Access Hawai'i Committee Meeting Minutes
March 7, 2013
1:00 p.m.
Video Conference Centers
Kalanimoku Building
1151 Punchbowl Street, Room 410
Honolulu, Hawai`i 96813

Members Present

Sanjeev "Sonny" Bhagowalia, CIO, Office of Information Management and Technology (OIMT)
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, IT Manager, Department of Attorney General
Donn Yabusaki, IS Manager, representing the Director of the Department of Commerce and Consumer Affairs (Secondary representative)
Kevin Thornton, Director of Support Department, Judiciary
Keith Ho, Acting Director and CIO, City and County of Honolulu (*VCC*)
Susan Underwood, IM Section Head representing the IS Manager for the County of Maui (Secondary representative) *(VCC)*
Mandi Swanson, IT Project Leader, representing the CIO for the County of Kauai (Secondary representative) *(VCC)*
Senator Les Ihara, Jr., State Senate

Members Absent

Keali'i Lopez, Director, Department of Commerce and Consumer Affairs (DCCA)
Robert Su, IT Manager, Department of Taxation (TAX)
Mark Ow, Director, County of Hawaii
Jacob Verkerke, IS Manager, County of Maui
Brandon Raines, CIO, County of Kauai
Representative Kyle Yamashita, State Representative

Other Attendees

Kristine Reitan, representing State Representative Kyle Yamashita
Russell Castagnaro, General Manager, Hawaii Information Consortium (HIC)
Jing Xu, Marketing Director, Hawaii Information Consortium (HIC)
Diane Erickson, Deputy Attorney General, Department of Attorney General (ATG)
Susan Bannister, Information and Communication Services Division (ICSD)

**Participated via videoconference center (VCC)

I.   Call to Order, Public Notice, Quorum

Chairperson Bhagowalia called the meeting to order at 1:10 p.m. at which time quorum was established and introductions made.

II.   Approval of the January 11, 2013 Meeting Minutes

To better reflect what was said, Chairperson Bhagowalia amended the January 11, 2013 draft minutes to read as follows: Item V.2. "Chair Bhagowalia announced that OIMT is planning to launch an update to the Hawaii.gov portal in April with capabilities and a look and feel, which will allow Hawaii to compete for national best of the web honors as the "best portal in the country"." Member

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

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

HIC General Manager, Russell Castagnaro, and Marketing Director, Jing Xu, reviewed the items below, which covered December 2012 through February 2013.

1. Executive Summary
2. Marketing Activity
3. Highlights
4. Additional Items
5. Analytics Report: Portal web traffic statistics
6. Financial Report
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
    No new SLAs for this period.

Mr. Castagnaro reported that they are working with the Department of Health to improve its online ordering process of vital records. HIC has hired Dan Chapman to work on its new portal page. Mr. Chapman, a Presidential Scholar, worked on the MyUSA.gov program. This is a federal government portal, which allows citizens to interact and do business with the government in a secure manner. Chair Bhagowalia noted that he would like to bring the White House and open.gov data policies to Hawaii. The Hawaii data launch will occur in a few months.

Member Wong inquired about the Trimin software acquisition. Mr. Castagnaro explained that Trimin Systems is a software vendor and a HIC subcontractor who supplied the software for the Bureau of Conveyances (BOC). Since Trimin has been unable to provide the necessary software development services, HIC has acquired the source intellectual property for that software so it can be modified to allow more e-recording for the BOC. The contract was signed about three weeks ago.

Mr. Castagnaro presented a new report titled "Customer Service Work Distribution", which shows in a pie-chart format the work distribution by the number of tickets that were opened, the number of requests that were received, and the application that it pertains to. He also stated that the new AHC website was just released based on the State template. The website has the reports, meeting documents, and SLA agreements for public viewing.

Member Park inquired about the State portal and the cloud. Mr. Castagnaro replied that the State portal is backed up through HIC then migrated over to the State-owned cloud, which was procured through the State Procurement Office's Vendor List. Chair Bhagowalia noted that the public has access to the information on this cloud; however, the State will also have a private cloud to maintain its secure records.

Member Senator Ihara noted that some acronyms used in HIC's report were not identified.
Mr. Castagnaro will add them to the list.

IV. Discussion on Public Accountability Documents, e.g., Records that Increase Accountability of Public Officials and Agencies, and the Extent They are Currently Accessible through the State Internet Portal and Appropriate Action

Chair Bhagowalia addressed concerns that were raised at the last meeting. The first issue involved the Hawaii State Ethics Commission (Commission) website. Chair Bhagowalia stated that he will work with the Commission and the Office of Information Practices to update their websites, obtain its

data sets for proper display, and make it searchable. He will also meet with legal counsel as to what items can be disclosed on the websites. He will report back to this committee at a future meeting.

Member Senator Ihara noted that some files are completed by hand, which if converted into a pdf, may lead to accessibility issues. Chair Bhagowalia noted that he will work on a policy that will require these types of records to be filed electronically.

The second issue dealt with agencies approaching HIC directly. Chair Bhagowalia stated that from now on agencies will be directed to OIMT who will then coordinate with HIC. He noted that since 2001, 102 services were launched to date. Thus far, the top three services from a transactional standpoint are tax filing, driver's records, and conveyance documents. The top three services from a labor efficiency standpoint are tax filing, Hawaii Compliance Express, and Hawaii Unemployment Express. Mr. Castagnaro stated that 85% of employers file the necessary information electronically using the Hawaii Unemployment Express.

Member Senator Ihara asked if there are resources available to agencies that do not have the necessary funds to update their websites. Chair Bhagowalia stated that OIMT has funded a project that will benefit three departments. By June 2013, six mobile applications will be up and running, a tax license search, PVL license search, insurance license search, and EV charger finder to name a few. He foresees departments competing for funds offered by private organizations and the Legislature working through OIMT.

Member Senator Ihara asked if there is a way to gauge what the public wants but not currently available online. As an example, he asked if the public could do an online search for a particular art piece at the museum. Chair Bhagowalia stated that OIMT is working with the Department of Business, Economic Development and Tourism. Data Evangelist, Burt Lum, has been contracted to look at its engagement with data and Karen Higa of ICSD who helped with the State website project is also assisting on this project.

The third issue related to how HIC receives fees. Chair Bhagowalia stated that Mr. Castagnaro's General Manager's report addressed this issue. The Chair stated that the two models, Transaction Fee and Subsidize Models are working well. The Transaction Model subsidizes other projects and as the transaction numbers increase, more resources will be available to subsidize additional projects. Chair Bhagowalia added that transaction fees do not cover the cost of most of these projects causing HIC to take the most risks. Member Fujioka added that the DCCA and Judiciary bring in the most revenue which subsidizes projects for other agencies.

The fourth issue pertained to the retention and destruction of digital records. Chair Bhagowalia stated that there are currently two policies that do not align with one another. One policy through a Comptroller's Memorandum states that emails are not to be kept on email systems for more than 60 days. However, the State's Record Retention policy states that certain records are to be kept under certain conditions. He would like one policy developed that is easy to understand. He plans to meet with Susan Shaner, State Archivist, to discuss the situation more in depth. Members discussed that although electronic records must be erased after 60 days, individuals can archive the records themselves. Chair Bhagowalia noted that the Comptroller's Memorandum does not have any instructions or requirements to save certain records.

V.   Discussion on Digital Records Retention/Destruction Policies

Item deferred to next meeting. Susan Shaner, State Archivist, will be asked to attend the next AHC meeting to provide information and clarification on email, web, and other information as they relate to records retention and destruction.

VI.   Announcement

Next meeting scheduled for June 6, 2013, 1:00 p.m.

VII. **Adjournment**

Member Fujioka moved to adjourn the meeting, Member Park seconded. Meeting was adjourned at 2:21 p.m.