

DAVID Y. IGE
GOVERNOR



DOUGLAS MURDOCK
CHIEF INFORMATION
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OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

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Testimony of
DOUGLAS MURDOCK
Chief Information Officer
Enterprise Technology Services

Before the

SENATE COMMITTEE ON TECHNOLOGY
SENATE COMMITTEE ON GOVERNMENT OPERATIONS
THURSDAY, JANUARY 30, 2020

SENATE BILL NO. 2836
RELATING TO THE ACCESS HAWAII COMMITTEE

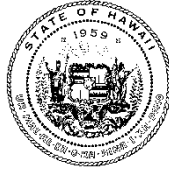
Dear Chairs Keohokalole and Thielen, Vice Chairs English and Inouye, and members of the committee:

The Office of Enterprise Technology Services (ETS) supports 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.

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

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
TECHNOLOGY
AND
GOVERNMENT OPERATIONS

Thursday, January 30, 2020, 3:30 PM

SB2836
RELATING TO THE ACCESS HAWAII COMMITTEE

Chairs Keohokalole and Thielen, Vice-Chairs English and Inouye, and members of the committees, thank you for the opportunity to submit testimony on SB2836.

The State Procurement Office (SPO) supports the intent of this bill.

Thank you.



Hearing Testimony Package

TEC-GVO at 3:30 PM on 01-30-20

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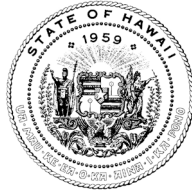
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Testimony Start Page

The following pages contains testimonies submitted for this hearing. To jump to specific testimonies, please use the bookmarks contained in this PDF. Make sure the Bookmarks pane is shown in your PDF viewer program.

Testimony for Measure SB-2836

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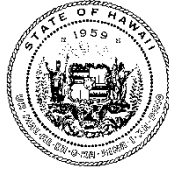
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The State Procurement Office (SPO) supports the intent of this bill.

Thank you.



January 30, 2020

Aloha Senator Jarrett Keohokalole, Chair, and Senator J. Kalani English, Vice Chair of the Committee on Technology; and Senator Laura H. Thielen, Chair, and Senator Lorraine R. Inouye, Vice Chair of the Committee on Government Operations:

I am writing to provide recommendations 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.