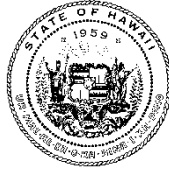


DAVID Y. IGE
GOVERNOR



SARAH ALLEN
ADMINISTRATOR
BONNIE KAHAKUI
ASSISTANT ADMINISTRATOR

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

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TESTIMONY
OF
SARAH ALLEN, ADMINISTRATOR
STATE PROCUREMENT OFFICE

TO THE SENATE COMMITTEES
ON
JUDICIARY

February 25, 2020, 12:15 PM

SB 2836
RELATING TO THE ACCESS HAWAII COMMITTEE

Chair Roads and Vice Chair Keohokalole, and members of the committee, thank you for the opportunity to submit testimony on SB2836. The State Procurement Office (SPO) supports the intent of this bill.

Thank you.

DAVID Y. IGE
GOVERNOR



DOUGLAS MURDOCK
CHIEF INFORMATION
OFFICER

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

P.O. BOX 119, HONOLULU, HI 96810-0119
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Testimony of
DOUGLAS MURDOCK
Chief Information Officer
Enterprise Technology Services

Before the

SENATE COMMITTEE ON JUDICIARY
TUESDAY, FEBRUARY 23, 2020

SENATE BILL NO. 2836
RELATING TO THE ACCESS HAWAII COMMITTEE

Dear Chair Rhoads, Vice Chair Keohokalole, and members of the committee:

The Office of Enterprise Technology Services (ETS) supports and has comments to this bill, which gives agencies more flexibility and online options to provide enhanced digital services to the public in order to better serve the public and businesses.

Modifying this 20-year-old statute will permit state government to adopt new, evolving technologies to deliver services through multiple Internet portals and will improve the oversight and coordination of state government's many on-line Internet services. This bill also provides increased accessibility for the public, encourages competitive prices, ensures reasonable charges for the businesses and constituents, and an enhanced customer experience.

We respectfully request for the following amendments to the bill:

Page 2, line 14: Remove "State's"

Page 3, line 7: change "appointed" to "selected" by the governor.

Thank you for this opportunity to provide testimony on this bill.



DISABILITY AND COMMUNICATION ACCESS BOARD

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February 25, 2020

LATE

TESTIMONY TO THE SENATE COMMITTEE ON JUDICIARY

Senate Bill 2836 – Relating to the Access Hawaii Committee

The Disability and Communication Access Board (DCAB) offers comments regarding Senate Bill 2836, which gives agencies more flexibility and online options to provide enhanced digital services to the public in order to better serve the public and businesses.

DCAB offers comments to ensure that all programs, services, or activities offered by the state – including internet services – are accessible to the full spectrum of persons with disabilities. Provisions shall also be made to ensure compliance with Title II of the Americans with Disabilities Act, which requires state and local governments to provide equal access for individuals who are disabled when providing services, programs, or activities, especially persons with communication access needs. Examples include, but are not limited to, alternate text and screen readability for individuals with vision impairments and captioning for individuals who are deaf or hard of hearing.

These comments offered by DCAB are not meant to deter any effort made by the Legislature to increase public access to digital services provided by the state. Rather, they are meant to ensure that all individuals have an equal opportunity to take full advantage of services and technologies provided by their government.

Thank you for the opportunity to provide testimony.

Respectfully submitted,

KIRBY L. SHAW
Executive Director

February 24, 2020

Aloha Senator Karl Rhoads, Chair; Senator Jarrett Keohokalole, Vice Chair; and members of the Hawaii Senate Committee on Judiciary:

I am writing to **provide comments** to the Committee as it deliberates SB 2836 Related to the Access Hawaii Committee.

I have two primary concerns, and thus, recommendations.

1. Stakeholder Representation

I believe the composition of the committee membership set in §27G-3 needs to require, or at least allow for, **representation by private citizens and representation of the business community**. The former, as the relationship between the portal providers and the state is ostensibly for their benefit, and the latter to ensure the portal provider is operating competitively and efficiently.

2. Reasonable and Customary Fees

I believe "Charges for services" provided for in §27G-2 is dangerously broad. **Government agencies should not charge excessive fees**, nor see the portal as a primary revenue generator. The portal should ideally save time and money for the agency versus a manual or in-person process, and thus reflect that in its pricing. Further, fees should be nominal for providing requested government **information**, such as information subject to UIPA or public records laws. Again, these fees should be less than the compilation or processing fees assessed for manual, hardcopy public records requests.

Mahalo for your consideration.