

Access Hawaii Committee Meeting Minutes

June 7, 2012

1:00 PM

Video Conference Centers

Kalanimoku Building

1151 Punchbowl Street

Honolulu, Hawai'i 96813

Members Present

Kerry Yoneshige, representing the Comptroller/Chairperson, Department of Accounting and General Services (DAGS)

Sharon Wong, Acting Administrator, DAGS/Information and Communication Services Division (ICSD)

Aaron Fujioka, Administrator, State Procurement Office (SPO)

Cheryl Park, Director, Office of Information Practices (OIP)

Herbert Lam, Information Technology Manager, Department of the Attorney General (AG)

Todd Rasmussen, ISCO Manager, representing the Director of the Department of Commerce and Consumer Affairs (DCCA) (secondary representative)

Kevin Thornton, Director of Support Department, Judiciary

Kristilyn Kam, DPSA, City & County of Honolulu (VCC)

Susan Underwood, Info. Mgmt. Section Head, representing the IS Manager, County of Maui (secondary representative) (VCC)

Mandi Swanson, Information Technology Project Leader, representing the CIO for the County of Kauai (secondary representative) (VCC)

Members Absent

Robert Su, Information Technology Manager, Department of Taxation

Burt Tsuchiya, Director, County of Hawaii

Representative Kyle Yamashita, House of Representatives

Senator Les Ihara, Jr., State Senate

Other Attendees

Russell Castagnaro, General Manager, Hawaii Information Consortium (HIC)

Jing Xu, Marketing Director, Hawai'i Information Consortium (HIC)

Sanjeev Bhagowalia, State Chief Information Officer, Governor's Office

Diane Erickson, Deputy Attorney General, Department of the Attorney General

***Participated via videoconference center (VCC)*

I. Call to Order, Public Notice, Quorum

Chairperson Yoneshige called the meeting to order at 1:13 p.m., at which time quorum was established and introductions made.

II. Approval of the March 1, 2012 Meeting Minutes

Member Fujioka motioned to approve the minutes, Member Park seconded. Vote was taken and meeting minutes were unanimously approved.

III. Hawaii Information Consortium General Manager's Report and Appropriate Action

Russell Castagnaro reviewed the items below in the General Manager's Report.

1. Executive Summary

2. Marketing Activity

Russell reported that the State ID function is moving from the Department of the Attorney General to the Department of Transportation (DOT), due to legislation, and the DOT does not want to continue to use the application that was developed by HIC.

3. Highlights

4. Additional Items

5. Analytics Report: Portal web traffic statistics

6. Financial Report

Russell reported that last year's audited financial reports for HIC can be provided to members. He explained that there are seven states with self-funded contracts, similar to their contract with the State. This means that the contractor would pay for the bulk of development and maintenance of the application, and a transaction fee could be added on as a convenience fee or paid for by the agency if savings were projected. Historically, the original contract began in 2000 and focused on camping, eFiling, DCCA's Business Registration (BREG), Judiciary driver's abstracts. HIC did not overcome costs of the initial projects until 2006-2007. Most of the services are self-funded, and they do not charge for operating system upgrades, hosting, application firewalls, etc. There are basically four divisions responsible for 95% of the revenue they earn.

HIC began the Department of Taxation's eFiling application with a \$2.50 convenience fee, which yielded online adoption of 40-50% per year. When they eliminated the fee because the department absorbed the cost, adoption increased an additional 10-15%. When HIC added an auto calculation feature, adoption went up to 85%, when they started marketing this service and re-introduced the fee to a reduced \$1.00 charge. Russell said that desired features are the important component to increasing adoption.

Sanjeev Bhagowalia, State CIO, shared that during the last Legislative session, there was an attempt to get the \$1.4 million appropriation to remove the transaction fee, and allow this as a free service, but it did not pass. One of three requests coming from two Senators last week was to do a pilot to make this happen, as they are interested in another eFiling model. Members discussed that charge card fees are a percentage of the payment and have been handled differently, where Kauai absorbed all credit card fees for their property tax application, while the HUI Express for the Department of Labor and Industrial Relations absorbs the fee if paid by echeck, but user pays if paying by credit card. Sanjeev Bhagowalia agreed to do the pilot and disclose what the fees would be.

7. New applications: new services launched

8. Review of project list

9. Review of open ticket reports (Mantis): open items within portal work queue

10. Approval of all charges to portal users and service level agreements (SLA) with government agencies

IV. Discussion and Approval of Hawaii Information Consortium's Proposed Social Media Policy

Russell Castagnaro reported that per previous direction, HIC was to refrain from using social media. HIC wants to propose a social media policy for the portal. Diane Erickson recommended that the proposed policy should be reviewed by the Office of Information Management and Technology (OIMT) to check for consistency with the State's draft social media policy, prior to the Committee adopting this policy. This topic will be deferred to the next meeting, as the State's social media policy is very close to being released.

V. Status and Discussion of Hiring a Portal Program Manager

Member Wong reported that the portal program manager position is currently being recruited on the Department of Human Resources Development website as a non-civil service job posting, and asked members to inform prospective applicants of the job opportunity.

VI. Executive Session pursuant to Section 92-5(4) and (8) to consult with AHC's attorney on questions and issues pertaining to AHC's powers, duties, privileges, immunities and liabilities with respect to Executing a Supplemental Contract to Extend the Portal Manager Contract (SPO Vendor List Contract No. 08-13) with Hawaii Information Consortium, LLC Beginning January 4, 2013 for a Three Year Period which includes discussion and deliberation on matters that require the consideration of information that must be kept confidential pursuant to a state or federal law, or a court order

Member Fujioka moved to convene a meeting in July to make a decision whether to extend HIC's contract which will be expiring on Jan. 4, 2013. Member Rasmussen seconded, and the vote was unanimous.

VII. Announcements

The next meeting will be scheduled in July based on member availability to obtain quorum.

VIII. Adjournment

Member Fujioka moved to adjourn, Member Thornton seconded. Meeting was adjourned at 2:47 p.m.

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