



# *Unify "IT" Hawai'i...*

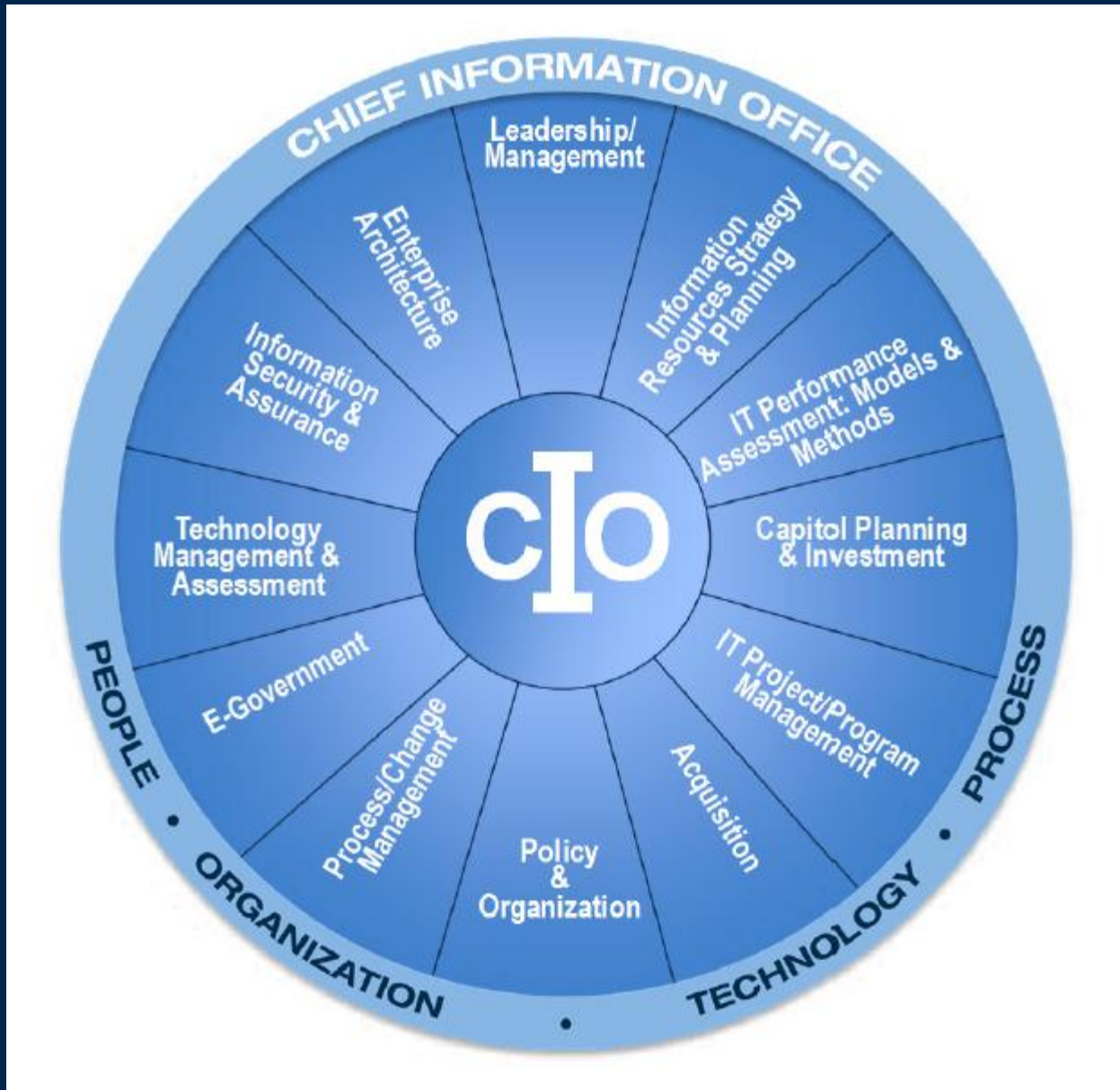
*Sanjeev "Sonny" Bhagowalia  
Chief Information Officer (CIO),  
State of Hawai'i*

*Dual-Use Conference  
(<http://hawaiidualuse.com/>)  
Honolulu, Hawai'i  
September 7, 2011*

# What is a "CIO"?



Source: DILBERT by Scott Adams



Source: <http://www.ndu.edu>

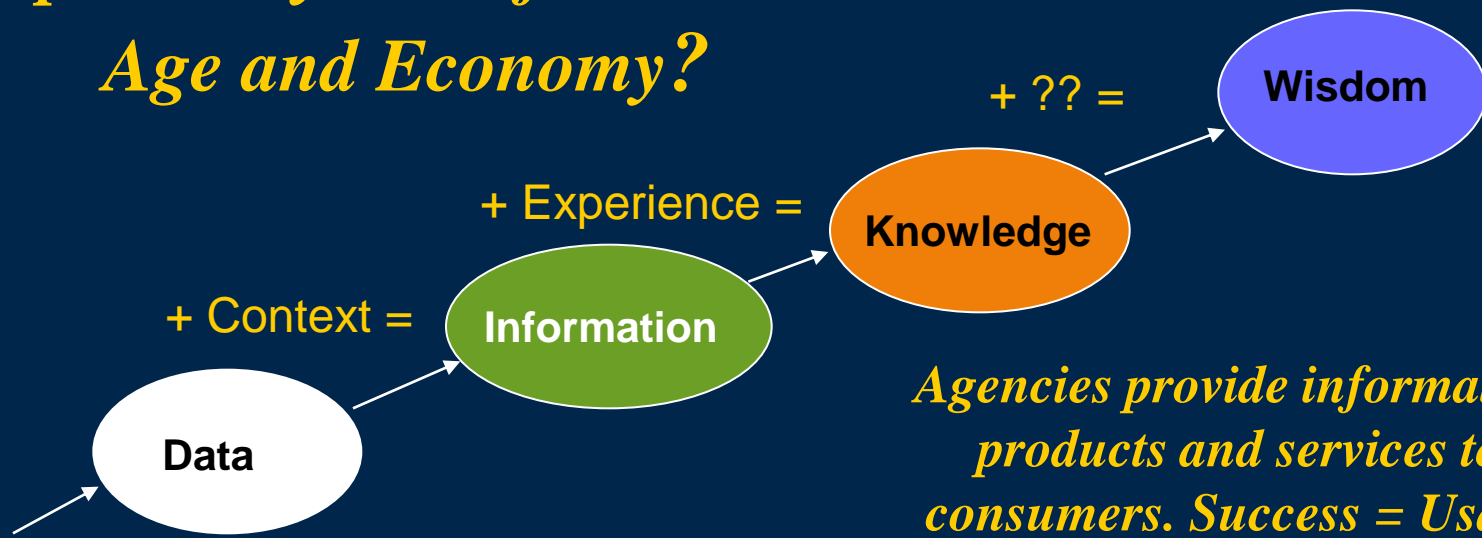
Source: <http://www.cio.gov>

# Anyone Remember "Future Shock"?

- “Human knowledge is expected to be doubling by the year 2012” – Alvin Toffler
- “By 2015 the power of an off-the-shelf computer will exceed the intelligence of that of a human being” – Ian Jakes & Ted McCalum
- “A medical graduate who graduated 15 years ago has only 1/10 of the original relevant knowledge” – [www.mertonline.com](http://www.mertonline.com)
- “An average of 20,000 new, amended, and changed laws, statutes and ordinances are added to the books of our country’s Federal, State, County, and City legal systems each month their governing bodies are in session” - Bonita Quesinberry, [buzzle.com](http://buzzle.com)

# The Continuum of the Pursuit of Wisdom...

*How are government agencies impacted by the information Age and Economy?*



*From Stan Davis, MIT  
Patricia Seybold, Architect*

**Challenge: How do we institutionalize best practices where information and knowledge is integrated into Systems/Apps, widely shared and is available in a Timely, Secure and Reliable Manner?**

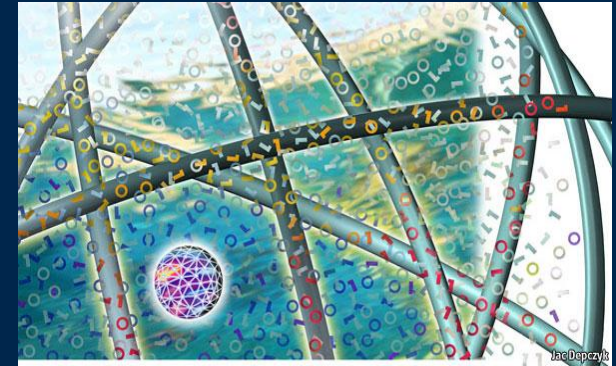
# Federal Computer WEEK

Strategy and business management for government leaders

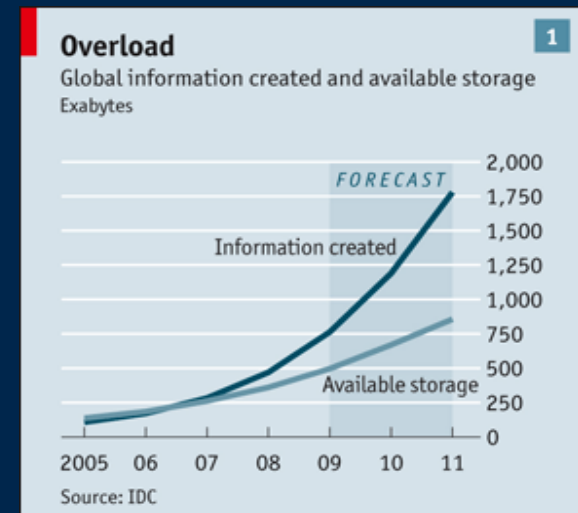
## 5 bold tech predictions: Fact or fantasy?

FCW (December 8, 2010)

1. 20% of businesses will own no IT assets by 2012 (Gartner)
2. One trillion devices will be connected to the Internet by 2013 (Cisco) – Current=35B
3. The government can save \$1 trillion in 10 years by harnessing certain proven technologies (Technology CEO Council)
4. 25% of personal computing devices sold will be tablets by 2015 (Forrester Research)
5. Data will grow by 800 percent in the next five years with 80% Unstructured Text and Media (Gartner)

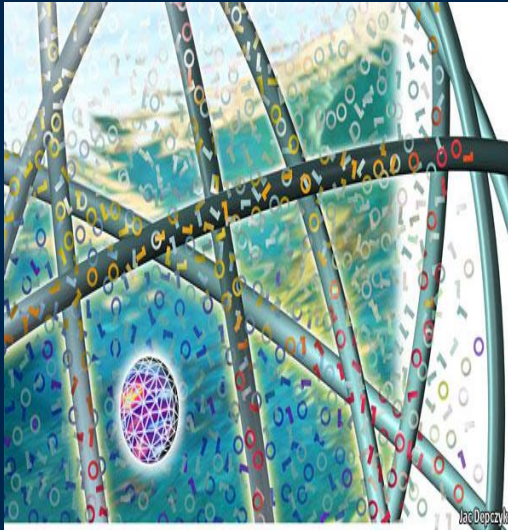


Volume of digital information increases tenfold every five years



And...the data is replicated many times over!

# Context: Maximum sharing and flow of information and knowledge

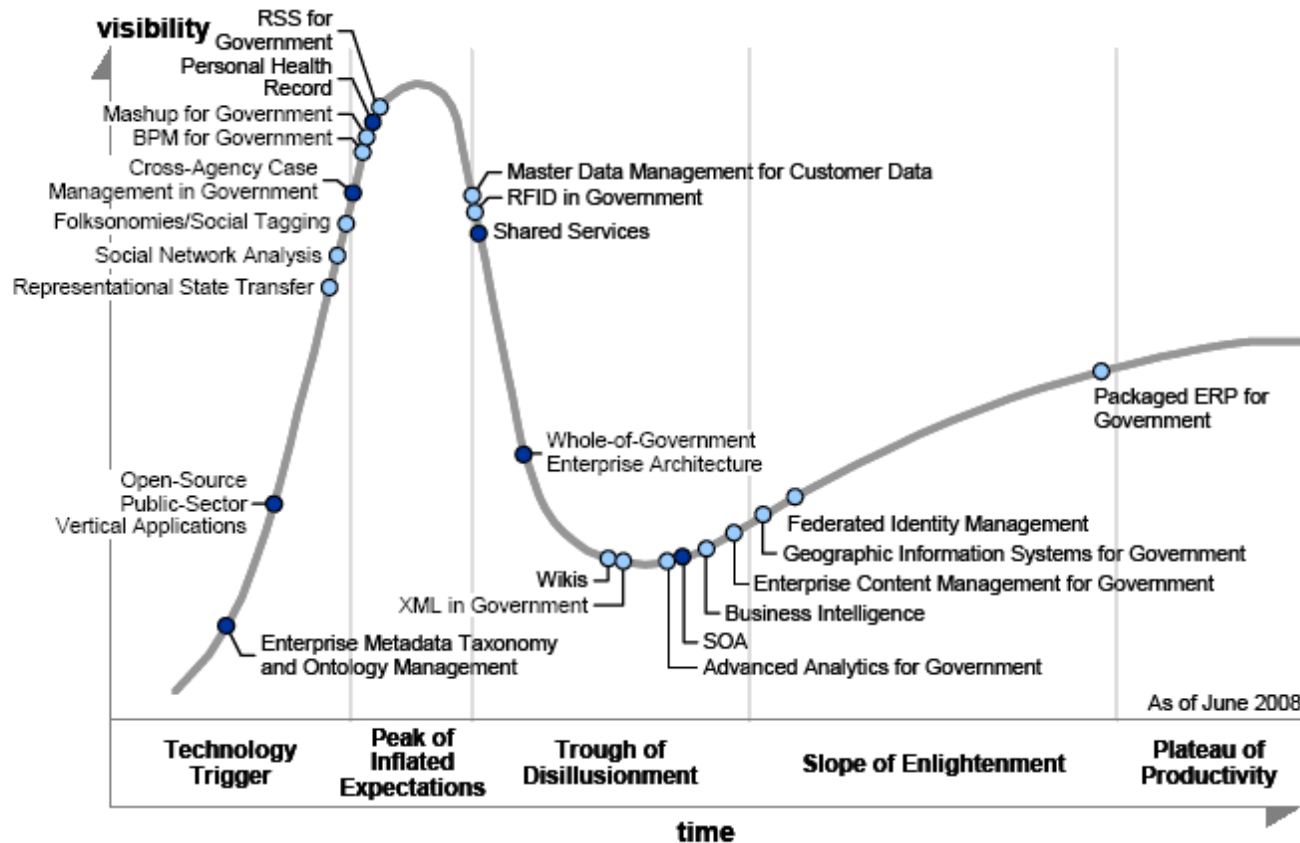


- YouTube is now **second largest search engine** in the world
- 1.5 million pieces of content shared **daily** on Facebook
- On-line newspaper readers are **up 30%**
- 250 million visitors **each month** to Myspace, YouTube, and Facebook (*none were around 6 years ago*)
- **Mobile devices** will be world's primary connection tool to the Internet in **2020**

**As big an issue *outside* your organization as *within* it**



# Gartner's Hype Cycle for Government Transformation



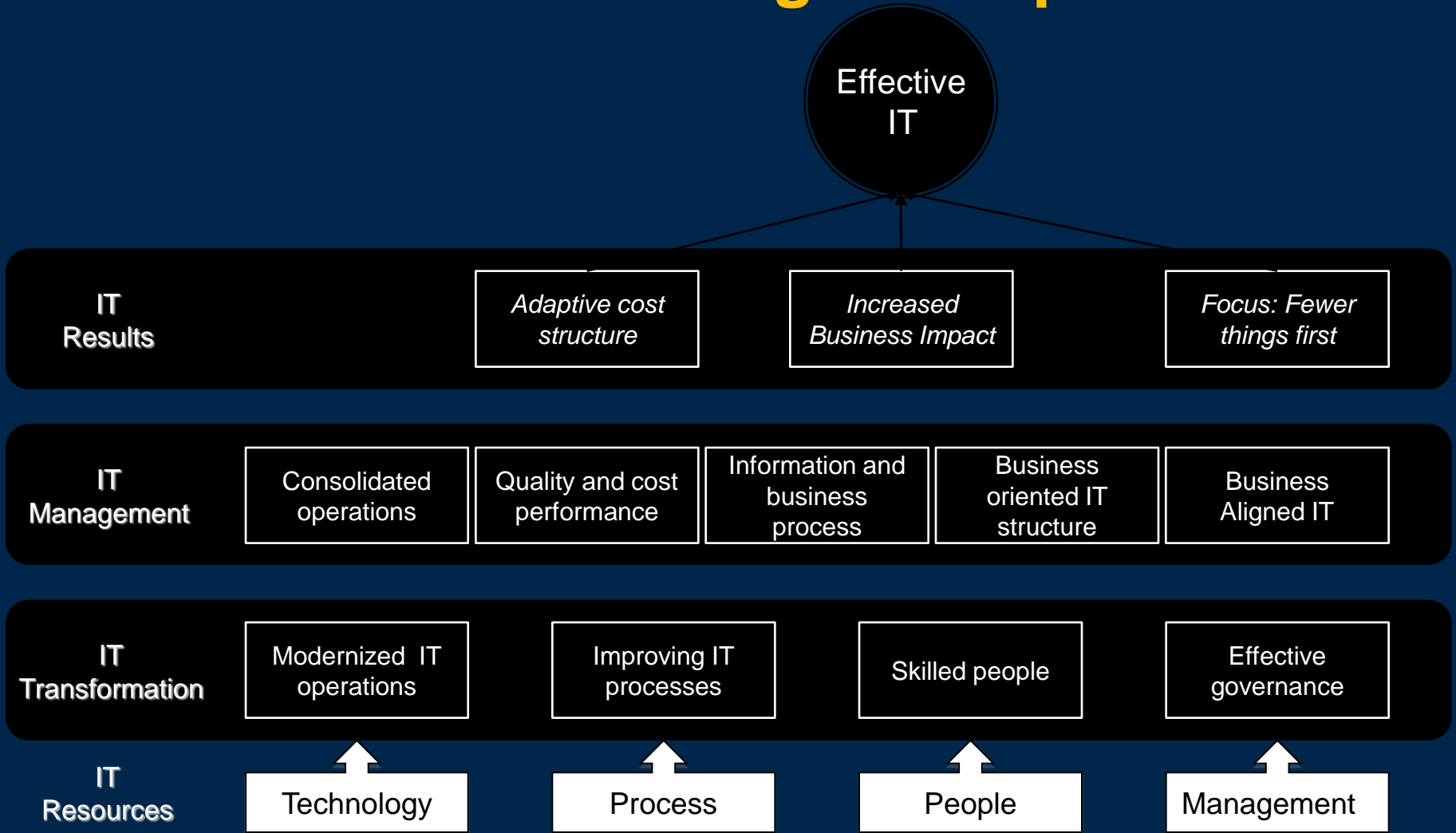
Years to mainstream adoption:

○ less than 2 years   ● 2 to 5 years   ● 5 to 10 years   ▲ more than 10 years   ⊗ obsolete before plateau

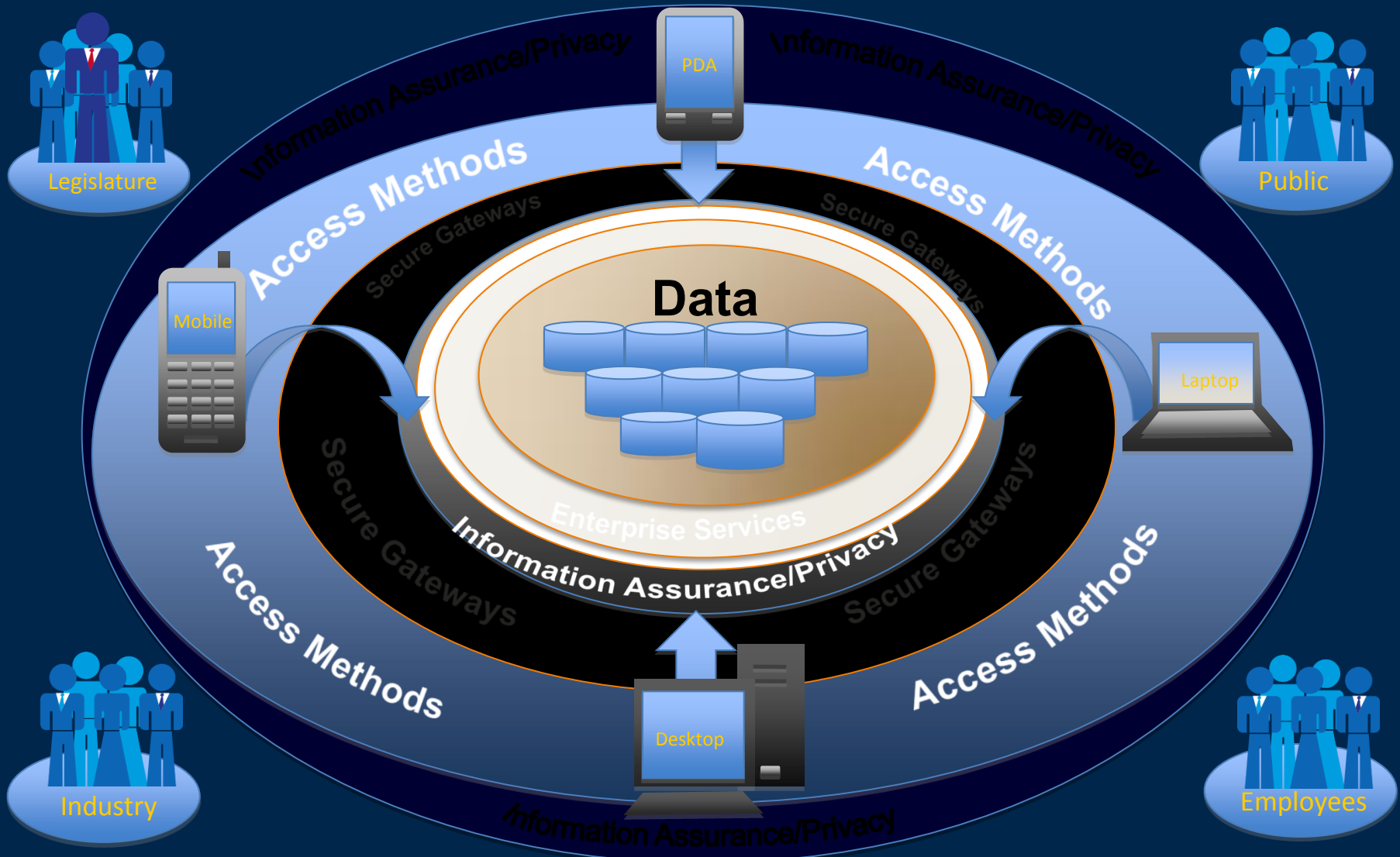
Source: Gartner (June 2008)



# CIOs build effective IT through transforming resources and management practices



# Notional Vision



*Access to the right information for authorized users any time, anywhere, any mission, securely and reliably.*

# Notional – A Unity of Purpose

	Unity of Purpose = One Team, One Mission, One Vision, One Set of Goals, Objectives and Core Values		
<b>Mission</b>	Deliver Information and IT Solutions to Empower Programs to Fulfill Their Missions		
<b>Vision</b>	Access to the Right Information for Authorized Users Anytime, Anywhere, Any Mission Securely and Reliably		
<b>Goals</b>	Faster	Better	Cheaper
<b>Objectives</b>	Timely (Agile)	Quality (Effective/Efficient)	Affordably (Cost Competitive)
<b>Performance Measures</b>	IT/Information Products and Services		
	<b>Partnership with Business</b>	<b>World-Class IT</b>	<b>Tax-Payer Value</b>
<b>Core Values</b>	Customer Satisfaction		
	Commitment to Excellence		
	Respect		
	Integrity		

# The Open Government Initiative

The screenshot shows the top portion of the White House website. At the top left, it says "the WHITE HOUSE PRESIDENT BARACK OBAMA" with a star rating and the White House seal. To the right, there are links for "Get Email Updates" and "Contact Us". Below this is a navigation bar with links for "BLOG", "PHOTOS & VIDEO", "BRIEFING ROOM", "ISSUES", "the ADMINISTRATION", "the WHITE HOUSE", and "our GOVERNMENT". A search bar is located in the center, with the text "Search WhiteHouse.gov" and a "Search" button. Below the search bar, the main heading reads "Open Government Initiative" with the subtext "TRANSPARENCY + PARTICIPATION + COLLABORATION". To the right of this heading is a logo that says "OPEN GOV". Below the heading, there are four links: "About Open Government", "Open Gov Blog", "Around the Government", and "Innovations Gallery". The main content area features a quote from President Obama: "My Administration is committed to creating an unprecedented level of openness in Government. We will work together to ensure the public trust and establish a system of transparency, public participation, and collaboration. Openness will strengthen our democracy and promote efficiency and effectiveness in Government." Below the quote is the attribution "- PRESIDENT OBAMA, 01/21/09". To the right of the text is a stack of three overlapping screenshots of various government websites, including one titled "Business.gov" and another titled "COLLABORATE".

**Transparency** promotes accountability

**Participation** allows people to contribute ideas/expertise; government benefits from broad knowledge sharing

**Collaboration** encourages cooperation within government and with industry

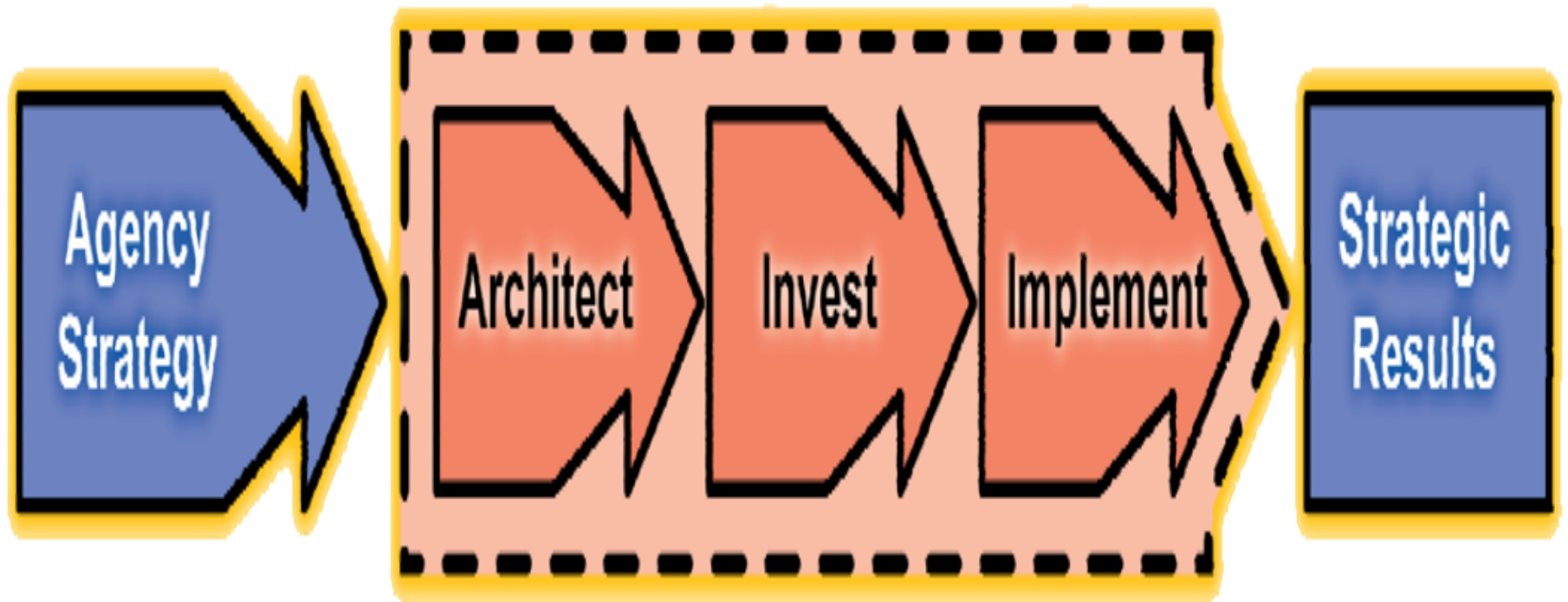
# An Innovation Agenda\* defines the building blocks of innovation



- Open Government
- +
- Partnerships
  - Entrepreneurship
  - Prizes, Challenges, and Grants
  - Idea Generation
  - Innovative Science & Technology
  - Creative Funding Strategies
  - Promoting Competitive Markets

\* *“A Strategy for American Innovation”, published Sept 2009*

## Performance Improvement Lifecycle



# TRANSFORMATION TIMELINE

## ORGANIZE AND PLAN

NOW ➤ JUNE 2013

This phase involves many steps that build the foundation for a successful transformation.

- Identify and hire a Chief Information Officer
- Assess the current IT landscape
- Create a unifying view of services delivered by the State
- Build the vision for the future of IT in the State of Hawai'i
- Develop and approve Strategic Plan
- Secure funding

## CENTRALIZE AND IMPLEMENT

JULY 2013 ➤ FORWARD

This phase involves the implementation the Strategic Plan. While exact actions will be determined by the plan, common steps are to:

- Modernize and consolidate IT infrastructure
- Centralize IT procurement to leverage buying power
- Centralize IT resources underneath the CIO
- Develop and enforce common technology standards
- Standardize business applications and productivity tools
- Consolidate common services and business functions





# We are at a Crossroads in History....

Old,  
Fragmented,  
Stove-Piped,  
Sub-  
optimized,  
Un-  
interoperable,  
Inefficient  
IRM and IT  
Environment  
(Today)



Geo and Web-  
enabled,  
Integrated,  
Mobile,  
Transparent,  
Utility-like  
Accessible,  
Open,  
Standards-  
based,  
Reliable,  
Available,  
Secure  
Enterprise IRM  
and IT  
Environment  
(Goal)

....Let's Choose the Pathway to Success!