

Access Hawaii Committee Meeting Minutes

September 5, 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)
Kevin Thornton, IS Manager, Designee for Department of Commerce and Consumer Affairs (DCCA)
David Maeshiro, CIO, Judiciary
Clayton Yugawa, Director, County of Hawaii (VCC)**
Jacob Verkerke, IS Manager, County of Maui (VCC)**
Mandi Swanson, IT Project Leader, Designee for County of Kauai (VCC)**

Members Absent

Senator David Ige, State Senate
Representative Pono Chong, House of Representatives
Kurt Kawafuchi, Director, Department of Taxation (DOTAX)
Gordon Bruce, Director, City and County of Honolulu
Lawrence Reifurth, Director, Department of Commerce and Consumer Affairs – represented by designated member
Eric Knutzen, CIO, County of Kauai (VCC) – represented by designated member

Other Attendees

James Kiley, IS Manager, County of Hawaii (VCC)**
Susan Underwood, Information Management Section Head, County of Maui (VCC)**
Robert Su, IS Manager, Department of Taxation
Leonard Fernandez, Branch Chief, Judiciary
Russell Suzuki, Deputy Attorney General
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 8:18 a.m., at which time quorum was established. Access Hawaii Committee members and other attendees introduced themselves.

II. Review and Approval of the July 11, 2008 Meeting Minutes

Chairperson Saito moved to approve the July 11, 2008 meeting minutes. AHC members voted and approved the minutes.

III. Hawaii Information Consortium

Russell Castagnaro, General Manager

1. General Manager's Report

Russell Castagnaro reported that they moved their office to a new location while continuing to develop applications. Their phone number changed to 695-46XX, where the XX is the same last two digits as the previous number for an HIC employee. There were problems with the Hawaiian Telcom routing of phone numbers and intercepts, and this should have been corrected. He reviewed the General Manager's Report.

Jing Xu reported on the marketing activity. As there were a few press releases this month, discussion occurred on how the public is made aware of the press releases. It goes out through various methods: the agency or government office will put out the press release, other news agencies will pick it up, and HIC sends it out to the national wire. HIC will send all press releases to the AHC web page.

Russell reported that Hawaii Compliance Express is a finalist in the 2008 NASCIO Recognition Awards for the Government-to-Business category.

During the HIC move on August 14, 2008 to DR Fortress, they lost two production servers. They used a test server to recover the DCCA database and DCCA could not run test on their applications.

Training for the content management system (CMS) is occurring this week with HIC, ICSD, and Judiciary staff. HIC developed a Statement of Work (SOW) for ICSD for the CMS. The Judiciary signed their SOW to move their entire site to the new CMS. A new SOW for the State Lab Division was developed which includes a 10% fee going to HIC.

Russell Castagnaro proposed that instead of HIC funding the portal Program Manager position that the funds go towards funding a content management solution. Discussion centered around various issues such as: 1) benefits and funding mechanisms of a CMS; 2) whether the AHC should vote on this; 3) concentrating on establishing the process to establish the SOW and Service Level Agreements (SLA); 4) that the CMS is a part of the portal contract as opposed to an agency SOW; 5) how do we ensure that the Program Manager function does not get dropped; 6) that the proposal departs from the original RFP solicitation; 7) what exactly is being asked to be approved; and 8) that the AHC may be at risk at the expense of long-term efficiency of the AHC in exchange for the CMS. This item will be further addressed in agenda item 3.5.

2. Discussion of new applications

See next item.

3. Review of project list

Russell Castagnaro discussed the project list, and noted that the Oahu Metropolitan Planning Organization (OMPO) CMS Hosting and DLNR Land User Permits moved from Section C (data gathering) to Section B (active development), and they are waiting for a signed SOW from Charity.

4. Review of open ticket reports (Mantis)

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

5. Approval of CMS Hosting Arrangement

The previous CMS discussion continued. Clay Sato proposed a motion that we would have a funding mechanism for the Program Manager position and discussion occurred on funding

the CMS and/or funding the Program Manager position. Russell Suzuki indicated that unless there is a contract modification, HIC cannot use the Program Manager funds for the CMS. David Maeshiro proposed another motion to vote to confirm that we will preserve the requirements of the solicitation, that HIC will still be responsible to fund the position. Kevin Thornton seconded the motion. Discussion included questioning the purpose of the motion, or if it is just for the record that we confirm this. David Maeshiro proposed a third motion to separate the CMS and Program Manager position, to vote to make them separate and distinct. Discussion included an explanation of the enterprise CMS hosting arrangement, where the services such as hosting, maintenance, licensing for software, are paid for by the State for all agencies to use. Counties' use of the CMS would depend on how it is structured. If HIC absorbed the CMS cost, it would be approximately \$80,000-\$100,000 per year. David Maeshiro proposed a fourth motion to move to amend the third motion to separate the two issues on the decision on CMS and Program Manager funding for further discussion, in which Clay Sato seconded, and motion was carried.

A question was asked whether during the interim, if HIC can absorb the CMS charges, then move to a charge basis when the Program Manager position is created. This question may need to be deferred, as HIC may not have enough information to answer.

Debra Gagne proposed a motion to move that HIC be allowed to continue CMS development, identify methodologies for future payments, and for now, payment will be made by the agencies. Kevin Thornton seconded, motion carried.

IV. Discussion of whether the Portal Contractor is allowed to offer third-party software and services by charging agencies on a time and material basis

Aaron Fujioka commented that after reviewing the contract and the RFP, which includes HIC's proposal, the determination was made that the documents do not allow HIC to purchase software from another vendor with the sole purpose to charge an agency without making modifications, enhancements, and/or hosting services. HIC is not allowed to simply pass through another vendor's services, that there should be value-added services.

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

1. Status update on AHC prioritization process

Item will be deferred.

2. Discussion of content management system

Item discussed in previous items.

VI. Discussion of Program Manager Position

Debra Gagne reported that ICSD completed the Position Description and will need to determine when we can post it. The AHC members confirmed that ICSD can proceed to recruit without AHC approval.

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

David Maeshiro reported that a draft letter with a list of proposed members was sent out awhile ago for review. Comments were received so he will send the documents to Chairperson Russ Saito to update and send out.

VIII. Update on Draft Policy for Electronically Posting Calendar Items

Paul Tsukiyama reported that he drafted a memo for Chairperson Russ Saito. As a result, Executive Memorandum 08-06 was distributed to all State agencies. EM 08-06 requires all state agencies, boards and commissions under Chapter 92 to immediately post their meeting notices and information on the State calendar. Chairperson Russ Saito would like to keep this item on the agenda, to report on progress to see how everyone complies.

IX. Discussion on Unauthorized Access to Government Sites

Russell Castagnaro reported that the web sites continue to get pummeled by foreign Russian/Ukraine sites that are scraping data from the Judiciary, DCCA databases, etc. HIC began protecting them via Captcha logic. However, some sort of policy and reporting mechanism is needed to signify the magnitude of the problem, as there may be other agencies that may not realize the problems that may affect them. The damage is that service is being degraded, and sometimes the service needs to be shut down to stop them. It appears they are trying to get personal information, and unclaimed property. It also deprives an agency of revenue if they are selling a bulk list. They have seen a 40% decrease in driver's abstracts. Chairperson Russ Saito would like to appoint an investigative committee, to include HIC, DCCA, Judiciary, and possibly the Department of Taxation.

X. Announcements

Chairperson Saito provided information on Act 10 SLH 2008 which created a security and privacy council, and he indicated that this may be future AHC business. This bill was vetoed by the Governor, but it was overridden. It is an unfunded, unstaffed bill that sets policies for redaction, review of all departmental and agency policies, report on violation and noncompliance, and enforcement of security provisions of the law, including identity theft laws. Comptroller is the Chair of this committee. Chairperson Saito indicated that some AHC members may be involved in this new council for integration purposes.

XI. Adjournment

Chairperson Saito adjourned the meeting at 9:58 a.m.

Respectfully Submitted,

10/30/08
Date

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