

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, August 01, 2001 3:35 PM
To: 'NLindsey@compuserve.com'; 'watact@pixi.com'
Subject: BoC Disk Space Requirements

Required Space.xls
(18 KB)

Hello Nani and Carl. Attached is a spreadsheet that shows our estimate for capacity required to store 5 years of images on your server. Just to be safe, we recommend that you have 450 GB available for 5 years of images. This does not include the size of the data files. The data files are very small in comparison. I imagine the data will be loaded into your database and the space required for this is dependent on your database system specifications.

Please let me know if you have any questions. Thanks!

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401147

Year and Document Range	Required Space (GB)
Regular System (RS)	
2000 - 2000000001 to 2000185244	74
1999 - 99000001 to 99208039	80
1998 - 98000001 to 98198514	53
1997 - 97000001 to 97184292	43
1996 - 96000001 to 96185822	<u>45</u>
<i>Total Regular System</i>	295
Land Court (LC)	
2000 - 2599363 to 2674722	35
1999 - 2511479 to 2599362	38
1998 - 2430377 to 2511478	25
1997 - 2358433 to 2430376	18
1996 - 2282361 to 2358432	<u>19</u>
<i>Total Land Court</i>	135
Land Court Order (LO)	
2001- LCO 140553 to 141209 (up to 3/14/2001)	0.13
2000- LCO 137316 to 140552	0.93
1999- LCO 133829 to 137315	0.94
1998- LCO 130061 to 133828	0.63
1997- LCO 126568 to 130060	0.58
1996- LCO 123015 to 126567	<u>0.57</u>
<i>Total Land Court Order</i>	3.78
Total Space Required for RS, LC, and LO	434

401148

Debra Pyrek

From: Debra Pyrek
Sent: Monday, July 16, 2001 11:09 PM
To: 'Jeffrey Loo'
Subject: Specs

Transfer Specs for
BoC.doc (24...

Hi Jeffrey! Here is a list of specifications and open items that we need to address at the meeting tomorrow.

See you at the BoC at 9:00.

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401149

Transfer of Images and Index Data from TG to BoC

Specifications

Item	Specification
Image files	TIFF
Index data file	ASCII comma delimited file
Media	DLT4000 tape
Media capacity	40 GB per tape
Media format	NT backup

Open Items

Please confirm the following or modify as necessary:

1. Capacity of BoC temporary storage server available for copying image files and index files from tape is 60 GB.
2. Batch definition
 - a. Start from June 30, 2001 and work back 5 years for first part of contract.
 - b. After completion of above, start at June 30, 1996 and work back 5 years for second part of contract.
 - c. Complete the delivery of RS and LC document types for all 5 years starting with the most recent documents, then follow with the delivery of LCO documents.
 - d. TG will organize tapes by year and document type.
3. Batch size and delivery
 - a. TG estimates the total amount of image data to be delivered for each 5 year set to be approximately 840 GB.
 - b. TG will provide a more accurate estimate upon confirmation of the years to be delivered.
 - c. To complete the delivery of 5 years of images and index data within a 3 month period, TG will deliver approximately 70 GB per week to the BoC.
 - d. BoC will load the contents of the tapes to their temporary storage server and upload the images and index data to their permanent storage within 1 week of receipt of the tapes. This is required in order to keep the process moving on a weekly basis and to complete the entire transfer process within the 3 month window.
 - e. BoC will return the tapes to TG on a weekly basis to be used in subsequent transfers and upon completion of all transmittals, all tapes will be returned to TG.
 - f. TG will provide transmittal sheets with each batch of tapes delivered to the BoC.
 - g. TG will deliver new tapes on Mondays and pickup the previous week's tapes at the time of delivery.

401150



Quality Review Procedures

Proc No.	Procedure	Description
1.0	Create Document Image Batches	
1.1	Generate Documents Number List	Retrieve documents master file to identify a Document Number for each document that should be in the image database. Generate a sequential Documents Number List of all Document Numbers that should be in the image database.
1.2	Define Document Image Batches.	From the Documents Number List, create document image batches containing 1,000 document numbers per batch. For each batch, identify a Batch Number and the first and last Document Number.
1.3	Generate Document Quality Review Report	Generate a Document Quality Review Report that contains a Batch Number, First Document Number, and Last Document Number for each batch. The report should also include column headings for Review Date, Reviewer, Total Documents Sampled, Total Errors.
2.0	Generate Document Samples	
2.1	Draw Document Samples	For each Document Batch, identify 50 document records to be sampled by selecting every 20 th Document Number beginning with the first Document Number in each batch. This will result in a 5% sample size for each batch. Identify the Document Number for each record selected to be sampled.
2.2	Generate Sample List of Documents to Review	Generate a Documents Sample Listing including the Batch Number and the Document Number for each document in the sample. The Listing should also include column headings for Error # 1, Error #2, Error #3, Error #4, Other Error

401151



TITLE GUARANTY OF HAWAII
BOC Project
Document Quality Review

Created: June 26, 2000
Modified: June 27, 2000

QA Procedure01 (2)

Proc No.	Procedure	Description
2.3	Retrieve Documents to Review	Retrieve all Document Images to be Sampled using Document Numbers from the Documents Sample Listing.
3.0	Perform Document Images Quality Review	
3.1	Review Documents for Defined Document Errors <ul style="list-style-type: none">• Error #1 (Missing Document/Wrong Index)• Error #2 (Missing Page(s) in Document)• Error #3 (Document Cannot Be Read - File Corrupted)• Error #4 (Document Cannot Be Read - Too Dark/Light)	Open each document and review according to each error criteria. Identify document errors present.
3.2	Enter Quality Review Results	For each error identified, enter a 1 in the column corresponding to the document and the respective error identified on the Documents Sample Listing. For each batch reviewed, enter Review Date, Reviewer Initials, Total Documents Sampled, and Total Errors on the Document Quality Review Report.
3.3	Perform Document Error Corrections	For each document identified with errors, retrieve the document source and re-scan the document, as required. As appropriate, perform batch uploads of corrected documents and perform index database corrections.
4.0	Perform Quality Review Modifications	
	Identify Batches Exceeding Critical Error Tolerance Level of 30 Errors Per 1,000 Documents	Identify Batches where for two sequential batches the total number of errors in each batch exceeds 30. This equates to a threshold quality level of 97%.

401152



TITLE GUARANTY OF HAWAII
BOC Project
Document Quality Review

Created: June 26, 2000
Modified: June 27, 2000

QA Procedure01 (2)

Proc No.	Procedure	Description
	Generate Additional Documents Sample	Where two sequential document batches contain greater than 30 errors in each batch, generate an additional sample of 50 documents for each batch. Generate the new samples by selecting the <i>n</i> th record and then every 20 th record in the respective batch. Append the Document Number for these documents on the Document Sample Listing.
	Perform Quality Review Process on the New Document Samples	Repeat Proc No. 3.1, 3.2, 3.3
	Continue to Draw New Samples when Batches Fail 97% Quality Threshold Level	Identify cases when the Total Number of Errors found in the additional samples exceed 30 errors in each batch. Continue to draw additional samples of 50 documents until the 97% Quality Threshold Level is met.

401153



TITLE GUARANTY OF HAWAII
BOC Project
Document Quality Review

Created: June 26, 2000
Modified: June 27, 2000

QA Procedure01 (2)

Quality Review Statistics

Description	Statistic
Total Number of Documents	4,000,000
Total Number of Pages Per Document	8
Total Number of Pages	32,000,000
Days Duration for QA Process	60
Number of Documents Per Batch	1,000
Total Number of Batches	4,000
% Documents Sampled Per Batch	5%
Total Documents Sampled Per Batch	50
Total Documents Sampled	200,000
Total Time to Review Each Document (Minutes)	0.25
Total Time to Review Total Documents Sampled (Hours)	833
Total Person Days to Sample Documents	104
Total Staff Required for Review	2

401154

Debra Pyrek

From: Debra Pyrek
Sent: Saturday, June 16, 2001 11:22 AM
To: Debra Pyrek
Subject: FW: QA Procs

QA
cedure01.doc (65)

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-----Original Message-----

From: Jeffrey Loo [<mailto:jwla@aloha.net>]
Sent: Tuesday, June 27, 2000 12:07 AM
To: Deb Pyrek (E-mail); Deb Pyrek (E-mail 2)
Subject: QA Procs

I'm attaching the draft QA Procs for the document images. Give me a call after you've had a chance to review and we can discuss.

Jeffrey

401155



Quality Review Procedures

Proc No.	Procedure	Description
1.0	Create Document Image Batches	
1.1	Generate Documents Number List	Retrieve documents master file to identify a Document Number for each document that should be in the image database. Generate a sequential Documents Number List of all Document Numbers that should be in the image database.
1.2	Define Document Image Batches.	From the Documents Number List, create document image batches containing 1,000 document numbers per batch. For each batch, identify a Batch Number and the first and last Document Number.
1.3	Generate Document Quality Review Report	Generate a Document Quality Review Report that contains a Batch Number, First Document Number, and Last Document Number for each batch. The report should also include column headings for Review Date, Reviewer, Total Documents Sampled, Total Errors.
2.0	Generate Document Samples	
2.1	Draw Document Samples	For each Document Batch, identify 50 document records to be sampled by selecting every 20 th Document Number beginning with the first Document Number in each batch. This will result in a 5% sample size for each batch. Identify the Document Number for each record selected to be sampled.
2.2	Generate Sample List of Documents to Review	Generate a Documents Sample Listing including the Batch Number and the Document Number for each document in the sample. The Listing should also include column headings for Error # 1, Error #2, Error #3, Error #4, Other Error

401156



TITLE GUARANTY OF HAWAII
BOC Project
Document Quality Review

Created: June 26, 2000
Modified: June 27, 2000

QA Procedure01 (3)

Proc No.	Procedure	Description
2.3	Retrieve Documents to Review	Retrieve all Document Images to be Sampled using Document Numbers from the Documents Sample Listing.
3.0	Perform Document Images Quality Review	
3.1	Review Documents for Defined Document Errors <ul style="list-style-type: none">• Error #1 (Missing Document/Wrong Index)• Error #2 (Missing Page(s) in Document)• Error #3 (Document Cannot Be Read - File Corrupted)• Error #4 (Document Cannot Be Read - Too Dark/Light)	Open each document and review according to each error criteria. Identify document errors present.
3.2	Enter Quality Review Results	For each error identified, enter a 1 in the column corresponding to the document and the respective error identified on the Documents Sample Listing. For each batch reviewed, enter Review Date, Reviewer Initials, Total Documents Sampled, and Total Errors on the Document Quality Review Report.
3.3	Perform Document Error Corrections	For each document identified with errors, retrieve the document source and re-scan the document, as required. As appropriate, perform batch uploads of corrected documents and perform index database corrections.
4.0	Perform Quality Review Modifications	
	Identify Batches Exceeding Critical Error Tolerance Level of 30 Errors Per 1,000 Documents	Identify Batches where for two sequential batches the total number of errors in each batch exceeds 30. This equates to a threshold quality level of 97%.

401157



TITLE GUARANTY OF HAWAII
BOC Project
Document Quality Review

Created: June 26, 2000
Modified: June 27, 2000

QA Procedure01 (3)

Proc No.	Procedure	Description
	Generate Additional Documents Sample	Where two sequential document batches contain greater than 30 errors in each batch, generate an additional sample of 50 documents for each batch. Generate the new samples by selecting the <i>n</i> th record and then every 20 th record in the respective batch. Append the Document Number for these documents on the Document Sample Listing.
	Perform Quality Review Process on the New Document Samples	Repeat Proc No. 3.1, 3.2, 3.3
	Continue to Draw New Samples when Batches Fail 97% Quality Threshold Level	Identify cases when the Total Number of Errors found in the additional samples exceed 30 errors in each batch. Continue to draw additional samples of 50 documents until the 97% Quality Threshold Level is met.

401158



Quality Review Statistics

Description	Statistic
Total Number of Documents	4,000,000
Total Number of Pages Per Document	8
Total Number of Pages	32,000,000
Days Duration for QA Process	60
Number of Documents Per Batch	1,000
Total Number of Batches	4,000
% Documents Sampled Per Batch	5%
Total Documents Sampled Per Batch	50
Total Documents Sampled	200,000
Total Time to Review Each Document (Minutes)	0.25
Total Time to Review Total Documents Sampled (Hours)	833
Total Person Days to Sample Documents	104
Total Staff Required for Review	2

401159

Debra Pyrek

From: Debra Pyrek
Sent: Saturday, June 16, 2001 11:21 AM
To: Debra Pyrek
Subject: FW: stats

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-----Original Message-----

From: Debra Pyrek
Sent: Thursday, November 02, 2000 2:20 PM
To: Debra Pyrek
Subject: stats

Image Quality
Review Stats.doc...

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401160

Image Quality Review

Description	Count	%
Total Number of Docs in Image Mart	4.2 million (estimate)	
Total Number of Docs to be tested (all doc types), 5%	210,000 (estimate)	
Total Number of RS docs to be tested	99,118	
Total Number of RS docs completed as of 11/02/2000	44,564	
Total Number of docs completed before 09/28/2000	14,409	
Total Number of RS docs completed between Oct 11 – Nov 2	?	
Total Number of Mis-indexed docs	823	
Total Number of docs with missing pages	211	
Total Number of Missing docs	256	
Total Number of Illegible docs	2696	

401161

Debra Pyrek

From: Debra Pyrek
Sent: Saturday, June 16, 2001 11:21 AM
To: Debra Pyrek
Subject: FW: stats

Image Quality
Review Stats.doc...

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-----Original Message-----

From: Debra Pyrek
Sent: Thursday, November 02, 2000 11:44 PM
To: Debra Pyrek
Subject: stats

401162

Image Quality Review

Description	Count	%
Total Number of Docs in Image Mart	4.2 million (estimate)	
Total Number of Docs to be tested (all doc types), 5%	210,000 (estimate)	
Total Number of RS docs to be tested	99,118	
Total Number of RS docs completed as of 11/02/2000	44,564	45%
Total Number of docs completed before 09/28/2000	14,409	15%
Total Number of RS docs completed between Oct 11 – Nov 2	?	
Total Number of Mis-indexed docs	823	2%
Total Number of docs with missing pages	211	0.5%
Total Number of Missing docs	256	0.6%
Total Number of Illegible docs	2696	6%

Note: Total number of illegible documents does not indicate the number of documents that can be corrected by rescanning. The number shown may include bad scans as well as bad source microfilm. Additional research must be completed to determine how many of these documents are correctable.

401163

Debra Pyrek

From: Debra Pyrek
Sent: Monday, June 04, 2001 5:11 PM
To: 'Nani Lindsey'
Cc: 'Carl Watanabe (BoC)'; 'Jeffrey Loo'; Michael Pietsch
Subject: Specs for transmittal of images to BoC

Hi Nani. How are things going? I hope the BoC systems are coming along well!

We are preparing for the transmittal of images and index data to the BoC. The following index information will be provided with each batch of images transmitted:

- DocType
- DocName
- FileName

At a prior meeting at the BoC, TG also agreed to send the following fields, although we stated that we could not guarantee that the field would be populated in all cases nor could we guarantee the accuracy of the data:

- DocDate
- NumPages

For each batch transmitted, we will send this index information in an ASCII file, comma separated, per your request. The images will be standard TIFF files. We will use DLT 4000 compatible tapes to transmit the batches to BoC.

Some open items that we would like to resolve include:

- How large is the BoC server disk that will store these files temporarily until they are loaded into the BoC imaging system?
This will help us determine how large each batch can be (in MB or GB) and how many batches can reside on the server at one time.
- What is the frequency for transmittal of tapes to the BoC?
We hope to complete the transmittal of the first 5 years of images within a 12 week period, so we must calculate batch size and number of batches transmitted per week to achieve this.
- Schedule for Image Transfer
Michael Pietsch received a letter from Mason today stating that we will begin the migration of images in July, but no specific date was provided. We ask for at least 2 weeks notice of the date of the first batch transmittal so that we can have the image batches ready for delivery to the BoC.
- Schedule for Testing
We would like to schedule a test transfer sometime in June. We can provide sample data and images on a tape for you to load into your systems. Please let me know when you would like us to send you the test data files.

If you have any other information that might help us prepare for the upcoming data transfer tasks, please let me know. And please let me know if you have any questions for me.

Thanks Nani!

401164

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401165

May 25, 2001

Mr. Mason Young
State of Hawaii Department of Land and Natural Resources
Bureau of Conveyances
1151 Punchbowl Street
Honolulu, HI 96813

Dear Mason:

This is a follow up to our last meeting on February 14, 2001. Your assistance would be appreciated in providing an updated status of the Bureau of Conveyance (BOC) project and whether a determination has been made regarding moving forward with acquisition of recorded documents images and indexes from Title Guaranty of Hawaii (TG).

At the February 14, 2001 meeting, you had stated that TG should hold further actions on the project pending BOC consultations to determine next steps. Accordingly, TG ceased its efforts related to building required processes and systems for transferring recorded documents and indexes to the BOC in compliance with its BOC contract.

For your information, TG did continue with its quality review activities to confirm that recorded document images selected for transfer to BOC would meet TG and BOC quality acceptance levels. At this time, TG has substantially completed the quality review of these document images. We had a significant number of image batches waiting to be transferred to the BOC systems last February and we have continued to prepare additional batches over the past 3 months. We are ready to proceed with the transfer of images to the BOC.

We understand the BOC has internal technical issues that need to be resolved before importing the recorded document images and accompanying indexes into the new BOC information systems. We remain committed to working collaboratively with the BOC to resolve these issues.

Assuming TG is instructed to proceed, we would like to resolve any technical details regarding the transmission of document images from TG to the new BOC system. Since there are still several technical items that must be resolved prior to delivering images, we would like to contact Nani Lindsey to coordinate the image transmission plan. We will follow up on these items as soon as we receive your confirmation to proceed.

Your consideration in providing an updated project status and proposed next steps would be most appreciated.

Yours very truly,

Michael Pietsch
President

Cc Mr. Carl Watanabe
Ms. Barbara Tom
Mr. Gilbert S. Coloma-Agaran

401166

TITLE GUARANTY OF HAWAII
BOC Contract
Implementation Issues

Created: February 5, 2001
Modified: February 5, 2001

BoC_Mtg_Notes Jan2001

Summary of Meeting between BOC, Lange Group and Title Guaranty of Hawaii, Inc.
January 17, 2001

Attendees: Nani Linsay (NL)
Debra Pyrek (DP)
Jeffrey Loo (JL)
Carl Watanabe (CW)
Mason Young (MY)
BOC staff

NL provided status of their implementation. Said that image system software and hardware had been installed. They are testing their application software now. The MO jukebox has also been installed and should be ready for processing images soon. The new systems have been installed onto BOC network.

BOC wants to initiate image conversion testing in March 2001 and begin import of recorded document images in April 2001.

DP reviewed TG activities and discussed the quality review process. She provided assurance that TG is intent on providing cleanest set of images possible to BOC. DP explained that TG has full-time staff dedicated to the quality review process.

CW inquired about results of this quality review to date. DP hesitated on providing specific error rates since the quality review is still in process. DP provided a list of error types being encountered. CW expressed concern that there would be errors involving link of document record and document number. DP responded that preliminary tests showed that that error type was minimal at less than 1% in sample.

DP clarified that error tracking is being done by error type and so error rates compiled to date cannot be taken simply at face value. CW asked for a specific error rate finding. DP reiterated that it was hard to provide, but that TG could compile a report in the future. JL added that some documents may have multiple error types so there is some double counting that would have to be adjusted in the actual statistics, and that with simple summary, error rate may come in at 5% - 8% rate.

DP asked CW what error rate they were expecting and CW said they wanted best they could get. DP said that TG intended to provide good QA process so that BOC could rely on results and not duplicate an acceptance process on their side. NL agreed that would be good and they did not anticipate repeating QA process.

CW repeated his concern with possible integrity problem regarding document record and document number. He asked how he could be assured that the record linked to a document number was in fact the correct record. He stated that he thought additional data needed to be provided like grantor/grantee so they could double check.

DP repeated that the incidence rate of this type of error was very low. She added that there is no link in TG imaging database between document number and grantor/grantee, so TG could not provide such data in any event. JL added that the document record number should be imprinted on the first page of all BOC documents so BOC should be able to check document number/record links by simply viewing document images.

DP suggested that TG is ready to proceed with testing and initiating image migration as soon as BOC was ready. DP repeated offer that TG was ready to install a high-speed connection to BOC to facilitate the image migration process. NL responded that BOC preferred not to use the network line option since there was concern about security to their networks and that the line would be too slow. NL proposed a "disk to

401167

	TITLE GUARANTY OF HAWAII BOC Contract Implementation Issues	Created: February 5, 2001 Modified: February 5, 2001 BoC_Mtg_Notes Jan2001
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disk link" whereby TG would download image batches to a laptop on a regular basis and then physically deliver the batch by connecting the laptop to a workstation on the BOC network and uploading images.

DP said that she thought the network link would be more efficient than carrying a computer over to BOC and reiterated that TG would be bearing the cost for this line. NL said that they thought the disk to disk transfer mode would be faster since the internal network link was faster than a frame relay line. Also DAGS is reticent to install temporary external telecommunications lines.

CW inquired if TG was making the network link a contract issue and insisting that it was the only way that TG would consider transferring the images. DP respond no and that it was simply the most efficient. NL suggested that TG utilize a laptop to transfer image batches. DP said that TG does not have any laptops with sufficient storage space to accommodate batches as large as involved.

DP asked if BOC was willing to consider tape media as alternative to transferring files via laptop. NL said that was fine. DP said she would qualify what tape formats that TG could download files and get back with NL to confirm if they could mount and read the tapes from TG. NL agreed to notify DP with the specifications of their DLT tape system.

NL suggested that transferring images in year batches would be best and that BOC preferred taking newest ones first and working backwards. NL asked that TG confirm that it would provide additional images within the contract, at no additional charges, from the transfer start date until the official go live date. DP initially stated that TG would work with the BOC to address this matter. JL qualified that TG could not be bound to this if the go live date was substantially delayed (i.e., a year) since it could involve the transfer of a substantial number of images.

DP asked which 10 years the BOC wanted delivered. DP added that in previous discussions, BOC staff stated that they would use the CDs for the most recent years and that they might not want to include these in their 10-year span contract. CW said that they would want to begin from 2000 since they recognized that the loading process from CDs would take a lot of work on their part.

DP said she would have to compute the size of annual batches to determine how much storage space would be required. She said that TG had almost completed the quality review of regular system documents (from 1987 to present) and was proceeding with land court documents. She would have to do extra calculation to estimate batch sizes if grouped by years. NL said that they would be willing to accept the batches by document type if this was more convenient. DP said either way was fine with TG. Team tentatively agreed to group batches by doc type, starting with most recent.

JL asked for confirmation regarding image acceptance process and whether process would be contingent on BOC QA review and/or upload of images onto MO jukebox. NL responded no to both.

NL asked to review the index data that TG could provide. DP responded that she had provided an index layout to NL over a year ago. NL did not acknowledge receipt of this information but proceeded to ask what other index data would be provided with the images. DP responded that index data was limited and that some fields only applied to internal TG matters and would be useless to BOC. The key indexes that would be provided would be the document type (regular system, land court, etc.) and the document number. TG could provide other information (such as page count) at BOC's request. DP stated that TG is providing document number and type data that has been quality reviewed, however TG could not guarantee the completeness or accuracy of any other index information provided.

CW responded that he was expecting more index data and particularly wanted data that provided link with grantor/grantee records. DP said that they had such data but it wasn't linked to the document image. She added that she wished TG had such a link and in fact had future plans to implement this, but that TG didn't

401168

	<p style="text-align: center;">TITLE GUARANTY OF HAWAII BOC Contract Implementation Issues</p>	<p>Created: February 5, 2001 Modified: February 5, 2001 BoC_Mtg_Notes Jan2001</p>
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currently have the capability. CW insisted he thought TG had such data links and although he may be wrong but he remembered seeing such links in TG system.

DP said that that information was in separate TG systems and that the apparent link was supported at the screen level by manually entering document numbers into the TG imaging system. NL acknowledged that if the data was in separate systems/files that it might be true that TG didn't have the capability to provide to BOC.

DP summarized that TG would provide specifications for tape transfer and batch sizes by document type. Also confirmed that transfer tests would be initiated in March and that actual transfers would begin in April.

MY informed TG that he was very unhappy with their tone and that he considered TG to be inflexible and was being contrary to spirit that TG has said they would use in working with BOC. He thought TG restricting transfer of images to 10 years and unwillingness to provide additional index data was indication of overemphasis on contractual terms.

JL responded that references to providing BOC access to additional years of data and images were features of outsource proposals to BOC. CW said that TG was not allowed to propose outsource and had been so informed. JL acknowledged this and said that when BOC restricted TG proposal to only images/indexes, that TG had appropriately responded. And thus other additional items were not within scope on approved contract.

MY reiterated that he believed that BOC expected better cooperation from TG, and that they had built their work plan on anticipation of receiving additional index data from TG. If TG was not going to provide this information, then BOC would need to seek alternatives. Also he recalled seeing TG's systems and that TG had the index data being requested so TG representation about not having the data is untrue.

DP responded that she was sorry if MY thought she was lying. However, she had to inform them that TG does not have property/owner data linked to document indexes. She invited BOC staff to come to TG and see the systems if they still did not believe that TG does not have names linked to images.

MY concluded by saying that he wanted TG to think about how they were going to respond to BOC requests and that a follow up meeting would be scheduled for February 7. At this meeting, TG would respond to BOC requests and BOC would act accordingly.

401169

Issues Summary

Ref No	Issue	Description	Resolved
1	What is error rate of document images that will be provided by TG?	BOC is looking for assurance that document images will be good quality. TG is representing that its intent is to perform good quality review process so that BOC does not have to be concerned with the quality of images accepted. BOC confirmed that although they would like best quality images, they do not have resources to duplicate TG quality review processes and so intends to work with TG regarding accepting images passed through TG QA process.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2	What is error rate related to document numbers assigned to correct document index number?	BOC expressed concern that there would be high level of errors related to incorrect documents linked to index numbers. TG provided assurance that results from QA process indicate that error rate from this sort of error is low.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3	What additional index data will TG provide with document images?	BOC expressed strong desire to obtain additional index data that supports linkage of document images with transaction records (e.g. grantor, grantee, TMK). TG responded that this linked data is unavailable. BOC contests this assertion and suggests that TG needs to reconsider its response on this issue.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4	What is the projected document image transfer start dates?	BOC confirms that testing would begin in March and that if all is well, that transfer of document images may proceed in April.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5	What will be document image transfer media?	TG initially offered dedicated network link from TG to BOC. BOC rejected this alternative and countered with proposal to use "disk to disk" transfer method. TG suggested using tape media, subject to compatibility of TG/BOC systems. BOC agreed.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6	How will document images batches be organized for transfer to BOC?	TG initially offered to transfer in year batches. Also expressed willingness to transfer by document type (regular system, land court). BOC agreed to accept the latter.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7	What will be BOC acceptance process?	TG offered to provide QA process that BOC could rely on so they would not have to initiate separate document image review and acceptance process. BOC accepted.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8	How many years are included in contract?	TG stipulates that contract includes any ten years of document images that exist in TG repository. BOC counters that TG had originally offered all document images in TG repository even though the contract states ten year span.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

401170

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, August 14, 2001 11:36 PM
To: Ruth Young; Yvonne Nelson
Subject: FW: BoC warranty letter

Carl Watanabe
10814.doc (37 K...

Can you please copy me on the final version that Michael signs and sends to the Boc?
Thanks!

Deb

-----Original Message-----

From: Debra Pyrek
To: Michael Pietsch
Sent: 8/14/01 11:34 PM
Subject: BoC warranty letter

<<Carl Watanabe 010814.doc>>
Hi Michael. Attached is the letter (that Jeffrey Loo wrote) from TG to the Boc regarding our warranty for the images we deliver to them. I reviewed the letter and it looks good to me.

Please review it and let me know if you want any changes made. Or feel free to have Ruth or Yvonne modify it as necessary and send the final version to the Boc.

Thanks!

Deb

401171

August 14, 2001

Mr. Carl Watanabe
State of Hawaii Department of Land and Natural Resources
Bureau of Conveyances
1151 Punchbowl Street
Honolulu, HI 96813

Dear Carl:

This is a follow up to our last meeting on July 17, 2001. At that meeting, Title Guaranty (TG) had offered to consider and provide you with a statement of warranty regarding the recorded document images transmitted under the terms of contract with the Bureau of Conveyances (BOC).

By way of this letter, Title Guaranty is providing you with the following warranty statement:

1. The warranty applies specifically to the ten-year span of recorded document images delivered under the TG contract with BOC.
2. The warranty period will be for a two-year period beginning from the delivery date for recorded document images delivered under the BOC contract.
3. Within the warranty period, TG agrees to replace any recorded document, in whole or in part, found to be defective or missing among those delivered to the BOC.
4. A defective recorded document is defined as one that is missing a page(s), is not readable due to scanning error (and not due to a defective microfilm source document), or is a corrupted image file that cannot be opened.

A missing recorded document is one with a recordation date within the specified ten-year span of recorded documents, that is found not to be among recorded documents delivered by Title Guaranty, and for which a BOC source document/microfilm is available for scan capture.

We trust the warranty statement will meet with your agreement. Please do not hesitate to call should you have any questions regarding this matter.

Yours very truly,

Michael Pietsch
President

401172

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, August 14, 2001 11:35 PM
To: Michael Pietsch
Subject: BoC warranty letter

Carl Watanabe
10814.doc (37 K...

Hi Michael. Attached is the letter (that Jeffrey Loo wrote) from TG to the BoC regarding our warranty for the images we deliver to them. I reviewed the letter and it looks good to me.

Please review it and let me know if you want any changes made. Or feel free to have Ruth or Yvonne modify it as necessary and send the final version to the BoC.

Thanks!

Deb

401173

August 14, 2001

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State of Hawaii Department of Land and Natural Resources
Bureau of Conveyances
1151 Punchbowl Street
Honolulu, HI 96813

Dear Carl:

This is a follow up to our last meeting on July 17, 2001. At that meeting, Title Guaranty (TG) had offered to consider and provide you with a statement of warranty regarding the recorded document images transmitted under the terms of contract with the Bureau of Conveyances (BOC).

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A missing recorded document is one with a recordation date within the specified ten-year span of recorded documents, that is found not to be among recorded documents delivered by Title Guaranty, and for which a BOC source document/microfilm is available for scan capture.

We trust the warranty statement will meet with your agreement. Please do not hesitate to call should you have any questions regarding this matter.

Yours very truly,

Michael Pietsch
President

401174

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, August 09, 2001 12:50 PM
To: 'jwla@aloha.net'
Subject: RE: status

Thanks Jeffrey! I'd like to recommend changing this:

"The warranty period will be for a two-year period beginning from the final acceptance date for recorded document images delivered under the BOC contract."

to this:

"The warranty period will be for a two-year period beginning from the delivery date of the final batch for recorded document images delivered under the BOC contract."

Also, since there are two contracts, each for five years, shall we warranty each five year set? The reason I mention this is because I can see the delivery going on for years instead of months.

These are just ideas - let me know what you think. Thanks!

Deb Pyrek
Vice President
Corporate Information Systems
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
mailto:dpyrek@tghawaii.com
Visit our web site at <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Jeffrey Loo [mailto:jwla@aloha.net]
Sent: Thursday, August 09, 2001 12:40 PM
To: Debra Pyrek
Subject: RE: status

I don't recall sending our notes to them previously. I'm attaching a draft of warranty letter to Carl. I've also edited the notes to add note that we suggested monthly invoicing.

Jeffrey Loo
J.W. Loo & Associates
(v) 808-528-7176
(f) 808-523-8543
(e) jwla@aloha.net

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Thursday, August 09, 2001 10:57 AM
To: 'jwla@aloha.net'
Subject: RE: status

Hey Jeffrey! We have sent our meeting notes to the BoC in the past, haven't we? Maybe I'm just losing my mind.

Anyway, yes, please draft the letter to the BoC.

401175

We are ready to send the first batch right now! We have sent two tapes to the BoC for

testing purposes already. Nani confirmed that the first batch loaded OK. We never heard back regarding the second tape.

We were basically instructed to let them test it out and they'll let us know when they are ready. Shall we just deliver the first batch anyway? How pushy is that?

Perhaps your letter can state our image 2 year warranty details and offer TG's help for the initial batch testing?

Thanks!

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(808) 533-5824
mailto:dpyrek@tghawaii.com
Visit our web site at <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Jeffrey Loo [mailto:jwla@aloha.net]
Sent: Thursday, August 09, 2001 10:08 AM
To: Debra Pyrek
Subject: RE: status

I'm not sure about the purpose of providing copy of the notes to BOC. It might start an editing war if they think that it needs to reflect their point of view from a contractual perspective.

I agree that we should transmit a letter with the statement of warranty. We had committed this to them at the meeting. Also, it would be good to make the warranty explicit by way of letter transmittal. I can draft one up.

Regarding the quality review assistance, we should discuss what we want that person to do from TG perspective. My thought is we want them to help control what they look for and what they tag as errors. Also help pace the process and show them our way so that the process does not get prolonged. Also its an extra body to help along so the first batch doesn't take unreasonable time to complete.

When we are ready to send first batch, I suggest we offer the service to BOC and tell them its to facilitate the review and document retake process, if any. Also tell them that the person was experienced with the quality review at TG and so will help them get started.

Jeffrey Loo
J.W. Loo & Associates
(v) 808-528-7176
(f) 808-523-8543
(e) jwla@aloha.net

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Wednesday, August 08, 2001 10:27 PM
To: 'Jeffrey Loo '
Subject: RE: status

401176

Thanks Jeffrey! I made very minor additions; attached is the revised doc. If you agree with my changes, let me know and we can send this to the BoC folks.

Michael said that we could just include our 2 year guarantee within these notes, but I feel a separate letter is a better idea. If you agree, please create this letter.
Thanks!

I agree that it would be a good idea to have someone from TG assist the BoC during the first few transfers. How do we go about this?

Thanks!

Deb

-----Original Message-----

From: Jeffrey Loo
To: Debra Pyrek
Sent: 8/8/01 8:34 AM
Subject: RE: status

Hiya. Glad to hear that Tim is doing well.

I'm attaching notes from our meeting. Let me know if it needs edits or if you have additions.

Based on your comment below, did you want me to draft letter to BOC regarding the guarantee? Let me know and I will get right on it.

We might want to discuss next steps for the document transfer process. I'm thinking it might be good to offer to proctor the first few days of quality review at BOC so that there is TG guidance on their process.

Jeffrey Loo
J.W. Loo & Associates
(v) 808-528-7176
(f) 808-523-8543
(e) jwla@aloha.net

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Friday, August 03, 2001 8:57 AM
To: 'jwla@aloha.net'
Subject: status

Hi Jeffrey! Tim's surgery was last Thursday and he's doing well. I'm working from home this week so I can keep an eye on him.

I wanted to find out if you wrote up the notes from our last meeting with the BoC including the agreement between TG and BoC based on the discussions at that meeting (TG will rescan bad docs for up to two years from delivery date, what constitutes a 'bad doc', etc). Let me know if you need anything from me.

Hope all is well with you!

Deb

<<BoC_Mtg_Notes 010717.doc>>

401177

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, August 09, 2001 10:57 AM
To: 'jwla@aloha.net'
Subject: RE: status

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Anyway, yes, please draft the letter to the BoC.

We are ready to send the first batch right now! We have sent two tapes to the BoC for testing purposes already. Nani confirmed that the first batch loaded OK. We never heard back regarding the second tape.

We were basically instructed to let them test it out and they'll let us know when they are ready. Shall we just deliver the first batch anyway? How pushy is that?

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Visit our web site at <http://tgexpress.tghawaii.com>

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From: Jeffrey Loo [mailto:jwla@aloha.net]
Sent: Thursday, August 09, 2001 10:08 AM
To: Debra Pyrek
Subject: RE: status

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Jeffrey Loo
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401178

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(e) jwla@aloha.net

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(f) 808-523-8543
(e) jwla@aloha.net

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Friday, August 03, 2001 8:57 AM
To: 'jwla@aloha.net'
Subject: status

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I wanted to find out if you wrote up the notes from our last meeting with the BoC including the agreement between TG and BoC based on the discussions at that meeting (TG will rescan bad docs for up to two years from delivery date, what constitutes a 'bad doc', etc). Let me know if you need anything from me.

Hope all is well with you!

401179

Deb

<<BoC_Mtg_Notes 010717.doc>>

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, August 08, 2001 10:27 PM
To: 'Jeffrey Loo'
Subject: RE: status

BoC_Mtg_Notes
10717.doc (70 K...

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To: Debra Pyrek
Sent: 8/8/01 8:34 AM
Subject: RE: status

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J.W. Loo & Associates
(v) 808-528-7176
(f) 808-523-8543
(e) jwla@aloha.net

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Friday, August 03, 2001 8:57 AM
To: 'jwla@aloha.net'
Subject: status

401180

Hi Jeffrey! Tim's surgery was last Thursday and he's doing well. I'm working from home this week so I can keep an eye on him.

I wanted to find out if you wrote up the notes from our last meeting with the BoC including the agreement between TG and BoC based on the discussions at that meeting (TG will rescan bad docs for up to two years from delivery date, what constitutes a 'bad doc', etc). Let me know if you need anything from me.

Hope all is well with you!

Deb

<<BoC_Mtg_Notes 010717.doc>>

401181

	TITLE GUARANTY OF HAWAII BOC Contract Implementation Issues	Created: August 8, 2001 Modified: August 8, 2001 BoC_Mtg_Notes 010717
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*Summary of Meeting between BOC, Lange Group and Title Guaranty of Hawaii, Inc.
July 17, 2001*

Attendees: Nani Linsay (NL)
Debra Pyrek (DP)
Jeffrey Loo (JL)
Carl Watanabe (CW)
BOC staff

NL provided status of their implementation. Said that image system software and hardware had been installed. BOC is ready to test upload of document images. They will use a program script to batch load images from their cache server to the optical jukebox.

DP responded that TG was ready to proceed with the document image transfer. JL stated that TG had already initiated the document quality review process since last fall. TG has assigned 2-3 staff almost full-time to the activity.

CW said that they did not have that kind of staff to assign to a quality review process so was looking to rely on TG. DP agreed that TG was intent on doing a good job so that the document images met TG and BOC quality standards.

NL requested data file layout of indexes that TG would provide. DP replied that the file layout had been previously provided. However, she would provide another copy at their request. The file layout would include the document indexes previously discussed. They could be grouped by years or document types.

NL asked for update on how much space TG estimated would be required for five years of document images. DP replied that it was about 800 Mb. NL thought this was too high and said that they did not have sufficient space. NL asked TG to review this estimate and DP agreed to provide a more accurate space estimate since the data was readily available.

NL suggested that the transfer start with first five years. CW said that he preferred to have end year for the first five year segment be 2000.

CW raised issue of whether BOC had been receiving retakes for missing/reshot documents for 2001 period. He expressed concern that they have all recorded documents for that period.

DP said she would look into it and provide a response. CW said that if BOC documents were complete for 2000, that he preferred to have 2000 as end date for their first five year document deliverables.

JL then reviewed proposed document image transfer processes. A copy of the proposed transfer steps was distributed.

JL made point that the process was subject to modification depending on BOC acceptance of TG quality review process. CW restated that he did not have the staff to assign to replicate the review steps that TG had done. However, BOC acceptance would be contingent on the actual quality of the documents delivered.

CW said that they intended to have staff review initial batches to determine quality of the documents. And if the documents looked acceptable, then he would give approval to proceed with transfer.

401182

	TITLE GUARANTY OF HAWAII BOC Contract Implementation Issues	Created: August 8, 2001 Modified: August 8, 2001 BoC_Mtg_Notes 010717
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JL asked what their review process would consist of. Did they have any benchmarks in mind? CW responded by asking how good did TG think the document images were? JL stated that the document images were good quality but there was no guarantee that all were perfect. CW took issue with this response and stated that BOC could not be expected to accept qualified quality of deliverables. However, he did not know what quality to expect and challenged TG to provide him with a benchmark. DP stated that TG felt the document images were very good quality.

CW stated that if TG would provide guarantee on the document quality, then he would not press the quality review issue. DP responded that TG was concerned that a guarantee would be construed as unlimited but agreed in principle to offering a guarantee.

CW said that he was not trying to be unreasonable. He didn't know how long a guarantee should be in place. Ten years might be too long, but one year was too short a period. He asked TG to make an offer regarding a period in which BOC could request retakes for document images found to be bad.

DP agreed to provide a proposal in letter form for a guarantee period. (No commitment for a time period was made at the meeting, but a suggested guarantee term would be for two years).

JL concluded the review of the document image transfer process. He asked if there were questions and there were none.

NL asked that they begin with one batch. She explicitly stated that there was no assurance how long the review process would take. BOC has a staff shortage and so was not making commitments to how long they would take to review the document batch.

DP provide NL with a sample tape of documents and index data to be used for testing the BOC loading process.

401183

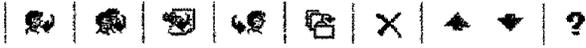
Land Court Documents

Yearly Range

1986	-	1344178	(1430337
1987	-	1430338		
1988	-	1521711		
1989	-	1604654		1696071
1990	-	1696072		1792640
1991	-	1792641		1878341
1992	-	1878342		1986246
1993	-	1986247		2104783
1994	-	2104784		

Dub's
file

^m
11/26/2003
loaded
1344178
thru
2104783
into ac db



From: Myron Koizumi

To: Debra Pyrek

Cc:

Subject: LC document ranges

Sent: 2/12/01 5:37 PM

Importance: Normal

*Loaded
m 2/28*

- ✓ 1994 - 2104784 to 2209249
- ✓ 1995 - 2209250 to 2282360
- ✓ 1996 - 2282360 to 2358432

- 1997 - 2358433 to 2430376
- 1998 - 2430377 to 2511478
- 1999 - 2511479 to 2599362
- 2000 - 2599363 to 2674722

Myron Koizumi
Title Plant
Title Guaranty of Hawaii
Telephone No. (808) 533-5800
Fax No . (808) 533-5862
<mailto:mkoizumi@tghawaii.com>
Visit our Web Site: <http://tgexpress.tghawaii.com>

401185

07/17/2001

BoC Meeting

TO DO

Retakes → CD getting updated CDs?

→ TB have the latest doc in our system?

TB re-scans the microfilm as soon as received (usually same day)

1) - Please respond to Carl → are the BoC CDs complete
w/

2) Send Nani & Carl

- Storage reqmts for Jan 1, 1996 → Dec 31, 2000

- Storage reqmts by year

- Storage so far for 2001 (thru July?)

3) TB to provide BoC in writing that TB will rescan & redeliver any images identified as "bad" by BoC for 1yr from transmittal.

4) Put date range & doc # range on transmittal sheets

5) Confirm monthly invoices

401186

doc # ranges for sack

Get time
to
call
Carl

~~17 tapes~~

20-25 tapes
for 5 yrs

850
10

17
850 GB total
350

150 tapes
for 5 yrs

~~850~~

15 batches

Transfer of Images from TG to BoC

Meeting Agenda for Wednesday, January 17, 2001

1. Schedule for delivery of images
 - a. 3 months duration for each 5 year set
 - b. Back to back delivery (6 concurrent months total)
2. Transport
 - a. Batch size
 - i. Estimate 2.1 million documents @ 8 pages per doc = 16.8 million pages
 - ii. Approximately 50 KB per document (rough estimate)
 - iii. Estimate 840 GB for 5 years of images
 - iv. Assuming a 12 week duration for file transfers, this requires
→ 70 GB per week or 14 GB per day (5 day work week).
 - b. Transfer method
 - i. High speed line
 - ii. Other media
3. BoC Server Capacity
4. Image Quality Assurance Plan
 - a. Describe TG quality review process
 - b. Batch acceptance schedule (24 hour turn around if daily batch transfers or weekly acceptance if one batch per week)
 - c. Payment due upon acceptance of batch
5. Alternatives, if necessary
 - a. BoC to review images by accessing TG systems
 - b. Others

5 $\sqrt[3]{850}$ GB

Invoice
upon
delivery
weekly

transfer
process
mtg

July 16 - 20th

Call
Carl

Jeff, Del, Carl
for Monday

DB of what was exported to BoC → provide # images & deliv. dates

to Lois

↑

- Loading images quickly will benefit all
- Viewing Pcs (TG's)
- Call nani to confirm plan
 - how automated / using scripts?

give jeffrey data
format → ~~with~~ jeffrey to
create sample invoice

401187

Debra Pyrek

From: Debra Pyrek
To: Rob Hardisty
Cc: Myron Koizumi
Subject: RE: Hotline Support and Scanner Maintenance
Attachments:

Sent: Wed 10/23/2002 9:48 PM

Hi Rob! Thank you for your help with regards to the support of our BoC scanner. We will not renew the Kodak support and proceed with your suggestion. We understand there are risks associated with not renewing the support. Thanks for providing us with this alternative.

As far as the telephone billing, I just thought it was odd to be billed for what appeared to be a yes/no question to Jaime. I don't think it's a problem, but I was surprised. OK to leave it alone and if I have any future concerns, I'll be sure to talk with you.

Thanks again!

Deb

-----Original Message-----

From: Rob Hardisty
To: Deb Pyrek
Sent: 10/23/02 6:22 PM
Subject: Hotline Support and Scanner Maintenance

We are willing to do a best efforts (no guarantees) support of the 6338 scanner at BOC under the existing hotline support agreement.

We have parts for the 6338 model here. If you need a part we will provide it from one of the 6338 scanners here or you can check with Jim at Kodak. I'm willing to cap the price on any replacement part at \$500 regardless of what it is. If we are unable to correct the problem we will escalate to Jim but you would have to pay him on a time and Materials basis.

Also Charity (our billing person) mentioned you had a concern about billing our time in 10 minute increments for phone support. Let me know if you see any abuse of this and I will rectify it.

Thanks

Rob Hardisty
Senior Vice President

Century Computers, Inc.

401188

500 Ala Moana Blvd.
4 Waterfront, Suite 200
Honolulu, HI 96813
Voice:(808)585-0444 ext 36 Fax:(808)537-9300
Email: Rob@centuryc.com Web: <<http://www.centuryc.com>> www.centuryc.com

401189

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, October 30, 2002 10:41 AM
To: 'Rob Hardisty'
Subject: RE: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

Hi Rob! If you let me know what you need, I can check our paperwork and maybe save you a trip. Thanks!

Deb Pyrek
Vice President
Corporate Information Systems
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
<mailto:dpyrek@tghawaii.com>
Visit our web site at <http://www.tghawaii.com>

-----Original Message-----

From: Rob Hardisty [<mailto:rob@centuryc.com>]
Sent: Wednesday, October 30, 2002 10:27 AM
To: Deb Pyrek
Cc: jaime@centuryc.com
Subject: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

Hi Deb:

Thanks for the call. We will get started on the quote for to upgrade the 6338 scanner to an 8000 series, software upgrade, Kofax card, and an option for new scan station HW and server HW.

I may need to have one of our people go over to check current version, get serial numbers for the software upgrade, etc. Is that OK with you? If so can you give me a name and contact number?

(Jaime - please see me re this ASAP - thanks)

Rob Hardisty
Senior Vice President

Century Computers, Inc.
500 Ala Moana Blvd.
4 Waterfront, Suite 200
Honolulu, HI 96813
Voice:(808)585-0444 ext 36 Fax:(808)537-9300
Email: Rob@centuryc.com Web: www.centuryc.com

401190

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, October 30, 2002 10:46 AM
To: 'Rob Hardisty'
Subject: RE: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

Oh, and yes it is OK to send someone out there if we are unable to provide you with the information you need (during the hours of 8:00 AM and 4:30 PM). Thanks!

Deb Pyrek
Vice President
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Honolulu, HI 96813
(808) 533-5824
<mailto:dpyrek@tghawaii.com>
Visit our web site at <http://www.tghawaii.com>

-----Original Message-----

From: Rob Hardisty [<mailto:rob@centuryc.com>]
Sent: Wednesday, October 30, 2002 10:27 AM
To: Deb Pyrek
Cc: jaime@centuryc.com
Subject: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

Hi Deb:

Thanks for the call. We will get started on the quote for to upgrade the 6338 scanner to an 8000 series, software upgrade, Kofax card, and an option for new scan station HW and server HW.

I may need to have one of our people go over to check current version, get serial numbers for the software upgrade, etc. Is that OK with you? If so can you give me a name and contact number?

(Jaime - please see me re this ASAP - thanks)

Rob Hardisty
Senior Vice President

Century Computers, Inc.
500 Ala Moana Blvd.
4 Waterfront, Suite 200
Honolulu, HI 96813
Voice:(808)585-0444 ext 36 Fax:(808)537-9300
Email: Rob@centuryc.com Web: www.centuryc.com

401191

Debra Pyrek

From: Debra Pyrek
Sent: Monday, November 08, 2004 11:43 AM
To: #CIS
Subject: BoC systems maintenance on Wed Nov 10th

FYI, BoC is doing system upgrades (converting their internal network IP addresses) that will result in downtime at the BoC starting on Wednesday morning. The estimate is at least 4 hours of downtime. This may affect TG, so Neil Sakamoto has informed TG Management about the scheduled work.

Please let us know if you experience any troubles with BoC systems, downloading, etc. Mahalo!

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Email: dpyrek@tghawaii.com
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401192

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, March 10, 2004 9:41 AM
To: Jack Purvis
Cc: Myron Koizumi
Subject: RE: BoC Images With Lines

Will do, thanks! Jack, can I please have the paperwork from Carl so that I can refer to the correct doc numbers? Mahalo!

Deb Pyrek
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-----Original Message-----

From: Jack Purvis
Sent: Wednesday, March 10, 2004 7:26 AM
To: Myron Koizumi
Cc: Debra Pyrek
Subject: RE: BoC Images With Lines

Thanks, Myron.

Deb – I vote we politely tell the BoC that we will not rescan readable documents.

Jack

Jack Purvis
Vice President, Special Projects
Title Guaranty of Hawaii
235 Queen Street
Honolulu, HI 96813

(808) 533-5632 office
(808) 284-5739 cell
(808) 532-2079 fax

-----Original Message-----

From: Myron Koizumi
Sent: Wednesday, March 10, 2004 7:25 AM
To: Jack Purvis
Cc: Debra Pyrek
Subject: RE: BoC Images With Lines

401193

It was also my understanding that images had to be unreadable for a rescan. When we were doing the Q/C that was the criteria. Countless docs had lines through them, above the text, below the text and on the side of the text.

Myron Koizumi
Title Plant
Title Guaranty of Hawaii
Telephone No. (808) 533-5800
Fax No. (808) 533-5862
<mailto:mkoizumi@tghawaii.com>
Visit our Web site: <http://www.tghawaii.com>

-----Original Message-----

From: Jack Purvis
Sent: Tuesday, March 09, 2004 4:00 PM
To: Myron Koizumi
Cc: Debra Pyrek
Subject: BoC Images With Lines

Hi Myron,
The BoC sent Deb a memo noting several images that had lines through them. The memo also requested rescans of the images. I checked the images via DMS. They did indeed have lines through them, but each image was clearly readable.

Deb and I understand that we will do a rescan only if the image is unreadable. Conversely, if the image is readable we will not rescan.

Do you understand our contract with the BoC the same way?

Jack

401194

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, February 24, 2004 11:01 PM
To: 'Carl.T.Watanabe@hawaii.gov'
Subject: RE: 97-128179

Hello Carl! Sorry to hear about the corruption problem. I cannot be sure what occurred, but perhaps something happened to the image when the data on the tapes was transferred. However, I was able to confirm that this image is OK on the TG side. I have attached the image file for you to provide to your technical folks so it can be copied to your systems.

I wanted to follow up with you regarding your previous request to send replacement images on tape. That process will not work in the long term, because we will eventually complete the tape transmittals and you may still need replacement images in the future. We need a simple and easy long term strategy for replacing images as you find them. So please accept the email images to be used to replace previously loaded images. I will be happy to talk with your technical folks to make sure everyone understands the process.

Also attached is the other image you requested, 98-077820.

Mahalo!

Deb Pyrek
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Visit our web site at <http://www.tghawaii.com>

-----Original Message-----

From: Carl.T.Watanabe@hawaii.gov [mailto:Carl.T.Watanabe@hawaii.gov]
Sent: Tue 2/24/2004 12:17 PM
To: Debra Pyrek
Cc: nlindsey@compuserve.com
Subject: 97-128179

Debra: We've migrated 97 images and I think we may have a few corrupt images. Tried pulling up 97-128179 and unable to pull. The system just hangs. Is there a way you can determine if the image sent to us was okay?

Thanks.

401195

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, February 12, 2004 1:51 PM
To: Carl.T.Watanabe@hawaii.gov
Subject: rescan

Hello Carl! Attached is the rescanned document, per your request. Please provide this new image to your technical staff. Thank you!

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401196

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, January 07, 2004 10:32 AM
To: Carl.T.Watanabe@hawaii.gov
Subject: new image for RS 98110352

Hello Carl! Happy New Year!

Thanks for informing us about the quality issue with document RS 98110352. It has been rescanned and now does not cut off at the right margin. The new image is attached. Please provide this file to your technical staff for uploading to your systems.

Mahalo!

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401197

Debra Pyrek

From: Debra Pyrek
Sent: Friday, December 19, 2003 1:39 PM
To: 'Carl.T.Watanabe@hawaii.gov'
Subject: RE: Tapes

Hello Carl! Thanks for providing these doc numbers. We will rescan docs that are unreadable, so please send us a list of docs that need rescanning. If anything is cut off where you cannot see the information or if the scan is bad enough that you cannot read it, please send those doc numbers to us for rescanning. If the doc is readable, please do not include them in the list.

We'll work on the rescans as soon as we possible after receiving your list. If these two docs are the only ones you found so far, please let me know. Mahalo!

Deb

-----Original Message-----

From: Carl.T.Watanabe@hawaii.gov [mailto:Carl.T.Watanabe@hawaii.gov]
Sent: Thu 12/18/2003 3:42 PM
To: Debra Pyrek
Cc:
Subject: RE: Tapes

98-103480 - poor quality

98-110352 - documents cuts off at right margin

401198

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, December 18, 2003 2:59 PM
To: Carl.T.Watanabe@hawaii.gov
Subject: Tapes

Hi Carl! I hope all is well with you.

I wanted to find out the status of the last two tapes we resubmitted to you. Were you able to successfully load the images, including the large documents?

Also, I wanted to let you know that many of the very large documents may have pages that are difficult to read clearly. Due to the size of the docs as well as the quality concerns, we will send future 'large' documents with only the first page scanned. If you find a need for the full large document, please let us know.

If you have any questions or concerns, please feel free to contact me. Mahalo and Happy Holidays!

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401199

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, December 18, 2003 3:42 PM
To: 'Carl.T.Watanabe@hawaii.gov'
Subject: RE: Tapes

Hi Carl! Thank you for the feedback. Please send me a doc number of one of the poor quality images and we'll take a look at things on our side. Thanks for letting us know.

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-----Original Message-----

From: Carl.T.Watanabe@hawaii.gov [mailto:Carl.T.Watanabe@hawaii.gov]
Sent: Thursday, December 18, 2003 3:02 PM
To: Debra Pyrek
Subject: Re: Tapes

We are proceeding with importing images. We had stopped for a little while. We have experienced some poor quality images in the 1998 period. Microfilm images are clear and bold. The scanned images are light and difficult to read.

401200

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, October 26, 2004 3:29 PM
To: 'Carl.T.Watanabe@hawaii.gov'
Cc: Jerry Opedal; 'nlindsey@compuserve.com'
Subject: RE: Image error

Hi Carl! Yes, we can help. Let me get a corrected image for 99-066083 ready and we'll send it to you as soon as we can. Mahalo!

Deb Pyrek
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235 Queen Street
Honolulu, HI 96813
Phone: (808)533-5824
Email: dpyrek@tghawaii.com
Visit us at www.tghawaii.com

-----Original Message-----

From: Carl.T.Watanabe@hawaii.gov [mailto:Carl.T.Watanabe@hawaii.gov]
Sent: Tuesday, October 26, 2004 1:32 PM
To: Debra Pyrek
Cc: Jerry Opedal; nlindsey@compuserve.com
Subject: Image error

We have an import error. When we try to pull up document 99-066083, the incorrect document pops up. 99-67083 appears. AND when we request the image for 99-067083, the correct image appears.

Can you help?

401201

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, October 28, 2004 2:38 PM
To: 'Nani Lindsey'; 'Carl.T.Watanabe@hawaii.gov'
Subject: RE: Image error

Hi Nani and Carl! The image was incorrect in our system too, so we rescanned it. Here is the correct image. Thank you for bringing this to our attention.

Regards,
Deb

-----Original Message-----

From: Nani Lindsey [mailto:nlindsey@compuserve.com]
Sent: Tue 10/26/2004 2:11 PM
To: Debra Pyrek; Carl.T.Watanabe@hawaii.gov
Cc: Jerry Opedal
Subject: Re: Image error

The image from TG 99-066083 is incorrect. Ask TG to pull up their image for that doc# and if it is correct, have them email the correct document image file to you.

----- Original Message -----

From: Carl.T.Watanabe@hawaii.gov
To: Debra
Cc: jopedal@tghawaii.com ; nlindsey@compuserve.com
Sent: Tuesday, October 26, 2004 1:32 PM
Subject: Image error

We have an import error. When we try to pull up document 99-066083, the incorrect document pops up. 99-67083 appears. AND when we request the image for 99-067083, the correct image appears.

Can you help?

401202

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, October 26, 2004 3:38 PM
To: 'Nani Lindsey'; 'Carl.T.Watanabe@hawaii.gov'
Cc: Jerry Opedal
Subject: RE: Image error

We'll check the image and then send you the corrected image. Thanks!

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Phone: (808)533-5824
Email: dpyrek@tghawaii.com
Visit us at www.tghawaii.com

-----Original Message-----

From: Nani Lindsey [mailto:nlindsey@compuserve.com]
Sent: Tuesday, October 26, 2004 2:12 PM
To: Debra Pyrek; Carl.T.Watanabe@hawaii.gov
Cc: Jerry Opedal
Subject: Re: Image error

The image from TG 99-066083 is incorrect. Ask TG to pull up their image for that doc# and if it is correct, have them email the correct document image file to you.

----- Original Message -----

From: Carl.T.Watanabe@hawaii.gov
To: Debra
Cc: jopedal@tghawaii.com ; nlindsey@compuserve.com
Sent: Tuesday, October 26, 2004 1:32 PM
Subject: Image error

We have an import error. When we try to pull up document 99-066083, the incorrect document pops up. 99-67083 appears. AND when we request the image for 99-067083, the correct image appears.

Can you help?

401203

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, March 31, 2004 10:16 AM
To: Carl.T.Watanabe@hawaii.gov
Cc: Jack Purvis
Subject: tapes

Hi Carl! Can you please look into something for me? We are running low on tapes for future transmittals. I believe there are several tapes at the BoC currently. Can you please send any completed tapes back to TG so that we can continue with subsequent transmittals? Mahalo for your help!

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Vice President - Corporate Information Systems
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Visit our web site at <http://www.tghawaii.com>

401204

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, March 23, 2004 4:11 PM
To: 'Carl.T.Watanabe@hawaii.gov'
Subject: RE: missing docs

Hello Carl! Thanks for contacting me on the two returned tapes. We do have the returned tapes and I apologize that we did not resubmit those tapes to you yet.

We are currently processing RS1993-Tape 1 which should be ready to send to you late this week. We will then process the two returned tapes and resubmit them to you.

Sorry for the delay. Mahalo!

Deb

-----Original Message-----

From: Carl.T.Watanabe@hawaii.gov [mailto:Carl.T.Watanabe@hawaii.gov]
Sent: Tue 3/23/2004 7:56 AM
To: Debra Pyrek
Cc:
Subject: missing docs

I tried pulling up a regular system doc 98-056299 and was unable access it. There are also other images not available. In reviewing my inventory records, Tape 29 (RS1998(3)) was returned on Juen 30, 2003 and Tape 35 (LC1998(2)) on July 1, 2003 as DEFECTIVE. My records do not reflect those tapes were ever returned.

Could use your help with this.

401205

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, March 23, 2004 10:02 AM
To: 'Carl.T.Watanabe@hawaii.gov'
Subject: RE: missing docs

Hi Carl. Thanks for letting me know. I'm looking into this and I'll get back to you shortly. Mahalo!

Deb

-----Original Message-----

From: Carl.T.Watanabe@hawaii.gov [mailto:Carl.T.Watanabe@hawaii.gov]
Sent: Tue 3/23/2004 7:56 AM
To: Debra Pyrek
Cc:
Subject: missing docs

I tried pulling up a regular system doc 98-056299 and was unable access it. There are also other images not available. In reviewing my inventory records, Tape 29 (RS1998(3)) was returned on Juen 30, 2003 and Tape 35 (LC1998(2)) on July 1, 2003 as DEFECTIVE. My records do not reflect those tapes were ever returned.

Could use your help with this.

401206

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, March 11, 2004 1:08 PM
To: 'Carl.T.Watanabe@hawaii.gov'
Subject: your March 4th memo

Hello Carl! Thank you for your memo notifying me about the black line that runs across some of the document images. I looked at the samples you provided and followed up with our scanning folks. I was informed that this black line does occur in some of the document images. The sample documents you provided are legible, however, so these documents do not require rescanning. If you have documents that are not readable, please let me know the document numbers and we'll gladly rescan the illegible docs.

Thank you Carl!

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401207

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, March 31, 2004 10:50 AM
To: 'Carl.T.Watanabe@hawaii.gov'
Subject: RE: tapes

Thank you Carl!

Deb Pyrek
Vice President - Corporate Information Systems
Title Guaranty of Hawaii, Inc.
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
<mailto:dpyrek@tghawaii.com>
Visit our web site at <http://www.tghawaii.com>

-----Original Message-----

From: Carl.T.Watanabe@hawaii.gov [mailto:Carl.T.Watanabe@hawaii.gov]
Sent: Wednesday, March 31, 2004 10:44 AM
To: Debra Pyrek
Subject: Re: tapes

will do.

401208

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, June 10, 2004 8:41 AM
To: Carl.T.Watanabe@hawaii.gov
Subject: 1992 docs

Good morning, Carl! I hope all is well with you.

We are currently producing the tapes for 1992, the last year of the contract. Because we filled in the gap of 2001 and the first few months of 2002, it changed our document range a bit. We are preparing the docs for a partial year (December 31, 1992 back to March 1, 1992) to complete the contract. Would you prefer that we send the entire year of 1992 documents? We are happy to provide the entire year, but we did not want to proceed without your authorization. I believe the full year of documents will still keep you under the \$400,000 maximum for the contract, so you should be OK either way.

Please let us know if you would like the entire year 1992. Mahalo!

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401209

Debra Pyrek

From: Debra Pyrek
Sent: Monday, May 17, 2004 4:02 PM
To: 'Carl.T.Watanabe@hawaii.gov'
Subject: tapes

Hi Carl! I am checking on the status of the last few tape transmittals. Can you please send us completed tapes? If you are having any trouble loading the tapes, please let us know.

Thanks!

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401210

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, August 19, 2004 9:37 AM
To: Jack Purvis
Subject: RE: BoC Files Pau (?)

Great news! Thanks for all your work on this project.

I'm back from vacation and trying to catch up on my email messages. I don't think I'll get through all of them until tomorrow. If anything urgent comes up, please call!

Let's meet next week to review all the BoC tape info. Then I'll send a message to Carl/BoC to confirm they have everything.

Mahalo!

Deb

-----Original Message-----

From: Jack Purvis
Sent: Thu 8/5/2004 1:59 PM
To: Debra Pyrek
Cc:
Subject: BoC Files Pau (?)

Hi Deb,

Today we are sending the last known tape (LC 1992 – Tape2) to the BoC. I have checked appropriate files for the tape project into SourceSafe in the BoC Files Export folder. Let's tag when you have a few minutes to verify we have sent all the required files. Then, assuming we are pau, let's celebrate!

Thanks,
Jack

Jack Purvis
Vice President, Special Projects
Title Guaranty of Hawaii
235 Queen Street
Honolulu, HI 96813

(808) 533-5632 office
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(808) 532-2079 fax

401211

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, August 25, 2004 9:20 AM
To: Lois Kawano
Cc: Aileen Ogomori; Jack Purvis
Subject: BoC Tapes

Hi Lois! We may not necessarily have the BoC paper confirmation sheets for these tapes, however per Carl, the following tapes have been accepted by the BoC and can be billed:

- RS 1993 – tape 4 completed
- LC 1993 – tape 1 completed
- LCO 1992-1995 completed

If we have not yet billed for these tapes, please proceed. The other tapes (listed in my last message to Carl) are still being loaded at the BoC and have not yet been accepted.

Aileen – please put a copy of this email message in our BoC tape transmittal folder. Thanks!

Mahalo!

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Visit us at www.tghawaii.com

401212

Debra Pyrek

From: Carl.T.Watanabe@hawaii.gov
Sent: Wednesday, August 25, 2004 8:37 AM
To: Debra Pyrek
Subject: Re: Tapes

The individual that was migrating the images was on emergency vacation and just returned. We are starting the migration process again.

He just returned three completed tapes to me last week and one defective. The defective tape is the same one we've had problems with in the past RS 1998 - Tape 3.

401213

Debra Pyrek

From: Carl.T.Watanabe@hawaii.gov
Sent: Wednesday, August 25, 2004 8:41 AM
To: Debra Pyrek
Subject: Re: Tapes

I've lined thru the completed tapes.

Debra Pyrek <dpyrek@TGHAWAII.com>

08/24/2004 04:39 PM

To "Carl.T.Watanabe@hawaii.gov" <Carl.T.Watanabe@hawaii.gov>
cc
Subject Tapes

Hi Carl! I am following up with you regarding the tape transmittals. According to our records, we submitted (or re-submitted) the following tapes but have not yet received confirmation that the tapes were loaded and have not received the returned tapes from the BoC.

RS1992 – tape 1

RS 1993 – tape 2

RS 1993 – tape 3

~~RS 1993 – tape 4~~ completed

RS 1994 – tape 1

RS 1998 – tape 3

~~LC 1993 – tape 4~~ completed

LC 1993 – tape 2

LC 1994 – tape 2

LC 1998 – tape 2

401214

5/8/2007

~~LCO-1992-1995~~ completed

Please let me know the status of these transmittals. If you have completed the data loads for these tapes, please send us confirmation and return any completed tapes.

Our records show that this concludes the transmittals for the contract. If you detect anything outstanding, just let me know and we'll follow up. Mahalo!

Deb Pyrek

VP Corporate Information Systems

Title Guaranty of Hawaii

235 Queen Street

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Visit us at www.tghawaii.com

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401215

Debra Pyrek

From: Debra Pyrek
Sent: Friday, August 20, 2004 1:45 PM
To: Jack Purvis
Subject: RE: BoC Tapes

Thanks!

Deb Pyrek
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235 Queen Street
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Email: dpyrek@tghawaii.com
Visit us at www.tghawaii.com

-----Original Appointment-----

From: Jack Purvis
Sent: Thursday, August 19, 2004 10:18 AM
To: Debra Pyrek
Subject: Accepted: BoC Tapes
When: Monday, August 23, 2004 11:00 AM-11:30 AM (GMT-10:00) Hawaii.
Where: Deb's office

Welcome back!

401216

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, June 23, 2004 12:53 PM
To: Jack Purvis
Subject: RE: BoC Tapes

No, not a word. I will try him again. Thanks for the follow up!

Deb Pyrek
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-----Original Message-----

From: Jack Purvis
Sent: Wednesday, June 23, 2004 12:36 PM
To: Debra Pyrek
Subject: BoC Tapes

Hi Deb,
The next tape for the BoC should be ready by tomorrow. Any word yet from Carl on sending all docs for 1992?

Thanks,
Jack

Jack Purvis
Vice President, Special Projects
Title Guaranty of Hawaii
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(808) 533-5632 office
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(808) 532-2079 fax

401217

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, August 24, 2004 4:39 PM
To: 'Carl.T.Watanabe@hawaii.gov'
Subject: Tapes

Hi Carl! I am following up with you regarding the tape transmittals. According to our records, we submitted (or re-submitted) the following tapes but have not yet received confirmation that the tapes were loaded and have not received the returned tapes from the BoC.

RS1992 – tape 1
RS 1993 – tape 2
RS 1993 – tape 3
RS 1993 – tape 4
RS 1994 – tape 1
RS 1998 – tape 3

LC 1993 – tape 1
LC 1993 – tape 2
LC 1994 – tape 2
LC 1998 – tape 2

LCO 1992-1995

Please let me know the status of these transmittals. If you have completed the data loads for these tapes, please send us confirmation and return any completed tapes.

Our records show that this concludes the transmittals for the contract. If you detect anything outstanding, just let me know and we'll follow up. Mahalo!

Deb Pyrek
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Honolulu, HI 96813
Phone: (808)533-5824
Email: dpyrek@tghawaii.com
Visit us at www.tghawaii.com

401218

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, July 27, 2004 11:39 AM
To: 'Carl.T.Watanabe@hawaii.gov'
Subject: Rescan of Image

Hello Carl! Attached is the rescan of doc RS 98-160820, as you requested. Please provide this image to your technical staff for loading to your systems. Mahalo!

Deb Pyrek
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401219

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, June 23, 2004 12:55 PM
To: Carl.T.Watanabe@hawaii.gov
Subject: RE: 1992 docs
Importance: High

Hello Carl! I am following up on my previous message regarding 1992 docs. We would like to provide you with the next tape, so can you please confirm if you would like the entire year 1992? Mahalo!

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-----Original Message-----

From: Debra Pyrek
Sent: Thursday, June 10, 2004 8:41 AM
To: Carl.T.Watanabe@hawaii.gov
Subject: 1992 docs

Good morning, Carl! I hope all is well with you.

We are currently producing the tapes for 1992, the last year of the contract. Because we filled in the gap of 2001 and the first few months of 2002, it changed our document range a bit. We are preparing the docs for a partial year (December 31, 1992 back to March 1, 1992) to complete the contract. Would you prefer that we send the entire year of 1992 documents? We are happy to provide the entire year, but we did not want to proceed without your authorization. I believe the full year of documents will still keep you under the \$400,000 maximum for the contract, so you should be OK either way.

Please let us know if you would like the entire year 1992. Mahalo!

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401220

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, August 25, 2004 9:15 AM
To: 'Carl.T.Watanabe@hawaii.gov'
Subject: RE: Tapes

Thanks for the reply Carl! I also received your other message. We'll stand by for confirmation of loading the other tapes.

As far as the one that is defective (RS 1998 – tape 3), can you please provide me with details about the problems you have encountered when trying to load the latest tape? We'd like to get that resolved for you as soon as possible.

Mahalo!

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Honolulu, HI 96813
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-----Original Message-----

From: Carl.T.Watanabe@hawaii.gov [mailto:Carl.T.Watanabe@hawaii.gov]
Sent: Wednesday, August 25, 2004 8:37 AM
To: Debra Pyrek
Subject: Re: Tapes

The individual that was migrating the images was on emergency vacation and just returned. We are starting the migration process again.

He just returned three completed tapes to me last week and one defective. The defective tape is the same one we've had problems with in the past RS 1998 - Tape 3.

401221

Debra Pyrek

From: Debra Pyrek
Sent: Monday, September 10, 2001 11:30 AM
To: Ruth Young
Subject: RE: BoC warranty letter

Thanks Ruth! I still have some stuff in my Inbox, so I'm sure it's in there. Thanks again!

Deb Pyrek
Vice President
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Honolulu, HI 96813
(808) 533-5824
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Visit our web site at <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Ruth Young
Sent: Monday, September 10, 2001 11:27 AM
To: Debra Pyrek
Subject: RE: BoC warranty letter

It went out 8/23 and a copy was sent to you. If you can't find it or somehow that copy didn't get to you (I'm far from infallible), I will send you another?

Ruth M. Young
Executive Department
Title Guaranty of Hawaii, Inc.
Phone: (808) 539-7700
Fax: (808) 532-3160
mailto:ryoung@tghawaii.com
Visit our Website: <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Debra Pyrek
Sent: Monday, September 10, 2001 11:18 AM
To: Ruth Young
Subject: FW: BoC warranty letter

Hi Ruth! Do you know if Michael ever sent this to the BoC?

Deb Pyrek
Vice President
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401222

-----Original Message-----

From: Debra Pyrek

Sent: Tuesday, August 14, 2001 11:35 PM
To: Michael Pietsch
Subject: BoC warranty letter

Hi Michael. Attached is the letter (that Jeffrey Loo wrote) from TG to the BoC regarding our warranty for the images we deliver to them. I reviewed the letter and it looks good to me.

Please review it and let me know if you want any changes made. Or feel free to have Ruth or Yvonne modify it as necessary and send the final version to the BoC.

Thanks!

Deb

401223

Debra Pyrek

From: Debra Pyrek
Sent: Monday, September 10, 2001 11:18 AM
To: Ruth Young
Subject: FW: BoC warranty letter

Carl Watanabe
10814.doc (37 K...

Hi Ruth! Do you know if Michael ever sent this to the BoC?

Deb Pyrek
Vice President
Corporate Information Systems
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Honolulu, HI 96813
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-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, August 14, 2001 11:35 PM
To: Michael Pietsch
Subject: BoC warranty letter

Hi Michael. Attached is the letter (that Jeffrey Loo wrote) from TG to the BoC regarding our warranty for the images we deliver to them. I reviewed the letter and it looks good to me.

Please review it and let me know if you want any changes made. Or feel free to have Ruth or Yvonne modify it as necessary and send the final version to the BoC.

Thanks!

Deb

401224

Debra Pyrek

From: Debra Pyrek
Sent: Friday, August 03, 2001 8:53 AM
To: 'Carl Watanabe'
Subject: RE: Land Court Order - Sample Tape

I'm glad you received the tape. Thanks for the confirmation.

Deb Pyrek

-----Original Message-----

From: Carl Watanabe
To: Debra Pyrek
Sent: 8/3/01 7:56 AM
Subject: Re: Land Court Order - Sample Tape

There was a test tape dropped off at my desk this morning. Thanks.

----- Original Message -----

From: Debra Pyrek <dpyrek@tghawaii.com>
To: <NLindsey@compuserve.com>; <watact@pixi.com>
Sent: Thursday, August 02, 2001 10:19 AM
Subject: Land Court Order - Sample Tape

> Hi Carl and Nani! We have the LCO tape ready for you. We can have
> someone
> drop it off this afternoon before 4:30. Who should be the recipient
> of
> this
> tape and where is he/she located? Thanks!
>
> Deb Pyrek
> Vice President
> Corporate Information Systems
> Title Guaranty
> 235 Queen Street
> Honolulu, HI 96813
> (808) 533-5824
> <mailto:dpyrek@tghawaii.com>
> Visit our web site at <http://tgexpress.tghawaii.com>
>

401225

Debra Pyrek

From: Debra Pyrek
Sent: Friday, August 03, 2001 8:40 AM
To: Lois Kawano
Subject: RE: BoC Export Accounting

We will be delivering a transmittal sheet with each tape and about 3 tapes a week. So that's approximately 3 sheets a week for 12 weeks (we don't really believe that they will be able to load the tapes at this rate, but that's the plan until they tell us otherwise). So we will have approximately 36+ transmittal sheets. Would you prefer to do a monthly billing based on whatever has been transmitted so far? It doesn't really matter to us. Just curious.

From what I can tell from your message, we should not even track the billing status in our database. Just track what has been delivered and provide Accounting with this information. We can use a copy of the transmittal sheets as the report for accounting.

Note: This means that TG will bill the BoC upon delivery of the tape. We will not wait for the BoC to 'accept' the tape. Please confirm.

I'll let Jack know. And if you have any questions, please let me know. Thanks Lois!

Aloha,
Deb

-----Original Message-----

From: Lois Kawano
To: Debra Pyrek
Sent: 8/3/01 7:56 AM
Subject: RE: BoC Export Accounting

OK, OK - sorry to get so excited, but I was just thinking of Jack's limited time. All I need is the batch number assigned to the documents that are being delivered and a document count. Let's assume that I will bill shortly after you deliver. If you plan to send a cover letter (Packing Slip) with your batch delivery, you can just give me a copy to use to create an invoice.

I don't think I need any special reports from you, since I plan to bill until we reach \$400,000. Accounting already has a system to keep track of miscellaneous invoices that we periodically send out for miscellaneous services. You just need to keep track of what you are sending.

The number of batches that listed on one invoice depends on how many batches you plan to deliver in total. For example, I wouldn't want to create more than 10 partial invoices for this job. If you plan to deliver 30 batches, we would bill three batches at a time.

Hope this answers your question. We can discuss when you return. Turn-off your computer - you are supposed to be a nurse!

* * * * *
Lois Kawano
Title Guaranty
CFO, Accounting Department
Phone: (808) 539-7762
mailto:lkawano@tghawaii.com
Visit our Web site: <http://tgexpress.tghawaii.com>

401226

-----Original Message-----

From: Debra Pyrek
Sent: Thursday, August 02, 2001 4:03 PM
To: Lois Kawano
Subject: RE: BoC Export Accounting

It's not an interface to accounting. It's a web page that will allow you to run reports about what needs to be invoiced so that you can create your bills. (Sorry for the confusion. Us computer geeks call web pages 'web interfaces' just to confuse the non-techies.)

Your bills can be created using whatever tools you like. We will need to update our database to show what has already been billed so that your reports are accurate.

So, basically, we just want to know what types of reports you will need and confirm that whoever creates the bills can also update this system to show that the batch has already been billed.

If you want to discuss, feel free to call me. I'm working from home, 263-1929. Thanks Lois!

Deb

-----Original Message-----

From: Lois Kawano
To: Debra Pyrek
Sent: 8/2/01 3:53 PM
Subject: RE: BoC Export Accounting

Why are we doing the interface to Accounting? All I need is the number of docus sent and we will prepare a manual bill; this is more cost effective.

* * * * *
Lois Kawano
Title Guaranty
CFO, Accounting Department
Phone: (808) 539-7762
mailto:lkawano@tghawaii.com
Visit our Web site: <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Debra Pyrek
Sent: Thursday, August 02, 2001 3:40 PM
To: Lois Kawano
Cc: Jack Purvis
Subject: FW: BoC Export Accounting

Hi Lois. Jack is working on the accounting features required to bill the BoC for images that we deliver. He needs your specifications so that he can build in the functionality for you and your staff. I'm not sure if you folks will be maintaining information in this system or if you want to only update your Accounting systems with the invoice details. Either way, we probably want this system to track whether or not an invoice has been sent. We don't want to duplicate any billing. We also need to identify all your reporting requirements.

Please read Jack's message below and let Jack/me know what you think. Thanks Lois!

Deb

-----Original Message-----

From: Jack Purvis
To: Debra Pyrek

401227

Sent: 8/2/01 2:30 PM
Subject: BoC Export Accounting

Hi Deb,

The logging of batch exports is working, and I'm ready to create a web interface for Accounting. So far I see the following functions for Accounting:

- o Enter BoC acceptance date for batch
- o Enter invoice date for batch
- o Enter invoice pay date for batch

Accounting will probably also want a few queries such as:

- o All batches and pages exported in date range
- o Total pages exported in date range
- o All batches invoiced, but not paid
- o All batches invoiced
- o All batches paid

Would the above functions be overkill for the export project? Are additional functions required? Please advise.

Thanks in advance,
Jack

401228

Debra Pyrek

From: Debra Pyrek
Sent: Friday, August 03, 2001 12:05 AM
To: Ken Welborn
Subject: RE: test tape for BoC

Thanks Ken!

-----Original Message-----

From: Ken Welborn
To: Debra Pyrek
Sent: 8/2/01 8:52 PM
Subject: RE: test tape for BoC

Carl Watanabe was out when I arrived at the BoC this afternoon, but I left it with his assistant.

Ken Welborn
Systems Engineer
Corporate Information Systems
Title Guaranty
(808) 521-0248
(808) 532-2079 fax
mailto:kwelborn@tghawaii.com
Visit our Web Site: <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Debra Pyrek
Sent: Thursday, August 02, 2001 10:36 AM
To: Ken Welborn
Cc: Lenny Fernandes; Jack Purvis
Subject: test tape for BoC

Hi Ken. Can you do me a big favor? When you make your run to the BoC this afternoon, can you please take a tape to them? This tape has sample documents so that the BoC can test the loading process (in support of our contract to provide images to the BoC). Lenny will provide you with this tape.

I'm hoping to get a specific name and location where to deliver the tape. I will let you know when I receive this information. If I don't get this information, please leave the tape with Carl Watanabe.

Thanks!

Deb

401229

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, August 02, 2001 4:03 PM
To: Lois Kawano
Subject: RE: BoC Export Accounting

It's not an interface to accounting. It's a web page that will allow you to run reports about what needs to be invoiced so that you can create your bills. (Sorry for the confusion. Us computer geeks call web pages 'web interfaces' just to confuse the non-techies.)

Your bills can be created using whatever tools you like. We will need to update our database to show what has already been billed so that your reports are accurate.

So, basically, we just want to know what types of reports you will need and confirm that whoever creates the bills can also update this system to show that the batch has already been billed.

If you want to discuss, feel free to call me. I'm working from home, 263-1929. Thanks Lois!

Deb

-----Original Message-----

From: Lois Kawano
To: Debra Pyrek
Sent: 8/2/01 3:53 PM
Subject: RE: BoC Export Accounting

Why are we doing the interface to Accounting? All I need is the number of docus sent and we will prepare a manual bill; this is more cost effective.

* * * * *
Lois Kawano
Title Guaranty
CFO, Accounting Department
Phone: (808) 539-7762
mailto:lkawano@tghawaii.com
Visit our Web site: <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Debra Pyrek
Sent: Thursday, August 02, 2001 3:40 PM
To: Lois Kawano
Cc: Jack Purvis
Subject: FW: BoC Export Accounting

401230

Hi Lois. Jack is working on the accounting features required to bill the BoC for images that we deliver. He needs your specifications so that he can build in the functionality for you and your staff. I'm not sure if you folks will be maintaining information in this system or if you want to only update your Accounting systems with the invoice details. Either way, we probably want this system to track whether or not an invoice has been sent. We don't want to duplicate any billing. We also need to identify all your reporting requirements.

Please read Jack's message below and let Jack/me know what you think. Thanks Lois!

Deb

-----Original Message-----

From: Jack Purvis
To: Debra Pyrek
Sent: 8/2/01 2:30 PM
Subject: BoC Export Accounting

Hi Deb,

The logging of batch exports is working, and I'm ready to create a web interface for Accounting. So far I see the following functions for Accounting:

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- o Enter invoice pay date for batch

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- o All batches and pages exported in date range
- o Total pages exported in date range
- o All batches invoiced, but not paid
- o All batches invoiced
- o All batches paid

Would the above functions be overkill for the export project? Are additional functions required? Please advise.

Thanks in advance,
Jack

401231

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, August 02, 2001 3:40 PM
To: Lois Kawano
Cc: Jack Purvis
Subject: FW: BoC Export Accounting

Hi Lois. Jack is working on the accounting features required to bill the BoC for images that we deliver. He needs your specifications so that he can build in the functionality for you and your staff. I'm not sure if you folks will be maintaining information in this system or if you want to only update your Accounting systems with the invoice details. Either way, we probably want this system to track whether or not an invoice has been sent. We don't want to duplicate any billing. We also need to identify all your reporting requirements.

Please read Jack's message below and let Jack/me know what you think. Thanks Lois!

Deb

-----Original Message-----

From: Jack Purvis
To: Debra Pyrek
Sent: 8/2/01 2:30 PM
Subject: BoC Export Accounting

Hi Deb,

The logging of batch exports is working, and I'm ready to create a web interface for Accounting. So far I see the following functions for Accounting:

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- o Enter invoice pay date for batch

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- o Total pages exported in date range
- o All batches invoiced, but not paid
- o All batches invoiced
- o All batches paid

Would the above functions be overkill for the export project? Are additional functions required? Please advise.

Thanks in advance,
Jack

401232

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, August 02, 2001 10:36 AM
To: Ken Welborn
Cc: Lenny Fernandes; Jack Purvis
Subject: test tape for BoC

Hi Ken. Can you do me a big favor? When you make your run to the BoC this afternoon, can you please take a tape to them? This tape has sample documents so that the BoC can test the loading process (in support of our contract to provide images to the BoC). Lenny will provide you with this tape.

I'm hoping to get a specific name and location where to deliver the tape. I will let you know when I receive this information. If I don't get this information, please leave the tape with Carl Watanabe.

Thanks!

Deb

401233

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, August 02, 2001 10:20 AM
To: "NLindsey@compuserve.com"; "watact@pixi.com"
Subject: Land Court Order - Sample Tape

Hi Carl and Nani! We have the LCO tape ready for you. We can have someone drop it off this afternoon before 4:30. Who should be the recipient of this tape and where is he/she located? Thanks!

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401234

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, January 13, 2000 9:51 AM
To: Myron Koizumi
Cc: Carlos Buhk; Mary Kahoopii; 'Jaime Salamanca'; 'David Offerman'
Subject: BoC Scanning Problem

Hello Myron.

I spoke with Jaime (SIS) this morning regarding the scanning problem we discussed. The problem seems to have started after making adjustments to the BoC scanning system to handle the new 2000 document numbers. Jaime was already aware of this because he spoke with Neal. Jaime will follow up on this matter with Neal today, as soon as he is finished with the work at the Record Center.

I'll let you know more once I hear back from Jaime. Thanks.

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401235

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, December 14, 1999 9:46 AM
To: Mary Kahoopii
Cc: Carlos Buhk; Lenny Fernandes; Jerry Opedal; Jon Taira; 'Jaime Salamanca'; 'David Offerman'; 'Rob Hardisty'
Subject: BoC upgrades

Hello Mary.

We are planning on upgrading the software at the BoC this Thursday. We want to minimize any downtime for you folks, so we were planning on coming out there at 11:00 AM and then working through lunch. As long as we have no crises out there, we should have everything back up by 1:00. Is this OK with you?

(SIS: We will be installing NT 4.0, SP 5 and SQL Server 6.5, SP5a. If there is any reason why we should not install these upgrades on any of the machines, please let us know immediately. We will also upgrade Office 97 with the latest service pack. Thanks.)

Thank you!

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401236

Debra Pyrek

From: Debra Pyrek
Sent: Sunday, December 12, 1999 2:30 PM
To: Mary Kahoopii; Aileen Ogomori
Cc: Carlos Buhk; Jerry Opedal; Wayne Thompson; Stacey Mathews
Subject: RE: Storing of BOC CDs at Record Center

Hi Mary. Thanks for your patience. As soon as we are comfortable that we have everything we need for the new imaging system, Aileen will give you a call to coordinate the pickup of the CDs.

Aileen - As far as I know, these are not the backup copies of the jukebox CDs that we have been loading to the new imaging system, but rather the backup copies of the CDs that we give to the BoC. I do not think that we need these CDs for the new imaging system, however we should confirm this with Jerry and Wayne. If they say it's OK to move the boxes to the Record Center, please call Mary to let her know. Thanks!

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-----Original Message-----

From: Mary Kahoopii
Sent: Monday, December 06, 1999 10:15 AM
To: Carlos Buhk
Cc: Debra Pyrek
Subject: Storing of BOC CDs at Record Center

Carlos,

I just spoke to Aileen from IS about the storing and pickup of BOC CDs. She said she didn't know if she wanted to do it right away because of the new imaging not being fully running yet. My understanding is there are about 6 bxes, that are CD size that hold 30 per box. What would you like me to do?

Mary J. Kahoopii
Supervisor
Corporate Services
Title Guaranty of Hawaii
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Fax: 423-0684
mailto:mkahoopii@tghawaii.com
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401237

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, December 09, 1999 5:13 PM
To: Carlos Buhk; Mary Kahoopii
Cc: Aileen Ogomori; Myron Koizumi; Lenny Fernandes; Jerry Opedal
Subject: BoC Scanning System

Good news (hopefully)!

I just received a call from Jaime of SIS (the consulting company managing some of the BoC scanning systems) and he said that it appears that the scanning system is running at full speed again. SIS removed some unnecessary files and it seems to have made the difference. Jaime never installed the replacement hub since the BoC system was running fine today (after the removal of these files yesterday).

Note: Jaime recommends that we install software (diskkeeper) to resolve disk fragmentation in the future, and we will plan to do this in January.

If the system slows down again, please report it to CIS immediately. Thanks!

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401238

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, December 09, 1999 3:39 PM
To: 'Jaime Salamanca'
Cc: Lenny Fernandes; Carlos Buhk; Mary Kahoopii
Subject: returned hub

Hello Jaime.

A 100 hub was returned to me with exactly the same model number as the replacement hub we provided. The employee who returned it to me said that Neal asked him to drop this off for me. Is this the original hub from the BoC that was replaced and did the replacement hub correct the problem? Or did we just get back the same one we provided earlier today?

Thanks!

Deb Pyrek
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-----Original Message-----

From: Debra Pyrek
Sent: Thursday, December 09, 1999 1:11 PM
To: 'Jaime Salamanca'
Cc: Lenny Fernandes; Carlos Buhk; Mary Kahoopii
Subject: Hub ready for pickup

Hello Jaime.

I received your message, thank you. The 100 hub is at our receptionist's desk on the 1st floor of the TG building with a tag that says "Jaime/SIS." Thanks.

Deb Pyrek
Vice President
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401239

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, December 09, 1999 2:26 PM
To: Mary Kahoopii
Cc: Carlos Buhk; Aileen Ogomori
Subject: BoC

Hi Mary.

Sorry if there has been any confusion regarding the missing document(s). If the document was scanned by you folks, then we just need the file so that we can get it into our system and burn a CD for you. However, Aileen looked into a missing document reported by Neal the other day and she was able to find the document in our system, which seems a bit odd to me. Perhaps this is a re-take? Or did this document just not make it on the CD that was burned for the BoC? Anyway, just let us know what you need and we'll make a new CD with that document. Thanks!

Deb Pyrek
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Visit our web site at <http://tgexpress.tghawaii.com>

401240

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, December 09, 1999 1:11 PM
To: 'Jaime Salamanca'
Cc: Lenny Fernandes; Carlos Buhk; Mary Kahoopii
Subject: Hub ready for pickup

Hello Jaime.

I received your message, thank you. The 100 hub is at our receptionist's desk on the 1st floor of the TG building with a tag that says "Jaime/SIS." Thanks.

Deb Pyrek
Vice President
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401241

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, December 09, 1999 12:13 PM
To: 'Jaime Salamanca'
Subject: Model 3C250B-TX

We have a 100 repeater hub available. It is not a 10/100. I'm not sure of the current BoC hub specifications. If this 100 hub will work, you may use it. If any of the PCs have network cards only capable of 10, this will not work. Please let me know if you want to use this.

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401242

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, December 09, 1999 9:49 AM
To: Carlos Buhk
Subject: RE: BoC

Sorry for any confusion, Carlos. From what I know, somehow the conversation between Aileen and Neal was mixed up a bit. We can make new CDs and we will be happy to do so. Aileen did not even recall a discussion with Neal about making a new CD, so she surely did not intend for Neal to think that we cannot re-burn a CD. I'm not sure why that was his perception. Anyway, yes we can and yes we will make a new CD. Please verify the date that needs to be run again - we think it is Nov. 30th.

Also, please understand that we are a bit short-handed for the next two weeks. Alae is out on vacation this week, Stacey and others are at the branches to install software, and Aileen is supporting the help desk for the entire company on her own. We are always happy to help, but sometimes we will have to ask for your patience, especially during busy times. This in no way reflects anything about our willingness to help you, it's just a matter of having many things to do. We will always try to respond to you and the BoC folks in a timely manner. If at some time a request seems to fall through the cracks, please don't feel that it is personal - just call and find out what happened. We will appreciate the reminder. And we will try our best not to let that happen.

Thank you very much!

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-----Original Message-----

From: Carlos Buhk
Sent: Thursday, December 09, 1999 7:17 AM
To: Debra Pyrek
Subject: FW:

URGENT - I need your help on this one!
FYI - Alae used to place missing doc's on another CD. We were told that can no longer be done.
Thanks

Carlos R. Buhk, General Manager
Docutrieve
235 Queen Street
Honolulu, Hawaii 96813
Phone: 808-533-5803
Fax: 808-533-2271
E-mail: cbuhk@tghawaii.com

401243

-----Original Message-----

From: Mary Kahoopii

Sent: Thursday, December 09, 1999 7:06 AM
To: Carlos Buhk
Subject:

Yesterday a BoC employee approached me and said they had discovered that one of the CD's in their possession had a missing document and asked if they could get another one with all the information. I gave a call to Aileen Ogomori from IS requesting for another CD and was told that "I have more important things to do" then asked if she could get back to me. She called back about half an hour later and said that we cannot make another CD because it is already in the system. How do we address the situation involving the BOC? I have addressed the situation to Mary.

Neal Cruz
Mary J. Kahoopii
Supervisor
Corporate Services
Title Guaranty of Hawaii
Phone:422-5587
Fax: 423-0684
mailto:mkahoopii@tghawaii.com
Visit our Web Site: <http://tgexpress.tghawaii.com>

401244

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, December 09, 1999 9:18 AM
To: 'David Offerman'
Cc: Mary Kahoopii; Cynthia Nakaya; Lenny Fernandes; Aileen Ogomori; Carlos Buhk
Subject: Replacement hub for BoC

Hi David.

The replacement hub will be waiting for you at our receptionist desk on the 1st floor of the TG building with a tag that says "David Offerman/SIS." As far as I know, the current hub at the BoC is a 10 (or maybe a 10/100). All our spare hubs are 10s, so that is what we are able to provide. If the hub is bad, replacing it with the same type of hub will correct the matter. If you find that the replacement hub is not the same, please let us know and we will find the correct replacement.

I am somewhat skeptical that this will resolve the problem, but I am hopeful. Good luck and please let us know if it works. Thanks for your help!

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401245

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, December 09, 1999 9:18 AM
To: 'David Offerman'
Cc: Mary Kahoopii; Cynthia Nakaya; Lenny Fernandes; Aileen Ogomori; Carlos Buhk
Subject: Replacement hub for BoC

Hi David.

The replacement hub will be waiting for you at our receptionist desk on the 1st floor of the TG building with a tag that says "David Offerman/SIS." As far as I know, the current hub at the BoC is a 10 (or maybe a 10/100). All our spare hubs are 10s, so that is what we are able to provide. If the hub is bad, replacing it with the same type of hub will correct the matter. If you find that the replacement hub is not the same, please let us know and we will find the correct replacement.

I am somewhat skeptical that this will resolve the problem, but I am hopeful. Good luck and please let us know if it works. Thanks for your help!

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401246

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, December 09, 1999 9:09 AM
To: Carlos Buhk
Cc: Mary Kahoopii; Cynthia Nakaya; 'David Offerman'; Lenny Fernandes
Subject: RE: BOC UPDATE From Neal Cruz

Thanks for the update. We can provide a spare hub with the hopes that this will resolve the matter, but I don't know that it will. I received a message from David Offerman (SIS) explaining the situation. Basically, there is no indication of any software or hardware failures and purging the system of old files did not resolve the matter. Since all was working well and then suddenly slowed down, it could be a hardware matter (assuming nothing has changed with the software). However, David said that the system is not reporting any hardware trouble so the hub is just a guess.

We will try replacing the hub to see if it fixes this situation. Thank you!

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-----Original Message-----

From: Carlos Buhk
Sent: Thursday, December 09, 1999 7:21 AM
To: Debra Pyrek
Subject: FW: BOC UPDATE From Neal Cruz

FYI

Let's talk this morning. I have a meeting with MAP at 08:30-9:00. I'll drop by your office after.

Carlos R. Buhk, General Manager
Docutrieve
235 Queen Street
Honolulu, Hawaii 96813
Phone: 808-533-5803
Fax: 808-533-2271
E-mail: cbuhk@tghawaii.com

-----Original Message-----

From: Mary Kahoopii
Sent: Thursday, December 09, 1999 6:51 AM
To: Carlos Buhk
Subject: BOC UPDATE From Neal Cruz

401247

At about 3:00 pm yesterday SIS, David & Jaime, came down to see what the problem with the scanning was. They had received a message from Debra Pyrek saying we are still experiencing technical difficulties. (Previous to SIS's appearance I had purged all information up until the last day of November 1999. This seemed to alleviate the problem for about 2-3 hours.) They

proceeded to delete all previous committed batches within the system and they also made sure that both systems are running the same version of OCR for Forms. This didn't seem to do anything. They had also found that the program was also generating a backup of all scanned & committed batches. They decided to stop and delete that information due to the fact that it was taking up a lot of hard drive space. This also took no effect to the system and it was probably ruled out that it has something to do with the networking & could probably be the hub. They can no longer isolate the problem. The next possible solution would be to wipe out everything and reinstall all the programs as per SIS. We will continue to do the best we can do until the problem is resolved and are now officially two days behind. We will keep Mary informed of any new developments or problems. Searle has just informed me that Tracy Chinn-Lindo may be sending someone to help us along down at the BoC.

Neal Cruz
Mary J. Kahoopii
Supervisor
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401248

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, December 07, 1999 12:16 PM
To: Carlos Buhk
Cc: Lenny Fernandes; Mary Kahoopii
Subject: RE: Y2K

Hi Carlos. Thanks for getting back to me. For some reason, neither Lenny nor I received Mary's reply, so we'll have to reschedule for another day. We'll coordinate directly with Mary so that we can get this done quickly. Thanks!

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-----Original Message-----

From: Carlos Buhk
Sent: Monday, December 06, 1999 9:05 AM
To: Debra Pyrek
Subject: RE: Y2K

Mary Kahoopii responded on November 19th saying the 22nd of November would be okay.

This morning she said your people can make the upgrade any day.

Carlos R. Buhk, General Manager
Docutrieve
235 Queen Street
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Phone: 808-533-5803
Fax: 808-533-2271
E-mail: cbuhk@tghawaii.com

-----Original Message-----

From: Debra Pyrek
Sent: Friday, December 03, 1999 10:24 AM
To: Carlos Buhk
Cc: Lenny Fernandes
Subject: FW: Y2K

Hi Carlos.

401249

I am resending this message. We have not received a response from you and we are running out of time on this matter. Can you please get back to us as soon as possible with a date and time that we can take the BoC system down to do this upgrade? Thanks!

Deb Pyrek
Vice President

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-----Original Message-----

From: Debra Pyrek
Sent: Thursday, November 18, 1999 4:41 PM
To: Carlos Buhk
Cc: Lenny Fernandes; Jon Taira; Jerry Opedal
Subject: Y2K

Hello Carlos.

We have a few Y2K matters that must be resolved soon. We must install the Y2K upgrades for NT and SQL Server on the BoC system. We will need approximately 2 hours to complete this work. What day and time would be best for your staff? We want to minimize the impact on our scanning operations at the BoC. Please let us know what works for you and your staff and we will do our best to accommodate. Thanks!

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401250

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, December 01, 1999 5:04 PM
To: Mary Kahoopii
Cc: Carlos Buhk
Subject: BoC system

Hi Mary.

Based on Neal's report to us earlier today, we called SIS and asked them to go to the BoC to investigate the scanning problems. Neal explained to us that the system was not running - so we thought that all scanning had stopped. However, David from SIS went out there and investigated the matter. David said everything was running well - completely normal. I'm not sure why we were called if there were no problems. Do you think you could help us get an explanation of what occurred today? We would really appreciate your help. Thanks!

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401251

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, December 01, 1999 2:16 PM
To: 'Rob Hardisty'
Cc: 'David Offerman'; 'Jaime Salamanca'; Aileen Ogomori; Carlos Buhk; Mary Kahoopii; Cynthia Nakaya
Subject: BoC Scanning system trouble

Hi Rob.

The BoC scanning system is currently down, per Neal. He said that there is something wrong with OCR for forms, something to do with the speed. I have not been out there to see the matter first hand, however since it has to do with the OCR for forms piece, I think it is best to ask for SIS' assistance. If possible, I'd like to have someone from TG's Info Sys department observe you when you troubleshoot and correct the system.

Can you please send someone out to resolve this as soon as possible? Please call us at 521-0295 to provide the time SIS folks will be at the BoC. If we can send someone from our info sys dept. to meet the SIS folks, we will. (But don't hold things up to meet with us - please just go out there as soon as possible to correct the problem.)

Thanks so much for your help!

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401252

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, November 23, 1999 12:02 PM
To: Aileen Ogomori
Cc: Lenny Fernandes; Alae Kerisiano; Mary Kahoopii; Carlos Buhk; Myron Koizumi; Cynthia Nakaya
Subject: RE: BOC Tapes

Aileen:

I spoke with Neal and he assured me that nothing has changed at the BoC. The same people are copying the data each day, so it is probably not a training issue. I asked Neal if the system was displaying any error messages or exhibiting any unusual behavior and he explained that all was running smoothly. It seems odd that we would have a problem with the BoC data 3 days in a row for no reason at all. I told Neal that we would provide him with new jaz disks, just in case something is wrong with the ones we have been using. This is not likely to resolve the matter because we would expect the BoC staff to see error messages if the disk was bad. However, we have no other explanation at this time, so let's give it a try.

Please see Lenny or Alae to get some new jaz disks delivered to our folks at the BoC and ask them to put away the old disks so that we don't mix them up. Let's use only new disks for the next week or two and see what happens. Also, please keep us informed if you have any trouble loading the data going forward. Thanks for your help!

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-----Original Message-----

From: Aileen Ogomori
Sent: Tuesday, November 23, 1999 10:07 AM
To: Debra Pyrek
Subject: BOC Tapes

FYI - Neal came by this morning to find out what was going on with the Jaz tape. I asked him if they were doing anything different and his response was no. He thinks its our Jaz drive that is defective?

Aileen Ogomori
Title Guaranty of Hawaii
Corporate Information Systems
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Fax: (808) 532-2079
<mailto:aogomori@tghawaii.com>
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401253

Debra Pyrek

From: Debra Pyrek
Sent: Friday, November 12, 1999 12:44 PM
To: Ruth Young
Cc: Michael Pietsch; David Pietsch, Jr.; Lois Kawano; James Pietsch; John Jubinsky; Jeanie Kurosu
Subject: BoC Best and Final Offer

Attached is the BoC Best and Final offer. Michael is not in the office today, so I spoke with Jeanie and she will make sure David signs this letter today. I modified the last page to show that the document is being submitted by David. Michael is still the contact for questions. The offer is due Monday morning and Michael will not be able to sign it in time. Michael met with me and Jeffrey Loo on Wednesday, so he has approved the modifications. John Jubinsky reviewed the final document and gave his approval.

Please print the letter on TG letterhead and leave the letter with Jeanie. She will return the letter to you, Ruth, after David signs it. We will then need to make copies and package the offer per the instructions you received a few weeks ago. We should schedule delivery late today or first thing Monday. The offer must be in by 10:00 AM Monday.

Thanks for your help!

BestandFinalSubmit
ted.doc (45 ...

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401254

November 12, 1999

Ms. Barbara Tom, Planning and Project Management Officer
Information and Communication Services Division
Department of Accounting and General Services
1151 Punchbowl Street, Room B10
Honolulu, HI 96813

SUBJECT: Best and Final Offer

Dear Ms. Tom:

The undersigned has carefully assessed the comments provided by the State review committee during the presentation of Title Guaranty's Part 2 proposal on August 27, 1999 and the required additional information identified in the Lester M. Nakamura letter dated November 1, 1999. As instructed, Title Guaranty of Hawaii, Incorporated is submitting additional detailed information requested by the review committee and its best and final offer per instructions for RFP No. ICS-FY-99-52 for *Services to Develop and Implement a Replacement Land Court and Regular Automated Tracking System for the State of Hawaii*.

Additional Required Information

The information requested by Lester Nakamura is provided in the section that follows:

Please provide your charges based on an estimated ten year inventory of 24,000,000 images and cost, if any, to rescan images found to be unacceptable based on a mutually agreed upon quality standard.

1. For the ten-year span of recorded document images, Title Guaranty proposes a bid price of **\$.015 per image** delivered to the BOC. This bid price shall be applicable for purchase of the entire ten-year span or for five-year spans of recorded document images. For purchases of a span less than five years, Title Guaranty proposes a bid price of \$.02 per image delivered to the BOC.
2. Based on our proposed bid price of \$.015 per page, our charge for the estimated ten year span using a total document image count of 24,000,000 is \$360,000 plus tax.
3. Based on an estimated 3,100,000 documents and an average of 8.4 page images per document, our best estimate of the total number of images in a ten year span in the Title Guaranty recorded document repository is 26,040,000. Based on our proposed bid price of \$.015 per page, our charge for the ten-year span of recorded documents contained in the Title Guaranty recorded document repository is \$390,600 plus tax.
4. Title Guaranty proposes to provide the BOC with *all* recorded document images for a specified ten-year period at a total price not to exceed \$400,000 excluding tax. Should the total charge for recorded document images delivered to the BOC exceed \$400,000 based on Title Guaranty's proposed bid price of \$.015 per image, Title Guaranty acknowledges and agrees to provide BOC with all recorded document images for the specified period for a cap cost of \$400,000 excluding tax.

401255

5. Title Guaranty believes that a major positive feature of its proposal to the BOC is that the ten-year span of images specified in the BOC request for proposal has already been converted from microfilm and is in active use by Title Guaranty in its routine daily operations. As part of its proposed migration work plan, Title Guaranty will implement a quality review process prior to transmittal of images to BOC to identify images that may not meet the mutually agreed minimum quality standard. Title Guaranty acknowledges and agrees to provide the BOC with rescans of delivered images found not to meet the mutually agreed minimum quality standard at no additional charge to BOC.

During your oral presentation, reference was made to immediate access. Please provide specifics as to how this will be accomplished and what is included with this access and any cost associated with its implementation.

1. Title Guaranty will provide for the installation of a dedicated network link for transmission of finished recorded document images to the BOC. With this link, Title Guaranty will be able to transmit to the BOC document image batches as soon as they have been quality reviewed. And the batches will be incremental, thus facilitating the mass migration process.
2. Title Guaranty will make a browser based image viewer application available to the BOC at no additional charge so that it can use the network link to immediately access recorded document images stored on the Title Guaranty recorded document image transfer repository. This application supports the capability to retrieve, display and print images stored in the repository.
3. The monthly lease line charges for a single, dedicated telecommunications link installed between the BOC and Title Guaranty are included in our proposed price and shall be the responsibility of Title Guaranty until the scheduled end of the image migration project phase. Thereafter, the costs for the lease line will be included in an outsource service agreement between BOC and Title Guaranty or alternatively, the lease line will be terminated and removed if no agreement is entered into after the end of the image migration project phase.

It is the desire of the Bureau of Conveyances to provide public and internet access to digitized images. As such, access proposed through a lease program cannot be restricted and limited in its use. Proposed alternatives to the purchase of your images must not include any conditions that limit access by the Bureau of Conveyances or its public and internet users.

Title Guaranty expresses its willingness to provide the State with access to the recorded document images for its public clientele via a State sponsored website. Title Guaranty acknowledges and affirms that public access related to normal daily BOC business operations and processes will not be restricted or limited in its use.

Your proposal included a lease with an option to purchase at a price mutually agreed upon. Please provide a schedule based on a lease to own without additional cost.

1. The proposed price for the basic lease option is \$3,500 per month plus a \$25,000 one time set up charge plus tax. This price is based on up to 20 BOC staff users, on a named user basis. Additional BOC staff users may be added at a cost of \$150 per month per named user. The term of the agreement will be for ten years from the date of contract approval or for a period mutually agreed upon by both parties.

This proposed price assumes that BOC will be responsible for installing and maintaining the telecommunications link between the BOC main office on Oahu and Title Guaranty for access

401256

to the image repository. This proposed price also assumes that TG will receive current document images on a daily basis for the duration of this contract at no charge.

2. The proposed price for a lease to own option is \$4,375 per month plus a \$25,000 one time set up charge plus tax. This price is based on up to 20 BOC staff users, on a named user basis. Additional BOC staff users may be added at a cost of \$187.50 per month per named user. The term of the agreement will be for ten years from the date of contract approval. At the conclusion of the ten-year agreement period, the specified ten year span of recorded document images will be transmitted to the BOC. The BOC will be responsible for labor costs at then prevailing rates to implement the recorded document image migration.

The information requested by the review committee is provided in the section that follows:

Provide an estimate of the total number of recorded document images in the Title Guaranty recorded document image repository.

As of September 1998, Title Guaranty estimates the total number of recorded document images contained in its image repository to be 3.6 million.

Provide a response as to the total estimated number of documents and the average number of pages per document for the specified ten-year span of recorded documents.

Based on a review of document statistics provided by the Bureau of Conveyance (BOC) and Title Guaranty internal records, we estimate the total number of documents for a ten-year span from 1989 through 1998 to be approximately 3.1 million. Based on a sampling of documents for a representative one-year period, we estimate the average number of pages per recorded document to be 8.4.

Provide clarification regarding the outsource option for accessing the requested ten year span of recorded document images. Specifically, what are limitations and restrictions proposed for BOC access to the ten-year span of recorded document images?

The Title Guaranty proposal to the BOC includes an option to access all recorded document images contained in the Title Guaranty image repository, including newly recorded documents. Under this proposal, licenses for BOC users, on a named user basis, will be issued permitting use of the recorded document images in normal daily BOC business operations and processes. This includes retrieving, displaying, copying and printing individual recorded document images from the Title Guaranty image repository.

What are the limitations and proposed costs for public access to the recorded document images via a State sponsored website?

Title Guaranty expresses its willingness to provide the State with access to the recorded document images for its public clientele via a State sponsored website. However, Title Guaranty lacks sufficient information to properly estimate system capacity, infrastructure requirements, and costs to appropriately respond to the State at this time. To provide a proposed cost for the requested service, Title Guaranty will require additional information regarding the proposed website including:

- When will the proposed website be implemented?
- Will the website be implemented as an Internet or Intranet?

401257

- Will the State act as the web host or will it utilize a commercial host service?
- Will proposed website users be the public or selected clients with defined login names and passwords?
- What is the estimated number of daily and monthly users for the proposed website?
- What are the total average daily requests for recorded document images estimated for the website?
- What is the highest daily number of requests for recorded document images estimated for the website?
- Will the State require Title Guaranty to provide the capacity to identify the total number of recorded document image pages that are displayed, printed or copied by a user on the website?

Upon receipt of the above website information, Title Guaranty will gladly provide the State with a proposed price for access to the Title Guaranty recorded document images via a BOC website by the public.

What are proposed costs for including telecommunications links from State Bureau of Conveyance district offices on Maui, Hawaii, and Kauai to Title Guaranty?

Title Guaranty expresses its willingness to provide access from BOC district offices on Maui, Hawaii, and Kauai to enable use of recorded document images contained in the Title Guaranty image repository. Furthermore, Title Guaranty expresses our willingness to work with the BOC and the selected telecommunications service-provider to establish connectivity from the BOC offices to Title Guaranty.

Title Guaranty anticipates the BOC will incur charges from the selected telecommunications service provider for the following items:

- Network Line Installation Charge
- Required Network Hardware Charge
- One Time Set Up Fee
- Monthly Network Line Charge

Best and Final Offer

Title Guaranty of Hawaii, Incorporated hereby proposes, if selected, to furnish and deliver all items stated in its previously submitted Proposal, as modified by this best and final offer letter.

For its Part 2 proposal, Title Guaranty submits the following modifications:

Section III, Project Approach, Workplan and Schedule

1. Title Guaranty proposes to provide the BOC with all recorded document images for a specified ten-year period. Based on the review of recorded documents statistics provided by the BOC and from internal Title Guaranty records, the total estimated number of recorded documents for a ten-year period from 1989 through 1998 is approximately 3.1 million.
2. Title Guaranty proposes a six month project duration to implement the backfile review preparation, backfile review, preliminary migration activities, and document image migration activities specified in its workplan.

401258

3. As an alternative to direct purchase of the specified ten-year span of recorded document images, Title Guaranty offers to provide the BOC with access to the recorded document images contained in the Title Guaranty image repository on an outsource basis. Recorded documents contained in the image repository span the period from 1987 - present. Access to all recorded documents in the image repository is included in this proposal. This includes new recorded documents as they are added to the image repository on an ongoing basis.

If this outsource proposal is accepted, Title Guaranty will provide necessary technical assistance to facilitate installation of network connections from the main BOC office on Oahu to the Title Guaranty image repository. It will also deliver document image indexes, in a data format as specified in the BOC RFP, for upload to the BOC document index database.

Under this proposal, licenses for BOC users, on a named user basis, will be issued permitting use of the recorded document images in normal daily BOC business operations and processes. This includes retrieving, displaying, copying and printing individual recorded document images from the Title Guaranty image repository.

4. At BOC's option, Title Guaranty offers to allow access from BOC district offices on Maui, Hawaii, Kauai and to enable BOC staff users to access recorded document images located in the Title Guaranty image repository. Connectivity is the responsibility of the BOC.
5. Title Guaranty expresses its willingness to work collaboratively with the selected Part 1 vendor to create a solution that meets BOC requirements and enhances the interests of the BOC. Further, Title Guaranty expresses its willingness to work in a subcontractor capacity with the Part 1 vendor, should the BOC decide that such an arrangement would offer increased flexibility and options for creating an optimal solution to meet BOC Part 1 and Part 2 requirements.

Section VI, Price

6. For the ten-year span of recorded document images, Title Guaranty proposes a bid price of **\$.015 per page** delivered to the BOC. This bid price shall be applicable for purchase of the entire ten-year span or for five-year spans of recorded document images. For purchases of a span less than five years, Title Guaranty proposes a bid price of \$.02 per page delivered to the BOC.
7. Title Guaranty proposes to provide the BOC with *all* recorded document images for a specified ten-year period at a total price not to exceed \$400,000 excluding tax. Although Title Guaranty now estimates that the total number of recorded document images for a specified ten-year span exceeds 3.1 million images, it acknowledges and agrees to provide BOC with all recorded document images for the specified period for a cap cost of \$400,000 excluding tax.
8. The proposed price for the outsource service referenced in Item 3, as stated, is \$3,500 per month plus a \$25,000 one time set up charge plus tax. This price is based on up to 20 BOC staff users, on a named user basis. Additional BOC staff users may be added at a cost of \$150 per month per named user. The term of the agreement will be for ten years from the date of contract approval or for a period mutually agreed upon by both parties.

This proposed price assumes that BOC will be responsible for installing and maintaining the telecommunications link between the BOC main office on Oahu and Title Guaranty for access to the image repository. This proposed price also assumes that TG will receive current document images on a daily basis for the duration of this contract at no charge.

401259

9. The proposed price for a lease to own option is \$4,375 per month plus a \$25,000 one time set up charge plus tax. This price is based on up to 20 BOC staff users, on a named user basis. Additional BOC staff users may be added at a cost of \$187.50 per month per named user. The term of the agreement will be for ten years from the date of contract approval. At the conclusion of the ten-year agreement period, the specified ten-year span of recorded document images will be transmitted to the BOC. The BOC will be responsible for labor costs at then prevailing rates to implement the recorded document image migration.
10. The proposed price for allowing access from BOC Neighbor Island offices to Title Guaranty, as stated in Item 4, requires a one-time setup fee of \$2,500.00 per additional branch.

Questions which the Information and Communication Services Division or the State of Hawaii may have regarding this best and final offer may be directed to:

Mr. Michael A. Pietsch
President
Title Guaranty of Hawaii, Incorporated
235 Queen Street
Honolulu, Hawaii 96813
Telephone: 521-0259
Facsimile : 532-3160

Respectfully Submitted,

David T. Pietsch, Jr.
President
Title Guaranty Escrow Services, Inc.
235 Queen Street
Honolulu, Hawaii 96813

Date

401260

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, October 26, 1999 11:48 AM
To: Cynthia Nakaya
Cc: Myron Koizumi
Subject: RE: BoC Scanning System - Status

The BoC scanning staff are a bit behind. They were behind before the system went down, and so this just made things worse. They are back up and running, but I don't know how long until they are caught up. Best to follow up with Carlos.

Thanks!

Deb Pyrek
Vice President/Corporate Information Systems
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
mailto:dpyrek@tghawaii.com
Visit our web site at <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Cynthia Nakaya
Sent: Tuesday, October 26, 1999 11:29 AM
To: Debra Pyrek
Subject: RE: BoC Scanning System - Status

Is Myron getting the scanned images as he did in the past. His department update indicated that he was waiting on images. Just wondering.

Cynthia Nakaya
Title Guaranty of Hawaii
Telephone No. (808) 521-0258
Fax No. (808) 532-3147
Mailto:cnakaya@tghawaii.com
Visit Our Web Site: <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, October 26, 1999 11:26 AM
To: Carlos Buhk
Cc: Myron Koizumi; Cynthia Nakaya
Subject: BoC Scanning System - Status

Hi Carlos.

401261

FYI - I made an appointment with Neil on Monday morning to follow up on a scanning problem reported to me on Friday afternoon. Neil explained that he contacted SIS to come out and analyze the system. I called our folks at the BoC at 12:45 PM Monday and I was told that the system is running smoothly again. If there are any future problems, please let IS know right away and we will do our best to support you. We will also contact SIS to assist as necessary.

Can you/Neil/SIS please provide us with information regarding the problem that occurred with the BoC scanning system and the resolution? This will allow us to troubleshoot similar problems more quickly in the future.

Thanks!

Deb Pyrek
Vice President/Corporate Information Systems
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235 Queen Street
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401262

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, October 26, 1999 11:44 AM
To: Aileen Ogomori
Cc: Jerry Opedal; Jon Taira; Stacey Mathews
Subject: FW: BoC Scanning System - Status

Great job Aileen - it's wonderful to receive good news!

Regarding the current status of the scanning at the BoC - if I hear anything, I'll let you know. Please do the same if you should hear anything. Thanks again for doing a great job!

Deb Pyrek
Vice President/Corporate Information Systems
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
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Visit our web site at <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Myron Koizumi
Sent: Tuesday, October 26, 1999 11:40 AM
To: Debra Pyrek
Subject: RE: BoC Scanning System - Status

Thanks for the follow up Deb . I'm concerned about the downtime that is happening . Right now we're still waiting for the 21st to be completed . Staff is anxiously waiting for the data . I'll touch bases with Carlos if we don't start catching up . Also while I'm on the topic of the BOC imaging - just some feedback about Aileen . She's been really EXCELLENT on letting us know when the data has been loaded and she even follows up with getting feedback from the bureau as to where they are . Just thought I'd let you know and please share this with her . Thanks .

Myron Koizumi
Title Plant
Title Guaranty of Hawaii
Telephone No. (808) 533-5800
Fax No . (808) 533-5862
mailto:mkoizumi@tghawaii.com
Visit our Web Site: <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, October 26, 1999 11:26 AM
To: Carlos Buhk
Cc: Myron Koizumi; Cynthia Nakaya
Subject: BoC Scanning System - Status

401263

Hi Carlos.

FYI - I made an appointment with Neil on Monday morning to follow up on a scanning problem reported to me on Friday afternoon. Neil explained that he contacted SIS to come out and

analyze the system. I called our folks at the BoC at 12:45 PM Monday and I was told that the system is running smoothly again. If there are any future problems, please let IS know right away and we will do our best to support you. We will also contact SIS to assist as necessary.

Can you/Neil/SIS please provide us with information regarding the problem that occurred with the BoC scanning system and the resolution? This will allow us to troubleshoot similar problems more quickly in the future.

Thanks!

Deb Pyrek
Vice President/Corporate Information Systems
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401264

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, October 26, 1999 11:26 AM
To: Carlos Buhk
Cc: Myron Koizumi; Cynthia Nakaya
Subject: BoC Scanning System - Status

Hi Carlos.

FYI - I made an appointment with Neil on Monday morning to follow up on a scanning problem reported to me on Friday afternoon. Neil explained that he contacted SIS to come out and analyze the system. I called our folks at the BoC at 12:45 PM Monday and I was told that the system is running smoothly again. If there are any future problems, please let IS know right away and we will do our best to support you. We will also contact SIS to assist as necessary.

Can you/Neil/SIS please provide us with information regarding the problem that occurred with the BoC scanning system and the resolution? This will allow us to troubleshoot similar problems more quickly in the future.

Thanks!

Deb Pyrek
Vice President/Corporate Information Systems
Title Guaranty
235 Queen Street
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401265

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, August 10, 1999 9:10 AM
To: Alae Kerisiano
Subject: RE: BoC CDs

Thanks Alae!

Deb Pyrek
Vice President/Corporate Information Systems
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
mailto:dpyrek@tghawaii.com

-----Original Message-----

From: Alae Kerisiano
Sent: Tuesday, August 10, 1999 9:07 AM
To: Debra Pyrek; Mary Kahoopii
Cc: Lenny Fernandes; Aileen Ogomori
Subject: RE: BoC CDs

There were no changes to the way the CD's are burned for the BoC, the CD with just 3 docs on it was just that, those 3 docs could not fit on the previous CD. To keep things simple, and in order to keep track of the dates we burnt, we burn 3 days of documents at a time. This means that depending on how many documents there are of each kind (RS,LC,LCO) determines how many CD's we have to burn, usually for the 3 day period we burn 2 Regular system and 1 Land Court CD. Sometimes if the Doc count is unusually large or small there might be more or less, and instead of waiting 3 more days to burn the next set of documents the 3 docs were just put on their own CD lest we get mixed up and somehow forget to burn them on the next set.

As far as the CD with the multiple kinds of Docs on it, that was sent by mistake but we've since corrected the mishap, and that will never happen again.

Other than that nothing new has occurred, if anything should happen in the future you may have the bureau call me directly and I will try to rectify the situation immediately

Alae Kerisiano
Information Systems
Title Guaranty of Hawaii
(808) 533-5822
Pager: (808) 299-7357
mail to: akerisia@tghawaii.com

-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, August 10, 1999 8:24 AM
To: Mary Kahoopii
Cc: Lenny Fernandes; Aileen Ogomori; Alae Kerisiano
Subject: RE: BoC CDs

401266

Thanks Mary.

As fas as I know, there were no intentional changes. Perhaps something else happened. I will be happy to follow up on this so that we can make sure the CDs are acceptable to the folks at the BoC. Do you have a date or a particular CD that you can provide so that we can investigate where the problem occurred and when it started?

Also, is this an ongoing problem - that is, did the problem start happening on a particular day and it has been continuing since? Or have these 'problem' CDs just been exceptions and most of the CDs are OK?

Thanks so much for your help!

Deb Pyrek
Vice President/Corporate Information Systems
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
mailto:dpyrek@tghawaii.com

-----Original Message-----

From: Mary Kahoopii
Sent: Tuesday, August 10, 1999 6:32 AM
To: Debra Pyrek
Subject: RE: BoC CDs

It was brought to our attention that some of the CDs were different. Like there was only 3 docs on one of them. Also that a CD had REG, LCO, LC on it. We don't deal with the burning of them and I guess that these are different than the ones that they have been getting. So I brought it to Lenny's attention on Friday's meeting because we are unable to answer their questions. If there are changes, Carl at the BOC needs to be informed by whoever is in charge. Thanks

Mary J. Kahoopii
Supervisor
Corporate Services
Title Guaranty of Hawaii
Phone:422-5587
Fax: 423-0684

-----Original Message-----

From: Debra Pyrek
Sent: Monday, August 09, 1999 10:50 AM
To: Mary Kahoopii
Cc: Carlos Buhk; Lenny Fernandes
Subject: BoC CDs

Hi Mary.

Lenny informed me that there may be something wrong with recent CDs we have created for the BoC. I'd like to get more information about the problem so that I can follow up with our IS folks. Can you please email or call me with details about this matter? Thanks so much.

Deb Pyrek
Vice President/Corporate Information Systems

401267

Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
mailto:dpyrek@tghawaii.com

401268

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, August 10, 1999 8:24 AM
To: Mary Kahoopii
Cc: Lenny Fernandes; Aileen Ogomori; Alae Kerisiano
Subject: RE: BoC CDs

Thanks Mary.

As fas as I know, there were no intentional changes. Perhaps something else happened. I will be happy to follow up on this so that we can make sure the CDs are acceptable to the folks at the BoC. Do you have a date or a particular CD that you can provide so that we can investigate where the problem occurred and when it started?

Also, is this an ongoing problem - that is, did the problem start happening on a particular day and it has been continuing since? Or have these 'problem' CDs just been exceptions and most of the CDs are OK?

Thanks so much for your help!

Deb Pyrek
Vice President/Corporate Information Systems
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
mailto:dpyrek@tghawaii.com

-----Original Message-----

From: Mary Kahoopii
Sent: Tuesday, August 10, 1999 6:32 AM
To: Debra Pyrek
Subject: RE: BoC CDs

It was brought to our attention that some of the CDs were different. Like there was only 3 docs on one of them. Also that a CD had REG, LCO, LC on it. We don't deal with the burning of them and I guess that these are different than the ones that they have been getting. So I brought it to Lenny's attention on Friday's meeting because we are unable to answer their questions. If there are changes, Carl at the BOC needs to be informed by whoever is in charge. Thanks

Mary J. Kahoopii
Supervisor
Corporate Services
Title Guaranty of Hawaii
Phone:422-5587
Fax: 423-0684

-----Original Message-----

From: Debra Pyrek
Sent: Monday, August 09, 1999 10:50 AM
To: Mary Kahoopii
Cc: Carlos Buhk; Lenny Fernandes
Subject: BoC CDs

401269

Hi Mary.

Lenny informed me that there may be something wrong with recent CDs we have created for the BoC. I'd like to get more information about the problem so that I can follow up with our IS folks. Can you please email or call me with details about this matter? Thanks so much.

Deb Pyrek
Vice President/Corporate Information Systems
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
mailto:dpyrek@tghawaii.com

401270

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, May 25, 1999 2:28 PM
To: Michael Pietsch; James Pietsch; Lois Kawano
Cc: David Pietsch, Jr.
Subject: FW: BoC Proposal

FYI - David and I have been discussing TG's opportunities for cost-savings on the BoC project. To keep you informed, the details are contained in the messages below.

Thank you for providing your comments on the BoC proposal. Jeffrey is making the final modifications today.

Thanks again!

Deb Pyrek
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
mailto:dpyrek@tghawaii.com

-----Original Message-----

From: David Pietsch, Jr.
Sent: Tuesday, May 25, 1999 2:19 PM
To: Debra Pyrek
Subject: RE: BoC Proposal

David T. Pietsch, Jr.
President
Title Guaranty Escrow Services, Inc.
235 Queen Street
Honolulu, Hawaii 96813
Phone: (808) 521-0217
Fax: (808) 521-0280
Email: dpietsch@tghawaii.com

-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, May 25, 1999 12:03 PM
To: David Pietsch, Jr.
Subject: RE: BoC Proposal

401271

I like your ideas! If I understand you correctly, you are referring to opportunities that we have to utilize high-speed lines for more than one purpose and minimize our costs. If we pursue the other title companies' imaging business and the BoC's business, we may be able to share equipment and other costs to serve all customers. Am I correct?**YES**

At this first stage of the game, the proposal includes a fast connection between the BoC and TG only. We are not saying that this line would/could be used by the other title companies (at least not in the wording of our proposal to the BoC). There are opportunities for TG to pursue with the other title companies, however these opportunities are not described in our proposal to the BoC.

In the future, we would probably require an additional line or lines to service other companies, unless they were going through the BoC to get to TG. We have started that discussion, but we have not finalized that plan (at least not to my knowledge).

We should not forget about any of these opportunities. Thanks for making sure we consider all options.

Shall I forward this to Mike and Jim? **Sure**

Thanks.

Deb Pyrek
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
mailto:dpyrek@tghawaii.com

-----Original Message-----

From: David Pietsch, Jr.
Sent: Monday, May 24, 1999 5:00 PM
To: Debra Pyrek
Subject: RE: BoC Proposal

If we have a high speed line already for our daily use, why not use it for their down load in the evening when we are not using it?? Thus have the other title companies pay for the daily use and night is free!!

David T. Pietsch, Jr.
President
Title Guaranty Escrow Services, Inc.
235 Queen Street
Honolulu, Hawaii 96813
Phone: (808) 521-0217
Fax: (808) 521-0280
Email: dpietsch@tghawaii.com

-----Original Message-----

From: Debra Pyrek
Sent: Monday, May 24, 1999 2:18 PM
To: Michael Pietsch; Lois Kawano; David Pietsch, Jr.; James Pietsch
Cc: 'Jeffrey Loo'
Subject: BoC Proposal

401272

Jeffrey called me regarding the BoC proposal earlier today. He sent the latest version to Michael, Lois and me on Friday. I am attaching the file to this message for those who have not yet seen this copy.

One of the items we are proposing in this document is that the BoC can use TG's system via the high speed connection prior to the completion of their new systems. We have not discussed whether this option is to be included free of charge as part of our proposal, or if we were going to charge for this feature should the BoC decide to utilize this option. We can include this option in our pricing as 'free of charge until March 2000', which is the estimated delivery date of our back images. The other option is for us to decide on what we expect to charge the BoC to use TG's system long-term, should they choose to go with our Alternatives (use TG's system instead of building

their own). Then, charge this fee or a discounted price until March.

We will want to limit the number of BoC users during the initial period to give us time to work out any concerns with our new imaging system. The BoC RFP estimated approximately 50 internal users, so this is a good number to use as the limit of initial BoC users of TG's systems.

Some Options

- Cost of high-speed line paid for by TG during this period (only through March 2000, even if they are behind schedule on their Part 1 system implementation)

- Use of TG's system is free through March
OR
- Identify the full price for Alternative One (using TG's system), less a discount
 - For example, provide a flat monthly price for up to 50 BoC users to access TG's system

Please provide me with your ideas on this pricing issue. If you have any other comments about the proposal, I will be happy to send these to Jeffrey Loo as well. Please send me everything by noon tomorrow. Thanks!

<< File: BoC Proposal.doc >>

Deb Pyrek
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
<mailto:dpyrek@tghawaii.com>

401273

Debra Pyrek

From: Debra Pyrek
Sent: Friday, April 30, 1999 1:44 PM
To: Cynthia Nakaya
Cc: Carlos Buhk; Jerry Opedal; Lenny Fernandes
Subject: FW: BOC

FYI - I spoke with Carlos today regarding the BoC staffing requirements. Carlos explained that there is really only a need for two people to support the daily scanning of recorded documents. He is planning on placing Neal back at the Record Center and was hoping to have the IS Department support the MS Access work currently performed by Neal. Though this more advanced work is not required 8 hours a day, it is required periodically throughout the day and someone must be capable of performing these tasks. Currently, only Neal has the skills to perform these tasks. I strongly recommended having someone full-time at the BoC trained in the MS Access operations of the BoC Imaging system.

To best serve TG's needs, we must keep our IS staff performing IS duties that cannot be completed by other employees. Because the BoC tasks are operational and do not require IS skills, these tasks are best suited to trained BoC staff. It is best for the project and the company that the BoC scanning staff are self-sufficient in these more advanced operational tasks.

Productivity is critical within the IS Department as well as with the scanning operations at the BoC, so we must make sure that Neal's transition out of the BoC goes smoothly. TG cannot afford to have production problems because the BoC staff must wait for IS or Neal to address daily matters. I explained that it would be much better to have the BoC scanning staff trained in the tasks currently performed by Neal and Carlos agreed to arrange this. If Carlos requires any assistance in providing training for his staff, the IS Department will gladly support him.

As always, any technical problems with the BoC system will be addressed by the IS Department. Technical problems do not include operational tasks such as reporting missing documents, handling rescans, running backups, purging old data or documents, or correcting OCR inaccuracies that occur occasionally as part of the daily operations. Carlos will arrange training for someone else at the BoC to perform these tasks. If IS support would help in this training effort, please call on us.

If you have any questions, please contact me immediately. We want to make sure that the BoC project continues to be successful. Thanks.

Deb Pyrek
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
dpyrek@tghawaii.com

-----Original Message-----

From: Carlos Buhk
Sent: Friday, April 30, 1999 11:09 AM
To: Cynthia Nakaya
Cc: Debra Pyrek; Mary Kahoopii
Subject: BOC

401274

It will not be necessary to have our 2pm meeting today. Debra and I discussed our IS

requirements at the BOC and I decided to give more training to our people. This training will lessen the IS requirement at the BOC. We will call IS when there is a need. Thanks

Carlos Buhk
Docutrieve
Phone: (808) 533-5803
Fax: (808) 533-2271

401275

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, April 28, 1999 11:23 AM
To: Carlos Buhk
Cc: Jerry Opedal; Jon Taira
Subject: RE: Scanning Projects

Thank you for your speedy reply!

I just spoke with Neal and he explained that they are experiencing unusually slow nightly backups. We will be out there this afternoon to try to fix the problem. Hopefully that will take care of things.

Please let me know if/when you'd like to discuss the staffing issues. You may want to wait until next week (I'm still sick and I don't want to spread it!). Thanks.

Deb Pyrek
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
dpyrek@tghawaii.com

-----Original Message-----

From: Carlos Buhk
Sent: Wednesday, April 28, 1999 10:42 AM
To: Debra Pyrek
Cc: Jerry Opedal; Jon Taira
Subject: RE: Scanning Projects

Thanks for the support! I'm not sure we're talking about "training". I think it's more like Alae reviewing with Neal what he already knows and getting up to speed on some of the recent changes. I'm sure Alae will have a good feel for things after discussing with Neal. Also, Neal will only be a phone call away from Alae. Typically the system works just fine.

-----Original Message-----

From: Debra Pyrek
Sent: Wednesday, April 28, 1999 10:11 AM
To: Carlos Buhk
Cc: Jerry Opedal; Jon Taira
Subject: RE: Scanning Projects

Hi Carlos.

Yes, we will definitely support you! I'd like to know what kind of training is needed at the BoC. I have not heard about any training requirements out there so I don't have that project scheduled. Can you (or Mary) please let me know what type of training is needed and how soon it is needed? Once we know the requirements, we can decide who should provide that training (or who should be trained) and how soon it can be scheduled. It would be best to make sure that these types of requests come through me (or Jerry or Jon). We are encouraging our management to talk with the IS Managers first instead of going directly to the IS employees. This approach will minimize confusion for everyone involved and help us to better track IS work. Thanks.

401276

As far as any system problems at the BoC, I received a message from Neal yesterday. I called back while Neal and Mary were at lunch, so I left a message. I said that I would be

away from my desk for the afternoon, so please have Neal leave a message for me with the details, but I did not receive any message. Maybe my message was not relayed to Neal and Mary. Sorry about that. Anyway, of course we will address any problems there, just get the information to me and we'll take care of it. Thanks.

Last item - I'd like to talk with you about staffing requirements. We have a need for someone in IS to help out with junior level technical work (producing CDs, etc.). Perhaps we can find someone who can also support your scanning operations during peak times or when people are out sick or on vacation. They may be able to do some minor trouble-shooting as well. What do you think? [Note: I'm not sure, but it sounds like you want Alae to be trained on the BoC system by Neal, which is probably operations training. Instead, Alae should probably be trained by me or John Hubbard to keep him up to date on the technical matters. Maybe the new person can be trained on the operations side instead of Alae. These are the types of decisions we will make as soon as we know the requirements. Thanks.]

Thanks Carlos!

Deb Pyrek
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
dpyrek@tghawaii.com

-----Original Message-----

From: Carlos Buhk
Sent: Wednesday, April 28, 1999 9:22 AM
To: Debra Pyrek
Subject: FW: Scanning Projects

We are going to need Alae's support at the BOC. In the past the "Trouble Call Procedure" was to first call Alae, if he was not available we were to call Lenny. John Hubbard was the third person on the list. It sounds like Alae was not kept informed of John's changes and needs to be brought up to speed by Neal. You are being called after Alae because, according to the scanning group, Lenny never did know the system. As we've discussed in the past, Alae will only be called when there is a problem. The day to day stuff will be handled by the scanning group. Thanks for your help. Carlos

-----Original Message-----

From: Mary Kahoopili
Sent: Wednesday, April 28, 1999 6:18 AM
To: Carlos Buhk
Subject: Scanning Projects

Hi Carlos,
We have been trying to get Alae out to the BOC for some training but nothing happened. We were having problems on the back end of the system so we called Debra and didn't get a response because she was in a meeting. As far as the Tgr project, I have Henrietta and Todd scanning at the moment until we can find out what our status is at the BOC. We have caught up to them yesterday and are scanning the 27th. Is there any word on what is going on? I would like to start training people, estimated training period 3 to 4 weeks, also what is the status on PAL? I'll see you at the BOC.

401277

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, April 28, 1999 10:11 AM
To: Carlos Buhk
Cc: Jerry Opedal; Jon Taira
Subject: RE: Scanning Projects

Hi Carlos.

Yes, we will definitely support you! I'd like to know what kind of training is needed at the BoC. I have not heard about any training requirements out there so I don't have that project scheduled. Can you (or Mary) please let me know what type of training is needed and how soon it is needed? Once we know the requirements, we can decide who should provide that training (or who should be trained) and how soon it can be scheduled. It would be best to make sure that these types of requests come through me (or Jerry or Jon). We are encouraging our management to talk with the IS Managers first *instead of going directly to the IS employees. This approach will minimize confusion for everyone involved and help us to better track IS work.* Thanks.

As far as any system problems at the BoC, I received a message from Neal yesterday. I called back while Neal and Mary were at lunch, so I left a message. I said that I would be away from my desk for the afternoon, so please have Neal leave a message for me with the details, but I did not receive any message. Maybe my message was not relayed to Neal and Mary. Sorry about that. Anyway, of course we will address any problems there, just get the information to me and we'll take care of it. Thanks.

Last item - I'd like to talk with you about staffing requirements. We have a need for someone in IS to help out with junior level technical work (producing CDs, etc.). Perhaps we can find someone who can also support your scanning operations during peak times or when people are out sick or on vacation. They may be able to do some minor trouble-shooting as well. What do you think? [Note: I'm not sure, but it sounds like you want Alae to be trained on the BoC system by Neal, which is probably operations training. Instead, Alae should probably be trained by me or John Hubbard to keep him up to date on the technical matters. Maybe the new person can be trained on the operations side instead of Alae. These are the types of decisions we will make as soon as we know the requirements. Thanks.]

Thanks Carlos!

Deb Pyrek
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
dpyrek@tghawaii.com

-----Original Message-----

From: Carlos Buhk
Sent: Wednesday, April 28, 1999 9:22 AM
To: Debra Pyrek
Subject: FW: Scanning Projects

401278

We are going to need Alae's support at the BOC. In the past the "Trouble Call Procedure" was to first call Alae, if he was not available we were to call Lenny. John Hubbard was the third person on the list. It sounds like Alae was not kept informed of John's changes and needs to be brought up to speed by Neal. You are

being called after Alae because, according to the scanning group, Lenny never did know the system. As we've discussed in the past, Alae will only be called when there is a problem. The day to day stuff will be handled by the scanning group. Thanks for your help. Carlos

-----Original Message-----

From: Mary Kahoopii
Sent: Wednesday, April 28, 1999 8:18 AM
To: Carlos Buhk
Subject: Scanning Projects

Hi Carlos,

We have been trying to get Alae out to the BOC for some training but nothing happened. We were having problems on the back end of the system so we called Debra and didn't get a response because she was in a meeting. As far as the Tgr project, I have Henrietta and Todd scanning at the moment until we can find out what our status is at the BOC. We have caught up to them yesterday and are scanning the 27th. Is there any word on what is going on? I would like to start training people, estimated training period 3 to 4 weeks, also what is the status on PAL? I'll see you at the BOC.

401279

Debra Pyrek

From: John F. Hubbard [johnfh@aloha.net]
Sent: Thursday, April 01, 1999 11:16 PM
To: Debra Pyrek
Subject: RE: BoC

>
> Hi John. Hope you are still doing well and enjoying your new job.
> But 80 hour weeks sound pretty rough!

>
> At least it's interesting work, so I don't mind (too much).

> This should be a very simple question for you. Neal called and said
> "RecordedDocView is gone." So I did my best to get him to explain
> what that means and got only a little further in my analysis. So I
> looked at your documentation so that I could refresh my memory to all
> this. It seems that
> RecordedDocView is actually an Access attached table to the SQL
> Server table
> RecordedDocData. If this is correct, all I have to do is re-attach the
> table and things will be OK. Please confirm (if you remember). Thanks.

>
> That would be the first thing I'd try. Assuming something hasn't gone wrong with
the SQL database tables themselves.

I'd sure give a lot to know just exactly what they were doing, and what the system
was doing, when things went wrong--it's always a mystery as to how it really happens. But
it does seem that the easiest thing to mess up would be for the user to inadvertently
delete the attached table, so I think you've got something there.

> Take care and drop me a line sometime to tell me how things are going.
> And if you are working late in Kailua and need a break, we don't live
> too far away!

>
> Thanks, I appreciate the nice thoughts. And I will talk to you sooner or later
here--things can't continue at this pace forever (I assume).

later,
john h

401280

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, April 01, 1999 3:46 PM
To: 'John F. Hubbard'
Subject: BoC

Hi John. Hope you are still doing well and enjoying your new job. But 80 hour weeks sound pretty rough!

This should be a very simple question for you. Neal called and said "RecordedDocView is gone." So I did my best to get him to explain what that means and got only a little further in my analysis. So I looked at your documentation so that I could refresh my memory to all this. It seems that RecordedDocView is actually an Access attached table to the SQL Server table RecordedDocData. If this is correct, all I have to do is re-attach the table and things will be OK. Please confirm (if you remember). Thanks.

Take care and drop me a line sometime to tell me how things are going. And if you are working late in Kailua and need a break, we don't live too far away!

Aloha,

Deb Pyrek
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dpyrek@tghawaii.com

401281

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, March 24, 1999 8:57 AM
To: Carlos Buhk
Cc: Cynthia Nakaya
Subject: RE: BoC Scanning

Hi Carlos.

Thanks for the information. Cynthia replied the same way. I'm not sure what Rob was calling about, but I'll try to find out more and keep you and Cynthia informed.

I will be happy to work with you to figure out how to best support the BoC, however I was waiting to hear back from you regarding the BoC long-term staffing plan. I thought you and Myron were working that out. If that has been finalized, I'd like to meet with both of you to plan what type of IS support will be needed and how often you may need it. Will it be a regular schedule requiring daily or weekly support? Or is a backup necessary just for vacations, sick days, etc.? Let me know more and we'll make sure you are not abandoned! Thanks.

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(808) 533-5824
dpyrek@tghawaii.com

-----Original Message-----

From: Carlos Buhk
Sent: Wednesday, March 24, 1999 8:23 AM
To: Debra Pyrek; Cynthia Nakaya
Cc: Mary Kahoopili
Subject: RE: BoC Scanning

I am not aware of any scanning PROBLEMS. There is always room for improvement but no real problems. I think Alae needs to be updated on the BOC tech issues. It would be a good idea for Alae and Neal to spend some time together in the near future. Neal will soon be spending more time at TGR. When Neal is not at the BOC we will rely on Alae for tech help.

-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, March 23, 1999 4:52 PM
To: Cynthia Nakaya
Cc: Carlos Buhk
Subject: BoC Scanning

Have we resolved our scanning problems at the BoC? I received a message from Rob Hardisty today in which he mentioned hearing about some kind of problem with the scanning at the BoC. I know we had several small glitches in the past, but I'm not sure to which glitch Rob is referring. If anything has happened recently, please let me know.

Also, I want to make sure that we are supporting the technical needs of the BoC project, so please send me any future messages that relate to technical matters at the BoC (messages that used to go to John H.). Thanks!

Deb Pyrek

401282

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dpyrek@tghawaii.com

401283

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, March 23, 1999 4:52 PM
To: Cynthia Nakaya
Cc: Carlos Buhk
Subject: BoC Scanning

Have we resolved our scanning problems at the BoC? I received a message from Rob Hardisty today in which he mentioned hearing about some kind of problem with the scanning at the BoC. I know we had several small glitches in the past, but I'm not sure to which glitch Rob is referring. If anything has happened recently, please let me know.

Also, I want to make sure that we are supporting the technical needs of the BoC project, so please send me any future messages that relate to technical matters at the BoC (messages that used to go to John H.). Thanks!

Deb Pyrek
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235 Queen Street
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401284

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, March 17, 1999 9:48 AM
To: Carlos Buhk
Cc: Michael Pietsch; Cynthia Nakaya
Subject: RE: BoC Staffing

Thanks for your input. I'm glad to hear that you and Myron are already working on this. I'd be happy to discuss the BoC's IS support requirements with you. Just let me know when you plan to be here or schedule a meeting with me in Outlook. Thanks again.

Deb Pyrek
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235 Queen Street
Honolulu, HI 96813
(808) 533-5824
dpyrek@tghawaii.com

-----Original Message-----

From: Carlos Buhk
Sent: Wednesday, March 17, 1999 9:40 AM
To: Debra Pyrek
Cc: Michael Pietsch; Cynthia Nakaya
Subject: RE: BoC Staffing

TGR has four req's. to replace the BOC team. However, it is not my intent to leave all or any of the present team members at the BOC. These employees will eventually be brought back to TGR to complete the TGES scanning project and begin the TGOH scanning project. I have had discussions with Myron and Chris Chun on the possibility of the Title Plant being responsible for the BOC scanning team. We would of course train all employees and assist in any way for a smooth transition (90days). Myron and I will meet again when he gets back from vacation. When we agree on a strategy we will present it to Michael.

Presently, we have reduced the staff to three and on some days two. The one or two people have been working at TGR on the TGES project.

Now that everything at the BOC is in working order, Neal's technical assistance is not required on a full time basis. We will now go back to the original procedure of calling Alae for technical support. If we cannot reach Alae, we will call Lenny. After Lenny we will call the new John Hubbard. I hope you understand that Alae's services were never considered to be temporary. In fact he was to be THE person on the project.

The present team will continue provide services for the BOC until any changes are agreed upon.

Thanks

Give me a call if you would like to discuss in detail.

-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, March 16, 1999 2:41 PM
To: Carlos Buhk
Cc: Michael Pietsch; Cynthia Nakaya
Subject: BoC Staffing

Hello Carlos.

401285

I wanted to find out our staffing plans for the BoC. As far as I understand, the Record Center employees are currently working at the BoC to perform the daily scanning and data transfer needs. The IS Department continues to support the BoC staff as needed to address any technical concerns. Occasionally, the staff at the BoC requires additional operations support and calls on the IS Department for this assistance. As a temporary means of getting the

project going, we supported anything and everything. I want to make sure that we are making other arrangements for the future. The IS Department, along with most of the company, has more projects than we can handle and we cannot afford to utilize our technical employees for processing and operational tasks.

If you have already developed backup plans to handle the workload at the BoC, please share this information with me so that I can make sure our IS staff are responding properly to the company's needs. If you do not have a backup staffing plan, I would be happy to work with you to develop one. I have identified the following tasks as requiring backup plans:

- Scanning
- Prepping
- Data Processing (missing doc reports, simple data tasks)
- Creating JAZZ drives to transfer data to TG
- Other tasks ???

(In particular, the IS Department is asked to assist with Data Processing tasks when key BoC employees are absent.)

I am sure there are other tasks performed by the staff at the BoC that I did not include in this list. Please review the list and add tasks as needed. We can then develop a plan for training employees to handle these tasks and develop a schedule for transferring the responsibilities to these employees.

Thanks for your time and support.

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(808) 533-5824
dpyrek@tghawaii.com

401286



**TITLE GUARANTY OF HAWAII
BOC Project
Recorded Document Images Transfer Procedures**

Created: June 30, 2001
Modified: July 6, 2001

Image Transfer Procedure
01.doc

Ref No	Procedure	Description	Responsibility
1.0	Perform Documents Quality Review		
1.1	Create Document Image Batches	Access TG document image master file to identify all recorded documents in the ten-year span selected by BOC. Create document image batches for quality review.	TG
1.2	Generate Document Samples	Using the defined TG sampling methodology, retrieve specified number of document images for quality review.	TG
1.3	Perform Documents Quality Review	Review selected documents for defined document errors. Record quality review results.	TG
1.4	Perform Documents Corrections	Review quality review results. Perform additional sampling if results exceed specified threshold quality level. Perform corrections on documents containing defined errors.	TG
1.5	Approve Review Results	Review quality review process and results. <i># min hours/months, % good</i>	BOC
2.0	Prepare Document Indexes		
2.1	Create Document Index File	Retrieve specified index data for all recorded documents in the ten-year span selected by BOC. Create ASCII format data file for specified index data. <i>List of Doc Type Doc Num</i>	TG
2.2	Transmit Document Index File	Transmit document index file to BOC	TG
2.3	Approve Document Indexes	Review and approve document indexes	BOC
2.4	Upload Document Index Data	Upload document index data to BOC database. Perform import processes as required.	BOC
3.0	Prepare Document Images for Transfer		
3.1	Generate Document Image Number List	Identify document number for each document that is selected for transfer to BOC. Generate a sequential document number list for all documents selected for transfer.	TG

discuss w/ BOC

401287

note Transmittal sheet w/ tapes (put from tape)

↑ ... see trans sheet matches



TITLE GUARANTY OF HAWAII
BOC Project
Recorded Document Images Transfer Procedures

Created: June 30, 2001
Modified: July 6, 2001

Image Transfer Procedure
01.doc

Ref No	Procedure	Description	Responsibility
3.2	Create Document Image Batches	Define the document image batch size. Create document image batches.	TG
4.0	Implement Document Image Transfer		
4.1	Generate Document Image Tape Cartridges	On agreed upon interval, select document batch and save the selected document images to tape cartridge. For each batch, generate a batch report that contains batch number, batch date, total number of document images in the batch and the first and last document number in the batch.	TG
4.2	Perform Quality Check	Review each tape cartridge to confirm that selected document images are properly saved and that the tape is readable.	
4.3	Deliver Tape Cartridges	Deliver tape cartridge with batch report to BOC. Obtain receipt from authorized BOC representative.	TG
4.4	Review Document Image Batches	Review tape to confirm that all document images are present per the batch report. Load document images to BOC server for processing.	BOC
4.5	Process Tape Cartridges	Perform delete process to purge files from tape cartridge. Return blank tape cartridge to TG.	BOC
5.0	Perform Payments Processes		
5.1	Confirm Accepted Batches	For each invoice period, review batch receipts to identify accepted batches. Compute total document images in accepted batches.	TG
5.2	Prepare Invoices	For each invoice period, prepare invoice for payment. Compute invoice total based on total accepted document images during invoice period and per document image price. Compare cumulative invoice total against BOC contract limits.	TG
5.3	Approve Invoice	Review TG invoices and compare amounts against batch receipts. Approve invoices for payment.	BOC

401288

Transfer of Images and Index Data from TG to BoC

Specifications

Item	Specification
Image files	TIFF
Index data file	ASCII comma delimited file
Media	DLT4000 tape
Media capacity	20 40 GB per tape
Media format	NT backup

Send to
Nani & Carl
↑

Open Items

Please confirm the following or modify as necessary:

BoC needs **.bkf** file & backup files
created during backup process
from NT backup

1. Capacity of BoC temporary storage server available for copying image files and index files from tape is 60 GB.
2. Batch definition Dec 31, 2000
 - a. Start from ~~June 30, 2001~~ and work back 5 years for first part of contract.
 - b. After completion of above, start at ~~June 30, 1996~~ and work back 5 years for second part of contract.
~~Dec 31, 1995~~ - Jan 1, 1996
 - c. Complete the delivery of RS and LC document types for all 5 years starting with the most recent documents, then follow with the delivery of LCO documents.
 - d. TG will organize tapes by year and document type.
3. Batch size and delivery
 - a. TG estimates the total amount of image data to be delivered for each 5 year set to be approximately 840 GB.
 - b. TG will provide a more accurate estimate upon confirmation of the years to be delivered.
 - c. To complete the delivery of 5 years of images and index data within a 3 month period, TG will deliver approximately 70 GB per week to the BoC.
 - d. BoC will load the contents of the tapes to their temporary storage server and upload the images and index data to their permanent storage within 1 week of receipt of the tapes. This is required in order to keep the process moving on a weekly basis and to complete the entire transfer process within the 3 month window.
 - e. BoC will return the tapes to TG on a weekly basis to be used in subsequent transfers and upon completion of all transmittals, all tapes will be returned to TG.
 - f. TG will provide transmittal sheets with each batch of tapes delivered to the BoC.
 - g. TG will deliver new tapes on Mondays and pickup the previous week's tapes at the time of delivery.

Put .bkf on CD or floppy

Storage space for images (all yrs)
—
& by yr
back to 1991

BoC

2000
|RS| =
|LC| =

401289

7/16/01

Page 1 of 1

no more than 20 GB per batch

1.2 TB total space

RS
LC

Transfer of Images from TG to BoC

Meeting Agenda for Wednesday, January 17, 2001

1. Schedule for delivery of images
 - a. 3 months duration for each 5 year set
 - b. Back to back delivery (6 concurrent months total)
2. Transport
 - a. Batch size
 - i. Estimate 2.1 million documents @ 8 pages per doc = 16.8 million pages
 - ii. Approximately 50 KB per document (rough estimate)
 - iii. Estimate 840 GB for 5 years of images
 - iv. Assuming a 12 week duration for file transfers, this requires 70 GB per week or 14 GB per day (5 day work week).
 - b. Transfer method
 - i. High speed line
 - ii. Other media
3. BoC Server Capacity
4. Image Quality Assurance Plan
 - a. Describe TG quality review process
 - b. Batch acceptance schedule (24 hour turn around if daily batch transfers or weekly acceptance if one batch per week)
 - c. Payment due upon acceptance of batch
5. Alternatives, if necessary
 - a. BoC to review images by accessing TG systems
 - b. Others

4 tapes
can be moved
per day

12 | 8.5 mill

.70 .7

401290

700,000 pages/wk

TG	TITLE GUARANTY OF HAWAII BOC Project Recorded Document Images Transfer Procedures	Created: June 30, 2001 Modified: July 6, 2001 Image Transfer Procedure 01.doc
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1.5	Approve Review Results	Review quality review process and results.	BOC
2.0	Prepare Document Indexes	5yr?	
2.1	Create Document Index File <i>Doc Type & Doc Num & file size, pages</i>	Retrieve specified index data for all recorded documents in the ten-year span selected by BOC. Create ASCII format data file for specified index data.	TG
2.2	Transmit Document Index File	Transmit document index file to BOC	TG
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3.0	Prepare Document Images for Transfer		
3.1	Generate Document Image Number List	Identify document number for each document that is selected for transfer to BOC. Generate a sequential document number list for all documents selected for transfer.	TG

401291

	TITLE GUARANTY OF HAWAII BOC Project Recorded Document Images Transfer Procedures	Created: June 30, 2001 Modified: July 6, 2001 Image Transfer Procedure 01.doc
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4.4	Review Document Image Batches	Review tape to confirm that all document images are present per the batch report. Load document images to BOC server for processing. <i>QC</i>	BOC
4.5	Process Tape Cartridges	Perform delete process to purge files from tape cartridge. Return blank tape cartridge to TG.	BOC
5.0	Perform Payments Processes		
5.1	Confirm Accepted Batches	For each invoice period, <i>review</i> batch receipts to identify accepted batches. Compute total document images in accepted batches.	TG
5.2	Prepare Invoices	For each invoice period, prepare invoice for payment. Compute invoice total based on total accepted document images during invoice period and per document image price. Compare cumulative invoice total against BOC contract limits. <i>Received</i>	TG
5.3	Approve Invoice	Review TG invoices and compare amounts against batch receipts. Approve invoices for payment.	BOC

401292

Debra Pyrek

From: Debra Pyrek
Sent: Friday, July 27, 2001 1:45 AM
To: 'Nani Lindsey'
Subject: RE: BOC TG Sample Tapes - READ

Hi Nani.

Glad to hear that the tape loaded successfully!

The file extensions can be .tif for all files. Sorry for the confusion with the .rs1 extension. Our export system allows us to use either extension. I assume .tif is preferred, but if not, please let me know.

I am out of the office until Monday, but I'll continue working on this next week and provide you with all the remaining information you requested.

Thank you!

Deb Pyrek

-----Original Message-----

From: Nani Lindsey
To: Debra Pyrek
Cc: Carl Watanabe
Sent: 7/27/01 12:47 AM
Subject: BOC TG Sample Tapes - READ

Deb,

We were finally successful in reading the tape on our WIN2000 server DLT tape drive "as is", after updating the driver & solving a few other issues. I have the following comments and questions on the contents:

1) INDEX FILE: We found that the index file contained the following fields, comma delimited (sample of first records for RS & LC):

RS,2001000001,2001000001.RS1,2001-01-02,3

RS,2001000002,2001000002.RS1,2001-01-02,3

LC,2001001,2001001.tif,2001-01-02,2

LC,2001002,2001002.tif,2001-01-02,9

This corresponds to the recording system, document number, file name, recording date (if provided) and number of pages (if provided). If the recording date is not provided, we will assume you will still write commas "," to place hold that field in that record.

Example: LC,2001002,2001002.tif,,9 (without recording date)

Example: LC,2001002,2001002.tif,, (without recording date or

#pages)

Example: LC,2001002,2001002.tif,2001-01-02, (without #pages)

2) REGULAR SYSTEM IMAGES:

Received 50 images in separate folder "RS". We noted that the extension of these .tiff's are "RS1". Is this the way you will be naming these RS docs?

3) LAND COURT IMAGES:

Received 50 images in separate folder "LC".

4) LCO's - no samples of this yet. Could you email me a few samples here also.

15) am assuming there will be no DECREES

401293

6) Also, I am anxious to see your estimates on the actual sizes of the 10 years of images from 1/1/91 - 12/31/00 (broken down). We may need to re-evaluate our disks / optical configuration and workflow based on the new estimates you gave us in the last meeting which were 2-3 times higher than originally anticipated.

Thanks,
Nani Lindsey
The Lange Group

401294

Debra Pyrek

From: Debra Pyrek
Sent: Friday, July 20, 2001 4:45 PM
To: 'Carl Watanabe (BoC)'
Cc: 'jwia@aloha.net'
Subject: retakes

Hello Carl. I wanted to confirm that TG is getting all retakes into our imaging system. This means that you will get the retakes in the image batches that we deliver to you.

Have a good weekend!

Deb Pyrek
Vice President
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Visit our web site at <http://tgexpress.tghawaii.com>

401295

Debra Pyrek

From: Debra Pyrek
Sent: Friday, July 20, 2001 9:58 AM
To: Jack Purvis
Subject: RE: Missing Docs For BoC

Hi Jack. Here's the order we agreed on with the BoC folks:

RS and LC for 2000
RS and LC for 1999
RS and LC for 1998
RS and LC for 1997
RS and LC for 1996

Then we will begin LCO

LCO for 2000
LCO for 1999
LCO for 1998
LCO for 1997
LCO for 1996

Thanks Jack!

Deb Pyrek
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Visit our web site at <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Jack Purvis
Sent: Friday, July 20, 2001 9:42 AM
To: Debra Pyrek
Subject: Missing Docs For BoC

Hi Deb,
The missing LC and LO docs for 2000 have been scanned (there were no missing RS docs for 2000), so we are ready to export docs for 2000.

What is the general plan for export batches: RS,LC,LO for 2000 then RS,LC,LO for 1999, etc? Given the export batch sequence I will work with Myron to have any missing docs scanned ahead of the need date.

Jack

401296

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, July 18, 2001 5:52 PM
To: Jack Purvis
Subject: FW: Transmittal

Transmittal 02.xls
(44 KB)

Hi Jack! I did not have a chance to review this document closely yet. And I surely do not want to be the one to hold this up. So I'm passing this on to you without much of a review (sorry about that!). This is the proposed layout of our transmittal sheets for the BoC tapes. From my first glance, it seemed kind of long. I'll look at it more closely and let you know if I have any recommendations.

Please take a look and let me know if this is easy enough to produce with data from the export process.

Thanks!

Deb Pyrek
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Visit our web site at <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Jeffrey Loo [mailto:jwla@aloha.net]
Sent: Wednesday, July 18, 2001 3:59 PM
To: Deb Pyrek
Subject: Transmittal

Attaching draft of transmittal form. Let me know if okay. I'm coming off a project so have good availability over next couple of weeks if you have BOC things you want to kick over to me.

Enjoyed our talk yesterday. Let's continue the discussion regarding opportunities.

Jeffrey Loo
J.W. Loo & Associates
(v) 808-528-7176
(f) 808-523-8543
(e) jwla@aloha.net

401297

Title Guaranty of Hawaii

235 Queen Street
Honolulu, Hawaii 96813
Attn: Deb Pyrek

Telephone: (808) 533-5824
Fascimile: (808) 532-3141

BATCH TRANSMITTAL

DATE:

BATCH NO.:

DELIVERED TO:

State of Hawaii
Department of Land and Natural Resources
Bureau of Conveyances
1151 Punchbowl Street, Suite 122
Honolulu, Hawaii 96813

PROJECT:

BOC Recorded Document Images

CONTRACT NO:

Contract # XXXXXXXXX

Document Type

LC RS Other

Document Dates

(Enter Start Date and End Date)

Page Count:

Batch:

Month to Date:

Cumulative:

Document Type

LC RS Other

Document Dates

(Enter Start Date and End Date)

Page Count:

Batch:

Month to Date:

Cumulative:

Document Type

LC RS Other

Document Dates

(Enter Start Date and End Date)

Page Count:

Batch:

Month to Date:

Cumulative:

COMMENTS:

401298

RECEIVED BY:

Signature

Date

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, July 17, 2001 4:48 PM
To: 'NLindsey@compuserve.com'
Cc: 'Carl Watanabe (BoC)'
Subject: Tapes

Hi Nani. I checked into the .bkf file that you mentioned today. I did not find any such files on our server where we initiated the backup. So I looked up this matter on Microsoft's web site. As far as I can tell, the .bkf file is created when backing up to a particular directory to another disk drive (such as using NT backup for files on a C drive being backed up to a D drive). When going directly from a drive to tape using NT backup, I do not think a .bkf file is created (based on the information I found).

If this is true, then there is no need for a .bkf file when loading the tape. Can you please try to load that tape on your Windows 2000 server and let me know if you can read the files? If so, then we know this process will work for us.

Thanks!

Deb Pyrek
Vice President
Corporate Information Systems
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
<mailto:dpyrek@tghawaii.com>
Visit our web site at <http://tgexpress.tghawaii.com>

401299

Debra Pyrek

From: Debra Pyrek
Sent: Monday, July 16, 2001 5:55 PM
To: 'Jeffrey Loo'
Subject: RE: BoC

As far as I recall, we were just going to add some details about invoicing (frequency of invoices) to your document. I tried calling Lois to confirm the frequency, but I have not heard back from her. I thought she said invoice upon delivery, but I think that's a bit much. We will provide transmittal sheets for each delivery, but invoicing will likely be every couple of weeks or monthly. Do you recall what Lois preferred?

Perhaps we can add a section that states "invoices will be sent from TG to BoC on a _____ basis" and just fill it in after we confirm with Lois.

Anyway, that's all I can think of right now. I'll look over your doc again tonight and if I find anything that needs to be changed, I'll send you email before the night is up. Thanks!

Do you have any free time after our BoC meeting? If so, I'd like to chat a bit. Thanks!

Deb

-----Original Message-----

From: Jeffrey Loo
To: Debra Pyrek
Sent: 7/16/01 5:35 PM
Subject: RE: BoC

Sorry for not picking up the call. I was on the line with a client (he just got terminated this afternoon) and couldn't interrupt the conversation.

Confirmed for tomorrow's meeting at BOC at 9am.

I think I had a brain fart. Aside from the invoice template, I don't recall any suggestions regarding changes to the transfer procedures. If you can give me a hint, I will be glad to update the doc.

Jeffrey Loo
J.W. Loo & Associates
(v) 808-528-7176
(f) 808-523-8543
(e) jwla@aloha.net

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Monday, July 16, 2001 4:14 PM
To: 'Jeffrey Loo'
Subject: BoC

Hi Jeffrey. I just tried calling you and your answering machine did not pick up the call. So I decided to try email!

It's just you and me for our meeting with the BoC tomorrow. I'll meet you at the BoC for the meeting. I'm going to prepare some questions for them regarding the transfer of images and data. Do you have the updated document that incorporates Lois' changes? Please email that to me evening and I'll review it tonight.

Feel free to call me at home if you want to chat before the meeting tomorrow, 263-1929. Thanks!

Deb Pyrek
Vice President

401300

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401301

Debra Pyrek

From: Debra Pyrek
Sent: Monday, July 16, 2001 12:57 PM
To: 'Carl Watanabe'
Subject: RE: Meeting for next week?

Thanks for confirming, Carl. Jeffrey and I will be there.

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-----Original Message-----

From: Carl Watanabe [mailto:watact@pixi.com]
Sent: Monday, July 16, 2001 9:37 AM
To: Debra Pyrek
Subject: Re: Meeting for next week?

Debra:
Meeting set for tomorrow at 9:00am
----- Original Message -----
From: Debra Pyrek <dpyrek@tghawaii.com>
To: <watact@pixi.com>
Sent: Friday, July 13, 2001 9:41 AM
Subject: Meeting for next week?

> Hi Carl. I'm just checking in with you about scheduling a meeting
> next
week
> with TG, BoC and Nani regarding the image transfer details. I
> initially suggested Monday or Tuesday next week. These days are still
> good for me
but
> I'll have to check with the others to confirm if they are still
> available. Please let me know if you are considering these days or if
> you prefer to meet later in the week. Just let me know the day and
> time and I'll try to coordinate things on our side.
>
> Thanks Carl, and have a good weekend!
>
> Debra Pyrek
> Vice President
> Corporate Information Systems
> Title Guaranty
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> Honolulu, HI 96813
> (808) 533-5824
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>
>
>

401302

Debra Pyrek

From: Debra Pyrek
Sent: Monday, July 16, 2001 12:39 PM
To: Lois Kawano
Cc: Lenny Fernandes
Subject: BoC contract

Hi Lois. I wanted to let you know that we are purchasing a tape drive to support the BoC image contract. Initially, we budgeted for a high speed line to connect TG to the BoC. The BoC does not want to use a high speed line, so we are using tapes to transfer images. The tape drive is less expensive than the line and we can use it after the project is complete, so this is not a bad option.

The tape drive will cost about \$3500.00 plus the cost of tapes. We will note "BoC Contract" on the invoice.

Thanks!

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401303

Debra Pyrek

From: Debra Pyrek
Sent: Sunday, July 15, 2001 5:44 PM
To: 'jwla@aloha.net'
Subject: FW: Specs for transmittal of images to BoC

Hi Jeffrey. I just got this message from Nani today. I never heard back from Carl, but Nani says we have a meeting on Tuesday morning at 9 AM.

I'll call Carl on Monday to confirm. Please let me know if this time is OK with you. Thanks!

Deb

-----Original Message-----

From: Nani Lindsey
To: Debra Pyrek
Sent: 7/15/01 8:30 AM
Subject: Re: Specs for transmittal of images to BoC

Hi Deb - I talked to Carl last week sometime and understand that the TG meeting is at 9:00am - Tues 7/17. My understanding is that we will discuss the delivery schedules and tape transmittals then. See you on Tuesday.

Nani Lindsey
The Lange Group

----- Original Message -----

From: Debra Pyrek <dpyrek@tghawaii.com>
To: 'Nani Lindsey' <NLindsey@compuserve.com>
Sent: Friday, July 13, 2001 9:51 AM
Subject: RE: Specs for transmittal of images to BoC

>
> Hello Nani! I wanted to check in with you about the delivery of the
> first
> tape of images and index data. We have prepared everything on our
> side
> and
> can drop off the sample tape at the BoC next week.
>
> I called Carl this past Monday to set up a meeting for next week so
> that
> we
> can confirm the details of the file transfer process. I'm waiting to
> hear
> back from Carl with a date and time for this meeting.
>
> I wanted to talk with you about the tape transmittals to make sure we
> are
> on
> the same page. If you get a chance, can you call me so we can discuss
> this?
> Thanks Nani!
>
> Hope all is well. Talk with you soon.
>
> Deb Pyrek
> Vice President
> Corporate Information Systems
> Title Guaranty
> 235 Queen Street

401304

> Honolulu, HI 96813
> (808) 533-5824
> <mailto:dpyrek@tghawaii.com>
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>
>
>
> -----Original Message-----
> From: Nani Lindsey [<mailto:NLindsey@compuserve.com>]
> Sent: Wednesday, June 06, 2001 10:39 AM
> To: Debra Pyrek
> Subject: Re: Specs for transmittal of images to BOC
>
>
> Hello Debra,
>
> The BOC has advised us that the Task 12 Backfile migration is a solid
> "GO"
> with TG. I tentatively put together this schedule for us to start
> working
> with, subject to BOC approvals:
>
> Week of 7/16 - Test transfer via tape
> Week of 7/23 - Start Actual backfile migration
>
> The Intermediary WIN2000 Server Disk has about 70GB of free space,
> most of
> which is available for temporary storage prior to posting to the BCIS
> Main
> Server's Optical disk. The actual batch itself will be dependant on
> how
> the
> BOC wants to QC prior to import, and scheduling of resource personnel
> for
> tape transfers in DLNR/DPO.
>
> To start, I hope the schedule is OK with you.
>
> Thanks,
> Nani Lindsey
> The Lange Group

401305

Debra Pyrek

From: Debra Pyrek
Sent: Friday, July 13, 2001 9:51 AM
To: 'Nani Lindsey'
Subject: RE: Specs for transmittal of images to BoC

Hello Nani! I wanted to check in with you about the delivery of the first tape of images and index data. We have prepared everything on our side and can drop off the sample tape at the BoC next week.

I called Carl this past Monday to set up a meeting for next week so that we can confirm the details of the file transfer process. I'm waiting to hear back from Carl with a date and time for this meeting.

I wanted to talk with you about the tape transmittals to make sure we are on the same page. If you get a chance, can you call me so we can discuss this? Thanks Nani!

Hope all is well. Talk with you soon.

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-----Original Message-----

From: Nani Lindsey [mailto:NLindsey@compuserve.com]
Sent: Wednesday, June 06, 2001 10:39 AM
To: Debra Pyrek
Subject: Re: Specs for transmittal of images to BoC

Hello Debra,

The BOC has advised us that the Task 12 Backfile migration is a solid "GO" with TG. I tentatively put together this schedule for us to start working with, subject to BOC approvals:

Week of 7/16 - Test transfer via tape
Week of 7/23 - Start Actual backfile migration

The Intermediary WIN2000 Server Disk has about 70GB of free space, most of which is available for temporary storage prior to posting to the BCIS Main Server's Optical disk. The actual batch itself will be dependant on how the BOC wants to QC prior to import, and scheduling of resource personnel for tape transfers in DLNR/DPO.

To start, I hope the schedule is OK with you.

Thanks,
Nani Lindsey
The Lange Group

401306

Debra Pyrek

From: Debra Pyrek
Sent: Friday, July 13, 2001 9:42 AM
To: 'watact@pixi.com'
Subject: Meeting for next week?

Hi Carl. I'm just checking in with you about scheduling a meeting next week with TG, BoC and Nani regarding the image transfer details. I initially suggested Monday or Tuesday next week. These days are still good for me but I'll have to check with the others to confirm if they are still available. Please let me know if you are considering these days or if you prefer to meet later in the week. Just let me know the day and time and I'll try to coordinate things on our side.

Thanks Carl, and have a good weekend!

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401307

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, July 11, 2001 5:26 PM
To: 'Jeffrey Loo'
Cc: Jack Purvis
Subject: Transmittal letter for BoC batches

Hi Jeffrey! I met with Jack and shared the plan for transmitting images to the BoC. There's no problem with us supporting this plan. Jack will create a sample tape for us to bring to the BoC next week. Jack is also going to create a transmittal document that will be produced upon creating a batch.

Can you please create the 'look' of the transmittal sheet? You can use Word or even just sketch a layout on paper and fax it to us. Jack will use your sample to create the actual transmittal form that will be generated with each batch creation.

If using Word or something electronic, please email the layout to Jack and to me. Jack's email is: jpurvis@tghawaii.com

If you want to fax us a sketch, please fax it to:
532-2079

Thanks Jeffrey!

(Note: I left a message for Carl on Monday about the meeting next week, but I have not yet heard back from him. Cynthia plans to call him in the next day or so.)

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401308

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, June 26, 2001 12:26 AM
To: 'jwia@aloha.net'
Subject: Quality Review Info

Hi Jeffrey. Here are some more stats to work with when writing up our doc for the BoC.

Stats:

Total Docs tested: 133,237 (5% of total docs, approximately 2,665,000 total docs from 1991 to present)

0.5% doc missing
4.6% illegible
1.8% misindexed
0.3% page missing

Total Bad docs = 9059
6.8% bad docs
(each doc counted only once, even if it had more than one type of error)

Without including Illegible docs,
Total Bad docs = 3365
2.5% bad docs

Hope this information is helpful!

Aloha,
Deb

401309

Debra Pyrek

From: Debra Pyrek
Sent: Saturday, June 16, 2001 11:28 AM
To: Debra Pyrek
Subject: FW: QA Procs

QA
cedure01.doc (65

Deb Pyrek
Vice President
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-----Original Message-----

From: Jeffrey Loo [mailto:jwla@aloha.net]
Sent: Tuesday, June 27, 2000 12:07 AM
To: Deb Pyrek (E-mail); Deb Pyrek (E-mail 2)
Subject: QA Procs

I'm attaching the draft QA Procs for the document images. Give me a call after you've had a chance to review and we can discuss.

Jeffrey

401310

Debra Pyrek

From: Debra Pyrek
Sent: Friday, May 25, 2001 10:25 AM
To: Ruth Young
Cc: 'Jeffrey Loo'; Michael Pietsch
Subject: letter to BoC

Hi Ruth. Here is the latest draft of the letter to the BoC. Michael asked me to send this to you so that you can print it out on TG letterhead.

If you have any questions, please give me a call. Thanks!

BoC_Mason
Young.doc (24 KB)

Deb Pyrek

401311

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, May 24, 2001 5:06 PM
To: Michael Pietsch
Cc: 'Jeffrey Loo'
Subject: BoC Letter

Hi Michael. Attached is the letter that Jeffrey Loo drafted for you to send to the BoC. I have added a few items to this letter per our discussion this afternoon. I added to the Cc list as you requested, however I do not know Gil's last name, so please be sure to add this to the letter.

Jeffrey - if you have any recommendations, please send them to me as soon as possible. Michael intends to send this letter out on Friday.

Thanks!

BoC_Mason
Young.doc (24 KB)

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401312

May 25, 2001

Mr. Mason Young
State of Hawaii Department of Land and Natural Resources
Bureau of Conveyances
1151 Punchbowl Street
Honolulu, HI 96813

Dear Mason:

This is a follow up to our last meeting on February 14, 2001. Your assistance would be appreciated in providing an updated status of the Bureau of Conveyance (BOC) project and whether a determination has been made regarding moving forward with acquisition of recorded documents images and indexes from Title Guaranty of Hawaii (TG).

At the February 14, 2001 meeting, you had stated that TG should hold further actions on the project pending BOC consultations to determine next steps. Accordingly, TG ceased its efforts related to building required processes and systems for transferring recorded documents and indexes to the BOC in compliance with its BOC contract.

For your information, TG did continue with its quality review activities to confirm that recorded document images selected for transfer to BOC would meet TG and BOC quality acceptance levels. At this time, TG has substantially completed the quality review of these document images. We had a significant number of image batches waiting to be transferred to the BoC systems last February and we have continued to prepare additional batches over the past 3 months.

We are understanding of the technical issues that need to be resolved for importing the recorded document images and accompanying indexes into the new BOC information systems. We remain committed to working collaboratively with the BOC to resolve these issues.

Assuming TG is instructed to proceed, we would like to resolve any technical details regarding the transmission of document images from TG to the new BoC system. Since there are still several technical items that must be resolved prior to delivering images, we would like to contact Nani Lindsey to coordinate the image transmission plan. We will follow up on these items as soon as we receive your confirmation to proceed.

Your consideration in providing an updated project status and proposed next steps would be most appreciated.

Yours very truly,

Michael Pietsch
President

Cc Mr. Carl Watanabe
Ms. Barbara Tom
Mr. Gil ???

401313

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, May 23, 2001 2:54 PM
To: Myron Koizumi
Subject: FW: BOC

Deb Pyrek
Vice President
Corporate Information Systems
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235 Queen Street
Honolulu, HI 96813
(808) 533-5824
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-----Original Message-----

From: Carlos Buhk
Sent: Wednesday, May 23, 2001 10:27 AM
To: Debra Pyrek
Cc: Michael Pietsch
Subject: BOC

The State workers at the BOC have informed our employees that they will out of the BOC in a month or possibly sooner. The new hardware and software is up and running. When the move finally occurs I would like to move the BOC scanner to Docutrieve and move the Docutrieve scanner to TGR. The BOC scanner is a simplex scanner and the Docutrieve is a duplex. Docutrieve does not have a duplex requirement. This will bring the TGR scanners to a total of four.

Carlos R. Buhk, General Manager
Docutrieve
235 Queen Street
Honolulu, Hawaii 96813
Phone: 808-423-6335
Fax: 808-423-0684
E-mail: cbuhk@tghawaii.com

401314

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, May 22, 2001 2:35 PM
To: Myron Koizumi
Subject: RE: BOC - Image Contract

Funny, I was just about to send you the following response:

"Hmmm, I thought we tested RS for 1999 LC for 1999 and 2000. I even remember finding some batches that exceeded 3% during these years that I was supposed to look into further. Am I losing my mind?"

Anyway, I would like to say let's skip the 2001 testing, however my gut says we should do it. We did not expect to find any problems in 2000, yet we have at least one batch that failed during 2000. Perhaps we should test 2001 as well.

My concern is where to start for 2001. I have a feeling that we can wait until June 1 and then do everything prior for 2001, both LC and RS. Does this sound OK to you?

Thanks!

Deb Pyrek
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-----Original Message-----

From: Myron Koizumi
Sent: Tuesday, May 22, 2001 2:12 PM
To: Debra Pyrek
Subject: FW: BOC - Image Contract

My mistake , we did sample for 1999 and 2000 . We need a sampling for 2001.

Myron Koizumi
Title Plant
Title Guaranty of Hawaii
Telephone No. (808) 533-5800
Fax No . (808) 533-5862
mailto:mkoizumi@tghawaii.com
Visit our Web Site: <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Myron Koizumi
Sent: Tuesday, May 22, 2001 11:46 AM
To: Debra Pyrek
Subject: RE: BOC - Image Contract

401315

Actually there wasn't any testing of these years , the rescans were done from the findings of the Traffic cops and staff . Should we start the sampling for these years, since these are the first

years that will go?

Myron Koizumi
Title Plant
Title Guaranty of Hawaii
Telephone No. (808) 533-5800
Fax No . (808) 533-5862
mailto:mkoizumi@tghawaii.com
Visit our Web Site: <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, May 22, 2001 11:37 AM
To: Myron Koizumi
Subject: RE: BOC - Image Contract

Thanks for keeping me in the loop!

I want to stress that we cannot say for sure that we are ready with 2001 through 1999 (to send to the BoC). We only rescanned what we found to be bad in the initial testing. For any sampling that exceeded 3% bad docs during this initial test, we have to redo the sampling to see if we now have less than 3% bad docs. If we still exceed 3%, then we have to correct the bad docs and resample again to see if we are within the 3% range. This will go on and on until we meet our 3% criteria. So in my mind, we are not finished with any of the years yet.

Thanks!

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-----Original Message-----

From: Myron Koizumi
Sent: Tuesday, May 22, 2001 11:17 AM
To: Lois Kawano
Cc: Debra Pyrek
Subject: RE: BOC - Image Contract

We've finished rescanning the illegible for Regular System from 1990 to 2001 that was in the sampling. Staff is currently starting the Land Court Illegible then we proceed on to the missing doc list. Give me a few days to project.

Myron Koizumi
Title Plant
Title Guaranty of Hawaii
Telephone No. (808) 533-5800
Fax No . (808) 533-5862
mailto:mkoizumi@tghawaii.com
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401316

-----Original Message-----

From: Lois Kawano
Sent: Tuesday, May 22, 2001 10:52 AM

To: Myron Koizumi
Subject: RE: BOC - Image Contract

Thanks for the info - when do you anticipate completion?

-----Original Message-----

From: Myron Koizumi
Sent: Tuesday, May 22, 2001 10:26 AM
To: Lois Kawano
Cc: Carlos Buhk
Subject: FW: BOC - Image Contract

The quality assurance project is not completed , thus the reason for keeping Jean Paul Audet on . We're finished viewing the docs , thus determining the levels of illegible docs and missing docs. Completed years that we could possibly send are the years 2001,2000 and 1999 which are of good quality (missing docs/illegible docs completed). I'm having the repro staff besides handling regular workflow also scan the illegible docs for the remainder of the years.

Myron Koizumi
Title Plant
Title Guaranty of Hawaii
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Fax No . (808) 533-5862
mailto:mkoizumi@tghawaii.com
Visit our Web Site: <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Carlos Buhk
Sent: Tuesday, May 22, 2001 10:14 AM
To: Lois Kawano
Cc: Myron Koizumi
Subject: RE: BOC - Image Contract

That's a Myron call.

Carlos R. Buhk, General Manager
Docutrieve
235 Queen Street
Honolulu, Hawaii 96813
Phone: 808-423-6335
Fax: 808-423-0684
E-mail: cbuhk@tghawaii.com

-----Original Message-----

From: Lois Kawano
Sent: Tuesday, May 22, 2001 8:51 AM
To: Carlos Buhk
Subject: RE: BOC - Image Contract

Thanks. My next cost question, and stop rolling your eyes, is: how many staff are there working with the repro machines? I thought Paul's son was a temporary hire for the BOC quality review?

-----Original Message-----

From: Carlos Buhk
Sent: Tuesday, May 22, 2001 7:56 AM
To: Lois Kawano
Subject: RE: BOC - Image Contract

PAU

Carlos R. Buhk, General Manager

401317

Docutrieve
235 Queen Street
Honolulu, Hawaii 96813
Phone: 808-423-6335
Fax: 808-423-0684
E-mail: cbuhk@tghawaii.com

-----Original Message-----

From: Lois Kawano
Sent: Monday, May 21, 2001 2:18 PM
To: Carlos Buhk
Subject: BOC - Image Contract

FMI - what is the status of the quality review of the 'old' images that we were conducting in preparation for the sale of images to the BOC?

Lois Kawano
Title Guaranty
CFO, Accounting Department
Phone:(808)539-7762
mailto:lkawano@tghawaii.com
Visit our Web site: <http://tgexpress.tghawaii.com>

401318

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, May 22, 2001 11:37 AM
To: Myron Koizumi
Subject: RE: BOC - Image Contract

Thanks for keeping me in the loop!

I want to stress that we cannot say for sure that we are ready with 2001 through 1999 (to send to the BoC). We only rescanned what we found to be bad in the initial testing. For any sampling that exceeded 3% bad docs during this initial test, we have to redo the sampling to see if we now have less than 3% bad docs. If we still exceed 3%, then we have to correct the bad docs and resample again to see if we are within the 3% range. This will go on and on until we meet our 3% criteria. So in my mind, we are not finished with any of the years yet.

Thanks!

Deb Pyrek
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-----Original Message-----

From: Myron Koizumi
Sent: Tuesday, May 22, 2001 11:17 AM
To: Lois Kawano
Cc: Debra Pyrek
Subject: RE: BOC - Image Contract

We've finished rescanning the illegible for Regular System from 1990 to 2001 that was in the sampling. Staff is currently starting the Land Court Illegible then we proceed on to the missing doc list. Give me a few days to project.

Myron Koizumi
Title Plant
Title Guaranty of Hawaii
Telephone No. (808) 533-5800
Fax No . (808) 533-5862
mailto:mkoizumi@tghawaii.com
Visit our Web Site: <http://tgexpress.tghawaii.com>

-----Original Message-----

From: Lois Kawano
Sent: Tuesday, May 22, 2001 10:52 AM
To: Myron Koizumi
Subject: RE: BOC - Image Contract

Thanks for the info - when do you anticipate completion?

-----Original Message-----

From: Myron Koizumi
Sent: Tuesday, May 22, 2001 10:26 AM
To: Lois Kawano

401319

Cc: Carlos Buhk
Subject: FW: BOC - Image Contract

The quality assurance project is not completed , thus the reason for keeping Jean Paul Audet on . We're finished viewing the docs , thus determining the levels of illegible docs and missing docs. Completed years that we could possibly send are the years 2001,2000 and 1999 which are of good quality (missing docs/illegible docs completed). I'm having the repro staff besides handling regular workflow also scan the illegible docs for the remainder of the years.

Myron Koizumi
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-----Original Message-----

From: Carlos Buhk
Sent: Tuesday, May 22, 2001 10:14 AM
To: Lois Kawano
Cc: Myron Koizumi
Subject: RE: BOC - Image Contract

That's a Myron call.

Carlos R. Buhk, General Manager
Docutrieve
235 Queen Street
Honolulu, Hawaii 96813
Phone: 808-423-6335
Fax: 808-423-0684
E-mail: cbuhk@tghawaii.com

-----Original Message-----

From: Lois Kawano
Sent: Tuesday, May 22, 2001 8:51 AM
To: Carlos Buhk
Subject: RE: BOC - Image Contract

Thanks. My next cost question, and stop rolling your eyes, is: how many staff are there working with the repro machines? I thought Paul's son was a temporary hire for the BOC quality review?

-----Original Message-----

From: Carlos Buhk
Sent: Tuesday, May 22, 2001 7:56 AM
To: Lois Kawano
Subject: RE: BOC - Image Contract

PAU

Carlos R. Buhk, General Manager
Docutrieve
235 Queen Street
Honolulu, Hawaii 96813
Phone: 808-423-6335
Fax: 808-423-0684
E-mail: cbuhk@tghawaii.com

401320

-----Original Message-----

From: Lois Kawano
Sent: Monday, May 21, 2001 2:18 PM
To: Carlos Buhk
Subject: BOC - Image Contract

FMI - what is the status of the quality review of the "old" images that we were conducting in preparation for the sale of images to the BOC?

Lois Kawano
Title Guaranty
CFO, Accounting Department
Phone:(808)539-7762
mailto:lkawano@tghawaii.com
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401321

Debra Pyrek

From: Debra Pyrek
Sent: Saturday, May 19, 2001 2:21 PM
To: Michael Pietsch
Subject: letter to BoC

Hi Michael. I keep forgetting to ask you if you sent out the letter to the BoC yet (the one that Jeffrey Loo wrote on your behalf). I know that we held off intentionally, but I'm not sure if you wanted me to do anything now to follow up on this. Just let me know. Thanks!

Deb

401322

Debra Pyrek

From: Debra Pyrek
Sent: Monday, May 07, 2001 11:37 AM
To: Michael Pietsch
Subject: letter to BoC

010507 Mason
ung.doc (32 KB)..

Hi Michael. I received Jeffrey Loo's draft of the letter from you to Mason regarding the BoC project (see the attached file). During our discussion today, you said we should wait a week or so on this. Please review the letter and send it out whenever you are ready. And let me know if you need anything further.

Also, could you please let me know if/when you send the letter out? I want to follow up with Nani Lindsey, but not until after this letter is sent.

Thanks!

Deb Pyrek
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401323

May 7, 2001

Mr. Mason Young
State of Hawaii Department of Land and Natural Resources
Bureau of Conveyances
1151 Punchbowl Street
Honolulu, HI 96813

Dear Mason:

This is a follow up to our last meeting on February 14, 2001. Your assistance would be appreciated in providing an updated status of the Bureau of Conveyance (BOC) project and whether a determination has been made regarding moving forward with acquisition of recorded documents and indexes from Title Guaranty of Hawaii (TGOH).

At the February 14, 2001 meeting, you had stated that TGOH should hold further actions on the project pending BOC consultations to determine next steps. Accordingly, TGOH ceased its efforts related to building required processes and systems for transferring recorded documents and indexes to the BOC in compliance with its BOC contract.

For your information, TGOH did continue with its quality review activities to confirm that recorded document images selected for transfer to BOC would meet TGOH and BOC quality acceptance levels. At this time, TGOH has substantially completed the quality review of these document images.

We are understanding of the technical issues that need to be resolved for importing the recorded document images and accompanying indexes into the new BOC information systems. And we remain committed to working collaboratively with the BOC to resolve these issues.

Your consideration in providing an updated project status and proposed next steps would be most appreciated.

Yours very truly,

Michael Pietsch
President

Cc: Mr. Carl Watanabe

401324

Debra Pyrek

From: Debra Pyrek
Sent: Monday, May 07, 2001 11:31 AM
To: 'jwla@aloha.net'
Subject: RE: letter to BoC

Thanks Jeffrey! I'll forward this to Michael (he's back in the office today, but out the rest of this week). It may be early next week before you hear anything more from me regarding this letter.

I hope all is well with you. Is it time for another pau hana yet?

Aloha,

Deb Pyrek
Vice President
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235 Queen Street
Honolulu, HI 96813
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-----Original Message-----

From: Jeffrey Loo [mailto:jwla@aloha.net]
Sent: Monday, May 07, 2001 10:26 AM
To: Debra Pyrek
Subject: RE: letter to BoC

Sorry for the delay in composing the letter. Here it is. Please review and modify as needed. Let's discuss after you have had a chance to look at it.

Jeffrey Loo
J.W. Loo & Associates
(v) 808-528-7176
(f) 808-523-8543
(e) jwla@aloha.net

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Thursday, April 26, 2001 5:08 PM
To: 'jwla@aloha.net'
Subject: letter to BoC

Hi Jeffrey. I hope all is well with you!

Michael Pietsch asked me to talk with you about the BoC. He'd like you to draft a letter to Mason requesting an update on the status of the project.

I did not send out my technical message to Nani because we still have not heard from the BoC on whether or not to proceed.

Can you draft up something and email it to me? Michael will be out all next week, so if you have it ready before he returns, I'll sign it and send it to Mason.

Thanks!

Deb

401325

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, April 26, 2001 5:08 PM
To: 'jwla@aloha.net'
Subject: letter to BoC

Hi Jeffrey. I hope all is well with you!

Michael Pietsch asked me to talk with you about the BoC. He'd like you to draft a letter to Mason requesting an update on the status of the project.

I did not send out my technical message to Nani because we still have not heard from the BoC on whether or not to proceed.

Can you draft up something and email it to me? Michael will be out all next week, so if you have it ready before he returns, I'll sign it and send it to Mason.

Thanks!

Deb

401326

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, March 29, 2001 2:40 PM
To: 'Jeffrey Loo'
Subject: message to nani

Hi Jeffrey. I plan to email the following message to Nani and send a printed copy to Carl. Please let me know if you have any recommendations for additions or changes. Thanks!

Deb

* * * * *

Hi Nani. How are things going? I hope the BoC systems are coming along well!

We are preparing for the transmittal of images and index data to the BoC. The following index information will be provided with each batch of images transmitted:

- DocType
- DocName
- FileName

At a prior meeting at the BoC, TG also agreed to send the following fields, although we stated that we could not guarantee that the field would be populated in all cases, nor could we guarantee the accuracy of the data:

- DocDate
- NumPages

For each batch transmitted, we will send this index information in an ASCII file, comma separated, per your request. The images will be standard TIFF files. We will use DLT 4000 compatible tapes to transmit the batches to BoC.

Some open items that we would like to resolve:

- How large is the server disk that will temporary store these files until they are loaded into the BoC imaging system?
This will help us determine how large each batch can be (in MB or GB) and how many batches can reside on the server at one time.
- What is the frequency for transmittal of tapes to the BoC? 401327
We hope to complete the transmittal of the first 5 years of images within a 12 week period, so we must calculate batch size and number of batches transmitted per week to achieve this.
- Would you prefer "LO" or "LCO" as the doc type designation for Land Court Order documents?

It's possible that we may need to meet with the BoC folks to discuss these items prior to any batch transmittals. We ask for at least 2 weeks advance notice of the date of the first batch transmittal so that we can have the image batch(es) ready. Currently, I do not know the schedule for the first transmittal. I thought we were going to run a test in March and begin transferring batches in April, however we have not yet been asked for sample data for the test. I called Carl Watanabe and I am waiting for him to return my call to get an update. If you have any information that might help us prepare for the upcoming data transfer tasks, please let me know. And please let me know if you

have any questions for me.

Thanks Nani!

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401328

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, January 17, 2001 6:06 PM
To: 'Nani Lindsey'
Subject: Document Types

Hi Nani. I am following up on your request for a list of all Recorded Document Types to be transmitted as part of this project. The types are as follows:

RS Regular System
LC Land Court
LCO Land Court Order

We also have document type LP (Liber/Page), however this is for pre-1990 documents and is not within the 1991 to 2000 range that the BoC folks specified, so this will not affect your data load.

I have not yet researched our DLT tape device options. I will be out of the office until Monday, so I'll investigate this next week.

Feel free to contact me if you have any questions. Thanks!

Deb Pyrek
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401330

Debra Pyrek

From: Nani Lindsey [NLindsey@compuserve.com]
Sent: Wednesday, February 14, 2001 8:18 AM
To: Debra Pyrek
Subject: Re: Document Types

Hello Debra,

Finally got the information regarding the tape drives at BOC:

Tape drive: Quantum DLT 4000 tape drive which does uses DLT Tape IV format 20/40GB.
Backup software: ARCServe 2000 which can read Microsoft Tape Format I will provide the data sheet for your files.

Thanks,
Nani Lindsey
The Lange Group

----- Original Message -----

From: Debra Pyrek <dpyrek@tghawaii.com>
To: 'Nani Lindsey' <NLindsey@compuserve.com>
Sent: Tuesday, February 06, 2001 5:04 PM
Subject: RE: Document Types

>
> Hi Nani. How are you?
>
> I wanted to let you know what types of tape devices we have at TG. We
> are using the following devices:
>
> * DDS4
> * DDS3
> * DDS2
> * DLT 20/40
>
> I have not yet received a message from you specifying what type of
> tape drive is available at the BoC. Can you please let me know?
> Thanks!
>
> Deb Pyrek
> Vice President
> Corporate Information Systems
> Title Guaranty
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401331

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, December 14, 1999 10:03 AM
To: 'nani lindsey'
Cc: 'Jeffrey Loo'
Subject: RE: DLNR-BOC File Layout

Hello Nani.

Sorry for the delay in responding to your email message. At this time, I am providing you with the basic index information stored in our system. I would prefer to wait until we have a contract in place before going into details of the design, additional index data, etc.

Field	Type
DocType	char 5
DocName	char 25
RelativeFilename	varchar 50

DocType is 'RS', 'LC', etc. for Regular System, Land Court and so on. DocName is a string containing the actual BOC document name, typically something like '99000500' for a regular system document.

Regarding the actual storage space required for 5 years of documents, I would recommend half a terabyte. The actual storage requirements for the image files will vary based on which 5 years are selected by the BOC. I estimate the actual space required for 5 years of image files to be 300-500 gig, however we cannot provide you with an accurate number until we know which files will be transferred based on which 5 years are selected.

It was very nice meeting you and I look forward to working with you! If you have any questions, please feel free to call me. Thank you.

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-----Original Message-----

From: nani lindsey [mailto:NLindsey@compuserve.com]
Sent: Thursday, December 09, 1999 5:31 PM
To: TG Debra Pyrek
Subject: DLNR-BOC File Layout

401332

Hello Debby,

In order to estimate disk space required for the Task 12 Backfile migration, can you provide the following:

- 1) File Layout of the Indexes provided (assuming 11-12 fields, at 200MB for 13 years)
- 2) Disk requirements for images (assuming 1.0TB for 13 years)

Please provide the disk space required for the first, then second five year increments, Image & Indexes seperately.

It was a pleasure meeting you yesterday at the BOC and I look forward to working with you

on this project.

Thank You,

Nani Lindsey, Manager
The Lange Group
(808) 545-1822

401333

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, February 21, 2001 10:29 AM
To: 'Jeffrey Loo'
Subject: RE: BOC Meeting Memo

Michael Pietsch
February 20 20...

Hi Jeffrey. It looks good to me. The only change I made was to take out the word "thirteen" since Carl is the one who said he remembered me stating '13' during the initial presentations. I did not mention a number at this latest meeting, but I stated that the available index information was given to Nani in 1999. Don't know if that needs to be changed or not.

In addition, at the end of the meeting Nani and I briefly discussed the tape device specifications to be used for image transfers and Nani gave me a flier from the vendor regarding the tape device purchased by the BOC.

Thanks for taking care of this!

Aloha,
Deb

-----Original Message-----

From: Jeffrey Loo
To: Deb Pyrek
Sent: 2/20/01 5:10 PM
Subject: BOC Meeting Memo

I'm attaching memo to Michael with summary of BOC meeting as he requested. Please review and edit as appropriate. After I receive you corrections, I'll put it on letterhead and transmit to Michael <<Michael Pietsch February 20 2001.doc>>

401334

February 20, 2001

Mr. Michael Pietsch
Title Guaranty of Hawaii
235 Queen Street
Honolulu, HI 96813

SUBJECT: Bureau of Conveyance Project Planning Meeting, February 14, 2001

Dear Michael:

Per your request, I am providing a summary of my notes from the February 14, 2001 meeting with the Bureau of Conveyance (BOC) management and staff. The information provided in the following sections represents my best recollection of the discussion and statements made at that meeting.

The February 14, 2001 meeting was convened at the request of Mason Young, BOC Administrator, to discuss outstanding issues remaining from the previous January 17, 2001 planning meeting. At that meeting, Mr. Young had requested clarification on the index data that Title Guaranty (TG) would deliver in compliance with its contract obligations for the BOC recorded document images project.

Mr. Young initiated the February 14, 2001 meeting by stating that he had interviewed BOC staff present during the proposal presentations delivered by TG and he confirmed that all BOC staff had the impression from the information presented by Debra Pyrek and Jeffrey Loo that the BOC would receive all index data necessary to populate the new BOC information system. Debra responded that TG did not have the capability to provide document index data beyond document description data fields. Further, the names and formats of the index data fields that TG was capable of transmitting to BOC had been conveyed in an email message to Nani Lindsay over a year ago.

Deleted: thirteen

Carl Watanabe, BOC Project Manager, stated that since the last meeting, he had spoken with Debra Pyrek and Cynthia Nakaya at TG and he now understood that there was a discrepancy between what BOC and TG referred to as index data. He proceeded to draw a diagram on the conference room white board depicting how he understood that data is captured and stored in the respective TG and BOC information systems. Mr. Watanabe stated his conclusion that TG did not store index data in linked data files as he initially thought and that therefore this data may not be as readily exportable to BOC as he had assumed.

Mr. Watanabe described how the new BOC system will work and that there is a critical requirement for users to be able to retrieve recorded document images using transaction related data (e.g. grantor, grantee) and not just a simple document number. He then

401335

directed a question to Jeffrey Loo regarding what he had meant by index data during the proposal presentations.

Jeffrey responded that the proposal presentations had been provided in the context of the several outsource service proposals submitted by TG to the BOC. Under those outsource service scenarios, BOC would be linked with TG systems directly and thus would have access to substantially the same document images and lookup data available to TG staff. Jeffrey provided the clarification that when BOC ruled that those outsource service proposals were non-responsive to the BOC request for proposal (RFP), TG had been instructed to only submit a proposal on ten years of document images and indexes as specified in the Part II RFP. Consequently, TG had complied and that its final proposal to BOC had been scoped and priced only for the specified document images and supporting index data.

Mr. Watanabe replied that since TG had represented that it could provide the BOC with document image scanning and indexing services on an ongoing basis, this must mean that they would provide additional index data since the new BOC information system would require entry of that data when new document images are uploaded into that system. Jeffrey responded that that inference is incorrect since document indexing related to image capture processes usually is very limited and is distinct from data entry performed to populate a transactional information system.

Jeffrey stated that it was obvious that TG and BOC had different interpretations regarding what constituted index data. He posed the question of how TG should proceed and whether BOC still planned to proceed with the project testing and document transfer activities.

Mr. Watanabe responded that the project should proceed. Mr. Young however, stated that he would have to seek advice from the department's deputy attorney general. He further stated that representations had been made to the Legislature regarding the project implementation status and completion date. He said that it was clear that due to the miscommunication, whether deliberate or inadvertent on the part of TG, that BOC would not be able to meet the project schedule that had been committed at the Legislature. Therefore, Mr. Young advised that no further action should be initiated by TG until further notice is received from BOC.

Michael Pietsch asked, from a layperson's perspective, how lack of the requested index data substantively affected BOC operations capability. Further, he asked how often did BOC expect to query the old recorded document images since access requirements to recorded documents usually fall drastically after recordation.

Mr. Watanabe responded that they didn't really know how often a document would be queried. However, he reiterated that the new BOC system was set up with an integrated data model assumption and that it presumed the linkage of transaction records and document images. And he shared that although BOC actually had the data that it is

401336

requesting from TG, that it was difficult to extract since the data is stored on magnetic tape and the quality of the data is not good. Cynthia Nakaya confirmed that TG does review the dailies received from the BOC and must frequently enter corrections for name misspellings and when data does not align with what is stated on the respective recorded documents.

Mr. Watanabe then stated that since TG had a reputation for being cutting edge in the industry, he was somewhat surprised that TG's information systems were not integrated. Mr. Watanabe queried Jeffrey as an IT consultant, whether he would expect that TG's information systems would be more integrated. Jeffrey replied that, in this instance, BOC had the benefit of building a new system from scratch and so could design the new system in a logical, integrated manner. However, TG had built their system on top of its legacy information system and had made the management decision that it was more cost effective to do so rather than to replace it with a completely new system. Mr. Watanabe replied that if cost was no object, that shouldn't TG have built a more integrated system? Jeffrey responded that he had never worked on a project where money was not a consideration and that project decisions in the private sector had to be made on a return on investment basis.

Jeffrey then asked if it was possible for the attendees to step back from the contract negotiations stance for a moment and to discuss alternatives whereby TG might assist BOC with their index data issue. Jeffrey stated that TG had in good faith submitted its proposal to convey ten years of recorded document images and indexes to the BOC. TG had in no way intended to misrepresent the index data that it intended to deliver to the BOC. And its price proposal had been computed based on providing the index data that is routinely associated with recorded documents in the TG system.

Jeffrey further stated that to provide the additional data fields requested by BOC will require considerable added labor and expense to TG. However, perhaps there might be alternatives that could be discussed that involved non-cash or barter exchanges to compensate TG for its costs to furnish BOC with the needed index data.

Mr. Young responded that he welcomed dialog between TG and BOC. Michael stated that if such discussions took place, he would prefer that they involve the DLNR director. Mr. Young acknowledged that the director could be included but then asked that TG follow up with Mr. Watanabe regarding prospective proposals of this sort. Mr. Watanabe demurred and stated that he did not think he should be involved since he might not communicate the proposals correctly. Mr. Young replied that he didn't think this should be a problem.

Mr. Young then thanked attendees for their frank participation and the meeting was adjourned.

401337

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, February 06, 2001 5:04 PM
To: 'Nani Lindsey'
Subject: RE: Document Types

Hi Nani. How are you?

I wanted to let you know what types of tape devices we have at TG. We are using the following devices:

- DDS4
- DDS3
- DDS2
- DLT 20/40

I have not yet received a message from you specifying what type of tape drive is available at the BoC. Can you please let me know? Thanks!

Deb Pyrek
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401338

Debra Pyrek

From: Debra Pyrek
Sent: Monday, February 05, 2001 5:08 PM
To: Lenny Fernandes
Cc: Craig Young
Subject: RE: tape drives

We're talking batch sizes of up to 100 GB per batch, so I consider this massive. This may mean we need more than one tape per batch, but it's better than 50 or 100 jazz drives. We will be transferring 10 years of images (1991 through 2000) to the BoC by breaking them into 1 year batches.

The BoC folks said they have DLT, but they didn't know what size. I should find out from them on Wednesday (hopefully). I also have to let them know what size/type drives we have available. Whatever I tell them, I want to make sure that we can backup the Netforce files onto the tape drive without drastically impacting our regular backup operations.

Which drives shall I say we can support?

Thanks!

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-----Original Message-----

From: Lenny Fernandes
Sent: Monday, February 05, 2001 3:57 PM
To: Debra Pyrek
Subject: RE: tape drives

I think Jazz drives might be better unless we are talking about massive amounts of transfers. I think the current Jazz disks are 1GB and 2GB.

We currently use DDS2, DDS3, and DLT tape drives. The DDS3 is typically 12/24 GB and the DLT is 20/40 GB. Since our files are already compressed, we would be able to fit only the smaller number spec. Trying to compress already compressed files actually increases the storage requirements. The NT backup we use cannot be used across servers.

-----Original Message-----

From: Debra Pyrek
Sent: Monday, February 05, 2001 3:43 PM
To: Lenny Fernandes; Craig Young
Subject: tape drives

401339

Hi! Can you please provide me with a list all the different types of tape backups systems we are currently using? I need a list of all the options we have that can be used to copy document images from the Netforce (and index data exported from ImageSQL) to tape to be delivered to the BoC as part of our contract. We plan to begin dumping images in March (testing) with actual roll out to begin in April. The BoC does not want a high speed line, so we are looking for alternatives. We considered using CDs, but that would require buying a lot of CDs!

If you could please provide me with our tape specs (or any other options you can think of) by tomorrow afternoon, I'd really appreciate it. Thanks!

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401340

Debra Pyrek

From: Debra Pyrek
Sent: Monday, February 05, 2001 4:53 PM
To: 'jwla@aloha.net'
Subject: RE: BoC meeting summary

BoC_Mtg_Notes
Jan2001.doc (80 ...

Hi Jeffrey. I made some minor additions/changes. I've attached the updated version for your review. I also printed this out for Michael to review.

Sorry I was not available earlier today to meet with you. Please send me your comments or updates to this document via email.

Do we need to plan for the discussion about TG's Quality Review process, or are we OK? We might want to bring the notes we prepared last time to our meeting this Wednesday.

Thanks!

Deb Pyrek
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-----Original Message-----

From: Jeffrey Loo [mailto:jwla@aloha.net]
Sent: Monday, February 05, 2001 11:30 AM
To: Debra Pyrek
Subject: RE: BoC meeting summary

I'm attaching file with my notes on our BOC meeting and issue summary. I prepared as one document but you may want to separate. I will be downtown for 3pm meeting so can meet with you prior to that meeting if you would like to discuss.

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Sunday, February 04, 2001 12:57 PM
To: 'Jeffrey Loo '
Subject: BoC meeting summary

401341

Hi Jeffrey. I wanted to check in with you regarding the summary document from the last BoC meeting. I'd like to review it and share it with Michael Pietsch on Monday afternoon, but I'm not sure where you are at with the doc. Please let me know if you think you can have a draft to me by Monday afternoon. If not, we can shoot for Tuesday, though that's cutting it a bit close for our Wed morning meeting.

Also, I spoke with Carl Watanabe and I now have a better idea of what they want. It is significantly more work for us than just exporting the same data they give to us. They want the cleaned up data from our PI system and we'd have to do a bit of programming to get the data out in the format they want. Michael P. said that we will not offer the data export within the contract. I agree since it's a lot more work. But I'm guessing that we

might consider doing this for additional payment or other agreement (free images from the BoC after their systems are operational). That's not going to be presented on Wednesday, though.

Let me know what you need from me to complete the meeting summary doc. Thanks!

Deb

401342

Debra Pyrek

From: Debra Pyrek
Sent: Sunday, February 04, 2001 12:57 PM
To: 'Jeffrey Loo'
Subject: BoC meeting summary

Hi Jeffrey. I wanted to check in with you regarding the summary document from the last BoC meeting. I'd like to review it and share it with Michael Pietsch on Monday afternoon, but I'm not sure where you are at with the doc. Please let me know if you think you can have a draft to me by Monday afternoon. If not, we can shoot for Tuesday, though that's cutting it a bit close for our Wed morning meeting.

Also, I spoke with Carl Watanabe and I now have a better idea of what they want. It is significantly more work for us than just exporting the same data they give to us. They want the cleaned up data from our PI system and we'd have to do a bit of programming to get the data out in the format they want. Michael P. said that we will not offer the data export within the contract. I agree since it's a lot more work. But I'm guessing that we might consider doing this for additional payment or other agreement (free images from the BoC after their systems are operational). That's not going to be presented on Wednesday, though.

Let me know what you need from me to complete the meeting summary doc. Thanks!

Deb

401343

Debra Pyrek

From: Debra Pyrek
Sent: Monday, January 29, 2001 10:07 AM
To: 'jwla@aloha.net'
Subject: RE: BoC meeting

Yes, still at 9:00 AM.

Please let me know if you need my input to draft the summary document from the last meeting. Thanks!

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-----Original Message-----
From: Jeffrey Loo [mailto:jwla@aloha.net]
Sent: Saturday, January 27, 2001 3:32 PM
To: Debra Pyrek
Subject: RE: BoC meeting

Wilco. I assume that it is still scheduled for 9am.

-----Original Message-----
From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Friday, January 26, 2001 5:22 PM
To: 'Jeffrey Loo'
Subject: BoC meeting

Hi Jeffrey. Cyn and I met with Carl Watanabe today and things went much better. I will fill you in on the details next week. But he asked that we change the date of the next meeting at the BoC to Wednesday (instead of Tuesday). Can you please change the appointment in your calendar?

Let's talk next week. Have a great weekend!

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401344

Debra Pyrek

From: Debra Pyrek
Sent: Friday, January 26, 2001 5:22 PM
To: 'Jeffrey Loo'
Subject: BoC meeting

Hi Jeffrey. Cyn and I met with Carl Watanabe today and things went much better. I will fill you in on the details next week. But he asked that we change the date of the next meeting at the BoC to Wednesday (instead of Tuesday). Can you please change the appointment in your calendar?

Let's talk next week. Have a great weekend!

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401345

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, January 17, 2001 6:06 PM
To: 'Nani Lindsey'
Subject: Document Types

Hi Nani. I am following up on your request for a list of all Recorded Document Types to be transmitted as part of this project. The types are as follows:

RS Regular System
LC Land Court
LCO Land Court Order

We also have document type LP (Liber/Page), however this is for pre-1990 documents and is not within the 1991 to 2000 range that the BoC folks specified, so this will not affect your data load.

I have not yet researched our DLT tape device options. I will be out of the office until Monday, so I'll investigate this next week.

Feel free to contact me if you have any questions. Thanks!

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401346

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, January 17, 2001 5:52 PM
To: Cynthia Nakaya
Subject: meeting with carl

Hi Cyn. I left a message for Carl Watanabe (BoC) that we could meet with him next week. I proposed two possible times - Monday the 22nd at 2PM or Friday the 26th at 11:00 AM. I'll let you know when I hear back from him.

Thanks!

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401347

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, January 16, 2001 11:29 PM
To: 'jwla@aloha.net'
Cc: Debra Pyrek
Subject: BoC Meeting Agenda

ransfer of Images
from TG to ...

Hi Jeffrey. Here is my summary of what we discussed today. I don't think we need to distribute this agenda to the group. I'd rather just use it to keep us on track and make sure we cover everything, assuming they are ready to discuss these topics.

See you at the BoC at 9:00 AM. Thanks!

Deb

401348

Transfer of Images from TG to BoC

Meeting Agenda for Wednesday, January 17, 2001

1. Schedule for delivery of images
 - a. 3 months duration for each 5 year set
 - b. Back to back delivery (6 concurrent months total)
2. Transport
 - a. Batch size
 - i. Estimate 2.1 million documents @ 8 pages per doc = 16.8 million pages
 - ii. Approximately 50 KB per document (rough estimate)
 - iii. Estimate 840 GB for 5 years of images
 - iv. Assuming a 12 week duration for file transfers, this requires 70 GB per week or 14 GB per day (5 day work week).
 - b. Transfer method
 - i. High speed line
 - ii. Other media
3. BoC Server Capacity
4. Image Quality Assurance Plan
 - a. Describe TG quality review process
 - b. Batch acceptance schedule (24 hour turn around if daily batch transfers or weekly acceptance if one batch per week)
 - c. Payment due upon acceptance of batch
5. Alternatives, if necessary
 - a. BoC to review images by accessing TG systems
 - b. Others

401349

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, January 04, 2001 2:03 PM
To: 'jwla@aloha.net'
Subject: RE: BoC

Sounds good. Thanks!

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-----Original Message-----
From: Jeffrey Loo [mailto:jwla@aloha.net]
Sent: Thursday, January 04, 2001 1:58 PM
To: Debra Pyrek
Subject: RE: BoC

I thought I remembered you saying that you were not a morning person. How about meeting on 1/16 at about 2pm. I have a meeting downtown and will come over after I'm done.

jeffrey

-----Original Message-----
From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Thursday, January 04, 2001 1:40 PM
To: 'jwla@aloha.net'
Subject: RE: BoC

Hi Jeffrey. Yes, I think we should meet before this meeting. The meeting is at the BoC at 9:00. Perhaps we should meet earlier, maybe at 8:00 at TG? I'm not a morning person, so if it is better to meet the day before, that's OK with me. Right now, I have the entire day open on the 16th of January. Just let me know what's best for you.

Thanks!

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-----Original Message-----
From: Jeffrey Loo [mailto:jwla@aloha.net]
Sent: Thursday, January 04, 2001 11:55 AM
To: Debra Pyrek
Subject: RE: BoC

401350

I've put the meeting on my calendar. Where is it going to be? A might be a good idea to meet before so we can talk about approach and requirements from TG perspective. Do you want to meet at 8:30am at your office?

Jeffrey

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]

Sent: Thursday, January 04, 2001 11:03 AM

To: 'Jeffrey Loo'

Subject: BoC

Hi Jeffrey. The BoC has requested a meeting on Jan 17th at 9:00 AM regarding the schedule for transferring images to them. Michael will be out of town, but I don't think that's a big problem since this is a technical meeting. Are you available for this meeting?

If you would like to see the actual letter from the BoC, just let me know and I'll fax it over. Thanks!

Deb Pyrek

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401351

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, January 04, 2001 1:40 PM
To: 'jwla@aloha.net'
Subject: RE: BoC

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Thanks!

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Sent: Thursday, January 04, 2001 11:55 AM
To: Debra Pyrek
Subject: RE: BoC

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Jeffrey

-----Original Message-----

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Sent: Thursday, January 04, 2001 11:03 AM
To: 'Jeffrey Loo'
Subject: BOC

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401352

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, January 04, 2001 11:03 AM
To: 'Jeffrey Loo'
Subject: BoC

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If you would like to see the actual letter from the BoC, just let me know and I'll fax it over. Thanks!

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401353

Debra Pyrek

From: Debra Pyrek
Sent: Monday, April 17, 2000 8:33 AM
To: Mary Kahoopii
Cc: Lenny Fernandes
Subject: RE: Installation of The Disk Keeper at the BoC

Hi Mary. Lenny has ordered the software, but I'm not sure of the exact date it will be delivered. As soon as we get the software, we will contact you to schedule a time to install it at the BoC. If we need disk keeper software on the other NT servers at the BoC, we'll have to order more licenses. As far as I understand, only the one NT server has been having performance problems due to disk fragmentation. We can run a check on the other servers to see if they are having the same type of problem and if so, we can order more licenses for those servers too. If you have any information about performance problems with the other servers, please let me know. Thanks!

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-----Original Message-----

From: Mary Kahoopii
Sent: Friday, April 14, 2000 9:03 AM
To: Debra Pyrek
Subject: Installation of The Disk Keeper at the BoC

Hi Debra! I was just wondering if you got the disk keeper program in. If so, I would like to know when it was going to be put in so I could be there to oversee if there should be any questions that may arise about the system. If you have any problems let me know. I was also wondering if we could get the disk keeper installed out here for any of the NT equipped PC's. If you can please let me know as soon as you get this. Thanks a lot.

Neal Cruz via
Mary J. Kahoopii
Supervisor
Corporate Services
Title Guaranty of Hawaii
Phone:422-5587
Fax: 423-0684
mailto:mkahoopii@tghawaii.com
Visit our Web Site: <http://tgexpress.tghawaii.com>

401354

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, January 13, 2000 12:03 PM
To: Mary Kahoopii
Cc: Carlos Buhk
Subject: RE: BOC CDs

Thanks for letting me know about this incident. I hope this is just a miscommunication issue and not something more. I asked Aileen if there were any problems with the BoC CDs and she said that she had incorrectly labeled a couple CDs last week. When Randy noticed this, he called Aileen to report the problem. She offered to reprint the label and send it to him to put on the CD. She also asked him if he would prefer to return the CD and she would put the corrected label on it. Her understanding was that Randy wanted her to send him the correct labels and he would put them on the corresponding CDs, so that is what she did. I asked her what the status is now, and she said she thinks everything was corrected and this matter is resolved. But from your message, I don't know if that's true. Is there something more to this that neither of us knows about? I really don't think Aileen intended any harm. Did Randy say why he felt this way?

Please let me know what I can do to help. If anything is still unresolved, let me know and we'll take care of it. Thanks!

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-----Original Message-----

From: Mary Kahoopii
Sent: Thursday, January 13, 2000 5:59 AM
To: Debra Pyrek
Cc: Carlos Buhk
Subject: BOC CDs

Hi Debra,

Randy from the BoC staff, who does the searching and retrieving of docs for the public came to me yesterday and he started to complain about Aileen. We aren't sure what the problem is but he said she is hard to communicate with, unfriendly and he doesn't want to deal or talk to her. I told him that I would bring this to your attention and there would not be a need to take it to the BoC management. From what I could understand this has something to do with the CDs. Can you please look into what is going on and it just might be miscommunication. We are just trying our best to keep them happy and it seems what ever problems they have with TG, they are going to come to us. Thanks

Mary J. Kahoopii
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401355

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401356

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, February 23, 1999 4:05 PM
To: John Hubbard
Subject: RE: CD's

You are incredible! Thanks a million.

-----Original Message-----

From: John Hubbard
Sent: Tuesday, February 23, 1999 4:01 PM
To: Debra Pyrek; Carlos Buhk
Cc: Cynthia Nakaya; Jerry Opedal; Lenny Fernandes
Subject: RE: CD's

Deb,

As I demonstrated to you (and to Michael P. about 30 minutes later; he dropped by), we now have a rudimentary CDROM viewer. It is written in Visual Basic, only a few pages of code, very easy to understand for any new developer (s) you may bring in.

Also, I set up Alae so that all the CDROMs he's been making will automatically start whatever image viewer is installed. Net result: inserting one of our BoC CDROMs causes the image viewer to start, and it appears on the screen--very convenient, might even be impressive for the few people at the BoC who are less familiar with computers <grin>.

So, hopefully, this issue is no longer a big cause for concern. I believe that this viewer program can easily be maintained and improved, even by relatively inexperienced VB developers, if necessary.

john h

-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, February 23, 1999 12:49 PM
To: Carlos Buhk
Cc: Cynthia Nakaya; John Hubbard
Subject: RE: CD's

Hi Carlos.

Regarding the BoC data and CDs...

We copy the jazz drive containing all of the data that comes from the BoC onto CDs each day, however these CDs are currently not being delivered to the BoC. We are keeping these CDs as our backups. Because of the merged documents and missing pages that occur, we did not want to send these CDs to the BoC until we could verify that the data was complete/accurate. John H. has been working on a system design that would allow us to produce BoC CDs containing verified images from our internal imaging system (after Myron's group verifies that all the documents are complete). This is a very large project that will not get finished prior to John H. leaving TG.

401357

John H. and I are working with Cynthia Nakaya regarding the schedule and requirements for the BoC CDs. In addition to the project described above, John H. was going to build a viewer application to be distributed with the CDs for the BoC. Per many conversations with Cynthia and Michael, a CD containing indexes and images would not be enough - we should also provide a viewer for selecting and displaying the images on the CD. John H. is leaving TG as of next Tuesday, so we are very limited as to what can be completed by that time. We will continue to work with Cynthia to do as much as possible. If we do have a CD deliverable for

the BoC ready by Tuesday, it will only contain a copy of the data we receive on the jazz drive daily, not verified data. We cannot guarantee that any of this will be completed by Tuesday.

I have not been asked to attend any meeting with BoC management. I doubt it would be a good idea for me to attend, considering the unknown state we are in at this time. My input would only generate more questions.

If you have any additional questions, please contact Cynthia - she has more information than me anyway! Thanks.

Deb

-----Original Message-----

From: Carlos Buhk
Sent: Tuesday, February 23, 1999 10:40 AM
To: Debra Pyrek
Subject: CD's

Yesterday Alae informed me that none of the data from the BOC have been placed on CD's. Where is all that data being stored? Is there a back up? When will the program be complete so we can distribute CD's to subscribers?

MAP is meeting with the BOC management tomorrow. Will you also attend this meeting?

401358

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, February 23, 1999 1:10 PM
To: Michael Pietsch
Subject: FW: CD's

Hi Michael. I sent this reply to Carlos today, but I did not Cc the message to you. I thought you may like to know some of this, so I am forwarding my message to you. Thanks.

-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, February 23, 1999 12:49 PM
To: Carlos Buhk
Cc: Cynthia Nakaya; John Hubbard
Subject: RE: CD's

Hi Carlos.

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Deb

-----Original Message-----

From: Carlos Buhk
Sent: Tuesday, February 23, 1999 10:40 AM
To: Debra Pyrek
Subject: CD's

401359

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401360

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, February 23, 1999 12:49 PM
To: Carlos Buhk
Cc: Cynthia Nakaya; John Hubbard
Subject: RE: CD's

Hi Carlos.

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Deb

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From: Carlos Buhk
Sent: Tuesday, February 23, 1999 10:40 AM
To: Debra Pyrek
Subject: CD's

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401361

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, February 17, 1999 5:20 PM
To: Cynthia Nakaya
Subject: FW: Y2K??

Hi Cynthia. I don't know if you have any information on this, but if you do, can you please let me know? Thanks.

Deb

-----Original Message-----

From: Jon Taira
Sent: Wednesday, February 17, 1999 4:17 PM
To: Debra Pyrek
Cc: Craig Young; Paul Audet; Debby Okata; Ken Welborn; Stacey Mathews; John Misunas; Matt Takata
Subject: FW: Y2K??

Can you help us with a response for Matt's client? jkt

-----Original Message-----

From: Craig Young
Sent: Wednesday, February 17, 1999 3:36 PM
To: Jon Taira
Cc: Paul Audet; Debby Okata; Ken Welborn; Stacey Mathews; John Misunas
Subject: Y2K??

Matt asked if you could find out if the bureau of conveyances will be affected by y2k. he has a lender asking him about it.

if anyone knows, please share with matt.

thanks,

Craig Young

Title Guaranty Escrow Services, Inc.
Telephone: (808) 521-0293 Fax: (808) 532-2079
Email: cyoung@tghawaii.com

401362

Debra Pyrek

From: John Hubbard
Sent: Friday, February 05, 1999 1:48 PM
To: Debra Pyrek
Subject: 4X CDROM burner

Need to order 2 4X CDROM burners for IS, and send old 2X's to Docutrieve.

john h

401363

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, January 27, 1999 2:50 PM
To: Carlos Buhk
Subject: RE: BOC Scanning: Resolved

Hi Carlos.

I completely agree - I think this goes along with what we discussed last week about making the system easy to use. It sounds like John did some work to make it more user-friendly. Please read his notes for the 'Long-term fix' number 2.

I think it's worth discussing with the operators. Perhaps there are some additional enhancements that can be made to make is easier for the operators to use. Thanks.

-----Original Message-----

From: Carlos Buhk
Sent: Wednesday, January 27, 1999 2:35 PM
To: Debra Pyrek
Subject: FW: BOC Scanning: Resolved

These operators have been running the system for three months. If they are still prone to make this type of error I think we should prevent it from happening via the program. What do you think? see ya

From: John Hubbard
To: Cynthia Nakaya; Myron Koizumi; Carlos Buhk
Cc: Debra Pyrek; Jerry Opedal; Mary Kahoopii; Lenny Fernandes; Alae Kerisiano
Subject: RE: BOC Scanning: Resolved
Date: Wednesday, January 27, 1999 11:51AM

After troubleshooting at the BoC:

I have resolved the issue with the missing documents on 14 Jan 1999 recording date. The problem was that the operator manually deleted the actual image file from the server. The "Load The Jazz Drive" program dutifully reported an error (and stopped copying the rest of the files), but this error was disregarded and the Jazz cartridge was sent to TG without comment. The document number was 99006111.

(To be fair to the operator: the reported error did not indicate WHICH file was missing, only that SOME file was missing--very tough to solve without IS help. Still, it's a big problem with data integrity if something is sent over after a "file not found" error occurs--this should probably be emphasized to all operators.)

Short-term fix:

1. Deleted this document from the database (it should be rescanned, later) and ran the "Load The Jazz Drive" program successfully.
2. I am reloading the [now nearly complete] 14 Jan data into the main imaging system.

Long-term fix:

1. I have forced the copy operation to proceed in order (by document number) to simplify future troubleshooting. If an error occurs with a particular document number, we may all be assured that the previous document numbers are on the Jazz drive (and available, if necessary).

2. The error screen now reports WHICH file could not be copied (or found), so that the operator has a chance of fixing the problem on the spot (rather than being forced to call in IS troubleshooting).

401364

3. We are almost caught up with scanning to the point where we can turn on the automatic "delete images from the server" process so that only 10 or 15 days' worth of images reside there. That should avoid the need for manual deletion of any image files. Manual deletion is--as we knew all along--error prone.

4. This change affects only the MS Access97 script for loading the Jazz cartridge. As before, the SQL Server code remains untouched at version 2.03 (released 23 Dec 1998). The viewer remains untouched at version 2.1.008 (released 09 Nov 1998).

thanks,
john h

-----Original Message-----

From: Cynthia Nakaya
Sent: Wednesday, January 27, 1999 8:22 AM
To: Myron Koizumi; Carlos Buhk; John Hubbard
Cc: Debra Pyrek; Jerry Opedal; Mary Kahoopii
Subject: RE: BOC Scanning

John, would you take a look at the jaz drive to see if the documents were copied. Neil in his conversation with Myron said that he had accounted for all the documents. Alae has a list of the missing documents from the 14th from Myron. Please let me know. At this point I need to understand if its a TG, SIS or people issue. Thanks.

-----Original Message-----

From: Myron Koizumi
Sent: Wednesday, January 27, 1999 8:00 AM
To: Cynthia Nakaya; Carlos Buhk; John Hubbard
Cc: Debra Pyrek; Jerry Opedal; Mary Kahoopii
Subject: BOC Scanning

I called Neil yesterday regarding the status of when might we see the changes and improvements regarding merged docs , missing pages etc. that warranted the meeting with SIS and the scanning committee two Fridays ago . Neil mentioned the Jan 14th date which is the date we are currently processing . Just wanted to provide you with some feedback as to the recent developments . The patch code flyer sheet is no longer visible . We still are getting merged docs and docs with missing pages . We are providing Harold and Neil a listing of these docs daily . Regarding the 14th date , we've also noticed missing documents . Prior to the 14th date we've had a lot of merged docs but all docs were accounted for . This recent development has me concerned because of where we are in our processing . We are ahead of the film that we receive daily . I did call Neil about the missing doc problem and also to Alae this morning . Just wanted to keep everyone informed . If you have any ? please give me a call .

401365

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, January 27, 1999 11:55 AM
To: John Hubbard
Subject: RE: BOC Scanning: Resolved

Excellent! Thanks for explaining the situation and for modifying the error message to better help the operators. Good to know things are and have been working.

-----Original Message-----

From: John Hubbard
Sent: Wednesday, January 27, 1999 11:51 AM
To: Cynthia Nakaya; Myron Koizumi; Carlos Buhk
Cc: Debra Pyrek; Jerry Opedal; Mary Kahoopli; Lenny Fernandes; Alae Kerisiano
Subject: RE: BOC Scanning: Resolved

After troubleshooting at the BoC:

I have resolved the issue with the missing documents on 14 Jan 1999 recording date. The problem was that the operator manually deleted the actual image file from the server. The "Load The Jazz Drive" program dutifully reported an error (**and stopped copying the rest of the files**), but this error was disregarded and the Jazz cartridge was sent to TG without comment. The document number was 99006111.

(To be fair to the operator: the reported error did not indicate **WHICH** file was missing, only that **SOME** file was missing--very tough to solve without IS help. Still, it's a big problem with data integrity if something is sent over after a "file not found" error occurs--this should probably be emphasized to all operators.)

Short-term fix:

1. Deleted this document from the database (it should be rescanned, later) and ran the "Load The Jazz Drive" program successfully.
2. I am reloading the [now nearly complete] 14 Jan data into the main imaging system.

Long-term fix:

1. I have forced the copy operation to proceed in order (by document number) to simplify future troubleshooting. If an error occurs with a particular document number, we may all be assured that the previous document numbers are on the Jazz drive (and available, if necessary).
2. The error screen now reports **WHICH** file could not be copied (or found), so that the operator has a chance of fixing the problem on the spot (rather than being forced to call in IS troubleshooting).
3. We are almost caught up with scanning to the point where we can turn on the automatic "delete images from the server" process so that only 10 or 15 days' worth of images reside there. That should avoid the need for manual deletion of any image files. Manual deletion is--as we knew all along--error prone.
4. This change affects only the MS Access97 script for loading the Jazz cartridge. As before, the SQL Server code remains untouched at version 2.03 (released 23 Dec 1998). The viewer remains untouched at version 2.1.008 (released 09 Nov 1998).

thanks,
john h

-----Original Message-----

From: Cynthia Nakaya
Sent: Wednesday, January 27, 1999 8:22 AM
To: Myron Koizumi; Carlos Buhk; John Hubbard
Cc: Debra Pyrek; Jerry Opedal; Mary Kahoopli
Subject: RE: BOC Scanning

401366

John, would you take a look at the jaz drive to see if the documents were copied. Neil in his conversation with

Myron said that he had accounted for all the documents. Alae has a list of the missing documents from the 14th from Myron. Please let me know. At this point I need to understand if its a TG, SIS or people issue. Thanks.

-----Original Message-----

From: Myron Koizumi
Sent: Wednesday, January 27, 1999 8:00 AM
To: Cynthia Nakaya; Carlos Buhk; John Hubbard
Cc: Debra Pyrek; Jerry Opedal; Mary Kahoopii
Subject: BOC Scanning

I called Neil yesterday regarding the status of when might we see the changes and improvements regarding merged docs , missing pages etc. that warranted the meeting with SIS and the scanning committee two Fridays ago . Neil mentioned the Jan 14th date which is the date we are currently processing . Just wanted to provide you with some feedback as to the recent developments . The patch code flyer sheet is no longer visible . We still are getting merged docs and docs with missing pages . We are providing Harold and Neil a listing of these docs daily . Regarding the 14th date , we've also noticed missing documents . Prior to the 14th date we've had a lot of merged docs but all docs were accounted for . This recent development has me concerned because of where we are in our processing . We are ahead of the film that we receive daily . I did call Neil about the missing doc problem and also to Alae this morning . Just wanted to keep everyone informed . If you have any ? please give me a call .

401367

Debra Pyrek

From: Debra Pyrek [TGESWG/TG000POB/DPYREK]
Sent: Monday, January 25, 1999 8:54 AM
To: 'John Hubbard'
Subject: FW: Neal's BoC Update

Hi John. I don't know if this is something you are concerned with or not, but I am forwarding it to you since you were not in the CC list and I think you should be kept aware of things at the BoC.

-----Original Message-----

From: Carlos Buhk
Sent: Friday, January 22, 1999 8:20 AM
To: Cynthia Nakaya
Cc: Myron Koizumi; Michael Pietsch; Debra Pyrek; Mary Kahoopii
Subject: FW: Neal's BoC Update

Everything continues to move along. Neal seems to be having a problem with scanning doc's with multiple numbers. Cyn, would you please make the necessary calls. Would you also ask Carl about working on Saturdays?

From: Mary Kahoopii
To: Carlos Buhk
Subject: Neal's BoC Update
Date: Friday, January 22, 1999 6:35AM

I have deleted all the data from the Dec. dates up until the 23rd. I will be deleting the 24th, 28th, 29th, and the 30th within the next few days. I will be sending over the data for the 13th of Jan. and we are now scanning the 14th of Jan. I still need to have the list of what is not in the system for the 31st of Dec. We are having problems with scanning in documents with multiple numbers. We are seeing the documents get indexed but they are not coming up on the database. I have found ways of putting them into the system but still want the system to pick up multiple scans. More update later.

401368

Debra Pyrek

From: Debra Pyrek [TGESWG/TG000POB/DPYREK]
Sent: Tuesday, January 19, 1999 11:16 AM
To: 'John Hubbard'
Subject: RE: Follow-up on problems reported at meeting w/SIS

That's good news!

-----Original Message-----

From: John Hubbard
Sent: Monday, January 18, 1999 10:28 AM
To: Cynthia Nakaya; Jerry Opedal; Lenny Fernandes; Alae Kerisiano; Debra Pyrek; Myron Koizumi; Carlos Buhk
Subject: Follow-up on problems reported at meeting w/SIS

Bureau of Conveyances Scanning Project

Follow-up on problems reported at meeting w/SIS:

At our meeting with SIS last week, Neil brought up a question about why the database was generating an error sometimes when he tried to make corrections directly to the data. After working with Neil on this, I am happy to report that **the system is actually working properly, and is in fact protecting us from putting in bad data.** ("It's a feature, not a bug!")

Here's how it works: if Neil mis-types something while making corrections directly on the data in the database, this usually creates data that does not meet one of the **internal consistency rules** that I've coded into the database structure itself. The database responds by putting up an error, usually one that contains the words "violation of key constraint" (or to that effect).

thanks,
john h

401369

Debra Pyrek

From: Debra Pyrek [TGESWG/TG000POB/DPYREK]
Sent: Wednesday, December 30, 1998 9:05 AM
To: 'John Hubbard'; 'Jerry Opedal'
Subject: FW: IS Department Weekly Meeting Notes

I am forwarding this to you so that you are aware of the recent discussions regarding the BoC project.

-----Original Message-----

From: Neil Sakamoto
Sent: Tuesday, December 29, 1998 4:20 PM
To: Debra Pyrek
Subject: RE: IS Department Weekly Meeting Notes

Thanks again. Your information, along with what Cyn Nakaya conveyed to me today gets me up to date on the situation.

-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, December 29, 1998 3:46 PM
To: Neil Sakamoto
Subject: RE: IS Department Weekly Meeting Notes

Hello Neil.

To help explain the Bureau scanning project and the availability of the document images in the TG Imaging System, let me explain the process. Every day, our staff at the Bureau scans the recorded documents into the Bureau system. Then, any missing documents must be located and scanned (or re-scanned) until the entire day is available. Once this is finished, we can copy these document images from the Bureau system and load them into the TG Imaging System.

Currently, the TG Imaging system has all documents through Dec. 3rd. The staff at the Bureau are finding and scanning the missing documents from Dec. 4th to present and as soon as these days are complete, we will copy the document images into the TG Imaging system. The staff at the Bureau are also scanning documents from recent days and checking for missing documents in the same manner.

It is important to understand that the intention is to always get the same day's documents scanned, find any missing documents and scan them, and then load the document images into the TG Imaging System the next day. Once we get caught up, we plan to have images available for our Ops staff the day after recording.

Unfortunately, I do not know the latest scheduling details nor do I have any information about purchasing of documents from 'will call' at the BoC. Please direct your questions regarding these items to the Project Manager, Cynthia Nakaya.

Thank you for your comments. I hope this reply answers most of your questions.

Deb

-----Original Message-----

From: Neil Sakamoto
Sent: Tuesday, December 29, 1998 10:58 AM
To: Debra Pyrek
Cc: James Pietsch
Subject: RE: IS Department Weekly Meeting Notes

401370

Thankyou Deb, the information in your report is very helpful to me.

One thing I would like clarification on. Are BOC images of documents recorded in the last few days available to Title Ops staff? If not, could you let me know when they become available on our system? My understanding is that we continue to purchase the recently recorded documents from "will call" at the BOC.

-----Original Message-----

From: Debra Pyrek

Sent: Tuesday, December 29, 1998 9:50 AM
To: #TGOH Admin Meeting Group; Dennis Hinahara; David Pietsch, Jr.; Glen Ajimine; Jerry Opedal; John Hubbard; Lenny Fernandes; Paul Audet; Jon Taira
Subject: IS Department Weekly Meeting Notes

Attached are the meeting notes from yesterday's IS meeting. These notes are being sent to you so that you are aware of IS projects and status as well as the decisions made by the IS Department. Thank you.

<< File: IS Mtg Notes 12_28_98.doc >>

401371

Debra Pyrek

From: Debra Pyrek [TGESWG/TG000POB/DPYREK]
Sent: Tuesday, December 29, 1998 3:46 PM
To: 'Neil Sakamoto'
Subject: RE: IS Department Weekly Meeting Notes

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Unfortunately, I do not know the latest scheduling details nor do I have any information about purchasing of documents from 'will call' at the BoC. Please direct your questions regarding these items to the Project Manager, Cynthia Nakaya.

Thank you for your comments. I hope this reply answers most of your questions.

Deb

-----Original Message-----

From: Neil Sakamoto
Sent: Tuesday, December 29, 1998 10:58 AM
To: Debra Pyrek
Cc: James Pietsch
Subject: RE: IS Department Weekly Meeting Notes

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One thing I would like clarification on. Are BOC images of documents recorded in the last few days available to Title Ops staff? If not, could you let me know when they become available on our system? My understanding is that we continue to purchase the recently recorded documents from "will call" at the BOC.

-----Original Message-----

From: Debra Pyrek
Sent: Tuesday, December 29, 1998 9:50 AM
To: #TGOH Admin Meeting Group; Dennis Hinahara; David Pietsch, Jr.; Glen Ajimine; Jerry Opedal; John Hubbard; Lenny Fernandes; Paul Audet; Jon Taira
Subject: IS Department Weekly Meeting Notes

Attached are the meeting notes from yesterday's IS meeting. These notes are being sent to you so that you are aware of IS projects and status as well as the decisions made by the IS Department. Thank you.

<< File: IS Mtg Notes 12_28_98.doc >>

401372

Debra Pyrek

From: Debra Pyrek [TGESWG/TG000POB/DPYREK]
Sent: Friday, December 11, 1998 7:49 AM
To: 'Cynthia Nakaya'
Subject: RE: Bureau of Conveyances down time

OK. Thanks.

-----Original Message-----

From: Cynthia Nakaya
Sent: Friday, December 11, 1998 7:04 AM
To: Debra Pyrek; John Hubbard
Subject: FW: Bureau of Conveyances down time

You may want to go a little later to allow them until 11:30 to scan, since they will return at 1:30. If you think it will go until 1:30 please have lunch before you go down to the Bureau.

Thanks,
Cyn

-----Original Message-----

From: Mary Kahoopii
Sent: Friday, December 11, 1998 6:41 AM
To: Cynthia Nakaya
Subject: RE: Bureau of Conveyances down time

Hi Cynthia,
That's great news! We ran a report yesterday against BOC's recorded docs from the 4th and rescanned 130 missing docs, so hopefully that day is complete. Also we are going on a lunch with Carlos and our department at 11:30 to 1, so we will be back by 1:30.

From: Cynthia Nakaya
To: Mary Kahoopii
Cc: Carlos Buhk; Michael Pietsch
Subject: Bureau of Conveyances down time
Date: Thursday, December 10, 1998 4:34PM

Debbie and John will be going to the Bureau from 11:00 to 1:00 on Friday to install the back end of the system, copy over the images created on Thursday and Friday morning to make the images viewable. They will also run a missing document report on all the documents in the system.

I have already let Neal and Carol know the game plan so that you may decide to go on a different lunch schedule or prep documents.

Thank you for your patience. Hopefully this is the fix we are looking for.

401373

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, October 31, 2002 11:15 PM
To: 'Rob Hardisty'
Subject: RE: BoC Systems - Upgrade Planning

Great, thanks Rob!

-----Original Message-----

From: Rob Hardisty
To: Debra Pyrek
Sent: 10/31/02 5:47 PM
Subject: RE: BoC Systems - Upgrade Planning

We will be there - thanks

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Thursday, October 31, 2002 3:50 PM
To: Myron Koizumi; James Saito; Rob Hardisty
Subject: BoC Systems - Upgrade Planning

When: Tuesday, November 05, 2002 11:00 AM-11:30 AM (GMT-10:00) Hawaii.
Where: 6th floor conference room

~~*~*~*~*~*~*~*~*

We will discuss our BoC scanning operations and review options for upgrading our software and hardware. Emmy (one of our BoC scan operators) will also attend. Thanks!

401374

Debra Pyrek

From: Debra Pyrek
Sent: Sunday, December 08, 2002 11:12 PM
To: Jerry Opedal
Subject: BoC Scanning meeting at 1:30

Hi Jerry! I'd like to attend by phone, so can you please call me for this meeting? Mahalo!

Deb

401375

Debra Pyrek

From: Debra Pyrek
Sent: Wednesday, December 11, 2002 5:40 PM
To: Jerry Opedal
Cc: Cynthia Nakaya
Subject: BoC Meeting

Hi Jerry! I'm not sure of the details, but I believe there is a meeting at the BoC this Friday morning at 9 AM. Cynthia will not be attending, but she did confirm the meeting time. Can you please put this in your calendar?

Carl and Nani will be there, along with Michael Pietsch and you. It is possible that Pat Woods may attend. They will be discussing what is required to get the download process in place so that we can get copies of their scanned images without having to re-scan everything.

We are proceeding with the purchase of a new TG scanner for the BoC, since we don't think anything will happen quickly. But our latest plan includes only upgrading the scanner at the BoC and doing all the loading, verification and processing here at our office. This is different than what we discussed with Pat Woods and DataTrace in September. At that time, we thought about upgrading the servers and software as well as the scanner, then putting in an FTP server and a high speed line at the BoC. Our new plan will not require most of this, only a new scanner at the BoC. The downloads could happen from an FTP server that would be put in at TG instead of the BoC. The existing T1 line could be used for downloads, as long as we did this only off-hours.

Pat Woods may or may not attend the BoC meeting on Friday. If he does attend, these questions may come up and I don't want you to be caught off-guard.

Please let me know if you want to discuss any of this before Friday. Thanks!

Deb Pyrek
Vice President
Corporate Information Systems
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
<mailto:dpyrek@tghawaii.com>
Visit our web site at <http://www.tghawaii.com>

401376

Debra Pyrek

From: Debra Pyrek
Sent: Friday, November 15, 2002 11:14 AM
To: 'Carl T. Watanabe'
Subject: RE: tapes

Hi Carl! I may have given you some bad information. We are not sure if we signed your transmittal sheet or not. It seems that the sheet may still be in our possession. One of our messengers said he had some piece of paper but he did not know what it was. We have asked him to bring it to us to confirm that it is your transmittal sheet. If so, we will make sure it is signed and then send it back to you.

Sorry for the confusion.

Aloha,
Deb

-----Original Message-----

From: Carl T. Watanabe [mailto:watact@pixi.com]
Sent: Thu 11/14/2002 4:06 PM
To: Debra Pyrek
Cc:
Subject: Re: tapes

Did you send the receipt to my attention? I don't recall receiving any acknowledgment.

----- Original Message -----

From: "Debra Pyrek" <dpyrek@TGHAWAII.com>
To: "Carl T. Watanabe" <watact@pixi.com>
Sent: Thursday, November 14, 2002 8:59 AM
Subject: RE: tapes

> Hello Carl! Yes we did receive the three tapes you returned. We signed the paperwork and sent it back.

>

> As far as the next transmittals, tape 10 was already delivered and we are sending tape 11 soon. You should receive tape 11 today or tomorrow.

>

> Thank you!

>

> Deb

> -----Original Message-----

> **From:** Carl T. Watanabe [mailto:watact@pixi.com]
> **Sent:** Wed 11/13/2002 4:48 PM
> **To:** Debra Pyrek
> **Cc:**
> **Subject:** Re: tapes

>

>

> Did you get tapes 3, 4 and 5? I haven't received the receipt to show delivery. What is your timetable for delivery of tapes 1 and 2?

> ----- Original Message -----

> **From:** Debra Pyrek <mailto:dpyrek@TGHAWAII.com>

401377

> To: Carl T. Watanabe <<mailto:watact@pixi.com>>
> Sent: Monday, November 04, 2002 11:53 AM
> Subject: RE: tapes
>
> Hi Carl! Thank you for the tapes and the follow up. We are working on loading the images and index data for the next tape and we will deliver it to you soon. It should be sent out in the next few days.
>
> Yes, please return the other 8 tapes to us. We will use those tapes to load the next several batches of images.
>
> We will be sure to send the new tapes to your attention while Susan is away. Mahalo!
>
> Deb Pyrek
> Vice President
> Corporate Information Systems
> Title Guaranty
> 235 Queen Street
> Honolulu, HI 96813
> (808) 533-5824
> <mailto:dpyrek@tghawaii.com>
> Visit our web site at <http://www.tghawaii.com>
> -----Original Message-----
> From: Carl T. Watanabe [<mailto:watact@pixi.com>]
> Sent: Monday, November 04, 2002 9:57 AM
> To: Debra Pyrek
> Cc: Susan O; Nani
> Subject: tapes
>
> We returned two tapes on 10/21 for recycling. Are they being returned shortly?
>
> I have eight more tapes that was left by Susan. Susan will be on vacation until mid-December so I guess I'll be the one to receive and return.
>
> In the interim, do you want be to return more tapes to you?
>
>
>

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, November 14, 2002 9:00 AM
To: 'Carl T. Watanabe'
Subject: RE: tapes

Hello Carl! Yes we did receive the three tapes you returned. We signed the paperwork and sent it back.

As far as the next transmittals, tape 10 was already delivered and we are sending tape 11 soon. You should receive tape 11 today or tomorrow.

Thank you!

Deb

-----Original Message-----

From: Carl T. Watanabe [mailto:watact@pixi.com]
Sent: Wed 11/13/2002 4:48 PM
To: Debra Pyrek
Cc:
Subject: Re: tapes

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----- Original Message -----

From: Debra Pyrek
To: Carl T. Watanabe
Sent: Monday, November 04, 2002 11:53 AM
Subject: RE: tapes

Hi Carl! Thank you for the tapes and the follow up. We are working on loading the images and index data for the next tape and we will deliver it to you soon. It should be sent out in the next few days.

Yes, please return the other 8 tapes to us. We will use those tapes to load the next several batches of images.

We will be sure to send the new tapes to your attention while Susan is away. Mahalo!

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401379

-----Original Message-----

From: Carl T. Watanabe [mailto:watact@pixi.com]

Sent: Monday, November 04, 2002 9:57 AM

To: Debra Pyrek

Cc: Susan O; Nani

Subject: tapes

We returned two tapes on 10/21 for recycling. Are they being returned shortly?

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In the interim, do you want be to return more tapes to you?

401380

Debra Pyrek

From: Debra Pyrek
Sent: Tuesday, December 03, 2002 5:02 PM
To: 'Carl T. Watanabe'
Cc: 'Nani'
Subject: RE: Tapes

Hi Carl! I received your voice message today (Tuesday) stating that you have not received any tapes since mid-November. We delivered a tape yesterday, so perhaps you were not yet informed about it. I'm not sure who signed for it, so I am including a copy of the transmittal sheet. Maybe this will help you to track down the tape.

We are working on the next few tapes at this time. We hope to send you three more tapes before the Christmas holiday. You should be receiving one tape approximately every 5 business days.

Please let me know if you have any questions. Thanks, and Happy Holidays!

Deb Pyrek
Vice President
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Visit our web site at <http://www.tghawaii.com>

-----Original Message-----

From: Carl T. Watanabe [<mailto:watact@pxi.com>]
Sent: Wednesday, November 27, 2002 5:01 PM
To: Debra Pyrek
Cc: Nani
Subject: Tapes

The last tape, 1999 (tape2), was delivered on 11/15/2002. It has been rolled into our system. No tapes have been delivered since. Can you provide me with a timetable for delivery on the remaining 4 tapes you have in your possession?

Thanks.

401381

Debra Pyrek

From: Debra Pyrek
Sent: Monday, November 04, 2002 11:54 AM
To: 'Carl T. Watanabe'
Subject: RE: tapes

Hi Carl! Thank you for the tapes and the follow up. We are working on loading the images and index data for the next tape and we will deliver it to you soon. It should be sent out in the next few days.

Yes, please return the other 8 tapes to us. We will use those tapes to load the next several batches of images.

We will be sure to send the new tapes to your attention while Susan is away. Mahalo!

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-----Original Message-----

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Sent: Monday, November 04, 2002 9:57 AM
To: Debra Pyrek
Cc: Susan O; Nani
Subject: tapes

We returned two tapes on 10/21 for recycling. Are they being returned shortly?

I have eight more tapes that was left by Susan. Susan will be on vacation until mid-December so I guess I'll be the one to receive and return.

In the interim, do you want be to return more tapes to you?

401382

Debra Pyrek

From: Debra Pyrek
Sent: Monday, December 09, 2002 5:56 PM
To: 'Rob Hardisty'
Subject: RE: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

Tomorrow is fine, thanks Rob!

-----Original Message-----

From: Rob Hardisty [mailto:Rob@centuryc.com]
Sent: Mon 12/9/2002 5:46 PM
To: Debra Pyrek
Cc: Amanda Crabtree
Subject: RE: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

Thanks I will get this out to you tomorrow - thanks

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@TGHAWAII.com]
Sent: Monday, December 09, 2002 1:25 PM
To: Rob Hardisty
Subject: RE: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

Hi Rob! I'm not exactly sure where we left off with this upgrade plan. I think we decided NOT to upgrade any of the software, and just go with the new scanner hardware and the free software. I will confirm the software matter with my guys. I believe they tested it already.

If you already gave me a quote, I apologize for losing it. If not, can you please send me a quote to purchase only the new 8000 series scanner? We prefer to get the same kind as TGR so that they are interchangeable, if necessary.

Thanks Rob!

Deb

-----Original Message-----

From: Rob Hardisty [mailto:Rob@centuryc.com]
Sent: Wed 10/30/2002 1:35 PM
To: Debra Pyrek
Cc: Jaime Salamanca
Subject: RE: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

Hi Deb

Here are my questions. Jaime can go over Friday if you want - just reply to all to let him know.

401383

Version of MTI software - (I think it is 2.3) MTI is way past

this now...

What version of image controls - This is tricky - someone will need to start in the control panel and may want to call Jaime and have him assist on the phone

Version of the Adrenaline Compression card. I think it's a 1700 card To be sure you can look at the connector type in the PC that is connected to the scanner - if it is a single connector then your have a 1700 card which means we can use it in the 8000 series.

Version of OCR within the MTI package - We most likely will have to take a new and different OCR engine The new version will require some tweaking to get it to read the pages the same way.

Two PC workstations one is a scanning station the second is a verify station - Please let us know the configuration (i.e. CPU speed, memory, network card (10mbs or 100mbs)

Server - same thing

Hub and Switch - is it 10mbs or 100 mbs?

Thanks

Rob

-----Original Message-----

From: Debra Pyrek [<mailto:dpyrek@tghawaii.com>]
Sent: Wednesday, October 30, 2002 10:46 AM
To: Rob Hardisty
Subject: RE: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

Oh, and yes it is OK to send someone out there if we are unable to provide you with the information you need (during the hours of 8:00 AM and 4:30 PM). Thanks!

Deb Pyrek
Vice President
Corporate Information Systems
Title Guaranty
235 Queen Street
Honolulu, HI 96813
(808) 533-5824
<mailto:dpyrek@tghawaii.com>
Visit our web site at <http://www.tghawaii.com>

401384

-----Original Message-----

From: Rob Hardisty [<mailto:rob@centuryc.com>]
Sent: Wednesday, October 30, 2002 10:27 AM
To: Deb Pyrek
Cc: jaime@centuryc.com
Subject: Bureau of Conveyances - Upgrade OCR for Forms, scanner
and PC Hardware

Hi Deb:

Thanks for the call. We will get started on the quote for to upgrade the 6338 scanner to an 8000 series, software upgrade, Kofax card, and an option for new scan station HW and server HW.

I may need to have one of our people go over to check current version, get serial numbers for the software upgrade, etc. Is that OK with you? If so can you give me a name and contact number?

(Jaime - please see me re this ASAP - thanks)

Rob Hardisty
Senior Vice President

Century Computers, Inc.
500 Ala Moana Blvd.
4 Waterfront, Suite 200
Honolulu, HI 96813
Voice:(808)585-0444 ext 36 Fax:(808)537-9300
Email: Rob@centuryc.com Web: www.centuryc.com
<<http://www.centuryc.com>>

401385

Debra Pyrek

From: Debra Pyrek
Sent: Monday, December 09, 2002 1:25 PM
To: 'Rob Hardisty'
Subject: RE: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

Hi Rob! I'm not exactly sure where we left off with this upgrade plan. I think we decided NOT to upgrade any of the software, and just go with the new scanner hardware and the free software. I will confirm the software matter with my guys. I believe they tested it already.

If you already gave me a quote, I apologize for losing it. If not, can you please send me a quote to purchase only the new 8000 series scanner? We prefer to get the same kind as TGR so that they are interchangeable, if necessary.

Thanks Rob!

Deb

-----Original Message-----

From: Rob Hardisty [mailto:Rob@centuryc.com]
Sent: Wed 10/30/2002 1:35 PM
To: Debra Pyrek
Cc: Jaime Salamanca
Subject: RE: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

Hi Deb

Here are my questions. Jaime can go over Friday if you want - just **reply to all** to let him know.

Version of MTI software - (I think it is 2.3) MTI is way past this now...

What version of image controls - This is tricky - someone will need to start in the control panel and may want to call Jaime and have him assist on the phone

Version of the Adrenaline Compression card. I think it's a 1700 card. To be sure you can look at the connector type in the PC that is connected to the scanner - if it is a single connector then you have a 1700 card which means we can use it in the 8000 series.

Version of OCR within the MTI package - We most likely will have to take a new and different OCR engine. The new version will require some tweaking to get it to read the pages the same way.

Two PC workstations one is a scanning station the second is a verify station - Please let us know the configuration (i.e. CPU speed, memory, network card (10mbs or 100mbs))

Server - same thing

Hub and Switch - is it 10mbs or 100 mbs?

Thanks

Rob

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Wednesday, October 30, 2002 10:46 AM
To: Rob Hardisty
Subject: RE: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

401386

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-----Original Message-----

From: Rob Hardisty [<mailto:rob@centuryc.com>]
Sent: Wednesday, October 30, 2002 10:27 AM
To: Deb Pyrek
Cc: jaime@centuryc.com
Subject: Bureau of Conveyances - Upgrade OCR for Forms, scanner and PC Hardware

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(Jaime - please see me re this ASAP - thanks)

Rob Hardisty
Senior Vice President

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401387

Debra Pyrek

From: Debra Pyrek
Sent: Thursday, October 31, 2002 11:15 PM
To: 'Rob Hardisty'
Subject: RE: BoC Systems - Upgrade Planning

Great, thanks Rob!

-----Original Message-----

From: Rob Hardisty
To: Debra Pyrek
Sent: 10/31/02 5:47 PM
Subject: RE: BoC Systems - Upgrade Planning

We will be there - thanks

-----Original Message-----

From: Debra Pyrek [mailto:dpyrek@tghawaii.com]
Sent: Thursday, October 31, 2002 3:50 PM
To: Myron Koizumi; James Saito; Rob Hardisty
Subject: BoC Systems - Upgrade Planning

When: Tuesday, November 05, 2002 11:00 AM-11:30 AM (GMT-10:00) Hawaii.
Where: 6th floor conference room

~~*~*~*~*~*~*~*~*

We will discuss our BoC scanning operations and review options for upgrading our software and hardware. Emmy (one of our BoC scan operators) will also attend. Thanks!

401388