

STATE OF HAWAI'I
ACCESS HAWAI'I COMMITTEE AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON
THE OPERATION OF THE INTERNET PORTAL
FOR THE PERIOD
JANUARY 1, 2015, THROUGH DECEMBER 31, 2015

SUBMITTED TO
THE TWENTY-EIGHTH STATE LEGISLATURE
IN ACCORDANCE WITH ACT 172, SLH 2007

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 FROM JANUARY 1, 2015, THROUGH DECEMBER 31, 2015

Introduction

Pursuant to Act 172, SLH 2007, the Access Hawai'i Committee (AHC) submits its annual report to the 2015 Legislature. This year's report is comprised of a report by the portal manager/vendor, Hawai'i Information Consortium, LLC (HIC), reflecting work it was authorized to perform by the AHC in conjunction with various State and county agencies.

Overview

The AHC provides oversight of the portal manager/vendor, 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 AHC exercised its oversight of the portal manager through a transition enabled by Act 172, SLH 2007. 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, the AHC, during the 2007 legislative session, submitted draft legislation that 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 that the Legislature passed as HB 200 HD1, CD1, which was enacted into law as Act 164 on July 1, 2011.

During the 2014 legislative session, the Chief Information Officer of the State was added to the Access Hawai'i Committee membership, and was designated as the

chairperson of the committee. The Legislature passed SB1000 SD1, which was enabled into law as Act 21 on April 19, 2014.

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 and 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, the Office of Enterprise Technology Services*, 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 a contract extension was also approved by the AHC beginning January 4, 2016 for an additional three years.

2015 Activities

The following sections provide key issues and activities addressed by the AHC from January 1, 2015, through December 31, 2015:

Renewal of the Portal Manager Contract

The committee voted to renew the contract for three (3) years beginning January 4, 2016.

Portal Program Manager Position

The position was filled July 2015. The position is currently a temporary position. The Office of Enterprise Technology Services intends to ask the Legislature to make the Portal Program Manager position a permanent one.

Consideration to Develop Request for Proposal

At the September 3, 2015, AHC meeting, the committee voted to create a permitted interaction group to research criteria necessary for an RFP beyond the newly approved contract extension.

A motion was passed to begin procurement activities with the intent of issuing an RFP.

Accolades

The State portal program earned the following awards in 2015:

- W3 Awards — Gold Award (for eHawaii.gov)
- Web Marketing Association — Government Standard of Excellence (for Hawaii.gov)
- Interactive Media Awards (for Hawaii.gov)

- International Association of Commercial Administrators (IACA) Merit Award (for MyBusinessAlerts)
- Bright Ideas Award Recipient (for my.hawaii.gov)

2015 Annual Report by Hawaii Information Consortium, LLC

The 2015 Annual Report by HIC on the operations of the portal from January 1, 2015, through December 31, 2015, is provided as Exhibit 1.

*Pending the consolidation of the Information and Communication Services Division and the Office of Information Management and Technology