



State of Hawaii

2013 Excellence in Technology Awards

As we begin the implementation phase to transform the State of Hawaii's information technology environment, we also want to recognize the successful information technology initiatives that have been accomplished. Highlighting and sharing these accomplishments help to promote innovation, foster better government, and engage our citizens.

The Office of Information Management and Technology (OIMT) awards program was created to honor outstanding technology achievements in state government through the Excellence in Technology Awards.

Emphasis is placed on recognizing those information technology initiatives which exemplify best practices, support the public policy goals of the state, assist government officials in innovatively executing their duties, and provide cost-effective service to citizens.

EXCELLENCE IN TECHNOLOGY AWARDS DEADLINES & AWARD CATEGORIES:

Nominations are due to the Office of Information Management & Technology by 4:30 p.m. on Friday, May 3 2013.

Nominations will be accepted in the following categories. Departments and attached agencies may submit up to two entries per category.

- Cross-Boundary Collaboration and Partnerships
- Data, Information and Knowledge Management
- Digital Government: Government to Business (G to B)
- Digital Government: Government to Citizen (G to C)
- Fast Track Solutions
- Enterprise IT Management Initiatives
- Improving State Operations
- Information Communications Technology (ICT) Innovations
- Open Government Initiatives
- Cyber Security Initiatives

Entries will be judged by the State of Hawai'i Information Technology Steering Committee.

Award winners will be announced in late May and will be honored at the State of Hawaii 2013 Technology Summit. Additionally, award-winning nominations will be submitted for the National Association of State Chief Information Officers (NASCIO) 2013 State IT Recognition Awards.

EXCELLENCE IN TECHNOLOGY AWARD CATEGORIES

CROSS-BOUNDARY COLLABORATION AND PARTNERSHIPS

OVERVIEW: This category addresses identifying, planning, coordinating, sharing, and/or integrating formerly non-integrated IT-related organizational goals and strategies. These could include: governance and management, policies, business processes, data and information, systems and applications, services, technologies and infrastructure.

Specific Requirements

Collaborations or partnerships nominated in this category:

- Must involve at least **one** state government entity
- Multi-state initiatives are encouraged.
- Should include significant collaboration with other public groups such as localities, special purpose districts, higher education institutions, tribal governments, or not-for-profit organizations
- Can involve private partnerships as collaborators, but the state government must document a leadership role

Examples

Functional and service areas which fit under this category include, but are not limited to:

- Performance management
- Budgeting
- Criminal justice
- Emergency management
- Taxation and revenues
- Human services
- Health
- Education
- Workforce training

DATA, INFORMATION AND KNOWLEDGE MANAGEMENT

OVERVIEW: This category includes strategies, processes, applications, solutions, initiatives and/or programs that create, use, process, and manage data, information, content, knowledge and intellectual value, property or capital. Outcomes and benefits may include the provision of information-related content and services, as well as support for development of policies, performance assessments, funding, decision-making and transparency.

Examples

Potential projects which fit in this category include, but are not limited to:

- Data and information architecture
- Data warehouses, data mining and repositories
- Data and information integration
- Data quality
- Analytics, business intelligence, predictive analytics, performance management
- Metadata and master data management
- e-discovery
- Knowledge management
- Information life-cycle management
- Support and development of the knowledge worker and workplace

DIGITAL GOVERNMENT: GOVERNMENT TO BUSINESS (G TO B)

OVERVIEW: This category addresses innovative applications that foster improved interaction between government and business, including better service at less cost to business for regulatory compliance, new business formation, and day-to-day government-to-business interactions. Projects that demonstrate integration or information sharing among state services are included in this category.

Specific Requirements

As applicable, include detailed information about:

- Longevity of the service
- Target audience and the current adoption rate
- Outreach campaigns to encourage use
- Steps taken to ensure data and transactional security
- Performance measures and client satisfaction data
- Include any development and/or training initiatives that ensure expanded access to, and independent use of these services by people with disabilities or others who would not normally have easy access to digital government initiatives.

Examples

Service solutions which fit under this category include, but are not limited to:

- e-licensing
- One-stop registration
- Permitting
- Payment
- Reporting
- Notifications
- Compliance tracking

DIGITAL GOVERNMENT: GOVERNMENT TO CITIZEN (G TO C)

OVERVIEW: This category covers governmental applications that provide innovative services or communication channels for citizens, provide for open government, and/or increase government's efficiency. Additionally mobile services and applications are included in this category.

Submissions can include any type of electronic interface and may demonstrate:

- Two-way communication capabilities
- Self-service applications
- Personalization
- Subscription and notification features
- Provisions for government transparency and accountability

Specific Requirements

As applicable, include detailed information about:

- Longevity of the service
- Target audience and the current adoption rate
- Outreach campaigns to encourage use
- Steps taken to ensure data and transactional security
- Performance measures and client satisfaction data
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Include any development and/or training initiatives that ensure expanded access to, and independent use of these services by people with disabilities or others who would not normally have easy access to digital government initiatives.

Examples

The Awards Committee encourages submissions that address high-volume, mission-critical services such as unemployment services, veterans' services, comprehensive benefits availability and eligibility determination, justice programs, and revenue and tax collection.

Potential projects which fit under this category include but are not limited to:

- Innovations in online transactions
- Social networking
- Citizen feedback and commenting
- Personalized mapping and service location trackers
- Mobile apps and services
- Alerts and notifications

FAST TRACK SOLUTIONS

OVERVIEW: This category recognizes the need for government to sometimes implement business solutions in a rapid timeframe. These solutions must have been implemented since December 1, 2011 and with a total duration of the project not to exceed nine months. The solution may use a combination of technologies, new or emerging, within the state.

Examples

Projects and programs which fit under this category include, but are not limited to:

- Cloud computing
- Open source
- GIS
- Transparency
- Digital government
- Social media
- Mobile apps and services
- Content management
- Disaster recovery/business continuity

ENTERPRISE IT MANAGEMENT INITIATIVES

OVERVIEW: This category encompasses state efforts to plan, organize and execute enterprise-wide technology initiatives. The focus should be on solutions that employ policies, best practices and processes for enterprise change management, workforce development, governance, or transformation of service delivery.

Specific Requirements

Include detailed information regarding how the project has assisted the state in managing assets such as:

- People
- Hardware
- Software
- Costs
- Services

Examples

Statewide initiatives which fit under this category include, but are not limited to:

- Consolidation / optimization
- Healthcare
- Cloud computing
- Budget and cost control
- Security
- Governance
- Broadband and connectivity
- Digital government to government initiatives
- Shared services

IMPROVING STATE OPERATIONS

OVERVIEW: This category covers technology initiatives and business process improvements implemented to make government operations more efficient and effective. Nominations in this category should emphasize how IT has played a critical role in transforming government operations.

Examples

Projects and programs which fit under this category include, but are not limited to:

- IT sourcing and procurement modernization
- IT asset management
- Infrastructure optimization
- Legacy modernization renovation and replacement
- Use of business analytics and intelligence
- Program integrity and fraud detection
- Provisions for government transparency and accountability
- Procurement and contracting
- Identity and access management
- Green technologies
- Cloud computing
- Open data
- Innovative payment solutions

INFORMATION COMMUNICATIONS TECHNOLOGY (ICT) INNOVATIONS

OVERVIEW: This category covers initiatives or services that leverage communication technologies to transform government or promote economic development, interoperability and improved quality of life. This may be accomplished by increasing citizen access or enabling state government to operate more efficiently and effectively, or offer more innovative, responsive, and personalized services to citizens. Initiatives or services could be unique uses of current technology or the application of leading-edge technology. Submissions that include mobile solutions and services are encouraged.

Examples

Initiatives which fit under this category include but, are not limited to,

- Online learning
- Geographic information systems
- Wireless applications
- Mobile services
- Software as a service (SaaS)
- Cloud computing
- Broadband applications
- Interface improvements that encourage broader use of Web 2.0 platforms by citizens like social media, mashups, and crowd sourcing

OPEN GOVERNMENT INITIATIVES

OVERVIEW: This category addresses efforts to make government more transparent and accountable and to stimulate civic engagement. Submissions can include any type of electronic interface and may demonstrate unilateral initiatives as well as two-way communication capabilities.

Specific Requirements

As applicable, include detailed information about:

- Longevity of the service
- Target audience and the current adoption rate
- Outreach campaigns to encourage use
- Steps taken to ensure data and transactional security
- Performance measures and client satisfaction data

Include any development and/or training initiatives that ensure expanded access to, and independent use of these services by people with disabilities, or others who would not normally have easy access to digital government initiatives.

Examples

Initiatives which fit under this category include, but are not limited to:

- Transparency websites related to budget spending, financial reporting, contracts and awards
- Streaming content from public meetings
- Easy access to raw government data
- Public comment and feedback mechanisms
- e-democracy initiatives such as legislative tracking and monitoring
- Use of social media tools
- Tools and services for self-organizing by citizens
- Initiatives to provide open and on-demand access for other government organizations such as citizens, the media and/or not-for-profit groups

CYBER SECURITY INITIATIVES

OVERVIEW: This category incorporates IT security and privacy in strategic state initiatives, as well as disaster recovery planning (DRP) and continuity of government (COG) operations. It encompasses initiatives that help states prepare for major incidents such as natural or man-made disasters, cyber-attacks, pandemics or major infrastructure failures.

Examples

Initiatives which fit under this category include, but are not limited to:

- IT security and privacy challenges related to:
 - Internal and external threats
 - System and application vulnerabilities
 - Remote or mobile access
 - Incident management/incident response
 - Measurement of program effectiveness and compliance
- Related IT security initiatives such as:
 - Enterprise strategic planning and governance frameworks
 - Enterprise security policy and program management
 - Critical infrastructure risk assessments
 - Identity and access management
 - Monitoring, auditing and compliance
 - Education and awareness programs
 - Initiatives to create a privacy culture
 - Efforts to organize for IT security
- DRP and COG efforts to support on-going government operations through:
 - Planning methodologies
 - Infrastructure protection
 - Security systems or recovery mechanisms
 - Contingency planning, disaster recovery, and business resumption
 - Homeland security
 - All-hazards alerting
- Activities that address the protection of sensitive and confidential citizen, business and other state customer information, and its availability in the event of disruption

ELIGIBILITY

- Nominations will be accepted from Department and Agencies. With the exception of Fast Track Solutions, all projects must have been completed by December 1, 2011, and initiated no earlier than December 1, 2009.
- The nominated project must be able to stand on its own. If the initiative is a phase of a larger project, only the benefits of the phase can be recognized.
- Outsourced projects will be considered as long as they are managed and controlled by the state.
- The project must be state focused.
- Multiple nominations per category per Department/Agency are permitted.
- Each project must be submitted in only one award category.

SUBMISSION FORMAT AND GUIDELINES

All nominations must follow the prescribed format outlined below. Nominations that do not meet the submission criteria or adhere to the required format will not be considered.

Format:

- Length of submission not to exceed seven pages total
- Font = Arial 12pt
- Margins no smaller than one inch

All nominations must include the following five elements:

1. Cover page (title, category, contact, state, project initiation and completion dates)
2. Executive Summary (one page)
3. Description of the business problem and solution
4. Significance to the improvements of the operation of government
5. Benefits of the project (financial and non-financial)

Sections 3-5 must be no more than 5 pages total.

EVALUATION AND SCORING

Nominations will be evaluated on the clarity, quality and completeness of the information presented. ***Submissions which do not include all required elements or which are submitted after the deadline will not be considered.***

Each of the following elements will make up a portion of the total score as indicated below.

1. 20% of total score - **Contextual Principles** - How well the nomination exemplifies best practices, supports the public policy goals of state leaders, represents an innovative use of existing technology or a use of new technology, assists government officials to efficiently execute their duties, provides cost-effective service to citizens and transfers to other agencies or units of government
2. 20% of total score - Section 3 - **Description of the Business Problem & Solution**
3. 20% of total score - Section 4 - **Significance of the Project**
4. 40% of total score - Section 5 - **Benefit of the Project**