#### **GOVERNMENT TECHNOLOGY®**



# HAWAII DIGITAL GOVERNMENT SIIMMIT

HONOLULU HAWAII NOVEMBER TWENTY-FIRST

**2013** 





#### G1 – Data Governance

#### Problem Statement

- Governments are increasingly expected to rise to the challenge of sharing data horizontally and vertically across agencies/jurisdictions as well as to the public. There is a tremendous payback in the reduction of duplicated efforts.
  - But where do you start and who should drive it?
  - Who owns the data?
  - How do you keep it secure?
  - What standards should be used?
- This session looks at current trends, strategies and successes.

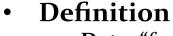
#### Alignment with State Transformation Plan

- Strategy #3: Governance (Transparency and Accountability)
- Top 10 Programs: Open Government; Governance

# DIGITAL GOVERNMENT SUMMIT







- Data: "facts and statistics collected together for reference or analysis" (Source: Internet)
- Governance: "is the act of governing. It relates to decisions that define expectations, grant power, or verify performance. It consists of either a separate process or part of decision-making or leadership processes." (Source: Wikipedia)



- Data + Context = Information; Information + Experience = Knowledge; Knowledge + Understanding = Wisdom
- Data will grow by 800% in the next five years with 80% Unstructured Text/Media (Gartner)

#### - Federal Government

- Privacy Act; Espionage Act; Information Quality Act; AG Guidelines: "Share everything, Protect what you must"
- President's Open Government Directive (2009)

#### - Hawaii State Government

• Uniform Information Practices Act HRS 92F: "General Rule of Disclosure" - "All government records are open to public unless access is restricted or closed by law"



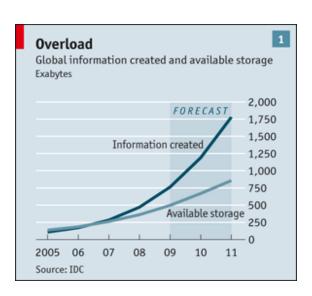


11/27/13

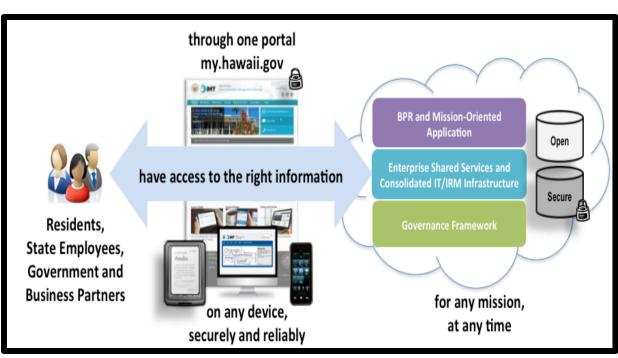
G1: Data Gorann Data Bill (2013)



 Data is Growing Exponentially; Two Types – Open/ Closed

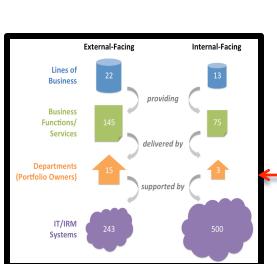


Up 800% every 5 Years with 80% Unstructured Text/Media (Gartner)



Share Everything – Protect What You Must





743 Legacy Systems

UMACY DOS.		
Attribute/Characteristic	Legacy Data	Open Data
Core Use Cases	Data Collection, Process Automation, Enterprise Apps	Data Use and Reuse, Data Sharing and Collaboration, Ad Hoc Apps
Key Influences	Corporate Network Computing	Internet, Web 2.0 and the Social Web
Who Benefits?	Data Practitioners	The Rest of Us
Where's the Data?	On Premise	In the Cloud
Organizational Mo <mark>d</mark> el	Business Process Optimized	Consumption Optimized
Designed for	The PC	The Web
Security and Perm ssions	Secure	Secure
Accessibility	Very Restricted	Very Accessible
Scalability	Employee Use	Widespread Use
Finding the Data	By Table Name	Searchable Catalog
Data Exploration and Analysis	Add-on PC/Desktop Tools	Native in Platform; In Web Browser
Charts and Maps	Add-on PC/Desktop Tools	Native in Platform; In Web Browser
Ad Hoc Access	None to Limited, guarded by a gatekeeper	Open and unfettered but authenticated
Developer Access	None to limited, rigid access via closed protocols	Open, standards-based, modern (RESTful) APIs
Reporting	Static	Dynamic
Data Usage Metrics	Ask the Gatekeeper	Open



G1: Data Governance

# DIGITAL GOVERNMENT SUMMIT











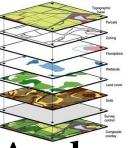
Visualize



**Socialize** 



**Mobilize** 



Analyze

G1: Data Governance



#### Distinguished Panelists

- **Blake Oshiro** Deputy Chief of Staff, Office of the Governor, State of Hawaii
- **Beth Blauer** Director of Govstat, Socrata, Inc.
- 3. **Christina Tydeman** Director of Data Governance Office, Department of Education, State of Hawaii
- 4. **Jesse Souki** Director, Office of Planning, State of Hawaii
- 5. **Lorrin Kim** Chief, Office of Planning, Policy, and Program Development, Department of Health, State of Hawaii



#### **Blake Oshiro**

Deputy Chief of Staff, Office of the Governor, State of Hawaii



#### WHY ARE WE DOING THIS?

- What gets measured gets done and what gets done get continuously measured
- Communications
- Accomplishments



- Policy Management and Decision Making
- Strategically showing areas that "need improvement"
- Transparency





# Where do you start?

The answer: From the top (Governor's Office)

In order for the state to continue to evolve to the ideal data-driven model we must start to think more strategically about how data is used in our organizations.

AND...





#### IT IS THE LAW

#### 2013's ACT 263

Requires executive branch departments to make electronic data sets available to the public. Absolves the State from liability for certain deficiencies or incomplete data. Requires the **Chief Information Officer** to develop policies and procedures to implement the open data initiative. Appropriates funds. Effective July 1, 2013(HB632)



# ITAL GOVERNMENT SUMMIT



#### Who Owns the Data?

# The Answer: You do! But we are here to help. The creation of a statewide data inventory

- Implement the Open Data Act (2013's Act 263, HB632): Decide how data gets in to the open data portal
- Standardization of data and descriptions of data
- How data is used to measure performance
- Top 50 Employers Honolulu County Largest employers in Honolulu County as provided by InfoGroup.

		Unique ID	<b>∋</b> :≡	Name <b>⊕</b> ≔	Physical Location
1	$\equiv$	712316884		Altres Medical	967 Kapiolani Blvd
2	≣	424441988		Kapiolani Medical Ctr	1319 Punahou St # 630
3	≣	386132104		Kyo-Ya Co Ltd	2255 Kalakaua Ave
4	≣	001457480		Queen's Medical Ctr	1301 Punchbowl St # 1
5	≣	967978214		Hawaii Health Systems Corp	



# How do you keep it secure? Answer: Protect what must be protected and open the rest.

- Create a Data Council who will:
  - Define standards
  - Explore the capacity of data
  - Prioritize data inclusion for Open Data
  - Curate the statewide data inventory
- CIO and Departments must create and maintain the security and privacy controls at the data level



#### What standards should be used?

- Answer: Open is our default
  - We will lead our transformation into a digital/mobile government with our data standards
  - Led by the CIO and our Data Council
    - We will adopt best practices
      - International, national, state and local data standards
      - Including Open Data standards
    - Standards will be uniform across the state
      - Security
      - Privacy
      - Data/Data Sharing



#### **TIMELINE**

- September 18, 2013: Announcing Hawaii Data Council
- <u>September 24, 2013</u>: Appointment of one person (and one back-up) to the Hawaii Data Council
- Week of October 1, 2013: Convene the first Council meeting and self-appoint a chair and co-chair
- Week of October 18, 2013: Full review of the Governor's May 14 memo with compliance or alternative to compliance identified
- Week of November 1: Review of compliance with Governor's May 14 memo
- November 21 is the Hawaii Digital Summit
- Soon thereafter, official launch



#### **Beth Blauer**

Director of GovStat, Socrata, Inc.





# Welcome to the Era of Data-Driven Government

Presented by: Beth Blauer, Director of GovStat, Socrata





# The Era of Data-Driven Government is Now

In 2013, making gut decisions is expensive and dangerous.

By unlocking their treasure troves of data, governments can take a more effective approach to solving persistent problems.

A new era of data-driven government and civic innovation is taking shape and the results are amazing.



- Where do you start and who should drive it?
  - JUST START! Start with the data you already collect and with a strategic framework that is already in place. Data-Driven efforts need to be led from the top!
- Who owns the data?
  - The Agencies should always remain data owners
- How do you keep it secure?
  - You ask questions, abide by the law, but make open the default
- What standards should be used?
  - Standards should be articulated in a collaborative format drawing from your needs



http://youtu.be/LPqEg3Xh7xg



**CompStat** NYC Police **CitiStat**Baltimore

**StateStat** Maryland

New York City New Orleans

Somerville

Kansas City

San Mateo

Raleigh

Louisville

**Baltimore** 

Washington

Maryland

Hawaii

And Many More...

1995 1999 2006

2013













#### **Results: Ending Childhood Hunger**

From the 2010-11 to 2011-12 school year more than 22,000 additional Maryland children received a nutritious breakfast at school.

From November 2009 to November 2012, the number of children enrolled in the state Food Supplement Program has increased by more than 31%.

The February 2013 report—*Ending Childhood Hunger: A Social Impact Analysis*—found that schools participating in Maryland Meals for Achievement are seeing:

- ❖Up to a 7.2% lower rate of chronic absenteeism
- ❖Students who are up to 12.5% more likely to achieve proficiency on standardized math tests

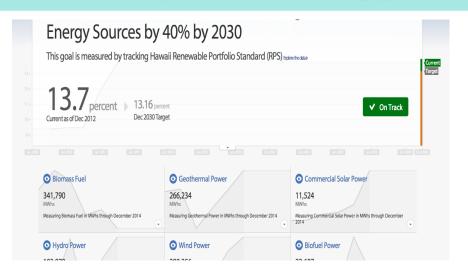




# Data Driven Government in Hawaii: The New Day Dashboard

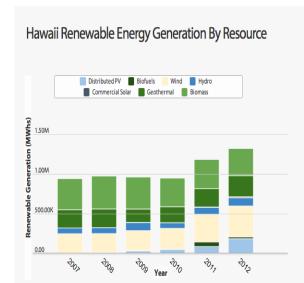
- In 2011 former Maryland Governor Glendenning was invited to present and this began a conversation with the State of Hawaii on the benefits of Data Driven Government
- In 2012 Hawaii Launched their very own Open Data Portal
- Also in 2012: Hawaii Completed a Draft of the State Strategic Framework Identifying Mission Vision Goals and Objectives
- In 2013 Hawaii embarked on making their data actionable with the acquisition of GovStat:
  - Track the implementation of the New Day Plan
  - Confirm and discover the the actions in the State's Strategic Framework
  - Comprehensive platform to communicate the state's many accomplishments

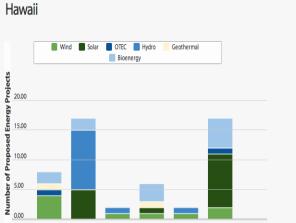








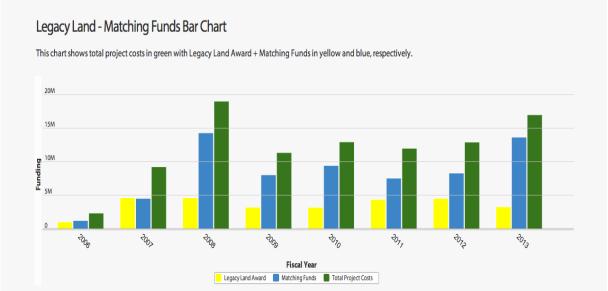




Currently Proposed Renewable Energy Projects In









#### **Christina Tydeman**

Director of Data Governance Office, Department of Education, State of Hawaii



**Data Governance** is a system of decision rights and accountabilities for information-related processes, executed according to agreed-upon models which describe who can take what actions with what information, and when, under what circumstances, using what methods.

- Data Governance Institute

### Same employer \( \neq \) Same language

# **IGITAL GOVERNMENT SUMMIT**





Executive Leadership Superintendent, Deputy Superintendent, Assistant Superintendents, Complex Area Superintendents, CSAO Executive Director, and AG; Committee composition dependent on issue under consideration.

Final formal decision-making authority

Data Investors

- · Working groups
- Subcommittees

Voting Members

Employees with decision-making authority who are held responsible for and respond to issues related to the program data category. Membership requires executive leadership approval.

- Review options for resolution
- Select recommended option for Data Executive committee approval

- Intra-Department Group
- Employees in program or IT capacities who work directly with the data to collect, use or report the data. Open membership.
- Issue identification and escalation
- Propose options for resolution to Data Stewards

G1: Data Governance, Dashboards, Data **Council** 

11/27/13



#### Data Issue Resolution Process Flow & Timeline\*

\*For data issues identified to go through the data issues resolution process

	Responsible Group	Activity	Timeframe			
1. INTRA-DEPARTMENTAL MEETING (monthly)						
1.1	Intra-Departmental group	Issue is identified and communicated  Note: Issues may occasionally be raised via direct communication with DGO and subsequently conveyed at the intra-departmental meeting or online via SharePoint.	At monthly meeting (or via direct communication, see note in "Activity" column)			
1.2	Intra-Departmental group	Subcommittees/workgroups and members are created for issues identified to go through the data issues resolution process.	At monthly meeting			
1.3	Data Governance Office	Makes note of issue(s), subcommittees/workgroups and members, etc. for <i>Data Issues Resolution</i> SharePoint site.	At monthly meeting			
2. ISSU	JE POSTED TO DATA ISSUES RESOL	UTION SHAREPOINT SITE				
2.1	Data Governance Office	Post issue to Data Issues Resolution SharePoint site:  • Create an item in the "Data Issues In Resolution Process" section of the SharePoint site;  • Create a subcommittee/workgroup workspace (team subsite) for member use;  • Remind subcommittee/workgroup lead to communicate any site needs to DGO (Chris) and, as the committee progresses through their discussion, to update DGO as to any documentation, etc. that will need to be escalated.	No later than 1 business day after meeting when issue was presented			
3. SUE	SCOMMITTEES/WORKGROUPS PRI	EPARATION OF RESOLUTION OPTIONS				
3.1	Intra-Departmental group	Continue discussions and work on issue; Prepare and develop "options to resolve the issue" for consideration by Data Stewards	1-3 months			
3.2	Intra-Departmental group	Provide status report and communicate other questions/concerns about issue at subsequent monthly meetings (if needed)	As needed at subsequent monthly meetings			

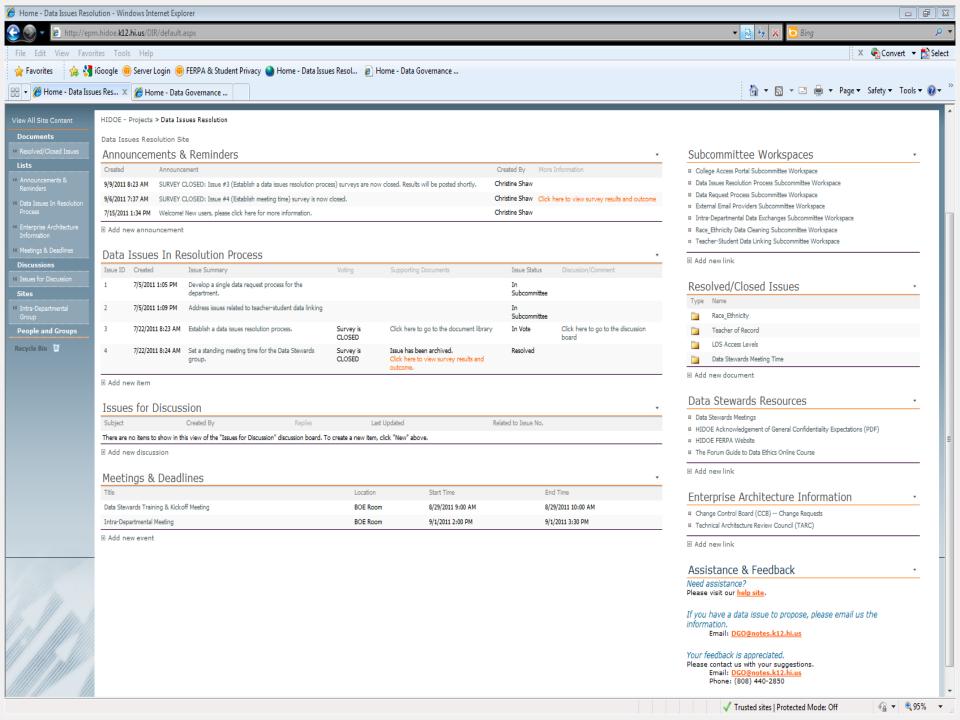
G1: Data Governance, Dashboards, Data Council



#### Roles and

Role	Membership	Authority	CINT IT Data	Governance Website Data Ethics
Data Governance Office	Director and staff	→ Tacilitate ocesses  → Monitor progress	logistics  > Facilitate quarterly and bimonthly meetings > Prepare meeting, agenda, > Mo	promote data ethics certification and maintain log of certificates aintain issues log onitor voting and corts results  Promote data ethics certification and maintain log of certificates  Provide trainings, support materials and technical assistance  Achieve certification and model ethical use of data
Data Executive Committee	Superintendent, Deputy Superintendent, Assistant Superintendents, Complex Area Superintendents, CSAO Executive Director, and AG; Committee composition dependent on issue under consideration.	<ul> <li>Identify and designate staff to roles (e.g., data stewards, etc.)</li> <li>Require and ensure participation of designated staff.</li> </ul>		eview documents and mments  Authorize data ethics certification for all employees  Encourage and incentivize participation for all employees  Achieve certification and model ethical use of data
Data Stewards	Employees with decision-making authority who are held responsible for and respond to issues related to the program data category. Membership requires executive leadership approval.	Actively participate in data steward meetings, including decision-making process.	to Data Executive Committee meeting Monthly conference call	Achieve certification and model ethical use of data wiew documents and mments alline voting by deadline
Data Investors	Employees - in program or IT capacities - who work directly with the data to collect, use or report the data. Open membership.	<ul> <li>Identify data problems, issues, concerns.</li> <li>Communicate to the various groups any changes/ modifications that affect data.</li> </ul>	meeting col  ➤ Monthly working groups ➤ Sul	wiew documents and mments bmit issues for solution  Achieve certification and model ethical use of data

G1: Data Governance, Dashboards, Data Council







G1: Data Governance, Dashboards, Data Council



#### Lessons Learned



- Patience & Persistence
- Revisit Process
- Flexibility
- Communication
- Training

christina\_tydeman@notes.k12.hi.us

#### **Hawaii State Department of Education**

Data Governance website http://datagovernance.ki2.hi.us/

G1: Data Governance, Dashboards, Data Council



#### Jesse Souki

Director, Office of Planning, State of Hawaii



## Open Data in the Office of Planning

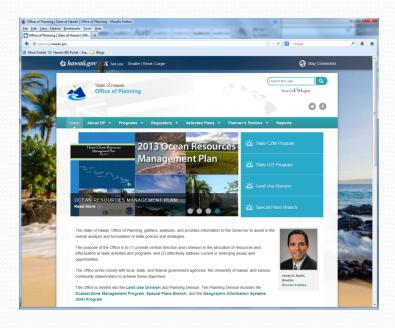
2013 Hawaii Digital Government Summit November 21, 2012





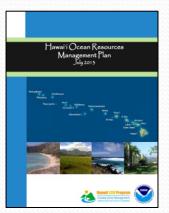


#### **OP Web Site**



#### **Reports**





#### **Issue Papers**

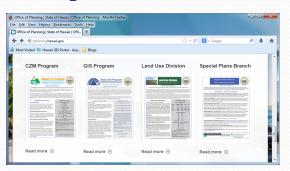


# TRANSFORMENT DEVELOPMENT (TOD) Transformer development of the properties of the pro

## Planner's Toolbox



#### **Program Information**





## **Spatial Planning**







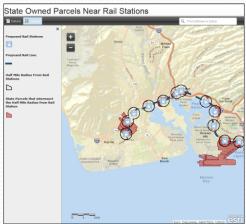






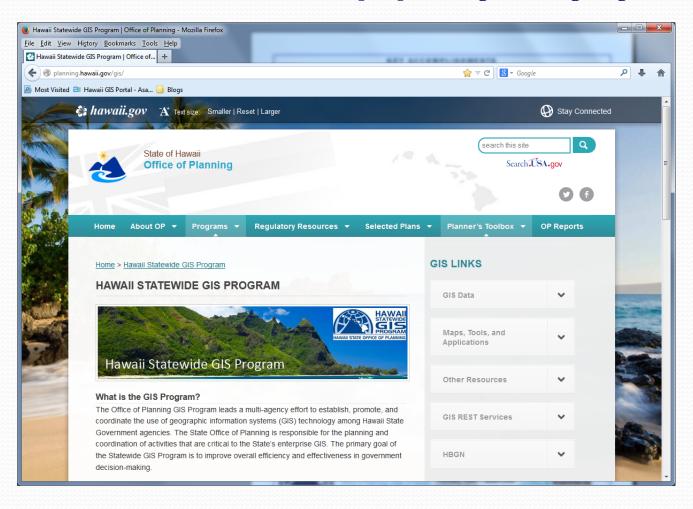








#### Hawaii State GIS Website: http://planning.hawaii.gov/gis



## **IGITAL GOVERNMENT SUMMIT**



## **Existing State GIS Data**

#### Administrative Lavers

Agricultural Land Use maps (OP/DOA)

Ahupuaa Boundaries (DLNR)

Census Tract Boundaries (US Census)

Development Plan Boundaries (OP)

Election Precincts (DAGS/LG)

Enterprize Zones (DBEDT)

Government Land Ownership (OP/Counties)

Harbors (DOT)

Hydrographic Units (OP/DLNR)

Judicial Districts (OP)

State Land Use District Boundaries (LUC)

Legislative Districts (DAGS/LG)

Marine Life Conservation Districts (OP/CZM)

National Marine Whale Sanctuary (NOAA)

Parcels (Counties)

Parks (DLNR, Counties)

Reserves (DLNR)

Special Management Areas (OP, CZM)

Water Quality Control Sites (OP/CZM))

Wells (DLNR)

#### Ocean Lavers

Bathymetry (Various) Bottom Type (NOAA) Coastal Resources (OP/CZM) Fish Aggregating Devices (OP/DLNR) Marine Managed Areas (DLNR) Ocean Recreation Areas (CZM) Water Quality Classifications (DOH)

#### **Basemap Lavers**

Coastlines (OP/USGS)

Coastal Names (OP)

Dams (DLNR)

Elevation Contours (OP/USGS)

Geographic Names (OP/USGS)

Hydrography (OP/USGS)

Public & Private Schools (OP/DOE)

Roads (OP/DOT/Counties)

Trails

#### **Hazard Lavers**

Flood Hazard Zones (FEMA)

Hurricane Iniki Overwash Areas (OP)

Lava Flow Areas (DBEDT)

Tsunami Wave Heights (OP)

Tsunami Evacuation Zones (PDC)

Volcano Hazard Zones (OP/USGS)

Wildfire Risk Ratings (DLNR)

#### County Lavers

Council Districts

**Development Plan Areas** 

Fire Stations

**Neighborhood Board Boundaries** 

Ohana Zoning

Parcels

Parks

Potable Water Mains

**Public Facilities** 

Roads

#### Natural Resource Lavers

Aquaculture

Aguifers (DLNR/DOH)

Bird Habitat Ranges (OP)

Body Surfing Sites (OP)

Coral Reefs (NOAA)

Critical Habitat (USFWS)

Fish Habitat Areas (DLNR)

Fishponds (DLNR)

Former Sugar Cane Lands (OP)

Former Pineapple Lands (OP)

Geothermal Resource Areas (DBEDT)

Important Agricultural Lands (OP/DOA)

Land Study Bureau Lands (OP/DOA)

Perennial Streams (OP/DLNR)

Rainfall (UH-Geography)

Rain Gages (UH-Geography)

Rare and Endangered Species (TNC)

Soils (NRCS)

Solar Radiation (OP/DBEDT)

Threatened and Endangered Plants (OP/DLNR)

Vegetation (USGS)

Watersheds (OP)

Wetlands (NWI)

Wind Energy Resources (DBEDT)

#### Other Data Available on State GIS

Digital Elevation Models (USGS)

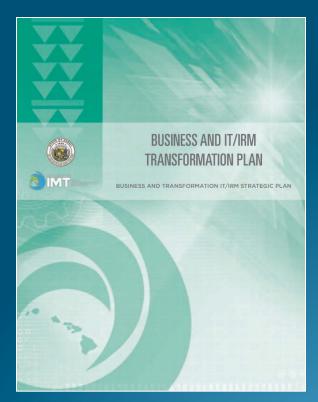
Digital Raster Graphics (USGS)

IfSAR Elevation Data (NOAA)

Various aerial photography (Various)

WorldView2 Satellite Imagery (OP/USGS)





OIMT/OP/GIS working group

#### Who should drive it?



ENTERPRISE ARCHITECTURE (EA) —
A BLUEPRINT FOR CHANGE
APPENDIX H
GEOSPATIAL INFORMATION SYSTEMS (GIS)

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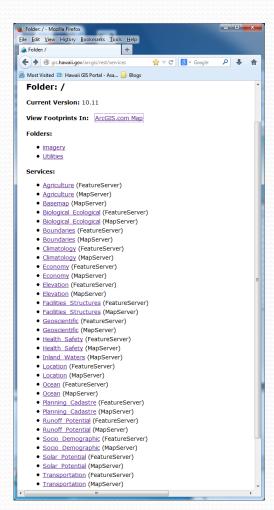
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## TAL GOVERNMENT SUMMIT **Desktop GIS** WebGIS (ArcGIS Online) data.hawaii.gov **REST Services RDBMS** Web Applications Portal (Clip/Zip/ Ship)



#### Providing data via download, REST services, ArcGIS Online services





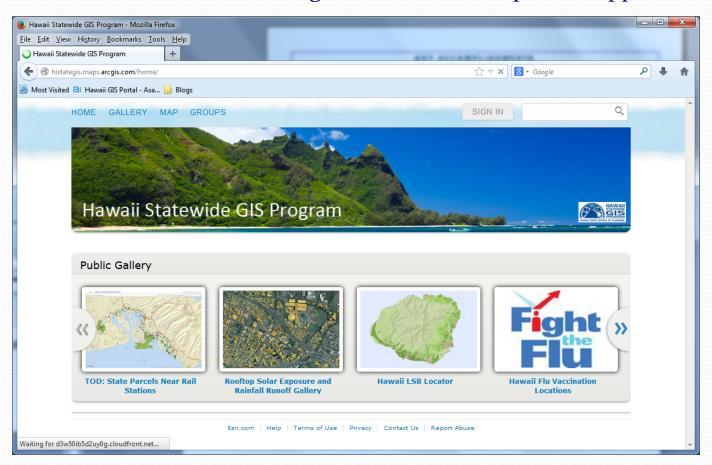
http://histategis.maps.arcgis.com/home/search.html? q=histategis&t=content&restrict=true&focus=layers



http://gis.hawaii.gov/arcgis/rest/services



ArcGIS Online site for delivering content - web maps, web apps, data

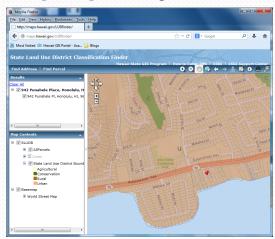


http://histategis.maps.arcgis.com/home/index.html

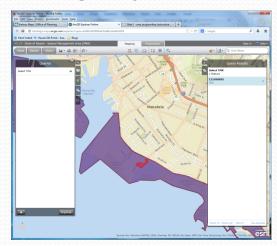


#### Locator Applications - SLUD, LSB, SMA, EZ

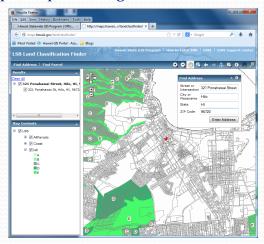
http://maps.hawaii.gov/ludfinder/



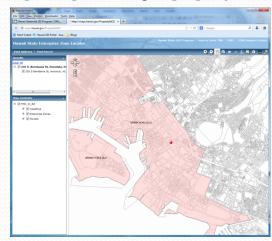
http://bit.ly/11DtNNc



http://maps.hawaii.gov/landclassfinder/



http://maps.hawaii.gov/propertyinez/





#### **Assisting State agencies**

#### **DBEDT - SID - EnerGIS**

(http://maps.hawaii.gov/EnerGIS/)



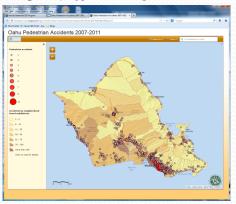
#### **DOH - Vaccination Locations**

(http://health.hawaii.gov/docd/flu-hawaii/vaccine-locator/)



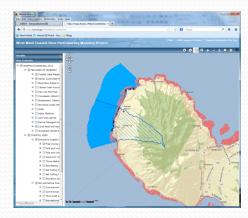
#### DOH - Pedestrian Accidents

(http://health.hawaii.gov/injuryprevention/pedestrian-accidents-2007-to-2011/)



#### DLNR - Coastal Uses

(http://maps.hawaii.gov/WestMauiCoastalUses/)





## Open Data in the Office of Planning

2013 Hawaii Digital Government Summit November 21, 2012







#### **Lorrin Kim**

Chief, Office of Planning, Policy, and Program Development, Department of Health, State of Hawaii



## Public Health Data Governance Opportunities

Hawaii Digital Government Summit November 21, 2013

Lorrin Kim Chief, Office of Planning, Policy, and Program Development Hawaii Department of Health

## Today's Goals

- Describe public health data sources and systems
- Discuss strengths and opportunities affecting governance practices
- Discuss potential benefits and impacts to a wellgoverned, unified, and longitudinal public health data set

**Key Concept** 

## Hawaii Department of Health

- §321-1 General powers and duties of the department. (a) The department of health shall have general charge, oversight, and care of the health and lives of the people of the State.
- The mission of the Department of Health is to protect and improve the health and environment for all people in Hawai'i.
- Centralized state public health agency model
- Over 3,000 employees and 75 programs
- Multiple systems and multiple funders
  - At least 8 major federal agencies

## Foundations for Healthy Generations

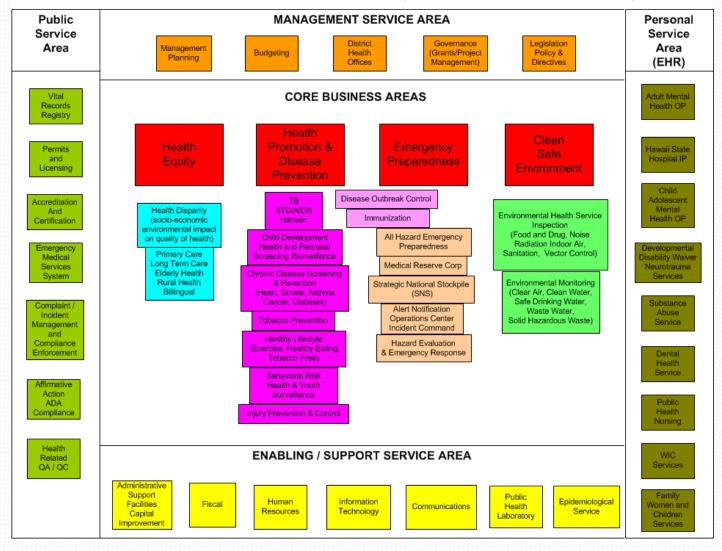
- Health Equity
- Health Promotion & Disease Prevention
- Emergency Preparedness
- Clean & Sustainable Environments
- Quality and Service Excellence



## Four Administrations

- General Administration
  - Shared platforms for fiscal and human resource functions
  - Vital records
- Behavioral Health
  - Direct outpatient clinical services, 24/7 psychiatric hospitals, contracted substance abuse services,
- Environmental Health
  - EPA enforcement, state regulations, business permits
- Health Resources
  - Direct outpatient clinical services
  - Epidemiology, disease registries, surveillance

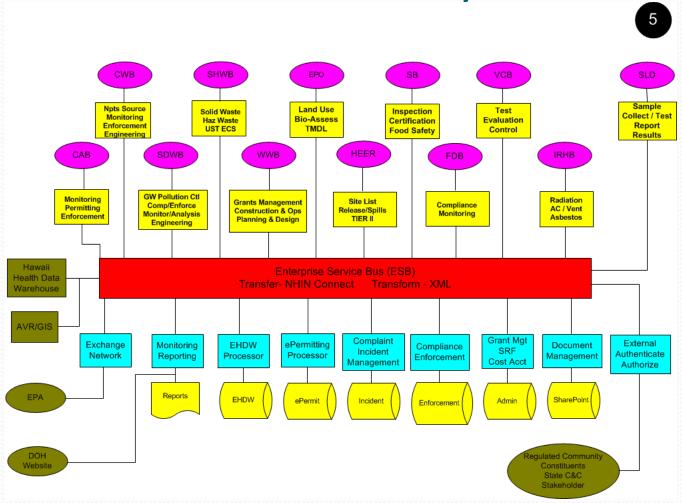
#### DOH ENTERPRISE ARCHITECTURE (Business Reference Model)



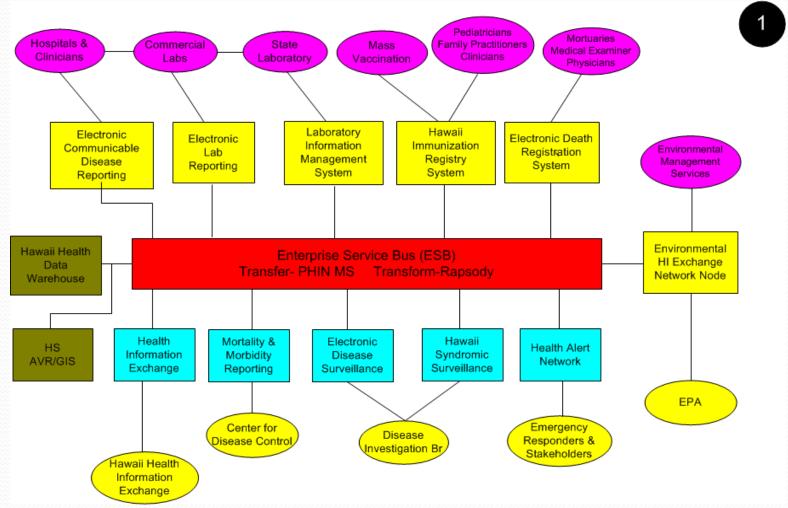
## **Administration Overview**



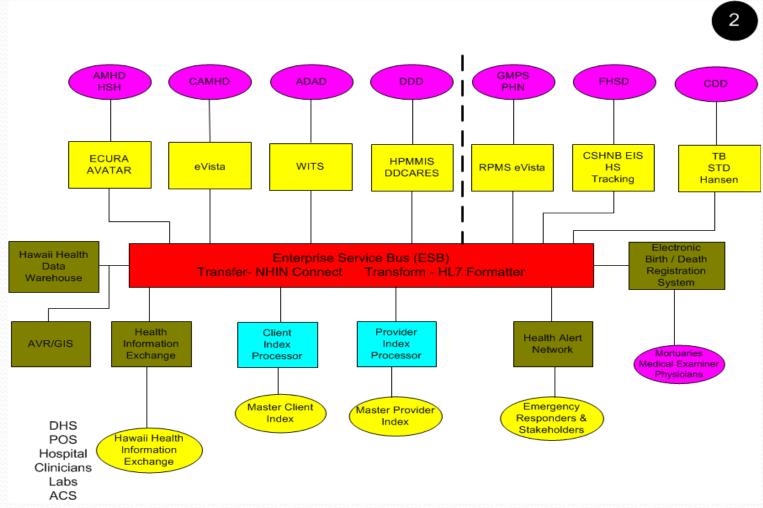
## Administration Drill Down (Environmental Health)



## Division Function Drill Down (Disease Outbreak Surveillance)

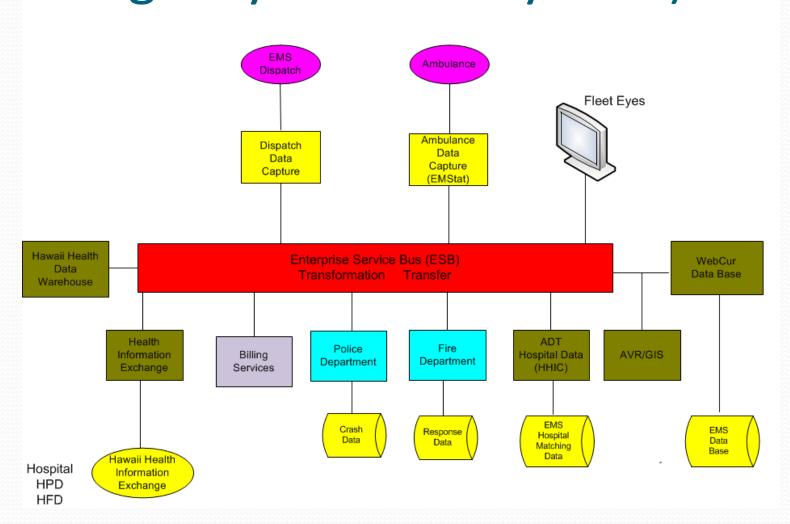


## Clinical Service Delivery Drill Down (Electronic Medical Records)

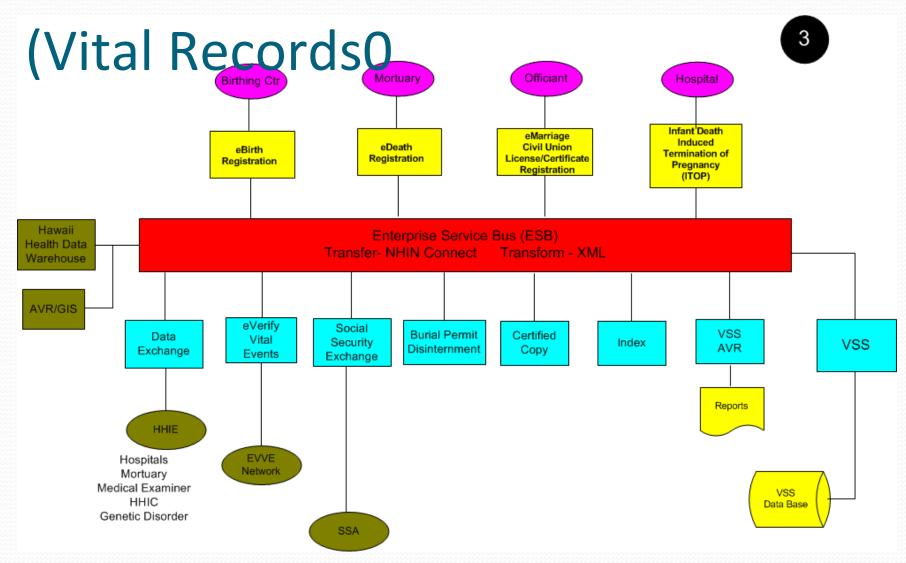


## Multi-Jurisdictional Drill Down (Emergency Medical System)

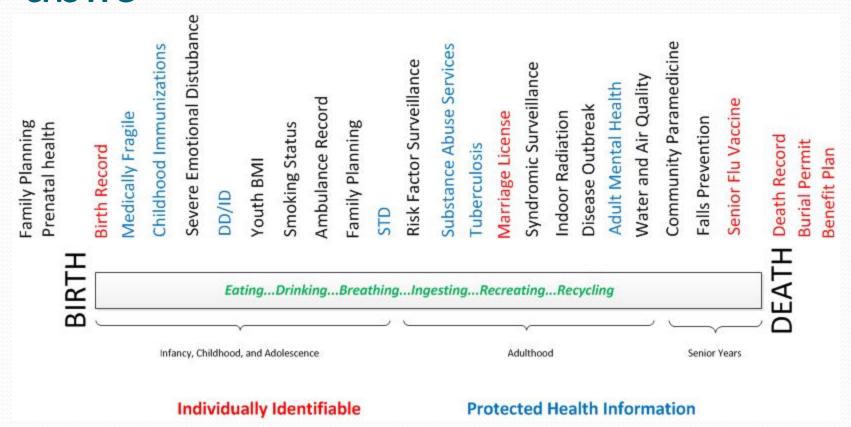




## Public Document Drill Down



## The Life and Times of Kimo Q. Public



## Organizing It All

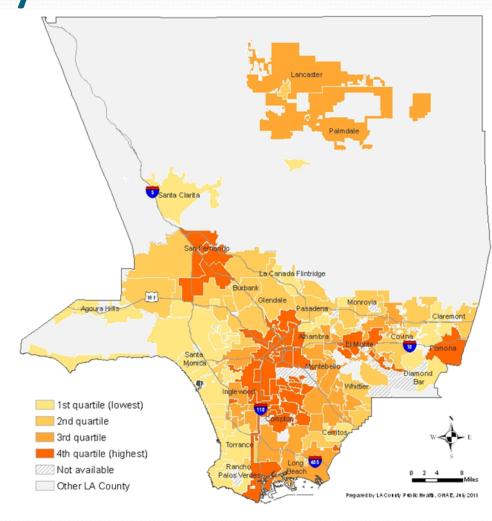
- Strengths
  - Consistent data sets years after year
  - Mirrors national standards (CDC, EPA)
  - Public good
    - Protected health data belongs to the individual
    - Providers and agents are stewards of those records
    - Strong legal protections (HIPAA, FERPA, HRS/Harmonization)
- Opportunities
  - Methodologies and guidelines change
  - No MPI or unique identifiers
  - Different funders (CDC, EPA)
  - Health data relies of self-report
  - Paper-based systems (facility inspections, sanitation inspections)
  - Public sophistication and misuse of data (care homes)

What standards?

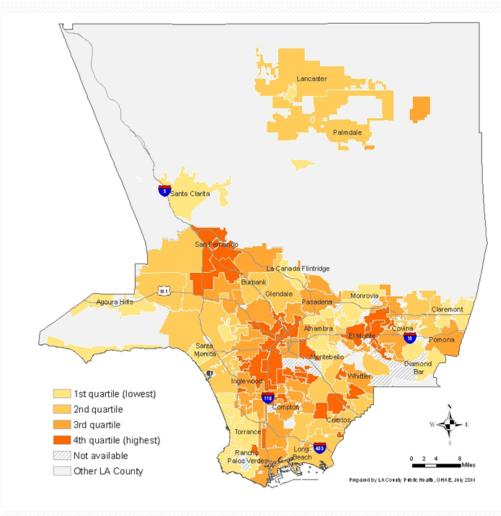
Who owns the data?

How to secure it?

## Why Try?

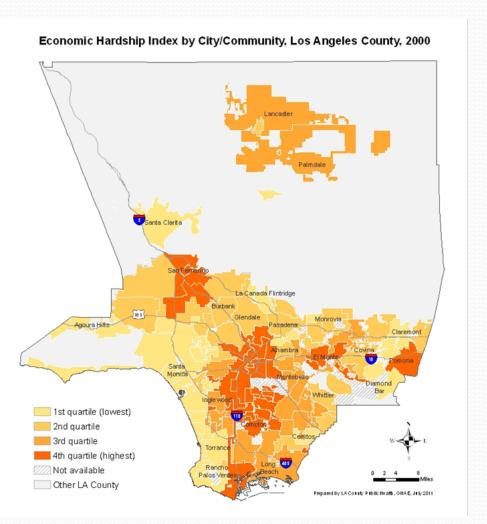


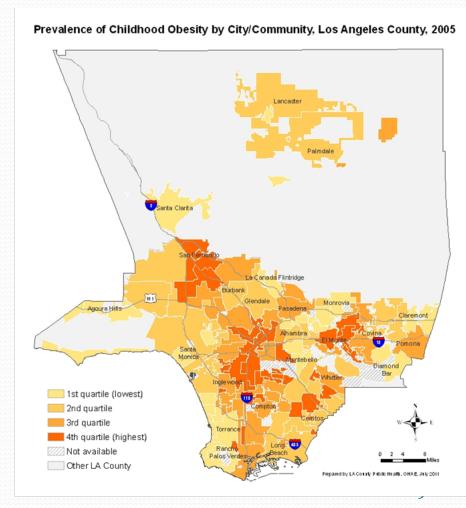
## No Really, Why?

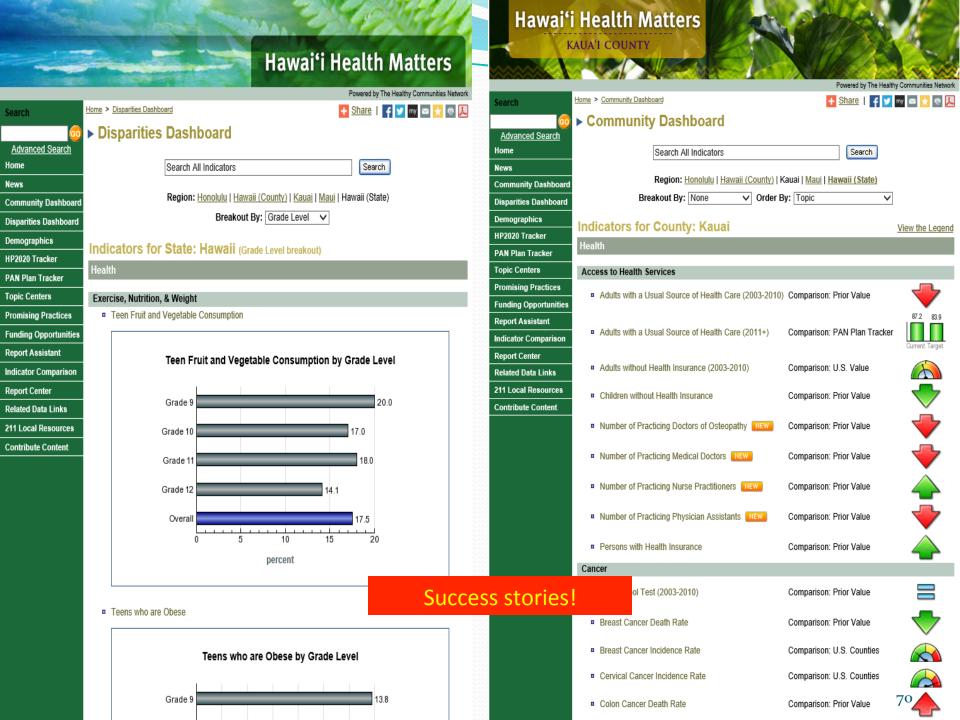


## Social Determinants of Health, That's Why!

Source: Federal Reserve Bank







## The Promise of Big Data

- First steps Governor's Dashboard
- Clinical health information exchange and EMR
  - Patient safety and quality
- Epidemiological unified, longitudinal, and interactive data systems
  - All Payer Claims Database

Current strategies.

- Disease Registries
- Calculate instead of estimate disease incidence and prevalence
- BI across agencies and jurisdictions DOE, DoTAX, DHS
  - Public Policy
  - Health In All Policies

## Questions?

Lorrin Kim Chief, Office of Planning, Policy, and Program Development Hawaii Department of Health

> 586-4188 lorrin.kim@doh.Hawaii.gov



#### Summary

- Key Lesson(s) Learned and Best Practice(s) of Data Information Sharing within Government and To Public
  - Where do you start and who should drive it?
  - Who owns the data?
  - How do you keep it secure?
  - What standards should be used?

#### Next Steps

- How can you help?
  - Participate in the State of Hawaii Data Council
  - Participate in the Open Government Program
- Who do you contact?
  - Blake Oshiro, Executive Sponsor and Deputy Chief of Staff, Office of Governor
  - Karen Higa, Open Gov Program Manager, Office of CIO, State of Hawaii