

Vermont Web Portal Board Meeting

September 10, 2024

120 State Street in Montpelier

Present Board Members:

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

State Web Services: Harry Bell, Maggie Wilson

Call to Order

Accountability Discussion

The meeting began with a discussion about the role of the Web Portal Board in relation to accountability and oversight. It was noted that the Board primarily serves as an advisory body.

A portion of the conversation focused on how user feedback is gathered from both internal and external website users. Historically, this has not been a primary focus, and the group discussed whether they should introduce a survey or user testing.

The implementation of such initiatives would likely require a budget allocation. Board members considered user testing across State websites to improve feedback collection.

RFP Work

During the meeting, the Board reviewed the Request for Proposal (RFP) process that they are overseeing, specifically for payment processing and web services. It was determined that several updates are required.

The Board Secretary, Maggie Wilson, will implement the suggested changes and circulate the revised RFP for further feedback from Board members.

The goal is to ensure the process is efficient and aligned with the group's expectations for service quality and futureproofing.

Executive Session

The Board held two separate executive sessions. The first focused on discussing the funding model for web services, with an emphasis on how to evolve and sustain it in the future. Ideas were proposed for more effective budgeting and securing funds for the long-term stability of the portal.

In the second executive session, the RFP process was discussed further. The group reiterated the importance of making strategic changes and aligning the proposal with current goals. The Board Secretary's responsibility to finalize the changes and share them for review was confirmed.

Conclusion

The meeting concluded with the decision to reconvene for further discussions on Tuesday, October 8.

The updated RFP draft will be reviewed at that time, along with any new feedback on accountability and user engagement. The meeting adjourned with unanimous agreement on next steps.