

State of Hawai'i
IMT

Transforming Government..

*Through Business and Information Technology
(IT)/Information Resource Management (IRM)*

Hawaii Emergency Preparedness Executive
Consortium

Sanjeev “Sonny” Bhagowalia
Chief Information Officer
April 19, 2012

Future World...In the Clouds?



*"It was much nicer before people started storing
all their personal information in the cloud."*

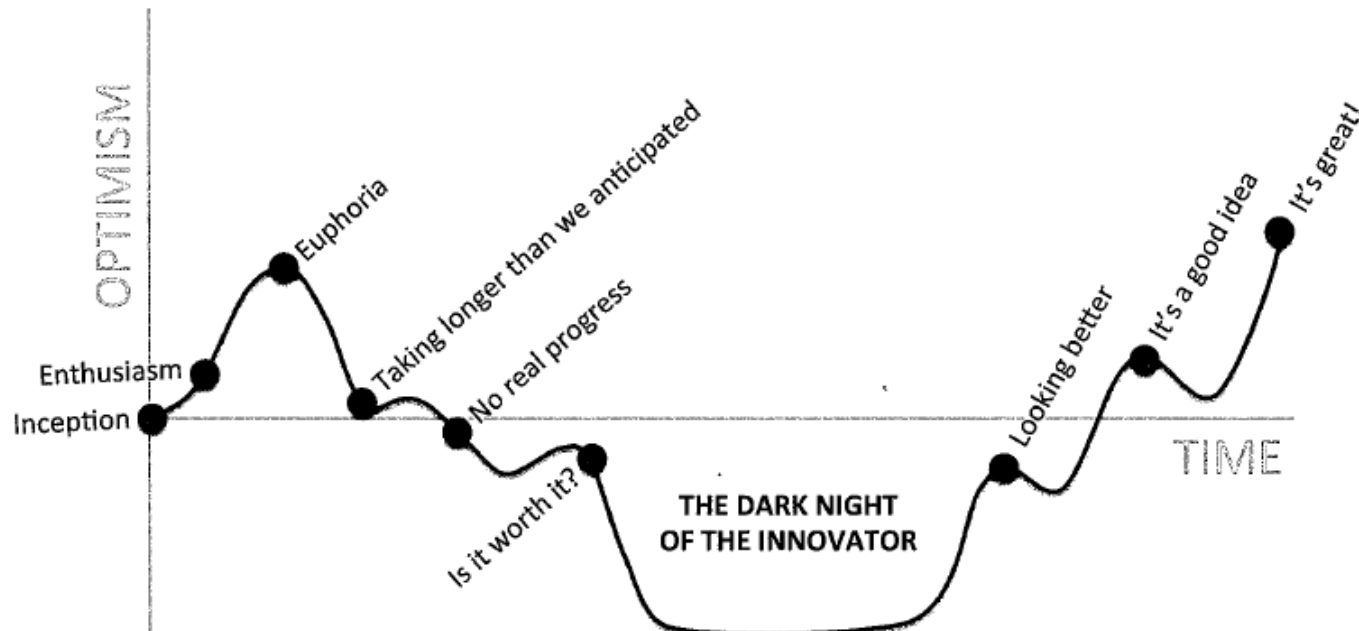
Source: New Yorker Magazine

Transformation and Change isn't Easy

The Path of Innovation

Between the idea and the reality falls the shadow

- T.S. Eliot



Source: Jeff Mohr, HCF

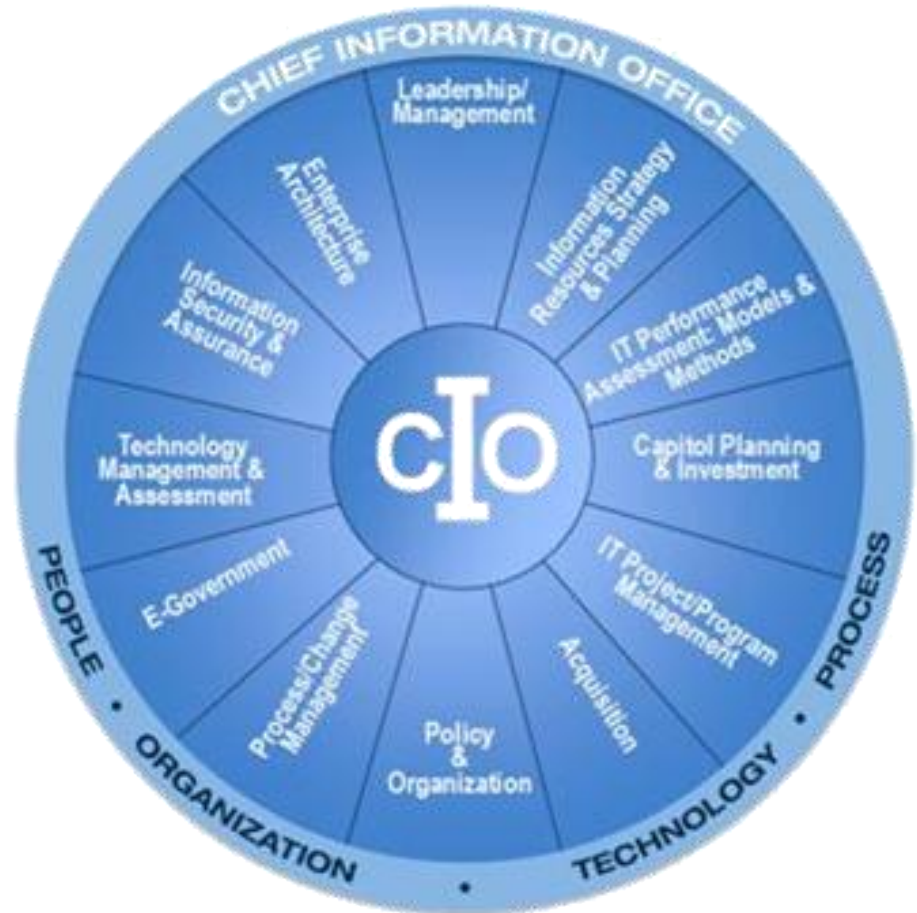
It's not just about Technology....



Source: “Real Value from the Cloud: Moving beyond personal productivity”, Center for Digital Government, 2012

CIO Provides IT/IRM Leadership

- ▶ Develop, implement, and manage IT/IRM governance
- ▶ Establish and enforce policies and standards
- ▶ Create architectural requirements
- ▶ Provide statewide IT/IRM investment oversight



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

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

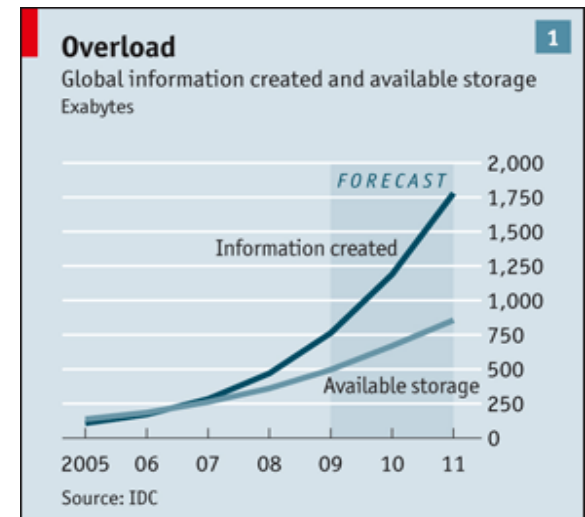
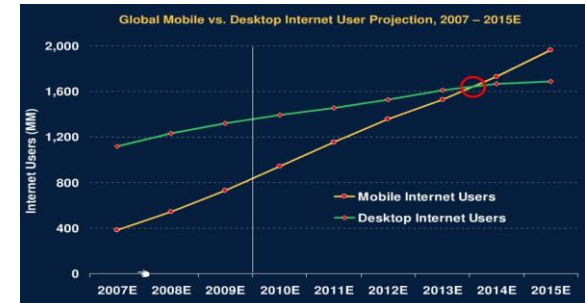
Change is Coming (Like it or Not...)



6 bold tech predictions: Fact or fantasy? FCW (December 8, 2010)

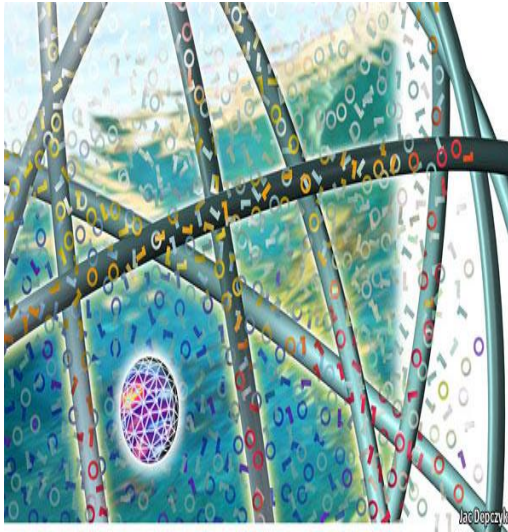
1. 20% of businesses will own no IT assets by 2012 (Gartner)
2. 75% of Stand-Alone IT Departments will disappear by 2015 (Corporate Executive Board)
3. One trillion devices will be connected to the Internet by 2013 (Cisco) – Current = 35B
4. The government can save \$1 trillion in 10 years by harnessing certain proven technologies (Technology CEO Council)
5. 25% of personal computing devices sold will be tablets by 2015 (Forrester Research)
6. Data will grow by 800% in the next five years with 80% Unstructured Text/Media (Gartner)

Mobile will be bigger than desktop internet in 5 years
-- Mary Meeker, Morgan Stanley, April 2010



Volume of digital information increases tenfold every five years & 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

Trends We Need to Watch...

1. Consumerization & The Tablet
2. The Infinite Data Center
3. IT Consumption
4. Context Awareness
5. Hybrid Clouds
6. Fabric Data Centers
7. IT Complexity
8. Patterns and Analytics
9. The Virtual Enterprise
10. Social Networking

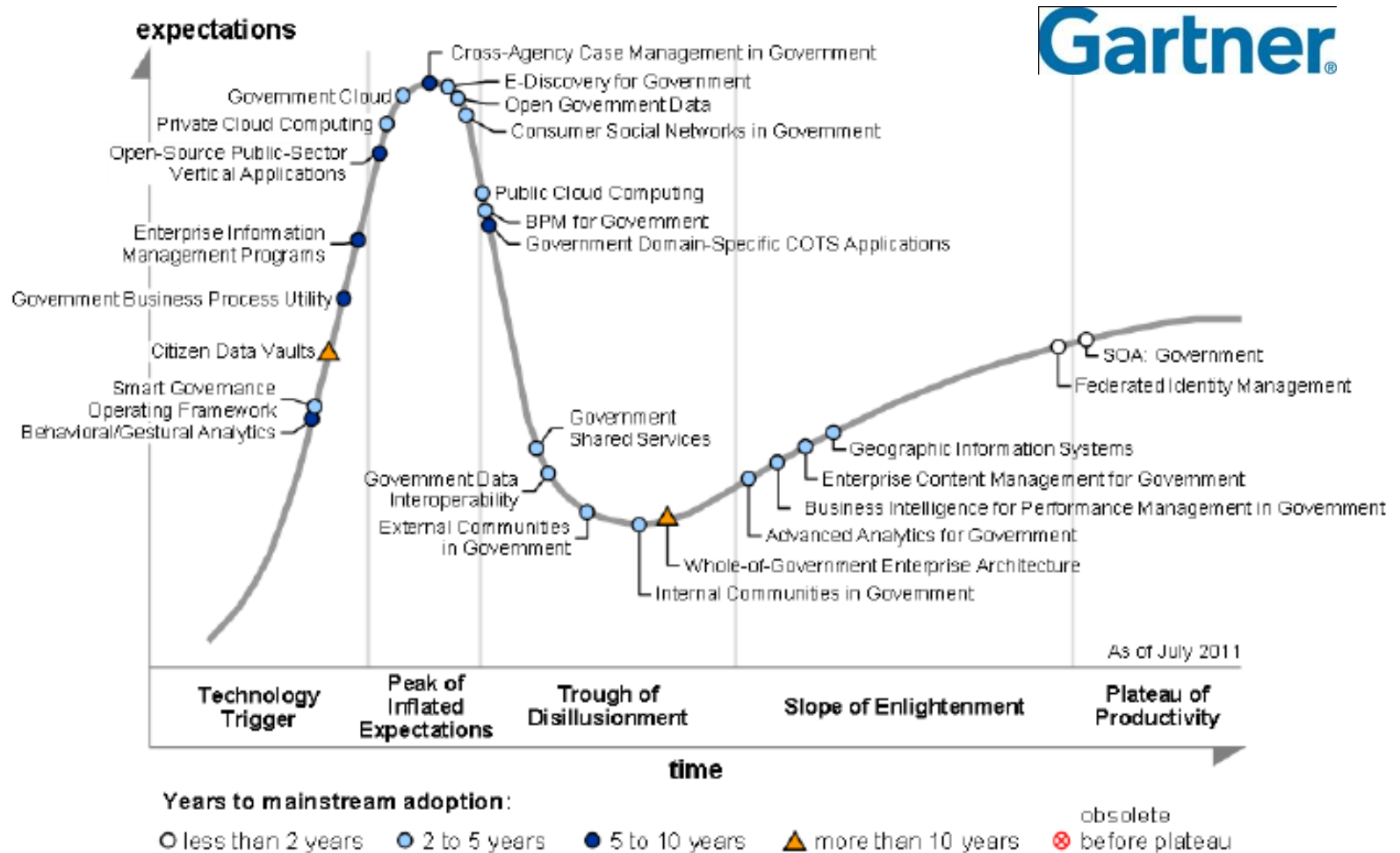
Gartner[®]



Source: Top 10 Trends and How They Will Impact Data Centers and IT, David Cappuccio, Vice President, Chief of Research, Gartner

Hype Cycle for Government Transformation, 2011

Figure 1. Hype Cycle for Government Transformation, 2011



Source: Gartner (July 2011)

NASCIO Conference (2011)

NASCIO Top Ten Strategy Priorities (2012)

1. Consolidation / Optimization
2. Budget and Cost Control
3. Governance
4. Health Care
5. Cloud Computing
6. Security
7. Broadband and Connectivity
8. Shared Services
9. Portal
10. Mobile Service/Mobility



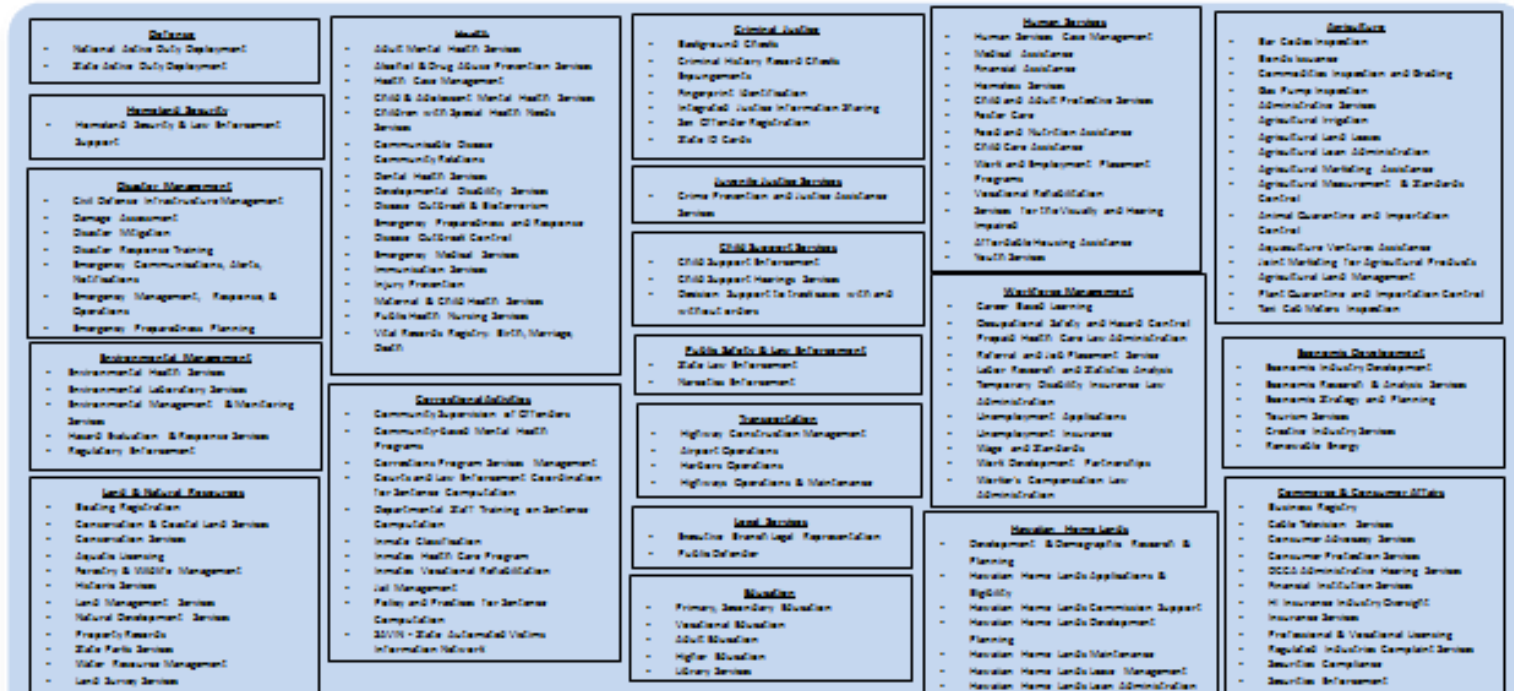
NASCIO Top Ten Technology Priorities (2012)

1. Virtualization
2. Legacy application modernization/ renovation
3. Cloud computing
4. Mobile workforce technologies
5. Networking
6. Enterprise Resource Management (ERP)
7. Identity and access management
8. Business Intelligence (BI) and Business Analytics (BA) applications
9. Document/Content/Records/E-mail management
10. Public Safety Radio Network

Source: <http://www.nascio.org>

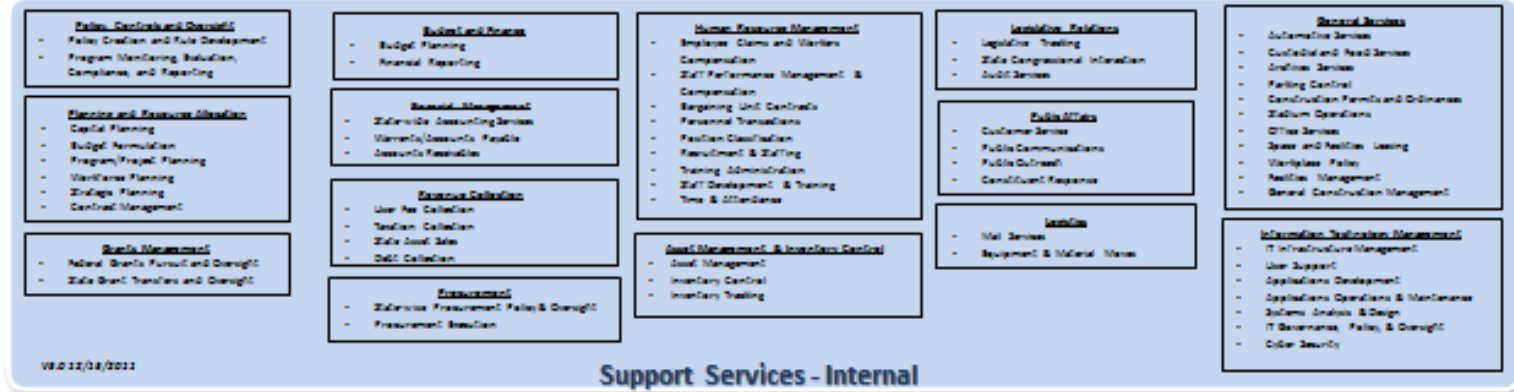
State of Hawaii Business Model

20 Core LOBs
~150 Services



Core State Services (Services for Citizens)

14 Support LOBs
~50 Services



Support Services - Internal

34 Total LOBs
~200 Services

10/12/2012

Services to Citizens

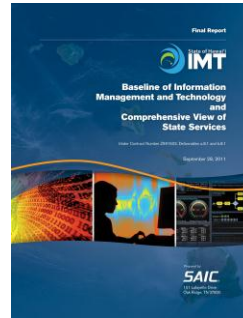


Enabling Services



Phase A – Major Deliverables

1) Baseline Report

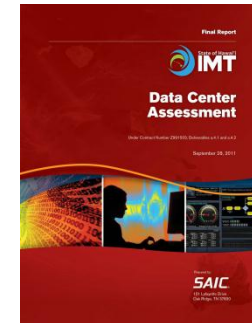


Items 1–3 released in an open, transparent manner to the public

2) Benchmarking Report



3) Data Center Assessment



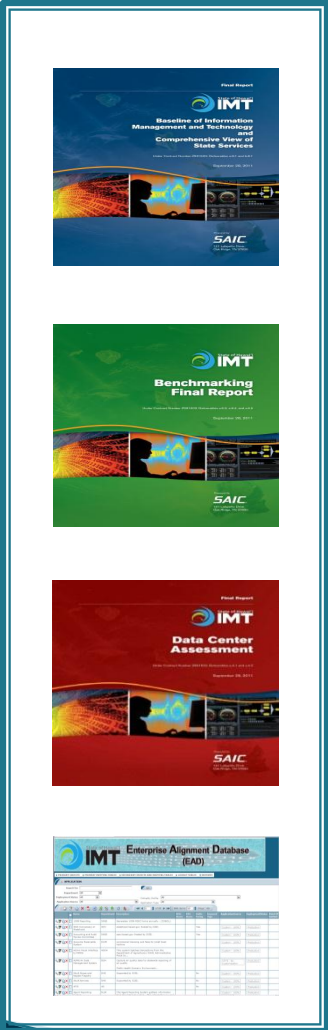
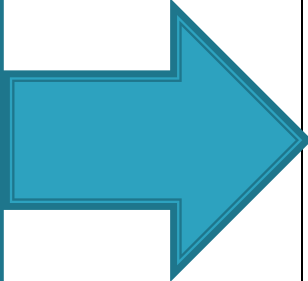
4) Enterprise Alignment Database (EAD) Tool

The screenshot shows a web-based interface for the Enterprise Alignment Database (EAD). It features a search bar, a table with multiple columns and rows of data, and a sidebar with navigation options. The interface is titled 'IMT Enterprise Alignment Database (EAD)'.

High quality work products delivered on time and within budget – Phase A complete!

The Study Found: Top 10 Areas of Opportunity

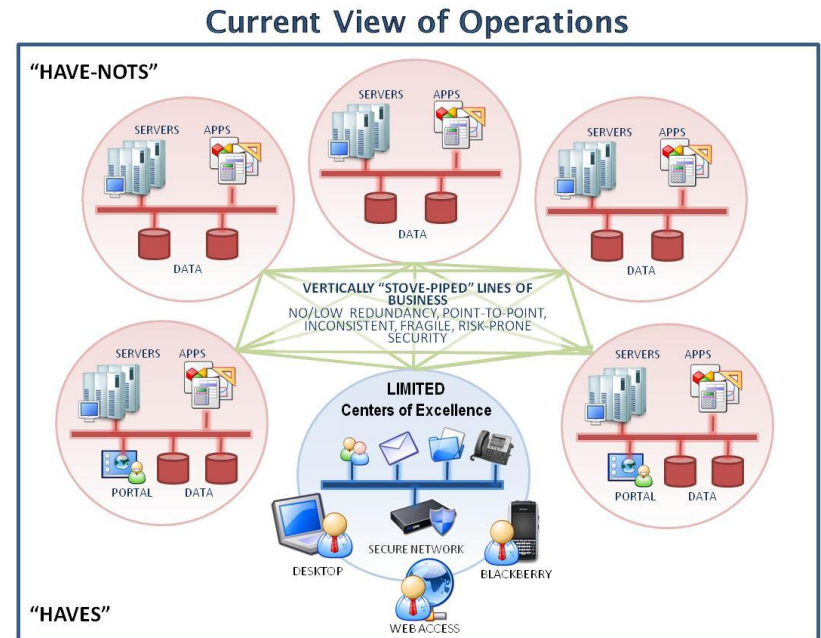
1. Governance
2. Disaster Recovery (DR) and Continuity of Operations (COOP)
3. IT Procurement
4. Security and Privacy
5. Open Government and Social Media
6. Collaboration and Work Flow
7. Enterprise Applications
8. Enterprise Infrastructure
9. Wireless / Mobile / Radio
10. Business Process Re-Engineering



*We need to focus on these
Top 10 opportunities...*

Phase A – Findings

- ▶ 18 Departments & University of Hawaii
- ▶ \$157.5 million IT/IRM budget
- ▶ 746 IT/IRM staff
- ▶ Over 500 applications
- ▶ 200 lines of business
- ▶ High duplication of effort
- ▶ Wide funding disparities
- ▶ Some focused areas of excellence

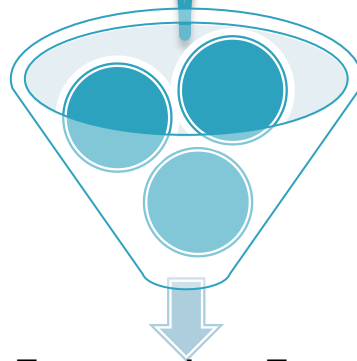


Many disconnected silos of effort

20 Key Recommendations

Business Reference Model	Data Sharing and Collaboration	Organizational Change
Manual Interfaces	Bargaining Unit Leadership	ICSD
Risk Assessments	Service Management Model	Applications Portfolio
Performance Measures	Application Integration	Data Architecture
Funding for IT	Platforms and Technologies	IT Costs
Agency Model		IT Skills

20



All recommendations are important but must be sequenced according to resources and readiness

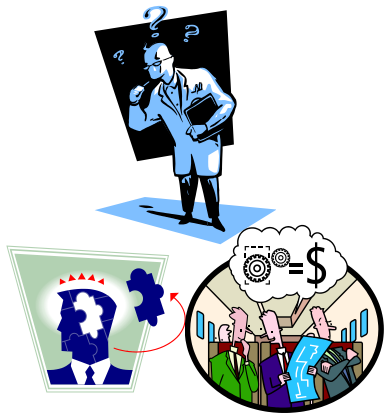
4

Enterprise Focus
Governance Strategies
Business Process Re-Engineering
Technical Foundation

We are starting to implement the 4 basic foundational recommendations now!

Four Key Recommendations to Start

1



*Enterprise
Focus for
Projects*

2



*Establish
Enterprise
Governance*

3



*Re-engineer
Business
Processes*

4



*Strengthen
Technical
Infrastructure*

The Way Forward



A Vision for a Better Future

Mission

To assist agencies in the effective, efficient and convenient delivery of programs and services to the public through business transformation and information technology modernization.

Vision

A State where:

- ▶ the public engages with an open and transparent government;
- ▶ State employees, citizens and businesses have convenient and secure access to reliable information;
- ▶ government processes are streamlined, integrated and implemented to meet the public's service expectations;
- ▶ information technology and information capabilities align and support business needs, strategies, and outcomes;
- ▶ innovation and continuous improvement are fostered.

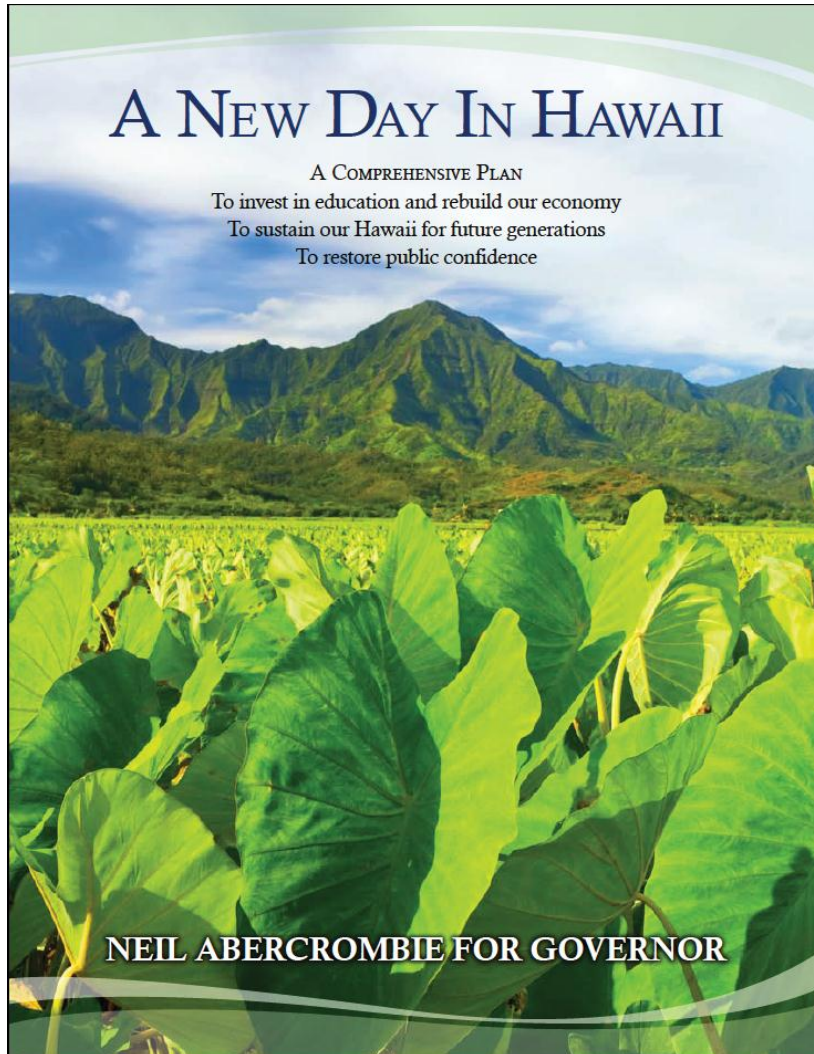


Benefits of the Transformation

The transformation will benefit:

- ▶ **State citizens** through improved delivery of services and programs (e.g. going “online” instead of “waiting in line”); a more transparent and responsive government; and increased access to information and data.
- ▶ **State employees** with streamlined workflow processes allowing more focus on serving customers and access to a wider range of new technologies to support departmental mission, programs and services.
- ▶ **State government** through efficiently aligned services; reduced costs and unnecessary redundancies; increased reliability and security; and improved outcomes and accountability.

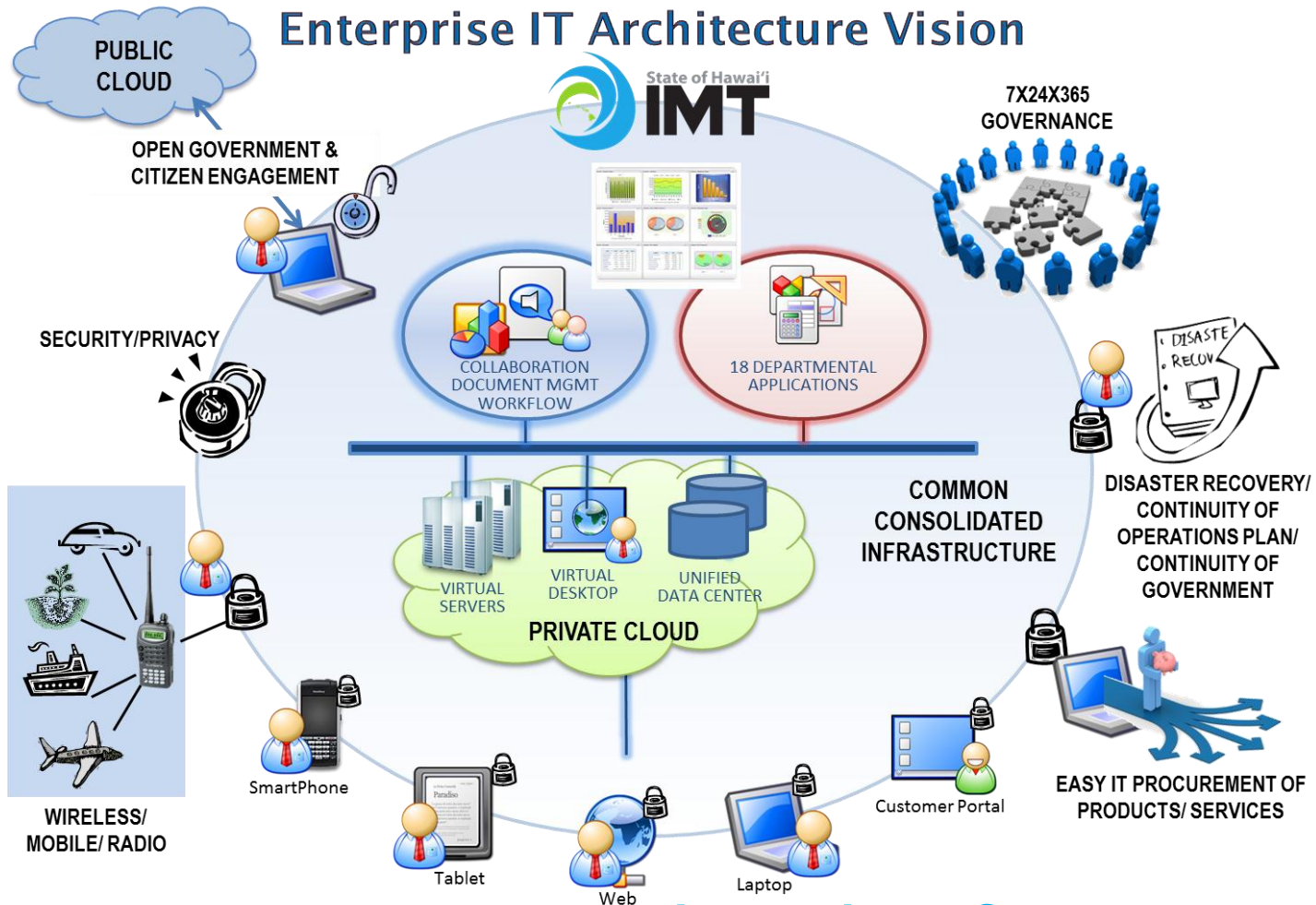
The New Day Vision



- **GROWING A SUSTAINABLE ECONOMY**
 - New Day Work Projects
 - Renewable Energy
 - Food Security
 - Innovation Economy
 - Improvements on Public Lands
 - Environmental Stewardship
 - Culture, Arts, Creative Industries
- **INVESTING IN PEOPLE**
 - Early Childhood
 - Education and Workforce Development
 - Healthcare Transformation
 - Safety Net, Homelessness, Public Safety
 - Housing
- **TRANSFORMING GOVERNMENT**
 - Information Technology
 - Fiscal Management
 - Operations Management
 - Customer Service
 - Civil Defense and Security

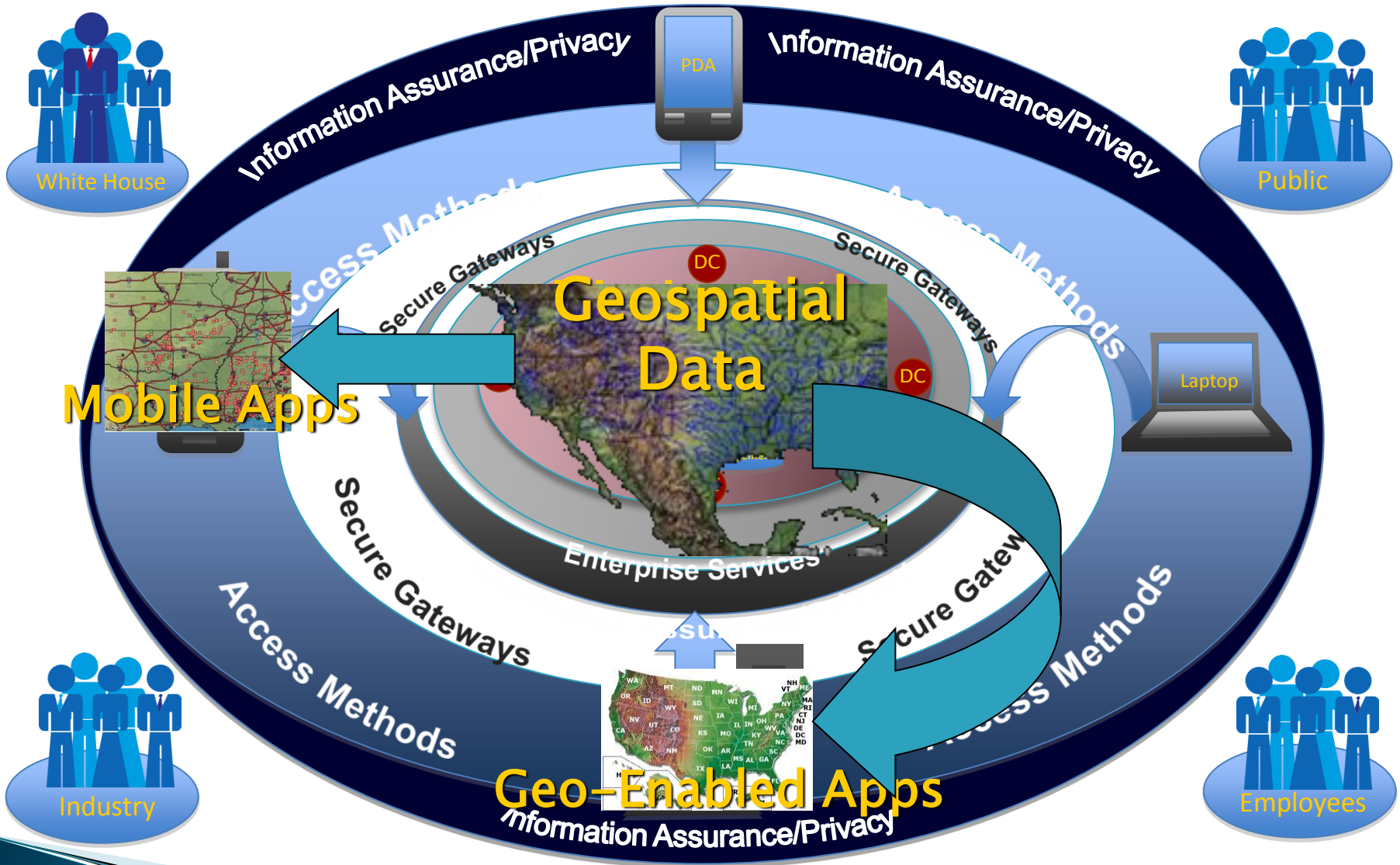
Vision

Preliminary Future Enterprise IT Architecture Vision



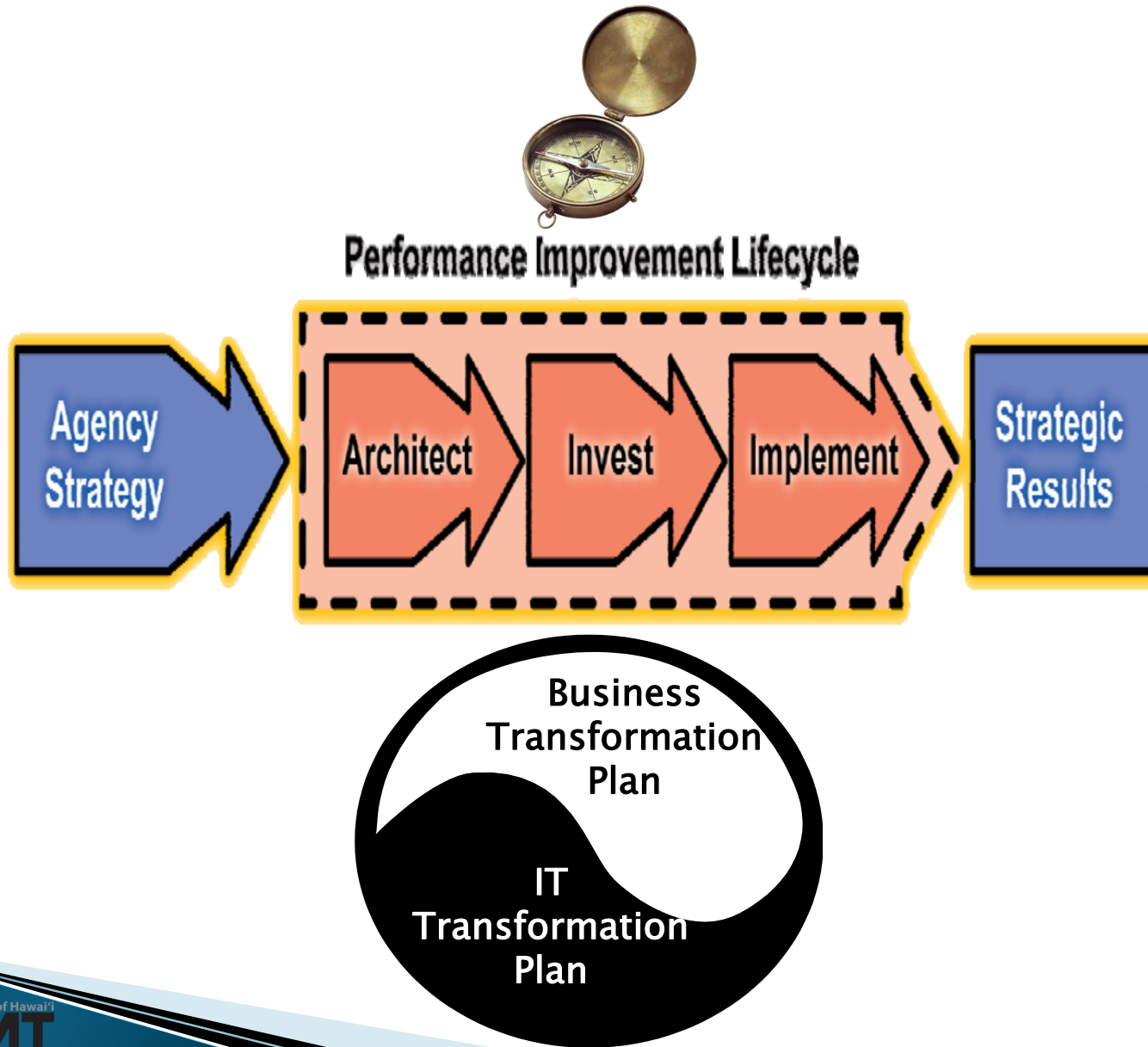
*Access to the right information –
anywhere, any time, any mission,
securely and reliably*

Notional Vision



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

The Transformation Plan





1 Management and Oversight (Governance)
State of Hawai`i Business and IT/IRM
Transformation Strategic Plan



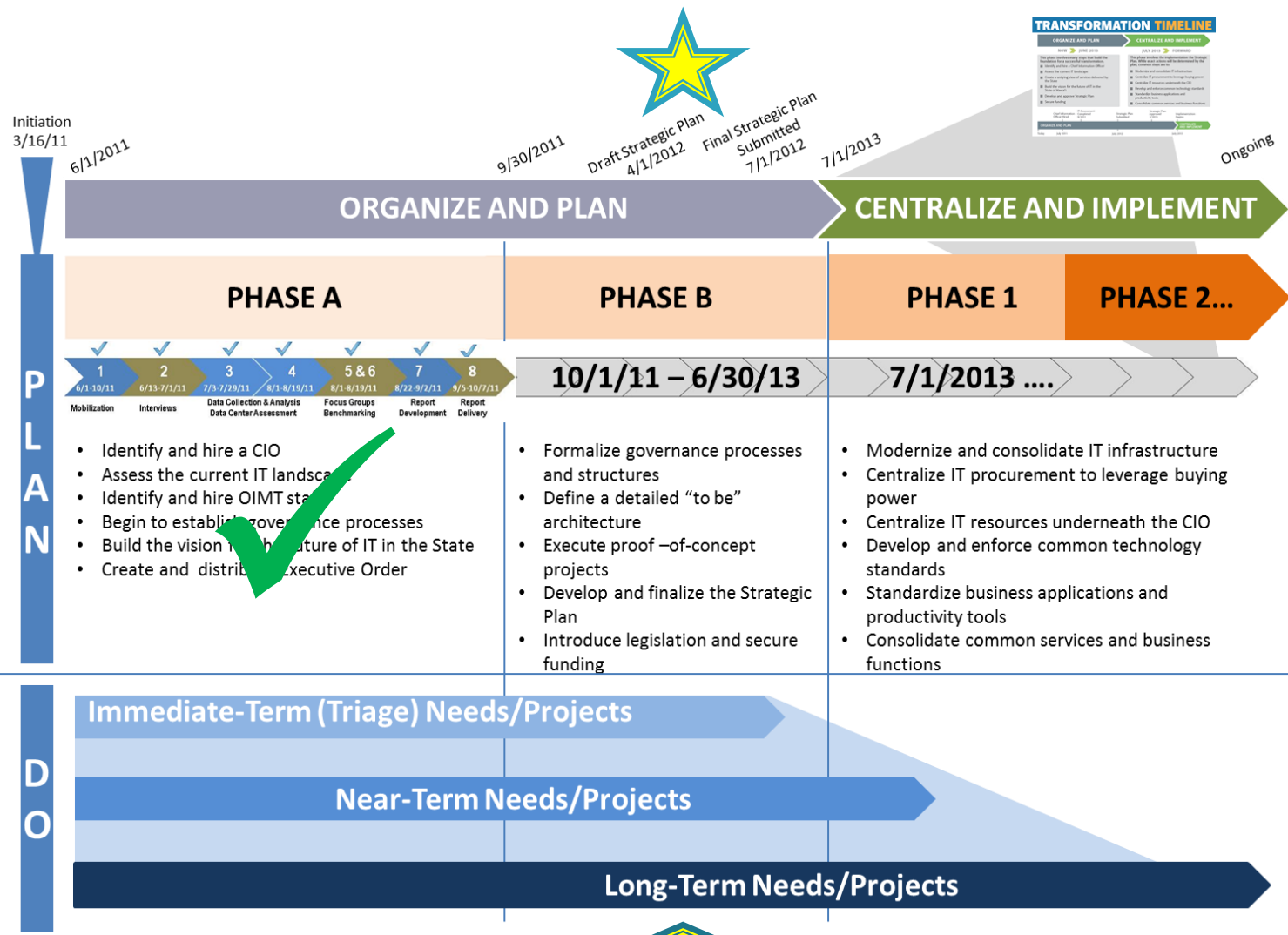
Enterprise Architecture



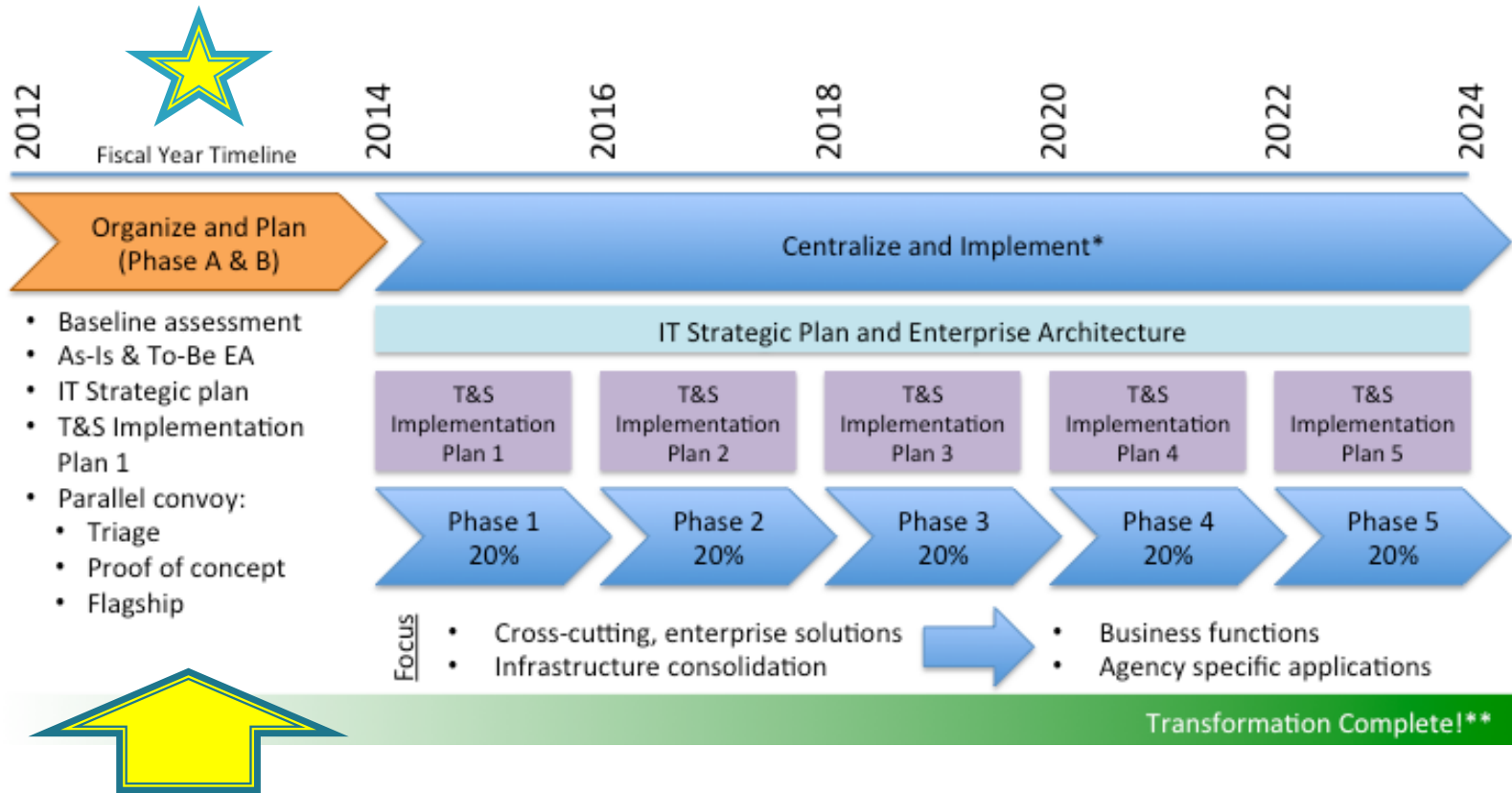
Business Process Reengineering



An Integrated, Multi-Year Transformation Plan...



The Transformation Plan



*Successful implementation of Centralize and Implement Phases dependent on funding

**State will pursue continuous improvement and innovation during and after the transformation

A Seven-Phase, Eleven-Year Plan with delivery along the way

The Open Government Initiative



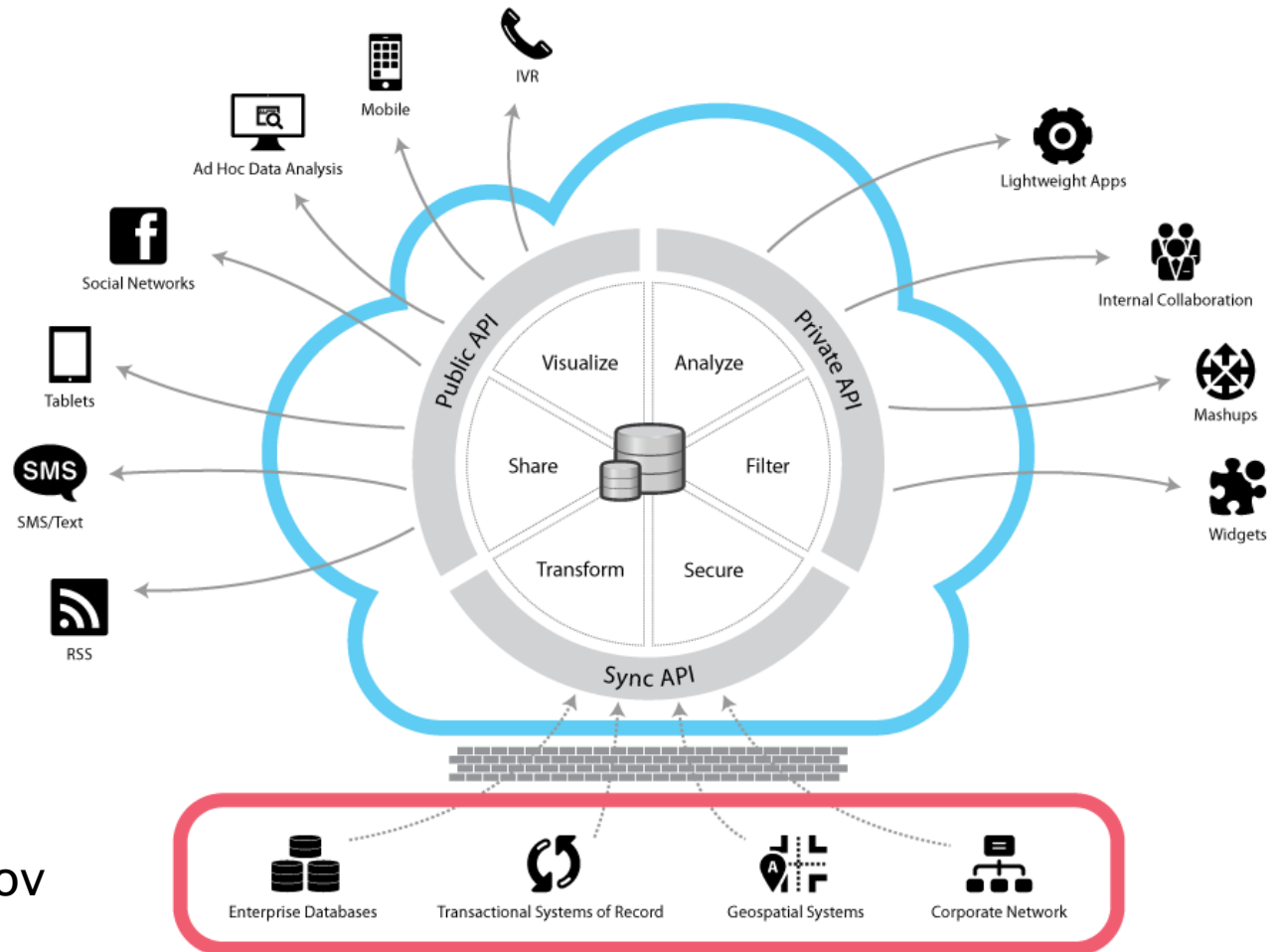
Transparency promotes accountability

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

Collaboration encourages cooperation within government and with industry



Next Generation Data.gov: A Platform Designed for Data Access & Consumption



<http://www.data.gov>

 Socrata | The Open Data Company™

 **DATA.GOV**
EMPOWERING PEOPLE

Intranet Portal – Alpha

hawaii.gov Text size: Large / Normal / Small Wednesday, March 28, 2012 Log in Register





State of Hawaii
IMT Intranet Portal
Alpha Pilot

only in current section

[Home](#) [Governance](#) [Working Groups](#) [Deliverables](#) [Reports](#) [Memos](#) [CEO Blog](#)



Transformation Framework

The framework of the transformation includes: Governance, the Business and IT/IRM Transformation Strategic Plan, Enterprise Architecture and Projects (Triage, Pilot, and Major Initiatives).

○ ● ● ● ●

Aloha and Welcome to the Intranet Portal - ALPHA Pilot!

Transforming Government

The Office of Information Management and Technology under the leadership of State Chief Information Officer Sanjeev "Sonny" Bhagowala is developing the Business Transformation and Information Technology Strategic Plan, which will provide the road map for the technology modernization initiative.

Draft 1.0 of Business Transformation and Information Technology Strategic Plan Review

The staff of OIMT have been working diligently over the last few months to develop the Plan. We are pleased to inform you that Draft 1.0 of the Plan is ready for your review and feedback.

You'll find the following documents on this site available for viewing and/or download:

- [Governance](#)
- [Strategic Plan](#)
- [Enterprise Architecture](#)
- [Projects \(Coming Soon\)](#)

A Call to Action

Your suggestions, insight, and ideas will contribute to developing the Plan further in the coming months, as we will release a second draft in April and a third in June, with the final plan presented at the end of July. Follow these steps to comment on the plan:

1. Register to log in and comments
2. Review the document(s)
3. Provide your feedback by Thursday, March 1, 2012

Mahalo for your support and we look forward to your participation in transforming the State of Hawaii!

Governance



The governance plan provides the framework for the management and oversight of business processes and Information Technology (IT).

[Read more](#)

Strategic Transformation Plan



The Business Transformation and IT Strategic Plan provides the road map for the State's ten-year modernization initiative.

[Read more](#)

Enterprise Architecture

Business Architecture
(Business Processes, Organization, People)

Application Architecture
(Systems)

Data Architecture
(Data, Information)

Technology Architecture
(Hardware, Software, Network)

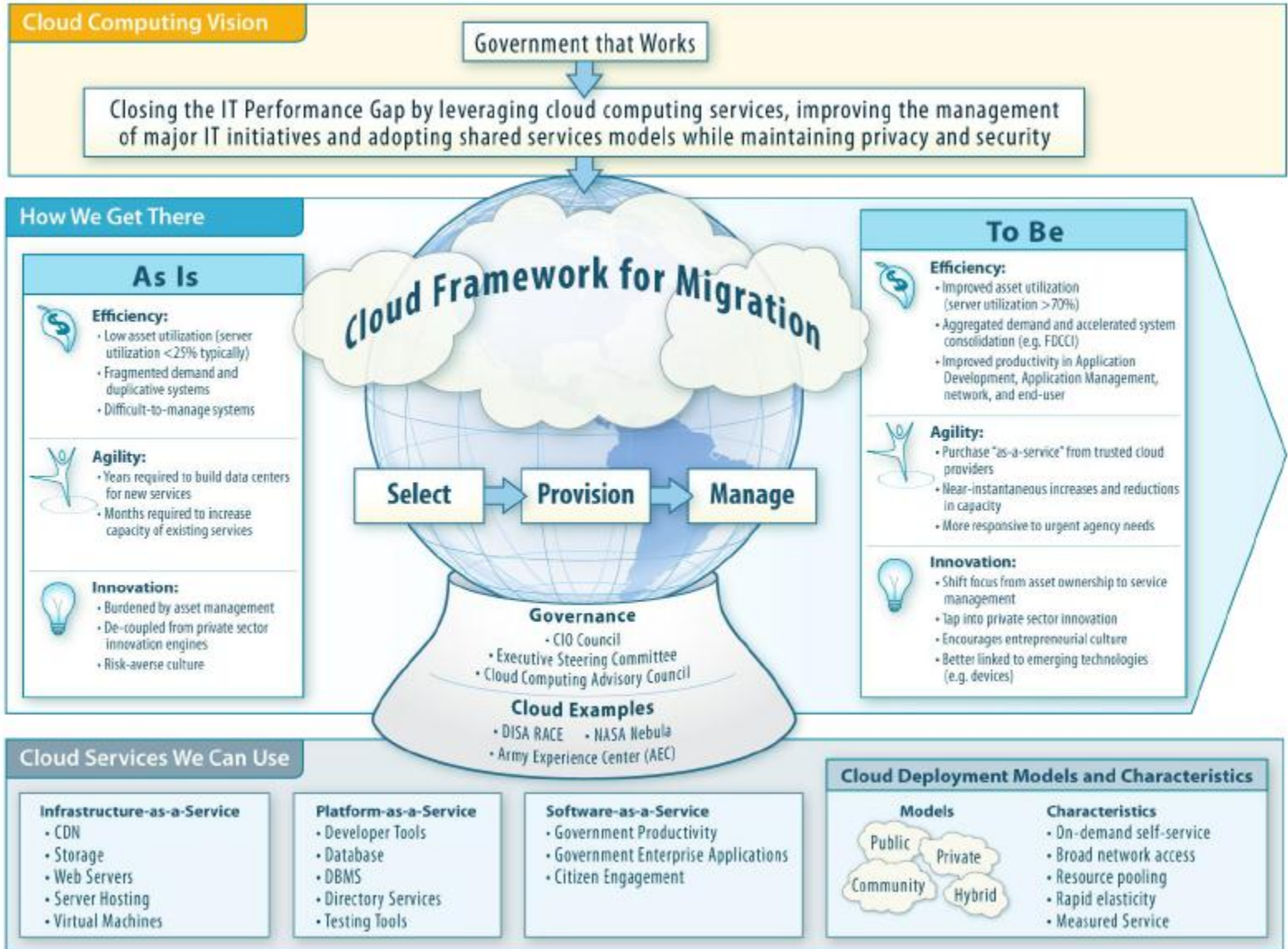
The EA plan describes the current state, the future vision, and transition and sequence plan that bridges the gap over ten years.

[Read more](#)

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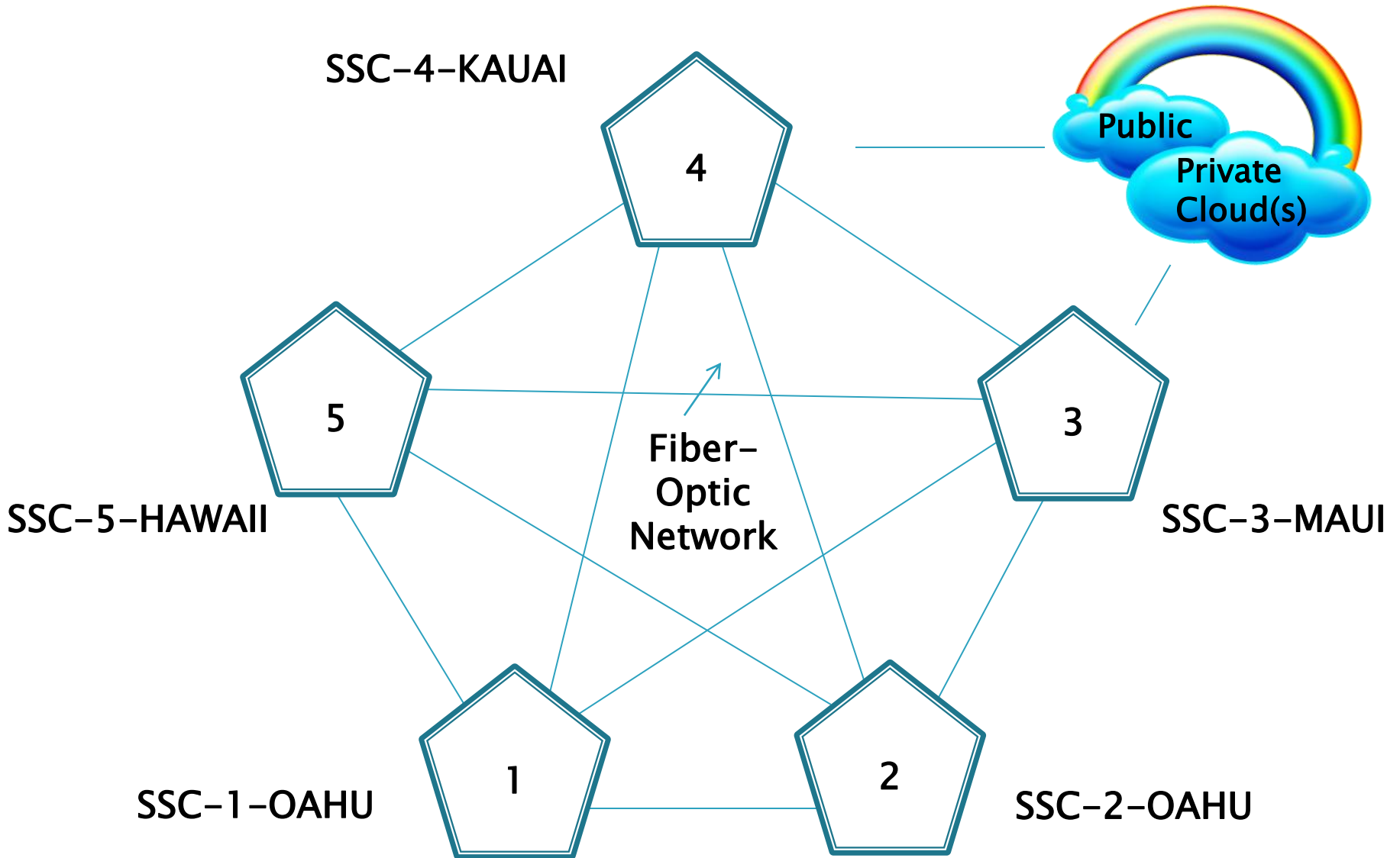
Site Map | Accessibility | Contact

Notional Cloud Computing View



Source: Federal Cloud Computing Initiative Update, Sonny Bhagowalia, Deputy Associate Administrator, GSA, June 22, 2011

Notional Shared Services Center Vision For Hawaii

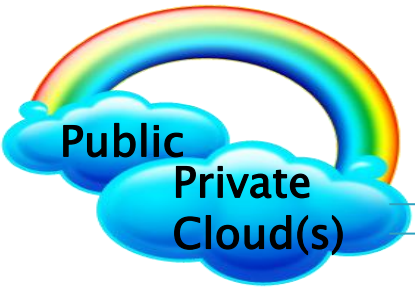
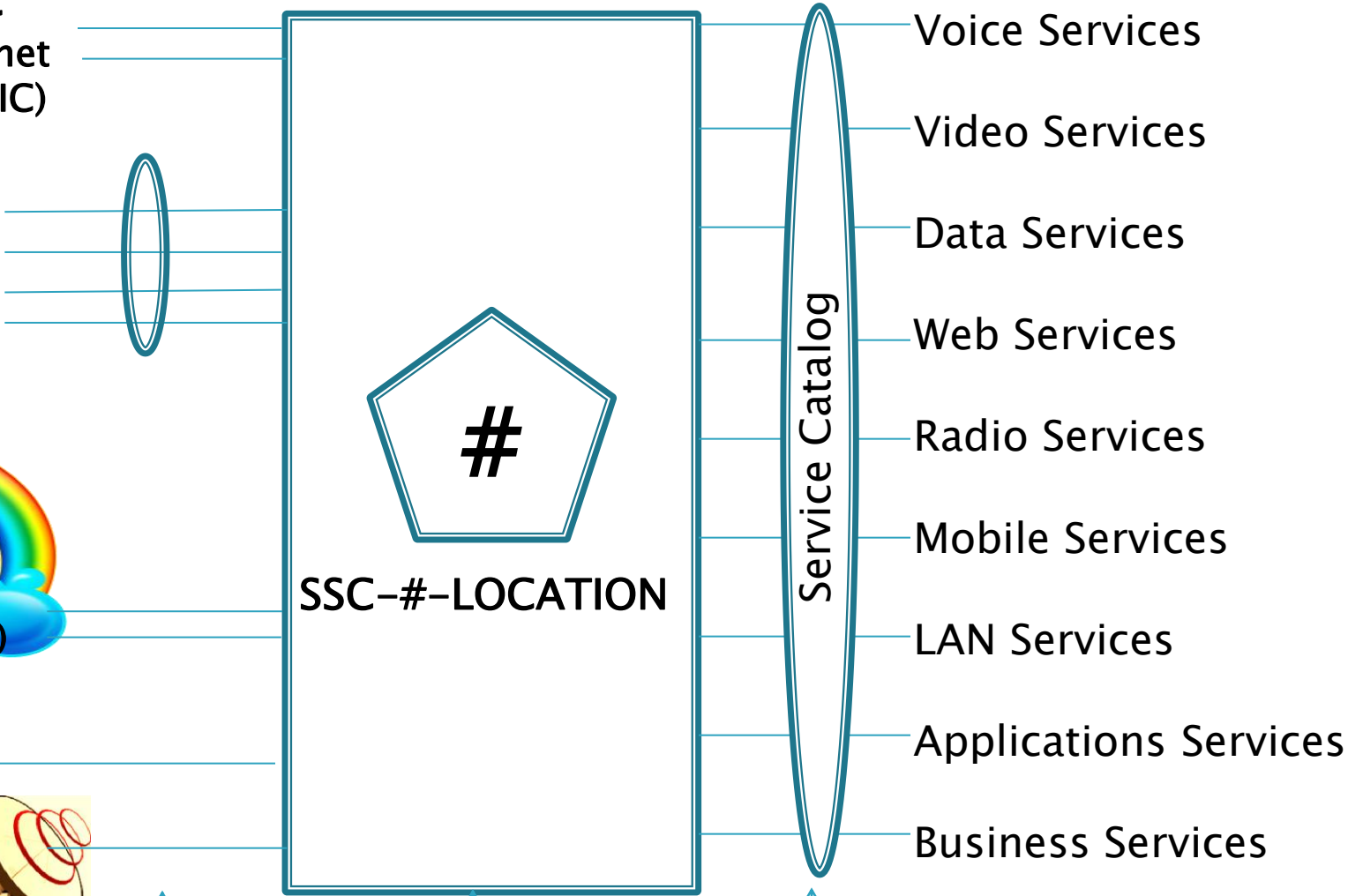
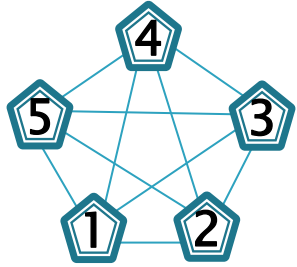


Shared Service Center (SSC) =
Data Center (DC) + Cyber Security Operations Center (CSOC) + Network
Operations Center (NOC) + Services Center (SC)

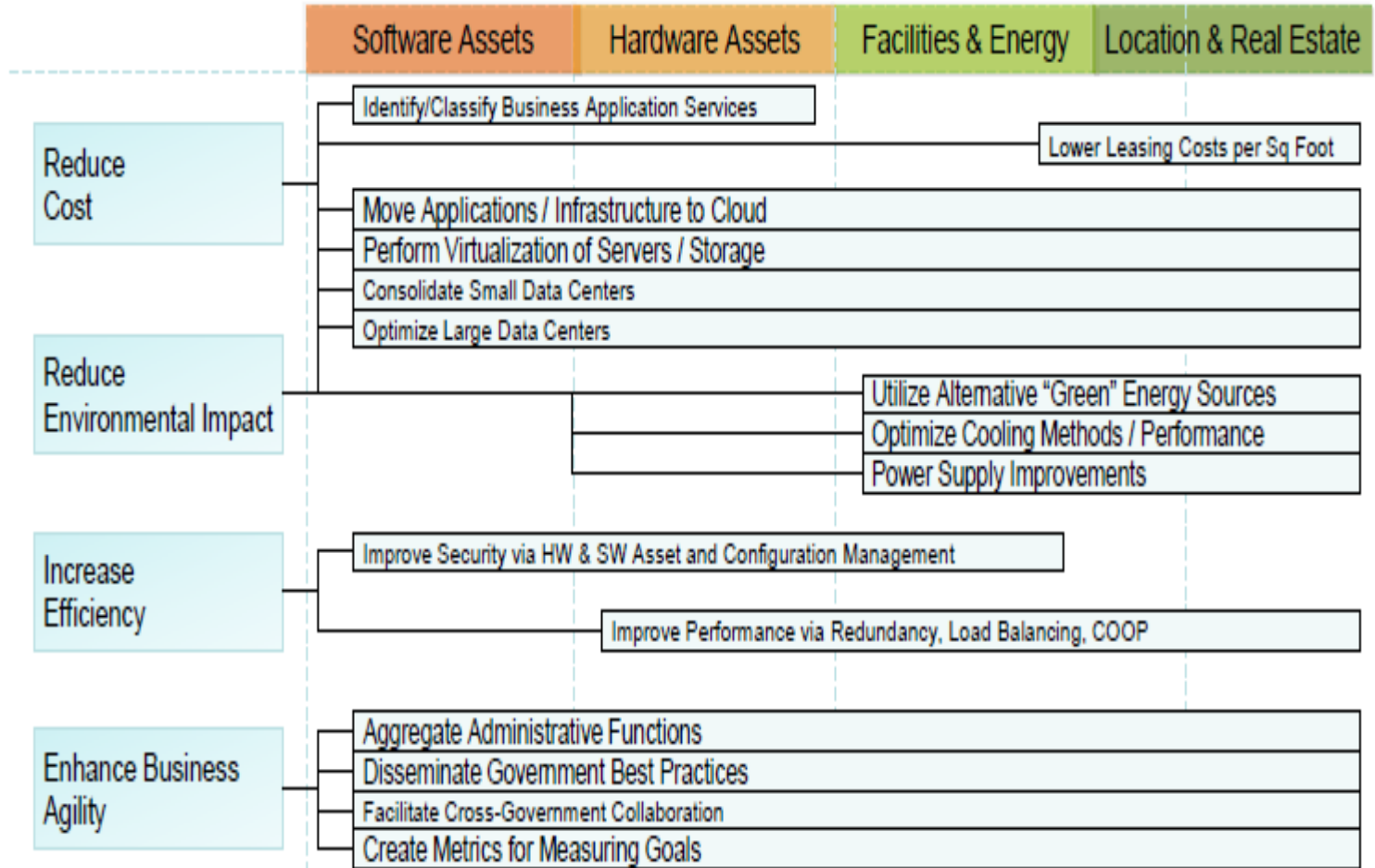
Notional Typical Shared Services Center

Internet

(Trusted Internet Connection/TIC)



Data Center Consolidation



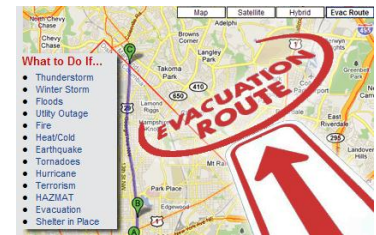
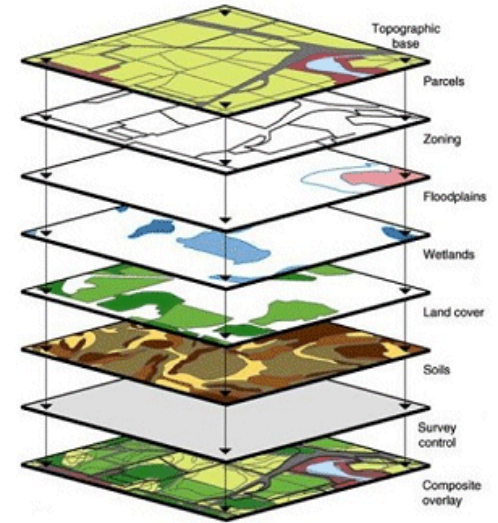
What's Next?



Mobile



Cloud and Web
2.0/3.0

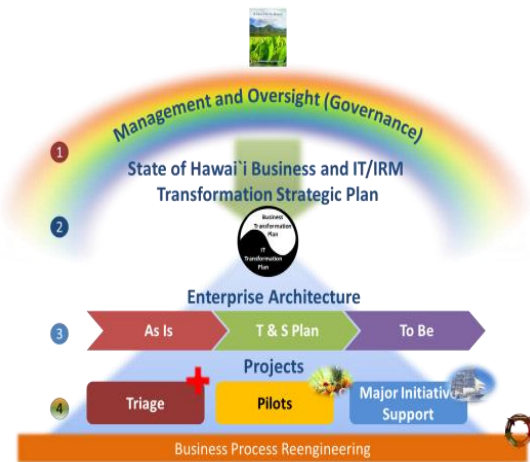


Next-Generation
GIS

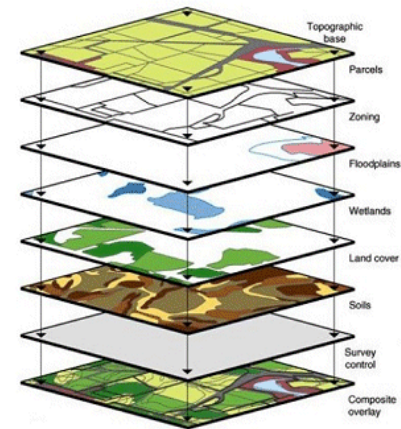
...and Much More...

What We Need From You

- ▶ We are collectively developing the State of Hawai`i Business and IT/IRM Transformation Strategic Plan

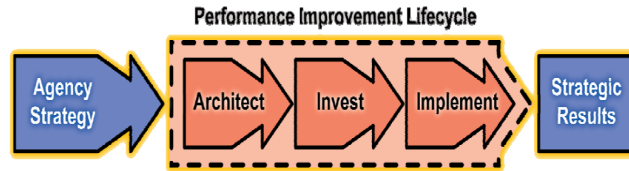


- ▶ In May and June, 2012, we need your input in our future vision for the State, and what does the ideal Business and IT/IRM environment look like?



- ▶ Please stay tuned to <http://www.hawaii.gov/oimt> for details and announcements! We intend to Publish our Plan by July 31, 2012.

The Crossroads...



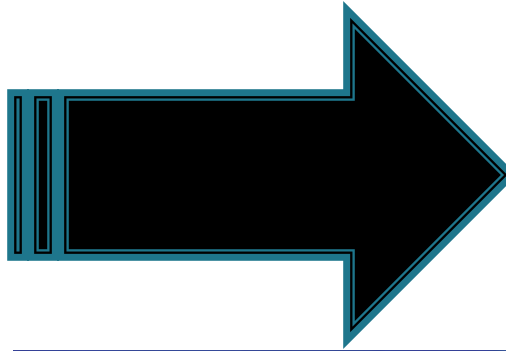
**Stove-Piped,
Sub-optimized,
IRM and IT
Environment
(Today)**



**Geo-enabled,
Integrated,
Mobile,
Transparent, Web-
Accessible, Open,
Standards-based,
Agile,
Reliable,
Available, Secure
Enterprise
Information and IT
Environment
(Goal)**

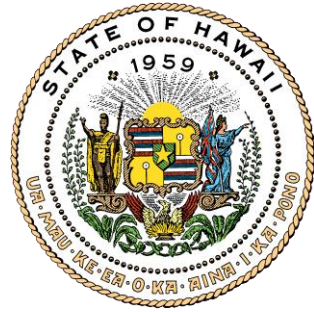
**We are at a Crossroad in History –
Let's Choose the Pathway to Success!**

“The Best Way to Predict the Future is to Invent it”* ...Let’s Go!



***Source:**
Alan Kay, Stanford
Peter F. Drucker





State of Hawai'i
IMT



INNOVATION
SUCCESS
EVALUATION
DEVELOPMENT
GROWTH
SOLUTION
PROGRESS
MARKETING



Mahalo!

<http://www.hawaii.gov/oimt>