



## Access Hawai'i Committee (AHC) Meeting Minutes

August 4, 2022

Virtual Audio-Video Conference Meeting via Zoom

Physical location: 1151 Punchbowl Street, #410, Honolulu, Hawaii 96813

### Members Present

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

Curt Otaguro, Comptroller, Department of Accounting and General Services (DAGS)

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

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

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

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

Representative Gregg Takayama, State House

### Members Excused

Jennifer Brooks, Attorney, Office of Information Practices

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

Senator Glenn Wakai, State Senate

Vacant, County of Maui

### Other Attendees

Candace Park, ATG

Catherine Arellano-Alcotas, Susan Bannister, Janet Chiu, Juha Kauhanen, Joseph Lee, Sheila  
Oliveira, Todd Omura, Jussi Sipola, Kelli Wang: ETS

Burt Ramos, Janet Yee, Julie Shohet, Tony Tran: NIC Hawaii (HI)

Georja Skinner, Department of Business, Economic Development & Tourism (DBEDT)

Donne Dawson, DBEDT

Nicole Bennett, Department of Labor and Industrial Relations

Kiyo Noguchi

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Lahunon

### 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 June 2, 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 Business, Economic Development and Tourism, Creative Industries Division, Hawaii Film Office - Standard Film Permits SOW

This SOW covers implementation of an online solution to allow customers to apply for standard film permits and pay fees online via credit card or eCheck (electronic debit from a bank account). Development Fees: \$47,120.40; Hosting Fees: \$837.70; Maintenance and Support Fees: \$12,565.44.

Donne Dawson, DBEDT, Film Industry Development Manager, stated that they have an antiquated and outdated process and need to create a more efficient, standard process for the film permits program, which will benefit its staff and clients.

Member Kahakui asked if online applications will be mandatory. Manager Dawson said they plan to encourage users to use it and strive for mandatory compliance in the future. Georja Skinner, DBEDT Industry Development Administrator, noted that most of their applications come via email rather than walk-ins or mail as it is a fast-paced business and believe clients will appreciate the move to online application and payment.

Member Otaguro asked the volume of users. Manager Dawson stated that there are about twelve productions each month, but the permits are for each location, state- and county-wide. An estimate of 700-1,000 applications annually is a conservative number.

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

- b. Department of Labor and Industrial Relations, Hawaii Occupational Safety and Health Division (HIOSH) - HIOSH Online Payments SOW

This SOW covers the implementation of an online system to allow customers to pay their HIOSH fines and payment fees online via credit card or eCheck. NIC HI's centralized payment portal, Payment Platform, will be utilized.

Development Fees: \$18,492.14. For all credit/debit card transactions completed, there will be a transaction fee of 5% plus a 2.5% credit card fee per transaction with a maximum transaction fee of \$150.00.

Nicole Bennett, DLIR, Environmental Health Specialist, provided an overview of their current payment method and how a centralized payment portal will streamline the payment process and make it easier for customers to make payments.

Member Kahakui noted that the adoption rate of 16% is low so asked how DLIR will encourage customers to use the online payment portal. Burt Ramos, NIC HI General Manager, stated that the initial adoption rate is set on the low end with the understanding that no one is paying online at the moment. However, they expect an increase in use over time. He noted that the Department of the Attorney General had great success with its mandatory electronic public notary applications.

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

V. Portal Program Manager's Report

1. NIC Hawaii (HI) Report

Burt Ramos, NIC HI General Manager, presented their report. He encouraged members to review the Appendix, which has lots of information and updates. They hope to present a draft of the Annual Report that is submitted to the Legislature for the next meeting. Manager Ramos noted that fiscal year 2022 was a good year and thanked the AHC for its continued support.

<https://nichawaii.egov.com/access-hawaii-committee-reports/august-4-2022-ahc-meeting/>

VI. Good of the Order

1. Catherine Arellano-Alcotas, Portal Program Manager, announced that ETS, SPO and NIC HI are working on the performance review of portal services and will present it at the October or December meeting.
2. Next Meeting: October 6, 2022

VII. Adjournment

With no further announcements, Chair Murdock called for adjournment. Member Otaguro made a motion to adjourn, which was seconded by Member Kahakui. A vote was taken and passed unanimously. The meeting adjourned at 1:35 p.m.

Minutes taken by Susan Bannister.

*Minutes were approved at the October 6, 2022, Access Hawaii Committee meeting.*