



Access Hawai'i Committee (AHC) Meeting Minutes

June 2, 2022

Virtual Audio-Video Conference Meeting via Zoom
1151 Punchbowl Street, #B-10, Honolulu, Hawaii 96813

Members Present

Douglas Murdock, Chief Information Officer, Office of Enterprise Technology Services (ETS)

Meoh-Leng Silliman, Business Management Officer, representing the Comptroller,
Department of Accounting and General Services (DAGS)

Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)

Jennifer Brooks, Attorney, Office of Information Practices (OIP)

Stuart Okumura, Juvenile Justice Information System Coordinator, Department of the
Attorney General (ATG)

Robert Hiltner, Information Systems & Communications Office, representing the Director,
Department of Commerce and Consumer Affairs (DCCA)

Kevin Thornton, Director of Information Technology and Systems Department, representing the
Administrative Director of the Courts

Mandi White, IT Project Leader, representing the CIO, County of Kaua'i

Representative Gregg Takayama, State House

Members Excused

Stephen Courtney, Deputy Director, Department of Information Technology, City and County of
Honolulu

Scott Uehara, Director, Department of Information Technology, County of Hawai'i

Vacant, County of Maui

Senator Glenn Wakai, State Senate

Other Attendees

Candace Park, ATG

Todd Omura, ETS

Caroline Julian Freitas, ETS

Catherine Arellano-Alcotas, ETS

Janet Chiu, ETS

Joseph Lee, ETS

Juha Kauhanen, ETS

Kelli Wang, ETS

Sheila Oliveira, ETS

Sonny Kekipi, ETS

Susan Bannister, ETS

Janet Pick, Director of Operations, NIC Hawaii (HI)

Tony Tran, NIC HI

Julie Shohet, NIC HI

Helen Sanpei, Department of Education
Lois Mow, Department of Education
Camille Masutomi, Department of Education
Layne Silva, County of Maui
Jarrett Kaho'ohanohano, County of Maui
Lianne Suzuki, County of Maui
Kiyu Noguchi

I. Call to Order, Roll Call

With quorum established, Chair Murdock called the meeting to order at 1:03 p.m.

II. Review and Approval of the AHC April 7, 2022, Meeting Minutes

Member Thornton made a motion to approve the minutes as presented, which was seconded by Member Kahakui. Vote was taken and the motion passed unanimously.

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW) and Service Level Agreements (SLA)

1. SOWs/SLAs Under Review

a. Department of Education, McKinley Community School for Adults (MCSA) – Online Payments – SOW and Exhibit A

The SOW covers the implementation of a service to allow users to pay for their MCSA registration and other fees online via credit card or eCheck and sends an automated email to the user after the payment has been submitted online. An Admin module will allow staff to view online submissions and export the submitted form data via csv file. A separate reporting function will allow staff access to fiscal data for the online transactions. For all credit card transactions completed, there will be a fixed cost of \$1.50 plus a transaction processing fee of 2.5%. For all eCheck transactions completed, there will be a fixed cost of \$1.50.

Tony Tran of NIC HI introduced Helen Sanpei, Principal of the MCSA. She explained that currently registration forms can be completed online but only cash are accepted at schools. She reviewed the Project Summary for this SOW.

Member Hiltner appreciated the project summary format. He noticed that the eCheck fee was \$0.00 on the summary and \$1.50 on the agenda. Member Kahakui asked what the fee would be for multiple classes. And Juha Kauhanen of ETS asked who pays the \$1.50. Mr. Tran clarified that the transaction fee is the portal service of \$1.50 and that there is no eCheck fee. And that the fee is per transaction which is \$1.50 transaction fee, and it is paid by the student.

Member Hiltner made a motion to approve the SOW, which was seconded by Member Kahakui. A vote was taken and passed unanimously.

- b. County of Maui, Department of Liquor Control – Liquor Permits and Payments – SOW and Exhibit A

The SOW covers the creation of a web site to allow customers to apply for, renew and pay liquor control permits and fees online via credit card or eCheck (electronic debit from a bank account). There will be a transaction fee of 5% to NIC HI for all transactions, plus, for credit/debit card transactions, an additional transaction processing fee of 2.5% per transaction, or, for eCheck transactions, an additional transaction processing fee of \$1.00 per transaction.

Tony Tran introduced Layne Silva, Director of the County of Maui's Department of Liquor Control. Mr. Silva stated that only cash and check are accepted as payment methods for liquor permits and payments. The new system will allow customers to apply and pay for liquor control permits. This will also provide more consistency between the counties and the state.

Member Hiltner made a motion to approve the SOW, which was seconded by Member White. A vote was taken and passed unanimously.

V. Portal Program Manager's Report

1. NIC Hawaii (HI) Report

Janet Pick, NIC HI Director of Operations, presented their report. The Appendix provided information on Press Releases, Conferences & Webinars Attended, New Services, Service Upgrades, Retired Services, Executed Agreements, Unscheduled Downtime, and Hawaii.gov Portal Web Analytics.

<https://nichawaii.egov.com/access-hawaii-committee-reports/april-7-2022-ahc-meeting/>

VI. Good of the Order

1. Next Meeting: August 4, 2022

VII. Adjournment

The meeting adjourned at 1:20 p.m.

Minutes taken by: Susan Bannister on 6/2/2022

Minutes were approved at the Access Hawaii Committee Meeting on 8/4/22.