Revenue Service

Tax Lien Filings

Various Fees. *Mar-06*

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*

Enterprise Services

Enterprise Shopping Cart and Payment Tool (Webshop)

Various Fees depending on service offerings. *Sep-06*

PayPort Payment Processing Tool

Various Fees. *May-09*

Corrections Money Deposit

The new online service has already been highly successful. We are very pleased with the results, and appreciative of the work done by InforME and by the State's Office of Information Technology on this project.

Jody Breton, Department
of Corrections Associate
Commissioner

Current and Future eGovernment Services

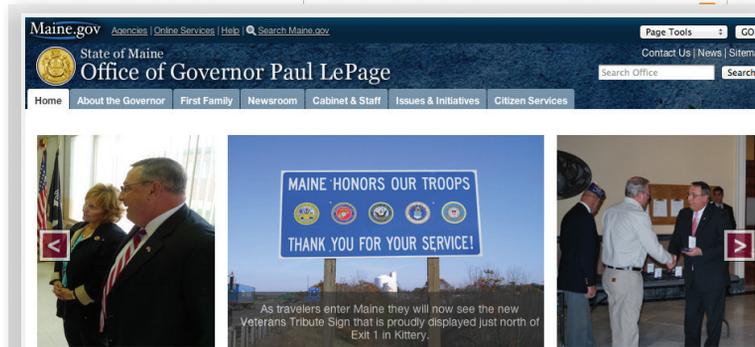
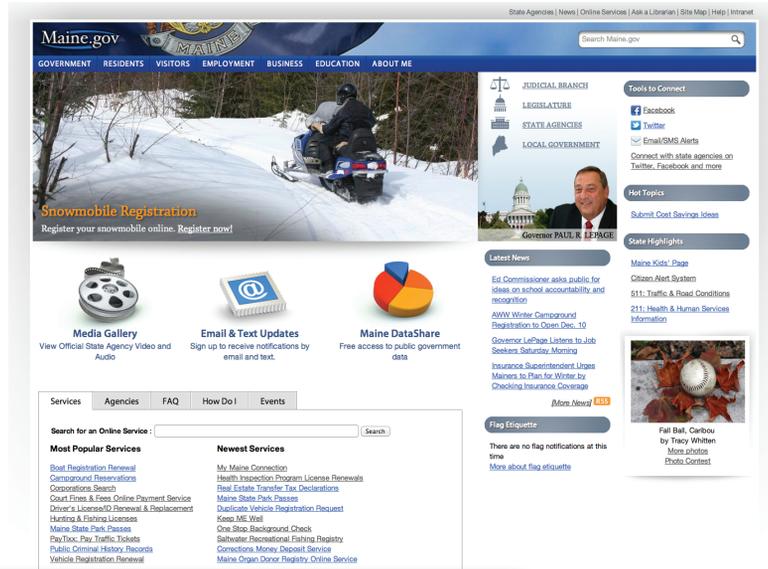
Annual Report Filing

I just wanted to thank you for such a clear and easy way to do online annual filings. I manage approximately 137 domestic and foreign corporations and LLCs in all 50 states, and I would rate Maine one of the top 3.

Website Designs in 2011

Sites designed by InforME in 2011 include:

- Maine.gov: www.maine.gov
- Governor's website: www.maine.gov/governor/
- Maine Coastal Atlas: www.maine.gov/spo/coastalatlas/
- Maine Lottery Website: www.maine.gov/lottery/
- Bureau of Alcoholic Beverages and Lottery Operations: www.maine.gov/dafs/bablo



Vision

It is time for us to take bold action. Maine has the best and brightest people to move the state forward and there is no better time to start the movement. All hard working Maine families deserve to have access to the tools that will help them realize their dreams and achieve them. My vision for Maine is one where all of our citizens prosper now and into the future.

More Jobs for Maine Families

Governor Paul LePage is working for you to get government out of the way and allow Maine's small businesses to create jobs. It's time to get Maine working again, and that means tearing down the roadblocks that establishment politicians have built over the past 40 years. Smaller, smarter government is the key to new jobs and financial security for Maine families.

Lower Taxes, Controlled Spending

Reducing Maine's excessive tax burden so Maine families can keep more of their own money is the

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

ONLINE SERVICE	AGENCY
Liquor Label Registration	Department of Public Safety
Unemployment Claim Filings	Department of Labor
Unemployment Employer Registration Portal	Department of Labor
UCC Filing and Search System Upgrade	Secretary of State, Bureau of Corporations, Elections and Commissions
ATV/Snowmobile Registration Renewal System Upgrade	Department of Inland Fisheries and Wildlife
Paytixx System Upgrade	Judicial Branch
Inspection Sticker Sales to Inspection Stations	Department of Public Safety
Driver's License Renewal/Replacement through Maine AAA Locations	Secretary of State, Bureau of Motor Vehicles
Online Property Tax Payments	Various Municipalities
Conference Registration	Various Agencies and Municipalities

The service I have received from InforME has always been excellent. The responses to any of my questions both via email or telephone have always been fast and resolved the issues.

Please keep up the good work as InforME certainly makes my life easier!

Susan Phelps, Motor Vehicle Agent, Town of Palermo

Actions of the Board

Nursing License Renewal

*Very pleased!
Finally was able to accomplish a task on a computer without frustration and feeling like a complete failure by the end of my attempt.*

January

The Board approved the following Service Prioritizations and Service Level Agreements in January:

- Emergency Management Services, Common Checkout
- Town of Westbrook, Vital Records Online Service participant

The Board also voted to modify the existing Dog Licensing service and to terminate the existing Maine.gov Custom page service.

February

The Board approved the following Service Prioritizations and Service Level Agreements in February:

- Department of Health and Human Services, Benefits Portal Phase 2
- Towns of Freeport and China, Vital Records Online Service participant

March

In March, the Board approved the Service Level Agreement for the additions of the Towns of St. Agatha and Searsport to the Vital Records service.

April

The Board approved the following Service Prioritizations and Service Level Agreements in April:

- Department of Conservation, Park Pass Sales service
- Department of Economic and Community Development, Website Maintenance
- Secretary of State, Bureau of Corporations, Elections and Commissions UCC Filing Upgrade
- Governor's Office, Citizen Suggestion Forum.

The Board also approved the revised InforME Blog Policy and Third Party Hosting Policy.

May

There was no board meeting in May 2011.

June

The Board approved the following in June:

- Secretary of State, Bureau of Corporations, Elections and Commissions, Schedule A Update
- Department of Conservation, Schedule A Update
- Department of Marine Resources, Saltwater Fishing Registry Fee Changes
- Maine State Police, Crash Reports Service Change request.

July

The Board approved the following Service Prioritizations and Service Level Agreements in July:

- Secretary of State, Bureau of Motor Vehicles AAA Driver's License/ID Renewal/Replacement service.

August

The Board approved the following Service Prioritizations and Service Level Agreements in August:

- Department of Public Safety, Background Check Service Fee Change
- Secretary of State, Bureau of Motor Vehicles and Municipalities Rapid Renewal Fee Changes
- Department of Labor, Unemployment Claims Filing Portal
- Department of Conservation, Campground 2012 Season Enhancements
- Department of Economic and Community Development, Business Licensing Free Service Prioritization

September

The Board approved the following Service Prioritizations and Service Level Agreements in September:

- Secretary of State, Bureau of Corporations, Elections and Commissions, Schedule A Update
- Ethics Commission, Contributions for Clean Election Candidates Free Service Prioritization

- Secretary of State, Bureau of Corporations, Elections and Commissions, Notary Search Enhancements

The Board requested additional information before voting on the free service prioritization for the Bureau of Human Resources, HireME application enhancements.

InforME Board of Directors

Charles Summers, *Secretary of State, Chair of the Board*

Greg McNeal, *State Chief Information Officer
Department of Administrative and Financial Services*

Richard Thompson, *Chief Information Officer,
University of Maine*
Representing the University of Maine

Dean Corner, *Maine State Library (1/2011 - 10/2011)*; **Ellen Wood**, *Maine State Library (appointed 11/2011)*

Doug Birgfeld, *Chief Technology Officer, Judicial Branch (1/2011 - 9/2011)* Representing the Judicial Branch (non-voting member)

Herb Thomson, *Department of Transportation*
Representing Major Data Custodians in the Executive Branch

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

Dan Gwadosky, *Director of the Bureau of Alcoholic Beverages & Lottery Operations (1/2011 - 8/2011)*
Representing Major Data Custodians in the Executive Branch

Tim Poulin, *Acting Director of the Bureau of Alcoholic Beverages & Lottery Operations (appointed 9/2011)*
Representing the Department of Administrative and Financial Services

Topics of Discussion

- InforME Statute
- Legislative Relations/Communication
- Agency Branding/InforME & Maine.gov Branding and Marketing
- One Stop Business Licensing Project
- FTP Security Changes
- Bulk Data

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

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

Anne Davis, *Gardiner Public Library*
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 Trahey
Public member appointed by the Speaker of the House

Joe Laliberte
Public member appointed by the President of the Senate

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

Paul Sandlin, *Staff to the Board*
Office of Information Technology, Department of Administrative and Financial Services

BMV Registration module updates

In early 2011, the Bureau of Motor Vehicles migrated the last of its legacy systems, the registration module, off of the mainframe. The registration system was the largest migration effort in that it impacted eight online services as well as municipal systems. With the assistance of InforME, each online service was successfully migrated with limited interruption to the public and municipalities.

Clarissa Hurley, Online Services Branch Manager, Bureau of Motor Vehicles

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