

## **Access Hawai'i Committee (AHC) Meeting Minutes**

December 7, 2017  
1:00 p.m.

### **Videoconference Centers (VCC)**

Kalanimoku Bldg., 1151 Punchbowl St., Rm. 410, Honolulu, HI 96813  
Hilo State Office Bldg., 75 Aupuni St., Basement, Hilo, HI 96720  
Wailuku State Office Bldg., 54 S. High St., 3<sup>rd</sup> Flr., Wailuku, HI 96793  
Lihue State Office Bldg., 3060 Eiwa St., Basement, Lihue, HI 96766

### **Members Present**

Glenn Segawa, DP Systems Manager, representing the Comptroller of the Department of Accounting and General Services (DAGS), State of Hawai'i  
Derek Ichiyama, Portal Program Manager, representing the Chief Information Officer, Office of Enterprise Technology Services (ETS), State of Hawai'i  
Sarah Allen, Administrator of the State Procurement Office (SPO), State of Hawai'i (Bonnie Kahakui, Purchasing Specialist, representing the Administrator of the SPO, State of Hawai'i)<sup>1</sup>  
Stuart Okumura, Juvenile Justice Information System (JJIS) Coordinator, Department of the Attorney General (ATG), 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  
Keith Ho, Deputy Director, Department of Information Technology, City & County of Honolulu  
Jules Ung, Director, Department of Information Technology, County of Hawai'i (VCC)<sup>2</sup>  
Jacob Verkerke, Chief Technology Officer, Department of Management, IT Services Division, County of Maui (VCC)<sup>2</sup>  
Mandi Swanson, IT Project Leader, representing the Chief Technology Officer, Department of Management, County of Kaua'i (VCC)<sup>2</sup>

### **Members Absent**

Jennifer Brooks, Attorney, Office of Information Practices (OIP), State of Hawai'i  
Robert Su, IT Manager of the Department of Taxation (DoTax), State of Hawai'i  
Senator Glenn Wakai, State Senate  
Representative Chris Lee, State House of Representatives

### **Other Attendees**

Valri Kunimoto, Deputy Attorney General, ATG  
Burt Ramos, General Manager, Hawai'i Information Consortium (HIC)  
Janet Pick, Director of Operations, HIC

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<sup>1</sup>Participated after Ms. Allen left the meeting.

<sup>2</sup>Participated via VCC

- I. Call to Order  
Chair Nacapuy was away on business so designated Derek Ichiyama as acting chairperson. Acting Chair Ichiyama called the meeting to order at 1:10 p.m., at which time quorum was established.
- II. Review and Approval of the December 7, 2017, Meeting Minutes  
Member Thornton 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.
- IV. Designation of Acting Chairperson  
Member Verkerke asked if there were any concerns with Ichiyama serving as Acting Chair while in the Portal Program Manager position. Members agreed that there were none as Ichiyama still reports to the CIO.
- V. Portal Program Manager's Report
  - A. Project Dashboard  
Ichiyama reported that the dashboard is built on Salesforce platform, which will better capture real-time projects. Metrics, fees and costs to determine the return on investment, and revenues from applications and services will be added. Ichiyama will provide members with a link to the dashboard since users will need to have a Salesforce account to access it. More information will be provided at the next meeting.
  - B. Status of Interim Statement of Work (SOW) Approval Process  
Ichiyama reported that this process has been completed. The first part of the SOW includes basic information that will be the same for all projects. The second part is the Exhibit which will list the deliverables, schedule fees, and other information specific to that project. This uniformed process will cut down on the review time and is currently in use.
  - C. Request for Information (RFI) for Internet Portal Manager and Service Provider  
Member Allen requested to enter into Executive Session. Since Executive Session was not an agenda item, it will be added to the agenda for the next meeting. At this time, Member Allen left the meeting and Bonnie Kahakui, who was in attendance, participated as the SPO Administrator's representative.
  - D. Hawaii Information Consortium (HIC) Report  
Burt Ramos reviewed HIC's report. The Hawaii.gov Portal Chatbot is in the usability testing stage. It will manage very basic functions for answering easy, repeated questions. If the artificial intelligence (AI) system is unable to assist the customer, it will pass the call to a live person or provide a link to what the user is asking for. Ramos sees this tool assisting departments and divisions with routing of calls in the future.

In response to questions about how much does the State pay the Internet portal program, Ramos presented a five-year summary of payments by the State to HIC from 2013 to 2017 (through October 31, 2017). State payments were described as “absorbed payments” which included time and materials projects, hosting, and maintenance contracts. The graph showed that revenues increased but the state’s portion to HIC decreased. The return on investment (ROI) has gone up as the State’s payment went down. In 2014, there was a high work load for the template and portal, and time and materials invested by the State. That decreased in 2015 and 2016. In 2017, the total will be approximately \$2.8 million. As an example, HIC realized \$9.06 million in revenue in 2016. The State paid \$3.4 million of it with the absorbed fee about \$2.6 million and time and materials were about \$750,000. Businesses and private citizens paid the difference.

HIC is now seeing the effect of the departure of DoTax processing in 2015. In December 2016, the General Excise Taxes went to the new software which HIC did not collect on. Fortunately, one of the GenTax vendors needed HIC’s help to receive payments which buffered the loss of DoTax.

In summary, Ramos reported that for 2017, HIC is projected to be paid \$2.8 million with the State receiving 140 services. HIC has 35 full-time employees who performed approximately 70,000 hours of work, which comes out to \$20,000 on average for services. HIC would not benefit from the continued downward trend and there should be a focus on public opinion on user fees for government services. Member Verkerke asked if the trend would be similar with revenues from the outside. Ramos stated that revenues would increase in the businesses sector. The revenue from user fees for 2013 to 2017 is as follows: 2013 \$2.55 million; 2014 \$3.24 million; 2015 \$4.29 million (above what state paid); 2016 \$5.6 million; 2017 \$4.8 million through October. For every dollar the state paid, the user paid \$2.

In the General Manager’s report, Customer Service section, there was a typographical error. The correct number of handled inquiries is 59,994 for January 1-October 31.

E. Draft AHC Annual Report to the Legislature

Members requested that the word “copyright” be removed from HIC’s section.

Member Verkerke made a motion to accept the annual report, as amended, which was seconded by Member Thornton. Vote was taken and the motion passed.

VI. Approval of Statements of Work (SOW)

A. SOWs Under Review

No SOWs for review or vote.

1. Dept. of Health, Emergency Medical Services (EMS) - Creation of EMS portal with EMS Program and Service Overview

Project has been postponed. Partner reevaluating the handle of fees.

2. Hawai’i County, Online Road Test Schedule System

Had changes after review. Amount of walk-in traffic is higher so walk-in fee has been waived. SOW will be amended and brought for review/approval.

B. SOWs to be Signed

None.

1. Dept. of Health, State Council on Mental Health - Mental Health Website  
This SOW has been signed and has moved to production phase, waiting for deliverable dates.

C. SOWs Signed

1. Dept. of Health, Alcohol and Drug Abuse Division – Inspection and Complaints Portal
2. Dept. of Land & Natural Resources, Hunter Education - Amendment 5 – Records Management
3. Dept. of Land & Natural Resources, Div. of Forestry and Wildlife – Hunt Lottery, Amendment 1
4. Dept. of the Attorney General – Charity Retrievals, Amendment 7
5. University of Hawai‘i, John A. Burns School of Medicine (JABSOM) – Physician Survey

VII. Good of the Order

1. Announcement - Next Meeting: March 1, 2018

VIII. Adjournment

Member Thornton made a motion to adjourn the meeting, which was seconded by Member Okumura. Meeting adjourned at 1:55 p.m.