



**Access Hawaii Committee
June 6, 2024
Meeting Minutes**

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

Members Present

Tom Ku, Acting Chief Information Officer, Office of Enterprise Technology Services (ETS)
Keith Regan, Comptroller, Department of Accounting and General Services (DAGS)
Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)
Jennifer Brooks, Attorney, representing the Director, Office of Information Practices (OIP)
Robert Hiltner, IS Manager, representing the Director, Department of Commerce and Consumer Affairs (DCCA)
Lila Loos, IT Manager, representing the Chair, Department of Land and Natural Resources (DLNR)
Mai Nguyen Van, representing the Administrative Director of the Courts, Judiciary
Robert Ewbank, Director of IT Department, County of Hawai'i
Mandi White, IT Project Leader, County of Kaua'i
Representative Amy Perruso, State House

Members Excused

Bonnie Kahakui, Administrator, State Procurement Office
Stephen Courtney, Deputy Director, City and County of Honolulu
David Duarte, Chief Technology Officer, County of Maui
Senator Glenn Wakai, State Senate

Other Attendees

Candace Park, Deputy Attorney, AG
ETS: Todd Omura, Catherine Arellano-Alcotas, Juha Kauhanen, Joanna Lee, Sal Nicosia, Sheila Oliveira, Jussi Sipola, Kelli Wang, Susan Bannister
Tyler Hawaii: Burt Ramos, Janet Yee, Laurenz Bacungan, Mark Moran, Megan Nichols, Julie Shohet, Shawn Taylor, Tony Tran
Arthur Barba, Department of Labor and Industrial Relations
Leslie Kobata, DLNR
Bin Li, DLNR
Ryan Smith, County of Kaua'i, Department of Water
Hanna Lesiak

I. Call to Order, Roll Call

Chair Ku called the meeting to order at 1:00 p.m. Roll call was taken. Member Perruso noted that her camera was not working.

II. Review and Approval of the April 4, 2024, Meeting Minutes

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

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW)

1. SOWs/SLAs Under Review:

a. Department of Land and Natural Resources (DLNR), Bureau of Conveyances (BOC) - Online Payments SOW Amendment 2

This SOW amendment modifies the fee structure defined in the original SOW and Amendment 1. The credit card processing fee will be modified from 2.78% to 2.5%. For online document search transactions, the transaction processing fee will be modified from 12% (2.78% credit card fee + 9.22% convenience fee) to 7.5% (2.5% credit card fee + 5% convenience fee). For online invoice payments, paper checks will not be accepted. Fee sharing of monthly billing to customers will be modified from \$5,000/month to \$4,500/month.

Les Kobata, DLNR Registrar, presented their SOW Amendment. In 2021, the BOC and Tyler Hawaii agreed on a SOW and fees. They anticipated that there would be a reduction in costs sometime in the future. The proposed fee structure would decrease the fees charged by approximately 18%. Mr. Kobata noted that they are satisfied with this reduction and will explore other payment processes. The BOC has enjoyed working with Tyler Hawaii.

Chair Ku made a motion to approve this SOW, which was seconded by Member Murayama. There was no discussion. A vote was taken and passed unanimously.

b. Department of Labor and Industrial Relations, Unemployment Insurance (UI) – UI Overpayment Collections SOW

This SOW will enable the Unemployment Insurance (UI) Division to securely connect and pass an individual's balance due within their existing UI system to the secure eHawaii.gov payment processor for online credit card and echeck payments. This engagement also includes the establishment of transaction reporting, refund disbursement and financial reporting processes for all related transactions.

Arthur Barba, Program Department Officer, stated that the online payment

portal was an initiative that was funded by the federal Department of Labor. Currently, the collection process is very manual. With the automation, staff will be able to focus on preventing fraud and overpayment. The system will make it easier for the user to make payments which will put monies back in the UI trust fund. Member Murayama stated that this will also help with PCI (Payment Card Industry) compliance as credit cards were taken over the telephone.

Chair Ku made a motion to approve this SOW, which was seconded by Member Brooks. There was no discussion. A vote was taken and passed unanimously.

- c. County of Kaua‘i Board of Water Supply, Department of Water, Website Redesign SLA, SOW

Ryan Smith, Acting Chief of Water Operations, provided an overview of their SOW. This SOW is to redesign their website that is over 20 years old. The redesign will provide information, easy-to-use forms, and will be more user- and mobile-friendly.

Chair Ku made a motion to approve this SOW, which was seconded by Member Van. There was no discussion. A vote was taken and passed unanimously.

Catherine Arellano-Alcotas, Portal Program Manager, presented the County of Kaua‘i, Department of Water’s Service Level Agreement for approval by the committee. Ryan Smith explained that there are existing SLAs with the County of Kaua‘i. However, the Department of Water Supply with the County of Kaua‘i is semi-autonomous and has its own funding. An SLA with the Department of Water which authorizes the Board of Water Supply to sign any contracts with funding is necessary.

Member Loos commented that most Tyler Hawaii projects come with an SLA. Ms. Arellano-Alcotas noted that this is the first SLA between Tyler Hawaii and the Department of Water. Tyler Hawaii does have an SLA with the County of Kaua‘i, but the Board of Water finds it necessary to have a separate SLA for Tyler Hawaii’s services.

Chair Ku made a motion to approve this SOW, which was seconded by Member Loos. There was no discussion. A vote was taken and passed unanimously.

- d. Office of Enterprise Technology Services – Single Sign-On (SSO) Support SOW Amendment 4

Sal Nicosia, Enterprise Identity Manager, discussed the change in scope and

timeline for the SSO project. The ETS is seeking approval for an extension to its Phase 2.2 timeline for an additional two months and a supplemental funding of \$24,000 to enable a transition from Microsoft Azure B2C to ForgeRock Ping Identity as the underlying identity platform for the service. Additional development work and testing will be needed to integrate with ForgeRock Ping Identity. The user base will also need to be re-migrated. Azure B2C was selected due to its affordability and availability at that time. It became apparent that it was a bit cumbersome and time consuming to produce functional log-in experience for users. ForgeRock Ping Identity addresses many of the concerns.

Member Brooks asked about the Customer Service fee of \$2,094.24 per month shown on the Fees & Cost Structure page. Shawn Taylor from Tyler Hawaii stated that the fee is for customer support from users and agencies. Mr. Nicosia added that the fee is specific to the current DCCA portals that are leveraging Tyler Technology services, but the portal is not run by Tyler Technologies. Those funds are not being used for this project.

Member Murayama asked if that \$2.00 per inquiry shown on the Fees & Cost Structure page will continue statewide as the SSO continues with other agencies. Mr. Nicosia believes that the \$2.00 is specific to the DCCA's maintenance contract for the current DCCA portal. ETS has not factored in customer support yet.

Chair Ku made a motion to approve this SOW, which was seconded by Member Murayama. There was no discussion. A vote was taken and passed unanimously.

2. Signed Project Change Request:

Department of Land and Natural Resources, Division of Forestry and Wildlife - Hunter Education and Records Management System

Catherine Arellano-Alcotas reported that the project change request was signed on May 17, 2024. This change allows the system to display hunts in two tables—hunts still accepting applications, and hunts that are in progress and no longer accepting applications.

V. Periodic Review on Portal Service: Department of Land and Natural Resources Civil Resource Violation System (CRVS)

Megan Nichols of Tyler Hawaii and Bin Li of DLNR, gave a review of the CRVS. The CRVS was launched in 2010 and functions like a traffic ticket management system. Officers issue citations and violators may respond via the CRVS. Users can search for a citation, submit a response, and pay for a citation. The Department can create and manage citations, create and manage violation types, and download reports. The CRVS is a fast and easy solution for minor violation cases, reduces the workload of judges, county prosecutors, and

DLNR staff; respondents can resolve their violation cases administratively; and the system provides a record of historic cases.

The CRVS was redesigned in 2023. It is mobile friendly and has improved users' experiences. Prior to the implementation of the CRVS, the post-citation compliance rate is not available for most case categories as the agency did not enforce violations in those categories. In the categories that were enforced prior to the adoption of the CRVS, the post-citation compliance rate improved because the CRVS enabled citizens to pay a small fine to resolve their citation. The overall response rate for all cases since inception of the CRVS is 79%. Of those responses, 74% chose to pay the imposed fine and conclude their cases, 25% requested mitigation and less than 1% contested their citations. There was an increase of the number of citations paid online over the lifetime of CRVS, 2010-2023, which shows an adoption rate overtime and the success of the program.

Member Rep. Perruso asked about labor savings with the implementation of the CRVS. Mr. Li explained that since many of the violation cases were not processed, there are no figures or reports. The department did not spend time on enforcing those cases. With the CRVS, they can process the violations more efficiently. The system is very effective and efficient. He noted that they have worked with Tyler Hawaii for 13 years and are very satisfied with their work.

VI. Portal Program Manager's Report – Tyler Hawaii Bimonthly Report

Burt Ramos, General Manager of Tyler Hawaii, presented Tyler Hawaii's March to April report comprised of Highlights, Customer Service, Financials, Digital Government Trends, Looking Forward, Appendix. Tyler Hawaii's report is located online at <https://ahc.ehawaii.gov/meetings/packets/june-6-2024-meeting-packet/>.

Highlights include,

- Single Sign-On Phase 2.2 Update: the expected completion date will be February 2025
- HIePRO Price List/Vendor List Awards: Added functionality, reporting and payments previously done manually outside HIePRO can now be done within HIePRO; vendors can upload their quarterly reports, the process is streamlined.
- Name change: added functionality for a change of name for a minor by both parents. The online form makes it easier for submitters to ensure they have included the required information.

Customer Service:

- Recorded over 9,600 inquiries through their four-person customer service team. Continue to formally define feedback as a specific request for assistance from the customer service team.
- CXSuite Customer Experience Feedback. Users may check "How was your experience today?" Responses are anonymous. Out of 4,898 feedback submissions, 1,873 shared comments. The feedback submissions are captured in a database by

month and will be included in their Fiscal Year 2024 annual report.

Member Hiltner asked about the chats versus calls and emails. Mr. Ramos stated that with the success of answering phone calls, people expect it to continue. Phone calls come in over the weekend and off-hours. The CXSuite software converts voice messages to text, which helps in prioritizing and responding accordingly. They continue to push the use of the chat as the customer service team can handle multiple chats at a time opposed to phone calls.

VII. Good of the Order

Next scheduled meeting: August 1, 2024.

VIII. Adjournment

Chair Ku moved to adjourn the meeting, which was seconded by Member Van. With no objections the meeting was adjourned at 1:50 p.m.