

Access Hawaii Committee Meeting Minutes

May 2, 2008

8:00 AM to 10:30 AM

Comptroller's Conference Room 410

Kalanimoku Building

1151 Punchbowl Street

Honolulu, Hawai'i 96813

Members Present

Russ Saito, Comptroller/Chairperson, Department of Accounting and General Services (DAGS)
Todd Crosby, Assistant Administrator, Information and Communication Services Division (ICSD)/DAGS
Aaron Fujioka, Administrator, State Procurement Office (SPO)
Clay Sato, Department of the Attorney General (AG)
David Sharperson, IT Specialist, Department of Taxation (DOTAX)
Lawrence Reifurth, Director, Department of Commerce and Consumer Affairs (DCCA)
Mandi Swanson, IT Project Leader, County of Kauai (VCC)**
Kristilyn Kam, Designee for City & County of Honolulu (VCC)**
Jacob Verkerke, IS Manager, County of Maui (VCC)**

Members Absent

Representative Pono Chong, House of Representatives
Senator David Ige, State Senate
Kurt Kawafuchi, Director, Department of Taxation (DOTAX) – represented by designated member
Eric Knutzen, CIO, County of Kauai (VCC) – represented by designated member
Gordon Bruce, Director, City & County of Honolulu – represented by designated member
Paul Tsukiyama, Director, Office of Information Practices (OIP)
David Maeshiro, CIO, Judiciary
Clayton Yugawa, Director, County of Hawaii (VCC)**

Other Attendees

Kevin Thornton, IS Manager
Matthew Wong, IT Specialist, ICSD/DAGS
Susan Underwood, Info. Mgmt. Section Head, County of Maui (VCC)**
Russell Suzuki, Deputy Attorney General, Department of the Attorney General (AG)
Jing Xu, Marketing Director, Hawaii Information Consortium (HIC)
Russell Castagnaro, General Manager, Hawaii Information Consortium (HIC)

***Participated via videoconference center (VCC)*

I. Call to Order – Welcome and Introductions

Chairperson Saito called the meeting to order at 8:09 a.m., at which time quorum was established. Access Hawaii Committee members and other attendees introduced themselves.

II. Review and Approval of the April 4, 2008 Meeting Minutes

Chairperson Saito moved to approve the April 4, 2008 meeting minutes. AHC members voted and approved the minutes.

III. Hawaii Information Consortium

Russell Castagnaro, General Manager

1. General Manager's Report

Russell Castagnaro reviewed the General Manager's Report, and starting out saying that April was one of the busiest months.

Jing Xu reported on the marketing activity. In May, the HIC will be starting the June 2008 cycle for PVL renewal.

The DNLN DOBOR issued a press release on April 24, 2008 for the Online Vessel Registration Renewal. The application was actually released in September of 2007, but a press release was not issued until April 24, 2008 so that the DNLN DOBOR could become familiar with the system.

HIC plans to enter three submissions to the 2008 NASCIO Awards survey. The submissions for Hawaii Compliance Express and Hawaii Electronic Death Registration are being reviewed by the HIC's public relations and marketing corporate office. Once the review is done, the submission will be sent to the owning agency of the application for review and then finally submitted to NASCIO. The third submission, for the State ID Application, is currently being drafted by the HIC.

Jacob Verkerke, County of Maui, asked if mailings are done by the HIC at their expense. Russell Castagnaro responded by saying that the HIC sends out the mailing, but the partner pays for the postage. Jacob Verkerke stated that in the beginning, the online motor vehicle registration language consistently stated that the HIC would send out the mailing. If the partner is paying for the postage, the HIC needs to be more precise in how they represent the marketing campaign. The HIC will attempt to have less ambiguity going forward.

The Bureau of Conveyances (BOC) is required to do everything in microfilm. An electronic seal being allowed was not passed by the Legislature. The Legislature recommended that a study should be done first. HIC will focus on UCC filings, document searches, and UCC searches design and specifications in preparation for the next Legislative session.

The HIC is creating system requirements documentation, researching Content Management System (CMS) options for multiple agencies and counties, and researching self-help systems for agency use (e.g., live help). The HIC is also looking at agency requests to receive feedback in a more organized manner (e.g., online as opposed to fax or email) on items needing public feedback (e.g., environmental impact studies, transit plans).

Portal statistics have gone up from last month since the HIC started using the numbers from the load balancers instead of directly from the servers.

1. Discussion of new applications

The \$2.50 DOTAX fee was removed on April 14, 2008 with the DOTAX picking up the fee.

The Judiciary, AG, DCCA, and DOTAX have applications that are actively being harvested for their data. The HIC is moving to CAPTCHA to enter text or hear noise to determine that a computer does not generate the response. The HIC is working with the NIC to develop a policy and can volunteer any policies developed as a reference. From the HIC's perspective, the Judiciary is the most attractive dollar wise, BREG data for business entities, and PVL. For the July AHC meeting, the HIC will provide the AHC a draft or approved version of their policy. A subcommittee will review the policy as well as the partners affected.

2. Review of project list

The HIC has added a "Priority" column to identify where the project priority stands in the HIC queue. A priority of "1" is considered the highest and "5" the lowest.

New additions to section A of the project list include the DCCA BREG's rewrite/enhancement of Annual Filings, the Judiciary's Volunteers in Public Service, and the Lieutenant Governor's Enhanced Statewide Calendar.

Section B, number 15, HIC Portal Reminder Service, was previously called eBill. The application has been renamed by the HIC because eBill sounds like it sends out a bill.

New additions to section C of the project list include the DCCA PVL and the DCCA BREG List Builder Rewrite, and the DLNR's Statewide Camping Reservations.

New additions to section D of the project list include the Judiciary's Driver Monitoring Service, OMPO and HCDA's CMS Hosting, and the rewrite of the DLNR's Na Ala Hele Trail System.

Kevin Thornton of the DCCA asked about how to get items onto the state calendar. Chairman Saito stated that the AHC could issue an executive memorandum for state agencies to follow and counties to agree on. The AHC could establish a policy that agencies are subject to the AHC's jurisdiction to post calendar items electronically. The OIP will draft this policy.

Russell Castagnaro stated that the counties could use the statewide calendar free of charge. Contact Jing Xu for instructions on how to use the statewide calendar.

4. Review of open ticket reports (Mantis)

The Attorney General's (AG) office requested that their HCJDC project names be renamed to AG – HCJDC – Project Name.

If there are any issues with the open issues list, please call Russell or Jing or the appropriate HIC Project Manager.

5. Access to AHC Information via Website

The AHC site has removed the login page from the home page.

IV. Discussion of the AHC prioritization process for applications to be developed by the Internet Portal Manager

1. Status update on AHC prioritization process

Todd Crosby reported that the ICSD developed Electronic Governors Initiative Tracking System (eGITS) application, which could be repurposed for the prioritization of projects for the AHC. The eGITS application was developed for the online initiative and is fed data from all departments and divisions within the State in terms of what is on their list to make into an online form. Information included would be details on the project, what is involved, and whom it affects. The AHC and counties can have equal access. ICSD will share this application with HIC and provide further information at the next meeting.

2. Discussion of content management system

Todd Crosby reported that there currently exist two methods. If there is a combining of the CMS between the HIC and the State, then a consistent look and feel and agility can be achieved. Benefits achieved include the simplifying of links between pages, fixing dead links,

and reduced maintenance and manpower. A presentation on CMS will be done at the next meeting.

V. Discussion of Program Manager Position

The request for this position is currently at the Department of Human Resource Development (DHRD). No update on the status of this position. There does exist an ICSD eGov exempt position that can be used as a fallback. The DHRD has agreed to extend this position for two years to make it permanent.

VI. Discussion of Governance of Web Sites and Internet Service Providers

Todd Crosby reported that issues dealing with the eHawaii policy and how things are developed internally have been occurring more often. The State as a whole is spending money on third party development that comes to the eGov website where the documentation and language is poor, as the constraints are not stressed. Public data, which can include comments and documents, also is not kept under the State's control. The control of public data needs to be cleaned up and strengthened to keep jobs in Hawaii, keep the public's data safe, and in the State's custody. Within the governance piece, a template is being worked on.

The eGov team is creating a web development guideline template that can be added to an existing ICSD rider document for third party development. This document can then be used for governance. The ICSD would also like to partner with the HIC to review the structure and guidelines of this document. A template will be ready for the next meeting.

VII. Adjournment

Chairperson Saito adjourned the meeting at 9:09 a.m.

Respectfully Submitted,

7/10/08

Date

Russ K. Saito

Russ K. Saito, Chairperson
Access Hawaii Committee