

ORIGINAL

Hawaii information consortium

service level agreement

department of accounting and general services

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Overview

This attachment further clarifies responsibilities between the State of Hawaii, the Department of Accounting and General Services (DAGS) and the Hawaii Information Consortium Inc. (HIC) in their capacity as the vendor providing Internet Portal services for the State of Hawaii. This agreement is subordinate to the contract between the State of Hawaii and HIC dated December 29, 1999, and is subject to all terms and conditions thereof unless specifically designated as exceptions in this agreement.

statement of purpose

The purpose of this agreement is to define the circumstances and responsibilities related to providing enhanced access to data and services through the State's Internet portal by HIC at the direction of the DAGS. Subsequent attachments to this agreement will be added upon planned implementations of future accesses or services that may require, or include, financial components, such as statutorily mandated fees or convenience/transaction fees. This agreement can be modified at any time with the mutual agreement of both parties.

responsibilities of the hawaii information consortium

Initiate the process for continuous evaluation of potential enhanced services that could be implemented on the State's Internet portal. This includes working with the Director's office in preparing a prioritized list of services/transactions for review by the Access Hawaii Committee.

Provide ongoing feedback regarding transactions implemented by other NIC subsidiaries that could benefit the DAGS.

Provide full technical capabilities to implement services as determined by the DAGS.

Ensure complete security of the DAGS information that is provided to HIC. This includes, but not limited to, protection against unauthorized access or release of public records, confidential records, or confidential information in the custody of the DAGS.

Ensure that all data utilized by HIC is current and updated on a scheduled approved by the DAGS.

Establish a mutually agreeable refresh method(s) and schedule(s) for data sets with ICSD.

Provide full technical support to users of services provided through the Internet portal as well as to employees of the DAGS, when required.

Promote the availability of the DAGS services that are accessible through the State's portal.

Ensure that HIC's infrastructure is capable of providing high availability of services through the State's Internet portal. The DAGS is cognizant of the potential for scheduled outages that may result in unavailability of services/transactions.

responsibilities of the DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Assist HIC in identifying, understanding, and documenting processes that could be implemented on the State's Internet portal.

Review and approve all screen display designs and applications prior to implementation by HIC.

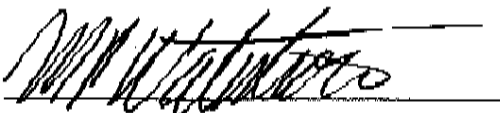
Assist in facilitating effective information transfer between HIC and other State agencies whose participation is required for a successful implementation of service.

Work with HIC to ensure security of DAGS's data.

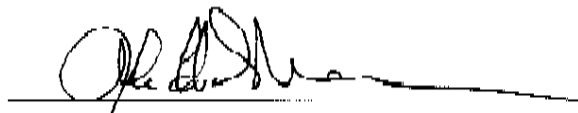
Assist HIC, when required, in their communications with the Information Communications & Systems Division (ICSD) of the Department of Accounting and General Services (DAGS).

sign off

Date: August 3, 2000



Mary Pat Waterhouse
eHawaiiGov Liaison
Department of Accounting and General Services



Aka DeMesa
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Hawaii Information Consortium