

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

August 5, 2021

Virtual Audio-Video Conference Meeting via Zoom

Members Present

Todd Omura, IT Governance Officer, representing Douglas Murdock, Chief Information Officer, Office of Enterprise Technology Services (ETS)
Curt Otaguro, Comptroller, Department of Accounting and General Services (DAGS)
Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)
Jennifer Brooks, Attorney, Office of Information Practices (OIP)
Catherine Awakuni Colon, Director, Department of Commerce and Consumer Affairs (DCCA)
Kevin Thornton, Director of Information Technology and Systems Department, representing the Administrative Director of the Courts
Scott Uehara, Director, Department of Information Technology, County of Hawai'i
Mandi White, IT Project Leader, representing the CIO, County of Kaua'i
Representative Gregg Takayama, State House

Members Excused

Stuart Okumura, Juvenile Justice Information System Coordinator, Department of the Attorney General (ATG)
Stephen Courtney, Deputy Director, Department of Information Technology, City and County of Honolulu
Vince Hu, Chief Technology Officer, County of Maui
Senator Glenn Wakai, State Senate

Other Attendees

Susan Bannister, ETS
Janet Pick, Director of Operations, NIC Hawaii (HI)
John O'Connor, NIC HI
Tony Tran, NIC HI
Rosie Warfield, NIC HI
Shayne Enright, City and County of Honolulu
Melissa Pavileck

I. Call to Order

Chair Douglas Murdock designated Todd Omura, ETS IT Governance Officer, as chair for today's meeting as he was unable to attend. With quorum established, Acting Chair Omura called the meeting to order at 1:03 p.m.

II. Approval of the June 3, 2021 Meeting Minutes

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

III. Public Testimony

None.

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

1. SOW and SLA Under Review

City and County of Honolulu, Emergency Services Department – Website Redesign, SOW

Rosie Warfield, NIC HI e-Government Services Manager, briefly described the SOW. She stated that the SOW will be updated to reflect a change in the project kick-off schedule. Shayne Enright, Public Information Officer, was present for any questions. She noted that this department includes paramedics, EMTs, and Ocean Safety. The website needs to be updated to provide the public with much needed information.

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

V. Portal Program Manager's Report

Janet Pick NIC Hawaii Director of Operations, presented their quarterly report, which was included in the meeting packet. Highlights included Remote Online Notary,

With regards to the Mobile Payments Update, Member Otaguro asked if there is a specific application of services that the mobile app is connected to. Pick explained that when users go through their various applications, the apps will have the upgrade. The upgrade has a new look and ensures it is mobile responsive. Member Otaguro also asked about the hours of operation for the chat. Pick stated that they follow State business hours, 7:45 a.m.-4:30 p.m. and stagger staff 7:30 a.m.-5:00 p.m. and respond to after-hour calls/chats the next business day. They receive many inquires not related to NIC HI and forward inquires to the appropriate agencies.

VI. Announcements

The next AHC meeting is scheduled for October 7, 2021.

VII. Adjournment

At 1:22 p.m., Member Brooks made a motion to adjourn, which was seconded by Member Otaguro. Vote was taken and the motion passed unanimously.

Recorder: Susan Bannister, ETS

Approved on 10/7/21.