

DRAFT 12/5/2013

STATE OF HAWAII
ACCESS HAWAII COMMITTEE AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON
THE OPERATION OF THE INTERNET PORTAL
FOR THE PERIOD
JANUARY 1, 2013 THROUGH DECEMBER 31, 2013

SUBMITTED TO
THE TWENTY-EIGHTH STATE LEGISLATURE
IN RESPONSE TO ACT 172, SLH 2007

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Pursuant to Act 172/SLH 2007, the Access Hawaii Committee (AHC) submits its annual report to the 2014 Legislature. This year's report is comprised of a report by the portal manager, Hawaii Information Consortium, LLC (HIC), reflecting work it was authorized to do by the AHC in conjunction with various State and county agencies.

The AHC provides oversight of the portal manager, including: 1) review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager; 2) review and approval of all charges to portal users; 3) review and approval of service level agreements negotiated by government agencies with the portal manager; 4) review of the annual financial reports and audit of the portal manager; 5) review of annual customer satisfaction surveys conducted by the portal manager; and 6) review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

The 2013 Annual Report by HIC on the operations of the portal from January 1, 2013 through December 31, 2013, is provided as Exhibit 1.

The AHC exercised its oversight of the portal manager through a transition enabled by the passage of Act 172 of the 2007 Legislature. The AHC operated as an informal committee beginning in July of 2005. Act 110, SLH 2003 (SB1334, HD1), had sunset the AHC on July 1, 2005. Because of the value of the oversight function provided by the AHC, the Committee, during the 2007 Legislative Session, submitted draft legislation which the Legislature passed as SB 1315, SD2, HD1, CD1, and which was enacted into law as Act 172 on June 13, 2007. Act 172 re-enacted and codified substantive sections of Act 292, SLH 2000 (SB 2838, SD1, HD1, CD1), which was the original law that established the AHC.

An amendment to the AHC law under Chapter 27G, Hawai'i Revised Statutes, was enacted in the 2010 legislative session as Act 101 (HB2505, CD1). The amendment to Chapter 27G created the AHC Special Fund within the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services (DAGS) to support the AHC.

The authorization of a position to serve as the portal program manager was requested during the 2011 legislative session. A Governor's Message submitted draft legislation which the Legislature passed as HB 200 HD1, CD1, which was enacted into law as Act 164 on July 1, 2011.

During the 2013 legislative session, the Chief Information Officer of the State was added to the Access Hawaii Committee membership, and was designated as the chairperson of the committee. The Legislature passed SB1000 SD1, which was enabled into law as Act 21 on April 19, 2013.

New online government services are continually being added to the portal. State and county agencies and their employees working with HIC have continuously identified new online services to be added to the State portal. They have also worked hand-in-hand with HIC through the planning, implementation, and operational phases for these services. As a result, government is more accessible to the public, which is being provided with added convenience, saving time conducting its business with government. Citizens who choose to go online can conduct business with government from their homes and offices during the State's business and non-business hours.

The portal's success has been achieved through the work of HIC, in conjunction with the AHC, the Office of Information Management and Technology, and the business and information technology staffs of the State agencies, the counties, and the Judiciary. The HIC contract was renewed through competitive solicitation effective January 2008 for the initial five-year period, and the first contract extension was approved by the AHC beginning January 4, 2013 for an additional three years.

The following sections provide key issues and activities addressed by the AHC between January 1, 2013 through December 31, 2013:

Portal Program Manager Position

Recruitment of this position is ongoing. This position is affected by Executive Memorandum No. 13-04, which institutes a temporary hiring freeze as a result of the federal government shutdown, and this vacancy cannot be filled until January 2, 2014 or later.

AHC Special Fund

At the June 6, 2013 AHC meeting, the committee voted to suspend the monthly portal manager fee paid by Hawaii Information Consortium (HIC) to the AHC special fund, as requested by HIC. The special fund accumulated more than \$216,000, and since a Portal Program Manager is not yet hired, the fund is not being expended. The suspension of the collection of the portal manager fee will be in place when there is a two-year reserve in the fund.

Legislative Budget Requests

At the 2013 Legislative Session, the biennium budget request submitted to increase the appropriation ceiling and to convert the position from temporary to permanent was not approved.

At this year's 2014 Legislative Session, a similar request to increase the appropriation ceiling will be submitted.