

Access Hawai'i Committee Meeting Minutes

December 6, 2012

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)
Cheryl Park, Director, Office of Information Practices (OIP)
Clay Sato, Data Processing System Manager, representing the IT Manager of the Attorney General Office
(secondary representative)
Todd Rasmussen, ISCO Manager, representing the Director of the Department of Commerce and Consumer
Affairs (secondary representative)
Kevin Thornton, Director of Support Department, Judiciary
Jane Zeng, DPSA, DIT representing the DPSA of the City and County of Honolulu (secondary representative)
(VCC)
Burt Tsuchiya, Information Systems Manager, representing the Director of the County of Hawai'i (secondary
representative (VCC)
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)

Members Absent

Aaron Fujioka, Administrator, State Procurement Office (SPO)
Herbert C. Lam, IT Manager, Department of the Attorney General (ATG)
Keali'i Lopez, Director, Department of Commerce and Consumer Affairs (DCCA)
Robert Su, Information Technology Manager, Department of Taxation (TAX)
Kristilyn Kam, DPSA, City & County of Honolulu
Mark Ow, Director, County of Hawaii
Brandon Raines, CIO, County of Kauai
Senator Les Ihara, Jr., State Senate
Representative Kyle Yamashita, State Representative

Other Attendees

Russell Castagnaro, General Manager, Hawaii Information Consortium (HIC)
Jing Xu, Marketing Director, Hawaii Information Consortium (HIC)
Carol Taniguchi, State Senate Clerk
Debra Gagne, Office of Information Management and Technology (OIMT)
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 1:12 p.m. at which time quorum was established and introductions made.

II. Approval of the September 6, 2012 Meeting Minutes

Chair Bhagowalia requested that the bold font be removed from Agenda item III. 1 through 10. Member Sato moved to approve the minutes as amended, Member Wong seconded. Vote was taken and meeting minutes were unanimously approved.

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

Russell Castagnaro and Jing Xu reviewed all of the items below.

1. Executive Summary

2. Marketing Activity

3. Highlights

Mr. Castagnaro reported that the Online State ID service, which was previously operated through the Department of the Attorney General, will be retired. The Department of Transportation and the City and County of Honolulu's Division of Motor Vehicles will handle the State ID program. Chair Bhagowalia stressed that this service should continue to be provided online to the public.

Action: Chair Bhagowalia will hold a separate meeting with key members of the Department of Transportation, City and County of Honolulu, and the Governor's office to discuss critical issues of the State ID program and see what can be done to re-establish this online service. Members interested in being a part of the meeting are to contact Chair Bhagowalia. **[NOTE: Subsequent to the meeting, deputy attorney general Diane Erickson advised that there may be Sunshine Law issues if more than two members of AHC attend a non-public meeting to discuss board business when no investigative committee was created to permit such discussions. Please check in advance with the Office of Information Practices if more than two board members want to discuss board business at any meeting that is not open to the public or where proper notice of the meeting has not been given.]**

Mr. Castagnaro shared another highlight not mentioned on the report. HIC is talking with Trimin, a software vendor and HIC's subcontractor who is supplying the software for the Bureau of Conveyance. Since Trimin has been unable to provide the necessary software development services, HIC is working toward purchasing the software out right which will cost around \$250,000 to \$300,000.

4. Additional Items

5. Analytics Report: Portal web traffic statistics

Chair Bhagowalia would like HIC to make this data available online. He suggested selecting three or four metrics that would allow the tracking of volume, uniqueness, interest area, historical data, etc.

6. Financial Report

7. New applications: new services launched

8. Review of project list

The list shows different projects at various stages. Member Sato asked if a date could be added when a project is "retired out". Jing noted that they will have the report updated in three months.

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: OIMT SLA
This item will be deferred to the next meeting.

Mr. Castagnaro asked if the committee could meet in January to review and approve HIC's portal report that will be presented to the Legislature. Chair Bhagowalia will set a date for the first week in January, 2013 and notify the members.

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

Chair Bhagowalia stated that Senator Ihara requested dialogue on this topic. Chair Bhagowalia noted that one of the complaints he receives from the public is that it is difficult to find information on the government's web sites. He would like the committee to further discuss this issue and provide insight as to the type of accountability records that are currently available online, which government agencies/departments are involved, what will it take to put the information online, and how to develop a central area for accessibility.

V. Status and Discussion on Hiring of a Portal Program Manager

Member Wong reported that the recruitment is still open. The top candidate withdrew interest. To entice more qualified applicants, the Comptroller discussed increasing the starting salary and also to extend the appointment period (currently, the position is not to exceed June 30, 2013). In the biennium budget that was submitted, the position is being requested to change from Temporary Exempt to Permanent Exempt and the ceiling of the AHC special fund budget to be increased to a dollar amount closer to the annual revenues collected. She noted that this Program Manager position is comparable to an Information Technology VII position with a salary range of \$55,500 to \$62,424 per year.

VI. Review and Approval of Proposed Special Fund Budget Expenditures

Member Wong briefly explained each item of the Proposed Special Fund Budget Expenditures. Chair Bhagowalia requested that training be included in the budget. Member Park moved to accept the budget to include training, Member Verkerke seconded. Motion was unanimously approved.

VII. Announcements

1. Next meeting to be held during the first week of January, 2013.
2. Resume quarterly meetings (March 7, June 6, September 5, and December 5, 2013)

VIII. Adjournment

Member Wong moved to adjourn the meeting, Member Thornton seconded. Meeting was adjourned at 2:59 p.m.