

**Access Hawai'i Committee (AHC)  
December 1, 2022 Meeting Minutes**

Remote meeting held via Zoom, Interactive Conference Technology  
Physical location: 1151 Punchbowl Street, #410, Honolulu, Hawaii 96813

**Members Present**

Douglas Murdock, CIO, Office of Enterprise Technology Services (ETS)  
Audrey Hidano, Comptroller, Department of Accounting and General Services (DAGS)  
Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)  
Garret Murayama, Department of the Attorney General (ATG)  
Jennifer Brooks, Attorney, Office of Information Practices  
Robert Hiltner, IS Manager, representing the Director, Department of Commerce and Consumer Affairs  
Kevin Thornton, Director of Information Technology and Systems Department, representing the Administrative Director of the Courts, Judiciary  
Scott Uehara, Director, County of Hawaii  
Kimberly Albright, County of Maui  
Mandi White, County of Kaua'i

**Members Excused**

Stephen Courtney, City and County of Honolulu  
Senator Glenn Wakai, State Senate  
Representative Gregg Takayama, State House

**Other Attendees**

Candace Park, Deputy Attorney, ATG  
Meoh-Leng Silliman, DAGS  
Derek Miyasato, ATG  
ETS: Todd Omura, Catherine Arellano-Alcotas, Arnold Kishi, Bryce Fujii, Joseph Lee, Juha Kauhanen, Jussi Sipola, Kelli Wang, Sal Nicosia, Vince Hoang, Susan Bannister  
NIC Hawaii: Burt Ramos, Janet Yee, Megan Nichols, John O'Connor, Julie Shoheit, Tony Tran  
Matt Taniguchi  
Kiyoo Noguchi  
Mai NV  
Ruth

I. Call to Order

With quorum established, Chair Murdock called the meeting to order at 1:05 p.m.

II. Review and Approval of the AHC October 6, 2022, Meeting Minutes

Member Hiltner made a motion to approve the minutes, which was seconded by Member Brooks. A 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. SOWs/SLAs Under Review

###### a. Office of Enterprise Technology Services, Single Sign-On (SSO) Azure AD B2C Support – SOW Amendment 1, Exhibit A and Project Summary

This SOW amendment covers Phase 2.1 of the SSO project. A new version of eHawaii Login (Lala) system will be created to allow user logins (authentication) from Microsoft Azure Active Directory Business-to-Consumer (AD B2C). The new feature in Lala will allow for Microsoft B2C to send user account details for new users to Lala. Create a new feature which allows Microsoft B2C to send account detail updates for existing users to Lala. Integrate Microsoft B2C login into a single eHawaii (NIC Hawaii) application.

The project allows ETS a framework that will set the stage for identity improvement that will enhance 100,000 constituents accessing the web applications. Sal Nicosia, ETS Sr. Systems Engineer-Microsoft explained that they are looking to further its consolidation and simplification for user identity management across the State. There are some disconnect and variations in authentication security and need to move to a more unified State services identity platform. Phase 2.1 is to build a prototype for a single ehawaii.gov service that will authenticate through Azure B2C directly. The plan is to create a communication between ehawaii.gov and B2C platform during this phase to secure information on the user creations and profile updates. The cost is fixed rate.

Member Thornton asked about Login.gov as an option. Mr. Nicosia stated that Login.gov is one of the identify providers that could be linked to B2C that could be leveraged as an identify provider within the system if individuals choose not to create a username/password unique to Azure B2C. Member Thornton asked if the applications will also be using multi-factor authentication (MFA) for the users. Mr. Nicosia stated that currently it will be on an app-by-app basis. If a department wants to enforce an MFA on those log-ins then that will be an option. ETS does not have a plan to make it a mandatory at this time.

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

#### V. Discussion of Performance of Existing Portal Services

Portal Program Manager, Catherine Arellano-Alcotas, recapped the performance report which was presented at the AHC October meeting. The goal of the report was to evaluate portal applications and to report it to the committee. As this was the first review of performance for the Portal service, Ms. Arellano-Alcotas asked if the committee would like to receive further reports.

Member Brooks stated that the review was insightful and would like it to continue as appropriate. Member Albright agreed that it was helpful and had some questions for the Hawaii Compliance Express process/project. Member Kahakui said that she is contact person for the HCE project. She also expressed that the report gives the AHC an opportunity to see how applications are doing. Chair Murdock suggested reviewing the larger financially impacted or most transaction projects first then others at appropriate times.

#### VI. Review of the Revised Draft Annual Report on the Operation of Internet Portal

Janet Yee, NIC Hawaii Director of Operations, explained of one minor revision on the report. On page 7, Portal Financial Information section, for fiscal year 2022, the footnote referred to projects that were completed outside of the Portal Contract. The listing of the seven projects were removed.

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

#### VII. Net Promoter Survey Report

NIC Hawaii conducted a Net Promoter Survey that focuses on agency partners rather than users. The intent is to evaluate how they are doing and improve on the services offered. Burt Ramos, NIC Hawaii General Manager, explained the components of the survey and shared the results. They plan to conduct this survey annually and will work on obtaining more responses.

#### VIII. Portal Program Manager's Report

##### 1. NIC Hawaii Bi-Monthly Report

Burt Ramos presented their report that included Highlights, Customer Service, Financials, Looking Forward, and Appendix. Projects launched this past quarter included the Medical Cannabis Registry System, which allows a MedMJ in-state registered patient to submit an online registration change request. Enhancements were made to the Small Business Regulatory Review Board Website.

#### IX. Good of the Order

##### 1. Announcements

Chair Murdock announced that his term as CIO will come to a close. He thanked the committee members and NIC Hawaii for their support and service to the State. A great deal was accomplished, most noteworthy were the award-winning applications and keeping government services open during the pandemic with online services. He looks forward to continued progress on the identity piece that can have single sign-on for all the applications. The AHC members thanked Chair Murdock for his service.

2. Next meeting: February 2, 2023, 1:00 p.m.

X. Adjournment

Member Kahakui made a motion to adjourn, which was seconded by Member Hidano. With no objections, the meeting adjourned at 1:36 p.m.

Minutes taken by Susan Bannister.

Minutes approved at the AHC February 2, 2023 meeting.