



**Access Hawaii Committee  
June 1, 2023  
Meeting Minutes**

Remote meeting held via Teams, Interactive Conference Technology  
Physical location: 1151 Punchbowl Street, #410, Honolulu, Hawai'i 96813

Members Present

Tom Ku, IT Service Operations Officer, representing the CIO, Office of Enterprise Technology Services (ETS)

Keith Regan, Comptroller, Department of Accounting and General Services (DAGS)

Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)

Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)

Robert Hiltner, IS Manager, representing the Director, Department of Commerce and Consumer Affairs (DCCA)

Lila Loos, representing the Chair, Department of Land and Natural Resources (DLNR)

Mai Nguyen Van, Acting Director of IT Department, representing the Administrative Director of the Courts, Judiciary

Stephen Courtney, Deputy Director, City and County of Honolulu

Members Excused

Jennifer Brooks, Attorney, representing the Director, Office of Information Practices (OIP)  
Director of IT Department, County of Hawai'i

David Duarte, County of Maui

Mandi White, County of Kaua'i

Senator Glenn Wakai, State Senate

Representative Amy Perruso, State House

Other Attendees

Candace Park, Deputy Attorney, AG

ETS: Catherine Arellano-Alcotas, Janet Chiu, Bryce Fujii, James Gonser, Vincent Hoang, Joseph Lee, Sal Nicosia, Sheila Oliveira, Jussi Sipola, Kelli Wang, Susan Bannister

Tyler Hawaii: Burt Ramos, Janet Yee, John O'Connor, Matt Taniguchi

Julie Shohet, Tony Tran, Laurenz Bacungan, Shawn Taylor

County of Hawai'i: Naomi O'Dell, Kayla Comilla,

County of Kauai: Natalie Konishi

County of Maui: Lito Villa, Administrator, Susan Perreira

Frank Estell

Kiyo

I. Call to Order

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

II. Review and Approval of the April 6, 2023, Meeting Minutes

Member Kahakui made a motion to approve the minutes as presented, which was seconded by Member Hiltner. Vote was taken, 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 3, Exhibit A, and Project Summary

This SOW Amendment covers Phase 2.2 of the SSO project. In Phase 2.1, Tyler Hawaii created a new version of the eHawaii.gov Login (Lala) system which allowed user logins (authentication) from Microsoft Azure Active Directory Business-to-Consumer (AD B2C). In Phase 2.2, Tyler Hawaii will integrate the Microsoft B2C login into all Tyler Hawaii applications which currently utilize Lala login and will migrate the existing Lala user base into Microsoft B2C.

The project allows ETS to continue to implement the modernization of user and identity management across the State of Hawaii. Sal Nicosia, ETS, stated the program objectives and significant benefits of the Phase 2.2 project. It aims to leverage the extensibility of Azure B2C platform to provide a simplistic and consistent login experience for Hawaii citizens. It also increases fidelity and security for those logins and protects the State's system from fraudulent access by leveraging trend and AI analytics. ETS and Tyler Hawaii have been working together to develop a blueprint to authenticate approximately 81 eHawaii.gov service portals through Azure B2C.

Member Loos asked if this would include all portals including the County portals for logins for the public to access different applications statewide. Sal Nicosia confirmed.

Member Hiltner asked if passwords meeting the standards would be preserved for existing users, if there any portals considered out of scope for this project and if yes, what is the plan. Sal Nicosia stated upon the initial log-in, users who were migrated from LALA to the B2C user database will log-in with

their previous credentials. If it meets the standards, users will be able to maintain that access. If not, there will be a workflow to prompt users to see what the standard is and revise their credentials. Three DCCA portals are not included in the 81 applications identified by Tyler Hawaii. ETS will work with DCCA.

Member Kahakui asked how the applications will be launched. Sal Nicosia explained that similar applications will be grouped in “buckets” and broken into 16 categories. Each bucket will be tested. Once the 81 applications are tested, functional, ready for production, then there will one wide-scaled launch.

Member Loos asked for a list of the 81 portals. ETS will provide the list to the AHC members. Member Kahakui asked if the maintenance fee will remain the same after the 81 applications are launched. Janet Yee stated no change.

Member Murayama asked if an existing site uses MFA will the user need to reattribute their MFA credentials when setting their new account. Sal Nicosia stated that ETS will evaluate on a case-to-case basis.

Member Hiltner made a motion to approve the report as presented, which was seconded by Member Murayama. The vote unanimously passed.

## 2. Signed SOW

- a. Department of Land and Natural Resources (DLNR), Division of State Parks, Reservation and Access Management System - SOW Amendment 1

Catherine Arellano-Alcotas, Portal Program Manager, reported that the CIO signed the amendment on May 4, 2023. The amendment updated the disbursement terms. The transaction fee was deducted from the gross amount collected online before the net amount is remitted to the State monthly via ACH. With the new disbursement terms, Tyler Hawaii will deduct the Transaction Fees from the gross amount collected online prior to disbursing the net amount to the DLNR. The DLNR may instruct Tyler Hawaii to remit a portion of the net amount to the State’s vendor. Tyler Hawaii will disburse the remaining amount to State weekly via ACH.

## V. Periodic Review on Portal Service

1. County of Hawaii/Kauai/Maui Motor Vehicle Registration (MVR) Renewal Application Review

Janet Yee, Director of Operations, Tyler Hawaii, introduced Naomi O’Dell, Vehicle Registration and Licensing Administrator, and Kayla Comilla, Supervising MVR Clerk, from the County of Hawaii, Natalie Konishi, Operations Supervisor, from the County of Kauai, and Lito Villa, Administrator, and Susan Perreira, Assistant Administrator, from the County of Maui.

The MVR renewal portal was built by Tyler Hawaii at no cost and redesigned and streamlined the process in 2018. Transaction fees support the service. During the COVID-19 pandemic, the counties made accommodations to help the end-users. Two counties absorbed the convenience credit card and echeck fees and all counties extended the safety expiration date, which gave users a longer period to make payments. The adoption numbers are low compared to other applications possibly due to a lower cost of a postage stamp versus the transaction fees.

Member Kahakui asked for the transaction fees for all the counties. Janet Yee stated of a \$2.50 convenience fee for all counties. The credit card fee varies-- County of Kauai has a 2.2% fee grandfathered in; Maui and Hawaii have a 2.25% fee. Administrator O'Dell stated that effective July 1, 2023, the County of Hawaii will be absorbing the convenience fee for online usage to help increase the adoption rate. Administrator Villa stated that the County of Maui currently has no changes to the fee structure.

Member Loos asked if the application allows online vehicle registration to residents who own multiple cars located on different islands. Janet Yee stated that residents would use the application on the island that the vehicle being renewed is located.

Burt Ramos suggested that the AHC consider an all-county approach to centralize renewals. Administrator Villa noted that most vehicles are on Oahu. The City & County of Honolulu has their own application while the other counties use Tyler Hawaii.

#### VI. Review and Approval of Tyler Hawaii's Financial Reporting

Janet Yee reported that Tyler Hawaii reports their financials on a bi-monthly basis. Their report includes both portal contract and external contract total revenue and expenses. At the AHC April 6, 2023 meeting, Chair Murdock and the AHC members requested that Tyler Hawaii's financial reports reflect not only those items that pass through the AHC. Beginning, July 1, 2023, Tyler Hawaii's financial chart will represent revenue and expenses incurred for projects contracted through the master portal contract only. Tyler Hawaii will also provide a report on the number of external projects, external revenue amount and percentage of the total Tyler Hawaii revenue and external expense amount and percentage of the total Tyler Hawaii expenses.

Member Regan asked for clarification on the purpose of the report and how does AHC use this information in making decisions. Janet Yee stated that as part of the portal contract, Tyler Hawaii reports on the revenue and expenses. Member Kahakui added that one of the concerns the committee had was that the reports included portal and non-portal revenues and expenses lumped together. Since, the SPO has some non-portal contracts through its Price & Vendor Lists, the AHC thought it important to show that Tyler Hawaii also does non-portal work.

Member Regan made a motion to approve the report as presented, which was seconded by Member Kahakui. The vote unanimously passed.

## VII. Portal Program Manager's Report

### 1. Tyler Hawaii Bimonthly Report – Portal Program Updates

Burt Ramos reviewed the report. Highlights included Kauai Liquor License renewals, Maui Liquor Payments, Waipahu Community School for Adults Online Registration and Payment System, Reservation and Access Management System. Customer Service Summary under 9,000 calls. Member Regan asked how inquiries are responded to. Burt Ramos stated that their staff provides great customer service. Top three of the ten web applications with the most inquiries listed were State Camping, Medical Cannabis Registry and Diamond Head Park Reservations. He reviewed the financial numbers and what's ahead.

Member Hiltner noticed that there are similar portal efforts across the islands, does Tyler Hawaii see opportunities for consolidation to take advantage of the similarities. Tyler Hawaii will continue to work with AHC and state and county agencies in streamlining its operations.

Member Kahakui asked about the status of the redesign/relaunch of the Department of the Attorney General online auction site. Burt Ramos stated that it is in the development stage. Tyler intends to upgrade the Department of Transportation and SPO online auction sites as well.

## VIII. Good of the Order

Next Meeting: August 3, 2023

## IX. Adjournment

Member Kahakui made a motion to adjourn, which was seconded by Member Loos. With no objections, the meeting adjourned at 2:05 p.m.

Minutes taken by Susan Bannister.

*Minutes were approved at the AHC August 3, 2023 meeting.*