



Access Hawai'i Committee (AHC) Meeting Meeting Minutes

December 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)
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)

David Shak, Acting 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

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)*

Jules Ung, Director, Department of Information Technology, County of Hawai'i (via VCC)*

**The neighbor island members participated by telephone conference because the video conference
equipment was unavailable.*

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

Todd Omura, ETS

Kaimana Bingham, ETS

Susan Bannister, ETS

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

Janet Pick, Director of Operations, HIC

Mega Nichols, HIC

Carrie Miyasato, HIC

Julie Shohet, HIC

Shawn Taylor, HIC

Tami Whitney, Department of Health

Andrew Choy, Department of Land and Natural Resources (DLNR)
Kevin Yim, DLNR
Cameron Black, Department of Business, Economic Development and Tourism

I. Call to Order

Chair Murdock called the meeting to order at 1:12 p.m. at which time quorum was established. Neighbor island members joined the meeting via teleconference.

II. Review and Approval of the September 5, 2019 Meeting Minutes

Member Kahakui made a motion to approve the minutes, which was seconded by Member Thornton. A vote was taken and the motion unanimously passed.

III. Public Testimony

None.

IV. Hawai'i Information Consortium Report

Burt Ramos presented the General Manager's report. He thanked the Committee for the extension of the Internet Portal Manager and Services Provider contract. Two of the requirements for the contract extension include a migration of all the existing portal services to the Amazon Web Services by December 31, 2020. The written plan is due to ETS on January 13, 2020. The other requirement is the Single Sign-On. The written plan is due to ETS on February 13, 2020.

Member Verkerke asked if the Committee will be able to review and/or approve the plans. Chair Murdock asked the Committee for their opinion. Member Verkerke would like the AHC to review the plans due to the potential impact to the availability and service delivery through the website during migration. To minimize downtime, Mr. Ramos stated that the initial thought is that a replica will be transported to AWS and tested thoroughly prior to the cut over. Member Thornton asked about latency and response time and how it could impact services. Mr. Ramos stated that it will be in the plan. Chair Murdock stated that when the plans are finalized, ETS will share them with the AHC for informational purposes.

Chair Murdock asked what Bounce Rate is as noted in Appendix I. Mr. Ramos explained that Bounce Rate refers to the action of hitting the first page of a site and not continuing beyond the first page. At the next meeting, Mr. Ramos will provide a breakdown of the types of applications customer service inquiries are from and also the types of support the Help Desk provides as requested by Member Kahakui and Chair Murdock respectively.

Member Ung joined the meeting via teleconference.

V. Approval of Statements of Work (SOW)

1. SOWs Under Review

- a. Department of Health (DOH); Harm Reduction Services Branch; Medical Cannabis Registration System Parent/Guardian Grow Sites; Amendment IV

Tami Whitney from the DOH Medical Cannabis Registry Program requested approval for this SOW. There were some significant changes in the law with the 2018 legislative session that affected their on-line application system. The DOH is required to allow both parents who are not living together the option to grow medical cannabis for their child or children. This amendment was needed due to the level of complexity and amount of effort for this enhancement. Member Okumura asked how this would be validated. Ms. Whitney said parents would need to sign a certification attesting that the information they are providing is true and correct. Member Thornton asked if HIC receives 10% per transaction fee to maintain the system on an annual basis. Ms. Whitney said yes. \$38.50 per year (\$35 to the state, \$3.50 to HIC portal fee). The out-of-state program is \$49.50 (\$45 to state, \$4.50 to HIC). Member Verkerke asked why a development fee is necessary due to the revenue HIC receives. The annual report showed about \$91,743.00 for fiscal year 2019.

Ms. Whitney explained that the DOH's system is very complex. It involves different users-- patients, doctors, the DOH Administration, law enforcement, and requires interaction between the Department, patients, physicians and between the patient and physician. What HIC collects does not cover the amount of effort they absorb supporting this program. They provide IT tech support for patients, do updates and absorb the costs. Mr. Ramos said that the program's success is due to the flexible funding model and often uses the self-funded portion of it. There are a few key large volume services with high transactions to fund the 160+ services that HIC handles. These few revenue streams help fund the portal operations. Miss Pick stated that the revenues collected has been less than the cost of maintaining the service. Member Brooks verified with Ms. Whitney and HIC that this application has not been generating extra revenue nor has it been subsidized by other applications. Money from the regular fees are being used for both maintenance and other enhancements. The DOH and HIC made a separate SOW due to the scope of this enhancement. Chair Murdock stated that the Committee often questions what is covered under the maintenance fee and when a development fee is necessary. He suggested that ETS insert language in the SOW so the AHC has a better understanding of the charges. Member Thornton asked if the DOH considered adjusting the fee to customers. Ms. Whitney stated that they conducted a survey and found that patients were comfortable with a potential \$10 increase but that would require a statutory change.

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

- b. Department of Land and Natural Resources (DLNR); Hunter Education Program; Hunter Education and Records Management System; Amendment 6

Andrew Choy from the DLNR Hunter Education Program, requested approval for Amendment 6 to add two enhancements to the Go Hunt application. The two enhancements would be to create events and add announcements. It would allow them to publish event information for outreach events to target prospective students and provide education opportunities for graduates. The application would allow them to create an event, manage it, register students, and track that information. It would also generate notifications of new services, changes in policy or specific announcements that might be related to class cancellations or change in logistics. In fiscal year 2018 they had 159 transactions and in fiscal year 2019 had about 200 transactions. The proposed start date is March 2020 and deployment date is October 2020. Member Brooks asked for the difference between classes and events. Mr. Choy explained that the classes are statutory mandated. The Department provides Hunter Education certification which is required to purchase a hunting license or acquire a permit for a handgun. An event could be an advanced hunter education course, shotgun training course, or gun show. Their program focuses on recruitment, retention and reactivation. Recruiting new users, retaining existing graduates, and reactivating people who have lapsed. The DLNR would be able to target these different constituents better. This would help promote events or announce changes in a timely manner. He explained that information is currently disseminated through press releases.

Member Silliman made a motion to approve the DLNR Hunter Education Program SOW Amendment 6, which was seconded by Member Thornton. A vote was taken and the motion unanimously passed.

- c. Department of Land and Natural Resources (DLNR); Division of Boating and Ocean Recreation; Boating Accounts Receivable System (BARS) Maintenance Agreement 4

Kevin Yim from the DLNR asked for an extension of the current maintenance agreement. They are currently in the process of migrating data off of its current system and onto another system and be completed in March or June of 2020.

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

- d. Department of Business, Economic Development & Tourism (DBEDT); Hawaii State Energy Office; Renewable Energy Permitting Wizard; Amendment 8

Cameron Black, Energy Analyst of the State Energy Office requested

approval for SOW Amendment 8. One of their duties by statute is to facilitate the efficient expedited permitting of renewable energy, energy efficiency, transportation and energy resiliency projects. One of the goals is to enable appropriate citing of these large solar wind, bio fuel bio mass projects. The Permitting Wizard helps satisfy this duty by identifying the potential federal, state, county permits that could be required for a large renewable energy project in Hawai'i. The application was created in 2011 by another contractor and HIC took it over in 2012. HIC is paid an annual hosting fee of \$2,500 and there is no fee to use the application. Members questioned why the charges are not part of the maintenance fee and it is unclear as to what is being charged for the 12 enhancements. Ms. Pick stated that when HIC took on the project it was for hosting only and another company managed the maintenance. Chair Murdock asked Portal Program Manager, Ms. Bingham, to include what the maintenance fee includes and not include in future SOWs.

Member Thornton made a motion to approve the SOW as presented, which was seconded by Member Okumura. A vote was taken and the motion unanimously passed.

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

At the last AHC meeting, this item was deferred. Member Kahakui presented further clarification on this amendment. The HCE was developed in 2004-2005 with no updates made since then. The SPO has since created the Hawaii Awards & Notices Data System (HANDS) and the Hawaii eProcurement System (HiePRO), which have a modern look and feel. This amendment is to modernize the user interface, address usability issues, and redesign all the pages. It is currently not user friendly. State law requires that vendors must be compliant when doing business with Hawaii with purchases \$2500 or more so the interfacing with other agencies such as the IRS, TAX, DCCA, and Department of Labor and Industrial Relations must be accurate and prompt. Member Kahakui stated that there is no cost involved but there is a value of \$54,000 to this redevelopment. Member Brooks asked what the Invoice and Payment Schedule represents if no cost is involved. Member Kahakui explained that the schedule represents the various stages of the development. SPO is using the credits generated by its HANDS application for this development. This exploratory funding model option is in the HANDS SOW.

Member Brooks made a motion to approve the SOW as presented, which was seconded by Member Silliman. A vote was taken and the motion unanimously passed with Member Kahakui abstaining.

VI. Vote to adopt the Permitted Interaction Group Report Pertaining to Concerns Raised in Public Testimony

The Permitted Interaction Group (PIG) presented its report at the AHC June 21, 2019 meeting. The proposed FAQ was created as an outcome from the PIG discussions. Member

Kahakui made a motion to adopt the report, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

VII. Annual Report on the Operation of the Internet Portal Draft

Member Thornton made a motion to accept the report, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

VIII. Proposed Legislation Regarding the Access Hawaii Committee

Chair Murdock stated that the proposed changes to Chapter 27G, Hawaii Revised Statutes (HRS) were made in recognition of having more than one company providing Internet portals to the State. Some portals are outside of the AHC and there has been discussions with the Legislature whether these vendors should be brought under the AHC. The AHC would need to address various topics such as having a single sign-on for state applications, have a single credit card process application, a common look and feel across websites. Studies have shown that users prefer a single sign-on.

Member Kahakui asked if the intent of the bill is to address the possibility that the new portal contract may have multiple awards. Member Verkerke asked if the AHC provides oversight to all portal providers, will the bill provide for additional support staff. And is the intent of the bill to make other portal providers go through the process similar to what is applied to the HIC. Member Silliman mentioned that HRS §27G-6 already has a provision for a special fund to use for the portal program manager position. They may want to amend it to include additional resources to support the AHC. Chair Murdock said that the AHC will need to work through these items.

Member Verkerke asked if the bill will remove the option for counties and state departments to participate in the arrangement with the portal provider. Maui County currently has a different model with its portal provider and this bill might affect that option. Member Brooks asked if an option to opt-out would be possible. Chair Murdock stated that it would make sense for other jurisdictions and counties to have that option but the executive branch should abide by the provisions in the bill.

Member Verkerke noted that HRS §27G-4, Duties of the Committee, item #5 includes review of the annual customer satisfaction surveys conducted by the portal manager, which the Committee has not seen. He suggested that if the AHC wants to see these annual surveys, language should be changed to "Review of 'the' annual customer satisfaction surveys conducted by the portal manager". He also stated that the AHC will be of great value if it provides oversight of the portal manager as directed. Chair Murdock would like to meet in January to discuss these concerns and issues.

IX. Good of the Order

A meeting in January is to be scheduled.

Next regular meeting: March 5, 2020

X. Adjournment

Member Kahakui made a motion to adjourn, which was seconded by Member Silliman. A vote was taken and the motion unanimously passed. Meeting adjourned at 2:43 p.m.

Recorded by: *Susan Bannister*
 Susan Bannister, ETS