



**Access Hawaii Committee
October 3, 2024
Meeting Minutes**

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

Members Present

Todd Omura, IT Governance Officer, representing the Chief Information Officer, Office of Enterprise Technology Services (ETS)
Keith Regan, Comptroller, Department of Accounting and General Services (DAGS)
Bonnie Kahakui, Administrator, State Procurement Office (SPO)
Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)
Bryan Kodama, IS Manager, representing the Director, Department of Commerce and Consumer Affairs (DCCA)
Mai Nguyen Van, Acting Director of IT, representing the Administrative Director of the Courts, Judiciary
Stephen Courtney, Deputy Director, City and County of Honolulu
Robert Ewbank, Director of IT Department, County of Hawai'i

Representative Amy Perruso, State House

Members Excused

Jennifer Brooks, Attorney, representing the Director, Office of Information Practices (OIP)
Lila Loos, IT Manager, representing the Chair, Department of Land and Natural Resources (DLNR)
Mandi White, IT Project Leader, County of Kaua'i
David Duarte, Chief Technology Officer, County of Maui
Senator Glenn Wakai, State Senate

Other Attendees

Candace Park, Deputy Attorney, AG
ETS: Christine Sakuda, Catherine Arellano-Alcotas, Susan Bannister, Juha Kauhanen, Tom Ku, Jussi Sipola, Kelli Wang
Tyler Hawaii: Burt Ramos, Janet Yee, Laurenz Bacungan, Aaliyah Ichino, Julie Shohet, Tony Tran, Steffi Zacke
Clarence Sales, County of Kaua'i
Yvonne

I. Call to Order, Roll Call

Todd Omura, IT Governance Officer, presided as Acting Chair and called the meeting to order at 1:01 p.m. Roll call was taken and quorum established. He introduced Christine Sakuda,

Chief Information Officer.

II. Review and Approval of the August 1, 2024, Meeting Minutes

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

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW)

1. Signed SOW and Project Change Request (PCR) to be signed

Catherine Arellano-Alcotas, ETS Portal Program Manager, reported that the following were signed by the Chief Information Officer.

- a. Department of Business, Economic Development and Tourism - Business Development and Support Division – Website Services - SOW Amendment 5

Amended the existing hosting fee of \$1,200.00 to \$1,300.00 plus General Excise Tax with an annual increase of 5% due to the change to hosting on Pantheon, a highly secure hosting platform. The amendment also added a \$300/year fee for a Secure Sockets Layer (SSL) certificate which is required by Pantheon.

- b. Department of Land and Natural Resources – Division of Forestry and Wildlife - Hunter Education and Records Management System - Project Change Request 3

This functionality was added: If multiple hunters have the same date of birth, they are added to the duplicate hunter report. The Development Fee is \$910.99.

V. Periodic Review on Portal Service: County of Hawai‘i and Kaua‘i Liquor Licenses and Permits Application Review

Laurenz Bacungan from Tyler Hawaii and Clarence Sales from the County of Kaua‘i presented this application. The County of Hawai‘i and Kaua‘i citizens may apply for, renew and pay for liquor control permits and fees online via credit card or echeck. The Counties can approve, deny, withdraw applications, view and edit existing records, create new reports, and download reports. The sites are similar for both counties except for the Direct Wine Shipper Permits. County of Hawai‘i offers 1 and 2-year permits; Kaua‘i only has 1-year permits. Mr. Sales shared that the direct wine shipment has been very successful for wineries on the

continental U.S. Renewals are increasing.

Member Kahakui asked about the adoption rate and what the 5% renewal fee represent. Mr. Bacungan stated that the direct wine shipper is nearly 100% for both Counties. For liquor license renewals Hawai'i County is at 27% renewals, Kaua'i at 29%. For a \$600 license fee, the service fee would be \$30. Multiplied by the 2.78% credit card fee, the license renewal would be approximately \$647.00. Mr. Sales noted that when people submit a paper application, staff encourages them to submit online and helps them through the process for future submittals.

Christine Sakuda asked if other counties use a similar portal. Mr. Bacungan noted that they are working with the County of Maui. Mr. Ramos, General Manager, Tyler Hawaii, stated that the City & County of Honolulu has a different vendor and solution. Member Courtney confirmed that they have other solutions and their own in-house credit card payment system.

VI. Review and Approval of the Annual Report Draft on the Operation of the Internet Portal

Burt Ramos presented an overview of the report. ETS will submit the approved report to the Legislature in late December. The report consists of

- ETS letter
- Executive Summary
- Portal Financial Information
- Revenue by Service
- Featured Story
- New & Upgraded Services and Websites
- Major Initiatives
- Looking Forward
- Contact Information
- Appendices: Customer Service Statistics, Web Analytics, Press Releases & Awards, Outreach & Community Participation, Historical Financials, Funding Portal Operations, Portal Oversight, Glossary.

Mr. Ramos reported that from the total amount collected for the 159 services on the eHawaii.gov portal, the state paid 18% or \$2.165 million of the \$11 million to operate the portal. When divided among the 159 services, the cost per service is \$13,617 for FY24. This is down from approximately \$26,000 in previous years because of the transactional revenue brought to the portal. Based on the value, output and cost to the State, Mr. Ramos asked the AHC to reconsider the ramification of the RFP (Request for Proposal) process.

Christine Sakuda asked if this report tracks services and revenues outside of the state portal. Mr. Ramos stated that this report consists only of services by Tyler Hawaii. There are other solutions and companies for different agencies but not reported here.

Chair Omura recommended tabling the approval of the draft report to the next AHC meeting. There were no objections.

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

Burt Ramos, General Manager, presented its July-August report.

Highlights:

- Department of Attorney General Online Auction was launched. The next online auction platforms will include upgrading the State Procurement Office and the Department of Transportation Airports Division systems.
- Single Sign-On (SSO) Phase 2.2 update. Migrating 80+ services to use SSO. Project completion date has been extended to February 2025 due to the move to ForgeRock Ping Identity.

Customer Service: Over 10,000 inquiries in this two-month period due to refunds in August.

CX Suite Customer Experience Feedback continues to show positive experiences.

Financials strong in July and August with the Real Property Tax Collection.

Looking Forward: County of Hawai'i Transient Accommodations Tax Payments will produce a better experience for users and the County.

VIII. Good of the Order

Mr. Omura stated that one of the topics at the National Association of State Chief Information Officers (NASCIO) conference was e-government citizen engagement and digital services strategies. He asked the committee to think about what has worked and didn't work for their agencies and want to see improved for the next portal contract solicitation. This will be on the agenda for the next meeting.

Member Kahakui stated that the Internet Portal Contract extension to January 2027 was recently announced to participating Executive Branch and Jurisdictions.

Next scheduled meeting is on December 5, 2024

IX. Adjournment

Member Kahakui moved to adjourn the meeting, which was seconded by Member Courtney. With no objections the meeting was adjourned at 1:55 p.m.