Information Network of Arkansas

Board Meeting Minutes
September 10, 2013

Members Present: Matt Cashion, Independent Insurance Agents, Vice Chair
Ashley Parker Graves, Library Association
Glen Colvert, Bankers Association
Ron Pitts, Certified Public Accountancy
Harold Evans, Arkansas Bar Association
Claire Bailey, Dept. of Information Systems
Stan King, Department of Finance and Administration
James Downs, Arkansas Science and Technology Authority
Doug Matayo, Secretary of State
Michael Gaines, Economic Development Commission

Members Absent: Amy Mattison, Chamber Of Commerce
Ann Purvis, Department of Health, Chair

Staff Present: Amy Sawyer, General Manager
Christy Warner, Office Manager
Bob Sanders, Director of Operations
Karl Hills, Director of Technology

Guests Present: Winn McInnis, NIC Regional Vice President of Operations
Ken Williams, Department of Finance and Administration

INA Board Vice Chair, Matt Cashion, called the meeting to order.

Mr. Cashion requested that the individuals present introduce themselves since there were some new members and guests who were attending the meeting.
Mr. McInnis introduced Amy Sawyer, General Manager for AIC,LLC to the INA Board.

Action: Minutes from June 4, 2013 Board Meeting were Approved.
GENERAL MANAGER’S REPORT TO THE BOARD

Ms. Sawyer gave a presentation highlighting the General Manager’s report and some exciting things that AIC is working on for the portal. This presentation included:

1) Report Highlights:
Operational projects for the last quarter include Connect Arkansas grant funded sites for Desha, Phillips, Ashley and Marion counties. In addition, the INA board grant sites for the Lieutenant Governor and the Arkansas Natural Resources Commission went live as well.

Projects in development include the ARStar Vehicle Registration system for the Department of Finance and Administration which contains a suite of value added services including a user centric design, 24/7 live help, text for help and a mobile responsive design. The IDriveArkansas application for the Department of Highway & Transportation will also be in production soon. The IDrive application integrates with Google maps to provide citizens with information about road construction and how the sales tax collected is utilized. AIC is also developing a kiosk application for the Department of Community Corrections that will allow parolees to make the parole, probation or supervision payments in the reporting offices.

New opportunities for AIC include over the counter payments for the AR Department of Health, vital records for the AR Department of Health, an enterprise e-billing service for our agencies and integration of the criminal background check system with professional licensure applications for AR State Police.

2) National Recognition
2013 Waggy Award- the Arkansas Attorney General’s office submitted their newly designed website for this award and won for the best redesign.

2013 DGAA Government to Government Category – ACIC’s CENSOR website for sex offender registration won for the government to government category. CENSOR is the first of its kind to integrate hi-definition web cams, signature pads and input from multiple agencies.

2013 DGAA Government Internal Category – Arkansas State Jobs application- this application integrates advertising, application processing and the hiring process for state agencies.

2013 DGAA Best of Web Finalist – Arkansas.Gov – the portal redesign was designed in responsive design, has enhanced location based services including Gov to Go, voice search and Live State.

2013 Interactive Media Awards- Best In Class - ARGov2Go - this enhanced service allows users to communicate with the portal via two way text message accessing many databases from various government agencies, people services. This service also allows users to set up
reminders via text for specific services. This service is key because according to the CDC there are many Arkansas people who do not have internet access in their homes.

3) **Exciting Statistics**

*Unclaimed Property Online Claim Filing* - The Auditor of State online unclaimed property filing application was released in March 2013. The application verifies the identity of a property owner utilizing a Lexis Nexis database. As a result of this online filing application claims are processed 77% faster, 62% more claims are processed each week and 40% of those claims filed are from a mobile device.

*You Universal Financial Aid Application* - This Arkansas Department of Higher Education application has 25000 student records, 33000 applications processed, 48000 scholarships awarded and $157 million dollars paid out in financial aid. In addition this application is connected with high school and college transcript records throughout the state.

*NIC Sponsored Business Satisfaction Survey* - NIC has hired the University of Utah to complete a business satisfaction survey specifically in Arkansas and independent of NIC. The survey findings are revealed below:
- 96% overall approval rating for Arkansas.gov business subscribers
- 90% prefer to interact with the state electronically
- 97% favorability rating for Arkansas.gov
- 96% rating for reliability
- 93% rating for reasonable fee
- 90% say the portal makes it easy to conduct business with the state
- 89% see the state as business friendly

Ms. Bailey asked if the survey asked if there were services that were not currently offered online that the participants would like to see. Mr. McInnis stated that while this survey did not ask that particular question future surveys might expand to acquire this information.

4) **Ideas for Improvement**

*INA Board Management* - maintain the INA board site and keep it up to date

AIC would also like to create a secure board member dashboard that board members would utilize to access board materials and other proprietary information.

*Portal Performance & Opportunities* - AIC plans to conduct surveys with our partners assessing service delivery, barriers to business development and new opportunities for partners to conduct business with INA.

Ms. Sawyer asked for input from board members regarding these surveys and what the barriers or opportunities might be. Ms. Bailey stated that many of the opportunities are going through the Office of State Procurement and AIC should be pursuing these opportunities. Ms. Sawyer felt that AIC would prefer to do business with the agency before the RFP was issued.

Ms. Bailey also felt that the gaps between DFA and DIS should be closed so that AIC can find out why agencies are not using INA. Ms. Bailey agreed to research this and bring it back before the board. Mr. Matayo suggested finding out how the mid level agency people interact with INA.
Mr. Colvert suggested targeting the top 10 or 15 agencies who do not do business with INA and find out why.
Ms. Bailey requested that AIC develop an easy to use license system for all license applications.

5) Q&A for GM Report to the Board
Mr. Cashion thanked Ms. Sawyer for the presentation in the new format. AIC financials were not available for the board meeting but they will be made available to board members in an encrypted email because the information is proprietary.
Mr. Evans asked about the Arkansas Business article regarding the Phillips County website containing information that was copied from the Encyclopedia of Arkansas. Mr. Sanders replied that AIC did do the website but the information was actually copied from their previous website and it was not known who originally copied the information. AIC added the attribution links to the website as soon as we were notified.
Mr. Gaines stated that as a result of the INA board’s move to electronic distribution of board materials, the Arkansas Economic Development Commission has started electronically distributing its board materials.
Mr. Colvert inquired about the 24/7 help desk. Ms. Sawyer advised we are utilizing Call Experts to process after hours and weekend calls. Call Experts also assists AIC with game checks for AGFC.

Electronic Online Service Authorization and Rate request - The previous Service Authorization and Rate requests approved by the board after July 1, 2011 referred to the 2007 contract. Mr. Cashion asked for board input regarding a date correction for the requests previously approved by the INA board. Mr. Evans felt that the INA board could make a motion amending the service agreements previously approved to reflect the correct contract date.
Motion: The Electronic Online Service Authorization and Rate Requests approved by the INA Board since July 1, 2011 should be amended to reflect the correct contract date of July 1, 2011. Seconded and passed.

Electronic Online Service Authorization and Rate Request
Date Proposed: September 10, 2013
Request Number: 2013-3
Period: Indefinite
Summary:
Consistent with the Arkansas statutes governing access to public records, the Information Network of Arkansas through its broad authority granted to it by A.C.A. § 25-27-101 et seq., the Information Network of Arkansas' CONTRACT/BID ID: SP-11-0143, the Network Manager's
Proposal of the Arkansas Information Consortium, Inc. and the contract dated July 1, 2011, with any amendments thereto, between the Information Network of Arkansas and the Arkansas Information Consortium, Inc., being so authorized as Network Manager for the Information Network of Arkansas (INA) does request and recommend that the INA Board approve and authorize the Network Manager to create, implement and offer to the public the INA services proposed in this document. In addition, the Network Manager also requests and recommends that the INA Board approve the per record search fees per service offered. It is understood by all parties that the rates requested in this document per service are the maximum allowed and will be published in the INA fee schedule and Service Agreements. The Network Manager reserves the right at its own expense to offer any and all INA services at any rate less than the maximum amount approved in this and any future rate requests.

Request 1: Approval of New Agency Agreement(s)  
In accordance with the authorities cited above, the Network Manager requests and recommends that information developed by INA for online access from the following agencies be made available for search and download through INA at no fee, unless otherwise specifically approved in a separate Service Request. 
(MOU's - No transaction fees apply, no cost development of online services)
- Appraiser Licensing and Certification board – website
- Ashley County – Website
- Desha – County
- Department of Human Services – Lifeline Verification
- Lieutenant Governor – Website
- Natural Resources Commission
- Pulaski Circuit Clerk – Website
- Board of Public Accountancy – Quality Review Survey
- Department of Health – Wastewater System Installer Roster
- Marion County – Website
- Phillips County – Website

Request 2: Governor’s Mansion Payments  
Arkansas Governor
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Governor, the Network Manager requests and recommends that in lieu of an administration and development fee that INA add a portal fee equivalent to 2.5% of the transaction of the total due or a $1.50 minimum to each payment. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 3: Enterprise Over the Counter Payments  
(Approved)
Arkansas Livestock and Poultry Commission
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Livestock and Poultry Commission, the Network Manager requests and recommends that in lieu of an administration and development fee that INA add a portal fee equivalent to 3% of the transaction of the total due or a $2.00 minimum to each payment. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 4: Court Payments  (Approved)
City of Bauxite
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and City of Bauxite, the Network Manager requests and recommends that in lieu of an administration and development fee that INA add a portal fee equivalent to $2.30 plus $1.25 per each additional $50 increment of the total due to each payment, to be paid by the user. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 5: Hot Check Payments  (Approved)
Cleveland County Prosecuting Attorney
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Cleveland County Prosecuting Attorney, the Network Manager requests and recommends that in lieu of an administration and development fee that INA add a portal fee equivalent to banking fees plus $1.00 of the total due to each payment, to be paid by the user. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 6: Enterprise Over the Counter Payments  (Approved)
Garland County Library
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Garland County Library, the Network Manager requests and recommends that in lieu of an administration and development fee that INA add a portal fee equivalent to banking fee plus $1.00 of the total due or a $2 minimum to each payment, to be paid by the user. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 7: Emergency Medical Services Payments  (Approved)
Arkansas Department of Health
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Department of Health, the Network Manager requests and recommends that in lieu of an administration and development fee that INA add a portal fee equivalent to banking fee plus $1.00 of the total due or a $2 minimum to each payment, to be paid by the user. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 8: Event Registration  (Approved)
Arkansas Department of Health
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Department of Health, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charge a portal fee of $50 per event, to be paid by the agency. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 9: Property Tax Payments  (Approved)
Lincoln County Collector’s Office
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and Lincoln County Collectors Office, the Network Manager requests and recommends that in lieu of an administration and development fee that INA add a portal fee equivalent to $2.30 plus $1.25 per each additional $50 increment of the total due to each payment, to be paid by the user. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 10: Property Tax Payments  (Approved)
Lonoke County Collectors Office
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and Lonoke County Collectors Office, the Network Manager requests and recommends that in lieu of an administration and development fee that INA add a portal fee equivalent to $2.30 plus $1.25 per each additional $50 increment of the total due to each payment, to be paid by the user. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 11: Medicaid Provider Payments  (Approved)
Arkansas Department of Human Services
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Department of Human Services, the Network Manager requests and recommends that in lieu of an administration and development fee that INA add a portal fee equivalent to banking fee plus $1.00 of the total due to each payment, to be paid by the user. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 12: Court Payments (Approved)
Miller County Circuit Clerk
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and Miller County Circuit Clerk, the Network Manager requests and recommends that in lieu of an administration and development fee that INA add a portal fee equivalent to $2.30 plus $1.25 per each additional $50 increment of the total due to each payment, to be paid by the user. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 13: Enterprise Over the Counter Payments (Approved)
City of Russellville
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the City of Russellville, the Network Manager requests and recommends that in lieu of an administration and development fee that INA add a portal fee equivalent to banking fee plus $1.00 of the total due or a $2 minimum to each payment, to be paid by the user. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Request 14: License Application & Renewals (rate change) (Approved)
Arkansas Board of Licensure for Professional Engineers and Professional Surveyors
In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Board of Licensure for Professional Engineers and Professional Surveyors, the Network Manager requests and recommends that in lieu of an administration and development fee that INA retains a portal fee equivalent to 3% of the transaction plus $1.00, to be paid by the agency. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Other Issues:
ARStar System - Mr. Sanders demonstrated the new ARStar tag renewal system to the INA board. The ARStar system was developed using a responsive design framework. The application itself allows users to renew multiple vehicle tags and sign up to receive renewal reminders via text or email.

INA Board Grant Requests:
AIC has received the following grant requests for websites:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board of Election Commissioners</td>
<td>$7000.00</td>
</tr>
<tr>
<td>Auctioneer Licensing Board</td>
<td>$7000.00</td>
</tr>
<tr>
<td>Health Insurance Marketplace</td>
<td>$10000.00</td>
</tr>
<tr>
<td>Office of Medicaid Inspector General</td>
<td>$10000.00</td>
</tr>
<tr>
<td>Public Defender Commission</td>
<td>$7000.00</td>
</tr>
<tr>
<td>Floodplan Management Assoc. Website</td>
<td>$10000.00</td>
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AIC has asked for some direction from the board regarding how they would like the grant information presented to them. There was discussion from the board regarding criteria, constraints and how agencies should comply. Currently the only constraint is the board appropriation amount.

Motion: Approve grants submitted above totalling $51000.00 for FY2014. Seconded and passed.

Mr. Cashion stated that the INA board needs to develop some guidelines to assist AIC staff with the submission of grant information. The INA board also needs to explore possible uses of board funds other than grants, possibly marketing. The INA board definitely wants to make sure that the agencies that really need the funds receive the funds.

Next Board Meeting Date: December 10, 2013

Announcement: The Arkansas Digital Government Summit will be held on October 30, 2013. All INA board members are invited to the presentation at the Governor’s mansion that evening. INA also has a presentation at the ADGS.

Meeting Adjourned.