Access Hawai`i Committee (AHC) Meeting Minutes
June 2, 2016, 1:00 p.m.
Videoconference Centers
Kalanimoku Building
1151 Punchbowl St., Room B-10
Honolulu, HI 96813

Videoconference Centers (VCC)
County of Hawai`i Hawaii, 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 Kaua`i, Lihue VCC, Lihue State Office Bldg., 3060 Eiwa St., Basement, Lihue, HI 96766

Members Present
Todd Nacapuy, Chief Information Officer, Office of Enterprise Technology Services (ETS)[1], State of Hawai`i
Douglas Murdock, Comptroller, Department of Accounting and General Services (DAGS), State of Hawai`i
Sarah Allen, Administrator, State Procurement Office (SPO), State of Hawai`i
Jennifer Brooks, Attorney, Office of Information Practices (OIP), State of Hawai`i
Stuart Okumura, Juvenile Justice Information System (JJIS) Coordinator, Department of the Attorney General (ATG), State of Hawai`i
Donn Yabusaki, Manager, Information Systems and Communications Office, representing the Director of the Department of Commerce and Consumer Affairs (DCCA), State of Hawai`i (secondary representative)
Kevin Thornton, Director of Information Technology and Systems Department, representing the Administrative Director of the Courts, Judiciary, State of Hawai`i
Donald Jacobs, Director, Department of Information Technology, County of Hawai`i (VCC)[2]
Jacob Verkerke, Chief Technology Officer, Department of Management, IT Services Division, County of Maui (VCC)[2]
Representative Chris Lee, House of Representatives

Members Absent
Robert Su, IT Manager, Department of Taxation (DoTAX), State of Hawai`i
Keith Ho, Deputy Director, Department of Information Technology, City & County of Honolulu
Brandon Raines, Information Technology Manager, Department of Finance, Division of Information Technology, County of Kaua`i
Senator Glenn Wakai, State Senate

Other Attendees
Valri Kunimoto, Deputy Attorney General, ATG
Bonnie Kahakui, Procurement Specialist, SPO
Keith DeMello, Sr. Communications Manager, ETS
Susan Bannister, ETS
Teri Berschneider, Director of Portal Operations, Hawai`i Information Consortium (HIC)
Burt Ramos, HIC
Jerome Koehler, HIC

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[1] Pending 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).
[2] Participated via videoconference center (VCC).

I.   Call to Order and Determination of Quorum

Chair Todd Nacapuy called the meeting to order at 1:04 p.m., at which time quorum was established and the requirements for public notice were made.

II.   Approval of the March 3, 2016, Meeting Minutes

Member Verkerke made a correction under VI, page 2, second to last sentence, to change "minimal" to "minimum." Member Murdock made a motion to approve the minutes as corrected, which was seconded by Member Thornton. Vote was taken and the motion unanimously passed.

III.   Public Testimony

None received.

IV.   HIC General Manager's Report

HIC gave a brief presentation on how fees are presented via its online services. Most of HIC's services are self-funded. Transactional services are the self-funding mechanism, which covers the cost of development, maintenance, hosting, etc. The partner (e.g., department or agency) has a choice to absorb the transaction fees by paying for the fee per transaction or pass the fees to the fee payer. The transactional fee is made up of two parts -- the payment processing fee and the portal fee, which make up the Portal Administration fee. The Chair found the examples presented confusing since there was no standard or consistency among the applications, making it difficult to determine the State's cost of running the portal, and stated that he would like more transparency into the fee structure. It was requested that Mr. Ichiyama present at the next AHC meeting a clearer picture of what the state is paying for small, medium and complex sites. The Chair noted that in HIC's audited financial report there is a section that has a fee paid to NIC Inc. that includes credit card fees. Chair requested that HIC provide a breakdown of fees paid to NIC Inc., i.e., credit card fee, administration fee, etc.

Chair Nacapuy requested that HIC improve its tracking of its milestones and schedules. Many of the milestones have "to be determined," which does not meet ETS' new IT Governance process launched in December 2015. For example, HIC and the Department of Land and Natural Resources' Division of Boating and Ocean Recreation (DOBAR) are attempting to resolve issues resulting from insufficient or inconsistent tracking of milestones. It was reported that DOBAR paid $1 million over 5-6 years and does not have a product that works. ETS is helping HIC and DOBAR review the scope of work (SOW) and see what was delivered. It was suggested that HIC develop SOW industry standards to avoid similar situations. ETS and Mr. Ichiyama will educate departments as to the importance of having a proper SOW in place.

Member Verkerke made a motion for future General Manager's report to be consistent with the IT Governance process of reporting criteria, which was seconded by Member Thornton. Vote was taken and motion unanimously passed.

Ms. Berschneider presented the General Manager's report noting that there is a new section to its

report titled "Unscheduled Downtime." HIC also requested that the draft agenda and minutes be sent to HIC at least a week before the meeting so it can prepare the documents for posting on the website.

V.   Review of the SOW Process

Chair Nacapuy voiced concern that AHC was not reviewing and approving SOWs according to the Service Level Agreement (SLA). Mr. Ichiyama, Portal Program Manager, has been reviewing all SOWs since coming on board last summer.

Member Allen made a motion to delegate approval of SOWs from the AHC to the Portal Program Manager and CIO for an interim period until AHC can establish a more permanent solution, which was seconded by Member Murdock.

The following items were discussed: any project over $100,000 is required to go through the IT Governance process; a sub-committee could be given authority to approve SOWs with the AHC reviewing and commenting on SOWs at its scheduled meetings; how would SOWs be prioritized; HIC needs to define small, medium, and large SOWs and include prioritization; and the existing motion will allow AHC to partner with ETS and CIO and not hold up projects.

Chair Nacapuy restated the motion to delegate approval of the SOWs from the AHC to the Portal Program Manager and CIO to approve SOWs on a temporary basis and having the full AHC approve the SOWs during its committee meeting, which was seconded by Member Allen. Vote was taken and motion passed with Member Verkerke voting no.

VI.   Preparation for New Request for Proposals (RFP)

At its March 3, 2016, meeting, the AHC formed an investigative committee to begin the process to develop the request for proposals (RFP) for the Portal provider. The committee planned to meet before the next scheduled AHC meeting. Members discussed whether the investigative committee is a Permitted Interaction Group (PIG) or sub-committee, and it was determined that the committee was a PIG under HRS § 92-2.5

Chair Nacapuy offered that Portal Manager Derek Ichiyama and ETS could draft the RFP.

Member Brooks made a motion to dissolve the PIG created at the last meeting, which was seconded by Member Allen. Vote was taken and motion unanimously passed. Chair Nacapuy indicated that ETS will work on the RFP and present it to the AHC at its next meeting in Executive Session.

VII.   Senate Resolution (SR) 54, Requesting the AHC, HIC, and Each State Agency Who Currently has a Partnership with HIC to Collaborate and Provide the Legislature with a Comprehensive Progress Report Regarding the Activities and Expenses of the State's Internet Portal

HIC will replace its Annual Report to the Legislature with this comprehensive progress report since it will provide the same information. HIC will provide a draft report to the AHC in October. Ms. Berschneider recommended that Mr. Ichiyama inform departments and agencies of the resolution, as many are not aware of SR 54. Member Brooks noted that a resolution is not law.

Ms. Berschneider stated that HIC will do its part. Chair Nacapuy stated that ETS will ensure that State partners will complete the report.

Member Rep. Lee expressed concern over focusing solely on cost of services without consideration of a broader goal of developing better quality services and reaching out to departments and public users for their input. He reiterated that value of a product is not only determined by cost. The State House did not pass SR 54 due to misunderstanding of issues (SR 54 passed as a Senate resolution only). He suggested that AHC hold a community meeting during the summer to learn of public's top concerns or priorities regarding technology. Chair Nacapuy responded that it was ETS' understanding that the Legislature wanted to see more transparency and what cost value we are getting. AHC will work with departments in setting a direction from a web perspective.

VIII.   Announcement

Next scheduled meeting is on September 1, 2016, 1:00 p.m.

IX.   Adjournment

Member Brooks made a motion to adjourn the meeting, which was seconded by Member Murdock. Vote was taken and the motion unanimously passed. Meeting adjourned at 2:45 p.m.