

HAWAII INFORMATION CONSORTIUM

STATEMENT OF WORK

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

CONSOLIDATED ANNUAL FINANCIAL REPORT
SUPPORT FOR FISCAL YEAR 2020

Version 1.00

ETS.FY2021.001

OVERVIEW

This Statement of Work (SOW) document identifies the responsibilities between the Office of Enterprise Technology Services (ETS) and the Hawaii Information Consortium, LLC dba NIC Hawaii (“NIC HI”) as the selected vendor providing Internet Portal services for the State of Hawaii. This document is subordinate to the requirements stated in RFP-08-11-SW, Internet Portal Manager and Service Provider, NIC HI’s Proposal and the contract between the State of Hawaii and NIC HI dated December 3, 2007.

This Statement of Work covers specific topics that deal with supporting the state’s efforts to generate the Consolidated Annual Financial Report (CAFR) for fiscal year 2020.

SERVICE LEVEL AGREEMENT

This Statement of Work is subordinate to the Service Level Agreement (SLA) between ETS (formerly known as the Office of Information Management Technology) and NIC HI signed and dated on September 6, 2012 and is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

BACKGROUND

The CAFR is a comprehensive presentation of the State of Hawaii’s financial activities during the past fiscal year. The year’s report has been submitted to the Government Finance Officers Association of the United States and Canada (GFOA) to determine if it meets the reporting requirements to be awarded a Certificate of Achievement for Excellence in Financial Reporting. The Certificate of Achievement is a prestigious national award that recognizes conformance with the highest standards for preparation of state and local government financial reports.

This report is prepared in accordance with Accounting Principles Generally Accepted in the United States of America (GAAP), as prescribed in pronouncements of the Governmental Accounting Standards Board (GASB).

PURPOSE STATEMENT

Work with the state’s auditor (Accuity, LLP) with information (reports, audits, etc.) on any portal services that are within the scope of the annual CAFR.

SCOPE STATEMENT

The Department of Accounting and General Services (DAGS) has contracted with Accuity, LLP to assist with the development of the annual CAFR. NIC HI will work with Accuity, LLP to provide information on services that are covered within this year’s CAFR.

DELIVERY

The services shall be delivered according to the Deliverables Timetable as outline below.

PROJECT DEVELOPMENT COSTS

There is no charge for the services associated with this SOW. Actual hours worked will be reported to the Access Hawaii Committee.

DELIVERABLES

NIC HI will provide responses to the following to the Accuity representative.

1. Update HUI Express Narrative
2. Update eFile Narrative
3. NIC Services, LLC SSAE 18 Report for period 7/1/19 – 6/30/20 (when report is available)
4. SystemMetrics SSAE 18 Report for period 3/1/19 - 2/29/20
5. Most current Access Hawaii Report
6. Information security policies and procedures
7. HUI Fiscal Report FY2020
8. Listing of new and terminated users for the period 7/1/19 to 6/30/20
9. New Hire Employee Packet for new hire that started between 3/1/20 and 6/30/20 if available
10. Separation Checklist for a terminated employee whose last day was between 3/1/20 and 6/30/20 if available
11. Password configuration for LDAP
12. SUDO User Listing for “lono”, “lana”, and “oradb2” servers
13. Screenshot of SUDO Access to run as “ALL” users including “root”
14. Developer Segregation of Duties – LDAP report of users with access to “lono”, “lana”, and “oradb2” servers
15. Zmanda Backup Summary screenshot for “oradb2” server
16. Backup confirmation emails for an incremental and full backup job for Zmanda “oradb2”
17. Zmanda Management Console screenshot for test restore of “oradb2” server in FY20
18. JIRA tickets for end of year changes to eFile system and related “letter of deployment”

RESPONSIBILITIES OF ETS

ETS has indicated that Accuity, LLP partner Chris Ichiki will act as the primary point of contact for NIC HI and is authorized to access deliverables. Some of the deliverables are confidential and will not be made available through the CAFR.

TERM OF AGREEMENT

This Agreement shall be effective as of date of signing by both parties and shall remain in full force and effect until January 1, 2021.

STAKEHOLDERS

Office of Enterprise Technology Services

1177 Alakea Street
Room 305
Honolulu, HI 96813

Hawaii Information Consortium, LLC dba NIC Hawaii

201 Merchant Street
Suite 1805
Honolulu, HI 96813

Accuity, LLP

999 Bishop Street, Suite 1900
Honolulu, HI 96813

CHAIN OF COMMAND

Office of Enterprise Technology Services

Douglas Murdock, Chief Information Officer
Kaimana Bingham, Portal Program Manager

NIC Hawaii

Burt Ramos, General Manager
Janet Pick, Director of Portal Operations
Zheng Fang, Director of Development

Accuity, LLP

Todd Matsushita, Assurance Principal
Chris Ichiki, Information Technology Manager

SIGN OFF

I, the undersigned, have the authority to make binding decisions on behalf of my respective ETS/department regarding projects in collaboration with NIC HI.

Date:

Date:


Douglas Murdock (Oct 7, 2020 09:47 HST)


Bertrand Ramos (Oct 7, 2020 09:01 HST)

Douglas Murdock
Chief Information Officer
Office of Enterprise Technology Services
State of Hawaii

Bertrand Ramos
General Manager
Hawaii Information Consortium, LLC
dba NIC Hawaii

KB

REVIEWED AND APPROVED:

Date:

ACCESS HAWAII COMMITTEE


Douglas Murdock (Oct 7, 2020 09:47 HST)

By: Douglas Murdock
Chief Information Officer
Office of Enterprise Technology Services
State of Hawaii

Signature: *Kaimana Bingham*

Email: kaimana.n.bingham@hawaii.gov