

Vermont Web Portal Board Meeting

August 6, 2024

National Life Dewey Conference Room 206

Present Board Members:

- Dawn Carrillo
- Catherine Delneo
- Jacob Durell
- Lauren Hibbert
- James Lipinski
- Elle O'Casey
- Josiah Raiche
- Michael Smith

State Web Services: Harry Bell, Maggie Wilson

Tyler Technologies: Kim Cuciti, Dan Gozdoff, Nick LaRow

Call to Order

Tyler Technologies Update:

Tyler staff presented an update on their work since the previous meeting.

Tyler staff described 14 recent service deployments including a registration service which allowed users to register for events online and make payments.

Tyler staff provided updates on 80 services, with 16 involving new functionality and integrations, such as the DCF Emergency Rental and General Assistance Portal. The majority of the updates, totaling 64, focused on migrating services from the old App Engine platform to the new Engagement Builder platform.

The team, in coordination with ADS, is preparing for the migration to Aqua, targeting completion by October 2024.

This effort includes configuring the CDN for enhanced resiliency and testing the migration of 130 agencies to Aqua's cloud hosting platform.

Public Comment:

The chair suggested adding a public comment item and other business just before the potential executive session. The modifications were approved by all present.

During public comment, Denise Reilly-Hughes, Secretary of ADS, addressed the board's previous requests regarding the state's web portal, funding model adjustments, and initiating the RFP process due to the upcoming end of the hosting contract.

She emphasized the importance of aligning the web portal's vision with ADS's strategic priorities, particularly focusing on user experience and simplicity. Denise requested more feedback from the board and the public to ensure a collaborative approach.

Additionally, she highlighted the need for modernization in the RFP process, especially concerning accessibility, and sought the board's input on the future direction of Vermont's digital services.

RFP Deadline:

A discussion on the deadline for the RFP took place, with an emphasis on maintaining a fast-paced schedule. The details of the schedule were agreed to be discussed further in the executive session.

Executive Session:

A motion to enter the executive session was passed unanimously by all members present.

Conclusion:

After returning from executive session, the board discussed the need for self-examination regarding its transparency and effectiveness.

Topics included improving the board's presence on the state's website and better managing and publicizing information.

There was a consensus on the need for further clarity around the board's roles and responsibilities, which will be addressed in future meetings. The board agreed to continue this discussion on September 10th.