

Access Hawai`i Committee (AHC) Meeting Minutes  
March 2, 2017, 1:00 p.m.  
Video Conference Center  
Kalanimoku Building  
1151 Punchbowl St., Room B-10  
Honolulu, HI 96813

**Video Conference Centers (VCC)**

County of Hawai`i, Hilo VCC, Hilo State Office Bldg., 75 Aupuni St., Basement, Hilo, HI 96720  
County of Maui, Wailuku VCC, Maui State Office Bldg., 54 S. High St., 3<sup>rd</sup> Fl., Wailuku, HI 96793  
County of Kaua`i, Lihue VCC, Lihue State Office Bldg., 3060 Eiwa St., Basement, Lihue, HI 96766

**Members Present**

Keith DeMello, Sr. Communications Officer, representing the Chief Information Officer, Office of Enterprise Technology Services (ETS), State of Hawai`i  
Roderick Becker, Comptroller, Department of Accounting and General Services (DAGS), State of Hawai`i  
Bonnie Kahakui, Purchasing Specialist, representing the Administrator of the State Procurement Office (SPO), 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  
Keith Ho, Deputy Director, Department of Information Technology, City & County of Honolulu  
Ian Mitchener, Applications Analyst, representing the Director, Department of Information Technology, County of Hawai`i (VCC)<sup>1</sup>  
Jacob Verkerke, Chief Technology Officer, Department of Management, IT Services Division, County of Maui (VCC)<sup>1</sup>  
Mandi Swanson, IT Project Leader, representing the CIO of the County of Kaua`i (VCC)<sup>1</sup>

**Members Absent**

Jennifer Brooks, Attorney, Office of Information Practices (OIP), State of Hawai`i  
Robert Su, IT Manager, Department of Taxation (DoTAX), State of Hawai`i  
Kevin Thornton, Director of Information Technology and Systems Department, representing the Administrative Director of the Courts, Judiciary, State of Hawai`i  
Senator Glenn Wakai, State Senate  
Representative Chris Lee, House of Representatives

**Other Attendees**

Patricia Ohara, Deputy Attorney General, ATG  
Derek Ichiyama, Portal Program Manager, ETS  
Burt Ramos, General Manager, Hawaii Information Consortium (HIC)  
Jing Xu, HIC  
Julie Shohet, HIC

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<sup>1</sup>Participated via VCC

I. Call to Order and Determination of Quorum

Keith DeMello, serving as Acting Chair, called the meeting to order at 1:02 p.m., at which time quorum was established.

II. Approval of the December 15, 2016, Meeting Minutes

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

III. Public Testimony

None were received.

IV. Portal Program Manager's Report

a. Project Dashboard

Dashboard was distributed to members on February 28, 2017.

b. Status of Interim Statement of Work Approval Process

Approval process is being finalized.

c. Hawaii Information Consortium Report

Burt Ramos reviewed HIC's quarterly report. Noted that even though DoTAX no longer uses services, HIC continues to accept and handle its other customer service inquiries. The Judiciary Hawai'i Courts Mobile App was launched in January and was covered by the local media. Member Verkerke asked how his Customer Service staff of 3.5 people are managing the high number of inquiries. Mr. Ramos explained that they pay for an overflow service during off hours -- after business hours and weekends. A live person answers the call and puts the information on a ticket. Staff then works on it. Plan to expand their customer service staff to meet the high number of calls.

Acting Chair DeMello suggested that when a new app is launched the jurisdiction uses language in its announcement such as, "launched as part of the eHawaii State Portal Program." Mr. Ramos and Mr. Ichiyama will meet on this issue.

V. Approval of Statements of Work (SOW)

Mr. Ichiyama reported that the following SOWs were approved and completed via e-signature.

- a. DOH, Medical Marijuana Dispensary and Patient Registry Systems Interface
- b. DOH, Medical Marijuana Registry Enhancements
- c. ETS, Affordable Care Act Automation Support

The DCCA, Insurance License Self-Service SOW has been received and under internal review. He also discussed changes that will be made in future SOWs and used the DOH, Medical Marijuana Dispensary and Patient Registry Systems Interface SOW as an example.

- Date of Completion column to be added to the Schedule of Deliverables. This will give a clearer picture of the deliverable, when it will be delivered, and the actual cost associated with that particular deliverable. It is difficult to put a set date but need to have a date to serve as a target date.
- Have payments tied to actual deliverables rather than approvals. HIC has agreed to this.
- Add “Failure to Perform” and “Liquidated Damages” sections. Normally, the RFP and resulting contract have a specified liquidated damages amount. This RFP was based mostly on tasks of the SOW so it was difficult to determine liquidated damages for future SOWs. Moving forward, the departments will have to determine a fair liquidated damages for this section.

Mr. Ramos requested that his questions be recorded in the minutes. It's understood that all executive branch agencies (excluding DOE and UH) must adhere to the process in Administrative Directive (AD) 15-02. It was asked, if IT Governance suggests other changes or instructs other changes, are those negotiable or are they absolutely must do elements? For example, if the Governance team sees something with a line item with a SOW and says to change it from six weeks to five weeks, can that be discussed within the project team doing the work or is that an absolute mandate? HIC does not have a problem with the process but would like clarification on the specific terms that are proposed by ETS to the agency and whether or not the terms can be negotiated for the specific project. Mr. Ichiyama will discuss this with the CIO.

Second question: will the changes made by ETS' IT Governance team to HIC's SOWs also be made to all vendors of the state? Will these types of terms be in their contracts? Would like to know that everyone is on the same level. This is in reference to the deliverable schedule versus a specific date or period. Agencies may have the flexibility to move forward or delay the project, yet HIC will still be held responsible based on the contract. An SOW that states that HIC has to deliver by a certain date, may not be able to be met because the agency did not inform HIC.

Mr. Ichiyama stated that the main goal is not to have a fluid date which may cause a project to never end and incur additional costs. ETS is trying to find a solution that protects the state from never-ending projects by providing a set date. He understands that projects do change and deadlines need to be moved.

Member Swanson suggested if it would it be fairer to not have the delivery dates based on the starting date but so many weeks from when they get something that is required to complete the task.

Member Yabusaki asked if dependencies are known before they are set, and if there is a dependency on something that the department should be providing, is that documented. Mr. Xu stated that because of the payments schedule, the agency has to approve in order for HIC to move to the next level whether its production level service or moving on the next phase of development. The agency is an active participant in the project as to who needs to do what. Mr. Ramos noted that there are a lot of unknowns when the SOW is signed so there is a lot of work with the agency after the SOW is signed. Member Yabusaki stated that depending on the complexity of the project, one of the deliverables of the SOW for DCCA is a project plan which usually defines the dependencies. Acting Chair DeMello asked Mr. Ichiyama if a project has to undergo a significant change, would the revised SOW be brought back to the committee so they are informed and will it need to be re-approved. Mr. Ichiyama stated that this would be considered a separate project which would need to be approved again. HIC had a different opinion and would like this to be made clear. Mr. Ichiyama will meet with the CIO and ETS Governance and report back to the group in its biweekly report.

VI. Next meeting will be on June 1, 2017, 1:00pm.

VII. Adjournment

Member Becker made a motion to adjourn the meeting, which was seconded by Member Ho. Vote was taken and the motion unanimously passed. Meeting adjourned at 1:45 p.m.