

Information Network of Arkansas

Board Meeting Minutes

June 10, 2014

Members Present: Ann Purvis, Department of Health, *Chair*
Harold Evans, Arkansas Bar Association
Stan King, Department of Finance and Administration
James Downs, Arkansas Science and Technology Authority
Doug Matayo, Secretary of State
Michael Gaines, Economic Development Commission
Ron Pitts, Public Accountancy
Ashley Parker, Library Association
Fred Vining III, Arkansas Bankers Association

Members Absent: Amy Mattison, Chamber Of Commerce
Matt Cashion, Independent Insurance Agents, *Vice Chair*
Claire Bailey, Dept. of Information Systems

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

Guests Present: Ken Williams, Department of Finance and Administration

INA Board Chair, Ann Purvis called the meeting to order.

Action: Minutes from March 11, 2014 and March 25, 2014 Board Meeting were Approved.

New Business:

The INA board welcomed Fred Vining III as a representative from the Arkansas Bankers Association. Mr. Vining was nominated by the Bankers Association and appointed by Governor Beebe. Mr. Vining is currently employed at Farmer's Bank and is replacing Glen Colvert on the INA Board.

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GENERAL MANAGER'S REPORT TO THE BOARD

Board members received a copy of the General Manager's report and Ms. Sawyer presented some of the operational highlights for the quarter including:

Arkansas State Police-Iron Data Project- AIC is currently in the 60 day warranty period with Iron Data and they are on site working with Arkansas State Police. Accomplishments include:

- 1) Project deployed on time and under budget.
- 2) Combined 3 ASP regulatory programs- Fire Marshall, Used Car Dealer and Private Investigator/
Security guard regulations
- 3) 36K credentials were migrated
- 4) 100K licensees migrated

AR STAR – Self Serve OTC solution – INA will begin piloting this program in the local revenue offices. The solution will have several benefits:

- 1) Customers can avoid standing in line
- 2) Increase adoption of the online tag renewal program
- 3) low cost/ low maintenance
- 4) Credit Card Swipe device is attached
- 5) Integrated with INA solutions

Staff Update:

Ekow Essel – new addition to our technical support team.

Jenny Mercing- accounting intern

The recent portal fee increase for TVR's has allowed INA to add people to our staff. We are currently hiring a Software Engineer, Support Engineer, System Administrator and 2 Project Managers. Ms. Sawyer offered to forward the job descriptions for any of these positions if a board member knew of someone who might be interested in applying.

Technical Operations Update

Mr. Hills presented an update on some incidents occurring in the first part of 2014.

April 2014 – there was a widespread power outage involving the state data center and the INA network

June 2014- AIC experienced a hardware failure that resulted in a short outage

AIC is purchasing the hardware needed to build a fully virtualized environment that will provide reliability, redundancy and scalability for the portal's partner websites and applications. The new environment will be housed in the new DIS Data Center West and will allow application environments to be easily scaled up or down based on current load requirements. The initial rollout for this virtualized environment will be completed by December 31, 2014.

Marketing Communication Highlights

AIC continues to enhance and improve many of our existing applications. Enhanced and updated websites include Arkansas Grown, the Arkansas.gov website and the IDrive Arkansas website. Recently, Google met with the Highway Department regarding their use of Google maps. The IDrive website integrates with Google maps and Google was using the website as an example world wide of the best implementation of Google maps on a public website.

The recently improved version of the Arkansas.gov website was shown to the INA board. Changes include enhancements to the search bar and map. The site also displays a “state employee” tab on Arkansas.gov if the website detects the computer's IP address is a state IP address. The state employee tab provides information that state employees would like to have at their fingertips- state directory, training opportunities, state holidays and state help centers for human resources and Information systems. Enhancements to the portal were made as a result of the feedback we received from our public and state users.

Awards & Recognition

StateScoop 50 Awards- The StateScoop 50 is an entirely crowd-sourced awards program that honors the 50 best and brightest people and technology programs that make state and local government more efficient and effective. Two of our state partners have won StateScoop50 awards. IDrive won State Innovation of the Year award and the Unclaimed Property Mobile Filing System won the State IT Program of the Year award. Claire Bailey, Arkansas CTO also received a StateScoop 50 award.

“Dream It/ Do It” Arkansas – This micro site was an INA and Secretary of State collaboration developed to assist entrepreneurs who are starting a business in Arkansas. The site includes a “business startup wizard” that asks the entrepreneur to answer a series of simple questions and then generates a customized checklist with links to download all of the tax, permit, license and other forms required by state and local governments. In addition to previewing the new website to the board, AIC also showed the inspirational video that was developed for the site. INA will be working with the Secretary of State to develop a comprehensive marketing and promotion plan later in the month.

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The GM report is concluded.

New Business:

INA Strategic Plan –

Ms. Sawyer recently reviewed the statute that created the INA board and the statute states that the INA board should produce a strategic plan on an annual basis. Ms. Purvis opened this topic for discussion.

Board members felt that an offsite strategic planning session utilizing a third part facilitator would be beneficial to the board and help clarify the purpose and mission of the INA board. It was suggested to have the next board meeting in conjunction with this planning session over time period of 2 days.

The board decided to attempt to schedule a Tuesday/Wednesday board meeting/strategic planning session around September 16 and 17 pending availability of the venue.

Electronic Online Service Authorization and Rate Request

Date Proposed: June 10, 2014

Request Number: 2014-3

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 No: 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) (Approved)

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)

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Community Corrections, Department of - Parolee absconder Search
Finance and Administration, Department of - Refund Banner
Calhoun County – web site

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Request 2: Over the Counter Utility Payments
City of Wynne Water Utilities

(Approved)

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the City of Wynne Water Utilities, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. 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.

Payment Method	Fee Structure	Fee Paid By
Credit Card	3% of total + \$1, \$2 minimum fee	User
E-Check	N/A	N/A
Subscriber	N/A	N/A

Request 3: Online Lab and Egg Inspection Payments
Arkansas Livestock and Poultry Commission

(Approved)

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 charges a fee according to the following schedule. 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.

Payment Method	Fee Structure	Fee Paid By								
Credit Card	3% of total, \$2 minimum fee	User								
E-Check	<table border="0"> <tr> <td>Transaction Amt.</td> <td>Fee</td> </tr> <tr> <td>\$0.01 - \$499.99</td> <td>\$3.00</td> </tr> <tr> <td>\$500.00 - \$999.99</td> <td>\$4.00</td> </tr> <tr> <td>\$1000.00+</td> <td>\$5.00</td> </tr> </table>	Transaction Amt.	Fee	\$0.01 - \$499.99	\$3.00	\$500.00 - \$999.99	\$4.00	\$1000.00+	\$5.00	User
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\$0.01 - \$499.99	\$3.00									
\$500.00 - \$999.99	\$4.00									
\$1000.00+	\$5.00									
Subscriber	N/A	N/A								

**Request 4: Online, IVR and OTC Property Tax Payments
Nevada County Tax Collector**

(Approved)

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Nevada County Tax Collector, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. 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.

Online Payments

Payment Method	Fee Structure	Fee Paid By
Credit Card	Transaction Amt. Fee	User
	\$0 - \$49.99 \$2.30	
	\$50.00+ \$2.30 + \$1.25 per \$50.00 increment	
E-Check	Transaction Amt. Fee	User
	\$0.01 - \$499.99 \$3.00	
	\$500.00 - \$999.99 \$4.00	
	\$1000.00+ \$5.00	
Subscriber	N/A	N/A

Over the Counter and IVR Payments

Payment Method	Fee Structure	Fee Paid By
Credit Card	Transaction Amt. Fee	User
	\$0 - \$49.99 \$2.30	
	\$50.00+ \$2.30 + \$1.25 per \$50.00 increment	
E-Check	N/A	N/A
Subscriber	N/A	N/A

**Request 5: Online, IVR and OTC Property Tax Payments
Boone County Tax Collector**

(Approved)

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Boone County Tax Collector, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. 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.

Online Payments

Payment Method	Fee Structure	Fee Paid By
Credit Card	Transaction Amt. Fee	User
	\$0 - \$49.99 \$2.30	
	\$50.00+ \$2.30 + \$1.25 per \$50.00 increment	
E-Check	Transaction Amt. Fee	User
	\$0.01 - \$499.99 \$3.00	

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	\$500.00 - \$999.99	\$4.00	
	\$1000.00+	\$5.00	
Subscriber	N/A		N/A

Over the Counter and IVR Payments

Payment Method	Fee Structure		Fee Paid By
Credit Card	Transaction Amt.	Fee	User
	\$0 - \$49.99	\$2.30	
	\$50.00+	\$2.30 + \$1.25 per \$50.00 increment	
E-Check	N/A		N/A
Subscriber	N/A		N/A

Request 6: Promote Your Products Form – Online Payment
Arkansas Agriculture Department

(Approved)

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Agriculture Department, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. 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.

Payment Method	Fee Structure	Fee Paid By
Credit Card	3% of total + \$1, \$2 minimum fee	Agency
E-Check	N/A	N/A
Subscriber	N/A	N/A

Request 7: Form 1030 School License Renewal – Online Payment
Arkansas State Board of Private Career Education

(Approved)

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas State Board of Private Career Education, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. 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.

Payment Method	Fee Structure		Fee Paid By
Credit Card	5% of total + \$1		User
E-Check	Transaction Amt.	Fee	User
	\$0.01 - \$499.99	\$3.00	
	\$500.00 - \$999.99	\$4.00	
	\$1000.00+	\$5.00	
Subscriber	N/A		N/A

Next meeting date: September 16, 2014 in conjunction with a strategic planning session pending venue availability

Meeting Adjourned.

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