

SERVICE LEVEL AGREEMENT

DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT, AND TOURISM

OVERVIEW

This attachment further clarifies responsibilities between the State of Hawaii, Department of Business, Economic Development, and Tourism (DBEDT) 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 DBEDT. 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 upon the mutual agreement of both parties.

RESPONSIBILITIES OF THE HAWAII INFORMATION CONSORTIUM

Work with the DBEDT EHawaiiGov liaison to initiate the process for continuous evaluation of potential enhanced services that could be implemented on the State's Internet Portal. This includes preparing a prioritized list of services/transactions for review by the Access Hawaii Committee.

Provide ongoing feedback regarding transactions implemented by other National Information Consortium Inc. subsidiaries that could benefit DBEDT.

Provide full technical capabilities to implement services as determined by DBEDT.

Ensure complete security of DBEDT information that is provided to HIC. This includes, but is not limited to, protection against unauthorized access or release of public records, confidential records, or confidential information in the custody of DBEDT.

Ensure that all data utilized by HIC is current and updated on a scheduled approved by DBEDT.

Establish a mutually agreeable refresh method(s) and schedule(s) for updating data sets with Information Communications Systems Division (ICSD).

Provide full technical support to users of services provided through the Internet Portal as well as to employees of DBEDT, when requested by DBEDT's liaison for this project.

Promote the availability of DBEDT services that are accessible through the state's portal.

Ensure that HIC's infrastructure is capable of providing high availability of services through the State's Internet Portal. Ensure that DBEDT is cognizant of the potential for scheduled outages that may result in unavailability of service/transactions.

**RESPONSIBILITIES OF THE DEPARTMENT OF BUSINESS ECONOMIC
DEVELOPMENT AND TOURISM**

Assist HIC in identifying, understanding, and documenting processes that could be implemented on the State's Internet Portal.

Review and provide all DBEDT screen display designs and applications prior to implementation by HIC.

Work to formulate mutually agreed upon schedules to assist in facilitating effective DBEDT information transfer between HIC and other State agencies whose participation is required for a successful implementation of service.

Work with HIC to ensure security of DBEDT's data by providing information on any and all data that requires confidentiality.

Assist HIC, when required, in their DBEDT related-communications with ICSD.

SIGN OFF

I, the undersigned, have been given authority by my respective agency / department to make binding decisions regarding future projects in collaboration with Hawaii Information Consortium (HIC).

I also have the authority to allocate agency / department resources towards the above described project.

By signing, I acknowledge that this document has been reviewed by my agency / department's Deputy Attorney General and has been found to be in accordance with current legal standards.

Date:



Gregory Barbour
EHawaii Gov Liaison
Department of Business, Economic Development and Tourism



Aka DeMesa
General Manager
Hawaii Information Consortium