November 22, 2022

MEMO TO: Alice Lee
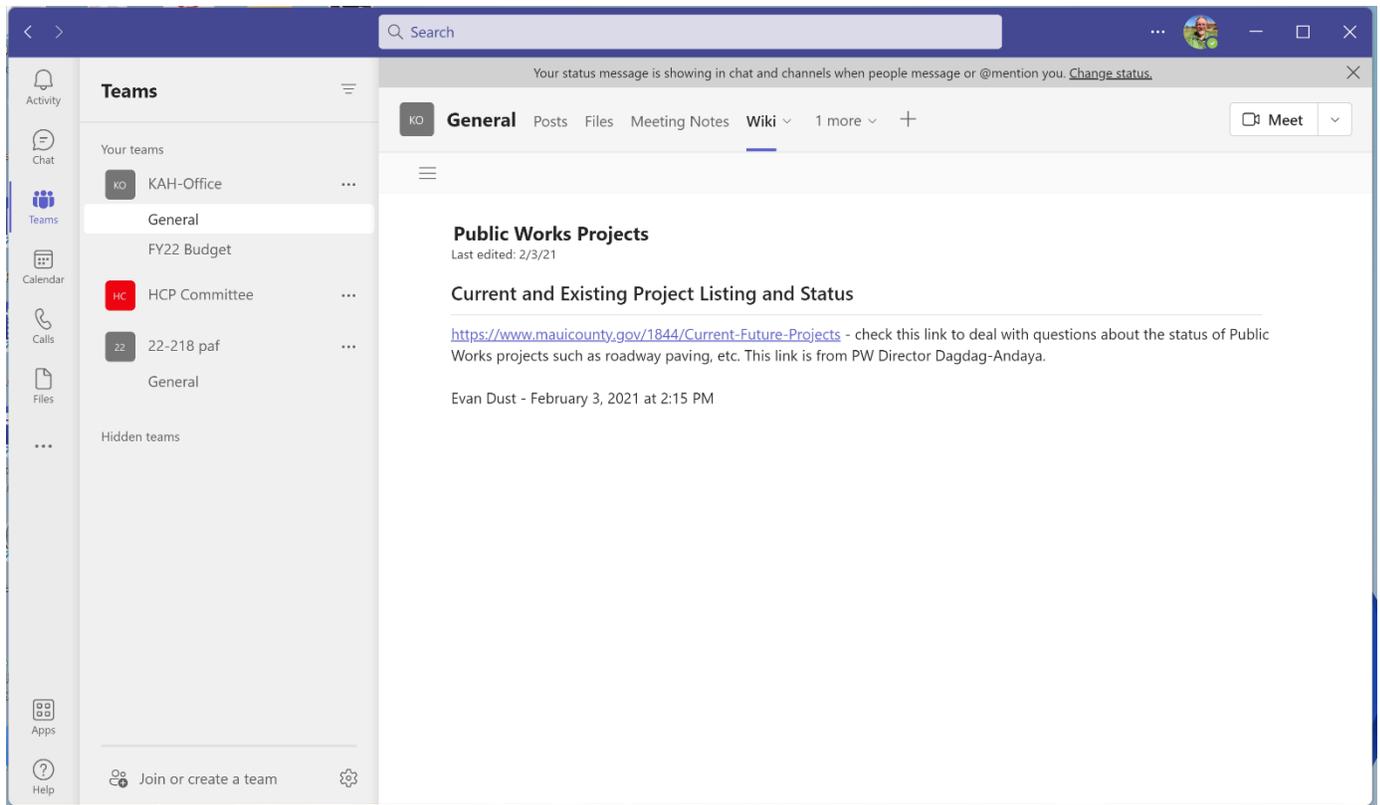Chair

F R O M: TASHA KAMA
Councilmember

SUBJECT: **SHARED INFORMATION DATABASE**

I believe that we all are constantly seeking improvements in process and procedure so that we can better serve the residents of Maui County. I believe that we should consider the establishment of a shared information database that would be an initial "go to" source when our offices need to address inquiries from the public.

Having a centralized collection of information would improve service delivery for residents by allowing for decreased time and effort to reply to inquiries. It also would provide for a consistent reply to every resident who makes the same inquiry to any one of the Councilmember's offices.

There are many examples of shared information databases that we are familiar with – for many of us, the paper telephone directory that arrived on our doorsteps once a year was the earliest example of a fixed shared information database – anyone with access could look up the telephone number that they needed to know. Unfortunately, with a fixed information database, if the information changed before the publication of the next directory, you would get the wrong number. More recently, the website Wikipedia has replaced the encyclopedia sets of my youth. With Wikipedia, the information is provided by the contributors to the site and can change as more is learned on a particular topic (subject to review by other contributors).

The Microsoft Teams messaging platform, which is provided within the legislative branch of Maui County to all computer users, contains the ability to construct a shared information database. The Team Wiki app can be added to any team established within the Team messaging platform. The following is a screen capture of a wiki entry established in the Kahului Residency Council office team (KAH-Office/General).

In this example, there is only one entry in the Wiki. Using the Microsoft Teams platform, anyone in the team can add, edit, or delete wiki entries. There is no strong structure to the basic Teams wiki app. Other platforms/packages may provide information databases with greater structure. Some of the features that we may want to have in any shared, structured information database could be searching by topic, date, keyword, or location. It also may be valuable to have an audit system to track the entry and editing of the information.

There is no immediate need to embark on specifying and obtaining a shared information database for the legislative branch, but I believe we should study the concept and work towards establishing one starting in the new Council term. One immediate use would be the replacement of the telephone listing that needs to be maintained and distributed on a regular basis by the Office of Council Services. If that information was contained in a wiki, whenever a number changed with change of staff or other reason, that changed information would be "instantly" available to all authorized to access the wiki.

I welcome the comments and suggestions of my existing colleagues and hope that we can work collaboratively on this project with our new colleagues in the new term of office early in the new year.