Office of Information Technology
Keone Kali, Chief Information Officer

State of Hawai'i
IMT

Core Values:

- Strive to be open and honest in communication and offer significant transparency into OIMT, IT and state government processes.

- Genuinely treat all people with respect and utilize every opportunity to listen and learn from others' experience and diverse points of view.

- Create a state culture that consistently performs to a standard of customer service excellence and one that is aligned with integrity and right action.

Vision/Mission:

OIMT's vision/mission is to improve the quality of life for Hawaii residents by providing cost-effective and efficient government services to those we serve. We also seek to maintain continuity of government by providing reliable critical infrastructure that ensures we are leveraging technology to **keep Hawaii *Smart, Safe, and Connected***.

Success Roadmap:

The success roadmap for IT in the State will be dependent upon a minimum of eight (8) achievements to be accomplished within the next four (4) years:

1. Restructure the IT Organization for Success
    a. Measurements include, but are not limited to:
        i. Implementation of an OIMT/ICSD re-organization plan
        ii. Consolidating functions and personnel into key service delivery areas
        iii. Re-classifying and professionalizing civil service IT positions
        iv. Broad-banding salary ranges for IT positions
        v. Migrating exempt positions to civil service classes and salary ranges
        vi. Forming a centralized IT entity for the State (i.e. department, attached agency)

2. Deliver ERP/TSM Elements that bring the most Operational Stability and Efficiency
    a. Measurements include, but are not limited to:
        i. Upgrading existing equipment and software to modern system baselines
        ii. Migrating legacy systems to the new platforms and systems for ERP and TSM
        iii. Streamlining and automating workloads in various areas (i.e. finance/accounting, budget, HR, payroll, procurement, optical scanning of receivables, cashiering, treasury deposits)
        iv. Implement ERP systems that interface between different branches of government (i.e. finance/accounting, budget, HR, payroll, procurement)

3. Revitalize Critical Infrastructure (Network, Data Centers, User Computing)
    a. Measurements include, but are not limited to:
        i. Ensuring High-Availability run-time metrics for services (i.e. 99.99% runtime)
        ii. Integrating all computer users (including mobile) into a secure environment
        iii. Leveraging efficiencies by utilizing the Government Private Cloud
        iv. Constructing a Primary Data Center on Oahu

      v. Establishing dedicated networks for critical communications

      vi. Landing new transpacific cables in Hawaii

      vii. Ensuring that IT systems can recover from a disaster

4. Improve Security and Privacy

   a. Measurements include, but are not limited to:

      i. Increasing controls over network traffic and content

      ii. Ensuring that information on the State's network remains secure and private

      iii. Continuing to classify data on the network and assess exposure and risk

      iv. Implementing a document archival and retention schedule

5. Develop IT Services-as-a-Utility

   a. Measurements include, but are not limited to:

      i. Offering an IT services catalog to departments and agencies

      ii. Ensuring that IT services are always on

      iii. Building a cost recovery mechanism for sustainability and system refresh

6. Consolidate & Centralize IT Procurement

   a. Measurements include, but are not limited to:

      i. Consolidating all IT procurement in the State to achieve efficiencies and cost savings

      ii. Negotiating enterprise license agreements with vendors

      iii. Adhering to the enterprise architecture for IT system acquisition

      iv. Implementing portfolio and project management best practices

7. Implement IT Customer Service Excellence

   a. Measurements include, but are not limited to:

      i. Implementing effective IT Policies

      ii. Adhering to Service Level Agreements

      iii. Measuring for IT responsiveness and satisfied customers

      iv. Resolving concerns in a timely manner

      v. Making services more accessible and transparent

8. Continue to Train Staff on new Technologies

   a. Measurements include, but are not limited to:

      i. Certifying staff in a number of IT best practice areas including security, network, databases, technical project management (i.e. CISSP, CCNE, PMP)

      ii. Providing on-site, side-by-side training opportunities for technologies implemented including creating Centers of Excellence around everything we do

      iii. Communicating the latest project successes and challenges in a learning environment to all IT staff on a regular basis and getting their contribution and feedback

      iv. Providing access to tools, research, and materials on latest technologies (i.e. Gartner, NASCIO, Microsoft)