

**INFRASTRUCTURE AND ENVIRONMENTAL
MANAGEMENT COMMITTEE**

Council of the County of Maui

MINUTES

August 31, 2015

Council Chamber, 8th Floor

CONVENE: 1:33 p.m.

PRESENT: VOTING MEMBERS:

Councilmember Elle Cochran, Chair
Councilmember Riki Hokama, Vice-Chair
Councilmember Gladys C. Baisa
Councilmember Robert Carroll
Councilmember Stacy Crivello
Councilmember Don S. Guzman (in 1:53 p.m.)
Councilmember Mike White (in 1:47 p.m.)

NON-VOTING MEMBERS:

Councilmember Don Couch (out 2:19 p.m., in 2:24 p.m.)

STAFF:

Jordan Molina, Legislative Analyst
Raynette Yap, Committee Secretary

Dawn Lono, Council Aide, Hana Council Office (via telephone conference bridge)
Denise Fernandez, Council Aide, Lanai Council Office (via telephone conference bridge)
Ella Alcon, Council Aide, Molokai Council Office (via telephone conference bridge)

ADMIN.:

Jacob Verkerke, Chief Technology Officer, Information Technology Services Division
Richelle Thomson, Deputy Corporation Counsel, Department of the Corporation Counsel

PRESS:

Akaku Maui County Community Television, Inc.

CHAIR COCHRAN: . . .*(gavel)*. . . Aloha. Will the Infrastructure, Environmental Management Committee please come to order. I am Elle Cochran, the Chair of the Committee. And with us today we have Vice-Chair of the Committee Mr. Riki Hokama.

VICE-CHAIR HOKAMA: Madam Chair.

CHAIR COCHRAN: Aloha. And Ms. Baisa.

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COUNCILMEMBER BAISA: Good afternoon.

CHAIR COCHRAN: Good afternoon. Mr. Bob Carroll.

COUNCILMEMBER CARROLL: Good afternoon, Chair.

CHAIR COCHRAN: Good afternoon. And Ms. Stacy Crivello.

COUNCILMEMBER CRIVELLO: Aloha, Chair.

CHAIR COCHRAN: Aloha. And a non-voting Member, Mr. Don Couch is here.

COUNCILMEMBER COUCH: Good afternoon, Chair.

CHAIR COCHRAN: And I'm sure because he is the techie guru of the group is why he's here today. And joining us later will be Don Guzman and Chair White of the Council. From Administration looks like we have from Department of Management Jacob Verkerke. Aloha, Jacob --

MR. VERKERKE: Good afternoon.

CHAIR COCHRAN: --nice to see you. Corporation Counsel Richelle Thomson here, and then also from our Staff Legislative Analyst Jordan Molina; legislative...Secretary handing out our PowerPoint is Rayna Yap. And also we'll be reaching out to our District Offices, Dawn Lono in Hana, Denise Fernandez in Lanai, and Ms. Ella Alcon on Molokai. So, Members, we have one item on the agenda today and it is IEM-53, Information Technology Infrastructure. And this is...and now at this point let me lay down the parameters for public testimony. Three minutes and please stick to agenda item, but, you know, Members, I think no one is really here in our gallery this afternoon for testimony. Mr. Molina, do we have anybody signed up? Let's check in with our District Offices then. So in Hana, Ms. Lono, anyone there for testimony?

MS. LONO: There's no one waiting to testify in Hana.

CHAIR COCHRAN: Thank you. In Molokai, Ms. Alcon, anyone there for testimony?

MS. ALCON: There's no one here on Molokai to testify.

CHAIR COCHRAN: Thank you, Ms. Alcon. And Lanai, Ms. Fernandez, anyone there to testify?

MS. FERNANDEZ: There is no one waiting to testify on Lanai.

CHAIR COCHRAN: Thank you, ladies, for being there. So, Members, I guess without any objections, since no one's chomping at the bit to testify today, I shall now close public testimony.

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COUNCILMEMBERS: No objections.

CHAIR COCHRAN: Thank you very much. So ordered.

ITEM NO. 53: INFORMATION TECHNOLOGY INFRASTRUCTURE (MISC)

CHAIR COCHRAN: So moving on then we shall get to our one and only item and this here is a County, is a Miscellaneous Communication, dated May 28, 2014, from the Deputy County Clerk, transmitting the matter relating to the County's information technology infrastructure, and this including, includes updates from the Management Information Systems program and development of the County's computer security preparedness plan. And with this we will be receiving a presentation from Information Technology Services, Mr. Jacob Verkerke. And, Members, no actual legislative action will be taken, but we are looking forward to this presentation and update from Mr. Verkerke. And so at this point the floor is all yours, Mr. Verkerke.

. . . BEGIN PRESENTATION . . .

MR. VERKERKE (*PowerPoint presentation*): Thank you, Chair. And good afternoon, Members --

CHAIR COCHRAN: Aloha.

MR. VERKERKE: --of the Committee. It's my pleasure to be here and I'm very happy that perhaps we're getting into a little bit of a habit that I come before you a couple of times a year to give you an update on what we've been up to and how we're doing on the plans that we describe during the budget sessions. So today I want to give you an update on what we're working on in the current year. There's three big initiatives that were discussed at length I think during the budget session, and there's a number of other initiatives that we're working off with this year that I want to provide you an update on. If there's anything in the presentation that triggers question, feel free, we have an opportunity at the end. But while we're at a particular topic, I'd be happy answer questions to the best of my ability. And if there's certain topics missing, don't let that deter you from asking questions about it as well. The first of the three big projects we're working on and that we've been talking about is the update, the upgrade of mobile data terminals for the Police Department. These are the terminals that are in the vehicles. We have executed a contract with the vendor to provide 166 new units. We are working on that since probably the middle of last month. We've been working on preparing for it for quite some time, but we've started receiving product in the middle of last month. And we have two vendor teams, there's two vendors involved in this agreement. Panasonic is the manufacturer of the units and then we have a company called Lehr who is responsible for the installation in the vehicles. And between the two of them they share the responsibility for configuring and make sure it all works appropriately. This project will require that we will touch all the vehicles and we will travel to the six main police stations on Lanai, Molokai, Hana, Lahaina,

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Kihei, and Wailuku. Right now we're working in Wailuku. We expect to be finished with that sometime this week, weather permitting. As you can imagine we don't necessarily have extensive garage space at all the stations where we can do all of this indoors, so if the weather turns on us we may have to suspend the installation in the vehicles. Especially the part where the old units are taken out and the mounting hardware and everything else gets taken out, that's, you know, susceptible to weather conditions. Besides the obvious benefit that we will have, you know, up-to-date units that are technologically appropriate for the kind of software that the police officers in the field rely on, we are going to be able to take a big step forward in the aspect of cybersecurity by eliminating these units that are largely XP based, and that will bring us back in compliance with the security policy requirements of FBI so that the officers in the field will have unrestricted access to FBI databases, at least not restricted by the version of technology, it'll be restricted by their work functions. The total job should be finished by the end of September, and at that point we will move into a maintenance phase. The contract will commit the vendor to five-year maintenance. It will also mean that any units failing in that time will be replaced by the vendor and we will have the ability to replace them quickly. We have some spare units. We have developed these images, golden image is a baseline image of all the software and configuration for these units, and then we can apply some unit specific or officer specific software to that, but it streamlines the process of getting a new unit ready for immediate deployment quite a bit compared to how we had to touch each one kind of from the ground up. Similarly we're working on the desktop replacement. We've talked with you about that for a number of years now and we were able to execute a similar agreement for a five-year lifecycle comprehensive support. It will call for replacement of about 400 units for each of the 5 years so that our total inventory gets refreshed on an appropriate basis. We're using a similar methodology for creating images for these new desktop units, again with the intent to provide a streamlined method of deploying new units when older ones fail. We're looking to use a lot of the same skills that we're developing in the Police Department mobile data terminal project for this project. One of the things that we're very excited about because it may eliminate one of the barriers of achieving, you know, a considerable success early on, is that we have identified two possible solutions to deal with the KIVA running on XP issue. We've been telling you about that, we really couldn't figure out a way to get around having to run on XP for the KIVA users until the MAPPS project is completed. One of the original developers of KIVA has become available to us as a consultant and he's identified some ways of making that work in Windows 7 or later. Similarly we have another fallback solution that is going to be a little less convenient but it's quite possible that it will help us out. The upshot of all that is that we are getting, you know, increasing the ambitions in our first year of this project and we really hope to be able to replace all the machines that are running XP. We have about 600, 400 or so would require actual hardware replacement, another 200 were, have XP installed on newer hardware that we may not need to replace, but through the improved imaging capability that we're developing, we're optimistic that we might be able to eliminate XP from our environment completely, and from security reasons and for functionality reasons, that would be a great accomplishment. The last of the three big initiatives that we're working on is MAPPS, you know, the KIVA replacement. Again we've been talking about that with you for a while. The last time we were here, we

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hadn't selected a vendor yet, we were working with a shortlist of three vendors. EnerGov is the product that we've selected, it's developed and provided by Tyler Technologies. Tyler Technologies is also the vendor of our IASWorld software that is being used by Real Property Tax, so we are expecting to be able to achieve data integration with IASWorld so that we have, you know, common information being shared between these two key enterprise applications. The key in selecting EnerGov turned out to be product demonstrations that were held on Maui by the three vendors, about 50 users attended that from the many departments that were involved. And they were pretty much unanimously excited about the look and feel and functionality of EnerGov so we're quite excited about that. We didn't have the final numbers during budget but the final numbers are very much in line with the funding that we've requested. The first two years, the total cost to install the software and convert the data will be about \$3.9 million. Some specialized hardware that we may need for electronic plans review is not included in that, because we, it wasn't something we could provide enough detail about for the vendor to give us an estimate. Some third-party licenses like database license and Windows operating system licenses for servers are not included. And then the third item, independent validation and verification is some services we will need. This is a big project, this is bringing in new technology and functionality that we're not so confident about that we can expect to be able to hold the vendor's feet to the fire, so to speak, we want to have some industry experts advise us when it comes inevitably time to compromise or perhaps adopt a new approach to doing things in the context of this software, we want to get advice to make sure that the end product is something that represents the best interests of the County or takes care of that. It will also help us a little bit with contract management to make sure that we have industry experience to evaluate any request to change the terms of the contract or what have you when they come from the vendor. It was a big job selecting the vendor. We gathered some statistics and it's just kind of for informational purposes. Our RFP document was 529 pages, more than 1,400 requirements. Of course the vendor goes okay I'll show you and they came back with, you know, between all the vendors with 2,700 [sic] pages for us to be, to review. They held three demos, as I mentioned, onsite. We went on site visits to get firsthand experience from other clients of these vendors to make sure that what was presented to us in the written proposal and the demos was real and was deliverable. We did 19 reference checks. The site visits really told us a lot about how the relationship with vendors developed over an implementation project. The contract of course for a complex _____ includes also redesigning the GIS capabilities of the County of Maui for a more enterprise approach, because applications such as EnerGov and IASWorld assume that there is a comprehensive enterprise GIS capability in place. All of that ended up in a contract, 173 pages, and it took us about 14 months and a lot of work to select a vendor that we feel really confident about. What's ahead of us, I've broken it up into about four six-months periods, so right now in Quarters 1 and 2 of the current fiscal year, we're in the initiation, planning, and product installation phase. So this is where we finalize the project plan, where we match up our existing IT capabilities with what the vendor needs for its product and we make sure we have that in place when they want to install their software by the end of this calendar year. First half of calendar 2016, the second half of the fiscal year, we will get into the details of the configuration, the requirements, what the system is going to do for us.

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The enterprise GIS implementation will be completed so that we have GIS capabilities ready and available to test the functionality and some of the design options that will be discussed regarding the permitting and planning side. Second half of calendar 2016, the first half of Fiscal Year '17, data conversion and migration needs to be completed. Application configuration needs to be finalized and we should be entering into the testing phase to make sure that everything we've agreed would be there is indeed functional. That completes then in the second half of Fiscal 2017 where the final product build including some extensions to the portal capability for more self-service applications and interaction with, between customer and Planning and Public Works staff will take place. The mobile capability for the inspectors and the complete GIS integration should be finished. We're going to acceptance testing and training, and then hopefully by June of 2017 we will have the system up and running. The projected total cost of ownership, the TCO for the five years out and so two years of implementation plus three years of ongoing maintenance and support is projected at \$5.3 million. And all these numbers, the dollar costs were very much in line with the other vendor, so during negotiation, we were able to shave about \$400,000 off the cost of the product by adjusting some of the requirements and leveraging our existing capabilities. Any questions so far? Okay.

VICE-CHAIR HOKAMA: Chair?

CHAIR COCHRAN: Yes. Yes, Mr. Hokama? And before you ask your question, I want to recognize the presence of Chairman Mike White. Thank you for being here.

COUNCILMEMBER WHITE: Aloha, Chair.

CHAIR COCHRAN: Aloha. Mr. Hokama?

VICE-CHAIR HOKAMA: Thank you. Thank you for this update, Mr. Verkerke. I find this very helpful instead of maybe just once a year or during budget that we get this reviews and discussion, so thank you so much. So regarding the police, you know, let's go through how you presented, with the MPD project with this new units and their ability now to get, transmit information, is there still a need for those substations since now the units can handle the officers' reporting and transmission electronically within the unit?

MR. VERKERKE: I'm not sure actually. I'm, I don't think the report, mobile report writing capability is something that's in place in the units. There is the ability to look up a lot of information and to ____ information, but I think substations...and this is really an operational issue that perhaps Police Department can talk to better than I can. But I think the substations still provide the officers with a place where they can focus on completing reports and formatting 'em and providing all the information that's expected in the reports in a more suitable environment than it would be in the vehicle itself.

VICE-CHAIR HOKAMA: So what is the advantage of all this new units in the Department's vehicles then?

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MR. VERKERKE: It will connect them to the dispatch system so they will be able to get a lot of information from dispatch when they're responding to a call right on their units that they have the visual there. They have the ability to do, look up on the computer of vehicles or licenses, other information about the location they're going to, whether there's, you know, gun registrations or something. In the past before they had access to these mobile data terminals, all of that information had to be communicated over the radio, so this is making the officers much more self-sufficient in the field.

VICE-CHAIR HOKAMA: And this is, then will also make a adjustment and maybe relieve the dispatchers of some of their current duties to be able to focus more on those priority emergencies? Is that the intent?

MR. VERKERKE: I would expect so, yes, that the officers will be able to retrieve information independent of the dispatchers.

VICE-CHAIR HOKAMA: Has the Police Department communicated that this is what they're trying to achieve working with your program and your Division? Or are we just making assumptions that this what we think they want?

MR. VERKERKE: Well, Mr. Hokama, what we're doing is replacing and upgrading an existing capability, so the need for have, you know, providing the officers with these mobile data terminals was something that was already established. The units that they had available were on average six to seven years old, so what we're working on is giving them current modern technology that's compatible with the dispatch systems used by the Department. The operational justification for having this in the vehicles in the first place is something that was taken care of quite a while ago, so we didn't get into too many discussions about that.

VICE-CHAIR HOKAMA: Okay. Okay. Well I just expected some operational benefit for my \$9.2 million investment, you know, than just upgrading same old, same old, Chair. You know we have opportunities...and again, I understand Mr. Verkerke's role is not to do, you know, just for Police, he has Countywide responsibility. But for this kind money I expect some beneficial returns for the tax base. So I'm done on this one. So if other Members --

CHAIR COCHRAN: Thank you.

VICE-CHAIR HOKAMA: --have questions on Police --

CHAIR COCHRAN: Okay.

VICE-CHAIR HOKAMA: --I'm fine.

CHAIR COCHRAN: Yes.

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VICE-CHAIR HOKAMA: But I got questions regarding the desktop and the MAPPS program, Chair.

CHAIR COCHRAN: Okay. And I want to recognize the presence of Council Vice-Chair Don Guzman.

COUNCILMEMBER GUZMAN: Good afternoon, Chair.

CHAIR COCHRAN: Aloha. Good afternoon. Yes, Mr. Couch?

COUNCILMEMBER COUCH: Thank you, Madam Chair. Thank you, Mr. Verkerke, for your presentation. I notice on one of these things you're eliminating the XP-based units. Basically that's a cybersecurity issue as well, right? We've got, XP has got holes in it.

MR. VERKERKE: That's correct. Besides the operational compatibility issues of the physical hardware with the software that the Police Department and others are using, there is a huge cybersecurity issue. Cybersecurity is not going to be really in the forefront of my presentation today because I'm hoping to be able to --

COUNCILMEMBER COUCH: Right.

MR. VERKERKE: --come back to PIA and get in more detail with you on that, but there's no denying that XP is a huge cybersecurity concern for us.

COUNCILMEMBER COUCH: And is this...my understanding in the questions back and forth that this is not really any kind of upgrade, it just upgrades the hardware and not nothing new software? Or is there some new functionality on the software?

MR. VERKERKE: Are you talking specifically about the police mobile data terminals?

COUNCILMEMBER COUCH: Uh-huh.

MR. VERKERKE: Yeah. What we're also doing is upgrading the communications link, so in connection with replacing the data terminals, we're also replacing the antennas and the subscription plan so that we get away from 3G and go to LTE connectivity for the vehicles so that we have the ability to maintain information. Where these units will allow us to present maps within the vehicles much better than we did in the past, but that requires having an appropriate communications link. So we're taking that as part of this project.

COUNCILMEMBER COUCH: So for the people who may not know, 3G is what versus LTE?

MR. VERKERKE: 3G is the old cell phone connection, I don't know the exact speeds but LTE...3G stands for third generation, and LTE is fourth generation. And anybody with a smart phone if they run out of LTE coverage, they'll notice it immediately because it's really going to slow way down, so it's just keeping up with the times on communications capability. Also the vehicles depend on these cell phone type

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connectivity for getting the information from dispatch into the vehicles and look up things online through the FBI or State motor vehicle registration.

COUNCILMEMBER COUCH: Okay. Thank you. Thank you, Chair.

CHAIR COCHRAN: Sure. You're welcome. Anyone else have questions in relation to this topic? Okay. And I guess, Mr. Hokama, you had additional questions --

VICE-CHAIR HOKAMA: Yeah, on the second one, please.

CHAIR COCHRAN: --on desktops. Sure, go ahead.

VICE-CHAIR HOKAMA: I'm just trying to understand what role if any you assist us regarding the Council's upgrades and program regarding our desktop program, Mr. Verkerke.

MR. VERKERKE: At this point we have little responsibility on that.

VICE-CHAIR HOKAMA: Okay. So the type, the model, formatting, what we have as far as basic default programs, that is all done within our Council Services, you do not --

MR. VERKERKE: That's correct.

VICE-CHAIR HOKAMA: --participate or in --

MR. VERKERKE: That's...

VICE-CHAIR HOKAMA: --anyway?

MR. VERKERKE: Other than making sure that the appropriate software that allows you to connect to things like IFAS and what have you, yeah, is in place. Now what we've done through executing this agreement for the comprehensive lifecycle maintenance is we've created an opportunity for Council to consider whether that is an approach that could be beneficial. There's room within the contract to include you folks, and very preliminary conversations, or comments is probably a better way of describing it, have taken place in the sense of, you know, we ought to take a look at that and I'm completely open to that. So when we get going and we get in a little bit of a routine with this new vendor and with this new approach, I think it's appropriate to sit down with your staff and say now how does this look to you folks? Because ultimately we expect it to remove a burden from our staff for this repetitive stuff, and if we can accomplish the same thing for your staff, by all means let's let look at that.

VICE-CHAIR HOKAMA: Yeah, thank you. I appreciate that, Mr. Verkerke.

MR. VERKERKE: Sure.

VICE-CHAIR HOKAMA: Chair, you know, for me it's my dissatisfaction how we've been dealing with our own branch and my disappointment in the type of equipment,

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models, and what is offered to the Members. I think the Staff needs to listen to what the Members' needs are and try and procure what satisfy our requirements instead having us try and adjust to what they think we need, 'cause I'm sure they have no clue what we need because whatever I have is it doesn't work for me. And this has gone on for years. So I just share my disappointment in where we are at this time with our own equipment, Chair. Thank you.

CHAIR COCHRAN: Thank you, Mr. Hokama. Members, any further discussion on the desktops at this point? Okay, then we can...oh yes, Mr. Couch?

COUNCILMEMBER COUCH: Thank you. Mr. Verkerke, you talked about a possible solution identified to run KIVA on Windows 7 or later, that's only a temporary stopgap until we get the new computer, the new MAPPS system, is that right?

MR. VERKERKE: That's correct. But temporary is kind of a stretchable concept in this 'cause we're still talking about two years.

COUNCILMEMBER COUCH: Okay.

MR. VERKERKE: So if we can eliminate, you know, having to keep Planning Department and others, you know, in this situation and for another two years, I think that would be a big win.

COUNCILMEMBER COUCH: Okay. Thank you. I just wanted to double check on that. Thanks.

MR. VERKERKE: Right. Yeah, no, absolutely the MAPPS project will remove us from that constraint completely.

CHAIR COCHRAN: Okay. You're done, Mr. Couch?

COUNCILMEMBER COUCH: Yep, thank you.

CHAIR COCHRAN: Okay. Thank you. Okay, Mr. Verkerke, you can --

MR. VERKERKE: Thank you, Chair.

CHAIR COCHRAN: --carry on. Oh wait, sorry. Oh, Mr. Hokama --

VICE-CHAIR HOKAMA: Yeah, I wanted to...

CHAIR COCHRAN: --you had something?

VICE-CHAIR HOKAMA: Yeah, regarding MAPPS.

CHAIR COCHRAN: Oh yeah, go ahead.

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VICE-CHAIR HOKAMA: Please. One of the things I would ask that we, and I don't know if you're already are planning to do it, Mr. Verkerke, but, you know, one of the things that I see us having an opportunity is to have better coordination with various departments through this electronic sharing of information. And I'm just wondering, you know, with Department of Planning, your Division, Real Property, we can tie it in so that when they, let's say they come in for a Building Permit application, it's also filed electronically so RPT knows what's going on, DSA know what is going on. And there's this access to information that, you know, will take away that, County's excuse of gee, we didn't know, we weren't informed by so, such and such division or department. You know my thing is our people don't need more reasons of excuses, we just need to be able to get the job done. So I'm hoping we can integrate this with our other divisions' requirements so that, you know, we have a pretty good seamless ability to get the information transmitted accordingly.

MR. VERKERKE: Yes, Mr. Hokama. In developing the requirements that were put in the RFP, we talked to all the key departments and some of the peripheral departments even, you know, people that are, the persons are more casual users, not the hardcore users like we have in Water, Planning, Public Works, and Fire. So they all contributed to describing the requirements and describing some of the use cases, and that governance structure will persist. We'll adjust it a little bit 'cause we're going away from requirements and selection to implementation, but we still are looking to have broad participation, including Council Services and yourself. Because you're users of the system also and we want to be able to present all the departments, the public, yourself with, and this is something you may have heard us say before, you know, a single version of the truth. And that's what prompted us to take a look at what are the current County's GIS capabilities. You know we recognize we needed to pull all that together into an enterprise capability. So there should be one place where all the information is stored and maintained so that all the departments can pull from that same place instead of from disconnected sources of information.

VICE-CHAIR HOKAMA: Right.

MR. VERKERKE: And it played a role in the selection of this vendor that they are the vendor of our real property tax system. And we had explicit conversations with them about, you know, we're customers of yours in the real property tax area and now in here, it all goes down to land information, you know, geospatial information. What do you have that will us allow us to treat that as a single layer of information, and they said well funny you should ask, you know, we're already building that 'cause their acquisition of EnerGov was only something from the last two years. So we're carefully monitoring to make sure that they create that shared geospatial information layer so that we never get two different answers to the same question depending on who you ask.

VICE-CHAIR HOKAMA: Right, right. No, and I support you in your efforts on that, Mr. Verkerke --

MR. VERKERKE: Thanks.

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VICE-CHAIR HOKAMA: --'cause it does couple things for us from the Council.

MR. VERKERKE: Yeah.

VICE-CHAIR HOKAMA: We help you find ways of eliminating multiple entries so that, you know, there's better integrity on the safeguard of that data already within the system. Second, you know, we have better things for our Clerk IIIs than to reenter things that should have been done just once.

MR. VERKERKE: Absolutely.

VICE-CHAIR HOKAMA: But for me it's an RPT appraiser should not be entering information on a Building Permit that the building clerk should have done originally. And one of the best things for us in the future is 'cause I hate hearing the response that we lost your plans. I don't know how departments lose building plans 'cause it's sizeable documents, but we've, I heard this for 20 years that we lost your plans. And so once it's electronic, I think there's also a sense of better integrity on what happens to those plans and where it is in the process of review and signoffs. So, you know, I like what you're sharing with the Committee and I support your efforts because our community deserves better from us. So I thank you for moving in this area.

MR. VERKERKE: And if I may add a little bit to that, during the effort of selecting the vendor and coming up with the requirements for the new system, working with all the different departments, I was really struck by the degree of cooperation and developing understanding of each other's business process. I was involved in the implementation of KIVA, you know, so many years ago, and there's a remarkable shift in awareness and willing to cooperate and understand each other's business. So I'm very optimistic that we will achieve the necessary improvements in business processes and understanding of each other so that if I do something that doesn't necessarily immediately benefit me but it helps everybody else down the road, I think we can get to that point. So I'm quite optimistic about that.

VICE-CHAIR HOKAMA: And I'm with you and Mr. Couch, I mean I am a big supporter of the County's needs to have proper cybersecurity, so, you know, I understand where you're going and I'm, I support that effort --

MR. VERKERKE: Thank you.

VICE-CHAIR HOKAMA: --Mr. Verkerke.

CHAIR COCHRAN: Thank you, Mr. Hokama.

VICE-CHAIR HOKAMA: Thank you, Chair.

CHAIR COCHRAN: Mr. Couch?

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COUNCILMEMBER COUCH: Thank you, Madam Chair. And this one, you know, having sat on the Committee as little as I did but I was able to sit on the Committee for a while but I've been keeping track of it, this is a great project. I just wanted to see if you can point out some of the benefits that the public's going to have.

VICE-CHAIR HOKAMA: . . .(Sneezed). . .

COUNCILMEMBER COUCH: Bless you. It's my understanding that when you go to the enterprise GIS implementation, that we're going to deal with getting our Zoning Code in there, the DSSRT project where we're going to make all that all online. Is that part of that enterprise GIS implementation?

MR. VERKERKE: Yes, Mr. Couch, it's definitely our expectation that we will be able to provide much more comprehensive and much more up-to-date information on zoning. What we're also working on is making it so that as far as the benefits to the customers out there, that that information can be researched when somebody is getting ready to submit an application online, so that they don't get confronted with, you know, well you weren't aware of this or you forgot about that kind of stuff. The information should be there available to anybody and everybody so that the applicant is better informed about the circumstances of a particular project or what have you. And as you said, the electronic process should eliminate, you know, losing paper document. It should also reduce the time that it takes for communication back and forth between an applicant and plans reviewers. Changes to plans can be submitted electronically and what have you. So we really aim to improve and streamline that process quite a bit. And of course we'll have to build in some education with the public and helping them understand how the new process works, but...

COUNCILMEMBER COUCH: Well yes, I agree that the public, but I know I, my office gets a lot of calls, say hey, what's my zoning here, what can I do, and I'm sure all the other Members. But the Planning Department in one of their reports to us said that they get around 6,000 calls a year on what's the zoning of my property. So to eliminate most of those, I believe that's what this is supposed to, part of this is supposed to help eliminate those calls, is that correct?

MR. VERKERKE: We will be able to make whatever officially adopted zoning information exists much more readily available to the users, but I believe there's some process still to adopt some of the zoning.

COUNCILMEMBER COUCH: Yeah. I was going to say you're giving this Council a little bit of optimism for us passing through the...I know the DSSRT project is going to take almost a full year of --

MR. VERKERKE: Yeah.

COUNCILMEMBER COUCH: --meetings just to populate that database for you. But just to give the Members a little heads up, that's coming up at the beginning of next year or

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at the end of this year, some pretty heavy duty work we gotta do on that. So thanks. Thank you, Mr. Verkerke.

MR. VERKERKE: Thank you.

CHAIR COCHRAN: Thank you, Mr. Couch. And any further questions or comments for this section? Mr. Verkerke, actually wondering if this would be the area in your timeline where we have the issue when we give entitlements or a Change in Zoning or what have you on a development and, you know, the departments aren't aware. Whether it's RPT or Planning or we're like oh yeah, we voted on and passed it. So is this where again...and I understand that, you know, compiling all the information so it's a click away for whoever wants to access it, but I'm speaking about like some kind of an alarm that triggers off in the respective department where this Change of Zoning or whatever it is that we just passed through these Chambers affects.

MR. VERKERKE: Chair, one of the things that struck people during the demonstration was how well the system alerts people to particular conditions, violations on properties that need to be considered in approving any other applications or any other work. So as you recognize, you know, the effort of getting all that information in the right place at the right time is going to be considerable in the conversion from what we have now to this system. And we recognize that so hopefully we've allowed enough time to make sure all of that gets taken care of. But once it's in there, it's information that is attached to a parcel and sometimes is attached to a particular applicant, so anytime that parcel or that applicant comes up in the system, that information should be visually presented to whoever is working on it so that they know, you know, there's an unsatisfied condition or an unresolved violation that needs to be taken care of. And of course there's degrees, not everything stops everything dead in its track and will recognize whether it's a warning or a dead stop situation, but all of that will need to be identified and properly set up within the system, you know, over the next six months that all these business rules get applied properly. But yes, the outcome should be that all of that information is in one place that everybody has access to it, that will be presented to people at the appropriate time so we don't have this well I didn't know kind of situations.

CHAIR COCHRAN: Right. And I guess I was thinking too more along the lines of a tracking type system as in, you know, development obligations to us that are going to be triggered and, you know, alerted that hey, this is due or compliance annual reports are going to be coming up. You know and you mentioned zoning conditions, have they been complied with and things of that nature, 'cause it's just unless something happens or it's needed to be looked it, it's not brought to the surface. So I'd like some type of tracking or alert system as you mentioned to, yeah, bring it, alert the prospective departments that need to get on it and take a look or, you know, research or say hey, things are due and it's now so. I mean and you look at your computer and you get little blurbs all day long of an e-mail that's in your mailbox or a...can we not have that on our computer system in the Planning Department or RPT or Finance or wherever it needs to be? So I'm sure there's a type of capability this way.

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MR. VERKERKE: In broad terms that's exactly what this system is supposed to deliver, and Council Services, the Council have been, you know, through Mr. Couch and through Mr. Izumigawa, part of this effort and we hope that it will continue. So that if you have specific needs for reporting on particular types of conditions and what have you that we can make sure that that capability gets developed over the next year. So...

CHAIR COCHRAN: Well very good. Okay. Well thank you. Thank you very much --

MR. VERKERKE: Sure.

CHAIR COCHRAN: --for your efforts, and that's why we have you here, to check in on your status of what you're doing. So thank you, Mr. Verkerke. Anyone else have further...yes, Mr. Hokama?

VICE-CHAIR HOKAMA: So, Mr. Verkerke, with your comments to Chair Cochran, are you looking at this Committee to maybe assist you with suggestions or things that we would be interested in as part of the system's capability to report on?

MR. VERKERKE: Very much so, yes.

VICE-CHAIR HOKAMA: Because I think your comment regarding conditions of approval is a good one. We gotta eventually deal with deferred agreements, we might as well get the list and compilation of when it was executed, for what purpose, and what was the basic term of a pro rata share as of that date or whatever it be. But I'm pretty excited about what we can do with the new system, Chair, and working with Mr. Verkerke not only assists us but it assists our community in helping to follow through on things that they expected out of certain decisions made by the Council. So I appreciate your supporting this. Thank you.

CHAIR COCHRAN: Yeah, very well put. Thank you, Mr. Hokama. Okay. Mr. Verkerke, you have a little more to go through?

MR. VERKERKE: Yeah.

CHAIR COCHRAN: Okay.

MR. VERKERKE: Besides the big three that, you know, were discussed during budget more so than what's coming up next, I wanted to give you an update on other things that we're working on. The first one is one of the recommendations out of the comprehensive IT assessment we did a few years ago. Enterprise IT governance, it's very critical in helping IT meet the strategic expectations of the organization. It, hopefully we can build a structure where we can make sure that we do the right things at the right time for the organization and not, you know, just be driven by the squeaky wheel syndrome which unfortunately is very effective but it doesn't always get us the right capabilities when the organization really needs it. So by the end of this year, we hope to have that structure in place and start getting comfortable with, for bigger projects going through this governance structure so that we can make sure that

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the limited resources we have are applied to what best serves the strategic needs of the organization. We've been talking about this for a year, for more than a year actually, our fail-over datacenter, our disaster recovery facility at the Kihei Police Station is growing. We have been able to use and I'll come to that in a later slide, outside sourcing as well as funding provided through the budget process to build the ability or to start the building the ability to run critical systems from a different location than this building. For a very long time now, you've heard me talk about the concerns I've had about having all our apples in this basket here in the building, and we're finally getting to the point that we expect by the end of fiscal year we have a fully operational fail-over datacenter at the Kihei Police Station. Our IT service management tool is a big word for a helpdesk system, our ticket system, but it's so much more than that. It allows us to track how we provide services, do we provide the right services to our customers, to get you some reports about that. It will also help us manage our assets so that we have more accurate numbers on versions and generations of hardware and software. It will allow us to automate patching and updating of desktop software and the operating systems. So that will go a long way to closing some of the gaps in our cybersecurity capabilities for the desktop environment. Cybersecurity of course is in the forefront of almost everything we do, as it should be. You've provided us funding for a number of things in the current budget. I'd like to hold off on discussing that and bring this to PIA where we've kept you updated on our cybersecurity efforts. We've made some good progress in the last few months so I'm excited about sharing that with you in that context, if that's all right with you. Part of cybersecurity of course is resiliency, if something happens that you have the ability to keep operating. And our fifth item here, the network core switch redundancy is something we've talked about also, hardening our network environment. We are in serious conversations with a couple of vendors on making sure that remaining single points of failure are addressed so that we have the ability to keep the network and the communications links going even if there is a natural disaster or some other form of interference. And that resiliency is critical because obviously the County as an organization and the community to some degree depends on the ability for the County to keep its IT infrastructure running. The last one and unfortunately Mr. Couch stepped out 'cause this would have been something he would be pleased with, we are, we have received funding and we are working and drawing up the plans to migrate to Active Directory away from our Novell Directory Services. These directory services deal with accessing to file systems into some applications. Clearly all the modern software assumes Active Directory as a vehicle to manage the access and to integrate services. You know you have easy access into mail systems and other functionality that people kind of assume is in place. So this year we hope, we expect to make major strides in reconciling the deficiencies we have in that respect. I mentioned earlier there's a number of outside funding opportunities we've been able to leverage. Homeland Security, Department of Homeland Security, especially in cybersecurity efforts have provided us over the last few years with considerable amounts of money, so some of that has been applied to setting up equipment for servers and data storage at the fail-over datacenter. We have also received grants for cybersecurity implementation to augment the funding available in the County budget. And again, because of resiliency they have provided some money for that network core switch redundancy effort. HIJIS, the Hawaii Integrated Justice Information Sharing program that's been going

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on for a quite a while now, has made money available for access and identity management. You may recall HIJIS assumes trusted relationships between the various agencies, so if we say a particular police officer or a particular prosecutor has the right to such information, other agencies will accept that assertion if we have the proper tools and certificates in place. This money will help us take a big step forward so that we indeed can make those assertions about people's identity and privileges and they will be accepted by other agencies. A key effort that's going on right now is gun registration databases, they're all individual information systems in each county, through HIJIS now people from different counties can have access. And of course everybody's very excited about gaining access into City and County of Honolulu's gun registration files because that's the bulk of gun registrations in the State. Maui was in a position to help pilot that capability so our gun registration is accessible by properly authenticated and privileged authorized users and that will become the nucleus for a Statewide capability. So this funding that we get from HIJIS and that really ultimately comes from the Federal Department of Justice will help Maui to complete that capability. And again that, you know, kind of ties into the work we're doing with Active Directory, it all fits together as it should. And that's kind of all that I have for you today. If you have any other questions I'd be more than happy to try and answer them for you.

. . . END PRESENTATION . . .

CHAIR COCHRAN: And thank you very much, Mr. Verkerke. Always a pleasure to have you here to update us 'cause we definitely need to hear you more than once a year to have all this soak in. And, Mr. Guzman --

COUNCILMEMBER GUZMAN: Thank you, Chair.

CHAIR COCHRAN: --you had your hand up, yes?

COUNCILMEMBER GUZMAN: Yeah, I had one question. On the information that you just shared with us, does any of that apply to, applicable to an open data policy? I know that we have been working on one in the County.

MR. VERKERKE: In a roundabout way, I must say, Mr. Guzman. Not directly, but if we upgrade our systems it will make it easier to pull datasets and make them available through an open data initiative. So where we're at is making sure that the information we have is easy to distribute and easy to understand and easy to share with the public, and we have a bit of work to do on that respect. Once we're at that point, open data initiatives is something that we can push. Now that's not to say that there's not County data available on the website already, 'cause we have a number of extracts already, you know, from Real Property from the KIVA system that are available to the public. But in a true open data system where it's, I don't want to say raw data but less manipulated data so to speak, you know, already organized in reports, open data really wants to allow the users to search it in their own way. We don't quite have that

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capability but it's on the horizon once we kind of achieve some technologically currency on some of the systems that we have.

COUNCILMEMBER GUZMAN: Okay. Chair, may I request a --

CHAIR COCHRAN: Yes, go ahead.

COUNCILMEMBER GUZMAN: --follow-up letter for more details on maybe what steps need to be taken specifically so that we can start initiating an open data policy?

CHAIR COCHRAN: Okay. Staff, you understand the query? Would it ...*(inaudible)*... so actually, Mr. Guzman, open data meaning, is this just collectively on all our entire system? Or are you speaking in reference to just Prosecuting Attorney?

COUNCILMEMBER GUZMAN: No. Just similar to what Honolulu has and I believe the White House has an open data policy where you can access documents and information, and it actually helps to develop entrepreneurs that can create apps, like for instance Honolulu has created an app on their bus system, if they had...if we had that data available. Maybe Mr. Couch has more details on the technology aspect of it. I'm a little bit limited on how things work on the technology side of it. But...

CHAIR COCHRAN: Okay. All right. Well thank you, Mr. Guzman. Just trying to understand what you're referring to in essence. Mr. Couch?

COUNCILMEMBER COUCH: Yeah. Essentially that's data that, any data that the County has that's not confidential, allowed to go in a, essentially a spreadsheet format where you just take a look at it, it's all raw data and then you can design a product or something or take a look at whatever your interest is in the search. But that's one of the things that I think needs to be brought before either this Committee or probably the Policy and Environmental...Intergovernmental Affairs Committee, because we probably need to come up with a policy is what data is available, should be made available. And I'm not sure whether it's this one or the Policy Committee but that needs to be an item that may need to come from here to say let's discuss what we need to do, when they're ready to do an open data, have a facility to do the open data. It's not as easy as you might think 'cause the data is everywhere and you have to kind of pull it all together and then feed it out. But we have to work with Corp. Counsel and the prosecutors and pretty much every department to see what is, you know --

CHAIR COCHRAN: Public ____.

COUNCILMEMBER COUCH: --confidential and what is public data.

CHAIR COCHRAN: Okay.

COUNCILMEMBER COUCH: So that might be something you may want to, you know, mention to the Chairs to have a discussion on that. And again, it has to be when they're ready and so we can know what data is even there.

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CHAIR COCHRAN: Right. Thank you, Mr. Couch. So I guess in reference, Mr. Verkerke, this type of, what Mr. Guzman and Mr. Couch are referring to, we aren't set up for such a, to look into that?

MR. VERKERKE: Chair, no, we don't have the facilities at the County of Maui to publish these data, but we probably wouldn't have to because the State's open data initiative has invited the counties to use their facility. So it may be sufficient for us to extract the data, collect it, you know, based on policy and whatever other circumstances that need to be in place to publish it through the State's capabilities. So we wouldn't necessarily have to create that capability on our own.

CHAIR COCHRAN: Okay. Very good. Thank you. Thank you for your comments. Any further discussion? Yes, Mr. Hokama?

VICE-CHAIR HOKAMA: I know this traverses multiple committees, Chair, so regarding cybersecurity under your Committee's parameter as I understand it, Chair, that grant from Homeland Security, Mr. Verkerke, does it have any forensic aspects that you are able to do with that money?

MR. VERKERKE: Mr. Hokama, I'm going to say I'm not sure. The intent is to provide, to improve the ability of first responders and local government in general to provide services to the community in times of crisis, be that from natural reasons or man-made. And so the funding has been made available under a number of investment justifications is what they call it and that's really been, has focused on being prepared for cybersecurity issues and to improve the resiliency of the infrastructure. It's an interesting thought if forensics is covered on that. Forensics for cybersecurity, we have access to MS-ISAC to help us with that. If there is an issue that we go oh, what's going on here, we can...and then we have done that in the past, we ship off whatever information we have available to them and they come back to us and say, you know, you need to look at this, that, or the other thing. So I'm not really sure but I will find out, 'cause every year there's a process of setting up investment justifications to see if there's assistance with forensics, 'cause at some point unfortunately, you know, that becomes a big factor.

VICE-CHAIR HOKAMA: Yes. Chair, and I, you know, I appreciate Mr. Verkerke's candid response 'cause I thought he just shooting it straight to us. But for me, Chair, if we are going to look at technology as one of our leading sectors for job creation and good paying jobs in our County, there's a component on the infrastructure that for me is critical and that's the forensic component of protecting the technology sector of our County. Now whether that is in Police Department in creating a forensic IT squad which some police departments do, there comes a point where we're going to need to go after those criminals, 'cause that's what they are, and prosecute them to the extent of the law and protect our community as best as we can. And that's one of the new areas of threat is the technology field using even people's handheld devices that we do for everyday communication. So for me it's part of the preplanning in seeing what this County can do to help mitigate when the crisis arises, because we've anticipated and

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prepared. And my only example I can give you is that New York City five years in advance of 9/11 had already canned their message to the State if such a situation arose. Five years before 9/11, they taped and canned that message of response in preparation. I think our County can take good lessons and be prepared as best we can with the financial resources we have and mitigate these kind of things that I feel is a potential target which is the County of Maui. Thank you, Chair.

CHAIR COCHRAN: Thank you, Mr. Hokama. Mr. Verkerke, you had a comment?

MR. VERKERKE: Yeah, Madam Chair. Yeah, forensic of course is a very broad concept, and with the funding made available for cybersecurity initiatives in FY '16 Budget, we have acquired some capability that will allow us to assist in forensic by investigating and reviewing, you know, logs, event logs and what have you. The criminal forensics and all that is something that we haven't really ventured into, and like you said, maybe that's something, Police Department has a number of people trained in cyber-forensics. But we are at least improving our ability to assist the forensic process, and so we're taking small steps in that way.

CHAIR COCHRAN: Thank you.

VICE-CHAIR HOKAMA: Thank you.

CHAIR COCHRAN: Thank you. Any further questions or comments for the Department? No? Okay. Well, Members, like, as I mentioned earlier, no legislative action taken today, so my recommendation is to defer.

COUNCILMEMBERS: No objections.

COUNCILMEMBERS VOICED NO OBJECTIONS. (EC, RH, GB, RC, SC, DG, MW)

ACTION: DEFER pending further discussion.

CHAIR COCHRAN: Thank you, thank you. And what I'll do is I'm planning to probably reschedule another update probably sometime February or March just prior, you know, to, in preparation for our FY 2017 Budget. So and if the need occurs, you know, arises that we need to speak sooner then by all means, you know, I'll check my calendar. But I kinda, that's the idea. All righty, Members, so if there's no further discussion, this was our only item but a great item on the agenda today. And thank you for your time, Mr. Verkerke, and all you do for our County --

MR. VERKERKE: Thank you for the opportunity.

CHAIR COCHRAN: --and Ms. Thomson and Staff. So with that...

COUNCILMEMBER COUCH: Madam Chair?

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CHAIR COCHRAN: Yes, Mr. Couch?

COUNCILMEMBER COUCH: I just wanted to thank you very much for bringing this up because this is something that has just been left out in the woods for a long time, and now bringing it up in the forefront and being able to discuss, 'cause it is part of our infrastructure. So --

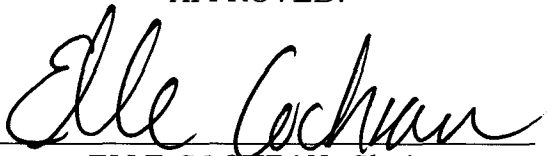
CHAIR COCHRAN: Yeah.

COUNCILMEMBER COUCH: --thank you so much for bringing it up.

CHAIR COCHRAN: Yeah, you're very welcome, Mr. Couch. And always being the techie guru that you are to keep us in line with the latest, greatest stuff, but it was odd for me to realize that this infrastructure. But it definitely is a key integral part to all of our lives as we all know. So with that, Members, thank you for today, and this meeting is adjourned. . . .(gavel). . .

ADJOURN: 2:35 p.m.

APPROVED:



ELLE COCHRAN, Chair
Infrastructure and Environmental
Management Committee

iem:min:150831:ds

Transcribed by: Daniel Schoenbeck

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CERTIFICATE

I, Daniel Schoenbeck, hereby certify that the foregoing represents to the best of my ability, a true and correct transcript of the proceedings. I further certify that I am not in any way concerned with the cause.

DATED the 15th day of September, 2015, in Kula, Hawaii

A handwritten signature in cursive script, reading "Daniel Schoenbeck", written over a horizontal line.

Daniel Schoenbeck