



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

March 5, 2020

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, Assistant Administrator, 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 (AG)

Robert Hiltner, Information Systems & Communications Office 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)

Jules Ung, Director, Department of Information Technology, County of Hawai'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

Del Sherman, IT Specialist, County of Kaua'i

Senator Glenn Wakai, State Senate

Representative Chris Lee, State House of Representatives

Other Attendees

Candace Park, Deputy Attorney General, AG

Todd Omura, ETS

Kaimana Bingham, ETS

Susan Bannister, ETS

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

Janet Pick, Director of Operations, HIC

Julie Shohet, HIC

Jing Xu, HIC

Rosie Warfield, HIC

Mamiko Carroll, State Foundation on Culture and the Arts

Dwight Bartolome, Department of Health

Glenn Takahashi, City and County of Honolulu, Office of the City Clerk

Rex Quidilla, City and County of Honolulu, Office of the City Clerk

Brandon Gonzales, County of Hawaii (via VCC)

I. Call to Order

Chair Murdock called the meeting to order at 1:22 p.m. at which time quorum was established.

II. Review and Approval of the February 7, 2020 Meeting Minutes

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

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW)

1. SOWs Under Review

- a. Department of Accounting and General Services, Hawaii State Foundation for Culture and the Arts (SFCA), Website Redesign

Mamiko Carroll, IT Specialist from the State Foundation on Culture and the Arts was present to discuss this SOW. The purpose of the project is to redesign the existing website and restructure existing content in order to present information from a user's perspective. The current website is hosted by ETS and HIC will do the work to get the website up to par. Member Verkerke questioned whether this project is for AHC to approve. Members discussed the various procurement methods that state agencies could use and found that this was appropriate for the AHC to review and approve.

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

- b. Department of Health (DOH), Office of Health Status Monitoring, Vital Records Ordering System Improvement Project, Amendment III

Dwight Bartolome from the DOH requested approval of this SOW. The purpose of this project is to enhance the current Vital Records Ordering System to improve public customer system delivery, and the internal process efficiency for the vital records ordering and tracking system. The enhancements are part in response to the October 2020 REAL ID Act deadline. Mr. Bartolome stated that due to the REAL ID there has been a sharp increase in requests for birth and marriage certificates. Verifying that an applicant is entitled to a registrant certificate is currently done manually by staff reviewing various records online and other supporting documents. This SOW will streamline and automate the process of validating the documents.

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

- c. City and County of Honolulu, Office of the City Clerk, Legislative Document Access, Amendment 1

Glenn Takahashi from the Office of the City Clerk requested that the AHC approve this SOW Amendment. The purpose of the project covers the addition of functionality to the new legislative document system that HIC has developed (Phase II). Improvements include expanded public search capabilities such as optical character recognition searches of various documents, develop a notification system for public and internal users of new content as its introduced by the City Council, and also create a HTML meeting agenda page that will allow Council members and the public to follow the meeting and have access to all of the relevant documents that are under consideration for a particular meeting.

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

- d. City and County of Honolulu; Office of the City Clerk; Online Ballot Request System

Rex Quidilla from the Office of the City Clerk requested approval for this Online Ballot Request System. Hawaii will be converting to all mail voting in 2020. As a result, they expect a greater need for voter services particularly in the completion of ballots—if they make a mistake, lose their ballot, or did not receive a ballot. The purpose of this project is in response to Act 136 which transitions the State of Hawaii to vote by mail. The goal is to create a system that allows registered City and County of Honolulu voters who have a problem with their mail-in ballot to request a new one from the Office of the City Clerk.

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

- e. Department of Liquor Control; County of Hawaii; Licenses and Permitting Application Amendment II

Brandon Gonzales, Administrator Officer, Department of Liquor Control, County of Hawaii requested approval of this SOW Amendment II. The purpose of the project is to enhance the current Liquor Licensing and Permitting application as stated in Exhibit A of the Amendment. The current application was completed about a year ago which allowed their public liquor licensees to renew their licenses online. Base on feedback from the public users and office staff, their Department came up with a list of enhancements to add. These will improve the users experience, encourage more people from

the public to utilize the online renewal system and also make the workflow for staff easier and better. Member Verkerke noted that there are transaction fees and convenience fees charged to use this system so why is it necessary to have a development fee. Mr. Gonzales explained that the development fee is deemed fair given the fact that public use of the online system was slow to start. HIC undertook this project on time and the user fee is based on the 5% of the type of license, which is not the same across the board. The user fees have been short of projection, lower than HIC's actual cost.

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

2. Signed SOWs

Kaimana Bingham, Portal Program Manager, reported that the Office of Enterprise Services and HIC are creating a fresh look for the Hawaii.gov website. The website was last updated in 2014. The public facing website for state government was done at no cost to HIC.

V. Hawaii Information Consortium Report

Burt Ramos, HIC General Manager, presented his report that covered service highlights, customer service, financial summary and recent news and updates. The highlights included two websites for the State Legislative Reference Bureau and an internal initiative HIC named CX Suite. This provides a two-prong customer experience support reporting infrastructure. A feedback module that includes a Happiness index has been added on the websites. Agencies will get real-time feedback on how that service performed. The other module is a phone center or ticketing center. Rather than pay another company for 365 off-hour call support, HIC is using voice-to-text technology to generate tickets that can be recorded and prioritized and then responded to. The feedback model is implemented for DCCA BREG. The DOH, records enhancement section, has shown interest. At the next meeting, HIC will have updates on its strategic plan.

Member Verkerke pointed out that the unaudited report figures did not add up. Upon checking, Mr. Ramos stated that there must have been a typo and will present a new report at the next AHC meeting.

VI. Proposed Legislation Regarding the Access Hawaii Committee, Chapter 27G, Hawaii Revised Statutes

Chair Murdock reported that SB2836 SD1 reflects the changes stated in the AHC February 7, 2020. The Bill also includes that one member be appointed by the Disability and Communication Access Board (DCAB). The Bill has passed the Senate and a hearing has yet to be scheduled with the House committee.

VII. Portal Contract Amazon Web Services (AWS) Migration Plan and Single Sign on Plan

The AWS Migration Plan and Single Sign on Plan were delivered as scheduled in the Portal Contract Extension by HIC. ETS and HIC are currently coordinating working sessions to review each plan before implementation.

VIII. Good of the Order

The next meeting will be held on June 4, 2020.

IX. Adjournment

At 2:32 p.m., Member Otaguro made a motion to adjourn, which was seconded by Member Kahakui. A vote was taken and the motion passed unanimously.

Recorded by: _____
Susan Bannister, ETS