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Chair's Message

INFORME HAS CONSISTENTLY PURSUED AN AGGRESSIVE STRATEGIC PLAN with a focus on generating new efficiencies for the State of Maine, improving access for our constituents in Maine and around the world, and continued promotion of Maine as the way life should be.

Throughout 2007, InforME continued to pursue these goals. In the past year, InforME has added 21 new services to Maine.gov, expanding Maine's eGovernment service offerings to just shy of 375.

In addition to the implementation of new services, it is of critical importance to State operations that our online services, both new and existing, are adopted. This year a number of InforME partners achieved extraordinary adoption rates for their online services. For example, the Department of Professional and Financial Regulations online professional license renewal suite improved its adoption to average 80% in the third quarter, and online hunting and fishing license sales had an impressive 30% growth in 2007. This is a testament to the commitment of these agencies to see their online services flourish.

Beyond individual agency services, InforME develops and implements an annual enhancement plan for the Maine.gov website. This year, enhancements included an upgraded agency directory, which lists all State of Maine agencies along with their contact information and a brief description of their responsibilities. Also new in 2007 is the Maine.gov "MapIT" feature which utilizes GoogleMaps technology. "MapIT" provides interactive directions for frequently requested state offices.

These advances to Maine.gov have led to the Maine state homepage being recognized, once again, as one of the nation's best. In the Fall of 2007, the Center for Digital Government ranked Maine.gov 2nd in the country. With this award, Maine.gov continues the legacy of winning more top-three awards than any other State Government website in the country. Additionally, Maine.gov was rated as the number 3 site by Brown University's Taubman Center for Public Policy.

With the goal of continuing these achievements and to take the State's portal to new levels the InforME Board, over the last year, engaged in a competitive procurement process to re-acquire the services of a private entity to develop and operate the portal as InforME Network Manager. The Request for Proposals was designed with the intent of updating the relationship between the Network Manager and the State so that it was reflective of new realities that have evolved over the nine years of the current contract. Through a highly-competitive procurement process, the incumbent provider, Maine Information Network, an NIC subsidiary, was selected. The winning proposal includes a number of enterprise services and objectives that we anticipate will have significant value to State of Maine agencies and constituents. This partnership is sure to generate important gains for Maine's eGovernment initiative in the years to come.

Each of InforME's achievements this year, and every year, are a result of a strategically minded Board Membership, committed agency and municipal government partners, and demanding and informed constituents. I would like to express my thanks to those entities and individuals that have worked to move Maine's eGovernment initiative forward and say that I look forward to our collective progress.



Richard Thompson,
Chair of the Board

The Next Phase of InforME

Maine.gov

“This is a very well thought out website. Congratulations on such a great service to the public!”

“I have, in the course of genealogical research, worked with state sites all over the country. Nobody has a MORE efficient or user-friendly website than Maine.gov.”

AFTER NEARLY NINE YEARS as the state’s eGovernment portal, InforME has reached a new stage of maturity, with nearly 375 online services in place, a consistently award-winning Maine.gov website and a variety of enterprise solutions. This maturity, along with changes in state government IT structure and policy, and a new InforME Network Manager contract, brings exciting challenges and new opportunities for InforME and Maine’s eGovernment initiative. InforME has always focused on combining advanced technology with user-friendly design to meet the service needs of citizens, businesses, and state government. This is the philosophy behind the online services that are currently offered through the Maine.gov portal, as well as the creation and implementation of all new services. InforME is now beginning a new phase, with the promise of an even greater impact to Maine’s citizens, businesses and government.

The State of Maine has recently initiated the next phase of InforME with a new Network Manager contract. While the new contract will be with the incumbent provider, we collectively see this as an opportunity for InforME to provide additional service options to meet the needs of agencies, including:

Development of Database Systems

InforME has historically partnered with Agencies to build front-end user interface tools that allow for the completion of online applications by the public. Where it makes sense and where no back-end database currently exists, InforME will work with agencies to create a back-end database solution to automate eGovernment transactions.

Content Management System

Content Management Systems (CMS) are software tools that allow users to easily create, modify, organize or remove information from a website. InforME is prepared to offer a CMS that will allow Agencies the ability to schedule automatic publishing and retire-

ment of content, create dynamic web pages, and power the Agency’s web presence in one simple to use and accessible system.

Self-Service Database Access Tools

Self-Service database access tools will allow Agencies to transform information extracted in real-time from a database into HTML web pages. The tool will allow great flexibility and will enable content authors and data custodians to create data publishing applications in one transaction.

Self-Service Survey Tools

The self-service survey tools will allow Agencies to quickly compose and implement complex online questionnaires with flexible design and presentation. The tool will provide the ability to authenticate respondents and to create and distribute login credentials. The tool will also allow users to report raw data and generate graphical reports.

Funding Options

InforME’s business model is based on a self-funded approach whereby applications are built at no upfront cost to the agencies. InforME applications are typically funded through a negotiated portion of the existing statutory fee each time a service is accessed or a transaction is completed.

When this transaction based model of funding does not fit within the scope of a particular project, InforME offers agencies the option of a time and materials contract. The new InforME time and materials process streamlines and expedites the development process for agencies.

With the mission of delivering government services directly to citizens with advanced technology and simple-to-use design, InforME is excited about the future of eGovernment in Maine. The new tools listed above, innovative design, and ever-evolving technology, will make the next phase of InforME beneficial to all.

Strategic Plan Update

The InforME Board's Strategic Plan sets the direction and framework for delivering effective, focused eGovernment solutions and development of best-practice policy initiatives.

In September, 2006, the Board participated in a planning retreat to discuss the issues facing InforME over the next three years, and new directions for InforME given the portal's maturity and changes in state IT structure and policy. Board members, state IT staff, and the network management staff worked together to develop the Strategic Plan for 2007-2009.

2007-2009 Strategic Plan Goals

- 1) Maintain InforME as the pre-eminent eGovernment resource for the State of Maine and Maine.gov as a web portal of excellence.
- 2) Grow and diversify Maine.gov by aggressively marketing existing online services and continuing to create new eGovernment services which profoundly impact people who are living and doing business in Maine.
- 3) Expand efforts to integrate the Legislative and Judicial branches into Maine.gov and develop new partnerships and services.
- 4) Enhance Maine.gov to promote its interoperability with State IT services and improve its reliability, while minimizing infrastructural duplication.
- 5) Maintain a stable self-funded model for InforME and facilitate new partnerships through a variety of funding options.
- 6) Establish and maintain the value of InforME services through measurement of usage, satisfaction, value and return on investment and ensure mutual benefit for services provided at no charge to agencies.

The Strategic Plan outlines specific strategies that will enable the goals to be met. These strategies, and this year's activities related to each strategy, are detailed below.

1) Maintain InforME as the pre-eminent eGovernment resource for the State of Maine and Maine.gov as a web portal of excellence.

InforME continues to place a high priority on the success of the Maine.gov portal as a critical element of Maine's eGovernment initiative. Each year, Maine.gov serves more public users as the demand for online government services grows, with average monthly page views for Maine.gov now exceeding 4 million.

InforME regularly evaluates and enhances the portal to remain innovative and meet the needs of citizens. In 2007, several significant enhancements were completed for the Maine.gov portal, including:

- Interactive Mapping: Users may map key government offices and locations of high public interest.
- Language Translation: Instant French and Spanish translations of any page on Maine.gov are now available through the Page Tools menu on the Maine.gov standard header.
- Agency Contact Directory: The Maine.gov Agency Directory provides a quick one-stop reference to agency websites, phone, TTY, address, and description information.
- Design: The portal design has been enhanced through stylistic changes, a text resizing feature, and a text-only version of the portal.

Maine.gov received national recognition in 2007 for innovation, design, service delivery, and cost-efficiency. The recognition includes a Best of the Web award from the Center for Digital Government, ranking second in the nation.

"As Maine's Secretary of State, I oversee a number of services that directly impact a majority of Maine's constituents. In partnership with InforME, we provide several successful services designed to empower our constituents, including: online file of an annual report; renew a driver's license or vehicle registration; or buy reproductions of important pieces of Maine's history from the Maine Archives. With services like these, InforME is helping Maine people save two of their most important commodities: time and money"

Matt Dunlap,
Maine Secretary of State

Strategic Plan Update

Professional License Renewal

“We knew we had a great online professional license renewal service, but people weren’t using it as much as we had hoped. InforME helped us create a marketing plan this year and as a result, the service adoption rate has grown from 10% to over 80%. This is creating efficiencies for our staff and streamlining our renewal process.”

Anne Head,
Director of the Office of Licensing and Registration, Department of Professional and Financial Regulation

In addition to maintaining a high-quality portal, InforME has continued its focus on serving Maine agencies and municipalities, providing our eGovernment expertise for planning and program implementation. InforME facilitates eGovernment for Maine government entities through cost-effective service development, customer support, webmaster support, enterprise software, and participation in state initiatives and policy development.

2) Grow and diversify Maine.gov by aggressively marketing existing online services and continuing to create new eGovernment services which profoundly impact people who are living and doing business in Maine.

InforME has partnerships with many state and municipal agencies to develop online services and websites that will bring convenience and efficiencies to citizens, businesses, and government. In order to have the most significant impact, the online services provided on Maine.gov must be diverse while crossing multiple jurisdictions and service areas.

New citizen services in 2007 included trailer registration renewal, an online state job application system (HireME), a notary/dedimus justice search, and email notifications of flag lowering. New business services included business tax registration, physician license renewals, and unified carrier registration. InforME has also completed several enhancements or upgrades in 2007, including a marine license renewal service upgrade, IF&W online store upgrade, enhancements to professional licensing, vehicle registration, and driver’s licensing services.

Participation by municipalities has increased to more than 120 towns for Rapid Renewal and over 80 towns for Dog

Licensing. Additional municipal services are scheduled for development, including a property-tax payment service, an online shopping-cart, and PayPort, our over-the-counter and online payment system.

Creating new eGovernment services online is an obvious step. However, the gains for both the user and the state are recognized only through service adoption. In order to ensure this, users must be made aware of the services and given appropriate incentive to use them. To that end, InforME developed a comprehensive marketing plan for 2007, with strategies for marketing the Maine.gov brand to the public, strategies for marketing individual online services to user groups, and strategies for marketing InforME as a resource to state and municipal agencies.

Furthermore, InforME works with partner agencies to develop marketing plans for each new service and targeting legacy services that have potential for growth. For example, InforME worked with the Department of Professional & Financial Regulation to increase adoption of the online professional license renewal service from 10% to 80% through specific marketing strategies. Other marketing initiatives this year have included participation at user association events such as the Sportsman’s Show, Bank Expo, and Maine Municipal Association Convention, as well as targeted marketing plans, printed materials, and cross-linking.

The result of these marketing efforts is proven as adoption rates for online services continue to grow. Some examples of applications that have achieved high average adoption rates in 2007 are:

- Corporate Record Search system – 98%
- Maine State Board of Nursing online renewals – 90%
- Public Criminal History Records – 86%
- Hunting and Fishing License Sales – Increased 29% in 2007 versus 2006

3) Expand efforts to integrate the Legislative and Judicial branches into Maine.gov and develop new partnerships and services.

Legislative and Judicial participation and support are critical to the success of Maine's eGovernment initiative. While InforME's partnerships include nearly every Executive Branch agency, the constitutional offices, and quasi-agencies, our partnerships with the Legislative and Judicial branches have been limited. 2007 was a year of progress with InforME completing a website redesign of the Judicial Branch site in 2007 and developing a court fine payment service that is expected to launch in early 2008. The Judicial PayTixx application for traffic violation payments now processes more than 3,000 transactions per month, with over 40% usage growth in 2007.

Efforts to promote awareness of InforME as a resource for the Legislature have included an InforME orientation event in the spring targeted to legislators, and a partnership with OPEGA to provide legislative website templates. Additional work is underway to develop orientation materials for legislators, and to increase outreach to legislative leadership.

4) Enhance Maine.gov to promote its interoperability with State IT services and improve its reliability, while minimizing infrastructural duplication.

InforME continues to provide a highly reliable, secure, and sophisticated network for publishing agency websites and InforME web applications to the public. In 2007, InforME received the coveted CyberTrust certification after an intensive audit process. This certification is the national benchmark for technical and operational security. In

addition, InforME continues to exceed the stringent requirements of the Payment Card Industry for credit card processing.

Furthermore, InforME is working closely with the state to ensure interoperability and efficiency of infrastructure, through participation in the state's Enterprise Architecture group and ongoing communications to identify service needs. For example, based on security concerns, InforME and the state jointly agreed to discontinue a public file-sharing service in favor of a combination of higher-security file transfer options. InforME has developed a Web-based "Drop-Box" service that will provide secure file transfers in the coming year.

As part of the new InforME contract, other infrastructure upgrades will take place in 2008, including a new data center and support for Microsoft-based web application hosting and GIS applications.

5) Maintain a stable self-funded model for InforME and facilitate new partnerships through a variety of funding options.

Public demand for eGovernment has grown along with an increased awareness of InforME. This progress is challenged by evolving budget constraints within state government which highlight the need to encourage the self-funded model. While InforME's transaction based model will continue to be the core method for funding our operations, many agencies have expressed the desire to partner with InforME under time and materials contracting.

To that end, changes in the InforME legislation in 2007, in conjunction with the new InforME contract, bring new opportunities for funding of InforME services. Beginning in 2008, InforME will be able to offer agencies a greater variety of funding options, including more flexible transaction-fee based

Sales & Use, Income Tax Withholding, and Service Provider Tax Registration

"We realize that starting a business is hard work. This online registration service makes one part of that start-up in Maine a lot easier. We've heard from businesses that appreciate the time-savings and convenience of online registration. The nearly paperless process is also saving time and money at Maine Revenue Services."

Jerome Gerard,
Acting Executive Director of the
Maine Revenue Services

Strategic Plan Update

MSECCA

“Through the state’s partnership with InforME, we were able to launch the MSECCA online giving service last year in record time, and have continued to work with InforME to enhance the service. They were quick to understand our needs and have worked diligently to meet them. The online giving service is an essential part of the state’s goal to transition to a paperless campaign. By reducing administrative costs, we can direct a larger percent of our contributions to charitable organizations.”

Barbara A. Redmond
Chief Deputy
Secretary of State
Department of the
Secretary of State

funding, as well as a streamlined process for contracting for time and materials development. These options will allow InforME to meet a broader set of agency needs for eGovernment services, including web application development, website design, database development, maintenance, and other services. Transaction-fee based funding will remain the primary model for InforME, with special attention paid to those services that require other models.

6) Establish and maintain the value of InforME services through measurement of usage, satisfaction, value and Return on Investment and ensure mutual benefit for services provided at no charge to agencies.

The State, InforME Board, and network manager agree on the importance of capturing and reporting key metrics on a regular basis. This allows us to track portal growth, resource demands by the public and government agencies, and the allocation of resources. Basic metrics include service usage and adoption rates, portal traffic, user satisfaction/feedback, and customer service requests. InforME regularly reports service adoption rates and other metrics to the Board, and is working with partner agencies to measure agency cost-savings. Notable metrics reported this year include:

- PayTixx has grown 42% and now processes more than 3,000 transactions per month;
- Public Criminal Records service generates cost savings of approximately \$156,000 annually;
- Crash Reports service saves approximately 2,700 staff hours annually;
- Corporate online services save approximately 2,000 staff hours for the Secretary of State’s Office annually;
- Due to the HireME service, processing time for a paper job application has been reduced from 8 weeks to 24 hours.

In addition to these statistics, InforME is enhancing its tracking of resources in order to increase awareness of the value of InforME services, and to allow the Board to assess the allocation of InforME resource usage across state and municipal government. For example, InforME now provides a summary statement to agency partners at the end of all free and transaction-based projects. This summary gives an estimate of the dollar value of the services provided, which typically include application development, project management, marketing, design, security analysis and hosting.

Furthermore, InforME has always placed a high value on listening to user feedback. Under the new Strategic Plan, InforME continues to monitor feedback on a regular basis, and will enhance this monitoring through additional tracking of support requests, survey responses, and input from targeted user groups. For example, in 2007, InforME surveyed municipalities at the Maine Municipal Association Convention to measure interest in several possible future municipal online services.

The InforME Strategic Plan presents important goals for InforME to achieve over the next two years. With the strategies outlined by the Board, InforME has a clear direction on how to meet and attain these goals while continuing the legacy of delivering effective and focused eGovernment solutions.

Current and Future eGovernment Services

New Fee Services

Interactive applications that went live in 2007 with full online transactions of agency business, including accepting online payments.

Change of Registered Office Address:

This service allows authorized persons to change the address of the registered office of the clerk or registered agent of a Maine corporation with the Maine Secretary of State's office. A \$35 fee applies to for-profit agencies or a \$15 fee for domestic or foreign non-profit agencies. *November 2006*

Statewide Trailer Registration Re-

newal: This service allows citizens to renew the registration for any non-excise-taxable trailer online for one or two years. The fee to register a trailer is \$24 for one year and \$43 for two years. *February 2007*

Inland Fisheries and Wildlife Online

Store enhancement: The IFW Online Store was upgraded to a new shopping cart system to allow for an easier online shopping experience. Fees vary depending on the items purchased. *March 2007*

Fingerprint Payments for Foster Families:

This service allows Resource Families to pay for a fingerprinting packet online from the Department of Health and Human Services. The cost of the packet is \$52. *April 2007*

Physician License Renewals:

This service allows physicians licensed in Maine to renew their MD license online. The license renewal fee is \$400. *September 2007*

Unified Carrier Registration: This service allows Maine-based individuals and companies that operate commercial motor vehicles in interstate or international commerce to register their business and pay the annual UCR fee online. The fees for this service vary depending on the size of the fleet. *September 2007*

Taxi & Limo Registration Renewal: This enhancement to the Rapid Renewal Service allows users to renew the registrations for taxis and limos online. The fees vary depending on the vehicle being renewed. *October 2007*

New Free Services

Online services that are provided at no charge to users.

- HireME Online State Job Application Service
- Bureau of General Services Public Improvement Project Request
- Department of Public Safety Statute Search
- Sales & Use, Income Tax Withholding and Service Provider Tax Registration
- Governor Baldacci's Budget Balancing Tool Upgrade
- MSECCA Online Charitable Donations
- Notary and Dedimus Justice Online Search
- International Fuel Tax eFile
- Historical Newspapers Search
- Flag Lowering Email Notifications
- Maine.gov Portal Upgrade
- Maine.gov Mapping
- Maine.gov Portal Online Services Upgrade
- Maine.gov Agency Directory Upgrade
- Maine.gov Language Translation Service
- Webmaster Training Presentations and Tutorials

Rapid Renewal Online Vehicle Registration

"Rapid Renewal is great, very, very well done. The state is doing some things right and rapid renewal is an outstanding example of that."

"Rapid Renewal is fantastic. You made what might have been a difficult, time-consuming task a snap. I love technology!"

"It's great because vehicle re-registration can be done anytime and a credit card can be used. There are no more long waits in lines. I love it."

"It is very convenient for me because I am a student who goes to school in New Hampshire, so I couldn't make the trip home to renew my registration during normal business hours. Thanks so much!!"

Current and Future eGovernment Services

Online State Job Application Service, HireME

“Due to decreased staffing, the Bureau of Human Resources has been looking for ways to handle the large volume of job applications we receive in a more efficient way. We worked with InforME to create the HireME application, which has created time savings for both our agency and our applicants. InforME built the service at no charge, and has been very responsive throughout our partnership.”

Alicia Kellogg,
Director,
Bureau of Human Resources

Premium Services

UCC Special Request Service: A specialized search of UCC data for financial institutions and other secured parties. A fee of \$0.10 per record covers the cost of extracting the record from the UCC database.

Driver CrossCheck: A value added service that provides a less costly means to track any changes in a driver’s record history. The fees associated with this service are \$15 per

check of up to 10 drivers plus a \$1 for each additional driver set up in a profile.

Crash Report Special Request Service: A specialized search request of bulk crash report data for consulting firms in the automotive industry. A fee of \$0.50 per record covers the cost of extracting and customizing the information from the Maine State Police Crash Database.

Current Free Services

Online services that are provided at no charge to users, launched since the portal began and currently available for use.

- Adoption Rate Wizard
- Air Quality Monitoring System
- Any Deer
- Any Deer Transfer
- Archives Interactive Search
- AutoForms
- BMV Vanity Plate Availability Check
- Bureau of Human Resources Job Description Search
- Bureau of Human Resources Salary Listing Search
- Business Answers
- DPS Online Scheduling Request for Fingerprinting
- E911 Kids Page
- Enhanced Farms Search
- Entomology Database Query
- Find Your Elected Officials
- Google Search Engine
- Governor Baldacci’s Budget Balancing Tool
- Hosting of State Agency Websites
- Judicial Courts Mediator Search
- Maine.gov eDemocracy Portal
- Maine.gov Live Help
- Maine Foliage Live Help
- Maine Lottery Dynamic Posting of Winning Numbers
- Maine.gov Citizen Alert System
- Maine.gov eGov Services Template
- Maine.gov E-Postcards
- Maine.gov Help Center
- Maine.gov Local Government Portal
- Maine.gov Mobile Portal
- Maine.gov News System
- Maine.gov Online History Stories
- Maine.gov Photo Contest
- Maine.gov Public Meeting Calendar
- Maine.gov RSS Feeds
- Maine.gov Weather
- MSECCA Online Donations
- My Maine.gov Custom Page and Notification Services
- Ozone Real Time Data
- Parks Accessibility Guide
- Parks and Lands Search
- PUC Electronic Document Filing System
- Ready.Set.Gov!
- Searchable Sex Offender Registry
- Secretary of State Kid’s Page
- SOS Printable Board Games
- SOS Road to Maine Laws Animation
- Standard Maine.gov Website Header
- Student Mock Election Results Tracking System
- Submit a Tribute to a Veteran
- Treasurer’s Next Generation CD Auction
- Voter Information Lookup Service
- Webmaster Online Directory System
- Webmaster Resource Website
- Webmaster Support Blog
- Webmaster Training Presentations & Tutorials
- What’s New Content Management Tool

Current Fee Services

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

ONLINE SERVICE	FEES	DEPLOYMENT DATE
Department of Agriculture		
Dog Licensing	\$7 per altered dog; \$11 per unaltered dog	June 2003
Secretary of State: Bureau of Corporations, Elections, Commissions		
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	March 2000
Trademark Bulk Database	\$300 download	May 2000
UCC Searches	\$12 per search; \$5 additional to certify	May 2002
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 2002
Interactive Corporate Searches	Filed documents \$3 per record; \$5 additional to certify Certificate of Good Standing \$30 for short and long form	August 2001
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 2002
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	April 2004
Designation of Trustee Process	\$25 per filing; free search	January 2004
Late Filing Penalty Payments	\$50 for profit companies; \$25 non-profit companies	June 2006
Secretary of State: Bureau of Motor Vehicles		
Interactive Driver Records Search	\$7 per record	August 1999
Interactive Title and Registration Records Search	\$5 per record	August 1999
BMV Special Request	\$.06 per record for a specified search; \$.02 per record for full file	September 1999
Rapid Renewal Auto Registration	\$25 registration fee; various excise tax fee; \$2 agent Fee	December 2000
Rapid Renewal Manual Towns	\$25 registration fee; various excise tax fee; \$2 agent Fee	August 2002
Vanity Plate Ordering	Free search; \$15 vanity plate order fee; \$20 specialty plate order fee	April 2006
Driver's License and ID Card	\$30 per driver's license renewal; \$5 per driver's license renewal and replacement; \$5 per ID card renewal or replacement	June 2004
Driver's License and ID Card Renewal Kiosks	\$31 per drivers license renewal; \$6 per ID card renewal	June 2006

“Our department has experienced satisfying results by having InforME manage our various email lists to launch mass email efforts. These targeted email efforts really hit their mark by providing a link to streaming video that better educates our specific user groups and creates a better and more informed customer.”

Roland D. Martin
*Commissioner,
 Maine Department of Inland
 Fisheries and Wildlife*

Current and Future eGovernment Services

Bureau of Corporations, Elections and Commissions, Interactive Corporate Searches

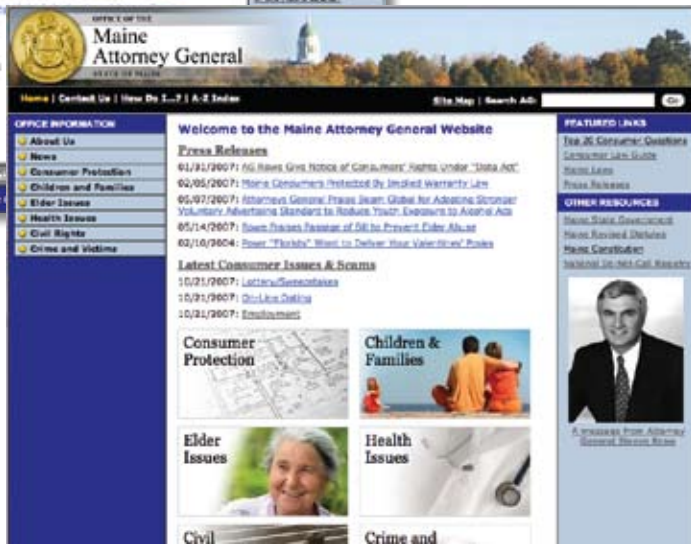
“Outstanding! I was able to pull the business name verification which stated the company was in good standing AND pull the articles of incorporation within minutes and for only \$3. Hopefully more states will follow your lead! Thank you!”

ONLINE SERVICE	FEES	DEPLOYMENT DATE
Driver Record Check	\$7 per record	November 2004
Overlimit Permit	From \$6 to \$27.50 depending on truck dimensions	May 2005
Overlimit Consortium Permits	Various Fees	May 2006
Secretary of State: Maine State Archives		
Archives Search and Ordering	Various Fees	May 2005
Department of Inland Fisheries and Wildlife		
IF&W Special Request	\$25 minimum per request	April 2000
IF&W Storefront	Various Fees for merchandise	October 2001
Moose Permit Lottery	Resident: \$5 one chance; \$10 three chances; \$20 six chances; Non-Resident: \$10 one chance; \$20 three chances; \$30 six chances; \$50 ten chances	December 2002
MOSES-Maine Online Sportsman Electronic Service	Various Fees	March 2003
Any Deer Swap	\$7 per swap	October 2003
Moose Permit Data	\$25 minimum purchase subject to 5% sales tax; \$.05 per record	October 2003
ATV/Snowmobile Registration	Various Fees depending on residency	February 2006
Department of Professional and Financial Regulation		
Professional License Renewal	Various Fees	July 2000
Registered Professional Nurse, Licensed Practical Nurse Renewal	\$40	November 2005
Professional Engineer Renewal	\$80 two-year renewal; \$10 late fee	September 2003
Department of Transportation		
Aircraft Registration Renewal	\$10 registration fee; various excise tax fee	January 2003
Department of Public Safety		
Public Criminal Records Search	\$15 per record for in-state subscribers; \$25 for out-of-state subscribers and non-subscribers	May 2003
Fire Sprinkler License Renewal	Various Fees	May 2005
Fire Sprinkler Permits	Various Fees	February 2006
Crash Report Ordering	Free search; \$10 per report ordered	October 2004
Department of Health and Human Services: Health and Environmental Testing Laboratory		
Water Test Kit	Various Fees	June 2003
Department of Marine Resources		
Marine License Renewal	Various Fees	December 2003
Judicial Branch: Violations Bureau		
Paytixx	Various Fees; \$6 premium service fee	May 2001
Department of Conservation: Maine Forest Service		
Burn Permit	\$7 per permit	June 2005
Maine Revenue Services		
Tax Lien Filings	Various Fees	March 2006
Municipal Services		
Enterprise Shopping Cart and Payment Tool	Various Fees depending on service offerings	September 2006

Website Designs 2007

Sites designed by InforME in 2007 include:

- Maine.gov: <http://www.maine.gov>
- Attorney General's Office: <http://www.maine.gov/ag/>
- Bureau of Highway Safety: <http://www.maine.gov/bhs>
- Maine Judicial Branch: <http://www.maine.gov/courts>
- Maine Cancer Registry: <http://www.maine.gov/dhha/bohdcfh/mcr>
- Governor Baldacci's Website: <http://www.maine.gov/governor>
- Criminal Justice Academy: <http://www.maine.gov/dps/mcja>
- Fall Foliage: <http://www.maine.gov/doc/foilage>
- Maine Legislature OPEGA Website templates: <http://www.maine.gov/legis/opega/>
- Secretary of State's Kid's Page: <http://www.maine.gov/sos/kids>



Judicial Branch

“The Judicial Branch is committed to providing high-quality online services to Maine citizens. We worked with InforME to develop the PayTixx service, which has been very successful, and we recently partnered with InforME to update our website for enhanced ease-of-use and accessibility. InforME rose to the challenge and helped us create a website that will better serve the citizens of Maine”

Deborah Carson,
Financial Operations Officer
Judicial Branch

Current and Future eGovernment Services

Bureau of Motor Vehicles Overlimit Permit Site

“I have used many online permit applications but Maine’s was by far is the best. Very easy to use and also what a treat to be able to get multiple states. It was also a double treat to have it approved so quickly and I was able to print it off on my printer. I did have a couple of questions and needed to call and the staff was very friendly and helpful. Thank you!!”

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

ONLINE SERVICE	AGENCY
Underground Tanks Search and Training	Department of Environmental Protection
PayPort Municipal/Agency Payment System	Various Towns throughout the State; Various State Agencies
Municipal Building Permits	Various Towns throughout the State
APRN License Renewals	Board of Nursing
VallDate	Bureau of Motor Vehicles
Municipal File Transfer	Bureau of Motor Vehicles
Bulk Trailer Registration Renewal	Bureau of Motor Vehicles
Rapid Renewal Non-Resident Military Renewals	Bureau of Motor Vehicles
Rapid Renewal Unorganized Territories Online Renewals	Bureau of Motor Vehicles
Rapid Renewal Non-Resident/Non-Military Renewals	Bureau of Motor Vehicles
Rapid Renewal Weight Restriction Increase	Bureau of Motor Vehicles
Duplicate Registrations	Bureau of Motor Vehicles
Interactive Corporate Services Site Redesign	Bureau of Corporations, Elections, and Commissions
Notary Commission Renewal	Bureau of Corporations, Elections, and Commissions
Model Registered Agent Act Registration	Bureau of Corporations, Elections, and Commissions
Filing of Reserved, Assumed or Fictitious Names	Bureau of Corporations, Elections, and Commissions
Inmate Phone & Commissary Account Deposits	Department of Corrections
Election Results System	Secretary of State
Lottery Subscriptions	Bureau of Alcoholic Beverages and Lottery Operations
Pesticide Dealer Licensing and Exam Payments	Department of Agriculture
Environmental Health License Renewals	DHHS, Division of Environmental Health
Court Fine Payments	Judicial Branch
Clean Election Campaign Contributions	Maine Commission on Governmental Ethics and Election Practices
Penalty Payments Online	Maine Commission on Governmental Ethics and Election Practices
Lobbyist Registration	Maine Commission on Governmental Ethics and Election Practices
WebShop Conference Registration System	Various Agencies
Sex Offender Notifications	Department of Public Safety

What is InforME?

In 1998, the Maine State Legislature enacted the InforME Electronic Access to Public Information Act, which called for the creation of a public/private long-term partnership to build a portal network to public information. InforME (the Information Resource of Maine) is the Internet gateway for businesses and citizens to interact with State Government electronically.

InforME's mission is to manage the official State of Maine website, Maine.gov, and to build electronic services that allow the public to conduct government transactions online. Currently, InforME has created and maintains nearly 375 online applications which allow for online payments, when applicable, using an InforME Subscriber Account, credit card or electronic check, depending on the service. InforME helps to deliver these services directly to citizens through strategic and practiced marketing campaigns.

In addition to the online services, InforME is a resource for State Agencies to help enhance their web presence. This is accomplished through the use of standardized website designs focused on users' needs and accessibility, enterprise tools for online forms and content management, and technical support and consultation.

InforME receives oversight from the 15-member InforME Board of Directors. The InforME Board meets monthly and provides assistance with strategic planning, prioritization of projects, and setting and approving service fees.

For more information about InforME, visit www.maine.gov/informe.

PayTixx Service

"It's incredible, I was so glad I could do this. It's my first time using an online service, and now that I know it's so easy I'm going to try and do all my stuff online."

"This is so very easy to use. Although I have no great pleasure in paying my son's speeding tickets, this is an excellent service just the same!"

The screenshot shows the InforME website interface. At the top left is the InforME logo with the tagline "Information Resource of Maine". Below the logo is a navigation bar with links for "Home", "Contact Us", and "News". A search bar is located on the right side of the navigation bar. The main content area is divided into three columns. The left column contains a "INFORME SOLUTIONS" menu with links for "For State Government", "For Municipalities", and "For InforME Subscribers". Below this is a "INFORME INFORMATION" menu with links for "About InforME", "About eGovernment", "InforME Board", "Customer Support", and "Webmaster Resource Center". The middle column is titled "Information Resource of Maine" and contains text describing InforME as the Internet gateway for businesses and citizens to interact with government electronically. It also includes sections for "How did InforME come about?" and "What does InforME do?". The right column is titled "LATEST NEWS" and contains two news items from November 2007. Below the news is a "NEW ONLINE SERVICES" section with links for "Vanity Plates Search & Order Service", "Unclaimed Property Search & Claim", "ATV & Snowmobile Registrations", "Fire Sprinkler Permits", and "Hunting License Renewals". At the bottom of the page, there is a footer with the text "Maine.gov | InforME Home | Site Policies" and "Copyright © 2007 All rights reserved."

Actions of the Board

Driver's License Renewal

"Thank you so much for adding the online license renewal feature! I live in Northern Maine, where I would have to wait two weeks for the satellite office to be open in town. I am very grateful that I could complete this online instead. Thank you!"

"This was so simple. No lines. No waiting. You can't beat that."

The InforME Board is focused on creating policy and services that will positively impact both Government and the Citizenry. With that in mind, the Board approves, discusses, prioritizes projects, and set fees for eGovernment services that would fit within this philosophy. Below are the actions of the Board from 2007:

January

Overwhelming support was expressed by the Board for InforME to partner with the Judicial Branch to create an Online and Interactive Voice Response (IVR) payment application for court fines and fees. A vote was not required for the project to proceed.

February

The Board approved the prioritization for the Bureau of Motor Vehicles Duplicate Vehicle Registration service.

April

The Board accepted the following prioritizations in April:

- Bureau of Motor Vehicles, Abandoned Vehicle Notification
- Department of Agriculture, Pesticide License Exam Fee Payments
- Bureau of Alcoholic Beverages and Lottery Operations, Lottery Subscriptions
- Department of Public Safety, Sex Offender Notifications

The Board also approved the Service Level Agreement that changed the agent fees for the Department of Inland Fisheries and Wildlife's online hunting and fishing license purchase service MOSES.

May

The Board approved the following Service Level Agreements in May:

- Bureau of Alcoholic Beverages and Lottery Operations, Lottery Subscriptions
- Department of Agriculture, Pesticide License Exam and Fee Payment

July

The Board approved the following Service Level Agreements in July:

- Department of Public Safety, Sex Offender Notification
- Office of Information Technology, Domain Name Management
- Bureau of Corporations, Elections, and Commissions, Total Notary Solution

The Board also supported the fee structure change to the Court Fines and Paytixx applications, though a vote was not required.

August

The Board approved the following prioritizations in August:

- Maine Ethics Commission Online Clean Election Campaign Contributions
- Maine Ethics Commission Online Lobbyist Registration
- InforME, Webshop Enhancement for Conference Registration
- Bureau of Motor Vehicles, Unified Carrier Registration

The Board discussed a proposed re-prioritization:

- Bureau of Environmental Health Engineering, Eating and Lodging License Renewal

In addition to the prioritizations, the Board also approved the following Service Level Agreements:

- Bureau of Motor Vehicles, Unified Carrier Registration
- Bureau of Motor Vehicles, Duplicate Registrations
- Bureau of Motor Vehicles, Eight-Year Driver's License renewal
- Bureau of Motor Vehicles/Maine Revenue Services, Rapid Renewal for the Unincorporated Territories

September

The Board approved the following Service Level Agreements in September:

- Maine Ethics Commission, Lobbyist Registration
- Maine State Archives, WebShop
- Bureau of Motor Vehicles, Bulk Trailer Renewals

October

The Board approved the Service Level Agreement for the Bureau of Motor Vehicles, Bulk Trailer Registration Renewal application as well as approved the prioritization for the Bureau of Motor Vehicles, Municipal File Transfer application.

November

The Board approved the Service Level Agreement for the Department of Corrections Inmate Banking application. The Board also approved the following prioritizations:

- Bureau of Motor Vehicles, Non-Resident/ Non-Military Rapid Renewal
- Bureau of Corporations, Elections and Commissions, MORAA
- Board of Medicine, Bulk Data Request
- Board of Nursing, Bulk Data Request
- Board of Medicine, Physician Assistant License Renewals

Topics of Discussion

- Implementation of the Strategic Plan
- Google Search Engine and Thunderstone Search Engine
- Domain Registration Policies
- FTP Process
- Hosting Policies
- Maine.gov mapping
- InforME Network Manager RFP
- Gold Star Communities Award
- Best of Web Awards
- Services launched
- Websites launched

Demonstrations

- BMV Trailer Registration
- HireME Job Application service
- Maine.gov 2007

Dog Licensing Service

“This is a huge time saver and convenience. Town Hall hours of operation are limited and just life in general gets in the way of these small but important matters. On-line registering is quick, easy and we can do it at our convenience. Thank you.”

InforME Board of Directors

ATV/Snowmobile Registration Service

*“This was the easiest
and most self-explanatory
service I have used
on the web! Kudos to
you all!”*

Richard Thompson,
Chair of the Board
State Chief Information Officer, Department
of Administrative and Financial Services

Matthew Dunlap,
Secretary of State

Dan A. Gwadosky,
Director of the Bureau of Alcoholic
Beverages & Lottery Operations
*Representing Major Data Custodians in the
Executive Branch*

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

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

Ralph Caruso,
University of Maine, Orono
Representing the University of Maine

Linda Cohen,
City Clerk of Portland, ME
*Representing a Statewide Association of
Municipalities*

Anne B. Schink,
Maine League of Women Voters
*Representing a Nonprofit Organization Ad-
vancing Citizen’s Rights of Access*

Marilyn Lutz,
Maine Library Association
*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

Kathy Record,
Director of eGovernment Services
*Representing the Department of
Administrative and Financial Services*

Gary Nichols,
State Librarian

Richard Trahey,
*Public Member appointed by the
Speaker of the House*

Thomas Kittredge,
*Public Member appointed by the
President of the Senate*

Deborah B. Carson,
Financial Operations Officer
*Representing the Judicial Branch
(non-voting member)*

Lisa Leahy,
Clerk of the Board
eGov Specialist, OIT (non-voting member)

Paul Sandlin,
Staff to the Chair
eGov Specialist, OIT (non-voting member)

Erin Hutchins,
General Manager, InforME
Representing InforME (non-voting member)

Awards

Maine.gov Awarded 2nd Place in Best of the Web

For the seventh year, the Center for Digital Government has named Maine.gov one of the best state government sites in the nation. Maine.gov was ranked second in the 2007 Best of the Web national competition for state government Web portals. The competition evaluates portals on the basis of online services, innovative technology, efficiency, and attention to ease-of-use, accessibility to the disabled, privacy and security.



Marine License Renewal

"This is a great service. I am not a computer person, but you made it simple and easy. Thank you!"

Maine Ranked 3rd by Brown University in Annual Study

Maine was rated the third best state for eGovernment in the United States, according to the eighth annual survey of eGovernment effectiveness conducted by Brown University's Taubman Center for Public Policy and American Institutions. The study praised Maine's site for its easy navigation, thoughtful prioritization of information and customizability. In three instances since 2004, Maine has been ranked among the top three states by the Brown University eGovernment survey. According to the Brown University report, the Maine.gov portal "is designed to allow people to get to the information they are looking for as quickly as possible." The report also praised Maine for having links to online services and language translation on nearly all of its websites.



Maine Recognized Regional Finalist by Council of State Governments

The Department of Environmental Protection's Air Quality Program, created through a partnership with InforME, was recognized as a regional finalist at the annual Council of State Governments Innovations awards. The Innovations program recognizes creative programs that states have developed to address public policy issues.





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