

Access Hawai'i Committee (AHC)

Meeting Minutes

December 3, 2020

Virtual Audio-Video Conference Meeting via Zoom

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

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

Members Excused

Keith Ho, City & County of Honolulu

Jacob Verkerke, County of Maui

Del Sherman, County of Kaua'i

Senator Glenn Wakai, State Senate

Representative Chris Lee, State House of Representatives

Other Attendees

Candace Park, Deputy Attorney General, ATG

Todd Omura, ETS

Kaimana Bingham, ETS

Caroline Julian-Freitas, ETS

Susan Bannister, ETS

Marcia Matsui, County of Hawai'i

Edwin Matsuda, Department of Land and Natural Resources

Shawn Taylor, Department of Land and Natural Resources

Burt Ramos, General Manager, NIC Hawaii (HI)

Janet Pick, Director of Operations, NIC HI

Laurenz Bacungan, NIC HI

Megan Nichols, NIC HI

Julie Shohet, NIC HI

I. Call to Order

With quorum established, Chair Douglas Murdock called the meeting to order at 1:00 p.m.

II. Review and Approval of the September 3, 2020 Meeting Minutes

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

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW) and Service Level Agreements (SLA)

1. SOWs/SLAs Under Review

- a. Hawai'i Liquor Control Licensing and Permitting Application, Amendment 3

Purpose: Update the Licensing and Permitting application to allow the County to prepare invoices as well as for allowing the licensees to pay for their dues via eCheck or Credit Card. The update will also allow the county to archive previous online and over-the-counter liquor license renewals.

Marcia Matsui, Department of Liquor Control, County of Hawai'i, requested approval of the SOW. Payment is currently done via mail or walk-in. Member Brooks asked if the transaction fee will change. Matsui stated that there will be no changes. Member Kahakui made a motion to approve the SOW, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

- b. Department of Land and Natural Resources Flood Control and Dam Safety Payments

Purpose: Cover the implementation of an online system to allow customers to pay their annual flood control and dam safety payments online via credit card or eCheck (electronic debit from a bank account). NIC HI's centralized payment portal, Payment Platform, will be utilized.

Edwin Matsuda from the Department of Land and Natural Resources (DLNR) requested approval for the SOW. DLNR regulates approximately 130 dams throughout the state and collects on average \$600,000 in fees. He noted that the electronic payment portal would also allow collection of miscellaneous fees from other DLNR Divisions. Member Brooks made a motion to approve the SOW, which was seconded by Member Otaguro. A vote was taken and the motion unanimously passed.

- c. Department of Defense Office of Homeland Security; Community Partnerships

This item was tabled.

- d. Enterprise Technology Services; Single Sign-on (SSO) Support for Azure B2C

Purpose: Support the STATE's decision to universally use Microsoft Azure SSO for online services/portals. Given the eHawaii.gov SSO service is used across many portals, NIC HI will integrate the eHawaii.gov SSO with the Azure Active Directory Business-to-Consumer (AD B2C) solution to allow existing eHawaii.gov portal services to continue using the eHawaii.gov SSO.

Kaimana Bingham, Portal Program Manager, presented on behalf of ETS. This SOW is for the on-going maintenance costs required by the eHawaii.gov SSO service. NIC HI has already performed the initial implementation and deployed on October 17, 2020. ETS and NIC HI continue to work on finalizing the Single Sign-On Master SOW. Member Otaguro made a motion to approve the SOW, which was seconded by Member Hiltner. A vote was taken and the motion unanimously passed.

2. Signed/To Be Signed SOWs, Memorandums of Understanding (MOU)

Kaimana Bingham reported that items a and b have been signed to waive the renewal fees. Item c is using a SOW format for an agreement NIC HI has with Accuity, LLP.

a. Maui Motor Vehicle Renewal (MVR) MOU

Purpose: Extend the waiving of the fees through Nov. 30, 2020 due to COVID-19. This has been extended through December 31, 2020.

b. Maui Motor Vehicle Renewal (MVR) MOU

Purpose: Extend the waiving of the fees through Dec. 31, 2020 due to COVID-19.

c. Enterprise Technology Services Consolidated Annual Financial Report (CAFR) FY2020

Purpose: NIC HI to 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.

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

Burt Ramos, NIC HI General Manager, highlighted sections of the annual report. Member Otaguro asked that if the report includes measures of response time, availability time, and down time. Ramos stated that those measures are in the quarterly reports' appendices and could be added in. Otaguro requested that those measurements be included in next year's Annual Report. Member Brooks made a motion to approve the report as presented, which was seconded by Member Otaguro. A vote was taken the motion passed unanimously.

VI. Portal Program Manager's Report

1. NIC Hawaii Report

Burt Ramos presented NIC Hawaii's report, which was included in the meeting packet. Member Otaguro requested a report on user trends from January to November to see how the public used the portal, similar to what is shown in Appendix I: Web Analytics. Otaguro referenced AHC's mission to look and identify new opportunities to provide virtual self-service to customers. Trends could help identify applications for development. He noted that the Legislature would be interested in looking at data on how the State performed this past year and how it can continue to deliver services the public expects.

Member Hiltner asked if there were any performance data on impact for end users with the AWS migration. Ramos will reach out to the technical team. Janet Pick reported that after completing the migration, there was an outage with one of the servers in AWS. Because it was in AWS, it regenerated itself and was back up and running in about 15 minutes. It would have taken much longer if it occurred at their data centers.

Ramos gave an update on the NIC payment platform and explained a new concept that is gaining popularity. NIC has partnered with Fiserv, which allows for cash payments for government services. Different states have different organizations and companies that take in cash payments. This may be an opportunity for governments to help the underbanked and unbanked sectors of the population.

NIC HI participated in the 2020 Hawaii Annual Code Challenge (HAAC) as a sponsor and a challenge sponsor. Their challenge-- design a Covid-19 Chatbot that could provide answers to Covid questions. The winning team did deliver a Covid-19 chatbot. NIC HI looks forward to participating in next year's HAAC.

VII. Internet Portal Contract, Request for Proposal (RFP)

Todd Omura, ETS IT Governance Officer, gave a recap of the Internet Portal Contract. Before the contract ended in 2020, the AHC voted to extend the Internet Portal Manager and Services Provider contract for an additional 24-month period on the condition that NIC HI would deliver on the migration of AWS and move toward a Single Sign-On for the constituents. The contract will end on January 3, 2022. The plan was to do an RFP solicitation, conduct an evaluation, and complete the selection with time for a transition before the end of the existing contract. Omura noted that ETS and SPO have a Request for Proposal (RFP) working draft. If an RFP is implemented, it will take at least a year from the issuance of the RFP to the selection of a vendor. Chair Murdock asked the Committee how they would like to proceed.

Member Kahakui stated that SPO already has two major solicitations in 2021. A third solicitation might be overwhelming and would like the Committee to take that into consideration. Member Otaguro agrees that the timing of an RFP is a problem. He also had concerns with possible disruption to Internet services during the transition between vendors. Kahakui noted that the AHC would need to extend the contract for at least another year anyway as the transition period starts January 3, 2021. The AHC may opt to extend the contract up to three years or parts thereof. If the contract is extended for an additional three years, it would commence January 4, 2022.

Member Brooks asked how many years they would like to extend the contract. Member Kahakui stated that if they extend it for two years, they would have one year to release the RFP and one year for implementation. Member Otaguro preferred a three-year extension as there is an immediate need to automate so the public and State can continue to conduct business. With the possible reduction in the State's workforce, the State will need to rely on other tools to deliver services to the public. He stressed that he does not want to give one vendor an advantage and favors competition and the possibility of new ideas. However, an extension makes sense due to the timing of the RFP and the current fiscal situation due to the Covid-19 pandemic. Chair Murdock stated that the Internet portal has been one of the success stories of the State's and Counties' abilities to serve the state during the Covid-19 crisis. NIC HI has been very helpful at modernizing some of the technology such as the AWS and doing the Single Sign-On.

Member Otaguro made a motion to extend the contract for three years, which was seconded by Member Brooks. Member Hiltner asked if the AHC would consider extending for two years with the possibility to extend later. Brooks advocated for three years based on Otaguro's statements. By giving NIC HI a three-year extension, Otaguro stated that the AHC expects NIC HI to continue to deliver services. A vote was taken and the motion passed unanimously.

VIII. Announcements

Chair Murdock announced that Jacob Verkerke, representing Maui County, retired; Jules Ung, representing Hawai'i County will be moving to the private industry, and Kaimana Bingham, Portal Program Manager, is leaving ETS to work in the private industry. Chair Murdock thanked them for their invaluable service.

The next meeting is on March 4, 2021.

IX. Adjournment

At 2:04 p.m., Member Kahakui made a motion to adjourn, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

Recorded by: *Susan Bannister, ETS*