

Access Hawai'i Committee (AHC) Meeting Minutes - DRAFT

June 21, 2019

9:30 a.m.

Videoconference Centers (VCC)

Kalanimoku Bldg., 1151 Punchbowl St., Rm. B10, 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

Douglas Murdock, Chief Information Officer, Office of Enterprise Technology Services (ETS)

Meoh-Leng Silliman, Business Management Officer, representing the Comptroller,

Department of Accounting and General Services (DAGS)

Bonnie Kahakui, Purchasing Specialist, representing the Administrator, State Procurement

Office (SPO)

Jennifer Brooks, Attorney, Office of Information Practices (OIP)

Stuart Okumura, Juvenile Justice Information System (JJIS) Coordinator, Department of the

Attorney General (ATG)

Stuart Shirai, Information Systems Manager, representing the Director, Department of Commerce

and Consumer Affairs (DCCA)

Kevin Thornton, Director of Information Technology and Systems Department, representing the

Administrative Director of the Courts

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

Mandi White, IT Project Leader, representing the CIO, County of Kaua'i (VCC)¹

Members Absent

Robert Su, IT Manager, Department of Taxation (TAX)

Keith Ho, Deputy Director, Department of Information Technology, City & County of Honolulu

Senator Glenn Wakai, State Senate

Representative Chris Lee, State House of Representatives

Other Attendees

Valri Kunimoto, Deputy Attorney General, ATG

Todd Omura, ETS

Kaimana Bingham, ETS

Caroline Julian-Freitas, ETS

Jussi Sipola, ETS

Susan Bannister, ETS

Burt Ramos, General Manager, Hawai'i Information Consortium (HIC)

Rosie Warfield, HIC

Carrie Miyasato, HIC

Julie Shohet, HIC

Matthew Coke, Legislative Reference Bureau

Pete Gayatinea, Legislative Reference Bureau

Glen Takahashi, City and County of Honolulu

¹Participated via VCC

Kevin Yim, Dept. of Land and Natural Resources
Shane De Mattos, County of Maui, Division of Forestry and Wildlife
Cameron Black, Dept of Business, Economic Development and Tourism

I. Call to Order

Chair Douglas Murdock called the meeting to order at 9:37 a.m. at which time quorum was established.

II. Review and Approval of the March 7, 2019 Meeting Minutes

Correction was made to Member Mandi White's name in the minutes. Member Thornton made a motion to approve the minutes as corrected, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

III. Public Testimony

Due to the cancellation of the AHC meeting on June 6, 2019, Greg Hoxsie sent a written testimony via email. He is looking forward to hearing the results of the Permitted Interaction Group created to address his previously submitted questions about the portal and AHC; suggests revisiting the transactional fee component every active SOW to insure everyone involved is receiving a good value for the fees paid and the contractor is being compensated fairly; suggests reaching out to the various Directors to advise them of their options for procuring eCommerce services; and would like a more complete financial picture of HIC's portal operations. Mr. Hoxsie requested that the AHC March 7, 2019 meeting minutes include his written testimony which was submitted on March 6, 2019.

IV. Report by the Permitted Interaction Group (PIG) Pertaining to Concerns Raised in Public Testimony

Chair Murdock reported that the PIG members met and prepared a Frequently Asked Questions (FAQ) sheet in response to questions raised in public testimony and by State Representative Tina Wildberger. The PIG recommended that the FAQ be added to the AHC website. Discussion and appropriate action will be made at the next AHC meeting.

V. Approval of Service Level Agreement (SLA)

A. SLA Under Review

1. Legislative Reference Bureau (LRB)

Matthew Coke, LRB Senior Attorney, and Pete Gayatinea, LRB Research Librarian, requested approval of LRB's SLA and SOW for website development. The project includes two websites—one for LRB and one for the Public Access Room, which is a division of LRB. Estimated cost is \$37,926.00 using FY19 budget. Member Thornton made a motion to approve the LRB's SLA, which was seconded by Member Designee Kahakui. A vote was taken and the motion unanimously passed.

VI. Approval of Statements of Work (SOW)

A. SOWs Under Review

1. Legislative Reference Bureau Website Redesign

Member Brooks made a motion to approve the LRB's SOW, which was seconded by Member Kahakui. A vote was taken and the motion unanimously passed.

2. City and County of Honolulu, Office of the City Clerk (OCC)

Glen Takahashi, Honolulu City Clerk, requested the approval for HIC to create a new repository for the Honolulu City Council. This SOW is one of three. OCC received budget approval for the first two phases. The other two phases include a legislative document management system and a meeting management system. The first phase is to create the repository and database which will be used mostly by internal users and provide a basic level, front-end for public access. OCC will return to AHC for the remaining phases. The old systems will eventually be phased out.

Member Brooks made a motion to approve the City and County of Honolulu SOW, which was seconded by Member Silliman. A vote was taken and the motion unanimously passed.

3. Department of Land and Natural Resources, Division of Forestry and Wildlife, Hunt Application System, Amendment 1

Shane De Mattos from the Division of Forestry and Wildlife requested approval for the Hunt Application System SOW to redesign and redevelop the existing hunting application system and integrate it with the Go Hunt system that is currently in place. Go-Hunt system will be a one-stop shop for the hunting community. Remittance back to the state is made twice a year soon after the application deadline ends.

Member Kahakui made a motion to approve the Division of Forestry and Wildlife SOW, which was seconded by Member Verkerke. A vote was taken and the motion unanimously passed.

4. Master Statement of Work, State of Hawaii, Gov2Go Mobile Platform

Burt Ramos gave a brief overview of the SOW. The application was developed as an enterprise product by its parent company, NIC. Mobile-based application with no cost for government or users. Users would be able to receive mobile phone or email notifications regarding payments or events. Fees would only involve the existing payment fees that are in place via the SOW which would be previously approved by the AHC. Current transaction fees would be transferred over to the application. Connection agreements would be used to bring agencies on board. Member White asked about the 2-1/2-star rating on a Google review and complaints on vehicle registrations. Ramos stated that it might be a delay on the agency's side but will look into it. NIC is working on how to configure payments in real time. Members decided that it was premature to take any action at this meeting.

B. Signed/To Be Signed SOWs

Chair Murdock stated that he signed the following SOWs due to departmental budget deadlines.

1. Department of Business, Economic Development and Tourism, EV Stations Hawaii, Amendment 1

Cameron Black, Energy Analyst, presented the three SOWs, which were executed in May 2019 to meet their fiscal deadline. The amendments were to clarify the hosting fees. The Hawaii Electric Vehicle (EV) Stations allow users to locate electric vehicle charging stations statewide.

2. Department of Business, Economic Development and Tourism, Renewable Energy Projects Directory, Amendment 3

The Renewable Energy Projects Directory is DBEDT's website or app of all the existing and proposed renewable energy projects in the state. One of the office's goals is to provide information to facilitate and enable the deployment of renewable energy, clean transportation or electric vehicles.

3. Department of Business, Economic Development and Tourism, Renewable Energy Permitting Wizard Hosting and Support Service

The Renewable Energy Permitting Wizard was developed to identify all the state, county, and federal permits that might be required for a renewable energy project in Hawaii. The Legislature has directed DBEDT to identify the number of permits that could be required for a project and this is one of the tools to meet that need.

4. Department of Land and Natural Resources, Division of Boating and Ocean Recreation, Boating Accounts Receivable Systems (BARS) Maintenance Agreement 3

Kevin Yim gave a brief summary of the SOW. The BARS was developed and maintained by HIC. In 2018, DLNR began migrating to a new system. At that time there was no maintenance or support fee for the services provided. From July 1, 2019 through December 31, 2019, DLNR will pay \$3,000 for the maintenance and support fee while they continue to migrate off of the BARS onto DLNR's other system. They plan to migrate about 40% off of BARS by July 1, 2019 and 60% by December 31, 2019. Member Kahakui asked how they arrived at \$3000. Ramos explained that the initial contract was a time and materials project and the maintenance fee was calculated as a percentage fee of that which totaled approximately \$93,000 a year. In 2014, HIC reduced the fee to \$5,500 a month through June 30, 2017. Because the migration was going well, HIC agreed to hold off on the fees and continued support. No fees were charged to DOBAR over the last two years. Because of some delays, HIC wants to recoup some cost. HIC targeted about \$5000 a month for the security of the site and maintenance updates. About 60% of the accounts are still on the BARS, so 60% of \$5000 is \$3000.

5. County of Hawaii, County of Maui, Professional and Vocational Licensing (PVL) Data Integration

Member Verkerke spoke on behalf of Maui and Hawaii Counties. They are independently implementing a new software system land management and permit issuance. It will interface with the information HIC maintains in support of the functionality of licenses so that users of its systems can request validation verification of the professional licenses that are required of contractors, architects, etc. No public interface is associated with this SOW. It is mostly for the Counties' ability to query the information in the database that HIC maintains in support of the renewal process. Hawaii County will be first to exercise this functionality targeted for the 3rd quarter 2019, Maui County will be ready in 2020.

Member Thornton made a motion to approve the five SLAs listed that were presented and completed, which was seconded by Member Silliman. A vote was taken and the motion unanimously passed.

VII. Portal Strategic Plan

Burt Ramos submitted the Portal Strategic Plan as a living document, which will continue to be developed in tandem with ETS, SPO and AHC. HIC's purpose is to make government interactions more accessible through technology based on four pillars-- grow the program and services, strive for operational transparency, closer alignment with ETS and State of Hawaii priorities, participate and give back to the state. Also included in the plan is a list of proposed projects.

VIII. Hawaii Information Consortium Report

Burt Ramos presented the General Manager's report. Customer Service Average Resolution Time report shows resolution time skewed due to waiting response time from customer. Member Shirai suggested showing the average time ticket was in place rather than response time from customer.

IX. Chief Information Officer's Approval of Statements of Work

To make the SOW approval process more efficient, Kaimana Bingham and Todd Omura asked the members if they would allow the AHC Chair to approve SOWs under certain conditions since the committee meets quarterly. Chair Murdock signed the five SOWs due to budget deadlines and sought guidance from the AHC on this issue. Member Thornton stated that having a standard fee model in the future would make reviewing and approving of the SOWs easier and faster. Currently, each SOW has a different model. Members Brooks and Thornton recommended that ETS staff develop a framework or parameters to be presented at the next AHC meeting of when the AHC Chair can approve SOWs in between AHC meetings.

X. Internet Portal Program Contract Extension

Todd Omura gave a summary of the Internet Portal Program Contract. The current contract began in 2008 and is on its third extension, which is set to expire January 3, 2020. The procuring agency is SPO, the ETS CIO is the contract administrator. These two parties look after the contract ensuring that the terms and conditions are being followed. Last year, the

contract was extended for one year with the expectation of doing a Request for Proposals (RFP) at that time. Omura explained that if the State does not opt to extend the contract, they can elect for a transition period for up to a 12-month period at which time the vendor would be required to operate and provide services during this transition period. If another RFP is done and a new vendor is selected, departments will have some time to consider transferring over to the new vendor. ETS would have perpetual rights to use the software developed by HIC over the years including the 100+ applications but excluding commercial off-the-shelf proprietary items. ETS would also have the option to negotiate with HIC to acquire any hardware equipment once the contract ends.

Chair Murdock noted that the statute does not state that the AHC must decide to renew or extend the contract but should be involved in the decision-making process.

Member White had concerns that if another vendor is selected, would the vendor be able to provide support on a system they did not create and be willing to work with agencies on the current system? Member Thornton suggested that if another contract is developed, it should not only focus on technology but on other components such as a multiple vendor model, fee structure, and work distribution between the vendor and ETS.

Member Brooks inquired on the status of the RFP. Member Kahakui explained that she and ETS staff have been looking at current technologies and fee structures but this one-year extension is almost ending. Due to time constraints, Member Kahakui asked the committee to agree to allow the CIO and SPO make the determination sooner than later to avoid last minute flux. Member Kahakui made a motion to allow the SPO and CIO to determine the length of contract extension, which was seconded by Member Brooks. Member Thornton suggested that if a decision is made to extend the contract that the extension of one or two years will include a study of what is needed then do an RFP in the second year. Vote was taken on the motion made by Member Kahakui and the motion unanimously passed.

XI. Good of the Order

The AHC will consider moving its quarterly June meeting to May to allow time for review and approval of agencies' SOWs before their budget deadlines.

Next meeting scheduled for September 5, 2019.

XII. Adjournment

Member Kahakui made a motion to adjourn the meeting, which was seconded by Member Silliman. Vote was taken and the motion unanimously passed. Meeting adjourned at 11:20 a.m.

Recorded by: _____
Susan Bannister, ETS