

***VITAL RECORDS IMPROVEMENT FUND
ADVISORY COMMITTEE***

To The New Hampshire Department of State

-MINUTES-

***Thursday
September 16, 2004***

Approved Minutes

-MINUTES-

Vital Records Improvement Fund Advisory Committee Meeting

September 16, 2004

Health & Human Services Building
Conference Rooms 111-112
29 Hazen Drive
Concord, New Hampshire 03301

COMMITTEE MEMBERS PRESENT:

William R. Bolton, Jr., State Registrar
Patty Little, City Clerk Appointment
Dr. Frank Mevers, State Archivist Appointment
Paul Bergeron, Nashua City Clerk, City Clerk Appointment
Linda Hartson, Exeter Town Clerk, Town Clerk Appointment
David Pollard, Funeral Director Appointment
David Kruger, Public Member Appointment
Kimberly Johnson, Henniker Town Clerk, Town Clerk Appointment
Kathy Bizarro, Health Information Specialist Appointment – For Ms. Augustine

COMMITTEE MEMBERS EXCUSED:

Thomas A. Andrew, MD, Physician Appointment
William Armstrong, IT Manager, DITM Appointment
Fred Rusczek, Manchester Health Officer, DHHS Appointment
Rick Bailey, OIT, DHHS Appointment
Doug Hall, Vital Records User, DHHS Appointment

GUESTS:

David Scanlan, Deputy Secretary of State, SOS
Melanie A. Orman, Vital Records, SOS
Karen Way, OIT
Barbara Kostka, Vital Records, SOS
John O'Neal, OIT, DHHS
Peter Croteau, OIT
Cathy Eccleston, OIT, Vital Records, SOS

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Vital Records Improvement Fund Advisory Committee Meeting

1. **Approval of Minutes:**

Ms. Little called the meeting to order. She stated that the first item on the agenda was the acceptance of the minutes for the August 12, 2004 meeting. Mr. Kruger made the motion to accept the minutes. Ms. Hartson seconded Mr. Kruger's motion. Ms. Little asked for corrections. Ms. Hartson pointed out that in the first paragraph of the OIT Update, sixth line down, there is discussion about Ms. Little's opinion and there were several words left out of the sentence. She also found a sentence with a few words missing in the second paragraph.

Ms. Little asked for any further corrections. Ms. Bizarro stated that on the list of attendees Ms. Augustine was listed as a guest rather than a member of the committee and that her first name should have been spelled Debbie rather than Debbe. Ms. Orman replied that Ms. Augustine had signed in at the last meeting and her name was reflected in the minutes as she had written it on the attendance sheet. Hearing no further corrections Ms. Little asked for a vote. The committee voted unanimously to accept the minutes with corrections.

2. **NHVRIN Update:**

Mr. Bolton stated that he hadn't really invited anyone to formally provide an update, but that between he, Mr. Wurtz, Mr. Allen and Mr. Sullivan they should be able to provide a quick update on the software and where everything stands at the time. Mr. Wurtz reported that since the rollout to funeral directors in April and town/city clerks in July there had been two updates to the NHVRIN system. There were some improvements made to the new system after bugs had been discovered in production. Mr. Wurtz felt that all in all the software was headed in the right direction. He added that there would soon be another release that would correct additional flaws. That release was in the process of being tested.

In July when the city/town clerks came online, there were 101 VRV2000 users brought up. That left a void of about 38 towns that were left still using the AMC system. The game plan is to make sure that all the clerks brought on are up and running and appear to be comfortable with NHVRIN then the other clerks would begin to be brought on board. The dates planned for training of new clerks added to the NHVRIN user group are October 6, November 23, and December 27, 2004. At the conclusion of the December training New Hampshire will have 100% of the known automated cities and towns online with the NHVRIN system. Phase three would be to rollout to the cities and towns that have not been automated in the past.

Mr. Wurtz has been working with Mr. Allen, who has been calling and speaking with clerks about the coming automation. So far Mr. Allen has 11 communities willing to come on board in October. The DVRA would need to update the hardware for those 11 cities and towns. The main criteria to consider, was how they communicate with the DVRA. What we have found is that using a broadband connection is the optimal way to communicate using NHVRIN. The October cities and towns are already using a broadband connection and were selected for the first round of phase three. As Mr. Allen contacts the remaining clerks the DVRA will make arrangements for their broadband connections.

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Once we get past the New Year, the DVRA will be contacting the remaining 100 clerks to assess their needs as far as communication and purchasing PCs, printers and scheduling training to orient the new users to the system. The goal is to have all city and town clerks online by the spring of 2005. Mr. Kruger asked if that goal was realistic. He wondered if that with very small towns with very little vital record activity it was realistic to think that we could bring them all on so quickly. Mr. Bolton replied that he was hoping to have everyone online by June 2005. Mr. Wurtz replied to Mr. Kruger that they were trying to automate all those clerks that had expressed interest and as of that date he hadn't heard of any that had refused the offer. It was just a matter of DVRA getting the equipment and getting them up and running.

Mr. Kruger asked if the offer of equipment appeared to be the clerk's prime reason for accepting the offer. Mr. Wurtz replied that Mr. Kruger's observation was a perceptive one. Mr. Sullivan stated that not everyone would get high-speed Internet connections. Mr. Bolton replied that the clerks would have to have some sort of high-speed access in order to use NHVRIN. Mr. Allen stated that he had run into at least two towns that had no access to DSL or cable Internet access. He added that he had not suggested satellite access yet as he wanted to discuss it with Mr. Bolton before proceeding.

Mr. Allen felt that he was going to encounter the connectivity issue more and more as he moved into the more rural areas of the state. He was unsure of what the cost of the satellite service was going to be but assumed it would be higher than traditional broadband. If the goal is to have everyone on high-speed for the sake of the application he felt that the satellite option was a good one. He added that for towns that only do one or two records a week speed might not be a major issue as it has been for some of our current users. Some could still find it frustrating when they are accustomed to doing them in a few minutes through AMC, etc.

Mr. Bolton acknowledged that there were some very small communities in rural New Hampshire that did not do a booming business, but they had budgeted \$100 per month to provide them service so there would be enough to cover the extra communication costs. Ms. Little asked how much it would be to cover those expenses. Mr. Bolton replied that they were thinking 40 towns at \$100 per month. Mr. Allen agreed that they had probably highballed that figure, because most of the towns he has been in contact with already have some sort of high-speed internet connection.

Mr. Allen added that he wanted to clarify the state's position on the high-speed connection. Typically he goes into a town and suggests to the clerk that he or she approach city government about connecting the state to their existing high-speed connection. In some cases it goes right through, but he expects some selectmen will drag their feet, eventually adding it to a future selectmen's meeting agenda and ultimately saying no.

Mr. Allen was also concerned about how the state would impress upon those that do benefit from state sponsored Internet access that it is for state computer use only. He envisioned that once they had high-speed access a number of computers would be added to the line. Mr. Allen was also concerned about word getting out to cities/towns that pay for their own access that the state is paying for other cities/town. How would the state respond when cities and towns asked why they are paying for their own Internet access when others were not?

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Ms. Little asked how we could ensure that the high-speed access could be limited. Mr. Allen replied that there really was no way to prevent cities and towns from hooking up additional computers to the line. He suggested that something be put into writing to instruct the town of this stipulation. Something to drive home the point that the state is only providing this service for vital records PCs. Mr. Kruger asked if there was an incremental charge that the state could cover for cities and towns that are already wired for high-speed Internet connections. He clarified his question asking if the only expense to the state would be for a router and the actual hooking up to the line.

Mr. Allen replied that many medium to large cities already had that type of equipment, but small towns would not and the state would need to provide for them. He felt that the bigger concern was that the already wired towns would see other towns getting high-speed Internet at state expense and demand the same. Mr. Bolton explained that in his town Plymouth, he had approached the town clerk about going high-speed and she brought it to the Town Manager who was in the process of negotiating a contract with Adelphia for the entire town, but it was expected to take several months before a contract would be signed. Mr. Bolton had suggested that rather than wait, the clerk should contact Adelphia and the state would pick up the tab.

The Plymouth Town Manager did not think it would be good for the clerk to be up and running while they were in negotiations. When representatives of Plymouth and Adelphia finalized a contract about a week later it was reported in the Plymouth newspaper that Vital Records was paying for the town's high-speed Internet connection. Mr. Bolton contacted the City Manager and she agreed that what had been printed was not accurate and the town is in the process of figuring out a fair portion for the state to cover of the town's monthly broadband cost.

Mr. Bolton explained that this situation did not go as he would have liked, but in the article that included the erroneous information they also stated that Vital Records was a great revenue source for the town. Another town went out and bought equipment and a firewall. They spent \$900 and are looking for reimbursement, \$800 for Sonic Wall TZ, a 25-node router for \$170. The committee expressed surprise that the town of Barnstead needed a 25-node router for vital event registration. Mr. Allen stated that prior to this, Barnstead had no broadband and that the router they purchased would allow them to hook up 25 computers, making this purchase for the entire town rather than just for vital event information.

Mr. Bolton felt that the state would be able to negotiate a reasonable reimbursement with them. They have not requested that the state cover their monthly costs for service, so this would be a onetime expense for the state. Ms. Bizarro stated that she felt that an excellent point about equity had been raised. She felt that at that point and time there was no town-to-town equity. If it happens to be that a town has nothing the state will end up paying for it and paying for it forever.

Ms. Bizarro asked Mr. Bolton how he would rectify that disparity now that he has gone down this road. Mr. Allen replied that he felt that the only way to rectify it would be to make it clear that the state would provide broadband but only for the vital records computer, no others. Ms. Bizarro asked how they would distinguish that cost. Mr. Allen replied that if the town did not have broadband when NHVRIN was rolled out the state would cover the cost of only one PC being hooked up to the high-speed connection. The

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town would be put on notice that if they hooked up other computers they would be in violation of the terms of the agreement.

Ms. Bizarro asked how the state would enforce that rule. Mr. Allen replied that he was not prepared to answer that question, that if there were any technical solutions out there he was not aware of them. He added that to at least inform the town in writing that the state would not be providing unlimited high-speed Internet service for the entire town and would not tolerate abuse of this service. Ms. Bizarro asked what teeth the state had to remove the service if there is abuse. Mr. Allen replied that the decision to discontinue service to a city or town would be up to Vital Records. Mr. Kruger added that the power of the press could be a deterrent.

Ms. Little asked if the state had an agreement with the cities and towns regarding state equipment and services the state provides. Mr. Bolton replied that there were no agreements in place at that time. She then asked if there was not a way to determine if there is a bigger draw on bandwidth than there should be with just the Vital Records PCs. Mr. Allen replied that he was not an expert in that area, but that he could probably speak with some people in networking to see if there was a way to measure usage.

Mr. Sullivan stated that Internet Service Providers (ISP) probably have something that could show usage, but did not know how difficult or costly it would be for the state to have access to that information. Mr. Allen stated that high-speed subscribers are assigned an address by providers and suggested that the state could arrange for the service and require that the provider connect directly to specified PCs and associate it with the MAC address of the PC rather than to a router or switch. The ISP would recognize the state as the paying customer and ensure that the state was the only entity authorized to change that information or to add PCs to the connection.

Mr. Bolton was unsure how that would work with cities and towns that have multiple PCs. Mr. Allen replied that they had to enable Internet sharing and he could prevent those that are not supposed to be doing that from doing so. By tying the service to specific computers it would make it impossible for a city or town to disconnect the cable from the vital records PC on their own and try to hook it to another PC or router. It would not work with anything other than its assigned PC.

In order to add any additional users they would be required to contact the ISP and their request would be refused, as the city or town would not be recognized as the “paying customer.” Mr. Allen added that he had had success with convincing officials to allow the state to add one more computer to their existing broadband service by offering to pay for any cost associated with hooking it up. The city or town pays the same monthly fee regardless of the number of machines they hook up. That way there is only the cost of hooking up the PC and no recurring monthly expense for the state.

Ms. Bizarro asked if there was a way to tie expending money to offer high-speed Internet to cities and towns based on their volume. Mr. Allen felt that doing that would make for a very unpleasant situation. Mr. Bolton stated that he did not want Vital Records machines to be “locked down” like some other state agency machines are that are placed in the field. His goal was for our program and machines to blend in with cities/towns clerks other duties. That was one of the main reasons they looked into web enabling the software in the first place. The plan was to make it easier for users to connect and input their data.

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Mr. Allen replied that he understood that the ease of NHVRIN was part of the “beauty” or appeal of the application, but if a city or town does not have access our primary response has been to encourage them to get, or provide for them, a high-speed Internet connection. Some of the towns do not even have a PC to begin with and then we come in and provide them with a nice computer and high-speed Internet access. If at some point the town expands their computer usage and develops the need for expanded Internet service then they would be able to cover their own expense, but until then it would be up to the state to provide the means for them to use this new program.

Mr. Allen added that if we require them to have a high-speed Internet connection in order to effectively use NHVRIN we would probably have to pay for it. Ms. Little suggested that it was important for Vital Records and the VRIF committee put some thought into how to handle connectivity in an equitable way. She stated that she would like to think that the state had other applications that would function best with a high-speed connection and that it would be preferable if other agencies could share in the cost of modernizing communications between cities/towns and New Hampshire state government.

It was mentioned that the Help America Vote Act (HAVA) was right around the corner and they would also need a way to communicate with cities and towns. Ms. Hartson stated that it needed to be clear that the agreements that are reached with cities and towns that it be with the city or town not the clerk. Because politics plays such a large role in some of the cities and towns in New Hampshire it is important that the selectmen or city/town officials be involved in an agreement. There may be some that simply refuse to go along with an agreement and the clerk is then stuck in the middle. She added that she does not think some officials realize the ramifications of just saying “no” to a project or agreement if they do not get something they want. Unfortunately, it happens all too often and has happened previously with the preservation grant program.

Mr. Kruger asked if there was a role for the City & Town Clerks Association in this process. Ms. Little stated that they could play a role in trying to convince the governing body of the wisdom and advantage to the customer. She did not know of anything further they could do. Mr. Kruger wondered if putting the weight of their association behind an agreement could be enough to sway some decision makers. Mr. Bolton suggested that NHLOGIN might also be a good cheerleader.

Ms. Hartson replied that the clerks would probably only be able to suggest entering into the agreement. She felt that because there are so many personalities involved in some towns it could be a detriment for some clerks to do more than suggest the agreement. Ms. Hartson agreed with Ms. Little about documenting the city/town requirements in order for the state to provide high-speed Internet service.

Ms. Bizarro asked if it wouldn't help for this committee to be the ones recommending this type of agreement. Explaining to cities and towns that the state will only pay for service to state PCs and that if the town wants to add additional PCs or a router they will be responsible for a portion of the monthly costs. She went on to say that she could appreciate the spot that the committee found themselves in. Trying to ensure that there is equity across the board is difficult but important. She agreed that some towns might feel slighted when they discover that the town next to them is reimbursed 100% for their broadband service while they receive nothing.

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Ms. Hartson added that a lot of small towns have only one PC and on that PC they will have HAVA and Vital Records on it. Then the age-old problem comes up, who supports what and who pays for what? Ms. Little replied that she thought Ms. Bizarro was right, the committee needed to establish parameters regarding how they were going to utilize funding. She felt they needed to be memorialized in document form. She asked if a draft agreement could be prepared that laid out the understanding between the state and cities/towns prior to the next meeting.

Ms. Little felt that everyone was aware of the issues but it would be helpful for the committee to have something to look at. She felt that it would be easier for the committee to take a position than for Eric to try and establish an understanding with the cities and towns he visits. Ms. Little remarked to Mr. Sullivan that it would be interesting because as they roll out the HAVA application they will run into the exact same issues.

Ms. Hartson added that they were even taking it further. She explained that she sat in on a HAVA meeting several months prior where several Supervisors of the Checklist did not want anyone in their town or city office to have anything to do with the checklist. Ms. Little stated that she tended to think that no city or town would come out and say that they wanted Vital Records to pay for their Internet service. Cities and towns know that it is just the cost of doing business and would just absorb the cost. She added though, that small cities and towns often do not have the resources that larger cities and towns do. Possibly in those situations you might see more of a demand for the state to pay. "If that community got it why can't we?"

Ms. Hartson added that she thought that was where Eric was running into trouble, with smaller cities and towns. She felt that the majority of the larger cities and towns were fine. Mr. Allen added that he was grateful the committee would be addressing the issue in the next two months, but wondered aloud what he should do in the meantime, short of a formal agreement. Ms. Little replied that when a draft is prepared the committee could be polled electronically to save time, but she felt it was important that an agreement be put on paper before a decision is made. Ms. Hartson suggested that the document could be presented at the clerk's annual conference. She added that not all cities and towns are always in attendance, but that it would be included in the minutes that would be shared with all clerks. She went on to say that it would be one viable way of getting the information out there, even if it was only a draft. Ms. Little agreed.

Ms. Little asked Mr. Allen to speak a little about the speed and if Broadband was that the only solution he was thinking of. She asked if there wasn't some discussion about the various lookup tables and finding some balance there. Mr. Allen replied that there are a few issues but the biggest issue by far was the connectivity issue. The change in performance is dramatic. He asked Ms. Johnson to testify to that. He asked her how long it had taken her to do an average marriage prior to moving to broadband. She replied that it had taken at least 30-35 minutes to process just one marriage. Since she had moved to broadband it now took about 10 to 15 minutes to do the same thing.

Ms. Little asked if Ms. Johnson had been on the frame relay or dialup prior to moving to broadband. Ms. Johnson replied that she had been on the Motor Vehicle line. Mr. Allen replied that the line works fantastic for Motor Vehicle and Ms. Johnson agreed. It just did not work well for Vital Records. Mr. Allen explained that we had not been given

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enough bandwidth for NHVRIN to function optimally. He also added that the good news is that of 101 communities on NHVRIN, 90 of them are now on broadband.

When NHVRIN was rolled out in July there were 32 that were using dialup or the Motor Vehicle line. The good news is that of the 11 communities not currently using broadband Mr. Allen had 9 that he will be able to bring up on broadband. Stewartstown and Unity do not have cable available to them. Those were the towns he planned to speak to Mr. Bolton about the satellite option that is available to them.

When it comes to the table lookups Mr. Allen stated that the vendor database administrators are watching the table usage and have been disabling tables not being used. He explained that doing that would optimize performance. Ms. Little asked if that would be something that would be in the next release. Mr. Allen replied that it was happening at the database level and would not need to be released. It is happening currently. He felt that most of the performance enhancements, as far as the way the application presents on a desktop was done in one of the earlier releases. A lot of information is pushed out at the login as opposed to when data is entered. That has resulted in a slower login but better performance in the long run.

The other issue is on PCs that are not state owned and those tend to be funeral homes that do not have very solid technical support for their machines. Most of them are like home users and if they go to a website, boom they have downloaded a toolbar that can wreak havoc on Adobe and they are unaware. The other big performance issue is proxy servers. Some of the proxy servers out there cannot process the SSL encryption rapidly. They will bog down and appear to be as slow as a dial up connection. Ms. Little asked Mr. Allen if he was finding that was the issue in some cities. Mr. Allen replied that he was, but added that when they know of the proxy servers they have been able to bypass them and resolve the problem.

Mr. Allen asked if he could circle back to the broadband connectivity issue and expanding to the rest of the state. He stated that if the committee budgeted for 40-60 towns, that figure would be way low because the next wave will be another 100+ towns. Mr. Allen stated that he had no idea as to what to expect for costs to bring those online. Mr. Bolton replied that they did a query several years ago to see what towns had for Internet service. There were 183 cities and towns that had Internet service. Whether that was dialup or broadband he had no way of knowing. Mr. Allen agreed that he had no idea what was out there yet.

Mr. Allen added that he had a website that lists all the Internet service providers for every community. He offered to go through the list of the next generation of NHVRIN users and compare it to the list to see what he would be working with. He added that the addition of so many more users than initially called for would be a budget consideration. Mr. Wurtz asked if most clerks would have the ability to answer a survey if we did one regarding their Internet connectivity. Mr. Allen replied that some clerks were very savvy while others were not so it would be a toss up as to whether we would get reliable results. Mr. Wurtz added that the problem is that we know nothing about these clerks or their ability to adapt to automation because we have not dealt with them in that way.

Ms. Little asked if a final list of those communities had been settled upon. Mr. Bolton replied that it was just over 100 communities. She then reported that NHLOGIN had done a technology survey a year prior and some of the towns might be listed on it. She

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then asked if the state had any databases that collected that type of data. Mr. O'Neal replied that he was not aware of any. Ms. Hartson asked if Motor Vehicle would have any. She added that there are some small towns with them that were not doing vital records yet. Mr. Allen asked if Ms. Hartson was suggesting that we have them use the Motor Vehicle line. She quickly replied that she was not she was just wondering if they might have data on the towns that are on the list.

Ms. Little told Mr. Allen to get her a copy of the list and she would look in the NHLOGIN database to see if it would provide any information. That it might save Mr. Allen some legwork. She added that she felt the committee would agree that it there would be a cost associated with an undertaking such as this. It has been the goal of this committee from the beginning that every community be connected. She said that it might cause some pause when there is only one record every other month when the cost is considered. Mr. Kruger stated that this was the very reason for the Vital Records Improvement Fund and despite the cost it is their goal. Some might say that per item cost is not worth it, but when you consider that it is part of the whole it is worth it.

Mr. Wurtz added that because of the small number of records that will be generated from some towns he wonders how they will handle the issuance part. With very little need to use the system will they be able to retain the knowledge necessary to issue records to their residents? Mr. Wurtz added that the clerks would all finally have the ability to issue records for the revenue it would bring to their city or town. Ms. Hartson replied that Mr. Wurtz's point was one of the major selling points of automation that was made to clerks, years earlier. Ms. Little agreed and informed Mr. Wurtz that all the clerks remember that promise.

Ms. Little then thanked Mr. Allen for bringing forward those issues and stated that it was very important for the committee to begin planning for the expense of bringing high-speed Internet to those cities and towns that do not currently have it. Mr. Bolton informed the committee that he would put together a draft agreement for them to go over and would look to negotiating with Barnstead. Ms. Little then recognized Ms. Way for her presentation on the transition from SOS to OIT.

3. Transition Plan:

Ms. Way distributed a handout to members outlining where we were in the process to that point. She then directed attention to the first page. Ms. Way explained that from the OIT perspective this is a continuation of a partnership that is going to work both ways and they look for input from this committee, SOS, and all funeral homes and city and town clerks. So that they can make sure the NHVRIN application is all it can be for everyone. She explained that she had drafted a transition plan, which outlines the steps that need to be taken to migrate the application back to the OIT servers.

Ms. Way explained that Mr. Allen is now part of Desktop Services and offered that she would speak more on that later. Her staff includes Ms. Eccleston, a Business Analyst and Mr. Todd Dahl is another developer. They are moving NHVRIN back to an environment where they can provide support. There is also a Service Level Agreement (SLA) in draft form. It is basically in its rudimentary form is a bulleted list of expectations from all sides (SOS & OIT). What services that will be provided by OIT will be outlined in this document. They also have another draft document, a Memorandum of Understanding

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(MOU). It is a standard document that OIT has with any agency for which OIT provides support. It outlines cost allocation and costs recovery processes. There is a little more to it than that, but that is the bulk of the document.

There is knowledge transfer training going on. They had almost completed training and she felt that this training was in its final week. CNSI has been sitting with the developer and a few other staff and when they complete they will have gone through 40 hours of knowledge transfer and training. CNSI has walked the developers through the application at the code level. Explaining what they did and how they fixed things. This will give the OIT staff a better understanding of what they have done because up to this point CNSI has done the majority of the database coding and .Net application coding. OIT staff will have an understanding of what they are getting and what they need to do to maintain, or change it.

Ms. Way explained that she had also re-established the NHVRIN technical team meetings that had been occurring previously. First she had to re-establish a core OIT team because there have been a number of people shifted around in the ever changing face of OIT. She wanted to make sure she still had the right type of people around the table from the different groups in these meetings. At the next meeting they would be adding the CNSI staff and she explained that she is adding people slowly so that there is a smoother transition. Rather than throwing a large group of people together at once and everyone talks at once.

There is a NHVRIN release that is currently in User Acceptance Testing (UAT). There are bug fixes and there is some new development in this release. There are approximately two weeks of testing before it can be released. Ms. Eccleston has been heading that up, working with end-users here at the Hazen Drive building. They were targeting the end of the month for the release. So as the transition begins there will not be a lot of items in the development process either at the database level or at the application front end. This will allow them to keep it as clean as possible.

Some of the next steps are to finalize the transition plan and they hoped to have that complete by the end of the following week. They also hope to complete the SLA as well. Both documents have been in draft form for some time. Ms. Way explained that she was waiting for comments from Mr. Cloutier (SOS) on the first draft of the SLA. She added that Ms. Little had been copied on the draft transition plan and she was waiting for Mr. Cloutier's comments on the first draft of the SLA before forwarding a copy of that to Ms. Little. She hoped to have a first draft of the MOU out by close of business on the following Monday.

Ms. Way reported that there was a transfer of resources from SOS to OIT. Both Mr. Allen and Ms. Eccleston were returned to OIT the day before this meeting. Mr. Allen is now in the Desktop Services Group and Ms. Eccleston is now reporting to Ms. Way in the Enterprise Application Development Group. Ms. Way also reported that she would be re-establishing the NHVRIN Project team meetings. These meetings will be somewhat different from the NHVRIN technical team meetings. Her focus for the project team meetings would be management level discussions and would include: Mr. O'Neal, Mr. Bolton, Mr. Wurtz, Ms. Eccleston when necessary, and herself. They would discuss more from a management level. What fixes need to be done next, what progression, how the next round of towns will be brought on board, equipment needs, etc.

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After the new release is released the transition will begin. The transition plan is basically a Word document that details the steps that need to be taken to successfully migrate NHVRIN back to OIT. Ms. Way hoped that after this meeting she, Mr. O'Neal, Mr. Bolton, along with Mr. Cloutier's input, could put some firmer dates on the plan. She had tentative dates established but with testing still underway they were not set in stone. The transition will be dependent upon the rollout so they want to be able to set up firm dates.

Ms. Way reported that the important fact of the whole process is that they were doing this with minimal impact to the end users. The down time that will be necessary to actually physically move the databases will be done at the least obtrusive (not prime time) time for users. Every effort is being made to make this move as convenient as possible. She expects the clerks and funeral directors to not notice a change. Nothing will change, including the web address. She added that OIT is committed to providing SOS and the NHVRIN users with quality customer service and support. That is their main goal for the transition and moving forward with the maintenance and development of the application.

Ms. Little recognized Mr. O'Neal. Mr. O'Neal stated that during the last meeting he had stated that he would not begin the transition without a signed SLA and MOU. He and Mr. Cloutier had been discussing this and Mr. O'Neal was at the meeting to ask the committee to allow him to back away from that statement. He added that the transition may need to be completed before the SLA and MOU is completed and signed. He reported that both he and Mr. Cloutier were comfortable with that. He had not discussed it with Mr. Bolton or Mr. Wurtz yet.

Mr. O'Neal asked the committee if it would condone the transition going ahead if all parties agreed it could before the written agreements were signed. Ms. Way added that she thought the main reason for Mr. O'Neal's concern was the fact that several of the signatories on the documents include Mr. Bailey the CIO who was at that time up to his neck in budget work. She felt it might prove very difficult for him to find the time to go over the agreement let alone sign it right now. Mr. O'Neal explained that Mr. Cloutier is in a similar situation as Mr. Bailey and also involved in election issues. Ms. Way agreed.

Mr. Kruger stated that presuming that he was correct in his interpretation that there was a lot of good faith between the parties, he felt it was commendable that Mr. O'Neal said "let's not get stuck with the bureaucracy, let's get on with life." He said that as one member of the committee he was impressed. He added that he would certainly endorse that request. Mr. Bolton agreed with Mr. Kruger.

Ms. Little added that she had seen the transition plan and she was convinced that it was detailed and well thought out. She said that it gave her a lot of assurance that someone would be watching every aspect of the transition. In Ms. Little's opinion not only the high level issues had been addressed, but also the nitty gritty. She appreciated the attention to detail that had been shown. Ms. Little stated that she felt that they had the go ahead to bring NHVRIN back to OIT.

Ms. Little asked Ms. Way if she hadn't merged the OIT Support Team Update with her transition report. Ms. Way stated that basically she had covered that with her presentation. She did mention that there was one additional developer that specialized in the NHVRIN application and the language that its front end is written in. That developer's name is Todd Dahl. There is also a Business Systems Analyst that will be

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working with Ms. Way, Mr. Bolton, and Mr. Wurtz on gathering business requirements for future initiatives or future adaptations to the database. The Business Analyst is Jackie Kipp and she is working on the MOU and SLA for Ms. Way. Ms. Little thanked Ms. Way for her presentation.

4. **VRIF Budget Discussion:**

Mr. Bolton reported that he had taken another attempt at “this budget business.” He explained that what he had done was clean up the spreadsheets from earlier. All the previous years information was no longer there nor were there conflicting budget numbers for 2005. He explained that the figures in the SFY 04 were accurate figures and reflected the numbers for last year. It showed the revenue, expenditures and revenue forward at the bottom \$2, 547,000. Ms. Bizarro asked if these numbers were ending in June of this year. Mr. Bolton replied that they were.

Mr. Bolton then explained that he had cleaned up the details of the outgoing years by eliminating the redundant OIT expenditures and contractual expenses. Mr. O’Neal thanked Mr. Bolton for that. Mr. Bolton felt that what he presented was a relatively clean picture of the VRIF budget. Ms. Little asked about the contracted technical support staff, was that CNSI and was it there just in case they are needed. Mr. Bolton replied that Ms. Little was correct. Mr. O’Neal added that it was intended as support for Mr. Allen if there was ever a need for a big rollout. Mr. Bolton also had a question mark for a CNSI maintenance contract, if there was a need for one.

In response to Mr. Allen’s concern about breaking the budget with the next rollout Mr. Kruger asked if there was a budgeted amount to bring on new users. Mr. Bolton replied that there was a budgeted amount for hardware. Because the ISP accounts have been up in the air there had been an estimate of 40 towns. Mr. Bolton stated that it was a highballed expense with a low-balled number. Ms. Little asked where it was in the budget that Mr. Bolton had presented. Mr. Bolton directed her attention to the bottom of page two. Ms. Hartson asked if that amount should be increased. Mr. Kruger and Mr. Bolton agreed that it would. Mr. Allen stated that there would need to be more research done prior to that.

Mr. Kruger said that assuming that some of that expense is not currently reflected in these budget numbers then the committee would need to look at the bottom line. From what he could see from the figure there Mr. Kruger felt confident that the committee would be able to follow through on that and make sure all towns are connected. He felt that because the money was there the committee needed to proceed with wiring the towns that needed it. Mr. Bolton added that the committee had to be aware that those costs would be recurrent. Mr. Kruger agreed but added that even when looking out into future years there appeared to be sufficient revenue projected to support it.

Mr. Bolton agreed that there would be sufficient funding for several years, but eventually it would be a deficit budget the committee would be working with. When that happens the committee would have to rethink the revenue or expense line or a combination of the two. What it said to him was even contemplating a cost increase for individual vital records would not occur in the next five years. Mr. Kruger felt that was good news. Ms. Hartson asked if on the other hand there was danger of the Legislature coming after this money considering the amount of revenue that was being pulled in and the large balance the fund was carrying.

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Ms. Little felt that having a budget and plan for the money would provide some protection. Mr. Kruger felt that it would provide some protection, but did not put it past a “hard-nosed” legislator to say, “I’ve got a large deficit and I know where I can find 2 million right here.” Ms. Bizarro stated that it had already happened once. Ms. Hartson replied that because it had happened previously she was concerned. Ms. Little replied that the Town Clerk’s Association would protect the fund’s money. Mr. Kruger replied that he knew the association would do what it could, but added that they must be prepared for that type of situation.

Mr. Kruger felt it was important that the money for the added expense of ISPs be budgeted immediately so it will be reflected in this budget. There was discussion regarding dialup charges budgeted at \$8,000 per month. Mr. Bolton wanted to keep the communication cost placeholder, but added that it is no longer \$8,000 per month. Mr. Kruger asked Mr. Bolton where the preservation funding was listed on the budget. Mr. Bolton replied that it was fourth from the bottom of the page. Mr. Kruger asked where it appeared on page one of the budget. Ms. Hartson asked if Mr. Bolton had put it under contracts. Mr. Kruger stated that it was listed under total/contractual. It was added into the \$400,000 figure.

Mr. Bolton stated that part of the funding was there, but that the position for the preservation projects was listed under permanent personnel. The amount listed covered Mr. Allen, Ms. Eccleston, Ms. Moore and the vacant Administrator 1 position. Ms. Little asked if they could see a breakdown of the staff salaries in the next version of the budget. Mr. Bolton agreed that he would work with Ms. Way to put that together. Ms. Little asked that they focus again on the revenue. She referenced the \$888,000 for this year and asked why we seem stuck on that number. She asked where the fund was last year at the same point and wondered why we stayed with that number. Mr. Bolton replied that he had not changed that number and decided that he was not sure that it would remain \$888,000. Ms. Little asked what we had been the year prior. Mr. Bolton replied that it was around \$750,000. He corrected that saying that in 2002 revenue was \$811,000 and in 2001 it was \$804,000.

Ms. Little was surprised at the increase. Mr. Kruger asked if the birth rate was higher or if more people died. Ms. Hartson replied that there are more births, but since 9/11 more people are requiring original birth certificates, not copies. Everyone agreed with that assessment. Mr. Allen asked if certificate prices would go up as more and more towns went online. Ms. Hartson and Ms. Little both agreed that revenue would go up. Mr. Allen asked if because it is now online if prices would go up. All agreed it would not. The legislature would have to approve a higher price.

Ms. Bizarro asked about the equipment budget. She asked what kind of equipment purchases are done for the hospital side. Because it is a requirement that all hospitals participate in the project she asked Mr. Bolton to refresh her memory as to what was allocated to that. Mr. Bolton replied that there was a decision made that non-profit or not-for-profit hospitals would be allowed replacement PCs and printers if they needed them. He was not certain whether we had been replacing anything. Mr. Allen replied that he had not. Ms. Little asked if there were any hospitals that were assisted through the fund. Mr. Bolton replied that there were some hospitals with state owned equipment. Mr. Allen replied that there were printers out there and one PC at Concord Hospital.

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Ms. Bizarro asked if there was a budget item for when there is a need to ensure that they are covered if there is a request. Mr. Kruger asked how many hospitals there were in New Hampshire. Mr. Bolton replied that there were twenty-five birth hospitals. Ms. Little asked how many were non-profit. Ms. Bizarro replied that there were only two for profit hospitals in the state, Portsmouth Hospital and Parkland Medical Center. Ms. Little said that potentially the committee had some exposure there if the non-profits came to us looking for equipment. Ms. Bizarro replied that was why she had inquired. She did not know where most hospitals were in the life cycles of their equipment.

Mr. Kruger suggested that twenty-five hospitals would not be a huge impact on the budget when you consider the number of cities and towns that were being brought online. It would only be ten percent, but it should probably be budgeted. He then asked what about funeral directors? Mr. Bolton replied that they were for profit and they have an obligation to report to the state, but they are charge clients a fee.

Mr. Kruger suggested that they designate a twenty-five percent replacement expenditure for hospitals as they do with towns. Ms. Little thought that it should mention hospitals too so they do not get overlooked. Mr. Allen asked if the committee was looking at providing hospitals with desktop computers. Ms. Bizarro replied that some of them may have their own systems and prefer their own, but others might have a need. Mr. Allen reminded Mr. Bolton that if the committee begins providing PCs to hospitals they would need to include those in their desktop count to OIT.

Ms. Little asked Mr. Bolton to just provide a little more narrative in the budget. She thought that at one time the committee agreed to look at the budget four times a year. She felt that the committee should get back on that schedule. Ms. Hartson asked if the state was collecting the revenue from cities and towns as they expected. Mr. Bolton replied that at that point it was an unknown, but was a great segue into SOSKB.

5. VRIF Budget Discussion:

Mr. Wurtz explained that the Secretary of State's Knowledge Base (SOSKB) is software that will attach itself to NHVRIN for purposes of generating an invoice based on the usage of NHVRIN. It will identify the number of marriage licenses and certificates issued. There was a teleconference in August between the NHVRIN vendor, CNSI and the vendor for SOSKB and worked on a universal platform as far as how the information is going to be reported to KB. It was decided to use a report that is already generated by NHVRIN. CNSI will modify that report to include items that the SOS will need. The benefit is that anyone using the system can go in and generate the report for the same time frame that they can expect SOS to be invoicing them for. That should minimize confusion, as users will see where the SOS is getting its figures.

The two vendors were going to work together with a target of November for the pilot. They have identified fifteen cities and towns of all different shapes and sizes for the pilot. He had not seen the modifications to the report but felt encouraged that they were going to use the same report that users can see. As far as how the money is going to be collected that is something that has yet to be worked out. Mr. Wurtz felt the two vendors found a pretty good common ground to work with so he is anxious to see what the new report looks like.

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Ms. Hartson asked if clerks could see that report online now. Mr. Wurtz replied that the unmodified version is in the fee collection menu. You have daily receipts and monthly receipts. It is the monthly report that is being modified. Mr. Wurtz thought that report allows the user to pick the days they want to see in the report. He felt that it was a really important selling point. If a clerk is questioning an invoice they can go into NHVRIN and look up for themselves. He added that in the business office they use that report daily to cash out their drawer.

Ms. Little stated that she thought it was great that clerks would be receiving invoices, but she wondered would there be follow up if payment was not received. Mr. Wurtz replied that he was not in attendance when that was discussed. Mr. Bolton replied that they would continue to shoot bills out to the clerks but he was not aware of any collection procedures. Ms. Little stated that what she was really asking was who would be watching that. Mr. Bolton replied that the SOS would have the report. Ms. Little said that she really felt that there needed to be follow up. Ms. Hartson added that we are beginning to read in the paper occasionally about towns in trouble and she was not convinced that just sending an invoice would solve the problem.

Ms. Hartson asked if after a period of non-payment would the bill then be sent to the selectmen? Mr. Bolton replied that each town would be setting it up differently. The town may identify the selectman as the persons to receive the invoice. She did not think so. Mr. Bolton suggested that the invoice might go to the Treasurer. He added that if they elect to do electronic transfer the invoice would not go to the clerk. Ms. Hartson replied that any bill that is attributed to her office is given to her for a yea or nay before it is paid.

Ms. Little asked if state law allowed the vital record fee to be used as a clerk's salary or her "user fee?" She explained that a clerk in a neighboring town was depositing the Vital Records fee directly into her own account. Mr. Bolton replied that each city or town is different. In some smaller communities it may be that the clerk does city or town business from her personal account and they allow it. Mr. Wurtz replied that after the issues that were uncovered in the last year about clerks behaving improperly he thought that legislation had passed to prevent it in the future. Ms. Little asked if that legislation passed. No one was sure, but thought that it had.

Mr. Wurtz explained that he was under the impression that the legislation made it illegal for clerks to use their own personal accounts to conduct city/town business. He thought it also made it clear that all funds due the state had to be forwarded. He added that he thought everyone would see an improvement with that new law in effect. There probably are communities that do not mind if their clerk handles their affairs in an irregular way, including keep the fees. Ms. Little replied that it is such a liability for the clerk to do so.

Returning to the original subject, Mr. Wurtz reported that the pilot location list would be available soon for anyone interested in seeing which cities/towns were participating. It was comprised of cities and towns of all shapes and sizes.

6. Other Business:

Mr. Kruger asked about the date for the next meeting of the committee. Mr. Bolton replied that it was scheduled for November 18, 2004. Mr. Kruger explained that he would be unable to attend that meeting, as he would be on vacation. Ms. Little asked if

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there were any other items anyone wanted to discuss. Hearing none, the meeting was adjourned at 10:35 a.m.