

Access Hawai'i Committee Meeting Minutes

January 11, 2013

1:00 p.m.

Video Conference Centers

Keoni Ana Building

1177 Alakea Street, Room 305

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, Attorney General Office
Todd Rasmussen, ISCO 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
Jacob Verkerke, Information Systems Manager, County of Maui (VCC)
Mandi Swanson, Information Technology 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, Information Technology Manager, Department of Taxation (TAX)
Mark Ow, Director, County of Hawaii
Brandon Raines, CIO, County of Kauai
Representative Kyle Yamashita, State Representative

Other Attendees

Russell Castagnaro, General Manager, Hawaii Information Consortium (HIC) (*Maui VCC*)
Jing Xu, Marketing Director, Hawaii Information Consortium (HIC)
Diane Erickson, Deputy Attorney General, Department of the 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 1:05 p.m. at which time quorum was established and introductions made.

II. Approval of the December 6, 2012 Meeting Minutes

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

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

1. Annual Legislative Report

HIC's General Manager, Russell Castagnaro, presented HIC's annual report to the committee, which will be submitted as an exhibit of the Access Hawaii Committee's (AHC) annual report to the legislature. He reviewed some of the new applications/services that were launched in the past 18 months.

Under the Cost Savings section of the report, Mr. Castagnaro pointed out that the portal's activities resulted in over \$5.9 million in avoided cost across four of its partner agencies. Chair Bhagowalia commended HIC for its efforts and stated that a report on cost savings would also be beneficial. It would show that AHC is avoiding cost as well as saving cost which could be reinvested into the program. Before discussion continued, Member Park reminded the committee that since the topic of cost savings is not on the agenda it should not be discussed at this time.

Continuing the discussion on the annual report, Member Wong explained that AHC submits an annual report to the State legislature. The report includes general information, actions taken by the committee, items discussed and resolved, and includes HIC's report as Exhibit 1. Member Wong asked the committee to approve the AHC's Annual Report as presented.

Member Park moved to accept the AHC's Annual Report for submission to the legislature along with 2012 HIC's report as an attachment, Member Rasmussen seconded. Vote was taken and the AHC's and HIC's reports were unanimously approved.

Member Senator Ihara noted that State law requires all reports to the legislature to be submitted online. Member Wong will coordinate the posting of the report on the Department of Accounting and General Services website.

2. Approval of service level agreements (SLA) with government agencies: OIMT SLA

Member Park questioned whether the University of Hawaii (UH) is no longer a participant in this SPO contract as shown on the SPO Vendor List No. 08-13, which was attached to the SLA. She noted that UH has been put back into the HRS Chapter 103D, procurement code and should not be exempted. Member Fujioka replied that a revised SPO Vendor List No. 08-13 came out in November, which shows the reinstatement of UH. A copy will be provided to members. [Note: Subsequent to the meeting, SPO Vendor List No. 08-13, dated November 2, 2012, was emailed to AHC members/designees, their secretaries, and the other attendees on January 15, 2013.]

Member Senator Ihara moved to approve the OIMT SLA, Member Park seconded. Vote was taken and the OIMT SLA was unanimously approved.

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

Member Senator Ihara raised several concerns regarding the process of putting things online such as: how do agencies learn about this service, who determines what type of information will go online and if it will be fee based, and how much work can be done each year. He brought up the Hawaii State Ethics Commission website as an example. He noted that there is not much information offered on the Gift Disclosures site nor is it searchable, making it not as open and transparent to the public. He added that proper information should be disclosed on government websites.

Mr. Castagnaro stated that most agencies approach HIC directly. Chair Bhagowalia agreed that OIMT needs to be more involved. He stated that agencies desiring to put information online should contact OIMT who will contact HIC. Chair Bhagowalia also stated that a repository of contractors

through the SPO contracts should be developed. 220 business function services have been identified, yet less than 5% are online. OIMT will design a policy, which will be shared with AHC. Member Verkerke stated that when the Portal Program Manager position is filled, that person will work with agencies to promote the use of its websites, promote online usage, and be expected to work with HIC.

Member Senator Ihara raised questions regarding how much HIC receives from transaction fees, how much time is spent on putting the information online, how does the committee ensures fairness to all parties involved—the vendor, government agencies, and public. Mr. Castagnaro noted that HIC spent 2,500 hours on free projects, does not recover costs for potential projects that do not materialize, and absorbs all risks for transactional applications. Chair Bhagowalia stated that he will provide the committee with an updated detailed report from HIC which should answer some of these questions.

Chair Bhagowalia voiced his concern regarding digital record retention/destruction policies. He will follow up with Susan Shaner, State Archivist.

V. Announcements

1. Next meeting to be held on March 7, 2013, 1:00 p.m.
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”.

VI. Adjournment

Member Park moved to adjourn the meeting, Member Senator Ihara seconded. Meeting was adjourned at 1:58 p.m.