



**Access Hawaii Committee
February 1, 2024
Meeting Minutes**

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

Members Present

Doug Murdock, Chief Information Officer, Office of Enterprise Technology Services (ETS)
Keith Regan, 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)
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, representing the Administrative Director of the Courts, Judiciary
Stephen Courtney, Deputy Director, City and County of Honolulu
David Duarte, Chief Technology Officer, County of Maui

Members Excused

Director of IT Department, County of Hawai'i
Mandi White, IT Project Leader, 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, Todd Omura, Tom Ku, Juha Kauhanen, Sheila Oliveira, Kelli Wang, Susan Bannister
Tyler Hawaii: Burt Ramos, Janet Yee, Megan Nichols, Julie Shohet, Tony Tran, Steffi Zacke
Waipahu Community School for Adults: Matt Wong, Coreen Higa
Guests: Janet Grard, Yvonne, Amy, P. Young

I. Call to Order

Roll call was taken. With quorum established, Chair Murdock called the meeting to order at 1:00 p.m.

II. Review and Approval of the December 7, 2023, Meeting Minutes

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

III. Public Testimony

None.

IV. Periodic Review on Portal Service

1. Department of Education, Waipahu Community School for Adults (WCSA),
Registration and Payment System Application Review

Steffi Zacke of Tyler Hawaii, along with Matt Wong and Careen Higa from WCSA, presented a review of the application. Launched in 2021, this application is funded by transaction fees. It allows students to register online for classes and test registrations and make payments via credit card online 24/7. Students can also request copies of their transcripts. There is an automated confirmation email after submissions. Staff also have access to physical reports of all online purchases. 2023 shows there is a 100% adoption rate, 95% submitted by students, 5% by staff.

Member Hiltner asked with 3,565 users online in three years, or about 100 users per month, is that what they expected. Matt Wong, Vice Principal at Windward Community School for Adults, stated that enrollment has not been affected but has a 100% transition to the online platform, so it does fall in line with the enrollment numbers. Burt Ramos of Tyler Hawaii noted that this collaboration shows what the portal program can offer community members and agencies with limited access to expertise in technology.

V. Portal Program Manager's Report

1. Tyler Hawaii Bimonthly Report – Portal Program Updates

Burt Ramos presented their report covering November-December 2023.

<https://tylerhawaii.com/access-hawaii-committee-reports/february-1-2024-ahc-meeting/>

- Highlights: Single Sign-On Phase 2.2 Update; Honolulu Real Property Tax Payment Service Interactive Voice Response Option allows callers to pay with credit card or check via the telephone; Wai'anapanapa State Park added hiking and parking reservations.
- Customer Service top inquiries Diamond Head Park Reservations, Medical Cannabis Registry, Login Questions

- Financials: Unaudited November 2023-December 2023
- Looking Forward: Department of Business Economic Development & Tourism (DBEDT) Tax Credit Hub Phase II allows film production companies to submit their Hawaii production report and complete application request for tax credit issued by state; Hawaii Technology Development Corporation (HTDC) Website Redesign.
- Appendix: Received two awards for the Honolulu Emergency Services Department Website <https://emergencyservices.honolulu.gov/>

VI. Internet Portal Manager Contract Extension

Member Kahakui is the contract administrator for the Internet Portal Manager and Services Provider contract which expires on January 3, 2025. She stated that the contract has a provision that requires the current contractor to have a 12-month transition period. She asked the committee for approval to extend the contract which can be up to three years for a single extension.

Todd Omura, IT Governance Officer with ETS, asked members to take into consideration the Single Sign-On project. Moving the credential system and platform supporting the ETS Statewide Citizen ID initiative scheduled to finish late this year will affect future portal offerings. Technology is also evolving and the availability of platforms for use and citizen-facing services. Existing portal customers should also be given sufficient notice and prep time when the contract solicitation is advertised and executed. Mr. Omura suggested a two-year extension would give staff appropriate time. Member Brooks stated that a two-year extension is a good starting point.

Member Brooks made a motion to approve a two-year contract extension, which was seconded by Member Loos.

- Chair Murdock recommended having a timeline plan with milestones that the committee can track during the extension.
- Member Murayama is comfortable with a two-year extension noting the single sign-on initiative and having the support of the current consultant.
- Member Hiltner recommended a procurement plan and not rely on extending the contract.
- Member Nguyen Van asked if another contractor is selected, who will manage and maintain the existing platforms. The current contractor supports many payment transactions which are integrated in their system. Changing vendors will change the integration on the payment side, which will impact many departments and the ability to collect revenue. Mr. Omura stated that there is a transition period required. He agreed that the payment transactions will be a significant piece of the architecture in the solicitation.
- Chair Murdock noted that included in a request for proposal would be the transition plan, how to transfer the identity management, the payment management and the code base going forward.

- Member Hiltner asked if the current assets, code is state property. Mr. Omura said the state does have use rights to everything that is developed under the internet portal contract except the third party proprietary intellectual property.
- Member Courtney asked about the configuration type documentation when transferring to another vendor. Mr. Omura confirmed that the application configuration data would be covered in the RFP.

With no further discussion, a vote was taken and passed unanimously.

VII. Good of the Order: Next meeting on April 4, 2024

VIII. Adjournment

Member Hiltner made a motion to adjourn, which was seconded by Member Kahakui. With no objections, the meeting adjourned at 1:40 p.m.

Minutes taken by Susan Bannister