

BENJAMIN J. CAYETANO
GOVERNOR



EXECUTIVE CHAMBERS
HONOLULU

May 16, 2000

EXECUTIVE MEMORANDUM

MEMO NO. 00 - 03

TO: All Department Heads

SUBJECT: **Internet Accessible Services**

As we face the 21st century, it's clear that technology – specifically the internet – has fundamentally changed the economy and society. We in government must embrace that change and take advantage of this new technology to serve the public better and more efficiently.

All department heads are hereby directed to ensure that all primary state services are made available on the internet through the State's internet portal by June 30, 2002, unless constrained by existing contracts.

As you are aware, the state has contracted with a vendor, Hawaii Information Consortium, Inc., known as the "Portal Manager", to establish, develop, operate, maintain and expand an internet portal for the State of Hawaii, at no cost to state agencies.

The Portal Manager will be responsible for providing all necessary hardware, software, portal infrastructure, administration and operation, systems analysis and programming, delivery of services and training, marketing, collection and distribution of payments, and help desk.

The Portal Manager will be contacting each state agency to discuss and establish a Service Level Agreement which will ultimately address the means for making the agency's primary services, including filing of forms and payment of fees, available through the internet by June 30, 2002. Service Level agreements will not be subject to procurement since they fall under the State's master contract with the Portal Manager.

As approved and permitted by each department head, the Portal Manager will collaborate with the agency's webmaster on matters relating to web page development and content, database design and implementation, and security. Each webmaster will, however, continue to be responsible for the agency's web pages.

The Governor's Special Advisor for Technology Development is the procurement officer for the master contract with the Portal Manager. The e-hawaii.gov Committee was created to assist him with oversight of the contract. As the result of legislation passed during the 2000 session, the committee will be established by law and will be charged with review and approval of the development and operation of the internet portal and assisting the Public Library system in providing access to portal.

Each department head, or the designee, shall take direct responsibility for ensuring that a Service Level Agreement is completed for all your primary services.

Your cooperation is appreciated.

BENJAMIN J. CAYETANO