

Access Hawaii Committee Meeting Minutes

March 6, 2009

8:00 AM to 10:0 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)

Debra Gagne, Administrator, ICSD/DAGS

Aaron Fujioka, Administrator, State Procurement Office (SPO)

Paul Tsukiyama, Director, Office of Information Practices

Clay Sato, Data Processing System Manager, Department of the Attorney General (AG)

Kevin Thornton, IS Manager, Designee for Department of Commerce and Consumer Affairs

David Maeshiro, CIO, Judiciary

Gordon Bruce, Director, City and County of Honolulu (VCC)*

Burt Tsuchiya, IT Director, County of Hawaii

Jacob Verkerke, IS Manager, County of Maui (VCC)**

Mandi Swanson, IT Project Leader, County of Kauai (VCC)

Members Absent

Lawrence Reifurth, Director, Department of Commerce and Consumer Affairs (DCCA)-
represented by

designated member

Eric Knutzen, CIO, County of Kauai (VCC)-*represented by designated member*

Senator David Ige, State Senate

Representative Pono Chong, House of Representatives

Kurt Kawafuchi, Director, Department of Taxation (DOTAX)

Other Attendees

Russell Suzuki, Deputy Attorney General, Department of the Attorney General (AG)

Susan Underwood, Info. Mgmt. Section Head, County of Maui (VCC)*

Liane Kimura, CSEA, Department of the Attorney General (AG)

Liane Moriyama, HCJDC, Department of the Attorney General (AG)

Sharon Wong, Data Processing System Manager, DAGS/ICSD

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 8:10 a.m., at which time quorum was established and introductions made.

II. Review and Approval of the February 6, 2009 Meeting Minutes

Aaron Fujioka moved to approve the February 6, 2009 meeting minutes, David Maeshiro seconded the motion. AHC members voted and approved the minutes.

III. Hawaii Information Consortium General Manager

Russell Castagnaro,

1. General Manager's Report

Russell Castagnaro reviewed the General Manager's Report. He noted a typographical error in the Executive Summary that should reflect that the Google Analytics should be for the month of February 2009, not February 2008. Russell commented that HIC staff attended the Unconferenz, which related to eGov, the public, and different technologies. The next time this occurs, he will inform State webmasters.

Jing Xu reported on the Marketing Activities. For DCCA INS, HIC will ask them if they are willing to eliminate mailings and send out reminders instead.

Russell Castagnaro referenced the Statement of Work document and said this is a sample SOW. He also mentioned the excel spreadsheet which contained a list of legislation that may affect the portal that made it to crossover.

On the financials, Jacob Verkerke noticed that the cost of revenue increased \$60,000 compared to last month. Russell Castagnaro explained the merchant fees for tax payments come through in the following month (February) as well as paying for Internet connectivity and the purchase of the content management system (CMS) this year.

2. Discussion of new applications

No discussion.

3. Review of project list

Russell Castagnaro reviewed the bolded items in the HIC Project Report. Liane Kimura asked a question relating to an enhancement to their existing Child Support Enforcement Agency (CSEA) portal application. The enhancement will allow more updates from customers, and in the Statement of Work, two methods are being proposed on the design of the application and the handling of how information between the portal and their systems would be done. One of the options proposed to CSEA would incur development charges, and it was her understanding, as one of the RFP evaluation committee members, that business costs would not be passed on to state agencies; that costs would be generated only with subscription or convenience fees. Russell Castagnaro responded that there are three methods of getting revenue; and in the case of CSEA, one option can be funded by revenue, which would cover transaction fees, however, there is not enough anticipated volume to recover development costs. The second option is to provide an automated, fully integrated end-to-end solution with a time and materials component. Jacob Verkerke commented that based on the contract, he is not sure whether the contract provides for the philosophy that Russell is describing, which is allowing a mechanism for HIC to decide if the application will be done on a fee basis. A prioritization and protocol is supposed

to address the allocation of HIC resources to meet requests. Therefore, before we agree to allow this kind of discretion on the part of HIC to continue in this manner, we need to look at the contract. Russell Suzuki raised a possible legal concern if there is a transfer of fees from one agency to another agency, as there is a Hawaii Supreme Court decision which decided that fees cannot be transferred to another agency. Kevin Thornton commented that state agencies would pay HIC based on operational savings, of which HIC will then decide what to do with their profits. This item will be put on the next agenda.

4. Review of open ticket reports (Mantis)

Russell Castagnaro asked members to contact him if there are any questions on this report.

5. Approval of new Statement of Works (SOWs)

None reported this month.

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

1. Weighting factors for a prioritization matrix

Debra Gagne reviewed the Comments and Recommendations document. An AHC investigative committee was formed with Kevin Thornton, Clay Sato, Jacob Verkerke, Russell Castagnaro, and Debra Gagne. Russ asked that the Counties be included in the Background section of the Comments and Recommendations.

Jacob Verkerke requested that an item be placed on the agenda to investigate the fee structure that will fund the Program Manager position, and to then adopt a fee structure recommendation to set aside some positive cash flow for this position.

2. Discussion and approval of subsection 3 of the content management system (CMS)

Clay Sato is leading this committee, which met after the prioritization meeting since they are the same committee members. The fees, as documented in the SOW document, are agreed to. On the operational side, the committee needs to research how measurements will be done. Russ Saito asked who are the subject matter experts who could also serve on a sub-committee to investigate the proposed matrix? Clay Sato mentioned Liane Kimura would be a good candidate. Debra Gagne suggested that the five persons noted here should identify the subcommittee members. Russell Castagnaro could send an email to other partners to see if anyone is interested in serving on the subcommittee. Five names can be sent to Russ Saito, as Chair of the AHC.

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

David Maeshiro reported that he received HIC's format for web pages and trying to figure out how to move forward.

VI. Update on Draft Policy for Electronically Posting Calendar Items

Paul Tsukiyama reported that HB 1148 was heard by the House Judiciary Committee on February 20, where the Committee drafted a definition of state calendar and added it to the bill. Paul Tsukiyama commented that this will only apply to State boards, not County, in the way that it is written. If Counties want to pursue, they may want to designate official County website draft language. HIC can adapt the calendar to the

County's needs. Although not mandated by law, the system could accommodate the Counties on a voluntary basis.

VII. Discussion on Unauthorized Access to Government Sites

Russell Castagnaro reported that there is no progress in this area due to lack of time. Debra Gagne reported on a hack of the SPO website which appears to be an SQL injection from Russia. The service was restored, no data was corrupted and no security breach occurred.

VIII. Discussion on the 2008 AHC Annual Report

Chairperson Saito reported that he will send it in unless anyone has additional input.

IX. Announcements

Russ Saito asked Mandi Swanson if she had been informed by the Kauai Mayor to create a stimulus website, in which she said no. Russ Saito mentioned that he will contact Eric Knutzen.

Clay Sato referred back to the HIC Project Report that said that item number 40 in Section D is under HCJDC as the Department and number 29 is under PSD.

Debra Gagne reported that the SPO site was hacked which appears to be an SQL injection from Russia. Service was restored, no data was corrupted, and no security breach occurred.

X. Adjournment

Meeting was adjourned at 9:40 a.m.

Respectfully Submitted,

5/29/09
Date

Russ K. Saito
Russ K. Saito, Chairperson
Access Hawaii Committee