

## SERVICE LEVEL AGREEMENT

Between the State of Hawaii, Department of Commerce and Consumer Affairs ("DCCA") 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 DCCA. 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 HIC:**

- 1- 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.
- 2- Provide ongoing feedback regarding transactions implemented by other NIC subsidiaries that could benefit the DCCA.
- 3 Provide full technical capabilities to implement services as determined by the DCCA.
- 4 Ensure complete security of DCCA 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 DCCA.
- 5- Ensure that all data utilized by HIC is current and updated on a scheduled approved by the DCCA.
- 6- Establish a mutually agreeable refresh method(s) and schedule(s) for data sets with ICSD.
- 7- Provide full technical support to users of services provided through the internet portal as well as to employees of the DCCA, when required.
- 8- Promote the availability of DCCA services that are accessible through the State's portal.

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

**Responsibilities of the DCCA:**

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

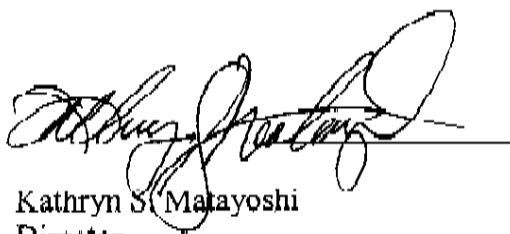
2- Review and approve all screen display designs and applications prior to implementation by HIC.

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

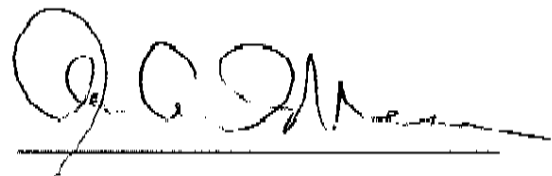
4- Assist HIC, when required, in their communications with the Information Communications & Systems Division ("ICSD") of the Department of Accounting and General Services ("DAGS").

5- Assist ICSD and HIC with processes and procedures to ensure security of DCCA's data.

Date: February 17, 2000



Kathryn S. Matayoshi  
Director  
Department of Commerce & Consumer Affairs



Aka DeMesa  
President  
Hawaii Information Consortium, Inc.

ATTACHMENT FOR **NO-CHARGE SERVICES/TRANSACTIONS**  
TO THE SERVICE LEVEL AGREEMENT  
BETWEEN THE DEPARTMENT OF COMMERCE  
AND CONSUMER AFFAIRS ("DCCA") AND THE HAWAII INFORMATION  
CONSORTIUM ("HIC") DATED  
FEBRUARY 17, 2000

This attachment further clarifies HIC's responsibilities as the vendor providing Internet Portal services for the State of Hawaii. This attachment is subordinate to the contract between the State of Hawaii and HIC dated December 29, 1999 and to the Service Level agreement between the DCCA and HIC dated February 17, 2000, and is subject to all terms and conditions thereof unless specifically designated as exceptions in this agreement.

**Project Title: Replacement of Business Registration Division's ("BREG") current FYI inquiry function**

**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 DCCA. This amendment can be modified at any time with the mutual agreement of both parties.

**Background:**

The current service is provided through Hawaii FYI and is supported by the Information and Communications Services Division ("ICSD") of the Department of Accounting and General Services ("DAGS"). The application currently runs on an IBM system utilizing the Adabase/Natural product and is operated and supported by ICSD personnel.

**Department Contacts:**

DCCA: Kevin Thornton, IS Manager  
Ryan Ushijima, BREG

ICSD: Leona Hongo

**Scope of Work:**

To enable enhanced electronic access to data, currently available through the limited capabilities of Hawaii FYI and by manual search of documents. This application will allow access via the internet to data elements such as business name, business address, officers, directors, date of registration, date of incorporation, etc.

**Timeframe / Milestones:**

Thursday	2/17/00	Test of prototype
Tuesday	2/22/00	Initiation of production processes
Friday	2/25/00	Application in Production

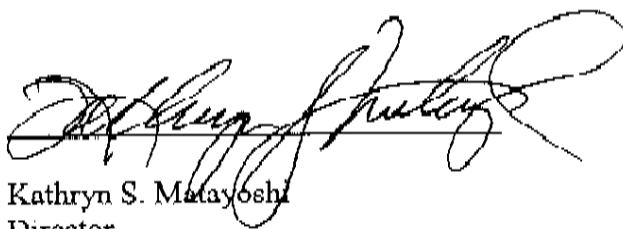
**Responsibilities of the HIC:**

Monthly activity reports will be submitted to the DCCA reflecting statistics for this service/transaction. This report will be due five (5) working days after the end of each calendar month. Reporting items should include, at minimum, a detailed transaction history log.

**Responsibilities of the DCCA:**

None.

Date: February 17, 2000



Kathryn S. Matayoshi  
Director  
Department of Commerce & Consumer Affairs



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**Amendment 1 to the Service Level Agreement  
Between the DCCA and the HIC dated February 17, 2000.**

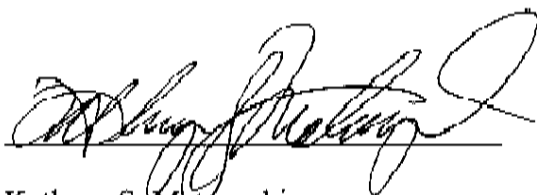
**ADDITIONS:**

**Responsibilities of HIC:**

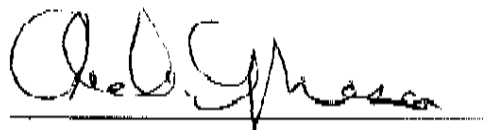
1- Provide training and guidance to selected employees of the State Library system, which will initially be a primary point of delivery of services for users without internet access from their homes or offices.

2- Account for services that accrue to the DCCA for provision of telecommunications interconnections for use by HIC. These interconnections include fiber optic connectivity to ICSD from HIC's equipment facility and Internet gateway capability. These HIC services can be utilized by the State for purposes to be identified and approved by the Director of the DCCA. Upon request by the Director, HIC will provide statistical reports documenting amounts being accrued as well as deducted for approved services performed by HIC.

Date: February 17, 2000



Kathryn S. Malayoshi  
Director  
Department of Commerce & Consumer Affairs



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President  
Hawaii Information Consortium, Inc.