

STATE OF HAWAII
ACCESS HAWAII COMMITTEE
AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON
THE OPERATION OF THE INTERNET PORTAL
FOR THE PERIOD
JANUARY 1, 2017, THROUGH DECEMBER 31, 2017
SUBMITTED TO
THE THIRTIETH STATE LEGISLATURE
IN ACCORDANCE WITH SECTION 27G-5, HAWAII REVISED STATUTES

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Introduction

Pursuant to section 27G-5, Hawaii Revised Statutes (HRS), the Access Hawaii Committee (AHC) submits its annual report to the 2018 Legislature. This year's report includes an annual report by the portal manager/vendor, Hawaii Information Consortium, LLC (HIC), reflecting work authorized by the AHC in conjunction with various State and county agencies. Attached as Exhibit 1.

Overview

As defined under chapter 27G, HRS, the legislatively mandated duties of the AHC include the following oversight functions with regard to the State Internet Portal Program: 1) review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager; 2) review and approval of all charges to portal users; 3) review and approval of service level agreements negotiated by government agencies with the portal manager; 4) review of the annual financial reports and audit of the portal manager; 5) review of annual customer satisfaction surveys conducted by the portal manager; and 6) review of performance measures of

the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

The AHC was initially created by Act 292, SLH 2000 to oversee the State's portal services. Pursuant to Act 110, SLH 2003, the AHC operated as an informal committee and was scheduled to sunset on July 1, 2005. Act 110 removed the sunset date. Because of the value of the oversight function, the Legislature enacted Act 172, SLH 2007 on June 13, 2007, which established the AHC in Chapter 27G, HRS.

The portal program contract was awarded through competitive solicitation effective January 2008 for the initial five-year period. The parties extended the contract an additional three years, effective January 4, 2013 and again in 2016.

In 2010, the Legislature created the AHC Special Fund within the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services (DAGS) to support the AHC in Act 101, SLH (2010).

In 2011, the Portal Program Manager position was established by Act 164 (SLH 2011) to assist the AHC with its legislatively mandated duty of providing oversight of the portal provider. In support of the Committee's charge to provide review of strategic plans, the Portal Program Manager provides guidance to the AHC relating to strategies for online payment processing, electronic document filing, internet initiatives, paperless initiatives, and web application development. The Portal Program Manager also monitors portal provider activities to ensure compliance with the terms and conditions of the portal provider contract, reviews the portal provider's financial reports, evaluates new Statements of Work, fee agreements, priorities, and Service Level Agreements being negotiated between government agencies and the portal provider and presents findings and recommendations to the AHC. The Portal Program Manager collaborates with the portal provider and government agencies to promote e-government and to increase on-line services that can be easily, conveniently, and securely accessed by the public.

In 2014, the Chief Information Officer of the State was added to the AHC membership, and was designated as the chairperson of the committee, enacted (Act 21, SLH 2014).

New online government services are continuously being added through the portal program. State and county agencies and their employees working with HIC have identified new online services and work hand-in-hand with HIC through the planning, implementation and operational phases for these services. As a result, government services are more accessible to the public and are being provided with added convenience and saving time to conduct business with the State and county governments. Citizens can conduct business with government online from their homes and offices during the State's business and non-business hours.

The portal program's success has been achieved through the work of HIC, in conjunction with the AHC, the Office of Enterprise Technology Services, and the

business and information technology teams of the State agencies, the counties, and the Judiciary.

2017 Activities

The following sections provide key issues and activities addressed by the AHC from January 1, 2017, through December 31, 2017:

New Statement of Work (SOW) Template

All SOWs for portal projects will utilize ETS' SOW template attached as Exhibit 2. In part, this process will increase transparency, provide sufficient details about the project, clearly define each party's responsibilities, state the cost of the project and provide a firm schedule of when items will be completed and delivered.

Preparation for New Request for Proposals (RFP)

On July 12, 2017, the request for information (RFI) was issued as part of RFP preparation to gather information on improving the portal program and alternatives to the current business model.

Responses to the RFI were received on August 9, 2017. All responses were reviewed in preparation for the RFP.

Biweekly Project Status

AHC members receive updates on current projects every two weeks to keep them abreast of new projects as well as more effectively monitor existing projects.

Accolades

The State portal program earned the following awards in 2017:

1. Hawai'i State Public Library System - Web Marketing Association Web Award - Best Government Website
www.webaward.org/winner.asp?eid=33300#.Wa9DxYpJnfZ
2. Hawai'i State Public Library System - W3 Award - Silver Winner
<https://www.w3award.com/winners/list/view/?event=1015&award=2&p=12>
3. DCCA BREG Annual Filings Redesign - Web Marketing Association Web Award - Government Standard of Excellence
www.webaward.org/winner.asp?eid=33495#.Wa9DtopJnfZ
4. DCCA staff received departmental recognition for the DCCA PVL Guards service.

2017 Annual Report by Hawai'i Information Consortium, LLC

A comprehensive progress report by HIC regarding the activities and expenses of the portal program is attached as Exhibit 1.