

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

To The New Hampshire Department of State

-MINUTES-

***Thursday
November 20, 2008***

Approved Minutes

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Vital Records Improvement Fund Advisory Committee Meeting

November 20, 2008

Archives Building
2nd Floor Conference Room
71 South Fruit Street
Concord, New Hampshire 03301

COMMITTEE MEMBERS PRESENT:

Jill Hadaway, Bow Town Clerk, NHC&TC Association Appointment
William R. Bolton, Jr., State Registrar
Nelson Allan, Public Member, SOS Appointment
Dr. David Laflamme, Data User, DHHS Appointment
Theresa Pare-Curtis, OIT CIO Appointment
Thomas A. Andrew, MD, Medical Examiner Appointment
Joe Gray, Rochester City Clerk, NHC&TC Association Appointment
Robert Carrier, Funeral Director Association Appointment
Dr. Frank Mevers, State Archivist
Anna Thomas, Municipal Data User, DHHS Appointment
Debbie Augustine, NH Hospital Association Appointment

COMMITTEE MEMBERS EXCUSED:

Patricia Little, Keene City Clerk, NHC&TC Association Appointment
Debra Clark, Town Clerk, NHC&TC Association Appointment
David Scanlan, Deputy Secretary of State, SOS Appointment
Stephen Norton, Vital Records User, DHHS Appointment

GUESTS:

Steve Wurtz, Vital Records, SOS
Chris Bentzler, OIT

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Vital Records Improvement Fund Advisory Committee Meeting

1. Meeting Called to Order:

- Ms. Hadaway called the meeting to order at 9:40 a.m.

2. Approval of Minutes:

- Ms. Hadaway asked if members had received and read the minutes from the August 21, 2008 meeting. She then asked for any corrections or comments. Ms. Orman offered that she had misspelled the word “transition” twice on the third page. Dr. Laflamme added that there was a typo on page five. The word “labor” had been spelled “labot”. Mr. Allan made a motion to accept the August 2008 minutes as corrected. Dr. Mevers offered a second and the committee voted unanimously to accept the minutes as corrected.

3. Farewell to Two Members:

- Mr. Bolton announced that this would be the last meeting for both he and Ms. Hadaway. Ms. Hadaway’s term was expiring and he had decided to retire from state service effective November 26, 2008. He would still remain in the field, but would be working for the National Association of Public Health Statistics Information Systems (NPHSIS). They both offered thanks to committee members for their service and expressed that their experiences had been rewarding and they regretted having to leave during such an active period.
- It was reported that Mr. Norton, the committee’s newest member was very ill and would not be attending the meeting.

4. MRI Report Discussion:

- Ms. Hadaway stated that she felt that what the committee was hoping to find out from the MRI review was whether or not NHVRIN was sustainable or if the committee needed to consider replacing the application. She felt that before acting on anything else the committee should discuss how they feel about re-designing NHVRIN. Ms. Hadaway stressed that she was referring to the infrastructure, not the entire application.
- Dr. Laflamme asked Mr. Bolton and Ms. Pare-Curtis what they thought of the suggestion. Ms. Pare-Curtis replied that she was there to speak for OIT and the developers that work on the application day to day. She explained that both OIT and the developers were supportive of the re-architecture of NHVRIN. The developers had even suggested this step to the MRI staff that interviewed them for the review.
- Mr. Bolton stated that he did not want to knock CNSI, but in 2004 Vital Records was given some pretty slipshod code that was acceptable because most did not recognize any problems. He said that he felt for the DOIT staff having to work on making changes to the code. Many of the needs of our users are not being met. Mr. Allan

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agreed that software needs to change. As needs change the software needs to change with them.

- Mr. Allan suggested that the MRI report suggested that they do a code freeze on NHVRIN to save money to re-architect it. He offered a motion that the committee recommend that a freeze be placed on the code unless the work or changes pertain to serious bugs, legislative mandates, or data security issues.
- Eliminating the expense of the Seneca call center was also discussed. They charge approximately \$22 per call and appear to be just taking messages, not attempting to troubleshoot the problem with scripts. Mr. Bentzler replied that he felt that they were helpful in that they assisted him by entering the ticket into the system and sending out email alerts that reached other OIT people that helped cover in his absence.
- The committee discussed examining alternatives to the Seneca Helpdesk, including having Vital Records staff take the calls and route them to the appropriate people. Ms. Pare-Curtis made a motion that the committee look into a less cost prohibitive help desk feature. Mr. Bolton seconded and the committee voted to recommend that the issue be researched. Ms. Pare-Curtis advised that she would make inquiries about what other types of services are available to us and report back to the committee.
- Dr. Laflamme made a motion to freeze the code and only perform development for serious bugs affecting performance, security related changes, and legislatively mandated changes. Mr. Allan seconded the motion and the committee voted unanimously to recommend that the code be frozen.
- Mr. Gray made a motion to go forward with the hiring of a Business Analyst funded by the VRIF devoted to the NHVRIN re-architecture project recommended by Municipal Resources (MRI). Mr. Allan seconded and the committee unanimously voted to move forward with the Business Analyst position as recommended by MRI.
- Mr. Bolton reported that before MRI began the review of NHVRIN they had signed a contract with another company that stipulated that if they elected to bid on any work on the NHVRIN project, it could possibly be considered a conflict of interest. Because the contract had nothing to with NHVRIN he suggested that the committee could agree to relieve them of that concern.
- Mr. Gray made a motion for the committee to recommend that the Secretary of State pursue an RFP through MRI or an outside vendor to redevelop NHVRIN. Ms. Pare-Curtis seconded the motion and the committee voted unanimously in favor.
- The committee discussed the expense of re-architecting NHVRIN and the current economic climate. Members discussed that the fee for a certified copy of a vital record had not risen for years and that most states charge a higher search fee than New Hampshire.
- Ms. Hadaway stated that she felt that clerks would be supportive of a hike in search fees due to the importance of the NHVRIN application and the goal of the fund, and the fact that it had remained steady for so long. Mr. Bolton reported that the Secretary of State had already instructed him that he was not in favor of this

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legislation and would not support it. Committee members felt this was a very important issue to go forward with despite Secretary Gardner's reservations.

- It was suggested that the search fee could go from the current \$12 to \$20 without much fanfare and that marriage intentions could be raised from \$45 to \$55. Members were advised that if this was indeed their goal, the legislation had to be submitted in the next week. Mr. Gray made a motion for the committee to recommend that vital record search fees be raised to \$20 and \$55 for marriage
- Members felt that the marriage hike could be given up during legislative discussion, but that the hike in the certificate fees needed to be held onto. With the current financial crisis this initiative would pay for the re-architecting of NHVRIN without having to ask the legislature for general funds.
- Mr. Carrier seconded Mr. Gray's motion to recommend legislation be submitted to increase the search fee for vital records from \$12 to \$20 and marriage intentions from \$45 to \$55. Mr. Allan and Dr. Mevers advised they would abstain from voting. The rest of the committee voted unanimously to move forward with the recommendation. Ms. Hadaway stated that she would bring the issue before the clerk's association executive committee.
- Dr. Laflamme suggested that the committee recommend that NHVRIN be reviewed and tested by the Web Services Division and committee members agreed unanimously.

5. Other Business:

- Dr. Laflamme made a motion that the Department of Public Health and the Division of Vital Records Administration strive to work together more. Mr. Gray seconded the motion. The committee voted to recommend the same.
- Mr. Bolton made a motion to adjourn the meeting. Dr. Mevers seconded and the meeting was adjourned