

## **Access Hawaii Committee Meeting Minutes**

October 3, 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)  
Debra Gagne, Administrator, Information and Communication Services Division (ICSD)/DAGS  
Aaron Fujioka, Administrator, State Procurement Office (SPO)  
Paul Tsukiyama, Director, Office of Information Practices (OIP)  
Clay Sato, Data Processing System Manager, Department of the Attorney General (AG)  
Lawrence Reifurth, Director, Department of Commerce and Consumer Affairs (DCCA)  
David Maeshiro, CIO, Judiciary  
Gordon Bruce, Director, City and County of Honolulu (VCC)\*  
James Kiley, IS Manager, Designee for County of Hawaii (VCC)\*\*  
Jacob Verkerke, IS Manager, County of Maui (VCC)\*\*  
Mandi Swanson, IT Project Leader, Designee for County of Kauai (VCC)\*\*  
Senator David Ige, State Senate

### **Members Absent**

Representative Pono Chong, House of Representatives  
Kurt Kawafuchi, Director, Department of Taxation (DOTAX)  
Clayton Yugawa, CIO, County of Hawaii (VCC) – represented by designated member  
Eric Knutzen, CIO, County of Kauai (VCC) – represented by designated member

### **Other Attendees**

Kevin Thornton, IS Manager, Department of Commerce and Consumer Affairs  
Susan Underwood, Information Management Section Head, County of Maui (VCC)\*\*  
Robert Su, IS Manager, Department of Taxation  
Baron Gushiken, Office Manager for Representative Pono Chong  
Russell Suzuki, Deputy Attorney General  
Sharon Wong, Data Processing System Manager, DAGS/ICSD  
Jing Xu, Marketing Director, Hawaii Information Consortium (HIC)  
Janet Pick, HIC Project Manager

*\*\*Participated via videoconference center (VCC)*

### **I. Call to Order – Welcome and Introductions**

Chairperson Saito called the meeting to order at 8:21 a.m., at which time quorum was established. Access Hawaii Committee members and other attendees introduced themselves.

### **II. Review and Approval of the September 5, 2008 Meeting Minutes**

Lawrence Reifurth moved to approve the September 5, 2008 meeting minutes, Aaron Fujioka seconded the motion. AHC members voted and approved the minutes.

### **III. Hawaii Information Consortium**

**Jing Xu, Marketing Director**

## **1. General Manager's Report**

Jing Xu reviewed the General Manager's Report. Training participants for the Content Management System included personnel from HIC, Oahu MPO, Judiciary, and ICSD. He referred to the Google Analytics report and said that for the web traffic reports, about half of the applications are on Google Analytics, and HIC will migrate all of their applications within the next few months.

For the highlights section of the report, the DCCA PVL adoption cycle was phenomenal, and the DCCA INS renewal is very high, at a 90% online adoption rate. HIC is trying to enable online check payment and eliminate future mailings of forms.

As a follow-up from the last meeting, HIC is proposing specific charges for CMS and hosting services such as an initial setup fee, up to \$2,000, depending on content and pages. If the portal is used as the Secure Sockets Layer (SSL) certificate, there would be no additional SSL configurations or purchase. The charge for a standard static web site, with no multimedia content would be \$20 per month for 100 MB of data.

The acronyms in the financial section of this report are updated. The key staff contact section includes an emergency help line phone number that operates 24 hours/7 days a week to report outages and slow or service performance issues.

## **2. Discussion of new applications**

HIC is working with the Department of Agriculture on their buy fresh, buy local project.

At this meeting, HIC needs to obtain AHC board approval for an urgent request from HTSB to assist with their server and email accounts since HTSB's contractor turned off services and HIC proceeded with resuming these services for HTSB.

## **3. Review of project list**

Jing Xu reviewed the HIC Project Report and said that there was not much change in Section A. He discussed changes in the report which are in bold print.

## **4. Review of open ticket reports (Mantis)**

Jing Xu referred to the Mantis report and informed the members to direct any questions on the content of the report to HIC.

## **5. Approval of new Statement of Works (SOWs)**

The SOW for the Department of Agriculture's content management system (CMS) was discussed. The AHC should agree on pricing first before looking at approving individual SOWs related to CMS. Clay Sato moved to discuss the CMS and hosting fees, and David Maeshiro seconded the motion. Discussion topics included questions about how the \$2,000 price for the initial setup fee was determined (did it include factors such as the number of pages, actual addressable pages, or links within the department); converting existing or establishing new applications; and whether Internet and Intranet are considered separate sites. Chairperson Saito recommended that partitioning CMS to be used for Internet and Intranet be taken up as a follow-up item. He also recommended that an investigative committee be formed to work with the Program Manager to create a fee structure agreeable to both AHC and HIC, with a recommendation targeted for the next meeting. Clay Sato will form the committee. Kevin Thornton and Jing Xu recommended that an SOW be created with a deferred fee structure for the project going forward, with a separate fee agreement. Kevin Thornton moved to create a distinction between the SOW and the fee structure for all projects and subsequent projects. Debra Gagne seconded, and a vote was taken to approve the motion.

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

Debra Gagne reported that the Client Services Branch of ICSD reviewed the AHC website and material posted during the past year, and combined this with existing information from previous surveys conducted on what needs to be online by 2010. Fields were included for prioritization, and she is currently reviewing this.

**V. Discussion of Program Manager Position**

Debra Gagne reported that ICSD currently cannot support the Program Manager position within ICSD's program, but a position description has been completed. Given the current budget situation, ICSD can no longer opt to fund this position. Hence, the two options available are to submit legislation to establish a fund to put in the matching pieces from HIC, or to have each AHC member contribute some portion of that salary to be paid out. In the absence of a dedicated Program Manager, Debra Gagne and Sharon Wong are doing work on best effort, but cannot provide detailed reporting, continual oversight, and the alliance with HIC that is needed.

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

Chairperson Saito sent out the letter and membership and received one response so far.

**VII. Update on Draft Policy for Electronically Posting Calendar Items**

Paul Tsukiyama will find out how the Lieutenant Governor's office keeps track of agenda notices that are physically and electronically posted. Their office should be given instructions on how to post agenda notices online. Debra Gagne will draft a letter with these instructions after HIC provides her with this information.

Referring to the report titled "Events Posted in September 2008", Paul Tsukiyama reported that the tracking of electronic posting seems to be making a difference in that the events posted in September 2008 totaled 125 notices, which is a significant increase when comparing with totals for the other months in 2008. Perhaps for next month we may be able to determine if every agency posted electronically by comparing with the actual filings by the LG's office.

**VIII. Discussion on Unauthorized Access to Government Sites**

The minutes of the last meeting indicated that an investigative committee would be appointed, headed by Russell Castagnaro and to include representation from DCCA, Judiciary, and Department of Taxation. The task of the investigative committee would be to find out what the specific issues are.

**IX. Discussion on the 2008 AHC Annual Report**

Chairperson Saito asked that the AHC start the process to develop the 2008 AHC Annual Report for the Legislature. Last year, the report was done for the calendar year, and the preference this year is to submit the report on a fiscal year reporting period. The law only specifies that an annual report be filed before each legislative session. Chairperson Saito asked the AHC members to provide information to be included in this report to Debra Gagne or Sharon Wong soon for the period of July 2007 to June 2008.

**X. Announcements**

Aaron Fujioka reported that the National Association of State Chief Information Officers (NASCIO) announced their 2008 recognition awards for outstanding achievement in the field of information technology in state government. Hawaii Compliance Express (HCE) was one of the award nominees and he displayed the award plaque to the AHC members. HCE was recognized because

of the collective efforts across many areas of state and federal government, such as DOTAX, DLIR, DCCA, and IRS.

Sharon Wong announced that the next AHC meeting will be held on Monday, November 10, 2008.

Chairperson Saito informed the committee that an Information and Privacy Security Council law passed in the 2008 session. This law deals with security, which is different from access. AHC members may get involved with this, and may be contacted by the departments to address security issues.

## **XI. Adjournment**

Chairperson Saito adjourned the meeting at 9:20 a.m.

Respectfully Submitted,

11/24/08

Date

Russ K. Saito

Russ K. Saito, Chairperson  
Access Hawaii Committee