Access Hawaiʻi Committee Meeting Minutes
September 5, 2013
1:00 p.m.
Video Conference Centers
Kalanimoku Building
1151 Punchbowl Street, Room B-10
Honolulu, Hawai`i 96813

Members Present

Sanjeev "Sonny" Bhagowalia, CIO, Office of Information Management and Technology (OIMT)
Kerry Yoneshige, Business Management Officer, representing the Comptroller, Department of Accounting and General Services (DAGS)
Sharon Wong, Acting Administrator, DAGS/Information and Communication Services Division (ICSD)
Jennifer Brooks, Attorney, representing the Director of the Office of Information Practices (OIP)
Clay Sato, DPSM, representing the IT Manager of the Office of the Attorney General
Donn Yabusaki, IS Manager, representing the Director of the Department of Commerce and Consumer Affairs (DCCA)
Kevin Thornton, Director of Support Department, Judiciary
Mark Wong, Director and CIO, City and County of Honolulu
Donald Jacobs, Acting Director, County of Hawaii *(VCC)*
Jacob Verkerke, IS Manager, County of Maui *(VCC)*
Senator Les Ihara, Jr., State Senator
Representative Kyle Yamashita, State Representative

Members Absent

Aaron Fujioka, Administrator, State Procurement Office (SPO)
Robert Su, IT Manager, Department of Taxation (DOTAX)
Brandon Raines, CIO, County of Kauai

Other Attendees

Joshua Wisch, Deputy Director, DOTAX
Keith Ho, Acting Director and CIO, City and County of Honolulu (*VCC*)
Russell Castagnaro, General Manager, Hawaii Information Consortium (HIC)
Jing Xu, Marketing Director, HIC
Karen Higa, OIMT
Peter Fritz
Dan Purcell
Susan Bannister, 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 requirements for public notice made. He reported that the public notice was filed with the Lt. Governor's office, posted on the state calendar, and on the AHC website. Jennifer Brooks of OIP stated that Cheryl Park emailed Chair Bhagowalia and Susan Bannister that she (Jennifer Brooks) will be representing OIP from now on.

II.   Approval of the June 6, 2013 Meeting Minutes

Member M. Wong moved to approve the minutes as distributed, Member Sen. Ihara seconded. During discussion, Member Sen. Ihara stated that on page 3 an investigative committee was formed to investigate the suspension of the collection of the Portal Management fee; however, the scope of the committee is not reflected in the minutes. He asked that future minutes be more detailed as to include the scope of this committee. 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, went through his report which covered June through August 2013. He announced that the Hawaii.gov website has been recognized as one of the top 10 State portals in the Best of the Web Awards.

Jing Xu, HIC Director of Portal Operations, reported on the marketing activities for HIC. There was discussion on the cost of postage and paper for notification reminders by postcards and whether there is an attempt to go paperless. Mr. Xu stated that postcard notifications have decreased for the Department of Commerce and Consumer Affairs Insurance Licensing program and added that the department has stopped mailing actual forms, which means less use of paper. However, there will be a mailing campaign to notify existing notaries on the upcoming Notary Registration and Licensing Renewal System because of lack of email information presently. Once they obtain email information, HIC will look into notifying notaries via email.

Under the Highlights portion of the General Manager's report, Mr. Castagnaro announced that the Hawaii State portal is a finalist in the Best of Web Award and also won the digital government achievement awards – the Hawaii Electronic marriage registration system (government to citizens category) and the Hawaii commercial marine licensing fish and catch reporting system (government to business categories). He also reported that in May, 95% of all condominium registration was completed online.

Member Sen. Ihara requested that HIC provide a complete list of acronyms. "NED" and "EMRS" were not on the list. Mr. Castagnaro clarified that NED stands for Narcotics Enforcement Division and EMRS is for Electronic Marriage System.

For future meetings, additional information/reports from HIC will be labeled.
- Analytics Report
- The Tracking Report that has trend diagrams for the various projects or departments showing the number of outstanding issues that have been resolved or created in the past 90 days.
- The AHC Project List that lists HIC projects that shows whether a project is a new application or a type of enhancement with target dates and actual completion dates.

IV. Presentation and Status Update by AHC Chairman Sanjeev "Sonny" Bhagowalia

Chair Bhagowalia discussed the following topics via a slide presentation. He stated that the myhawaii.gov portal will be created for public interaction with government through one portal.

1) Context: What problems are we trying to solve? Our vision? Our program?
   The AHC's mission and goals fits in with the Governor's New Day Vision. Every department is embracing this vision of mobile digital government where the public can conduct business from anywhere, anytime, on any device, securely and reliably. It is about business and technology transformation to access information.

2) Websites Modernization
   State department websites were redesigned by HIC with the assistance of state government. Karen Higa, Website Modernization Project Manager, was recognized for her excellent work. Navigation through the websites is being improved.

3) Mobile Applications
   The myMerci app received one of 11 awards given by the National Association of State CIOs. The app was developed by Oceanit and is free on iTunes. Ms. Higa is also the lead in this project. HIC has worked on myMerci but Chair Bhagowalia would like to start including other businesses that have developed apps that may be useful to Hawaii. There is a national registry where businesses are registering their mobile apps.

4) On-line Services
   The State portal shows the 97 online services provided by State departments, which is only 5% of what is possible. Online services will not diminish the need for human interaction with government.

5) My.hawaii.gov Portal Concept
   This portal allows interaction with the state anytime, anywhere, reliably and securely. The portal is able to pull in a lot of information because it is API driven by secure user name and password. It is interfaced with the federal mygov.gov. A few services will be launched on the my.hawaii.gov portal in November.

6) Gis.Hawaii.gov
   Just released, Gis.hawaii.gov is an information service that allows users to see the location of state information. Layers of data can be added.

7) Open Data Bill – data.hawaii.gov (Phase 2)
   The Open Data Act, Act 263, tasks the executive branch to make existing electronic data sets available electronically to the public through data.hawaii.gov.   The information currently on the site is just a small portion of what is available. The public will be able to take that information and use it. OIMT has an internship program for college students to gain training and experience in state government. They took all the data and put up 12 web sites on data.hpu.edu.

8) Dashboards
   A dashboard has been prepared to show mission and IT dashboards. Chair Bhagowalia used the following as example. Hawaii will reduce energy consumption by 10% by December 2020. The dashboard will show different data elements that will indicate how well the State is progressing toward that goal. An announcement will be made in November as to the actual data that is published.

9) Security and Privacy
   There were recent breaches in four states—South Carolina had 3.8 million social security numbers compromised, Utah had 780,000 records compromised. Member Sen. Ihara asked if breaches are tracked. Chair Bhagowalia stated that there is a statutory requirement for every agency to inform the legislature within 30 days. He and the Legislature are informed by the Information Privacy and Security Council.

   Member Sen. Ihara asked if there are any issues regarding close captioning for videos. Chair Bhagowalia stated that there is no centralized point of responsibility in the state. Mr. Castagnaro stated that HIC does provide transcripts for their training.

   Member Sen. Ihara inquired about documents that the government holds but does not own such as news articles at the public library. Chair Bhagowalia stated that there are copyright issues under the UIPA and the Open Data Bill. Large scale copyright issues would prevent the library itself from large scale distribution of those articles and would need to get approval from the copyright holder.

   Member Sen. Ihara stated that he has many requests for a mobile traffic app, one that would show the driver which route would be the best. Mr. Castagnaro said that he uses the Google route checker app which shows it in real time and what your travel time is on a particular part of the freeway.

V.   Discussion on Authorization to Expend from the AHC Special Fund for Accommodations Requested by the Public and Appropriate Action

Member S. Wong stated that at the previous AHC meeting the board voted to use the special fund to pay for expenses for accommodations. She distributed two budget sheets showing the AHC Special Fund Budget Expenditures. The first report was for fiscal year 2013 and 2014, which was approved by the AHC at the December 6, 2012 meeting. The second report was updated for fiscal year 2014, which shows a new line item to expend funds for accommodation services for public participation at its meetings and sufficient funds to cover the four regularly-scheduled meetings per year.

Member S. Wong noted that due to accounting issues, ICSD covered the cost for accommodations for the June 6, 2013 AHC meeting and will not seek reimbursement from AHC. Mr. Peter Fritz, from the public sector, added that the AHC agenda states that requests for accommodations be made within four days of the meeting, which was impossible to do for this meeting since Monday was a state holiday.   The committee decided that services such as the one requested for this meeting will be made for each meeting. If no requests are received, the committee will cancel the reservation before it incurs any penalty from the vendor. Member S. Wong moved to have the services reserved for each AHC ahead of time with the option of cancelling 48 hours prior to the scheduled meeting and that expenditures will be from the AHC Special Fund The motion was seconded by Member Yoneshige. Vote was taken and the motion was unanimously passed.

VI.   Status Update, Report and Recommendation from the Investigative Committee Regarding the Suspension of the Collection of the Portal Management Fee

Member S. Wong, chair of this investigative committee, stated that a report and recommendation was not available but was prepared to give a status update on its activities. At this time, Member Brooks informed Member S. Wong that if the investigative committee does not have a report at this meeting, it cannot make a status report. By continuing with a status report would be in violation of the State's Sunshine Law. Member Brooks explained that a committee formed for a specific purpose such as this investigative committee is allowed to report only once to the whole committee. Whereas a committee such as a standing committee, may report back to the board numerous times and even change its members. Member S. Wong refrained from giving a status update and stated that when the investigative committee is ready with a report and recommendation, they will request a meeting to discuss this item before the board prior to the next regularly scheduled meeting.

VII. Announcements

1. Hawaii Digital Government Summit, November 21, 2013
   Committee members may suggest topics for the summit by sending an email to OIMT.

2. Next AHC meeting on December 5, 2013, 1:00 p.m.
   Member Sen. Ihara noted that a national conference of State legislatures will be held on December 4, which he and Member Rep. Yamashita will be attending. Chair Bhagowalia stated the AHC meeting date for December will be rescheduled. He also noted that a special meeting to discuss the suspension of the collection of the portal management fee will also be scheduled before the December meeting.

3. Awards
   Chair Bhagowalia announced that Hawaii has also earned several more awards. Besides being a finalist in the Best of the Web Award and winning two categories in the Digital Government Achievement Award mentioned earlier, Hawaii is a finalist with the myMerci app, a disaster recovery and preparedness application offered by the State Department of Defense and Oceanit Hawaii. Another is in the Cyber Security category, a single sign on for the Department of Education, and the Digital Government Achievement Award, DGAA.

VIII. Adjournment

Member Sen. Ihara moved to adjourn the meeting, Member Rep. Yamashita seconded. Upon a unanimous affirmative vote, the meeting was adjourned at 2:50 p.m.