

Access Hawai'i Committee (AHC) Meeting Minutes

September 7, 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
Mara Smith, Program Manager, 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
Catherine Awakuni Colon, Director, Department of Commerce and Consumer Affairs (DCCA), State of Hawai'i
David Sharperson, IT Specialist, representing the IT Manager of the 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
Jules Ung, Director, Department of Information Technology, County of Hawai'i (VCC)¹

Members Absent

Keith Ho, Deputy Director, Department of Information Technology, City & County of Honolulu
Del Sherman, IT Manager, County of Kaua'i
Jacob Verkerke, Chief Technology Officer, Department of Management, County of Maui
Senator Glenn Wakai, State Senate
Representative Chris Lee, State House of Representatives

Other Attendees

Stuart Shirai, IS Manager, DCCA
Valri Kunimoto, Deputy Attorney General, ATG
Derek Ichiyama, Portal Program Manager, ETS
Keith DeMello, Sr. Communications Manager, ETS
Burt Ramos, General Manager, Hawai'i Information Consortium (HIC)
Janet Pick, Director of Operations, HIC
Jamie Kinion, Customer Liaison, HIC
Mark Kennedy, Microsoft

¹Participated via VCC

I. Call to Order

Chair Nacapuy called the meeting to order at 1:06 p.m., at which time quorum was established.

II. Approval of the June 1, 2017, Meeting Minutes

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

III. Public Testimony

None.

IV. Portal Program Manager's Report; Discussion and Appropriate Action

A. Project Dashboard

Derek Ichiyama reported on two new projects that are under review. The Department of Health (DOH) Emergency Medical Service online payment system will accept credit cards for EMS services. The second project is with the County of Hawai'i road test scheduling system. The public will be able to make appointments for the road test.

B. Status of Statement of Work Template

Ichiyama reported that a standard language template for new Statements of Work (SOW) has been developed. The SOW will have two parts. The first part will have language that will be constant from project to project — definitions of models of payment, fees, etc. The second part of the SOW will be in Exhibit A, which will be specific to each project, with a detailed work plan and schedule of deliverables. This will cut down on the approval time for SOWs. The project's pricing agreement will be part of Exhibit A. Member Thornton asked if there is any language that will allow for a review of the pricing agreement once the project is under way. Ichiyama stated that the current template does not have anything but will look into it. Burt Ramos added that agencies can contact HIC anytime regarding the pricing.

C. Request for Information (RFI) for Internet Portal Manager and Service Provider

The RFI was sent out on August 9, 2017, and seven responses were received. ETS is reviewing the submissions. The submissions may be posted on the AHC website if they do not contain proprietary information.

D. Hawai'i Information Consortium Report

Burt Ramos and Janet Pick reviewed the HIC's General Manager's report.

Ramos stated that HIC's 3-month net income of \$124,000 shows that although a lot of work is being done that running a portal is not that lucrative. HIC understands that a 10-year contract merits a review. HIC expects to place a bid. Ramos noted that the bulk of HIC's work is with the smaller agencies with limited technical staff, aging front-line population, and a paper-based process. Agencies who do not have the proper resources can come to HIC. HIC is thankful to be part of the portal program and looks forward to the future.

Chair Nacapuy responded that doing another RFP has nothing to do with the quality of work that HIC has done, which has been good. The purpose for the new RFP is to ensure that the state is protected and the proper language is incorporated in the contract.

V. Approval of Statements of Work (SOW); Discussion and Appropriate Action

A. SOWs Under Review

1. DOH, State Council on Mental Health – Mental Health Website

New site will allow agency to easily update their website content, provide a responsive web design, and meet Web Content Accessibility Guidelines (WCAG) 2.0 level A requirements.

Total Cost: \$15,706.80

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

2. DOH, Emergency Medical Services (EMS)

Creation of EMS portal with EMS Program and Service Overview, Reference to Hawaii Revised Statutes chapter 321 and Administrative Rules Title 11, chapter 72.

Total Cost: Self-funded. 10% for the first 3 years, 5% for the years following.

The department is finalizing SOW. No action taken.

3. DOH, Alcohol and Drug Abuse Division – Inspection and Complaints Portal
HIC will design, develop, and maintain a public accessible portal for inspection of Clean and Sober Homes and Complaints.

Total Cost: \$199,978.98

Total cost should be \$149,978.98. Department is working on finalizing SOW. No action taken.

4. Department of Land & Natural Resources (DLNR), Hunter Education, Amendment 5 – Records Management

Phase IV – Reporting Interface. **Total Cost:** \$85,277.45

The cost has been changed to \$77,528.76. Member Brooks made a motion to approve the SOW with the new figure, which was seconded by Member Thornton. Vote was taken and the motion unanimously passed.

5. DLNR, Division of Forestry and Wildlife – Hunt Lottery, Amendment 1

During Phase 1, HIC will develop the Hunt Lottery Drawing System to replace the current manual process, which will be integrated within the Go Hunt Hawai'i website. Names for the lottery drawing will be retrieved from the existing Hawai'i Hunt Application System database.

Total Cost: \$52,355.99 + Maintenance \$1,200 per year

ETS reviewed the SOW and recommended approval. The SOW was broken down into phases to prevent open-ended projects. DLNR has choice to review.

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

6. Department of the Attorney General (AG) – Charity Retrievals, Amendment 7
HIC will add a new function to reject a submission in the Charity Retrieval System. **Total Cost:** \$6,094.25

ETS reviewed and recommended approval. The system will connect directly to the Internal Revenue Service (IRS) with no front-facing component. Data is transferred from the IRS to HIC. The taxpayer logs in and sends information to the IRS, the IRS then pulls that information to the AG. If the user did not complete the form correctly, the system will kick it back to the IRS and the IRS will inform the user/taxpayer. Member Brooks made a motion to approve the SOW, which was seconded by Member Colon. Vote was taken and the motion unanimously passed.

7. University of Hawai'i, James A. Burns School of Medicine (JABSOM) – Physician Survey
HIC will coordinate and work with DCCA to assist JABSOM with collecting Physician Workforce Assessment survey data. **Total Cost:** Self-funded; 1.5% of the total gross Professional & Vocational Licensing (PVL) renewal fee collected for MD or DOS. If purchase card (pCard) is used, an additional 3% of the total amount will be added in order to cover the transaction processing fees.

ETS reviewed the SOW and recommended approval. In order to receive their professional license, physicians are required to answer a survey when renewing their annual license. Member Thornton made a motion to approve the SOW, which was seconded by Member Brooks. Vote was taken and the motion unanimously passed.

Final SOWs will be uploaded to the SharePoint site. HIC will consider posting these online and have a response at the next quarterly meeting per Chair Nacapuy's request. The pending SOWs will not be posted on the website. HIC-hosted websites are ADA compliant and follow Comptroller's Memorandum 2010-28, "Policy Guidance on Web Site Accessibility." However, HIC will not be able to monitor if agencies post things to their websites without HIC's knowledge.

B. SOW and Service Level Agreement (SLA) Signed

Derek Ichiyama gave a brief summary of each SOW and SLA.

1. DCCA, Insurance Licensee Self-Service SOW

Develop and maintain a self-service portal for the insurance licensees to securely access their current license information, and provide the ability to download an electronic version of the license certificate.

Total Cost: No-cost project

Users can print their own licenses.

2. DLNR, Hunter Education and Records Management System SOW, Amendment 4

The maintenance, support, and hosting fee associated with this project is \$24,000.00. This amount is approximately 20% of the total cost of the project (\$118,000.00). PARTNER will be invoiced a fixed cost of \$2,000.00 monthly beginning in March 2017. This coincides with the launch date of the Public Module of the service. Payment from PARTNER is due within 30 days from receipt of the invoice. **Total Cost:** \$24,000 per year

3. County of Kaua`i, Online Property Tax Payments SOW, Amendment 4
New terms on Automated Clearing House (ACH) Returns and Credit Card chargebacks. **Total Cost:** For each returned ACH item, HIC will invoice PARTNER for the full amount of the real property tax including all convenience and transaction fees plus an additional \$10 bank return fee. In the event that HIC is unable to successfully contest a credit card chargeback, HIC will invoice PARTNER the original amount remitted plus a \$10 charge-back fee.

Changed terms of agreement so the County is responsible for recouping the charge back fee.

4. Department of Defense, Homeland Security Website SOW
HIC will build a website for the Hawai`i Department of Defense, Office of Homeland Security. The new site will allow the agency to easily administer and update their own website content, include a responsive web design (defined below) and meet WCAG 2.0 level A requirements.
Total Cost: \$15,706.80
5. Department of Labor & Industrial Relations, Workforce Opportunity Tax Credit (WOTC) e-Application SOW, Amendment 2
Replaces the Maintenance and Support Costs section of previous SOWs and renames the section to Maintenance, Support, and Hosting Costs. HIC will provide support for the proper installation and ongoing general maintenance and operation of the WOTC e-Application. **Total Cost:** \$14,640
6. University of Hawai`i, JABSOM Service Level Agreement
Serves as a memorandum of understanding with respect to the implementation of "Hawaii.gov" for the University of Hawai`i JABSOM.

SLA for the Physician's survey SOW.

VI. Proposed Terms of Use Policy for Hawai`i Government Websites

Keith DeMello reported that ETS drafted a new Terms of Use policy for Hawaii state government websites, which has gone through an initial review with the Attorney General's office and other user agencies. State agencies that work with HIC use HIC's Terms of Use policy. State government sites that are not using HIC will use the Hawaii state government version as their Terms of Use policy.

VII. Good of the Order

A. Announcement – Next meeting: December 7, 2017

The next meeting will be held at another site due to renovations at the Kalanimoku Building Videoconference Center.

Keith DeMello announced that the AHC fund will be on the agenda for the next meeting. The AHC fund current revenue is \$8,000 a month with current expenditures at approximately \$12,000. If these remain constant, the AHC fund will be solvent only until 2020. ETS intends to provide options for the committee to address the issue.

VIII. Adjournment

Member Brooks made a motion to adjourn the meeting, which was seconded by Member Colon. Vote was taken and the motion unanimously passed. Meeting adjourned at 2:06 p.m.