

STATE OF HAWAII  
ACCESS HAWAII COMMITTEE AND THE  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON  
THE OPERATION OF THE INTERNET PORTAL  
FOR THE PERIOD  
JULY 1, 2011 THROUGH DECEMBER 31, 2012

SUBMITTED TO  
THE TWENTY-SEVENTH STATE LEGISLATURE  
IN RESPONSE TO ACT 172, SLH 2007

STATE OF HAWAII  
ACCESS HAWAII COMMITTEE AND THE  
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Pursuant to Act 172/SLH 2007, the Access Hawaii Committee (AHC) submits its annual report to the 2013 Legislature. This year's report is comprised of a report by the portal manager, Hawaii Information Consortium, LLC (HIC), reflecting work it was authorized to do by the AHC in conjunction with various State and county agencies.

The AHC provides oversight of the portal manager, including: 1) review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager; 2) review and approval of all charges to portal users; 3) review and approval of service level agreements negotiated by government agencies with the portal manager; 4) review of the annual financial reports and audit of the portal manager; 5) review of annual customer satisfaction surveys conducted by the portal manager; and 6) review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

The 2012 Annual Report by HIC on the operations of the portal from July 1, 2011 through December 31, 2012, is provided as Exhibit 1.

The AHC exercised its oversight of the portal manager through a transition enabled by the passage of Act 172 of the 2007 Legislature. The AHC operated as an informal committee beginning in July of 2005. Act 110, SLH 2003 (SB1334, HD1), had sunset the AHC on July 1, 2005. Because of the value of the oversight function provided by the AHC, the Committee, during the 2007 Legislative Session, submitted draft legislation which the Legislature passed as SB 1315, SD2, HD1, CD1, and which was enacted into law as Act 172 on June 13, 2007. Act 172 re-enacted and codified substantive sections of Act 292, SLH 2000 (SB 2838, SD1, HD1, CD1), which was the original law that established the AHC.

An amendment to the AHC law under Chapter 27G, Hawai'i Revised Statutes, was enacted in the 2010 legislative session as Act 101 (HB2505, CD1). The amendment to Chapter 27G created the AHC Special Fund within the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services (DAGS) to support the AHC.

The authorization of a position to serve as the portal program manager was requested during the 2011 legislative session. A Governor's Message submitted draft legislation which the Legislature passed as HB 200 HD1, CD1, and which was enacted into law as Act 164 on July 1, 2011.

New online government services are continually being added to the portal. State and county agencies and their employees working with HIC have continuously identified new online services to be added to the State portal. They have also worked hand-in-hand with HIC through the planning, implementation, and operational phases for these services. As a result, government is more accessible to the public, which is being provided with added convenience, saving time conducting its business with government. Citizens who choose to go online can conduct business with government from their homes and offices during the State's business and non-business hours.

The portal's success has been achieved through the work of HIC, in conjunction with the AHC and the business and information technology staffs of the State agencies, the counties, and the Judiciary. The HIC contract was renewed through competitive solicitation effective January 2008 for the initial five-year period, and the first contract extension was approved by the AHC beginning January 4, 2013 for an additional three years.

The following sections provide key issues and activities addressed by the AHC during fiscal year 2011:

#### **Portal Program Manager Position**

The Portal Program Manager position was authorized by the 2011 legislative session. A Governor's Message submitted draft legislation which the Legislature passed as HB 200, HD1, CD1, and which was enacted into law as Act 164 on July 1, 2011. The position is funded through the AHC Special Fund administered by ICSD.

Recruiting for the position began on May 25, 2012, as a temporary, exempt position not to exceed June 30, 2013. Interviews are being held as applications are received and qualified.

#### **AHC Special Fund**

The AHC approved the budget expenditure plan for fiscal year 2013 and fiscal year 2014, assuming a January 1, 2013 start date for the Portal Program Manager. Invoices to HIC to collect a monthly \$8,000 fee to support the AHC Special Fund have been generated from March 2011, and the fund balance is \$128,003 as of July 1, 2012.

#### **Meeting Frequency Change**

The AHC voted to hold meetings quarterly instead of monthly beginning in September 2011. A total of six meetings occurred between July 1, 2011 and December 31, 2012, chaired by the Comptroller or Comptroller's designee. On September 11, 2012, Comptroller Dean Seki designated Sanjeev Bhagowalia, State Chief Information Officer, to represent the Comptroller as the Access Hawaii Committee Chairperson.

#### **Biennium Budget Request**

A biennium budget request was submitted to convert the Portal Program Manager position from temporary exempt to permanent exempt, as there is no sunset date for this committee. The request also includes increasing the appropriation ceiling of the

special fund to accommodate an increase in the fringe rate percentage, and also increasing the ceiling to match the incoming revenue collected by the special fund.

**Application Listing**

Appendix 1 list applications, descriptions, and identifies whether ICSD or HIC is the hosting entity.

APPENDIX 1 – Applications, Descriptions, Hosting Entity: Hawaii Information Consortium (HIC) or Information and Communication Services Division (ICSD)

| HOST | APPLICATION NAME   | URL  |
|------|--|--|
| ICSD | Office of the Governor                                   | <a href="http://governor.hawaii.gov">governor.hawaii.gov</a>                                   |
| ICSD | Executive Office of Early Learning                       | <a href="http://earlylearning.hawaii.gov">earlylearning.hawaii.gov</a>                         |
| ICSD | Affordable Care Act                                      | <a href="http://affordablecareact.hawaii.gov">affordablecareact.hawaii.gov</a>                 |
| ICSD | Healthcare Transformation                                | <a href="http://hawaii.gov/healthcare-transformation">hawaii.gov/healthcare-transformation</a> |
| ICSD | Office of the Lieutenant Governor                        | <a href="http://ltgov.hawaii.gov">ltgov.hawaii.gov</a>   |
| ICSD | Fair Share Initiative                                    | <a href="http://hawaii.gov/fsi">hawaii.gov/fsi</a>   |
| ICSD | Office of Information Management and Technology          | <a href="http://oimt.hawaii.gov">oimt.hawaii.gov</a>   |
| ICSD | Enterprise Resource Planning                             | <a href="http://erp.hawaii.gov">erp.hawaii.gov</a>   |
| ICSD | Department of Accounting and General Services            | <a href="http://ags.hawaii.gov">ags.hawaii.gov</a>   |
| ICSD | Accounting and Audit Review Committee                    | <a href="http://ags.hawaii.gov/aarc">ags.hawaii.gov/aarc</a>                                   |
| ICSD | Aloha Stadium  | <a href="http://alohastadium.hawaii.gov">alohastadium.hawaii.gov</a>                           |
| ICSD | Campaign Spending Commission                             | <a href="http://hawaii.gov/campaign">hawaii.gov/campaign</a>                                   |
| ICSD | Forms Central  | <a href="http://hawaii.gov/forms">hawaii.gov/forms</a>   |
| ICSD | Information Privacy & Security Council                   | <a href="http://ipsc.hawaii.gov">ipsc.hawaii.gov</a>   |
| ICSD | Office of Elections                                      | <a href="http://hawaii.gov/elections">hawaii.gov/elections</a>                                 |
| ICSD | Office of Information Practices                          | <a href="http://hawaii.gov/oip">hawaii.gov/oip</a>   |
| ICSD | OIP Records Report System                                | <a href="http://hawaii.gov/oip/rrs">hawaii.gov/oip/rrs</a>                                     |
| ICSD | Public Works   | <a href="http://hawaii.gov/pwd">hawaii.gov/pwd</a>   |
| ICSD | State Foundation on Culture and Arts                     | <a href="http://hawaii.gov/sfca">hawaii.gov/sfca</a>   |
| ICSD | State Procurement Office                                 | <a href="http://hawaii.gov/spo">hawaii.gov/spo</a>   |
| ICSD | State Procurement Office Awards                          | <a href="http://hawaii.gov/spo2">hawaii.gov/spo2</a>   |
| ICSD | SPO Price and Vendor Lists                               | <a href="http://hawaii.gov/spo/price-vendor-lists">hawaii.gov/spo/price-vendor-lists</a>       |
| ICSD | SPO Procurement Circulars                                | <a href="http://hawaii.gov/spo/circulars">hawaii.gov/spo/circulars</a>                         |
| ICSD | SPO Procurement Directives                               | <a href="http://hawaii.gov/spo/directives">hawaii.gov/spo/directives</a>                       |
| ICSD | SPO Procurement Notices                                  | <a href="http://hawaii.gov/spo/notices">hawaii.gov/spo/notices</a>                             |
| ICSD | SPO Professional Service Awards                          | <a href="http://hawaii.gov/spo/psa">hawaii.gov/spo/psa</a>                                     |
| ICSD | Department of Agriculture                                | <a href="http://hawaii.gov/hdoa">hawaii.gov/hdoa</a>   |
| ICSD | Pesticide Labels   | <a href="http://hawaii.gov/hdoa/pi/pest/list">hawaii.gov/hdoa/pi/pest/list</a>                 |
| ICSD | Office of the Attorney General                           | <a href="http://hawaii.gov/ag">hawaii.gov/ag</a>   |
| ICSD | Hawaii Integrated Justice Information Sharing            | <a href="http://hawaii.gov/hijis">hawaii.gov/hijis</a>   |
| ICSD | Inter-Agency Council on Intermediate Sanctions           | <a href="http://hawaii.gov/icis">hawaii.gov/icis</a>   |
| ICSD | Department of Budget and Finance                         | <a href="http://hawaii.gov/budget">hawaii.gov/budget</a>                                       |
| ICSD | Department of Business, Economic Development and Tourism | <a href="http://hawaii.gov/dbedt">hawaii.gov/dbedt</a>   |
| ICSD | Aloha Tower Development Corporation                      | <a href="http://alohatower.com">alohatower.com</a>   |

| HOST | APPLICATION NAME                             | URL  |
|------|--|--|
| ICSD | Coastal Zone Management                      | <a href="http://hawaii.gov/dbedt/czm">hawaii.gov/dbedt/czm</a>               |
| ICSD | Creative Industries                          | <a href="http://www.creative-hawaii.com">www.creative-hawaii.com</a>         |
| ICSD | Hawaii Community Development Authority       | <a href="http://hcdaweb.org">hcdaweb.org</a>                                 |
| ICSD | Hawaii Film Office                           | <a href="http://hawaiiifilmoffice.com">hawaiiifilmoffice.com</a>             |
| ICSD | Hawaii Statewide GIS                         | <a href="http://hawaii.gov/dbedt/gis">hawaii.gov/dbedt/gis</a>               |
| ICSD | Land Use Commission                          | <a href="http://luc.hawaii.gov">luc.hawaii.gov</a>                           |
| ICSD | Office of Planning                           | <a href="http://hawaii.gov/dbedt/op">hawaii.gov/dbedt/op</a>                 |
| ICSD | Recovery                                     | <a href="http://hawaii.gov/recovery">hawaii.gov/recovery</a>                 |
| ICSD | Department of Commerce and Consumer Affairs  | <a href="http://hawaii.gov/dcca">hawaii.gov/dcca</a>                         |
| ICSD | Department of Defense                        | <a href="http://hawaii.gov/dod">hawaii.gov/dod</a>                           |
| ICSD | Department of Health                         | <a href="http://hawaii.gov/health">hawaii.gov/health</a>                     |
| ICSD | Disability and Communication Access Board    | <a href="http://hawaii.gov/health/dcab">hawaii.gov/health/dcab</a>           |
| ICSD | State Health Planning & Development Agency   | <a href="http://hawaii.gov/shpda">hawaii.gov/shpda</a>                       |
| ICSD | Hawaii Health Systems Corporation            | <a href="http://hawaii.gov/hhsc">hawaii.gov/hhsc</a>                         |
| ICSD | Department of Human Resources                | <a href="http://hawaii.gov/hrd">hawaii.gov/hrd</a>                           |
| ICSD | Department of Human Services                 | <a href="http://hawaii.gov/dhs">hawaii.gov/dhs</a>                           |
| ICSD | Missing Children                             | <a href="http://hawaii.gov/missing-children">hawaii.gov/missing-children</a> |
| ICSD | Department of Labor and Industrial Relations | <a href="http://hawaii.gov/labor">hawaii.gov/labor</a>                       |
| ICSD | Department of Land and Natural Resources     | <a href="http://hawaii.gov/dlnr">hawaii.gov/dlnr</a>                         |
| ICSD | Commission on Water Resource Management      | <a href="http://hawaii.gov/dlnr/cwrm">hawaii.gov/dlnr/cwrm</a>               |
| ICSD | Division of Boating and Ocean Recreation     | <a href="http://hawaii.gov/dlnr/dbor">hawaii.gov/dlnr/dbor</a>               |
| ICSD | Department of Public Safety                  | <a href="http://dps.hawaii.gov">dps.hawaii.gov</a>                           |
| ICSD | Department of Taxation                       | <a href="http://hawaii.gov/tax">hawaii.gov/tax</a>                           |
| ICSD | Department of Transportation                 | <a href="http://hawaii.gov/dot">hawaii.gov/dot</a>                           |
| ICSD | Honolulu International Airport               | <a href="http://hawaii.gov/hnl">hawaii.gov/hnl</a>                           |
| ICSD | Hana Airport                                 | <a href="http://hawaii.gov/hnm">hawaii.gov/hnm</a>                           |
| ICSD | Hilo International Airport                   | <a href="http://hawaii.gov/ito">hawaii.gov/ito</a>                           |
| ICSD | Kahului Airport                              | <a href="http://hawaii.gov/ogg">hawaii.gov/ogg</a>                           |
| ICSD | Kalaupapa Airport                            | <a href="http://hawaii.gov/lup">hawaii.gov/lup</a>                           |
| ICSD | Kapalua Airport                              | <a href="http://hawaii.gov/jhn">hawaii.gov/jhn</a>                           |
| ICSD | Kona International Airport at Keahole        | <a href="http://hawaii.gov/koa">hawaii.gov/koa</a>                           |
| ICSD | Lanai Airport                                | <a href="http://hawaii.gov/lny">hawaii.gov/lny</a>                           |
| ICSD | Lihue Airport                                | <a href="http://hawaii.gov/lih">hawaii.gov/lih</a>                           |
| ICSD | Molokai Airport                              | <a href="http://hawaii.gov/mkk">hawaii.gov/mkk</a>                           |
| ICSD | Hawaii's Aviation History                    | <a href="http://hawaii.gov/hawaiiaviation">hawaii.gov/hawaiiaviation</a>     |
| ICSD | Office of the Auditor                        | <a href="http://hawaii.gov/auditor">hawaii.gov/auditor</a>                   |

| HOST | APPLICATION NAME                | URL  |
|------|---------------------------------|--|
| ICSD | Hawaii State Ethics Commission  | <a href="http://hawaii.gov/ethics">hawaii.gov/ethics</a>   |
| ICSD | Hawaii State Law Library System | <a href="http://www.state.hi.us/jud/library/index.htm">www.state.hi.us/jud/library/index.htm</a> |
| ICSD | Legislative Reference Bureau    | <a href="http://hawaii.gov/lrb">hawaii.gov/lrb</a>   |
| ICSD | Office of the Ombudsman         | <a href="http://hawaii.gov/ombudsman">hawaii.gov/ombudsman</a>                                   |
| ICSD | Stay Connected                  | <a href="http://stayconnected.hawaii.gov">stayconnected.hawaii.gov</a>                           |