



Minutes approved at the
AHC October 5, 2023 meeting.

**Access Hawaii Committee
August 3, 2023
Meeting Minutes**

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

Members Present

Douglas Murdock, Chief Information Officer, Office of Enterprise Technology Services (ETS)
Meoh-Leng Silliman, Deputy Comptroller, representing the Comptroller, Department of Accounting and General Services (DAGS)
Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)
Jennifer Brooks, Attorney, representing the Director, Office of Information Practices (OIP)
Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)
James Hogarty, ISCO Solutions Branch Supervisor, representing the Director, Department of Commerce and Consumer Affairs (DCCA)
Lila Loos, representing the Chair, Department of Land and Natural Resources (DLNR)
Stephen Courtney, Deputy Director, City and County of Honolulu
Mandi White, County of Kaua'i
Representative Amy Perruso, State House

Members Excused

Director of IT Department, County of Hawai'i
Mai Nguyen Van, representing the Administrative Director of the Courts, Judiciary
David Duarte, County of Maui
Senator Glenn Wakai, State Senate

Other Attendees

Candace Park, Deputy Attorney, AG
ETS: Catherine Arellano-Alcotas, James Gonser, Tom Ku, Todd Omura, Susan Bannister
Tyler Hawaii: Burt Ramos, Janet Yee, Julie Shohet, Tony Tran, Rosie Warfield
Dean Soma, AG
Wayne Layugan, Department of Business, Economic Development and Tourism
David
Kiyoo
Fritz

- I. Call to Order

With quorum established, Chair Murdock called the meeting to order at 1:02 p.m.

II. Review and Approval of the June 1, 2023, Meeting Minutes

Member Kahakui made a motion to approve the minutes as presented, which was seconded by Member Loos. 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. Department of Business, Economic Development and Tourism (DBEDT), Hawaii Technology Development Corporation (HTDC) Website Redesign SOW

Rosie Warfield of Tyler Hawaii and Wayne Layugan, NEP Program Manager from DBEDT were present to discuss this SOW. Mr. Layugan reported that users and staff had difficulty using different components of the website. Member Courtney asked if the website would have a chatbot, which it will not.

Development Fees \$44,120.40; Hosting Fees: \$837.70; Maintenance and Support Fees: \$2,513.09; Transaction and Other Fees: 0.00.

Member Brooks made a motion to approve the SOW as presented, which was seconded by Member Courtney. The vote unanimously passed.

V. Periodic Review on Portal Service

1. Department of the Attorney General (AG), Online Notary Public Application Review

Tony Tran of Tyler Hawaii and Dean Soma, Deputy Attorney General from the AG reported on the history, challenges, solutions, and successes of the Online Notary Public. In 2018, the application was redesigned to allow online applications, renewals, exams, updates, and payments. The Notary Public system moved from a manual data entry, payment process to a paperless process, 100% online application process, zero backlog and faster turnaround times on issuing Notary Commissions. Member Kahakui asked if more enhancements are planned. Mr. Soma reported that they do not foresee any at this time.

VI. Portal Program Manager's Report

1. Tyler Hawaii Bimonthly Report – Portal Program Updates

Burt Ramos reviewed the report. The State template for the Executive Branch will have a new design and features. Member Silliman asked if the redesign will only be for new websites. Mr. Ramos stated that existing websites will migrate over. Member Kahakui asked when the migration will occur and how will it affect applications that are integrated. SPO built some applications to have the same theme as the website and wonder if SPO will need to change those. Mr. Ramos stated that Tyler Hawaii creates the website template then turns it over to ETS. Tyler Hawaii provides training and assistance as necessary. Actual connections to existing running applications will not be affected. Chair Murdock will have staff work with departments regarding the website redesign project.

VII. Good of the Order

Next Meeting: October 5, 2023

VIII. Adjournment

Member Kahakui made a motion to adjourn, which was seconded by Member Silliman. With no objections, the meeting adjourned at 1:27 p.m.

Minutes taken by Susan Bannister