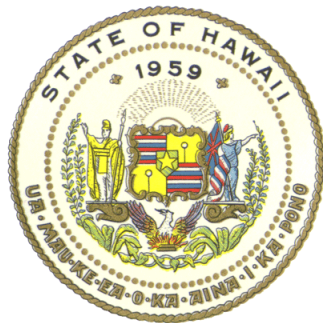


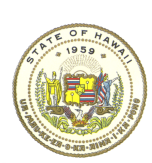
Transforming Government

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

Sanjeev “Sonny” Bhagowalia
Chief Information Officer
May 4, 2012



State of Hawai'i
IMT



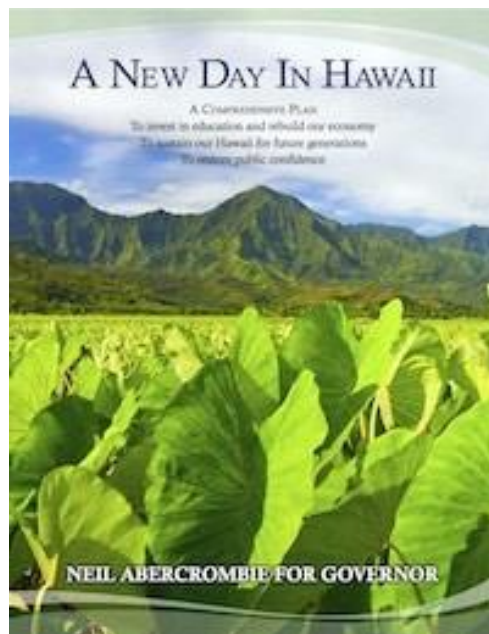
Transformation Roadmap



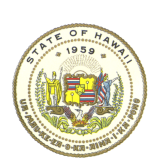
- Where we are
- Where we want to be
- How we are going to get there
- What you can do to help



A New Day in Hawaii



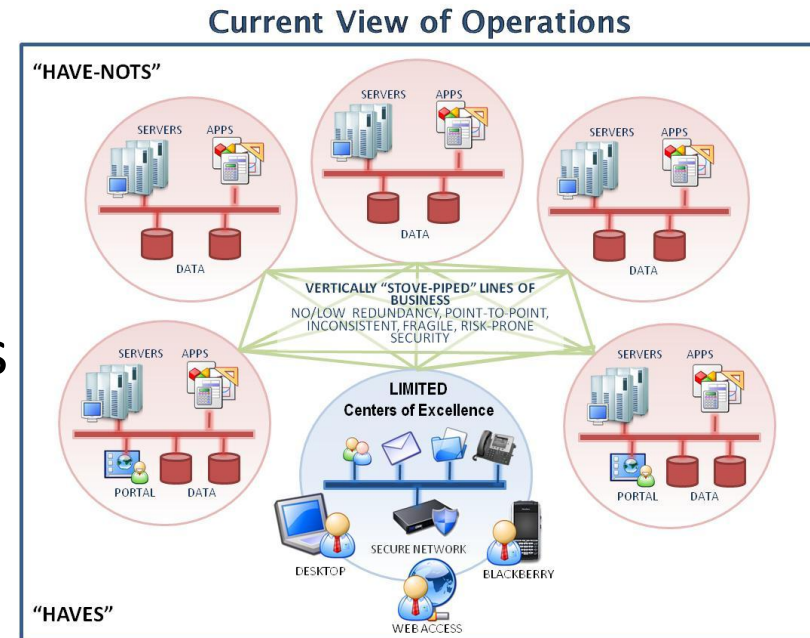
- Transform Government
- Invest in People
- Grow a Sustainable Economy



Baseline Report Findings



- 18 Departments
- \$157.5 million IT/IRM budget
- 746 IT/IRM staff
- Over 700 applications
- More than 200 lines of business
- High duplication of effort
- Wide funding disparities
- Some focused areas of excellence



Many disconnected silos of effort

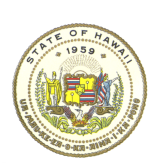


Widespread Symptoms of IT/IRM Management Challenges



- Inefficient manual interfaces
- Minimal enterprise integration and sharing
- Narrowly-focused federally funded solutions
- Limited use of IT/IRM to enable mission service delivery
- Aging legacy systems conditions (20+ years old)
- Proliferation of any and every type of IT/IRM product and service
- Little business process coordination or information sharing across departments (and programs)

A clear need for transformation!

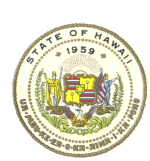


Symptoms Driven by Three Root Causes



- 1) No coordinating authority for managing information resources and technology across the State
- 2) Lack of cross-cutting business process re-engineering (BPR)
- 3) Deep cuts in resources and budget reductions in the State over the past decade

Major issues exist – but all are solvable!



20 Key Recommendations

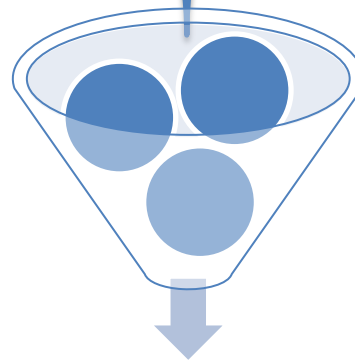


Business Reference Model
 Manual Interfaces
 Risk Assessments
 Performance Measures
 Funding for IT
 Agency Model

Data Sharing and Collaboration
 Bargaining Unit Leadership
 Service Management Model
 Application Integration
 Platforms and Technologies

Organizational Change
 ICSD
 Applications Portfolio
 Data Architecture
 IT Costs
 IT Skills

20



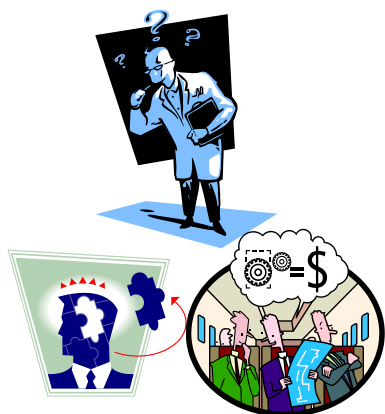
All recommendations are important but must be sequenced according to resources and readiness

4

Enterprise Focus
 Governance Strategies
 Business Process Re-Engineering
 Technical Foundation

We must start implementing 4 foundational recommendations now!

1



*Create
Enterprise
Focus for
Projects*

2



*Establish
Enterprise
Governance*

3



*Re-engineer
Business
Processes*

4

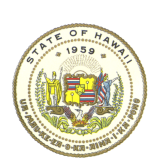


*Strengthen
Technical
Infrastructure*



The Way Forward





A Vision for a Better Future



Mission

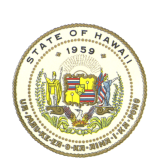
To assist agencies in the effective, efficient and convenient delivery of programs and services to the public through business transformation and information technology modernization.



Vision

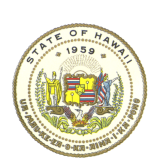
A State where:

- ***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.***



The transformation will benefit:

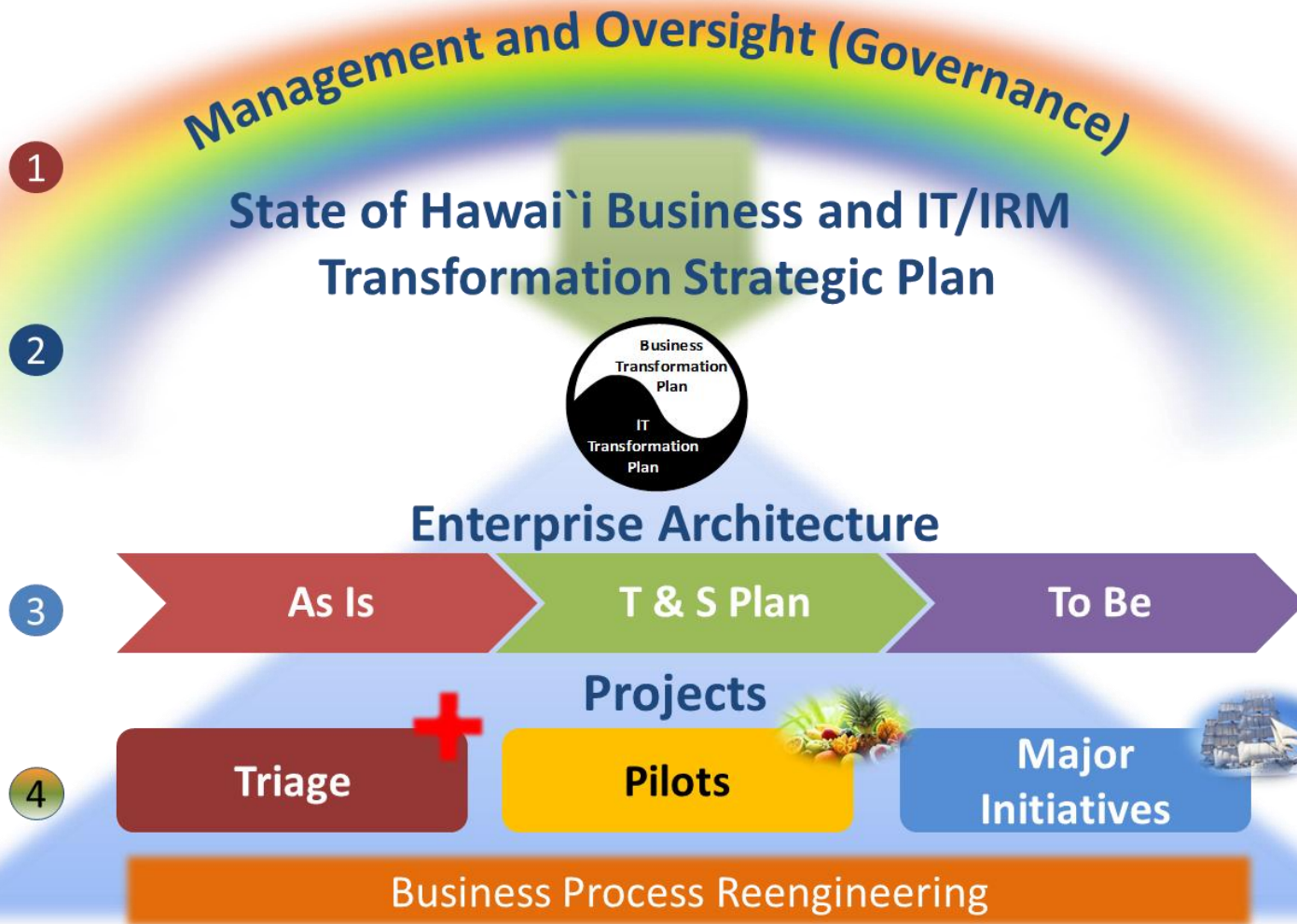
- **State citizens** through improved delivery of services and programs (e.g. going “online” instead of “waiting in line”); a more transparent and responsive government; and increased access to information and data.
- **State employees** with streamlined workflow processes allowing more focus on serving 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.



State Strategic Plan



Transformation Framework



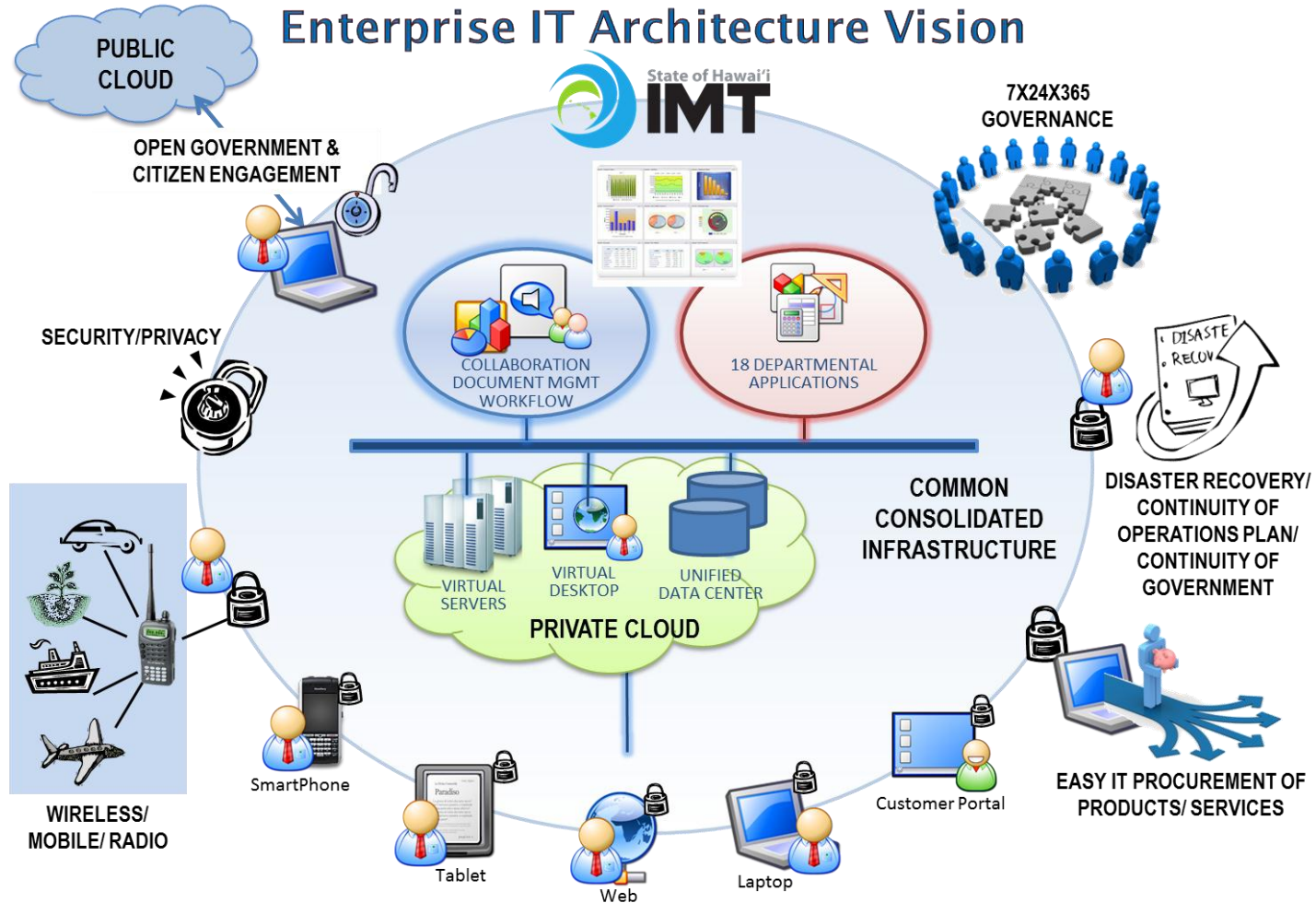
You will see incremental improvements and delivery



Vision



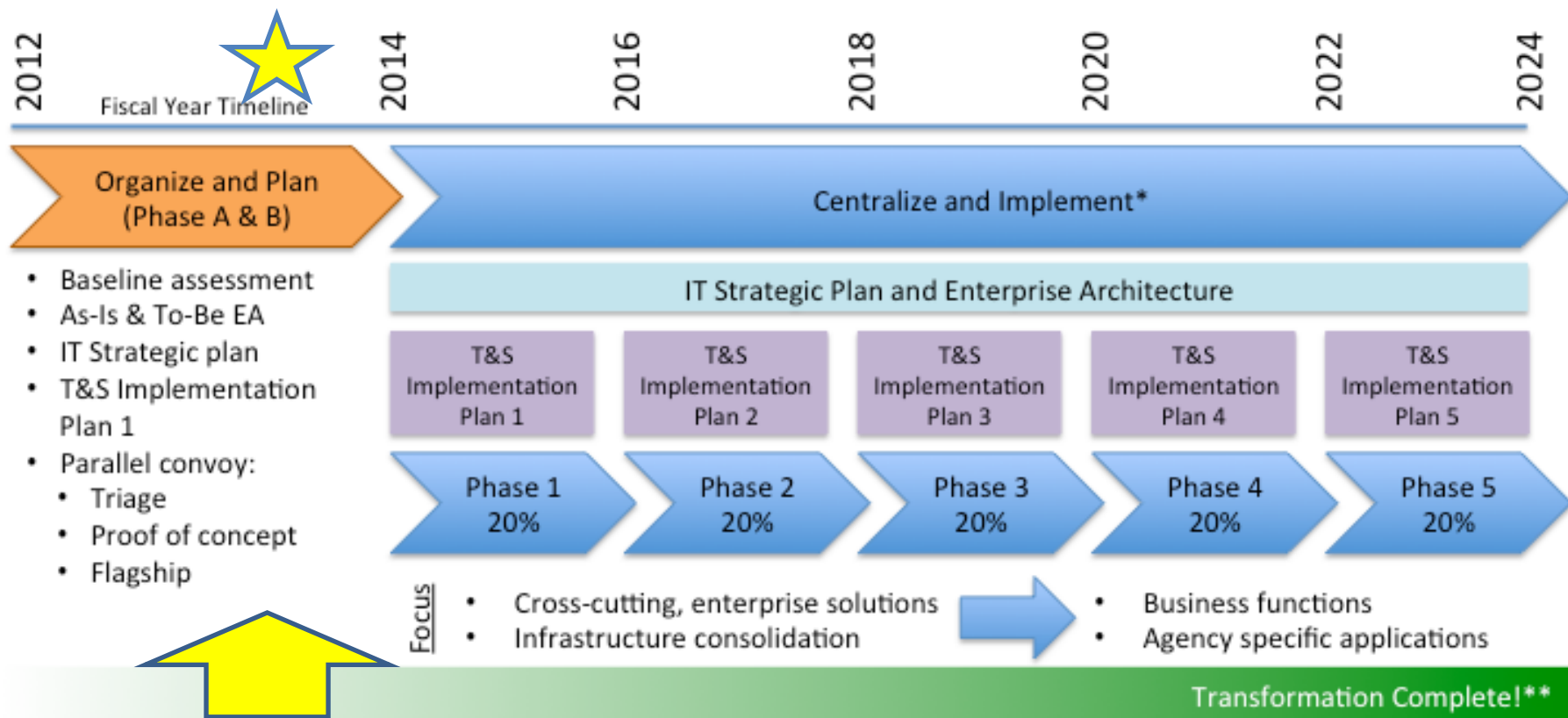
Preliminary Future Enterprise IT Architecture Vision



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



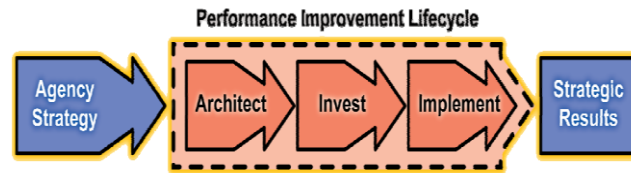
The Transformation Plan



*Successful implementation of Centralize and Implement Phases dependent on funding

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

Multi-year, multi-phased plan with delivery along the way



**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!**



INNOVATION
SUCCESS
EVALUATION
DEVELOPMENT
GROWTH
SOLUTION
PROGRESS
MARKETING

Mahalo!

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

