

STATE OF HAWAII

ACCESS HAWAII COMMITTEE
AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

ANNUAL REPORT ON
THE OPERATION OF THE INTERNET PORTAL
FOR THE PERIOD
JANUARY 1, 2016, THROUGH DECEMBER 31, 2016

SUBMITTED TO
THE TWENTY-NINTH STATE LEGISLATURE
IN ACCORDANCE WITH SECTION 27G-5, HAWAII REVISED STATUTES

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Introduction

Pursuant to section 27G-5, Hawai'i Revised Statutes (HRS), the Access Hawai'i Committee (AHC) submits its annual report to the 2017 Legislature. This year's report is comprised of a report by the portal manager/vendor, Hawai'i Information Consortium, LLC (HIC), reflecting work it was authorized to perform by the AHC in conjunction with various State and county agencies.

Overview

As defined under chapter 27G, HRS, the legislatively mandated duties of the AHC include the following oversight functions with regard to the State Internet Portal Program: 1) review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager; 2) review and approval of all charges to portal users; 3) review and approval of service level agreements negotiated by government agencies with the portal manager; 4) review of the annual financial reports and audit of the portal manager; 5) review of annual customer satisfaction surveys conducted by the portal manager; and 6) review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

With the passage of Senate Bill 2807 SD2 (now Act 58, SLH 2016), housekeeping amendments to chapter 27G, include the removal of "ICSD Administrator" from the committee's makeup and new authority provided to the CIO to appoint a Portal Program Manager exempt from chapter 76, which may be funded by the AHC Special Fund.

The Portal Program Manager today assists the AHC with oversight of the portal manager/vendor and provides guidance relating to strategies for online payment processing, electronic document filing, Internet initiatives, paperless initiatives, and web application development. The Portal Program Manager also tracks portal manager/vendor activities to ensure compliance with the terms and conditions of the portal provider contract; reviews the vendor's financial reports; evaluates new statements of work, fee agreements, priorities and service level agreements under negotiation between government agencies and the vendor; and presents findings and recommendations to the committee. Additionally, the Portal Program Manager collaborates with the vendor and government agencies to promote e-government and to increase online services that can be easily, conveniently and securely accessed by the public.

The portal program contract was awarded through competitive solicitation and effective January 2008 for the initial five-year period. Two contract extensions were approved by the AHC, with the most recent effective January 4, 2016, for up to an additional three years.

New online government services are continually being added through the portal program.

The AHC, ETS, and the business and information technology teams of the State agencies, the counties and the Judiciary work collaboratively with HIC through the planning, implementation and operational phases for these services. As a result, government is more accessible to the public and is being provided with added convenience, saving time conducting business with government. Citizens who choose to go online can conduct business with government from their homes and offices during the State's business and non-business hours.

2016 Activities

The following sections provide key issues and activities addressed by the AHC from January 1, 2016, through December 31, 2016:

New Governance Applied to Statements of Work (SOW)

It was determined that SOWs for portal program projects initiated by executive branch departments are subject to ETS' IT governance process announced by Gov. David Y. Ige and Chief Information Officer (CIO) Todd Nacapuy in December 2015. In part, this process will increase transparency, provide sufficient oversight without being burdensome, and provide help and information-sharing amongst the departments.

Furthermore, the AHC, which meets quarterly, voted to delegate approval of SOWs to the Portal Program Manager and CIO for an interim period until AHC established a more permanent solution. The intent was to ensure adequate, efficient review of SOWs while facilitating continued progress.

The committee also voted to have a single Master Service Agreement for all Counties and departments, as opposed to the individual Service Level Agreements currently in place. This Master Service Agreement is in development and expected to be complete in 2017.

Preparation for New Request for Proposals (RFP)

At its March 3, 2016, meeting, the AHC formed an investigative committee to begin the process to develop the request for proposals (RFP) for the Portal provider.

At the December 1, 2016, AHC meeting, the committee voted for a request for information (RFI) to be issued as part of RFP preparation to gather information on improving the portal program and alternatives to the current business model.

Senate Resolution (SR) 54

SR 54 of 2016 requested that AHC, HIC, and each State agency who currently has a partnership with HIC collaborate and provide the Legislature with a comprehensive progress report regarding the activities and expenses of the State's Internet Portal. In response to the resolution, HIC has substituted its annual report to the Legislature with this comprehensive progress report (see Exhibit 1).

Biweekly Project Status

AHC members now receive updates on current projects every two weeks to more effectively facilitate their ability to monitor projects beyond quarterly updates in the past.

Accolades

The State portal program earned the following awards in 2016:

- National Association for Court Management (NACM) – Top 10 Court Technology Solutions Award
- Interactive Media Awards - Best In Class
- Digital Government Achievement Award - Winner, Driving Digital Government/State Government

2016 Annual Report by Hawaii Information Consortium, LLC

A comprehensive progress report by HIC regarding the activities and expenses of the portal program is provided as Exhibit 1.

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Full report available at:

<http://ahc.ehawaii.gov/wp-content/uploads/2016/12/2016-Annual-Report-FINAL.pdf>