

Access Hawaii Committee Meeting Minutes

February 3, 2010

8:00 AM to 10:00 AM

Kalanimoku Video Conference Center

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, DAGS/ICSD
Aaron Fujioka, Administrator, State Procurement Office (SPO)
Liane Kimura, IT Manager, Department of the Attorney General (AG)
Lawrence Reifurth, Department of Commerce and Consumer Affairs
Gordon Bruce, Director, City and County of Honolulu (VCC)**
Eric Knutzen, CIO, County of Kauai (VCC)**
Burt Tsuchiya, IT Director, County of Hawaii (VCC)**

Members Absent

Cathy Takase, Acting Director, Office of Information Practices
David Maeshiro, CIO, Judiciary
Jacob Verkerke, IS Manager, County of Maui
Senator David Ige, State Senate
Representative Pono Chong, House of Representatives
Kurt Kawafuchi, Director, Department of Taxation (DOTAX)

Other Attendees

Kevin Thornton, IS Manager, Department of Commerce and Consumer Affairs
Todd Crosby, Assistant Administrator, DAGS/ICSD
Sharon Wong, Data Processing System Manager, DAGS/ICSD
Diane Erickson, Deputy Attorney General, Department of the Attorney General
Rodney Kimura, Deputy Attorney General, Department of the Attorney General
Russell Castagnaro, General Manager, Hawaii Information Consortium (HIC)
Jing Xu, Marketing Marketing Director, Hawaii Information Consortium (HIC)

***Participated via videoconference center (VCC)*

I. Call to Order – Welcome and Introductions

Chairperson Saito called the meeting to order at 8:28 a.m., at which time quorum was established and introductions made.

II. Review and Approval of the December 21, 2009 Meeting Minutes

Debra Gagne initiated a motion to approve the December 21 meeting minutes; Aaron Fujioka seconded the motion. Meeting minutes were approved.

III. Hawaii Information Consortium

Russell Castagnaro, General Manager

1. General Manager's Report

Russell Castagnaro and Jing Xu reviewed the General Manager's Report. Russell Castagnaro reported that HIC closed up the year very well, especially for annual tax filings.

A transaction fee of \$1 is back on the tax filings, and the system is easier to use and includes added functionality. The Judiciary website is using the new Alfresco Content Management System. If there are any questions on the Google Analytics reports, please ask Russell.

2. Discussion of new applications

HIC is targeting April for a beta program for conveyance documents to be submitted electronically.

3. Review of project list

The Hawaii Teacher's Standards Board (HTSB) licensing system is working, but the data is not reliable, so HIC is working on an SOW to clean up the data.

4. Review of open ticket reports (Mantis)

Contact HIC if there are any questions on this report.

5. Approval of new Statement of Works (SOWs)

No action at this time.

IV. ICSD Public Information Access Section

Debra Gagne

Debra Gagne referred to the December 2009 and January 2010 ICSD Public Information Access Section (PIAS) reports that were distributed. The reports provide information on what ICSD is doing with Hawaii.gov websites, and provides highlights on PIAS activities.

V. Investigative Committee Reports

All Investigative Committee Reports were not discussed.

1. Subcommittee Report: Project Prioritization

2. Subcommittee Report: Content Management System

3. Subcommittee Report: Governance of Web Site and Web Site Service Providers

VI. Update on Public-Facing Website Information

Debra Gagne reported that Rosie from HIC provided a demo website, and Debra will review the site.

VII. AHC Annual Report (July 1, 2008 – June 30, 2009)

Debra Gagne will review the previous year's AHC minutes to include AHC activities into the annual report.

VIII. AHC Special Fund Bill

Russ Saito

Russ Saito reported that the Program Manager position was not approved to be submitted to the Legislature. The proposed bill requests the creation of a special fund. If the special fund is approved, then we could possibly use a vacated position and reclassify it to be the Program Manager.

IX. Discuss Use of Twitter, Facebook, and Other Social Media

Russell Castagnaro

Russell Castagnaro began the discussion on the use of social media and requested guidelines so that HIC can resume social media activities as it is a good tool for customer touch. He stated that many government entities are doing it, such as the federal government, many state agencies, and the counties. Debra Gagne explained that after this topic was discussed at the AHC meeting, it was brought up at the IT Governance Executive and Technical Committee meetings. The depth of usage of social media is extensive, and Todd Crosby was tasked to work with the Attorney General's office to identify potential legal issues.

Relative to the use of social media in state government, Rodney Kimura provided comments that were unofficial, informal, and not the position of the Attorney General:

1. How does the use of social media fit into the Hawaii Revised Statutes?
 - o Do tweets and comments received on social media sites need to be retained as public records should there be a Uniform Information Practices Act (UIPA) request?
 - o Seattle County pulled their information off of Facebook since their Attorney General's Office said they needed to save the information.
 - o Within State law, what would social media be used for? If it is used for rule making and information is coming in via tweets, could this be considered ex parte communication?
2. What are the potential constitutional issues?
 - o If the information consists of static pages, this would not be a problem. For information such as comments or feedback, guidelines should be established in the event that civil or defamatory statements are made. This would then bring up censorship issues with the creation of a forum.
 - o Employees monitoring the sites need to be adequately trained on what is or is not appropriate.
 - o Monitoring of sites is also a concern with regard to employee staffing levels.
3. Are these technologies subject to ADA and Section 508 of the Rehabilitation Act?
 - o These questions have not been addressed yet.
 - o As an example, when former Governor Ben Cayetano issued an Executive Memo to use the Internet for official state purposes, the Disability and Communication Access Board brought up the need for these sites to be compliant with the Americans with Disabilities Act and Section 508.
4. The draft social networking policy created by NASCIO is a valiant effort which needs further review and consideration. This topic may need to go back to the IT Governance Technical Committee to make a risk-based decision and determine the cost-benefit justification.

Russ Saito requested a written summary of the Attorney General's concerns so that the IT Executive and Technical Committees can use it as a checklist to identify caveats and legal concerns. Russ Saito was concerned that someone needs to monitor for compliance and a process needs to be established should a complaint be received. Rodney Kimura agreed to provide Russ Saito with a draft request memo to Mark Bennett.

Todd Crosby commented that the federal government does not allow accepting click-through agreements. NASCIO is using the federal government's agreement as a base and using it as leverage with social networking companies for all States. NASCIO agreed that their agreement must be ADA compliant.

Russ Saito commented that this information needs to get out to everyone, including the departments who are already using social media, and make them aware of what they are liable for. In addition to the Executive branches, the AHC includes the Judiciary, Counties, and the Legislature.

Russell Castagnaro reported that there is a HePS solicitation on social networking for the Department of Health. Eric Knutzen requested benchmark information from other counties, as he sees this as inevitable for Kauai. For example, Fairfax County is actively pursuing this, and we could look to them for appropriate policies. Gordon Bruce reported that every department in the City and County of Honolulu has a Twitter account, although they may not all be using it, and the Mayor has both a personal Twitter account with 640,000 followers, and a government Twitter account. The City and County of Honolulu dovetailed the use of social networking with their email policy. Burt

Tsuchiya reported that the County of Hawaii's Civil Defense agency is considering using social media, but haven't taken any steps towards it yet.

X. Announcements

Next meeting will be Thursday, March 4, 2010 at 1 p.m. – 3 p.m.

XI. Adjournment

Aaron Fujioka requested motion to adjourn, Larry Reifurth seconded. Meeting was adjourned at 9:30 a.m.

Respectfully Submitted,

4/28/10
Date

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