



Access Hawai'i Committee (AHC) Meeting Meeting Minutes

September 5, 2019
1:00 p.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)

Curt Otaguro, 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 (via VCC)

Jacob Verkerke, Chief Technology Officer, Department of Management, IT Services Division, County of Maui (via VCC)

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

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

Bryce Fujii, ETS

Susan Bannister, ETS

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

Janet Pick, Director of Operations, HIC

Rosie Warfield, HIC

Jing Xu, HIC

Greg Hoxsie, Member of the Public (Maui VCC)

Reginald Kokubun, Department of Land and Natural Resources

Trina Horner, County of Kaua'i, Department of Public Works (Kaua'i VCC)

Bob Hiltner, DCCA

I. Call to Order

Chair Murdock called the meeting to order at 1:07 p.m. at which time quorum was established.

II. Review and Approval of the June 21, 2019 Meeting Minutes

Member Thornton made a motion to approve the minutes, which was seconded by Member Otaguro. Discussion ensued. Member Verkerke noted that the Permitted Interaction Group (PIG) report should be on today's agenda but is not listed. Chair Murdock stated that the item was inadvertently left out and will be on the next meeting's agenda. The Frequently Asked Questions (FAQ) will be finalized and posted on the AHC website upon the Committee's review and adoption. A vote was taken and the motion unanimously passed.

III. Public Testimony

Maui resident, Greg Hoxsie, complained of the Committee's policy that testimony would have to be read. In the past, written testimony could be submitted and included in the meeting minutes. He stated that his previous testimony was edited and made public record rather than his testimony in whole. He also thanked the AHC, Chair Murdock, HIC, and Maui State Representative Tina Wildberger for their efforts in providing more transparency with the portal contract. Mr. Hoxsie would like the AHC to address the credit card processing fees charged by HIC to the state. In 2016, HIC standardized the credit card processing fees to 2.78% for all new SOWs. However, the new rate was not applied to SOWs prior to 2016. He also would like the AHC to eliminate the transaction fee component, which generates a large sum for HIC. He also questioned the differential between the wholesale and retail credit card rate processing fees charged by HIC to the state. Chair Murdock thanked Mr. Hoxsie for his testimony.

IV. Hawai'i Information Consortium Report

Burt Ramos presented the General Manager's report. The HIC team developed the Portal Innovation platform. The payment platform portal, GoPay Hawai'i, centralizes payments for the state which could be quickly implemented with agencies. Member Verkerke asked if the platform would be available for services HIC did not develop, take payment but not update those systems where the account resides, and develop an interface like a transaction file to the host system. Mr. Ramos said yes. He also explained that it could also import a payment file to be placed online. Users could go online, search for their account number, make a payment and HIC would disburse the funds. Member Verkerke also inquired if the platform could support consolidated billing. Mr. Ramos said it will have a shopping cart feature where different bills can be placed and prepared for one payment.

Mr. Ramos reported that HIC is taking steps in achieving the goals and objectives outlined in the Portal Strategic Plan and will provide an update at the next meeting. HIC has been moving selected portal applications to the cloud without any problems.

V. Approval of Statements of Work (SOW)

1. SOWs Under Review

a. Department of Land and Natural Resources (DLNR) Dealer Report Maintenance Agreement; Amendment 1

The agreement covers maintenance for an online reporting system for commercial marine dealers to report marine life purchased from licensed fisherman on a weekly basis. The fees were determined and noted in the original SOW which is posted on the AHC website.

Reginald Kokubun from the Division of Aquatic Resources and Jing Xu from HIC requested approval for this SOW, Amendment 1 which is to finalize the maintenance portion of the existing Dealer Reporting system that is being tested before launching in October. The website development project is paid by federal funds and some General funds. DLNR receives the federal funds annually and the funds were not available when the project was approved in 2017. The best option was to leave out the maintenance portion. The amendment will begin after the project is implemented.

Member Otaguro made a motion to approve the DLNR SOW, Amendment 1, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

b. Enterprise Technology Services (ETS) Web Design Support

The agreement is for HIC to assist ETS on an as-needed basis to maintain and further the development of the statewide website theme. This may include, but is not limited to, the design, development, security and compliance of the theme and its dependencies, i.e. use of tools, plugins, libraries and frameworks. The work shall not exceed a yearly fiscal budget of \$30,000.

Bryce Fujii from ETS requested approval for preliminary contract for work to be done in relation to the statewide website template. ETS hosts approximately 80 installations and up to 500 subsites and unable to incorporate changes to the websites on a timely basis. ETS would use this to augment and supplement skills and knowledge ETS currently lacks in-house. ETS has hired programmers but lacking on the design element-side. This is for the hawaii.gov websites that ETS hosts.

Member Kahakui made a motion to approve the ETS Web Design Support SOW, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

c. State Procurement Office (SPO); Hawai'i Compliance Express Redesign; Amendment 1

The purpose of this amendment is to redesign Hawai'i Compliance Express (HCE). The look and feel will be updated so it is similar to the HANDS and

HiePRO services. There will be no major functionality changes.

Member Kahakui stated that the application was launched in 2005. No updates have been done since. This amendment is only to change the design component to match the current HANDS and HiePRO systems. The new design will be responsive to users, help with current usability issues, and reduce the number of calls HIC and SPO receives. The redesign will have an upfront cost of \$54,450.24 and SPO expects to use the credits from the HANDS application for this project. Member Verkerke asked if there is a convenience fee to which Member Kahakui responded that a \$12 fee is paid annually to HIC. Member Verkerke stated that the convenience fees should be used for updates to the website. Member Thornton also inquired why the maintenance updates are not covered by the convenience fees. HIC collects \$200,000 annually from the convenience fees. Member Verkerke had concerns that approval of this SOW would set a precedent for other HIC portal users. Mr. Ramos stated that he will meet with SPO. Chair Murdock recommended that this item be deferred to the next meeting, to which there were no objections.

- d. County of Kaua'i, Department of Public Works; Online Sewer Payments; Amendment 2

This Statement of Work covers the upgrade of the Online Sewer Payments and all functionality to the HIC Payment Platform. The Payment Platform is a centralized payment portal developed by HIC that simplifies Hawai'i government payments. The upgrade will provide a new look and feel and will include an administrative module for Kaua'i Sewer program staff to view payment transaction history.

Member White introduced Trina Horner, who represented the Public Works Wastewater Management Office, County of Kaua'i. This SOW is to improve the sewer payment website that was built in 2006. Member Otaguro asked what kind of enhancements will be done. Member White explained that it is to improve the existing site, making it more user friendly. Janet Pick from HIC stated that not much changes will be made for the end-user. However, the enhancements will provide additional features to help the Kaua'i staff. They will be able to view transaction fees. Member Otaguro asked if the credit card processing fee of 2.2% per transaction is on an annual basis for review or fixed for the contract. Ms. Pick explained that the percentage was negotiated when the original contract was created in 2006. Mr. Ramos noted that HIC is open to reviewing the standardized rate including the one negotiated in 2015. Chair Murdock asked Kaimana Bingham to look into whether a standard rate should be set for SOWs.

Member Otaguro made a motion to approve the County of Kaua'i, Online Sewer Payments, Amendment 2 SOW, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

e. Master Statement of Work; State of Hawai'i; Gov2Go Mobile Platform

This platform will deliver integrated web and mobile applications to citizen users in a “one-stop-shop” user experience using a cohesive interface, the Gov2Go Platform. It includes a single mobile application made available to citizens of multiple states using a common customer account. The Gov2Go Platform will facilitate certain citizen-to-State agency transactions and the delivery of information.

Burt Ramos stated that there are no fees to develop the Gov2Go Platform. A fixed fee or transaction fee may apply to integrate a service into Gov2Go. All fees shall be mutually agreed upon in each Connection Agreement, which will be reviewed periodically by the State and the AHC. The AHC will review and approve any and all Portal Charges for fairness, reasonableness, and appropriateness in furthering the goals of the contract.

After viewing and discussing the presentation by Mr. Ramos, Member Otaguro made a motion to approve the Gov2Go Master SOW and the Connection Agreement with the County of Kaua'i, Online Kaua'i Sewer Payments, which was seconded by Member Shirai. Chair Murdock noted that the Connection Agreements will come through the AHC for now. A vote was taken and the motion unanimously passed.

2. Gov2Go Presentation

Burt Ramos gave a brief presentation about the Gov2Go application. It is a centralized mobile platform for services and reminders. If there are multiple payments due at the same time with different convenience and credit card fees, each service would go into a shopping cart where one payment can be made. Member White noticed that some online reviews of the app said it took couple of months for their payments to go through. She asked if payments on this app would take the same amount of time as if it was paid online. Mr. Ramos stated that they cannot control what happened in other jurisdictions but that the local team will be responsive and make it succeed. Member White noted that this app will be a great convenience to users if payments will be processed on a timely basis.

VI. CIO Approval of Statements of Work (SOWs)

Todd Omura presented a draft of the *CIO SOW Approval Delegation Guidelines* for the Committee's review and comments. The Guidelines provide conditions under which the CIO may sign SOWs when a justified business need arises in between AHC meetings. Member Verkerke suggested that in item 2, the word “cost” be changed to “value”. He also had concerns allowing CIO to approve SOWs outside of a public meeting and the event that the CIO approved a SOW and at the next meeting the AHC opposed it. Members recommended adding item “4) the SOWs are ratified by the AHC.” Member Otaguro recommended that they adopt the Guidelines for now and can revisit as needed.

Member Brooks made a motion to accept the Guidelines with the proposed changes, which was seconded by Member Kahakui. A vote was taken and the motion unanimously passed.

VII. Good of the Order

1. Announcements

Chair Murdock asked if the Committee would consider amending today's agenda to add two items. Member Brooks stated that the agenda may be amended with a two-thirds vote of all members to which the committee is entitled and provided that it is not an issue of major importance affecting a significant number of persons.

First item would be to add the report by the Permitted Interaction Group that was inadvertently left off the agenda. Member Brooks had concerns amending the agenda since it was a high public interest item.

The second item is a SOW between DCCA and HIC. Approval is required before December. DCCA is in the process of modernizing one of their case management systems. The project's completion date is targeted for April 2020. DCCA decided to integrate the existing portal functionalities into their new system. The project is already behind schedule with work ready to start to the back-end. Member Verkerke opposed amending the agenda and suggested calling a special meeting for this item.

2. Next Meeting: December 5, 2019 unless a special meeting is called.

VIII. Adjournment

Meeting adjourned at 2:43 p.m.

Recorded by: Susan Bannister
Susan Bannister, ETS