

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

*To The New Hampshire Department of State*

***-MINUTES-***

***Thursday  
November 18, 2004***

# Approved Minutes

## **-MINUTES-**

### **Vital Records Improvement Fund Advisory Committee Meeting**

November 18, 2004

Department of Resources & Economic Development Building  
Conference Room  
172 Pembroke Road  
Concord, New Hampshire 03301

#### ***COMMITTEE MEMBERS PRESENT:***

William R. Bolton, Jr., State Registrar  
Patty Little, City Clerk Appointment  
Dr. Frank Mevers, State Archivist Appointment  
Linda Hartson, Exeter Town Clerk, Town Clerk Appointment  
David Pollard, Funeral Director Appointment  
Debbie Augustine, Health Information Specialist Appointment

#### ***COMMITTEE MEMBERS EXCUSED:***

Thomas A. Andrew, MD, Physician Appointment  
William Armstrong, IT Manager, OIT Appointment  
Paul Bergeron, Nashua City Clerk, City Clerk Appointment  
Bob Lambert, Peterborough Town Clerk, Town Clerk Appointment  
Fred Rusczek, Manchester Health Officer, DHHS Appointment  
Rick Bailey, OIT, DHHS Appointment  
Doug Hall, Vital Records User, DHHS Appointment  
David Kruger, Public Member Appointment  
Kimberly Johnson, Henniker Town Clerk, Town Clerk Appointment

#### ***GUESTS:***

Steve Sullivan, Information Technology Manager, SOS  
Jill Hadaway, Bow Town Clerk, Incoming Town Clerk Appointment  
Melanie A. Orman, Vital Records, SOS  
Karen Way, OIT  
Barbara Kostka, Vital Records, SOS  
John O'Neal, OIT, DHHS  
Peter Croteau, OIT  
Eric Allen, 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 and stated that quite a few members were not in attendance. She explained that a number of members were probably at the New England Clerk's Association meeting. She then asked everyone in attendance to go around the table and introduce themselves.

Ms. Little noted that the first item on the agenda was for acceptance of the minutes from the previous meeting and asked for a motion to accept the September 16, 2004 minutes that were distributed with the notice/agenda for this meeting. Ms. Hartson made the motion and Dr. Mevers seconded. Ms. Little asked for corrections. Dr. Mevers stated that on page 15 there was an extra word on line 13 and further down it should read "there was a teleconference in August between the NHVRIN vendor and CNSI and the vendor for SOSKB" it should be "that worked on a universal platform not an". Ms. Little agreed and the corrections were noted. She then asked for a vote to accept the minutes with Dr. Mevers corrections. The committee voted unanimously to accept the minutes with corrections.

### 2. **Membership Update:**

Ms. Little announced that this meeting would be both hers and Ms. Hartson's last. They had each completed two consecutive terms on the committee and that was the limit. Both expressed their satisfaction with their time on the committee and suggested that they would be heard from again. Ms. Little informed the committee that Ms. Hartson's replacement was Ms. Jill Hadaway, Town Clerk from Bow and Ms. Judy Gaouette; City Clerk from Dover would be replacing Ms. Little. Both felt that their replacements would be very effective and active members in the committee and had been selected for that very reason. Mr. O'Neal expressed that it had been a pleasure working with both Ms. Hartson and Ms. Little. They thanked him for the compliment.

### 3. **NHVRIN Update:**

Ms. Way reported that her staff had been working on a number of things over the past few months. One item was the transition of NHVRIN from the Secretary of State to OIT. Ms. Way stated that she was happy to report that it was complete and had been a successful transition. The application database backend is now housed on servers that OIT maintains and supports. That was accomplished over the weekend beginning Friday, October 8, 2004. The application was available to users the following morning at 10:00 a.m. Everything with the move went well. Since the move, OIT has been concentrating on a new build. NHVRIN version 1.40 is currently in User Acceptance Testing. Initially there had been some issues with space on the server but Ms. Way felt that they had been addressed and would no longer pose a problem.

Ms. Way's staff had also been working on establishing a "build" machine. A PC that is separate and secure where the actual compilation of the code would be performed. It would be separate from the development and production environment to keep it pure. The "build" machine is where all new builds will be created. They are also working on communications between all the different areas of OIT to ensure that everyone is on board with all the different phases of the project. Ms. Way and Mr. O'Neal had been

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working with Mr. Bolton and Mr. Cloutier on the Memorandum of Understanding (MOU) and the Service Level Agreement (SLA). There has been significant knowledge transfers to ensure that OIT staff is up to speed when CNSI departs. The CNSI departure was scheduled for the following Wednesday (11/24/04). Mr. O'Neal reported that Ms. Eccleston had decided to move on to bigger and better things in another state. Her last day would be November 20, 2004.

Ms. Little asked Mr. O'Neal what the process would be to replace Ms. Eccleston, as she was no longer an SOS employee. If it was now up to OIT to post the job and recruit for the position. Mr. O'Neal replied that he had prepared a waiver letter and the position had been posted. The internal posting had closed and there were two internal candidates. He added that Mr. Bolton would be participating in the selection process. Mr. O'Neal explained that if the two internal candidates were not a good match the posting would be opened up to outside candidates.

#### **4. Broadband Distribution:**

Mr. Allen explained that the last time the committee met the goal established was to move anyone that was not yet on broadband, to it as quickly as possible. He reported that as far as he was aware there was only one dial up user left in the state, Ricker Funeral Home. Part of the challenge in that situation was getting DSL to work with the Ricker Windows 95 system and Mr. Allen had not been able to find a compatible fix yet. He reported that DMV connections had dropped from thirty to six users. He hoped to bring that down to three shortly, which would leave Stewartstown, Unity and Pittsburg because he could not find any traditional broadband providers for them. An alternative solution might be an ISDN connection that would pump up their speed to 128 to see if that would make a difference. It would not be terribly expensive in the grand scheme of things. The installation fees and monthly cost is comparable to broadband.

Mr. Allen reminded the committee that the last time they met they discussed the Vital Records Improvement Fund covering the expense of providing broadband to those cities and towns that were unable to provide their own. Mr. Allen had recently completed the towns of Middleton and Brookfield. He and Mr. Bolton and the SOS were discussing centralizing the provisioning through the providers themselves so the state would not have to be billed by each town separately. Each provider would bill the state. Mr. Allen was in the process of negotiating with Adelphia, Comcast, Time Warner, Verizon, Metrocast, and others to get standardized rates. So far it was going well. They are essentially offering their residential rates for our needs so we do not have to pay installation fees. He explained that the state is currently paying \$40 to \$55 per month for broadband.

Mr. Allen reported that working out a deal with the vendors was the ideal way for it to work. He only has to deal with one person from each vendor rather than the town going through different people and being at the vendor's mercy. Mr. Allen explained that we have installed firewalls to protect the users and he is locking down that connection to the clerk's office so the entire town cannot piggyback off the one connection. He added that by the end of the year there would be only six legacy towns that will not have a broadband connection. That is because they have not yet found a broadband solution for those towns. Mr. Allen explained that he had not brought anyone on to NHVRIN that did not have a broadband solution because of the issues with dialup connections. He added

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that by the end of the year there should be approximately 140 towns on NHVRIN with the majority of those on broadband.

Ms. Little asked Mr. Allen to clarify exactly what it was that the fund was paying for. She asked if it was equipment costs and monthly fees. Mr. Allen replied that Ms. Little was correct. That he and Mr. Bolton had an understanding that if the installation charges came in under \$200 Mr. Allen was authorized to give the city or town permission to go forward with the installation. Anything over \$200 had to be submitted to Mr. Bolton for approval. He added that he had not encountered that type of situation since the very beginning. In those towns where the only broadband connection is for Vital Records we are paying the monthly fee.

Ms. Little asked what the charge would have been if we had left them on the frame relay, if there would have been a charge. Mr. Allen replied that there was no monthly charge for being on the frame relay and that he had taken that migration as far as it could go. There were three towns remaining that traditional solutions would not work for. He stated that he needed to look into non-traditional solutions like ISDN further or just wait for the broadband providers to catch up. Ms. Little asked Mr. Allen what he thought the overall budget would be for this undertaking. Mr. Allen replied that he could not give an exact number, but would be happy to give an estimate.

Mr. Allen felt that approximately fifty towns would require assistance. He explained that there was no research out there to enable him to give an exact answer. He did add that he had been surprised in the migration of the legacy towns how many of them already had broadband connections before the migration. He reiterated his concern that the agreement between the state and cities and towns be immortalized so that everyone is aware that this is a temporary solution and that when towns are ready to modernize themselves they will be expected to cover their own expenses.

Ms. Little asked Mr. Bolton if they hadn't discussed his looking into writing up a formal agreement at the last meeting that could be signed by all parties to protect Mr. Allen and the state. Mr. Bolton replied that he did not really think anyone had to worry about the legality they just needed to construct a document. He added that he had probably operated under the assumption that because we had the ability to localize service we would not need an agreement document. He added that we could still have an agreement that states, "as the town further provisions itself then we are out of there." Mr. Allen replied that he could monitor that because with the firewalls he has set up he has access and can check in. Ms. Little felt that an agreement was the way to go to ensure a way out of these relationships up front. They need to know that this is not going to go on forever. Mr. Allen agreed and Mr. Bolton stated that he would get a document together for the committee.

Mr. Pollard asked Mr. Allen if the Ricker Funeral Home he mentioned was in Woodsville or Lebanon. Mr. Allen replied that it was Lebanon. Mr. Pollard asked if that was the only funeral home still on dialup. Mr. Allen explained that it was the only home that they were seeing coming in on dialup. On the dialup reports for the last two months the only funeral home showing up was the Ricker Funeral Home. Mr. Pollard remarked that it must take twenty-five minutes to complete the death certificate. Ms. Little replied that you would think that would be an incentive to get broadband. Everyone agreed. Mr. Allen replied that he was surprised to see that report showing only one funeral home

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because when the initial changeover took place there were only about forty percent of funeral homes on broadband. He felt it must have been a tidal wave of change.

Mr. Pollard explained that the benefit was obvious. All he heard from funeral homes in the beginning was how long it took to do anything on the new system. Mr. Allen added that he felt it was not a good idea to bring towns on quickly that do not have access to broadband as it would give them a bad taste of what NHVRIN can do. Ms. Little asked what the difference was when one switched over to broadband from a dialup connection. Mr. Pollard replied that the twenty-five minute time dropped to below ten minutes to complete a death certificate.

Mr. Allen explained that moving to broadband made a tremendous difference. He reported that of the remaining legacy towns, six do not appear to have traditional solutions. The only thing he had to play with was broadband or the ISDN to see if it would work. Mr. Bolton asked if Mr. Allen could list the six towns in question. Mr. Allen replied that Randolph and Stark were the only two he could recollect at the time. He knew that Loudon and Allenstown both had cable coming in. Mr. Pollard added that Gilmanton was supposed to be getting cable. Mr. Allen replied that they already were on.

Mr. Allen stated that he was aware that Mr. Wurtz was hoping to remove AMC by the end of the year, which would leave one half dozen towns that have not yet been migrated over with no system. He felt that a work around could be accomplished because even when the server is not available the town can still operate normally they just cannot transmit data to the state. He did not feel it was a pretty solution but felt it was a workable one. Mr. Bolton replied that he was not sure if Mr. Allen was aware but when a town is unable to transmit a record they had to go in and retrieve the file and rename it, and that was cumbersome for clerks.

Mr. Allen agreed but added that he was unaware of any other solution to the issue. He could not imagine any of those towns wanting to go from AMC where they could do a record in ten minutes or less to a dialup to NHVRIN where it would take considerably longer to complete one. He felt that they would rather go through the added trouble of retrieving their records from AMC until we can provide them a better solution than dialup.

Mr. Sullivan asked Mr. Allen why the town that was having difficulty getting a broadband solution due to running Windows 95 had not been given a new computer. Mr. Allen replied that it was not a town but a funeral home and we do not provide equipment to funeral homes. It had been part of a pilot program that had failed miserably. Some of the funeral homes have networks and the Ricker Funeral home in particular does not want to expose their network to broadband for security reasons. Mr. Allen stated that their concern was justified because they would be more exposed to things on broadband and they may not have the security necessary to protect their systems. Mr. Allen went on to say that their only options were to either too technically complicated for them to handle themselves or would require that they hire outside vendors to come in and address it.

While he was talking with the funeral home, Mr. Allen advised the committee, he was looking at all the old computers he had collected from towns and came up with an idea. He told Ricker that what they needed was a stand-alone pc not on the funeral home network that they could connect to broadband and avoid compromising their network. He knew that the funeral director did not have the knowledge to take that information and

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run with it. Later, he spoke with Mr. Bolton and they decided to try a small pilot program utilizing some of the salvaged computer equipment that was slated for surplus. They offered the funeral home a computer with legacy software already loaded so that it would not be too appealing. He felt the last thing that we wanted to do was to begin giving funeral homes new computers with all the bells and whistles because inevitably they would all want them. It seemed the perfect solution until Verizon sent him software to use to hook up his DSL connection and it would not work with Windows 95. Mr. Allen plans to contact Verizon about force provisioning the computer. He did not feel that would be too difficult as it is pretty commonly done. Mr. O'Neal asked if Mr. Allen could not put Windows 98 on the computer instead. Mr. Allen replied that it was a possibility but he did not have a license for 98. Mr. Bolton stated that he did have a license for 98.

Mr. Allen stated that it was a good solution for this one case but if this succeeds and there are other takers they need to ensure that they will be able to cover demand. Ms. Little asked Mr. Pollard what he thought about it as a funeral director. Mr. Pollard was unsure what to think. He asked Mr. Allen if the only other solution would be for the funeral home to go out and purchase new computer equipment. Mr. Allen replied that that was one option as well as his looking into force provisioning the computer. He wanted to determine how deeply the committee wanted him to get with the individual situations of users. He felt there were more important issues to focus on.

Mr. Pollard asked if the funeral home could go on cable and avoid the issue altogether. Mr. Allen replied that they probably could. That he did not generally see an issue with users using the Windows 95 operating system. He felt that the funeral home had selected Verizon because their DSL commercial rates were substantially less than the cable commercial rates. Mr. Allen added that he is trying to not force them into spending a large sum of money, but on the other hand all the other homes have addressed their own issues on their own nickel. Ms. Little asked if there was an impact to the city clerk in that town due to the funeral home's reluctance to find a solution. Mr. Allen replied that he did not know. Mr. Bolton replied that he did not think it would impact the local clerk because he was still using the system.

Mr. O'Neal replied that the Ricker Funeral Home was showing on the report and the charges for their use of dialup last month was \$44. Mr. Bolton stated that the problem is that the committee does not want to get into the position of having to provide broadband for a for-profit funeral home. Mr. Allen said that there really was no reason why that connection cannot work with Windows 95. He said that he would be happy to make that happen. If the initial registration part is completed all they should have to do is plug it in after the force provisioning. Most vendors come in and do the provisioning but Verizon relies heavily on self-provisioning software.

Ms. Little added that Lebanon as a city has an IT department and that maybe Mr. Allen should consider them a possible resource. Mr. Allen replied that he hadn't thought of the city IT department. Ms. Little informed him that he should consider them, as she couldn't imagine that there wasn't a little aggravation on the part of the clerk because one of the local funeral homes is not on the system. Mr. Bolton replied that because he is still using the old software it probably does not affect the clerk. Ms. Little stated that the issue is whether or not the committee wants to get into the practice of assisting this funeral director when all the other homes are solving their own issues. Ms. Orman

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offered that all that the funeral home would need to do is purchase a firewall like other businesses that connect to the Internet.

Mr. Pollard doubted that there were many funeral homes with networks. Mr. Allen replied that the larger ones do but agreed that it is not a large number. He reported that all the funeral home would need to do is upgrade to Windows 98 to eliminate their problems. Mr. Pollard offered to speak to the funeral director on the committee's behalf. Mr. Allen suggested that if he had a laptop with a better operating system than Windows 95 he could demonstrate for the funeral home how easy it would be. Mr. Allen had already informed them about the upgrade solution, but they have nothing like that in their office. Because their office runs fine on the Windows 95 they haven't felt the need to upgrade to this point.

Mr. Pollard added that the network probably consists of the funeral director's home computers and computers in other offices. Mr. Allen volunteered to call Verizon to check out the forced provisioning and that might make the whole issue moot. Ms. Little agreed and stated that she did not think he needed to go any further. Mr. Pollard asked if Mr. Bolton had not said that the dialup was going to be decommissioned anyway. Mr. Bolton replied that the AMC software program was going to be discontinued not the availability of the dialup connection. That would continue to be made available as backup. Mr. Allen remarked that the funeral director had been very patient and agreeable throughout the process.

Ms. Little asked that the committee return its attention to the six towns that will be migrated from the AMC system. She felt that they should receive a letter advising them of the change so that it does not come as a surprise at the end of the year. Mr. Allen replied that the only thing the clerks would find different is the transmission of the data to the state. The software would still work on their end they would just no longer be able to transmit through the state server. Ms. Little felt that there still needed to be communication because the school of thought out there is that all clerks would be moved to NHVRIN by the end of the year and that will not be the case for those six towns. Those clerks should be aware that they would not be migrated by that date.

### **5. Upcoming User Meetings:**

Mr. Bolton replied that there would be a New Clerk Training session on November 23, 2004 and the final training class for the year would be held December 7, 2004. The software should be available to all clerks by then. Ms. Little stated that she must have misunderstood because she was under the impression that the December meeting was for the clerks to voice concerns, questions, etc. regarding screens, mouse, etc. Mr. Allen replied that the meeting Ms. Little was referring to was scheduled for December 2, 2004.

Mr. Bolton reported that the meeting on December 2 had been originally scheduled as a user meeting that would accommodate the funeral directors, hospital associations and clerks. He had since found out that the first of the month is not a good time to schedule a meeting with clerks, as they are usually busy then. Instead he and Mr. Wurtz had scheduled a room for December 15, 2004. He added that he did not want to spring it on Mr. Wurtz as he had scheduled the other meetings. Mr. Bolton felt that the 15<sup>th</sup> of December would be a better date to hold a clerk user meeting.

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Ms. Little clarified with Mr. Bolton that the December 15 meeting would be for existing users not new users. Mr. Bolton replied that it would be a continuation of the quarterly or semi-annual user meetings that were held in the past. Mr. Pollard asked Mr. Bolton how funeral directors would be notified. Mr. Bolton replied that he was under the impression that Mr. Wurtz had faxed notices. Ms. Little and Mr. Pollard remarked that they had not received anything. Mr. Bolton replied that Mr. Wurtz would be returning on November 22, 2004 and he felt this would be a priority. Mr. Allen remarked that to Mr. Wurtz' credit he usually gets the notices out just when you need to receive them. Mr. Allen asked about posting the meeting on the NHVRIN bulletin board. Mr. Bolton agreed that would be a good idea.

### **6. Service Level Agreement/Memorandum of Understanding:**

Mr. Bolton distributed the latest version of the SLA and the MOU. He advised that there were still some outstanding issues so there would need to be additional meetings, but that the documents were getting close to completion. He then directed the committee's attention to the MOU. In addition to the MOU/SLA he also distributed a document that outlined the number of assets Vital Records has with regard to the number of users and equipment in the field and in the business office. Ms. Little asked if it was referenced in one of the documents. Mr. O'Neal replied that the committee would see it referenced in the MOU.

Mr. O'Neal explained that the document was basically an inventory of Vital Records equipment that Mr. Allen had completed and not all of it should be part of the agreement. That was one of the action items that he and Mr. Bolton still needed to do work on. He added that they want to reference the document but want to make sure that it accurately reflects the items that the Secretary of State wants OIT to support. Mr. Bolton explained that the MOU basically describes the relationship between the SOS and OIT for billing, support and the structure of both operations. He then asked Mr. O'Neal if he wanted to go over the rest as it was more his document. Mr. O'Neal agreed.

Mr. O'Neal explained that this was a template that all the groups in OIT were using with other agencies they supported. It was basically a funding agreement, describing how they plan to bill for the services they provide. It is a very high level agreement and really should be attached to a SLA. Mr. O'Neal felt that the document that the committee was looking at was 95% complete. He admitted there were still a few questions and some wording issues he and Mr. Bolton needed to work out. He also noted that there were some numbering issues on pages eleven and twelve. The document explains how OIT would be doing project tracking, invoicing and reconciling their expenses. It also identifies the people at OIT responsible for billing, contact, etc. Because OIT is trying to keep the MOU uniform throughout the agency so everyone begins from the same template.

Ms. Little asked Mr. O'Neal how many MOUs OIT was currently involved in. Mr. O'Neal replied that on the first page is a listing of all the agencies they support and they are only now getting the first four attachments signed off on by all the agencies. Mr. Bolton added that there had been some concern over how SOS would be billed for services. Initially it was his understanding that it would be a firm, fixed price when in actuality that is not the case. In fact, the budget that Mr. O'Neal had presented was an allocated budget that would not require that SOS expend more than that. Mr. O'Neal

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agreed and explained that his numbers had been a little low for the personnel and much too high for the database and administrative portions. That had since been corrected.

Ms. Little asked if the changes were in terms of hours or rate. Mr. O'Neal replied that it had been in the dollar amount. Ms. Little clarified that she had thought that some of the positions outlined in the earlier budget were not full-time positions. Mr. O'Neal agreed. He then explained that when he had presented this budget to the committee previously he had used a benefit calculation of thirty-eight percent against salary and what he has learned since is that the correct percentage is forty-four. The original estimate was for \$262,000 and the corrected amount was \$273,000. Ms. Little asked if the number on page eleven regarding active users was going to change. Mr. O'Neal replied that it would because it was basically a number taken from the aforementioned inventory document and the SOS did not want everything on the list supported. Ms. Little asked if Mr. O'Neal thought the MOU would be signed within the next few weeks. Mr. O'Neal replied that it should be. He explained that of the two documents it was the easiest to complete.

Ms. Little asked that the committee turn its attention to the SLA. Mr. Bolton explained that the SLA outlined the roles and responsibilities of all the agencies involved. Mr. O'Neal offered that there had been several different versions of the SLA floating around for several months. They soon found that it was very difficult trying to document every single thing that anyone might do or might want to do. Eventually they found themselves tied up in knots because they had so detailed every step that he and Mr. Bolton sat down and reviewed the document and tried to find common ground that allowed them to clear away all the unnecessary micromanaging. He added that there were still some areas that needed to be tweaked but that he was very satisfied with the progress so far.

Mr. O'Neal explained that what he and Mr. Bolton had done in a three-hour meeting was to agree more on the philosophy of the agreement rather than the minute details. Mr. O'Neal stated that OIT wanted to support NHVRIN and Vital Records to the best of their ability and wanted the document to reflect how they planned to do that instead of detailing "John will code from 8 to 9" step by step. Mr. Bolton agreed with Mr. O'Neal. Ms. Little explained that she was a little surprised that there was no mention of response times as that had been a major sticking point in the past. She explained that since she now knew that it was more of a philosophical document that would explain it. If there was a need for a change to the database shouldn't there be a response time in which Vital Records can expect action to be taken or is that not appropriate? Mr. O'Neal responded that it was indeed appropriate but the difficulty in locking in a response time for another group is that he needs to get all groups to buy into it too.

What the agreement currently says is that OIT will act as the SOS/Vital Record's agent amongst all OIT groups. So if Mr. Bolton wants to put out a release in two weeks it is up to Mr. O'Neal and Ms. Way to go and put everything in place to make that happen. What Mr. O'Neal took from his meeting with Mr. Bolton was that Mr. Bolton would make a request and they (OIT) would go and do their best to bring all the pieces together but there are often unforeseen situations that make guaranteed response time difficult to live up to. There was an incident recently where they were unable to put the new release into User Acceptance Testing (UAT) on the planned date because of a server issue.

Mr. O'Neal added that he was unsure if he had answered Ms. Little's question, but that he felt that for the most part they would always try to comply Mr. Bolton's needs.

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Everyone needs to remember though that there will be some instances when there will still need to be negotiations. Mr. Bolton stated that since Mr. O'Neal touched upon the DBA group that was probably the biggest hole that he was thinking of. Vital Records is paying for Developers and Technical Support Specialists so that means they have pretty much, locked up the level of support that they need. However, when it comes to DBA, Mr. Bolton stated that he thought it would be prudent to put something in the document that addressed the expected level of service from the DBA group.

Mr. Bolton added that there had been a memo shared from Mr. Cantonese from back when they were having difficulties in the development process and he had obligated a time frame in which Vital Records could expect action or a response from them. Mr. O'Neal asked if Mr. Bolton had the document. Mr. Bolton replied that he had not found it yet, but would continue to look for it. Mr. O'Neal agreed that if it was located that it would probably not be an issue to plug it into the SLA. He asked if that was the document where Mr. Cantonese asked for two weeks notice. Mr. Bolton did not recall that request being part of the document, but felt that even if it was it would still give Vital Records a time frame in which to expect a response. Mr. O'Neal stated again that he had no problem with including that in the agreement he just wanted to be clear that there are some areas in which he has no control.

Ms. Way offered that the SLA does contain information regarding regular scheduled releases of updated versions of NHVRIN. She added that those releases would take into account, requests for changes and upgrades from the business office, clerks, etc. Everyone will need to understand though that things sometime break down and need to be repaired or replaced. The response times for critical issues would be different than a request for an enhancement designed to save keystrokes for example. Ms. Little replied that she understood that. She asked if there were any additional comments regarding the SLA. Mr. O'Neal stated that he needed to clean up some of the different hours listed in the SLA. In some areas it says 7:30 to 4:00 and in others 8:00 to 4:00 and so on. Ms. Little agreed that those changes should be made.

Mr. Croteau asked if the structure of this committee was similar to the advisory committees they have over at DMV where they do have stakeholders involved but all direction comes from DMV or does the VRIF committee have actual oversight of the creation of the agreement. Ms. Little replied that the VRIFAC is set up by statute and she did not think they would find that was the case with the DMV groups. Secondly, she had never seen this group act outside approaching Mr. Bolton with their concerns/opinions. She felt that the Registrar would always be the spokesperson for the committee. The committee is only an advisory committee, but they would make recommendations, etc. to the Registrar and ultimately the SOS. Ms. Little told Mr. Croteau that he would never see the committee going directly to OIT or any other agency.

Mr. Croteau then asked if Mr. Allen's role was clearly separated from what OIT does. He mentioned seeing things in the agreements like "we support email or some helpdesk function that either Frank in the server area or Sally (Gallerani) does." Mr. O'Neal replied that Mr. Allen is part of Tech support services. Mr. Allen added that he did work for Ms. Gallerani, not directly but he did. Mr. Croteau pointed out the primetime hours are outlined in the agreement as 8:00 a.m. to 6:00 p.m. Mr. Bolton explained to Mr. Croteau that Ms. Gallerani had offered those specific hours, at an earlier meeting.

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Ms. Way stated that those were the hours that Mr. Bolton had requested in an earlier meeting between himself, Ms. Way, Mr. Cloutier, and Mr. O'Neal. She explained that those were the hours he had outlined as being when the majority of NHVRIN's users would be active in the system. Mr. Bolton added that his recollection was that it was part of a larger meeting and there had been a greater number of people in attendance including Ms. Gallerani. Mr. Croteau replied that as long as the agreement states which groups in OIT would be bound by those hours. Adding that different groups in OIT work different hours and the agreement would have to take that into consideration. Mr. Bolton explained that the earlier discussion about the different hours mentioned were probably correct for the individual groups referenced.

Mr. O'Neal explained that he needed to meet with all the directors of the groups involved and tell them the hours that coverage is needed as well as the "do not disturb" hours and get their input as to how to best handle coverage. Mr. Croteau said that it states in the document that Vital Records is open 8:00 a.m. – 4:00 p.m., but that users need to be supported until 6 p.m. Mr. Bolton replied that funeral directors could be working at 2:00 a.m. He added that with regard to clerks they sometimes have extended office hours during the week.

Mr. Croteau asked if they had a backup system where clerks can do paper documents if the system is down. Mr. Bolton replied that they did not. Mr. Croteau asked what they would do at 10:00 p.m. when they needed to do a record and the system was down. Mr. Bolton replied that the joint expectation is that NHVRIN would be operational 24 hours a day. If there is an acute issue with a server the user would call the helpdesk (Seneca) and if they are able to address it they will. Otherwise, it would wait until regular OIT staff arrived during regular business hours. Mr. Allen explained that it was his understanding that it had always been this way. Developers would only be asked to come in after hours for pre-arranged upgrades, fixes, etc.

Mr. Croteau mentioned that there were statistics outlined in the draft SLA, but what he was hearing was that developers would be on a "best effort" response time during prime time. Ms. Way replied in the affirmative and offered that she had no staff at the time that works until 6 p.m. Mr. Croteau asked if that did not also apply between the hours of 8:00 a.m. and 4:00 p.m. Ms. Way said that it did. Mr. Bolton stated that that is why he wanted to include language in the agreement regarding the DBA group. Ms. Way explained that it would need to pertain to all groups that they could not single out one group in the agreement.

Ms. Way then explained to the committee the different types of outages that may be experienced and the different levels of response. Whenever a production application goes down that is an immediate response. She was in the process of drafting a contact list for NHVRIN from the technical side of who to contact if it is a server issue, a database issue, or an application issue. Often times they receive notice of an outage through email and not everyone has their email going all the time because it can sometimes conflict with the software application they are running. She advised that if there is a problem that it should be called in and not reported through email. If a quick response is needed then they need to call the issue in. There was recently a critical outage and as soon as OIT was made aware of the problem they began an investigation to determine the problem and the fix for it.

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There was recently an issue with the UAT server and they also immediately responded to that, but since it was not interfering with the business side of the application it was not as urgent. In OIT they typically try to respond as rapidly as possible depending on the extent of the issue. If NHVRIN has just completely “blown up” it will take them longer to recover from that than if someone pulled the plug on the server by accident. Mr. O’Neal added that he felt that the point was that from primarily 7:00 a.m. until 6:00 p.m. if something happens to the production gear you would not believe the scrambling that goes on in the office. Mr. O’Neal explained that Mr. Bailey has beat into them that the production environment is sacred. When an outage occurs everyone drops everything to address it.

Mr. O’Neal reported that only one of their user groups requests and pays for after hours service and that is Child Support Enforcement. They have developers on call from 6:00 p.m. until 6:00 a.m. so if there is an issue they can be called in. He explained that for the NHVRIN application they would need to have three people on call. Ms. Little did not think that was necessary. Hearing there was no further questions on the SLA Ms. Little asked Mr. O’Neal if he felt that it would be completed within a couple of weeks as well. He replied that it was entirely possible.

### **7. Heirloom Birth Certificate:**

Mr. Bolton reported that Vital Records now had the capability to produce the new Heirloom Birth Certificate. He displayed a mock up of his daughter’s birth record. He hoped to have them in production soon. Ms. Little recalled that there had been discussion at earlier meetings about marketing the new certificate. Mr. Bolton replied that Vital Records was just going to put together a pamphlet and posters that would be distributed to city and town clerk’s offices and birth clerks. Mr. Bolton would be interviewed on a local cable access program on December 2, 2004 regarding the new certificate.

Mr. Bolton then explained that clerks would be able to take orders for the new certificates but they would all be filled at the business office in Concord. The reason for that is his signature on the new certificates would be original, not a stamp. Mr. Sullivan suggested that the certificate could be advertised on the SOS website. Ms. Little asked Mr. Bolton if this display was just informational. Mr. Bolton replied that he was wondering if he might be able to expend up to \$1000 for brochure/poster production.

Ms. Little asked if that was just printing costs. She then asked if someone was designing the posters/brochures. Mr. Bolton replied that he thought that Vital Records would just do it internally. Ms. Little asked Mr. Bolton again how much from the sale of the certificates went to the VRIF. Mr. Bolton replied that \$15 from each certificate went to the VRIF. The other \$10 goes to the General Fund. Mr. Allen asked how much each certificate cost to produce. Mr. Bolton replied that the paper is probably less expensive than the safety paper regular certificates are prepared on.

Ms. Hartson said to Mr. Bolton “Speaking of money, when is the NHVRIN system going to be up and collecting money?” Mr. Bolton suggested that everyone wait for Mr. Wurtz to return before discussing that so that everyone would be on the same page. He asked Ms. Hartson what her thoughts were on it. She replied that she felt there were still some issues “out there” that Vital Records was not aware of. Mr. Bolton asked if she thought that they would hear about them on December 15. She replied that he might and added that there are still ways to get stock out without having to pay for it.

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Mr. Bolton replied that you would still need to put in a DCN number. A committee member stated that she had been able to print a record the previous week and did it without NHVRIN charging her. She admitted that she did not know if she would be able to replicate it, but it had happened. Ms. Hartson stated that staff in her office was able to as well. She thought that they would be able to replicate it. Mr. Bolton explained that there had been other suggestions as to how to get safety paper out to the clerks. Someone from Rochester suggested that Vital Records charge the clerks for each piece of safety paper and give them credit when they return a void. He felt that doing it that way might be an option, but wanted to get to the bottom of the issue that had been raised.

Moving back to the Heirloom subject, Ms. Little asked for a motion to approve the expenditure of \$1000 for the printing of the posters/brochures. Mr. Sullivan asked why Mr. Bolton did not just use Graphic Services to print the items. Mr. Bolton replied that Graphic Services might be the printer they use, but added that it still costs money. Mr. Sullivan agreed, but said that it would probably be less. Mr. Bolton agreed that Vital Records would go through Graphic Services. Ms. Hartson made the motion that the VRIFAC approve the expenditure of up to \$1000 for the preparation/printing of the posters and brochures for the Heirloom Birth Certificate. Mr. Bolton seconded the motion. Ms. Little asked for discussion. Hearing none she asked for a vote. The committee voted unanimously to allow Mr. Bolton to spend up to \$1000 to print the posters and brochures.

### **8. Other Business:**

Ms. Augustine reminded Ms. Little that she had not been in attendance at the last meeting, but Ms. Bizarro had attended in her absence. She asked about the discussion regarding budgeting funds to assist hospitals with new hardware. Mr. Bolton replied that the budget had been revised and a line was added for Hospital Replacement Equipment. Ms. Augustine thanked him. He added that he had also straightened out the OIT staffing information. Mr. Sullivan asked if the replacement equipment was on a request basis. Mr. Bolton replied that Ms. Augustine was the liaison with the hospitals and if she wanted to promote it she could.

Ms. Hartson asked if the committee had not discussed limiting the number they replaced each year so as to not put too much of a drain on the budget. Mr. Bolton replied that he thought there was a percentage thrown out there. Ms. Augustine read from the minutes "...designate a 25% replacement expenditure for hospitals as they do for towns." She attributed that statement to Mr. Kruger. Mr. Allen asked if the committee wanted to formally notify the hospitals that they were entitled to this or wait for them to discover it on their own. Ms. Little asked Ms. Augustine if she could take that message to the hospitals. Ms. Augustine clarified that what she should tell them is some state equipment could be available to them. Ms. Little agreed.

Ms. Augustine asked if there was something that the state sent out to the clerks in regard to replacement equipment. Mr. Bolton replied that they do not have any printed materials that the word gets out. Ms. Orman suggested that Mr. Bolton could share that information with birth clerks at the bi-monthly Birth Data Quality meeting. Mr. Bolton agreed. Mr. Allen suggested that this item is another good item for the NHVRIN opening page for birth clerks.

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Mr. Bolton presented Ms. Little and Ms. Hartson with a thank you gift for their long-term service on the committee. Ms. Hartson thanked everyone and replied that it had been very enjoyable as well as educational. Ms. Little told the committee that she had been at a meeting recently about broadband and it was the NHVRIN project that had been identified as the leader in the state when it comes to technology that is coming from the state to the local level. She explained that she hears that often and it makes her proud.

Meeting adjourned around noon