

Access Hawaii Committee Meeting Minutes

July 18, 2012

9:00 a.m.

Video Conference Centers

Kalanimoku Building

1151 Punchbowl Street

Honolulu, Hawai'i 96813

Members Present

Dean Seki, Comptroller/Chairperson, Department of Accounting and General Services (DAGS)
Sharon Wong, Acting Administrator, DAGS/Information and Communication Services Division (ICSD)
Aaron Fujioka, Administrator, State Procurement Office (SPO)
Cheryl Park, Director, Office of Information Practices (OIP)
Herbert Lam, Information Technology Manager, Department of the Attorney General (ATG)
Todd Rasmussen, ISCO Manager, representing the Director of the Department of Commerce and Consumer Affairs (secondary representative)
Robert Su, Information Technology Manager, Department of Taxation (TAX)
Kevin Thornton, Director of Support Department, Judiciary
Kristilyn Kam, DPSA, City & County of Honolulu (VCC)
Jacob Verkerke, Information Systems Manager, County of Maui (VCC)
Mandi Swanson, Information Technology Project Leader, representing the CIO for the County of Kauai (secondary representative) (VCC)
Senator Les Ihara, Jr., State Senate
Representative Kyle Yamashita, State Representative

Members Absent

Burt Tsuchiya, Information Systems Manager, County of Hawaii

Other Attendees

Mark Ow, Director, County of Hawai'i (VCC)
Jane Zeng, DPSA, City and County of Honolulu (VCC)
Russell Castagnaro, General Manager, Hawaii Information Consortium (HIC)
Jing Xu, Marketing Director, Hawaii Information Consortium (HIC)
Debra Gagne, Office of Information Management and Technology (OIMT)
Arnold Kishi, Information and Communication Services Division (ICSD)
Diane Erickson, Deputy Attorney General, Department of the Attorney General (ATG)
Susan Bannister, Information and Communication Services Division (ICSD)

***Participated via videoconference center (VCC)*

I. Call to Order, Public Notice, Quorum

Chairperson Seki called the meeting to order at 9:03 a.m., at which time quorum was established and introductions made.

II. Approval of the June 7, 2012 Meeting Minutes

Member Park suggested the following revision be made to the minutes, Item III.6. paragraph 3: "Member Fujioka noted that the HIC contract is structured to perpetually renew for three-year periods without a request for proposal, but the Access Hawai'i Committee (AHC) must take action to renew it. AHC must execute a contract amendment by January 4, 2013 for the contract to be renewed.

Sanjeev Bhagowalia, the State's Chief Information Officer, stated that the state needs to work out ownership of the data with HIC. Currently, HIC owns the intellectual property rights and gives the state a perpetual use license. He also stated that during the last Legislative session there was an attempt to get a \$1.4 million appropriation to remove the transaction fee for filing tax returns so as to allow this to be a free service, but it did not pass."

Member Park recommended these amendments to the minutes and also suggested that the Executive Session Meeting minutes be part of public record since nothing confidential was discussed. Diane Erickson stated that minutes that are not confidential in matter would become public record after 30 days.

Member Fujioka moved to approve the minutes as amended by Member Park, Member Wong seconded. Vote was taken and meeting minutes as amended were unanimously approved.

III. Presentation Overview on the Internet Portal Manager by Hawaii Information Consortium

Russell Castagnaro presented an overview of the portal program highlighting their success with e-government. Member Senator Ihara asked how HIC determines which applications are free and which will be charged a fee. He also inquired as to whether the Committee has been involved with the prioritization of HIC's projects. Member Verkerke noted that the AHC has a high degree of responsibility and authority on issues. The Committee has an important role in the prioritization and structure of the applications that HIC works on. Chair Seki asked if the AHC has any subcommittees or working groups. He was informed that subcommittees were established in the past but there are none currently in existence.

IV. Hawaii Information Consortium General Manager's Report and Appropriate Action

Russell Castagnaro and Jing Xu reviewed all of the items below.

- 1. Executive Summary**
- 2. Marketing Activity**
- 3. Highlights**
- 4. Additional Items**
- 5. Analytics Report: Portal web traffic statistics**
- 6. Financial Report**

Russell Castagnaro reported that a new trust account was created where echecks will be deposited into a state account effective September 1, 2012. Previously, deposits were made to an HIC account.

- 7. New applications: new services launched**
- 8. Review of project list**
- 9. Review of open ticket reports (Mantis): open items within portal work queue**
- 10. Approval of all charges to portal users and service level agreements (SLA) with government agencies**

V. Discussion and Appropriate Action Regarding Supplemental Contract to Extend the Portal Manager Contract (SPO Vendor List Contract No. 08-13) with Hawaii Information Consortium, LLC Beginning January 4, 2013 for a Three Year Period

Member Fujioka stated that SPO has not received any complaints against HIC since they were awarded the first contract over ten years ago. He pointed out that HIC has received numerous awards and accolades and has proven to be an excellent partner by providing timely reports and answering any questions at meetings. The contract is for five years, perpetual renewal for 36-months or parts thereof.

Member Fujioka motioned to extend HIC's contract for 36 months within the provisions of the terms of the contract. Member Rasmussen seconded.

During discussion, Member Senator Ihara raised concerns regarding the Committee's responsibilities, the role of the Portal Program Manager, as well as how or who determines which services are charged a fee. It was determined that these issues be discussed at another time.

Vote was taken and motion to extend HIC's contract for 36 months was unanimously approved by 11 members, since Members Verkerke and Fujioka left the meeting before vote was taken.

VI. Discussion and Approval of Hawaii Information Consortium's Proposed Social Media Policy

Member Wong requested that this item be removed from the agenda until the state's social media policy takes effect. At that time, the item will be placed back on the agenda for further discussion. The committee agreed.

Member Senator Ihara requested to amend the agenda to discuss two topics: 1) the new Portal Program Manager position, and 2) to consider establishing an investigative committee for the purpose to work with HIC on their next report on identification of issues. The first topic was agreed to be discussed and it was agreed that the second topic would be placed on the next meeting's agenda. Senator Ihara made a motion to amend the agenda as noted, Chair Seki seconded, the motion carried.

Member Wong reported that the Committee has received some applications for the Portal Program Manager position since the position was posted on the Department of Human Resource Development's website. Questions were asked whether it was proper for the Committee to get involved in the hiring process and whether the position reported to the Committee. Member Wong stated that the position supports AHC which is an attached agency of the DAGS. She noted that per Chair Seki, she will be seeking direction from the department's personnel office as to how to proceed on the recruitment and interview process.

Action: Chair Seki stated that he will check on where the position is located within the DAGS organization. If the position is under the DAGS, then the hiring process will follow the DAGS' procedures and not involve the Committee.

Member Wong noted that an investigative committee was formed in the past to develop the position description of the Portal Program Manager. She will provide a soft copy of the Portal Program Manager position description to the Committee.

VII. Announcements

The next meeting will be on September 6, 2012 at 1:00 p.m.

Member Wong instructed members to email any agenda items that they may have to Susan Bannister for incorporation into the Draft Agenda.

VIII. Adjournment

Member Park moved to adjourn, Member Senator Ihara seconded. Meeting was adjourned at 11:09 a.m.