

**Vermont Web Portal Board meeting**  
**21 September 2011**  
**DII 5<sup>th</sup> Floor Conference**

**Present:**

**Board members:** Rep. Ken Atkins, Sen. Bill Carris, Harry Bell, CIO Richard Boes, Tom Hurd, Marty Reid, Tracey Tapley, Abigail Winters **VIC:** Jamie Gage, Robert Swartz

At the beginning of the meeting Harry asked VIC to inform the Board about the portal and CMS issues experienced over the prior day. Jamie described the situation which began when the portal and the CMS were flooded with error messages, disabling the primary server and the CMS for long blocks of time over the previous two days. VIC and NIC had worked around the clock to restore, and were very close to resolving the issue. Shortly after the meeting the issue was resolved.

Harry presented two documents for discussion – the first one a listing of 2010 VIC resource hours by project, and the other a corresponding breakout list of 2010 revenue broken out by service. Conversation was strong around both documents, topics discussed:

**Resource Hours List**

- Tom Hurd inquired where the Challenges for Change projects were on the 2010 calendar, and how many projects were fee versus free. Jamie listed out the CfC projects which accounted for significant market value (\$190K - state funding was \$98,800), and indicated that all but seven others were free.

**Revenue questions re: Motor Vehicle Records/fees**

- CIO Boes wondered how the MVR fee was negotiated, and fees in general. Harry said it was a joint decision between VIC and each Agency, and explained that portal contracts were funded initially by MVRs which fund startup costs for a portal.
- 95% of records are purchased by large out-of-state insurance companies (especially Lexis Nexus). What % of MVR fees were paid by VT citizens or businesses – VIC will provide.
- Regarding MVR funding – what's best approach for growth across a state enterprise - why aren't additional departments building more services and helping drive growth? Jamie mentioned the need for the portal to become less dependent upon Motor Vehicle Records.

**Cost savings**

- Marty Reid asked if there was any way for the state to track savings for agencies based on online service. i.e. MVR's. How much savings to DMV or value-add in employee productivity? Possible to survey various agencies for potential online services?
- Rep. Atkins mentioned a colleague's experience with the DMV. Jamie mentioned the eLearning environment VIC is setting up for e911 which will realize a potential savings of \$100,000+ annually, also the cost savings calculator on the portal.
- Discussion of value-add services VIC has provided over the years, and cost savings - especially the CMS websites (50+).

### **Sustainability going forward/Future service development & VIC value-add**

- Jamie said that VIC is not able to meet eGovernment demand at current staffing levels, and needs to grow to better handle the volume of need for online services from state government.
- The Board inquired about several services – Mobile Home Parks (Rep. Atkins), Public Records (Abigail), Vital Records (Marty)
- Maintenance needs were discussed – CIO Boes mentioned the need to understand the software lifecycle for the aggregate of services overall and how to best plan for the future as an enterprise.
- Several large revenue services across state government are not in VIC domain: Hunting & Fishing Licenses, Park Reservations, and Credit Card Processing at state DMV offices, recently awarded to TDBank.
- Need for the Board to help drive revenue services to meet eGovernment demand.

### **Takeaways:**

- Continue the discussion and continue to provide transparency to WPB (CIO Boes)
- Provide a list of known potential high transaction services (VIC)
- Send H&F proposal from last fall to the Board, also most recent material regarding DMV credit cards, and full resource spreadsheet (VIC)
- Need to begin videotaping these meetings (Rep. Atkins)
- Set up Basecamp account online for the Board to communicate (VIC)