

Access Hawaii Committee (AHC) Meeting Minutes

September 1, 2011

1:00 PM

Comptroller's Conference Room 410

Kalanimoku Building

1151 Punchbowl Street

Honolulu, Hawai'i 96813

Members Present

Bruce Coppa, Comptroller/Chairperson, Department of Accounting and General Services (DAGS)
Debra Gagne, Administrator, Information & Communication Services Division (ICSD) of DAGS
Aaron Fujioka, Administrator, State Procurement Office (SPO)
Cheryl Kakazu Park, Director, Office of Information Practices (OIP)
Kevin Thornton, IS Manager, representing the Director of the Department of Commerce and Consumer Affairs (secondary representative)
Clay Sato, IT Manager, representing the Director of the Department of the Attorney General (secondary representative)
David Maeshiro, CIO, Judiciary, representing the Administrative Director of the Courts (secondary representative)
Senator Les Ihara, Jr., Hawaii State Senate
Kristilyn Kam, DPSA, representing the Chief Information Officer of the City & County of Honolulu (VCC)
Jacob Verkerke, IS Manager, representing the Chief Information Officer of the County of Maui (VCC)
Mandi Swanson, IT Project Leader, representing the Chief Information Officer of the County of Kauai (secondary representative) (VCC)
James Kiley, IS Manager, representing the Chief Information Officer of the County of Hawai'i (secondary representative) (VCC)**

Members Absent

Robert Su, IT Manager, representing the Director of the Department of Taxation (DOTAX)
Representative Pono Chong, Hawaii State House of Representatives

Other Attendees

Russell Castagnaro, General Manager, Hawai'i Information Consortium (HIC)
Jing Xu, Marketing Director, Hawai'i Information Consortium (HIC)

***Participated via videoconference center (VCC)*

- I. **Call to Order, Public Notice, Quorum**
Chairperson Coppa called the meeting to order at 1:12 p.m., at which time quorum was established and introductions were made.
- II. **Approval of the June 2, 2011 Meeting Minutes**
Member Fujioka motioned to approve the minutes, Member Maeshiro seconded. Vote was taken and meeting minutes were approved unanimously.
- III. **Hawaii Information Consortium General Manager Report and Appropriate Action:**
Russell Castagnaro reviewed all of the items below, except that Jing Xu reviewed the marketing activity.
 1. Executive Summary - Busy three months. Hawaii Integrated Justice Information Sharing (HIJIS) Program in June/July. Tax filings up 17%. Process \$180M in transactions and \$10M in Big Island property taxes.
 2. Marketing Activity - Sent about 20,000 e-mails and postcards for insurance and licensing.
 3. Highlights – Working with historical preservation site registry. Marketing material was shared with the group. The Bureau of Conveyances card has a Quick Response (QR)

code to allow linking directly to the site. Hawai'i has one of the highest online business registration rates of any State that does not require online registration.

4. Additional Items - State ID application updated with a scheduling component to allow processing in 15 minutes or less with minimal waiting in line. Conducted a Hawai'i Compliance Express (HCE) workgroup meeting to re-engineer the process for more transparency and to avoid getting bogged down. With threshold for compliance lowered to \$2,500, there were backlogs. Member Fujioka mentioned that the IRS is no longer issuing paper compliance, and vendors must use HCE. Member Park was informed that there is a \$12 annual fee to vendors for using HCE.
5. Analytics Report - Portal web traffic statistics.
6. Financial Report
7. Discussion of new applications: New services launched: HIJS front-end launched in June. Member Sato described a cooperative development agreement with the State of Maine. Accounts receivables for DOT Harbors. Solicitor registry system. Created field edits for tax payments using First Hawaiian Bank (FHB) and Bank of Hawaii (BOH) input to reduce number of incorrectly entered payments. Working with Employees' Retirement System (ERS) on retirement self-manage system. Mortgage dispute system to be online in September. Developing a statewide accident repository in cooperation with Department of Transportation (DOT) and Honolulu Police Department (HPD).
8. Review of project list - Bureau of Conveyances due to go live for back-office processing in June.
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. SLA with Office of Information Management and Technology (OIMT) was approved unanimously conditional upon authorized signatory. Member Gagne motioned. Member Thornton seconded. SLA with HPD was approved unanimously. Member Gagne motioned. Member Park seconded.

IV. ICSD Public Information Access General Manager's Report:

Member Gagne reviewed the report.

1. Highlights – Department of Commerce and Consumer Affairs (DCCA) and Department of Labor and Industrial Relations (DLIR) were the most visited sites.
2. Overview of hawai'i.gov Websites – Chair Coppa mentioned the digital archives work that Washington State has done and how they no longer issue paper birth, death or marriage certificates. The online marriage registration system will be ready January 1 and expects flurry of activity from civil union filers.

Member Ihara mentioned there were no statistics provided for the Legislature and that he would try to provide for the next meeting. Senator Ihara also noted that there was no link to the Capitol site from the home page. He will work with HIC on addressing linkages.

Member Ihara suggested that an e-mail to members be sent prior to the meetings including information. The agenda, minutes, and report for the month are posted on the AHC site, in addition to posting meeting notices on the statewide calendar and with the Lieutenant Governor's Office.

Member Gagne reported that a social media framework was being developed in collaboration with Governor's Office, Department of the Attorney General, OIMT and the Information Technology (IT) Technical Governance Committee.

V. Portal Program Manager Position Status

Position description being developed. Action remains to establish and approve filling of the position. Russell Castagnaro asked if the fund payments would be suspended once the ceiling is reached. Member Gagne noted that any funds collected in excess of the ceiling would be lapsed to the General Fund. Member Ihara noted that since this was a special fund and not a trust fund the monies could be used by the committee for activities in addition to covering the portal program manager salary.

VI. Retroactive Approval of SLAs

Member Park raised the issue of approving SLAs and Statement of Works (SOWs) that come up between quarterly meetings. Member Fujioka suggested that if necessary a meeting could be called at any time to address voting on issues that require AHC's attention. Russell Castagnaro volunteered to see what other State portals do to handle similar issues.

VII. Announcements:

Next meeting: Thursday, December 14, 2011 at 1:00 p.m.

VIII. Adjournment

Chair Coppa motioned to adjourn, Member Fujioka seconded. Meeting was adjourned at 2:31 p.m.