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# 2018 - A Year of Success

Maine.gov, a service of InforME, is the gateway for citizens and businesses to access information and online resources. After two decades in operation, InforME continues to focus on combining advanced technologies with user-friendly design to meet the service needs of state government and its constituents.

## Maine.gov Milestones

The State of Maine first adopted the concept for a self-funded digital government portal in 1999 with the passage of the InforME legislation, a unique state initiative that resulted in the development of Maine.gov. 20 years later, InforME and Maine.gov continue to achieve success providing new ways to access information and online services through technology.

2018 was a record year for InforME with more than 3.2 million transactions processed, ranging from absentee ballot requests to wine and malt beverage label registrations. This was an increase of 7% over 2017. Many of these transactions take electronic payments, and InforME securely processed more than \$143 Million in credit, debit and electronic check payments for our state and local partners with our suite of payment processing technologies.

Maine's online boat registration renewal service celebrated an important milestone in 2018, welcoming its 225th municipal participant. The service, provided by the Department of Inland Fisheries and Wildlife, launched in 2009 with 125 municipalities participating in the program. Currently entering its 10th year in operation, the service has processed nearly 100,000 boat registration renewals.

## Innovative Solutions and Enhancements

In 2018, Maine's Department of Inland Fisheries and Wildlife (IFW) deployed two new services with InforME that benefit sportsmen in Maine. The first, an online moose permit purchase service allows a moose permit lottery winner to pay licensing fees online by credit card. The second, an electronic tagging system, has completely revolution-

ized the harvested animal tagging process for the Department and tagging stations. In its first year, the tagging service processed more than 40,000 registrations allowing IF&W to have instant access to data.

## Website Redesigns

Also in 2018, InforME invested significant resources to deploy a content management system (CMS) for the State of Maine. The CMS combines modern technologies and mobile friendly templates, and completely modernizes the website creation and editing process for state program administrators. The CMS has increased efficiencies and allowed InforME to launch 17 new and improved websites in 2018, including the Department of Administrative and Financial Services, Maine Emergency Management Agency, and the Bureau of Human Resources. The new sites combine user-friendly layouts with an aesthetically pleasing, responsive design allowing the public to navigate to content quickly and easily.

## Looking Forward to 2019

InforME will continue to expand access to state and local government services by leveraging mobile technologies, chatbots and by investing in enterprise solutions that allow program administrators to quickly deploy new services. With the deployment of several new services and websites already on the roadmap for 2019, InforME is looking forward to the challenges and successes that the future holds.

# Strategic Plan Update

After nearly two decades as the State's eGovernment service provider, InforME has reached a new level of maturity with more than 170 unique online services, a consistently award-winning Maine.gov website and a variety of enterprise solutions. This maturity, along with changes to the landscape of the Internet, brings challenges and opportunities. New strategies need to be developed in order to ensure that InforME continues to achieve its vision for serving both state government and the public.

To address these challenges and opportunities, the InforME board held its biennial strategic planning retreat in September 2017. At the retreat, board members and InforME staff discussed the key issues facing InforME and strategies to address those issues during the time period covering 2018-2020.

The group agreed that over the next two years, InforME should find ways to:

- 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 primary 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 eGovernment services to both citizens and businesses.

These goals will be achieved through a concentrated focus on completing several objectives and identified strategies. The completion of these goals, objectives and strategies will further position InforME as Maine's premiere eGovernment 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

## 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

## 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

### Real Estate Transfer Tax Declaration

Various Fees. Apr-11

## 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

## 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

## 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

## 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
- Air Quality Monitoring System
- Any Deer Permit Lottery
- Any Deer Permit Transfer
- Attorney General Breach Reporting Form
- AutoForms Enterprise Tool
- 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
- ConnectME Broadband Coverage Form
- Corrections Offender Search Service
- Data.Maine.gov
- Debtor Name Search
- Department of Public Safety Statue Search
- E911 Kids Page
- Email Listserve Software for Agencies
- Environmental Protection TankSmart Training
- Flag Notification Alerts
- Game Tagging
- Hazardous Oil Spill System
- HireME Maine State Job Application
- Home Heating Calculator
- Judicial Courts Mediator Search
- Labor Contact Form
- 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 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
- Medical Marijuana Certifications
- Maine State Employees Combined Charitable Appeal Online Donation Solution
- MyBoard Access
- MyMaine Connection
- Notary and Dedimus Justice Search
- Ozone Real Time Data
- Parks and Lands Search
- PUC Electronic Document Filing System
- 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
- Simple Data Transfer Tool
- Standard Maine.gov Website Header
- Treasurer's Next Generation CD Auction
- University of Maine System Combined Charitable Appeal
- Voter Information Lookup Service
- Webmaster Online Directory System
- Webmaster Resource Website
- Webmaster Training Presentations and Tutorials
- What's New Content Management Tool

# Current and Future eGovernment Services

## New and Enhanced Services

### Department of Public Safety, Inspection Technician and Station Licensing

The service allows licensees to renew their state licensure online. Various fees. February 2018.

### Bureau of Alcoholic Beverages and Lottery Operations, Certificate of Approval Licensing Form

Allows licensed suppliers and wholesalers to apply for and renew their certificate of approval online. Various fees. May 2018.

### Department of Inland Fisheries and Wildlife, Game Tagging

The new service allows game tagging stations to electronically tag harvested animals. No fee. May 2018.

### Department of Inland Fisheries and Wildlife, Moose Permit Purchase

The new service allows winners of a Maine moose permit to pay for their license fees electronically. Various fees. August 2018.

### Department of Marine Resources Scallop License Lottery

The new service allows the public to enter for a chance to win the rights to a scallop license. \$2 per entry. September 2018

### Camden Snow Bowl, WebShop

The Camden Snow Bowl now sells season passes, tobogganning entries, and other tickets for the town-owned mountain using the portal's online enterprise storefront service, WebShop. Various fees. October 2018.

### ConnectME Broadband Coverage Form

The new service allows users to provide broadband coverage information to Maine's ConnectME Authority. No fee. November 2018.

### Bureau of Alcoholic Beverages and Lottery Operations Sales Representative Form

This new service allows individuals to file a new application or renew their sales representative license. Various fees. December 2018.

### Attorney General Breach Reporting Form

This new service allows businesses to file breach reporting notifications to Maine's attorney general. No fee. December 2018.

### DMR: Scallop License Lottery

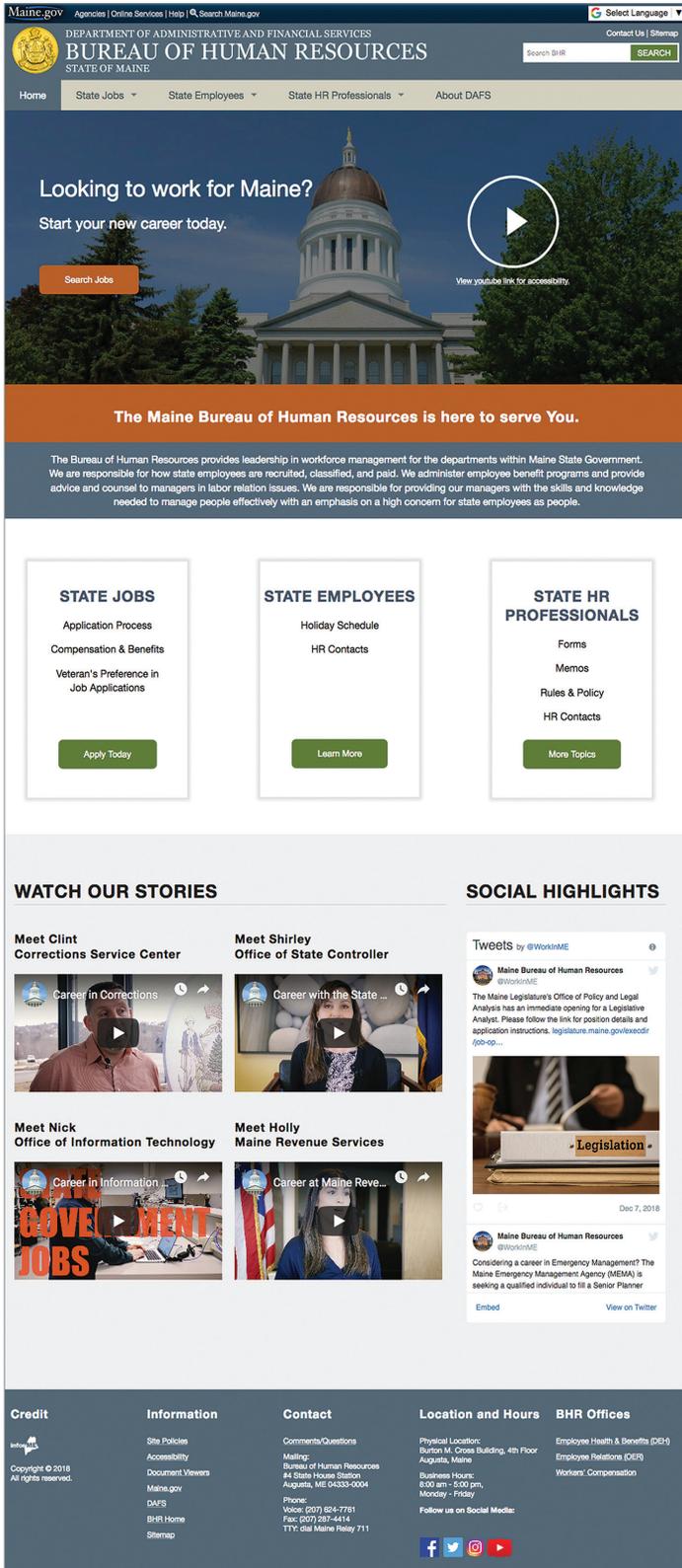
The screenshot shows the 'Scallop License Lottery' page on the Maine.gov website. It includes a header with the Maine.gov logo and navigation links. The main content area contains a description of the lottery, eligibility criteria, and instructions on how to apply. There are also links for 'Related Services' such as 'Saltwater Recreational Fishing Registration' and 'Maine Marine Licensing'. A 'Get Help' section provides contact information for technical support. The footer includes copyright information and site policies.

### Camden Snow Bowl: WebShop

The screenshot shows the Camden Snow Bowl WebShop interface. It features a search bar at the top and a grid of product listings. The 'Season Pass - Regular Pricing' section includes four items: 'Season Pass - Adult, Camden Resident (Regular Pricing)' for \$450.00, 'Season Pass - Family, Camden Resident (Regular Pricing)' for \$1050.00, 'Season Pass - Student, Camden Resident (Regular Pricing)' for \$325.00, and 'Season Pass - Military, Camden Resident (Regular Pricing)' for \$325.00. The 'U.S. National Toboggan Championships' section includes four items: 'Toboggan Team - 2-Person Division' for \$60.00, 'Toboggan Team - 3-Person Division' for \$90.00, 'Toboggan Team - 4-Person Division' for \$120.00, and 'Toboggan Team - Experimental Division' for \$150.00. Each item has an 'Add to Cart' and 'View Details' button.

# Current and Future eGovernment Services

## New and Enhanced Websites



### ◀ Bureau of Human Resources

The website was redesigned to appeal to future state employees and to improve interactions with the bureau. This was done by implementing a new recruitment tool, new videos, and restructuring the site's content.

[www.maine.gov/bhr](http://www.maine.gov/bhr) - April 2018

### Office of the State Economist

Website Redesign - April 2018

[www.maine.gov/dafs/economist](http://www.maine.gov/dafs/economist)

### Office of Procurement Services

Website Redesign - May 2018

[www.maine.gov/dafs/procurementservices](http://www.maine.gov/dafs/procurementservices)

### ConnectME

Website Redesign - May 2018

[www.maine.gov/connectme](http://www.maine.gov/connectme)

### Office of Governor Paul R. LePage

Website Redesign - June 2018

[www.maine.gov/governor](http://www.maine.gov/governor)

### Bureau of Alcoholic Beverages & Lottery Operations

Website Redesign - August 2018

[www.maine.gov/dafs/bablo](http://www.maine.gov/dafs/bablo)

### Office of Employee Health & Benefits

Website Redesign - August 2018

[www.maine.gov/bhr/oe](http://www.maine.gov/bhr/oe)

### Office of Workers' Compensation

Website Redesign - August 2018

[www.maine.gov/bhr/owc](http://www.maine.gov/bhr/owc)

### Bureau of the Budget

Website Redesign - September 2018

[www.maine.gov/budget](http://www.maine.gov/budget)

### Maine Revenue Service

Homepage Redesign - October 2018

[www.maine.gov/revenue](http://www.maine.gov/revenue)

### Bureau Real Estate Management

Website Redesign - October 2018

[www.maine.gov/dafs/brem](http://www.maine.gov/dafs/brem)

### Office of the State Controller

Website Redesign - October 2018

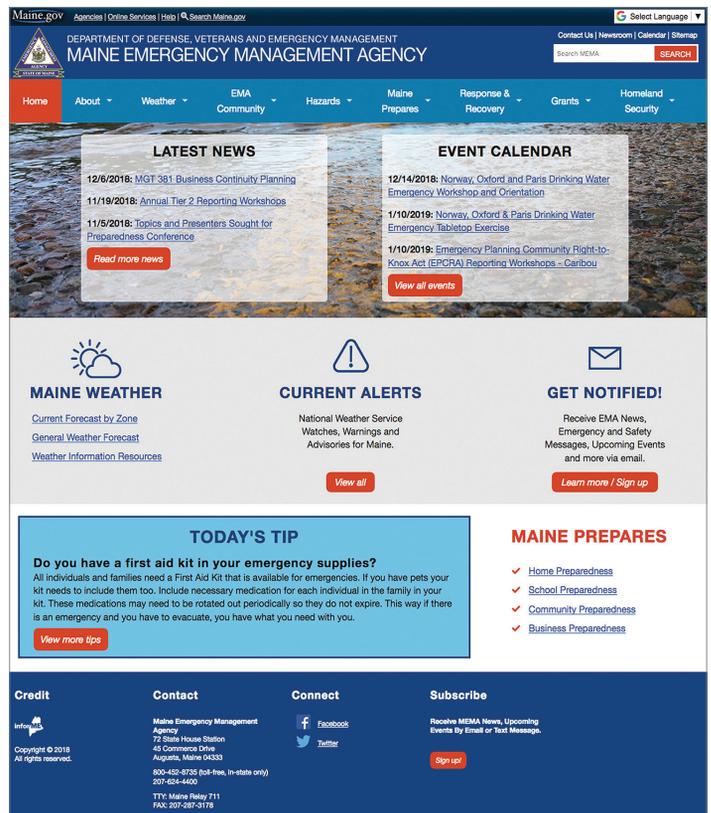
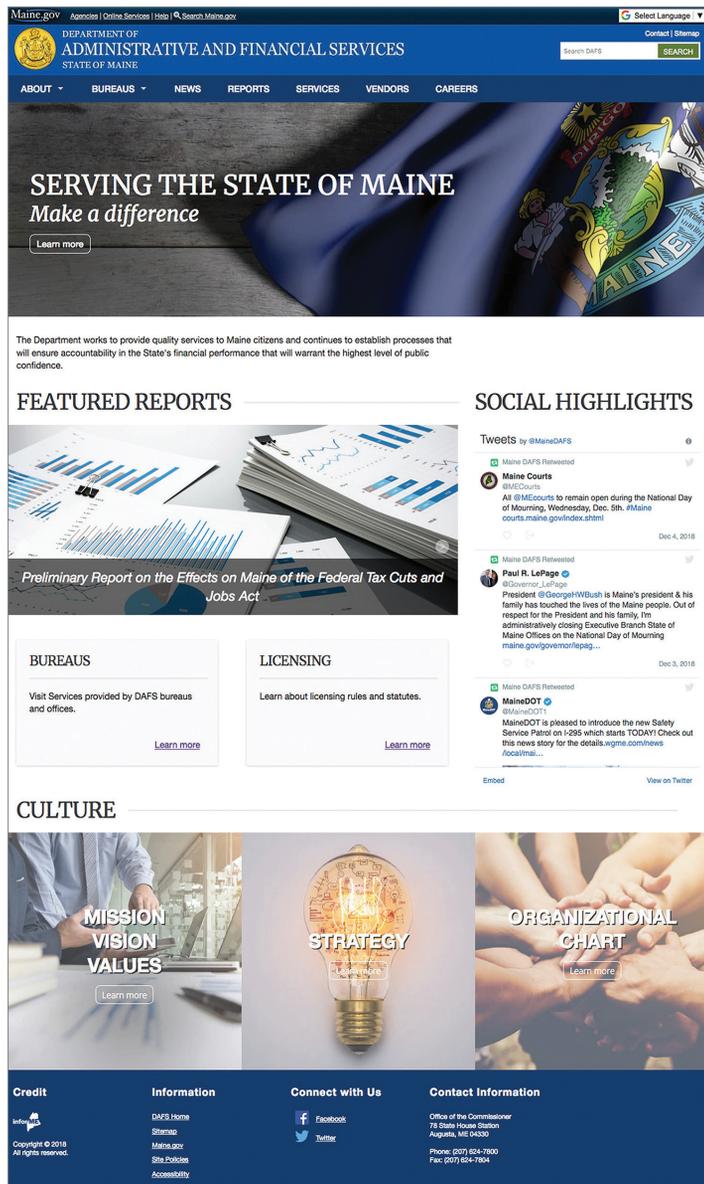
[www.maine.gov/osc](http://www.maine.gov/osc)

# Current and Future eGovernment Services

**Office of the Public Advocate**  
Website Redesign – December 2018  
[www.maine.gov/meopa](http://www.maine.gov/meopa)

**Medical Marijuana Program**  
Website Redesign – December 2018  
[www.maine.gov/dafs/bbm/mmmp](http://www.maine.gov/dafs/bbm/mmmp)

**Telecommunications Relay Service**  
Website Redesign – December 2018  
[www.maine.gov/trs](http://www.maine.gov/trs)



## Maine Emergency Management Agency ▲

This website redesign has greatly improved usability by restructuring the content and navigation, highlighting the most important information as well as eliminating duplicate content. This was the biggest redesign project of 2018.

[www.maine.gov/mema](http://www.maine.gov/mema) - November 2018

## ◀ Department of Administrative and Financial Services

Goals for this project included improving the site visually by utilizing new imagery and interactive design elements, as well as providing an overview of services and bureaus under DAFS.

[www.maine.gov/dafs](http://www.maine.gov/dafs) - August 2018

# Current and Future eGovernment Services

## Future Services

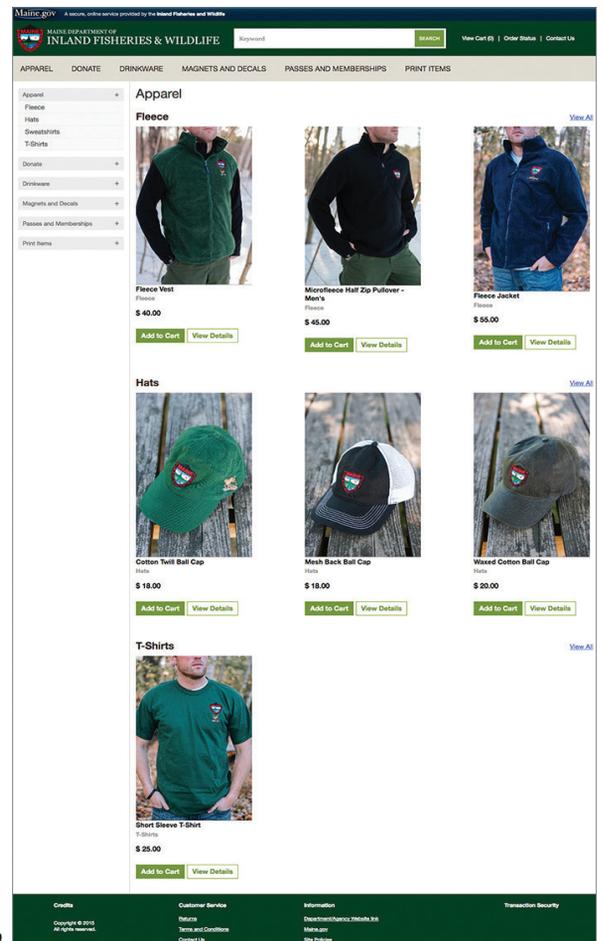
InforME consistently seeks new opportunities for delivering online services to the citizens and businesses of Maine. InforME is currently working on several of the projects listed below, while others represent new opportunities that InforME believes would add value to the existing suite of Maine.gov online services.

### WEBSITES

- Department of Professional and Financial Regulation
- Maine Human Rights Commission
- Maine State Police
- Department of Economic and Community Development
- Bureau of Business Management
- Maine Historic Preservation Commission
- Fire Marshal's Office
- Length of Service Award Program

### ONLINE SERVICES

- DOC: Prison Store Sales
- IFW: Trapping and Guide License renewals
- IFW: Game Tagging of Fur Bearing Animals
- IFW: Webshop Upgrade
- DHHS: Certified Nursing Assistant Licensing
- BABLO: Wholesaler Licensing & Tax Payment
- BABLO: Supplier Licensing
- Secretary of State: International Fuel Tax Payments



IFW: Webshop



## Best Place to Work (October 2018)

For the second year in a row, Maine Information Network, the network manager for InforME, was named Maine's Best Small Business to Work at the 13th annual Best Places to Work competition, awarded by the Maine Council of the Society of Human Resources Management. A total of 80 companies placed in one of three categories, small, medium and large businesses. Maine Information Network was noted as consistently fostering an outstanding workplace environment.



## Maine.gov Receives Vega Digital Award for Inland Fisheries & Wildlife Website (November, 2018)

The Maine Department of Inland Fisheries and Wildlife's website, [www.maine.gov/ifw](http://www.maine.gov/ifw), was honored with a Vega Digital Award for their web presence. The Vega Digital Awards is an international competition for creative professionals who inspire with concept, writing or design, through electronic media. The Vega Digital Awards is administered and judged by IAA's panel of internationally-recognized creative professionals, who select winners based on rigorous standards of excellence.



## Maine.gov Named a Finalist in the Government Experience Awards (September 2018)

The Government Experience awards, formerly known as the Best of Web Competition, 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.



## Maine.gov Website Receives Bronze Summit Creative Award (June 2018)

Out of more than 5,000 submissions from 50 countries, Maine.gov, was awarded a Bronze Summit Creative Award by the Summit International Organization for its creative work in the government website field.

The Summit Creative Award recognizes and celebrates the creative accomplishments of small and medium sized advertising agencies and other creative groups. Participating judges come from both large and small-size companies and universities and for nearly 25 years, the competition has established itself as the premier arbiter of creative excellence for firms of this size.



## Maine.gov Website Receives Muse Creative Award (May, 2018)

The official website for the State of Maine, [www.maine.gov](http://www.maine.gov), was honored with a Muse Rose Gold Award by the Muse Creative Awards competition. Out of more than 1,350 submissions from 37 countries, Maine.gov was recognized as having a creative concept, effective campaign and inspired messaging to its user groups.

The Muse Creative Awards is an international competition for creative professionals who possess the unique ability to inspire with a concept, idea or design - whether through traditional materials or electronic media.



## Maine.gov Website Receives Communicator Award of Distinction (May 2018)

The official website for the State of Maine, [www.maine.gov](http://www.maine.gov), was honored as a top government website receiving an award that recognizes achievements in the fields of both creativity and communications. The website received a 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.

# Actions of the Board

## January

No Board meeting was held.

## February

No Board meeting was held.

## March

The Board approved the following:

- BMV Schedule A Updates
- Revised Content Management System pricing and Schedule A for the Departments of Education and Administrative & Financial Services, Bureau of Human Resources, and ConnectME Authority.

## April

No Board meeting was held.

## May

The Board approved the Department of Inland Fisheries and Wildlife Moose Permit Purchase Statement of Work, Schedule A and prioritization in May.

## June

No Board meeting was held.

## July

No Board meeting was held.

## August

No Board meeting was held.

## September

The Board approved the following:

- Department of Marine Resources, Scallop License Lottery Statement of Work, Schedule A and prioritization
- Department of Health and Human Resources Certified Nursing Assistant Licensing Statement of Work, Schedule A and prioritization
- AppEngine Statement of Work and Schedule A for Attorney General's Office and Bureau of Alcoholic Beverages and Lottery Operations.

## October

No Board meeting was held.

## November

No Board meeting was held.

## December

The Board approved the Office of the State Treasurer Common Checkout Payment Processing Statement of Work and Schedule A in December.

## Topics of Discussion

- Google Chrome Security Updates
- Content Management System
- AppEngine
- Gov2Go
- InforME 2018 Year in Review

# 2018 Board of **DIRECTORS**

**Matthew Dunlap**, *Secretary of State*

**Dawnna Pease**, *Director, Computing Infrastructure & Services*

**David Demers**, *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

**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

**Julie Rabinowitz**, *Press Secretary, Office of the Governor*  
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

**Richard Trahey**  
Public member appointed by the Speaker of the House

**Kelly Hokkanen**  
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