

Access Hawai`i Committee (AHC) Meeting Minutes
June 1, 2017, 1:00 p.m.
Videoconference Centers

Videoconference Centers (VCC)

Kalanimoku Bldg., 1151 Punchbowl St., B-10, Honolulu, HI 96813
Hilo State Office Bldg., 75 Aupuni St., Basement, Hilo, HI 96720
Wailuku State Office Bldg., 54 S. High St., 3rd Flr., Wailuku, HI 96793
Lihue State Office Bldg., 3060 Eiwa St., Basement, Lihue, HI 96766

Members Present

Todd Nacapuy, Chief Information Officer, Office of Enterprise Technology Services (ETS), State of Hawai`i
Kerry Yoneshige, Business Management Officer, representing the Comptroller of the 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
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
Kevin Thornton, Director of Information Technology and Systems Department, representing the Administrative Director of the Courts, Judiciary, State of Hawai`i
Jules Ung, Director, Department of Information Technology, County of Hawai`i (VCC)¹
Jacob Verkerke, Chief Technology Officer, Department of Management, IT Services Division, County of Maui (VCC)¹

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
Del Sherman, IT Manager, County of Kaua`i
Senator Glenn Wakai, State Senate
Representative Chris Lee, State House of Representatives

Other Attendees

Valri Kunimoto, Deputy Attorney General, ATG
Keith DeMello, Sr. Communications Manager, ETS
Burt Ramos, General Manager, Hawai`i Information Consortium (HIC)
Janet Pick, Director of Operations, HIC
Peter Fritz, member of the public

¹Participated via VCC

I. Call to Order and Determination of Quorum

Chair Nacapuy called the meeting to order at 1:06 p.m., at which time quorum was established. He announced that Derek Ichiyama was not attending due to illness.

II. Approval of the March 2, 2017, Meeting Minutes

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

III. Public Testimony

Peter Fritz raised concerns over the state's non-compliance of website accessibility. The State should follow standards set forth in Section 508 but has yet to develop a state-wide policy. He did a cursory check on several websites and the State's e-calendar and found issues that would be a problem for people using a screen reader. Chair Nacapuy agreed that services for the disabled need to be improved. ETS has been working with the Disability and Communication Access Board (DCAB) in support of a budget request for a web accessibility coordinator, but the 2017 Legislature did not approve the request. Meanwhile, there is someone on staff assigned to work on the compliance issue. HIC checks the websites it supports but it is difficult to monitor all of the content and documents uploaded from the agencies. The next Request for Proposals will address the compliance issue from a portal perspective.

IV. Portal Program Manager's Report

- a. Project Dashboard
Dashboard was posted on the AHC website.
- b. Status of Interim Statement of Work Approval Process
Item deferred.
- c. HIC Report
Burt Ramos reviewed HIC's quarterly report. Will provide links to the presentations from the NIC Conference. Customer Service numbers increased. Live Chat has caught up with the phone calls. Working on an automated solution to handle simple questions. Chair Nacapuy stated that the help desk can greatly reduce cost by using "Bots" and Artificial Intelligence technology for first-line questions.

V. Approval of Statements of Work (SOW)

- a. SOWs Under Review
 1. DOD – Office of Homeland Security – Website SOW
 2. DOH – State Council of Mental Health – Website SOW
 3. Kauai – Finance, Online Real Property Tax Payments SOW Amendment 4

4. DOH – ADAD Inspection Complaints SOW
5. DLNR – Hunter Education and Record Management System SOW Amendment
4

Janet Pick stated that items 1-4 have to be reviewed by Mr. Ichiyama. Item 5 has been signed.

- b. Signed/To Be Signed SOWs
 1. DAGS, SPO – Hawai`i Awards Notices Data System SOW Amendment 1 (5/4/17)
 2. DOD – Office of Homeland Security SLA (5/17/17)
 3. DCCA, INS – License Printing Self Service SOW (currently routing through eSign)

Member Verkerke questioned why item 3 does not have a transaction fee, convenience fee, or development cost in the SOW. Ms. Pick explained that there is another application with the agency that is funding this portion.

VI. Standard Language for Use in Announcing New Sites, Applications and Updates

Keith DeMello suggested standard language for HIC and departments to use when launching or updating new sites and applications.

Short Version: Launched as part of the eHawaii State Portal Program (portal.ehawaii.gov).

Long Version: This [site/app] was launched as part of the eHawaii State Portal Program. Pursuant to chapter 27G, Hawai`i Revised Statutes, the Portal Program is overseen by the Access Hawai`i Committee, which collaborates with provider Hawai`i Information Consortium (HIC) along with state and county agencies to continually identify new online services to be added to the portal. For more information, visit portal.ehawaii.gov.

VII. Terms of Use Policy for Hawai`i Government Websites

Mr. DeMello informed the AHC that Google contacted ETS last year with concerns that the State's Terms of Use website policies may restrict some use of the State's GIS data. Mr. DeMello explained that from the State's perspective, items are public unless otherwise stated. For a quick solution, the ETS worked with the Attorney General's office on language to be posted on the State's GIS program website that basically states that the contents of the website unless otherwise stated is exempt from its Terms of Use. ETS is currently working with the Attorney General's office on a new Terms of Use policy. This would only apply to the Executive Branch.

VIII. Good of the Order

- a. Announcement

ETS has identified Salesforce as the state's preferred customer/constituent resource management (CRM) "Platform as a Service" (PaaS). While this does not preclude departments from procuring alternatives, ETS will commit resources to support the Salesforce platform, moving forward. Negotiated pricelist information will be forthcoming by the end of the fiscal year.

b. Next meeting: September 7, 2017

IX. Adjournment

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

DRAFT