

# Maine



# Technology



*A publication featuring the Information Services technology of Maine State Government*



## Maine Small Business Development Centers Portal

By SCOTT ROBINETT

*The business portal is not a website, or for that matter, just an intranet/extranet. A portal is an application that utilizes a broad set of technologies that allows for a highly customized information design. A portal can help managers, and developers focus their work on particular business objectives and for specific users.*

A business portal allows the user to join a community of service providers, find the information or organization that is relevant to their business, and enables a facilitated management of each and every potential customer – the “no wrong door” approach. The user login environment can be customized by the user (i.e., what they want, not what we think they want). This also allows the user and provider to measure their success and make modifications where needed.

**How the Maine SBDC uses its business Portal:** The Portal has become the single entry point for all Maine SBDC staff, and completely replaces a Cold Fusion Intranet that was developed in-house. Our client activity database is only accessible through the portal, allowing for further security. This single entry point allows for a single sign-on, without having to continually log in to resources. Users are pushed updated information each time they log in, so important dates and announcements can be directly in front of them.

The Portal is ideal for structuring and arranging information into manageable sections. Each bit of information can be controlled for access and modification, ensuring that secure documents stay secure and only seen by authorized personnel. Groups can be created and allowed limited access to any resource. For example: Funding partners have direct access to archived Annual Reports and the six month report. All reports are now published to a central location, eliminating mass mailings of hardcopies.

Since Maine SBDC Centers and outreach offices are located throughout the state, instant messaging and on-line meeting software is being evaluated to bring the Maine SBDC offices closer together – and to reduce travel. The Maine SBDC intends to implement on-line client counseling and management into the Portal, with hopes for video/audio conferencing in the not too distant future.

The Maine SBDC is interested in developing collaborative relationships

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## Software and Technical Assistance Provided by MDOT's Maine Local Roads Center

By JASON SIMCOCK

*Managing a municipal highway department can be challenging – particularly as managers strive to get the most value from tax dollars. Accurate road information is essential, and Maine Department of Transportation's (MDOT) Maine Local Roads Center provides a set of management software programs to assist in making effective highway decisions.*

Since 1987, the Maine Local Roads Center has provided technical assistance to municipalities on a variety of local road issues (e.g. drainage and snow and ice control). Over time, the Center has added several software programs to help municipalities better manage their roads. These programs include: Road Surface Management System (RSMS), Sign Inventory Management System (SIMS) and the Municipal Equipment Management System (MEMS) program.

RSMS is a software program designed to help municipalities create a road inventory, conduct road sur-

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## Maine SBDC Portal, cont.

with other organizations and clients to facilitate more standardization of services and easier access to business counseling and training. For a look at the BusinessLINC entry to the portal, go to [www.mainesbdc.org](http://www.mainesbdc.org), click on PORTAL and enter buslinc for userID and guest for the password. This site is still being worked on, but this will give you the look-and-feel of CleverPath.

**Hardware:** The Maine SBDC Portal is powered by Computer Associates Cleverpath platform and runs on a Dell 2650 Server, located at USM. This server is a dedicated Windows 2000 Xeon platform that houses all Maine SBDC on-line content, including web site and operational databases.

**Software:** The software chosen to accomplish this portal is CleverPath™ Portal Software from Computer Associates (CA) (<http://www.CA.com>). CleverPath™ was chosen because of its flexibility, ease of administration and scalability. Computer Associates has also offered CleverPath™ to the Maine SBDC through a cost sharing agreement and has further offered to assist in the installation and development of this portal. CA has agreed to license the software to the Maine SBDC for a three-year maintenance cost only. This would include upgrades, support and maintenance. The Maine SBDC “owns” the software and is permitted to continue to use it and/or could elect to continue software maintenance, but the agreement does not require that we continue the maintenance after the three years.

**Content Management:** Content is “gathered” from multiple websites through a process called “spidering”– indexed and made available for search, and augmented by proprietary information from Maine SBDC. Content is also

added by users and shared with the appropriate providers or consultants.

**System Administration:** System and application administration is done by Scott Robinett, ([srobin@usm.maine.edu](mailto:srobin@usm.maine.edu)) Manager, Information Systems and Technology at the State Office of the Maine SBDC. The University Computing Technology Department at USM houses the server and maintains system software and hardware.

**About Maine SBDC:** *Maine SBDCs provide comprehensive business management assistance, training, resource and information services to Maine's micro, small and technology-based business community. Maine SBDC is a partnership program of the U.S. Small Business Administration (SBA) in association with the SBA/SBDC, Maine Department of Economic and Community Development (Maine DECD), the University of Southern Maine (USM), and leading economic and/or community development hosting organizations, including the Androscoggin Valley Council of Governments (AVCOG), Coastal Acadia Development Corporation (CADC), Coastal Enterprise, Inc. (CEI), Eastern Maine Development Corporation (EMDC) and the Northern Maine Development Corporation (NMDC); with support from the Maine Technology Institute (MTI) and the University of Maine (UMaine). Administered by USM's School of Business, Maine SBDC operates a network of services centers and outreach offices located conveniently throughout the State.*

*More information about Maine Small Business Development Centers can be found at [www.mainesbdc.org](http://www.mainesbdc.org).*

<http://www.mainelibraries.com>

<http://www.maine.gov/msl>

Thanks to the State of Maine, the University of Maine, and the Maine State Library, all Mainers have free access to high quality, subscription-only databases (e.g. reliable journals, and encyclopedias), and other resources.

For people without home Internet access, computers at most Maine public libraries are available.



## MDOT's Local Road Ctr., cont.

veys, and ultimately develop a road network repair plan. Communities can create a five or 10 year road improvement plan, depending on funding decisions. Users include road committees/commissioners, engineers, and others. Both small and large municipalities have worked with this program.

A major principle in RSMS is to “keep good roads good” rather than “doing the worst roads first.” Over the long run, municipalities that focus on routine and preventative maintenance will better manage their tax dollars. This program also helps “take the politics” out of road-work planning by assigning independent condition ratings. Overall, it is a great management tool and continues to be used by many Maine municipalities.

SIMS is a program for creating and managing a road sign inventory. As signs become missing, damaged or worn, it is a good idea to keep a record on what the community has at any given time. SIMS is a user friendly system designed to help keep road signs current and better managed. Both RSMS and SIMS are stand-alone programs in “Windows” format and require little hard drive space (and can run on operating systems from Windows 95 to Windows XP).

MEMS is a program designed to help public works departments do a number of equipment management tasks. These include: managing inventory and stock items, creating work orders, tracking equipment costs, scheduling inspections, and creating maintenance intervals. The program is designed in Microsoft Access and will run on both Access 97 or newer versions. There are several municipalities (such as Augusta, Westbrook, and Brewer) that use this program daily. Municipalities in other states are also using the program and interest has even come from overseas. The Center is excited to maintain MEMS and has just started an upgrade project which will create a stand-alone version by Spring of '04.

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## MDOT's Local Road Ctr., cont.

The Center took on the programming responsibility for MEMS in 2001. Formerly, it was in a DOS format and was difficult to update and customize. Users today can create custom reports as well as export data into other programs, such as Excel. We have received feedback from program users and continue to make improvements to help municipal equipment managers work more efficiently.

On all of these programs, users range in skill levels, from beginners, to those who use computers daily. As with any database program, time is required to gather and enter the data correctly before reports can be generated. To help ensure towns start off on the right foot, the Center provides lots of technical support.



Workshops are offered throughout the state and the Center also has these programs available for purchase throughout the year. All software programs sell for \$25 and include a manual. If a municipality would like some help getting started, some on-site training is available.

These programs work regardless of municipal size. If your community is interested, please contact Jason Simcock at the Center at 1-800-498-9133 or e-mail [jason.simcock@maine.gov](mailto:jason.simcock@maine.gov). You can also learn more about the Maine Local Roads Center on their website at <http://www.state.me.us/mdot/mlrc/mlrc-home.php>.

*Jason Simcock has been the Program Manager for the Maine Local Roads Center since 2001. Before beginning work for MDOT, he worked in town management for eight years in Maine and Vermont.*

## Web Downloads: Beware of SpyWare and AdWare

By BOB DUDLEY

*Hey! A web-based Internet Explorer search tool bar! Just what I need! And it's simple to download and install."*

How many state employees have this thought on a daily basis? I don't know, but I can assure you that once someone has downloaded and installed a "free" program that makes e-mail colorful or animated, or changes the way you access the web, it seems everyone else has to try it the very next day!

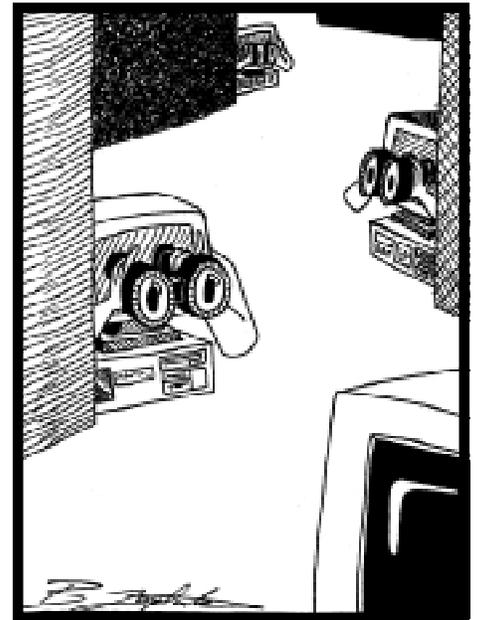
For the support techs with DHS's Division of Technology Services (DoTS), Bureau of Information Services, and other departmental support folks, this creates lots of work and more than a few headaches. Upwards to 20% of individual tech support work centers on unauthorized software installs and their subsequent removal.

Something simple like "Hotbar" that adds a menu bar to both the Outlook e-mail client and MS Internet Explorer, can change how you access the Internet or make web sites no longer accessible. "Hotbar" blocks access to Time and Attendance System (TAMS) on the Intranet. You will not be able to log your hours. Worse yet, when you try to access TAMS and error out, a work order is generated that will be forwarded to the BIS Helpdesk for resolution. You're BUSTED! "Hotbar" became such a large problem, DoTS techs created a script that runs at most DHS locations, as a part of the DHS Updater program, which looks for, and removes, "Hotbar" from the desktop PC with each login.

Let's face it: 99.44% of the free downloads from the web are not free. They contain programming that will monitor your Internet activity (Spyware) or cause massive popup problems when you try to use the Internet (Adware). Both are headaches for the techs. Almost all of these programs are disguised as "nice-to-have" utilities that will "Improve Internet speed", "Prevent Pop-Up Ads", or "ALERT: Virus Found".

Spyware will sit and watch you browse the Internet and report back to its owner what and where you have

gone on the web. Some of these will actually record logins and passwords.



These are rare, though. But, imagine logging into your bank account on the web and find that your account is empty? OUCH!! Maybe a piece of Spyware reported your account and password info back to its owner.

Adware presents different problems. Like Spyware, some of the adware will monitor how you use the Internet and then generate advertisements, called pop-ups, that "pop-up" whenever you try and use MS Internet Explorer. Very annoying! Some of these little gems actually modify the MS Internet Explorer making removal a real pain.

Never, ever, say YES to install any program offered on the Internet.

This will save you headaches on your home PC as well, not to mention the cost of a service call to remove the ensuing problems.

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The State of Maine was recently highlighted by one of our key suppliers, recognizing the advancements being made in the state relating to voice services. Two areas highlighted included our call center technology, as well as our trials and plans for deploying voice over IP technology.



IP Telephony Without Reinventing Your Network which quotes BIS Voice group employees David Rodrigue and David Asselin extensively.

“... The Maine Department of Labor has actually been a national trendsetter in deploying advanced call center applications. They use a combination of CTI and skills-based routing to enable a particular citizen’s calls to go to the same counselor whenever possible. The people of Maine really like that capability because it means they don’t have to always explain their situation to a new person every time they call. The Avaya DEFINITY servers also support multi-language routing, which is very useful since we have a large French speaking population.

This capability to intelligently route traffic provides another important benefit for us. The weather in the northern part of the state can get pretty wild in the winter. If snow or ice shuts down one of our centers, we’ll just shift the traffic to an alternate location. Incoming calls continue to be handled – it’s completely transparent to the citizens.”

**Choosing a Path to the Future**

“... The technology blueprint endorses the integrated approach to voice and data networking. We’ve already begun VoIP<sup>1</sup> trials here at BIS using Avaya S8700 Media Servers running Avaya MultiVantage™ Software. We’re viewing these initiatives as in-house deployments and are using a mix of analog, digital, and IP sets. On the IP side, we’re running both hard phone and softphone clients. We love the Avaya 4620 IP Telephone with its big screen. A number of the staff are using soft phones as their primary telephone set and they have proven very popular. From a performance and end-user acceptance perspective, the trials have been overwhelmingly successful. The Avaya S8700 Server is a very strong system.

Our general approach to new technology is to trial it first here at BIS. Once we feel we understand the performance and economic ‘ins-and-outs’, we will pre-

recently posted a five page article describing the installation of their equipment at the State of Maine on their website (<http://www.avaya.com/>). The below is an excerpt from their article, entitled Benefiting from

IP Telephony Without Reinventing Your Network which quotes BIS Voice group employees David Rodrigue and David Asselin extensively.

pare a recommendation for the different State Agencies.”

“... A year and a half from now, I think we will be well along the path to VoIP straight through to the desktop. I would guess we might have as many as 25% of all Agency end-users on IP sets. Given the sizable investment that the State has in the embedded network, the reality around any replacement technology is one of progressive deployments.

There are very few situations that warrant wholesale retirements of still-serviceable gear. With that said, we see the combination of an Avaya S8300 Server and Avaya G700 Gateway as representing extremely strong investment protection in terms of versatility, adaptability, and scalability for new applications.”

The entire article may be read at: <http://www1.avaya.com/enterprise/testimonials/lb2059.pdf>.

<sup>1</sup> Voice over Internet Protocol

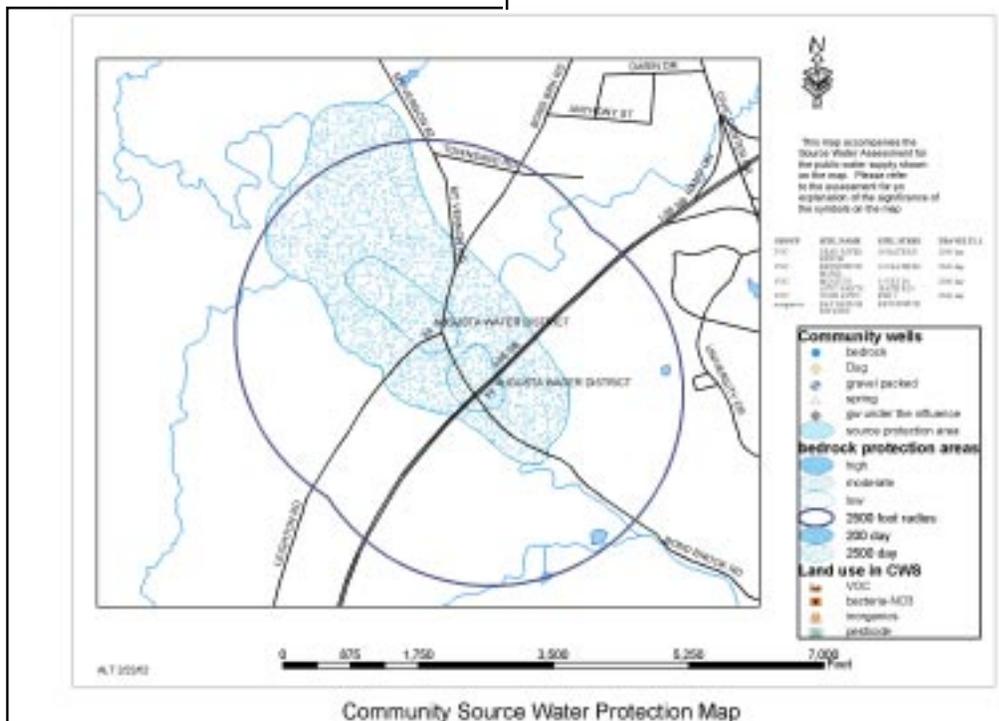
**Streamlining Source Water Assessments**

By ROBIN FROST

In May of 2003 the Maine Drinking Water Program (MDWP) completed Source Water Assessments (SWA) for over 2200 public water supplies in the State of Maine and made them available to the public. This mass mailing to public water suppliers, towns, and other interested parties was the end result of three years of effort, which included developing a desktop GIS system, several Access database applications, and an Internet mapping site that is part of the community outreach portion of the Source Water Assessment Program.

The surface water assessments were done with the help of a private consultant, Drumlin Environmental LLC, who did on-site watershed reconnaissance. The groundwater assessments were done through an automated process by MDWP staff and interns, using GIS, Oracle and Access databases, and a MS Word mail merge. This process worked very well, but for the future, the MDWP needs to be able to turn out single assessments as new groundwater systems come on-line. We are currently redesigning our databases to create a process that will better support this new focus.

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## Water Assessments, cont.

One of the drawbacks to our present system is that data is pulled from the MDWP main Oracle database tables, and a "snapshot" of the data is exported to an Access table. Our redesign will include linking the SWA Access application to the main tables directly, so that whenever an assessment is made, the data will be the most up-to-date that is available. Another improvement will be to create a series of macros in Access that will automatically run the queries that determine all of the risk rankings that are part of an assessment. Rankings include risk based on well type and site geology, existing risk of acute contamination, future risk of acute contamination, existing risk of chronic contamination, and future risk of chronic contamination.

To determine each of these risk factors, several tables from the main database must be queried, and in some cases queries are created to transform data into the form needed for another query. For instance, the data we need to determine if a system has experienced hits of specific contaminants does not exist in the main database in the form needed for an assessment. There may be a number code instead of the name of the contaminant. So a query is run to make a conversion, then the result of that query is used in a larger query to determine the risk factor.

The final result of our database redesign will be a one button process that will ask the user for a well identification number, run all of the needed queries through a series of Access macros, then print a final assessment based on the most up-to-date data available, in a pre-formatted Access report. This application will better serve the future purposes of the MDWP for assessing individual wells as they come on-line.

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## PDA Application Development at the Department of Transportation

BY JOSEPH COUTURE

*According to a recent Gartner press release, 70 percent of PDAs (Personal Data Assistants, a.k.a. Palm or handheld devices) sold last year were to consumers rather than corporations.<sup>1</sup> Since Apple Computer introduced the Newton® in 1993, these portable, robust devices have helped people to manage their e-mail and instantly access schedules, to-do lists, phone numbers, etc. For some time now the top corporate use of PDAs has been as a "Personal Information Management" tool. But for some people this pricey handheld device provides little practical use in the real world, hence, a low-end alternative: the "Redneck PDA" – a pen tied to a piece of twine which is tied to one's wrist, and scrawled in the palm of a hand are the words "Get Beer."*

Yet in an increasingly wireless world, enterprise interest in PDAs has increased, and many companies are tapping into the PDA potential to address real business needs. State government is not far behind the private sector in utilizing handheld technology. Because of so many requests to develop Field Service applications for this device, the Department of Transportation's (MDOT) Information Systems Steering Committee (ISSC) made a decision in the middle of last year to initiate two PDA pilot projects. The projects chosen for the pilot were for Environmental Services Ground Water and Hazardous Waste, and the Materials Testing and Exploration groups.

The purpose of the **Environmental** application was to facilitate the collection of data at properties along a construction site where well water samples are collected and taken to a lab for testing. Sample results are sent back from the lab to MDOT and entered into the Ground Water and Hazardous Waste office's database. Their specs for this project also included the desire to collect GPS data and a digital image in order to better pinpoint each well's location for future reference. Dwight Doughty, Supervisor of the Ground Water and Hazardous Waste Unit commented:

"Our well characterization program is burdened by a substantial volume of paperwork. The overarching goal of the PDA pilot program is to develop a data collection system that can withstand the rigors of field work and reduce the volume of paperwork. We believe that a program addressing these criteria will enhance the overall efficiency of our efforts without compromising the integrity of the data. More importantly, we feel that implemen-

tation of the program will result in substantial cost savings."

Environmental Specialist, Susan Swett, corroborates the need to "eliminate the paper trail. Eventually," she says, "we are hoping to connect to the Maine Health Labs database [so that] the test results would then come to us electronically, and we would then print and send a copy to the homeowner. This will save time for both the lab and our office."

The **Materials Testing** application was proposed primarily to help Independent Assurance technicians who, at many job sites, have any number of various tests they can administer – from Soils Density tests, in determining the fitness of construction on the substratum, to testing the integrity of pipes used for culverts. Richard Bradbury, Civil Engineer at the Bangor lab, sees many benefits derived from his PDA pilot. "Data entry time will be reduced," he states, "as the need for manually entering data from paper documents into the database will be eliminated. Also, many of the computations previously done with a calculator will be automated in the PDA." Additionally, he notes that another benefit for the technicians "will be the ability to store test procedures, Standard Specifications, and similar documents electronically on the PDA for easy reference." The lab's large store of data resides in an Oracle schema named TIMS (Testing Information Management System), and is accessed by users via Microsoft Access front-end forms. The trick was to provide full-integration of the client PDA DB, dubbed "Tiny TIMS," with the TIMS central data repository.

In order to proceed with development, a couple of decisions had to be made

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## DOT/PDA, cont.

upfront with regards to the PDA Operating System and the small footprint database which resides on the device. Given the Department's commitment to Microsoft Windows-based desktop PCs and servers, the logical path was to develop the pilot applications for the Windows Mobile Pocket PC platform. The device's Windows CE OS technology was preferred over the Palm Pilot OS because of its standard Windows GUI "look and feel" and its ability to better integrate with the current MDOT client desktop software, especially the MS Office suite of products. (The Palm OS does use Outlook seamlessly though.)

With this in mind, both offices chose to purchase Hewlett-Packard iPAQs. But the Department as a whole has bought into Oracle for its back-end data store, so it did not leverage the SQL Server CE, Microsoft's compact relation database, which is bundled with the .NET Compact Framework on Pocket PC 2003 devices. Rather, the Oracle Application Server and Database suite will remain the core of our strategic data infrastructure. As a result, both of the applications were developed to store their data in the small Oracle Lite DBMS footprint, which is installed on the PDA via a mid-tier Oracle product called the Oracle Mobile Server. The Mobile Server is a sort of broker facilitating the upload and synchronization of a client's Oracle Lite data with the data in the Oracle 9i back-end.<sup>2</sup>

The only other major decision for the pilots was to choose a development language for the Pocket PC applications. Since, as previously noted, the .NET Compact Framework is in the ROM of Pocket PC 2003 and newer devices, it was pretty much a foregone conclusion to use VB.NET for one pilot. In its documentation, the Oracle Mobile Server used the free MS Embedded Visual Basic (eVB) language as a sort of floor sample application; and we actually started down that development path. But the language quickly showed itself for the cheap merchandise it was, thereby forcing us to regroup and embrace the more robust, object-oriented Visual Basic .NET. The Materials Testing application was targeted to be developed with this language.

Considering the Oracle/Java twinning, it was decided that Java would be the development language for the Environment

pilot's application. But developing in this language was a bit more difficult. Due to a less sophisticated Integrated Development Environment, forms development and the overall GUI design was a bit more tedious for the Java programmer in this project, compared to the "drag and drop" simplicity of the .NET IDE. Also, in order to run the application, a first step is to purchase and install a Java Virtual Machine on each PDA. Choosing the right VM is critical to application success. Interfacing with devices – to gather GPS coordinates and access the digital image from the camera – was difficult using Java. To get around this issue two other applications were used for the digital images (C) and the GPS (VB.NET) and called from the Java application.

To accelerate development, the Department hired an outside consultant with PDA application experience to provide some guidance in the process. The consultant provided some great perspective, advice, and practical code examples, thus helping the MDOT programmers build the applications. Having the consultant as a resource was invaluable for the VB.NET programmers, and they made great strides with him on board.

At this point in time the beta versions of the applications have been deployed and are being tested in the field. There will still be issues in the short term: bugs to work out and data synchronization problems. But, overall, it looks as though the pilot projects have been a successful endeavor. The Redneck PDA may have a better battery life, but it'd be hard put to capture as much data as will be entered in these applications – unless its users can write real small.

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<sup>1</sup> [http://www4.gartner.com/5\\_about/press\\_releases/asset\\_53947\\_11.jsp](http://www4.gartner.com/5_about/press_releases/asset_53947_11.jsp)

<sup>2</sup> For a more comprehensive overview of the decision-making process and its findings, please contact Cindy Owings (624-3205) at the MaineDOT for the document "PDA Applications Pilot - Project Summary Report."

## Capital Campus Continuing Education through Collaboration and Innovation

By VALERIE OSWALD

*The Bureau of Human Resources, Office of State Training and Organizational Development is pleased to collaborate with the University of Maine at Augusta to bring a unique educational opportunity to state employees. The first Capital Campus classes were offered at the Burton M. Cross Building in the Fall of 2002. The initiative brings UMA certificate programs to state government, with classes held at state facilities for employees' convenience.*

Originally, three certificate programs were available through Capital Campus: Government Management, Liberal Studies, and Information Technology. Already, with the additions of Human Services and Human Resources, the number of available certificates has grown to five! Also, by popular demand, Capital Campus now offers classes on the East side of the Kennebec River in the Bureau of Motor Vehicles Building across from the AMHI complex. Capital Campus will continue to survey state employees and will do their best to keep pace with changing educational interests and demands.

These are interesting times in Maine State Government. We know that one-third of the workforce will be eligible for retirement within the next five years. While this presents some unique challenges to our organization, it also presents wonderful civil service career opportunities for state employees. That is one of many reasons why it is so exciting to be involved with Capital Campus. It is a timely and relevant tool to help state employees enhance their education and career paths.

As of January, 2004, Capital Campus is beginning its fourth semester with six classes and over 50 students registered. Check out this site and learn more about Capital Campus: <http://www.maine.gov/bhr/statetng/higherED/index.html> Send us an e-mail to tell us how we can better meet your needs!

## Capital Campus' Students Comment

### Sherry Belka - DAFS

#### Principles of Management

*"The class I attended has benefited me greatly and will continue to benefit me. The class dealt with real life management issues. It offered many great ideas and principles for managing that I have been able to apply in my current position and even more that I will be able to use in future positions. It will definitely assist me when seeking future promotions"*

### Jane Rioux - Maine State Library

#### Introduction to Computer Information Systems

*"I would highly recommend to anyone that they take advantage of this excellent opportunity. The classes are offered at convenient times and the location couldn't be better. I attended an Introduction to Computer course and found the instructor to be excellent. The UMA/Capital Campus offers employees a chance to get or finish a degree with a minimum of stress added to a busy schedule."*

### Clayton Smith - Bureau of Alcoholic Beverages & Lottery College Writing 101

*"I found the professor to be very helpful in getting myself back into the learning mode as it has been 27 years since I was in this type of learning situation. She made me feel very comfortable and at ease with the class. By all means take the course, it's great not only being with our peers from the State, but there is a varied range of students from all ages and backgrounds making the diversity interesting also. I have found myself excited again about learning and have enrolled at UMA in a degree program, looking to major in Public Administration."*

### Scott Mosher - Maine State Museum

#### Principles of Management

*"I had been considering taking some management classes, having the class so nearby and right after work, eliminated my biggest excuses for not getting around to it. The class was helpful right away, since I was already managing people and projects, I found that I could apply what I learned as the class progressed. I have a better understanding of how to work with people, to accomplish great things together!"*

## Department of Agriculture Updates Websites

By CAROL JONES

The entire [www.getrealmaine.com](http://www.getrealmaine.com) web site has a new look and a couple of new features! First of all, The Maine Food and Farms Resource Guide, published last year in book and CD form is now on-line and searchable. You can now find all kinds of groups, organizations, state or local agencies, books, other publications, web sites, and all kinds of resources of interest to producers and others interested in the business of agriculture. Addresses, phone numbers, contact people, e-mail and other information is just a few clicks away. To get started you will probably want to review the instructions at [www.getrealmaine.com/connect/searching.html](http://www.getrealmaine.com/connect/searching.html).

Another new section, Frequently Asked Questions (FAQ), links directly to the resource guide search pages. If you aren't sure what you are looking for, visit the FAQ pages, select a category and get answers and explanations which will then guide you to more detailed information contained in the resource guide pages. To read about how to search the FAQs, you will want to go to [www.getrealmaine.com/learn/howtosearch.html](http://www.getrealmaine.com/learn/howtosearch.html).

The site is now grouped into four "virtual" sections each with a color-coded look and an abbreviated name: "BUY" (where to buy food and farm products), "VISIT" (farms, food and agricultural

events and activities that occur throughout the year), "LEARN" (where you will find facts and information about agriculture and agricultural products), "CONNECT" (a kind of producer-to-consumer connecting area which also houses the new resource guide). You can click on one of these tab headings and go directly to that section. The lefthand navigation bars will change according to the specific section. We have also added a site map ([www.getrealmaine.com/sitemap.html](http://www.getrealmaine.com/sitemap.html)) to help you view all on one page what kind of information is available on this site. You can go there if you get lost. Let us know what you think.



Questions? Contact the author by e-mailing [carol.jones@maine.gov](mailto:carol.jones@maine.gov).

## Challenge

By LESTER DICKEY



Using the standard alphanumeric code A=1, B=2, C=3 and so on, what word is represented by the sequence 312125? Observe, for example, that "121" can be "ABA" or "AU" or "LA." For an additional challenge, but no prize, find another word that also fits the above criteria. Remember, you have an extra day in February to work on the Challenge, as it is Leap Year!

Please e-mail **Lester Dickey** with your answer and your name, phone number, and the organization for which

you work. Or call **Barbara Buck** at **624-9501**. The winner will be drawn from all the correct entries and will receive a **FREE** donated pizza, either from **CJ's Pizza** or from the **EDOC Cafeteria**. All answers must be in no later than the **14th** of the month.

Last month's challenge brought 125 submissions, with all being correct answers. The winner, chosen by random drawing, is **Billie Beasley** of **MDOT**.

The answers to last month's Challenge: There would be 24 of each coin. I hope you have a large pocket! The extra challenge could have several answers but the smallest number of pennies would be 10, with 19 quarters and nickels and 38 dimes.

# Gary Sawyer Retired in January

By MARY N. CLOUTIER

*Do you know Gary? After starting with the State of Maine full time on "April Fools Day" in 1969, his work and friendly smile has touched many of us.*

Just six months after joining the Maine Criminal Justice Planning and Assistance Agency (MCJPAA) in 1969, Gary was one of six State employees asked by Governor Curtis to serve on the response team of the Cost Management Survey. Long time State government watchers (and historians) will remember the Cost Management Survey as the effort that initially promoted its chair, James Longley of Lewiston, to prominence, and subsequently to the governorship. Gary and his peers (Kermit Nickerson, Carolyn Manson, Jack Sears, Linny Ross, Shirley Elias Ezzy and Alan Pease) researched potential cost savings, and the feasibility of implementation of ideas submitted by citizens. Gary observes "this work provided an invaluable education" regarding the missions and funding structures of State agencies.

Gary worked 13 years at MCJPAA, a federal grant-in-aid agency, and remembers the State's first law enforcement microwave radio communication system was implemented during his tenure. Another memorable highlight was funding the State's purchase of the former Thomas College campus in Waterville as the first Maine Criminal Justice Academy ([http://www.state.me.us/dps/mcja/about\\_acad/](http://www.state.me.us/dps/mcja/about_acad/)). From approximately

1973-1982, Gary was the Director of the Criminal Justice Data Analysis Center, which was a component of the Governor's office. He started the Uniform Crime Reporting (UCR) process. Today, UCR is a function of the Maine State Police within the Department of Public Safety ([http://www.state.me.us/dps/cim/crime\\_in\\_maine/cim.htm](http://www.state.me.us/dps/cim/crime_in_maine/cim.htm)).

Having earned a BA degree in Sociology from the University of Maine in 1968, Gary was pleased to join the planning office of the Department of Mental Health in 1982 as a Management Analyst. As the office's mission evolved toward implementation of technology to automate record keeping and other functions, Gary's role became more technical. (Indeed, he was a charter member of the Central Computer Advisory Committee (CCAC), formed in the 1980's to advise the Director of Central Computer Services (today called the Bureau of Information Services). Many feel that the CCAC was the earliest precursor to today's Information Services Managers Group.)

As the Information Systems Manager of the Maine Department of Behavioral and Developmental Services, Gary has devoted his recent energies to implementing the Enterprise Information System (EIS). This major new web-based Oracle system is being



implemented in phases<sup>1</sup>, and when completed, it will support 900+ users throughout Maine. Gary has established a help desk for EIS, and has purchased, and installed all the necessary hardware and software. He says "this is a nifty, powerful tool, which even has a built-in assessment model to be used by medical professionals, as well as other treatment staff."

Gary says "I anguished over the decision to retire, but now that I've made the decision, I cannot stop smiling. Heck, I've got neckties older than some of my co-workers!" From his home on the north shore of Cobbosseecontee Lake, Gary plans to "putter" in his workshop, boat, fish, and "play" with his two grandchildren. Congratulations, Gary, on such a long and distinguished career with the State. Through your many contributions, both professional and personal, you certainly have "made a difference" to your colleagues, and to the people of Maine. 🇲🇪

- <sup>1</sup> 1) Children with special needs
- 2) Adult mental health services and
- 3) Adult mental retardation services

## TRANSITIONS

TECHNOLOGY PERSONNEL CHANGES IN YOUR AGENCY?

SEND NOTICES TO [mary.cloutier@maine.gov](mailto:mary.cloutier@maine.gov) TO HAVE THEM POSTED HERE.

**Leesa Lavigne**, second shift Computer Operator in Production Services, left state government effective January 23, 2004. Leesa worked in the Bureau of Information Services since October 1998.

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