



STATE OF HAWAII
OFFICE OF INFORMATION MANAGEMENT & TECHNOLOGY
P.O. BOX 119, HONOLULU, HAWAII 96810-0119
Information Technology Steering Committee
December 21, 2011
Meeting Minutes Approved with Revisions

Members Present:

Sanjeev "Sonny" Bhagowalia, Chief Information Office, State of Hawai'i (chair)
Gordon Bruce, Chief Information Officer and Director of Information Technology, City & County of Honolulu
David Keane, DPSM Department of Human Resource Development, State of Hawai'i
David Lassner, Vice President for Information Technology and Chief Information Officer, University of Hawai'i
Liane Moriyama, Administrator Hawaii Criminal Justice Data Center

Members Absent

None

Other Attendees

Debra. A. Gagne, Office of Information Management and Technology, State of Hawai'i

I. Call to Order - Sonny Bhagowalia called the meeting to order and confirmed quorum at 10:05 p.m.

II. Public Forum – There were no members of the public present at the meeting

III. New Business

A. The Draft charter for the ITSC was reviewed and discussed.

Motion: Approve v1.0 of the Information Technology Committee Charter. Sonny Bhagowalia introduced the motion. Liane Moriyama seconded. Discussion. Vote to approve was unanimous.

B. Meeting logistics were discussed. Committee is to meet monthly in person for at least one hour. Per Sunshine Law, the committee cannot conduct business electronically nor participate with audio only. Minutes will be available for Committee members to review within two weeks after each meeting. Minutes will be approved at the next meeting. Agendas and minutes will be posted on the Hawaii.gov/OIMT web site. Agendas will also physically be posted at the Lieutenant Governor's office and on the online State of Hawai'i calendar.

- C. Membership in ITSC was discussed. David Lassner and Gordon Bruce were appointed by the Senate President. Liane Moriyama and David Keane were appointed by the Speaker of the House of Representatives. Membership by the Department of Education, Judiciary and private industry were mentioned in the statute, but only as examples of potential members.

Motion: Submit Request to Senate President and Speaker of the House of Representatives to add a member to the IT Steering Committee representing **private industry**. Sonny Bhagowalia introduced the motion. David Keane seconded it. Discussion. The vote was unanimous.

Motion: Submit Request to Senate President and Speaker of the House of Representatives to add a member to the IT Steering Committee representing the **Department of Education**. Liane Moriyama introduced the motion. Gordon Bruce seconded it. Discussion. The vote was unanimous.

Motion: Submit Request to Senate President and Speaker of the House of Representatives to add a member to the IT Steering Committee representing the **Judiciary**. Sonny Bhagowalia introduced the motion. Liane Moriyama seconded it. Discussion. The vote was unanimous.

Motion: Submit Request to Senate president and speaker of the House of Representatives to add a member to the IT Steering Committee representing **the Legislature**. David Lassner introduced the motion. Gordon Bruce seconded it. Discussion. The vote was unanimous.

The committee members felt that a committee of nine would be a workable size and as suggested provide a well-rounded perspective on the technology issues facing the State of Hawai'i.

- D. The five deliverables of the first (Baseline Assessment) phase of developing the IT Strategic Plan were reviewed (see Hawaii.gov/OIMT website).

1. Baseline Report
2. Data Center Report
3. Benchmarking Report
4. Enterprise Alignment Database Tool
5. Administrative Directive 11-02

David Keane suggested possible value in reviewing the 1,500 pages of notes for additional business process reengineering (BPR) possibilities beyond the current projects with the Department of Taxation. Sonny will have the consultants, Science Applications International Corporation (SAIC) review again.

- E. The second (current) phase of IT Strategic Plan development groups the deliverables into four areas.

1. Sonny explained that the four elements of the Phase B plan include:
 - a) Governance

- b) Strategic Plan (Business and IT)
- c) Enterprise Architecture
- d) Projects (Triage, Proof of Concept, Major Initiatives and BPR)

Sonny mentioned that one of the Proof of Concept projects is Enterprise Web standards to include web standard templates. There are many shining examples of well-done sites. HIC does good work. UH has some good sites. There are several good Federal Government sites as examples.

2. There will be several iterations of the strategic plan, with each being available to a wider audience in each release for review and comment.

- a) 1/31/2012 1st Version
- b) 4/30/2012 2nd Version
- c) 6/30/2012 3rd Version
- d) 7/31/2012 Final Deliverable

3. Themes for the strategic plan will include, but not limited to:

- a) Unify Infrastructure as a Utility
- b) Integrated Computing – cloud first
- c) Tech Refresh (e.g., tablets may replace desktops)
- d) Systems Management
- e) Continuous Monitoring

There was a discussion of the need for improving continuity of operations (COOP), disaster recovery (DR), and data center consolidation. Current conceptual plan is to have five data centers with two major locations on Oahu and one each on Kauai, Maui, and the Big Island in a fully meshed configuration.

Gordon Bruce noted that a joint City & County of Honolulu and State of Hawaii traffic management building is being built at the corner of King Street and Kapiolani Boulevard. Phase II plans include a single data center footprint, with joint presence by multiple organizations. Phase II is currently unfunded and they are looking at a study to finalize.

Liane Moriyama added Security and Information Assurance and Privacy. She noted that we learned a lot from APEC.

4. The IT Strategic Plan will outline a 10-year plan in two-year implementation increments to coincide with biennium budgeting. The plan will include three major areas:

- a) Infrastructure Consolidation
- b) Enterprise Resource Planning (ERP)
- c) Taxation Modernization

There may be a possible a fourth area with Land Resources and Geospatial Information Systems (GIS).

The future vision is an agile, open XML (eXtensible, Extensible Markup Language (XML) and cloud first IT/IRM environment. Liane Moriyama questioned how to get items higher into the vision. The approach is to implement an IT Investment Review Board as part of the governance process.

Gordon Bruce suggested that State and City & County of Honolulu could collaborate on systems. The City has already built an enterprise resource planning (ERP) system that incorporates all the Hawaii Employee Retirement System (ERS), Hawaii Employer-Union Health Benefits Trust Fund (EUTF) and union rules and includes electronic workflow and e-forms using SQL Server. He also added that the City is using Maximo for asset management.

It was suggested that payroll would be an area for efficiency gains. Payroll is not a core competency of the government. David Lassner added that outsourcing to save money is difficult in the State. Gordon Bruce reported that 700 persons were responsible for time and attendance at the City. The city would like to move to Kronos but there is a need to demonstrate how to keep staff with opportunities for growth.

F. FY 2013 Supplemental Budget

Sonny Bhagowalia reported there were 40 requests valued at approximately \$65 million that were submitted for consideration and inclusion in the FY 2013 Supplemental Budget. The Governors Administrative package includes \$26 million for the CIO portion of the \$65 million. David Lassner asked if the committee could get copies of the complete list. Sonny agreed to send the information to the committee. This was a first- ever review of IT budgets across Departments. Next year there will be a complete portfolio review of IT/IRM related requests in advance.

G. Opportunities for cooperation to improve the State

1. Liane Moriyama asked how the bridging mechanism will work between the various governance bodies including the Executive Leadership Council (ELC), Information Technology Steering Committee (ITSC) and CIO Council. The ELC has not formed yet. The Executive Transformation Group will be made up of Department Directors or Deputy Directors and the Administrative Services Officers (ASOs). The CIO Council will bring items to ITSC for consideration.
2. Procurement concerns and challenges should be addressed in the transformation plan. Liane Moriyama observed and all agreed that Procurement was a process in need of transformation.

Sonny mentioned that he was advised that the State cannot utilize the Federal General Services Administration (GSA) pre-bid contracts. He had

asked the opinion of the Attorney General (AG) and State Procurement Office (SPO) was informed that Hawai'i was a non-participant in the solicitation. This has put the State at a disadvantage.

3. Sonny noted that the State really needs an HR plan. For portions of future HR practices, we should look at what UH has done. Plan should address how to structure the new IT enterprise, outlining incremental changes. Include Service Level Agreements (SLA) guaranteeing services to clients. Initial plans are for ICSD to integrate first with OIMT in July 2012.
4. Sonny noted that we have to remember that the customer (internal and external) has choices. He added that a customer survey mechanism is needed for the state. In his experience, people are more forgiving if they know you are trying. Sonny believes that Departments are willing to centralize services but need to be assured it's a positive transformation within collaborative governance. He added that the preferred strategy is to win the business vs. a mandate. We need to agree on infrastructure services and hold organizations to accountable standards.
5. Liane Moriyama noted that Disaster Recovery for the Executive Branch is a big issue. Sonny responded that it all comes down to the reliability of the network as a basic foundation. Currently schools and libraries on one ring, UH is on one ring, and the Executive Branch is on one ring. The network foundation and the networking teams need to be unified.

H. IT Summit

Sonny shared plans for a two to three-day Summit in the first quarter of 2012. The event would be a forum to provide a unifying conference, brief the plans, provide training and team building for State IT professionals. Comments suggested Summit might be better scheduled the second quarter 2012, perhaps during the week of Legislative recess.

IV. Announcements

- A. Debra Gagne noted that Steering Committee-meeting materials will be posted on the Hawaii.gov/OIMT web site.
- B. Next meeting is scheduled for Tuesday January 10, 2:00 – 3:00 in the OIMT Conference room 304 on the 3rd floor of Keoni Ana at 1177 Alakea Street.

David Lassner requested that the meeting schedule be sent as text.

V. Adjournment – Liane Moriyama motioned to adjourn. David Keane seconded. Vote was unanimous. Meeting adjourned at 12:12 p.m.

*Individuals who require special needs accommodation are invited to call Debra Gagne at (808) 586-1930 x534 at least **4 working days** in advance of the meeting.*