

Access Hawai'i Committee Meeting Minutes

December 16, 2015

8:30 a.m.

Videoconference Centers

Kalanimoku Building

1151 Punchbowl Street, Room B-10

Honolulu, Hawai'i 96813

Videoconference Centers (VCC)

County of Hawai'i, Hilo VCC, Hilo State Office Bldg., 75 Aupuni St., Basement, Hilo, HI 96720

County of Maui, Maui VCC, Maui State Office Bldg., 54 S. High St., 3rd Flr., Wailuku, HI 96793

County of Kauai, Lihue VCC, Lihue State Office Bldg., 3060 Eiwa St., Basement, Lihue, HI 96766

Members Present

Todd Nacapuy, Chief Information Officer, State of Hawai'i

Kerry Yoneshige, Business Management Officer, representing the Comptroller (secondary representative)

Bonnie Kahakui, Procurement Specialist, representing the Administrator of the State Procurement Office (SPO) (secondary representative)

Jennifer Brooks, Attorney, Office of Information Practices (OIP)

Stuart Okumura, Coordinator, Department of the Attorney General (ATG)

Donn Yabusaki, IS Manager, representing the Director of the Department of Commerce and Consumer Affairs (DCCA) (secondary representative)

Kevin Thornton, Director of Support Department, representing the Administrative Director of the Courts

Donald Jacobs, Acting Director, County of Hawai'i (VCC)¹

Jacob Verkerke, IS Manager, County of Maui (VCC)¹

Mandi Swanson, IT Project Leader, representing the IT Manager, County of Kauai (secondary representative), (VCC)¹

Members Absent

Robert Su, IT Manager, Department of Taxation (DoTAX)

Keith Ho, Deputy Director, City and County of Honolulu

Senator Glenn Wakai, State Senate

Representative Chris Lee, House of Representatives

Other Attendees

Keith DeMello, Sr. Communications Manager, Office of Enterprise Technology Services² (ETS)

Diane Erickson, Deputy Attorney General, ATG

Derek Ichiyama, Portal Program Manager, ETS

Susan Bannister, ETS

Russell Castagnaro, General Manager, Hawaii Information Consortium (HIC)

Teri Berschneider, Director of Portal Operations, HIC

DeAnne Niderost, Partner Liaison, HIC

Elden Ito, President, RevaComm

Gary Murakami, Director, RevaComm

¹Participated via videoconference center (VCC).

²Pending consolidation of the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services and the Office of Information Management and Technology (OIMT).

I. Call to Order and Determination of Quorum

Chair Todd Nacapuy called the meeting to order at 8:35 a.m. at which time quorum was established and the requirements for public notice were made.

II. AHC Draft Annual Report to the 2016 Legislature

Chair Nacapuy deviated from the agenda order so he could participate in discussions before leaving for another meeting. Chair Nacapuy and Russell Castagnaro presented the draft report to the committee for review and approval. Member Verekerke questioned why the letters of recommendation were included in the annual report. After discussion, it was recommended that the reference letters from agencies be moved to the back as appendices to the report. Member Brooks made a motion to accept the annual report with the proposed amendment, which was seconded by Member Thornton. Vote was taken and the motion unanimously passed.

III. Discussion of HRS Section 27G-6, AHC Special Fund and Suggestions for Amendments Regarding the Internet Portal Program Manager

The Portal Program Manager position is currently authorized on a project-based status, approved by the Department of Human Resources Development (DHRD), which will not extend the position beyond June 30, 2016. ETS would like to prepare a legislative proposal to make the Portal Program Manager a permanent, exempt, special-funded position within ETS. Currently, the special funds are part of the Portal Manager contract, and \$8,000 is collected each month by ICSD. If the position remains in ICSD/AGS 131, then a statutory change will be needed to keep the position exempt from civil service. If the position moves to the ETS, then it should be written so it is funded by the special fund.

Member Yoneshige made a motion in support of ETS drafting a legislative proposal to allow the Portal Program Manager position to be funded by the special fund as an exempt position, with the \$8,000 a month continuing for the duration of the Portal Manager contract. This will be part of the ETS package to the Legislature. Motion was seconded by Member Verkerke.

Member Verkerke stated that a resolution, rather than a motion, would be more appropriate in this instance. He offered as a resolution to have ETS take action to transfer the special fund to the ETS to create legislation to pay for the Portal Program Manager as an exempt position. Member Brooks seconded the proposed resolution.

Chair Nacapuy clarified that ETS would like to change how the position is funded and move the position from ICSD to ETS as an exempt position. ETS is proposing legislation to remove the ICSD name and replace it with ETS. Member Yoneshige noted that the special fund was created in the AHC but collected by ICSD. The law that created AHC would have to be reviewed to see if it refers to ICSD or AHC, since they are separate budget programs.

Member Brooks stated that the proposed resolution supports the general concept to allow Chair Nacapuy to work with the Legislature and the Administration. A vote on the resolution was taken and unanimously passed.

At 8:47 a.m., Chair Nacapuy left the meeting and designated Keith DeMello as chair and voting member.

IV. Approval of the October 27, 2015 Meeting Minutes

Member Thornton made a motion to approve the minutes, which was seconded by Member Yoneshige. Vote was taken and the motion unanimously passed.

V. Public Testimony

None.

VI. AHC Hawaii Information Consortium General Manager's Report

Mr. Castagnaro and staff reviewed HIC's report that covered September through November 2015. The highlights included winning two more awards, totalling 50 awards thus far. HIC completely rewrote the current trail system, which will be launched in early 2016. Four new websites were launched, two new application deployed, three major applications were upgraded, and five new Statements of Work (SOW) were established.

HIC had one project with the State Ethics Office that was successfully executed and completed in the last April-May period. There were discussions on future projects, but the State Ethics Office has decided to work directly with ETS. HIC noted that there currently is no SOW.

The federal government's new version of recreation.gov is looking at Hawaii's trail system solution as an example of the direction it wants to move nationally.

In the Customer Service Statistics section of the report, if there are more than 1,000 customer service requests, HIC will provide a breakdown to show what the particular issues are.

Some of the highlights noted in the the Annual Report to the Legislature included the extension of HIC's contract for an additional three years; and identification of \$6.5 million in avoided costs in the areas of labor for data entry, postage and printing, as well as more than 18,000 hours of labor for self-funded or free services. Based on \$100 per hour, this would equal to about \$1.8 million. However, HIC will no longer be doing e-filing for the DoTAX. HIC had done about 525,000 e-filings for DoTAX, but the department is planning to stop using e-file for General Excise Tax in August 2016. This will be about a 10% loss of their revenue. HIC will need to find another anchor tenant for the portal or downsize the portal.

At the next regularly scheduled AHC meeting, HIC will submit a report on the last quarter of the special SOW with the redirection of funding.

VII. AHC Portal Program Manager Status Report

Mr. Ichiyama reported that the project dashboard he and HIC have been working on will be presented at the next meeting. The components of the dashboard include size of project, in terms of cost, functionality, points of contact, project status, type (self-funded or time and materials), start date, target completion date, completion date if it was launched. Members will be able to see what services are being used, transaction counts, etc.

The committee recommended that Mr. Ichiyama formalize a communication process whereby members and agencies can contact him, seek member's priorities, explain how statewide projects are prioritized, and come up with a project plan to start implementing the tasks and responsibilities in coordination with Mr. Nacapuy who provides guidance. At the regularly scheduled meetings, Mr. Ichiyama could update the committee on what occurred since the last meeting.

VIII. Report by the Permitted Interaction Group on its Recommendation to Develop Request for Proposals for the Internet Portal Services Provider Contract

Designated Chair DeMello noted that according to Mr. Nacapuy, ETS could expedite some of the items on the agenda, like creating a functional list for HIC. This report would help Mr. Nacapuy develop a work plan and timeframe for future procurement. Member Verkerke made a motion that the recommendations in the report presented by the Permitted Interaction Group be accepted, which was seconded by Member Yoneshige. Vote was taken and the motion unanimously passed.

IX. Executive Session

The committee did not enter into Executive Session and agenda items under this section were deferred.

X. Announcement

- a. The next scheduled meeting is March 3, 2016.

XI. Adjournment

Member Brooks moved to adjourn the meeting, which was seconded by Member Thornton. Vote was taken and the motion unanimously passed. Meeting adjourned at 9:36 a.m.