



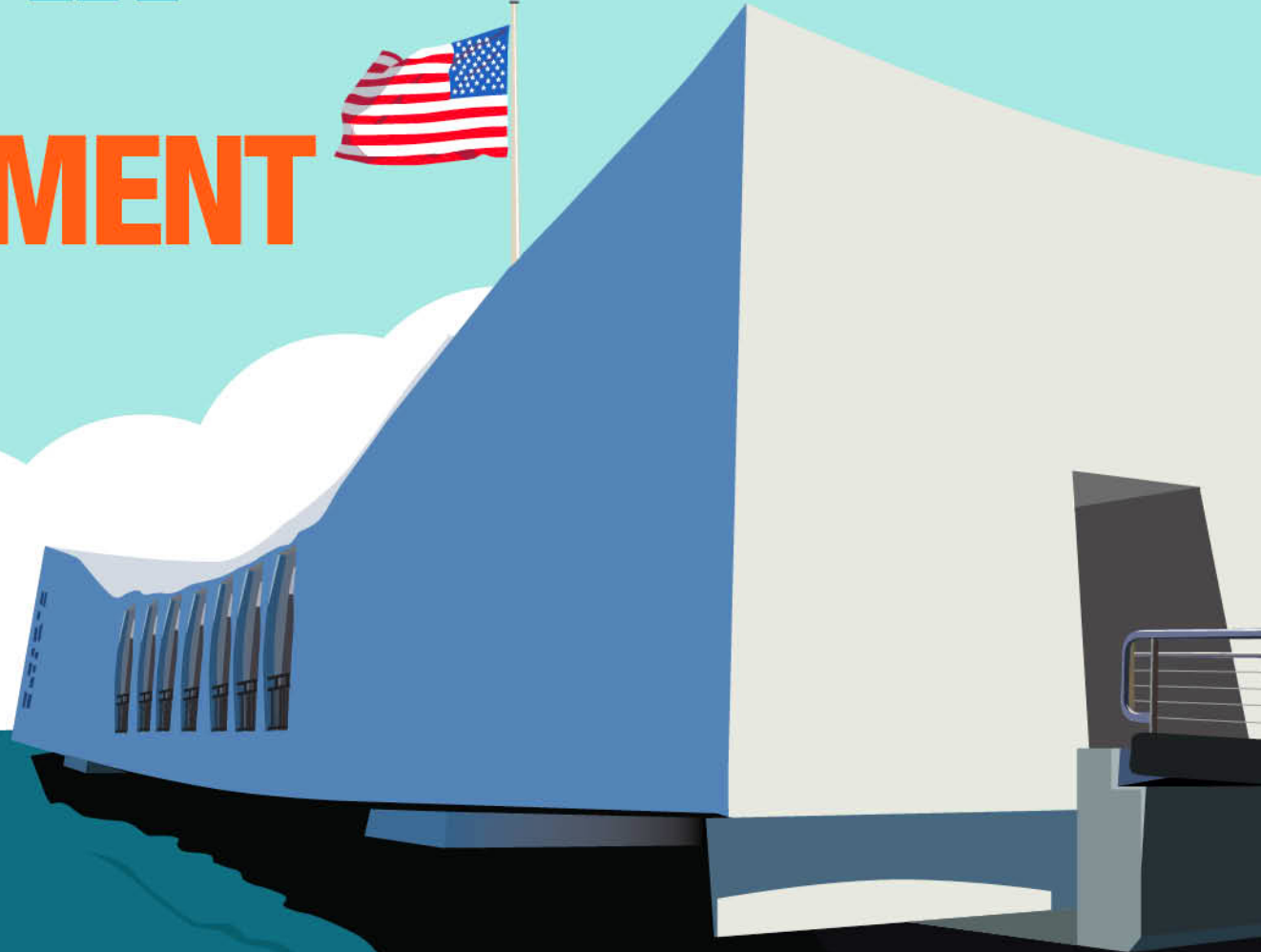
GOVERNMENT TECHNOLOGY[®]

HAWAII

**DIGITAL
GOVERNMENT
SUMMIT**



**HONOLULU
HAWAII
NOVEMBER
TWENTY-FIRST
2013**





Session T2: Mobility – Best Practices for Deploying Devices

The mobility movement in the State Government

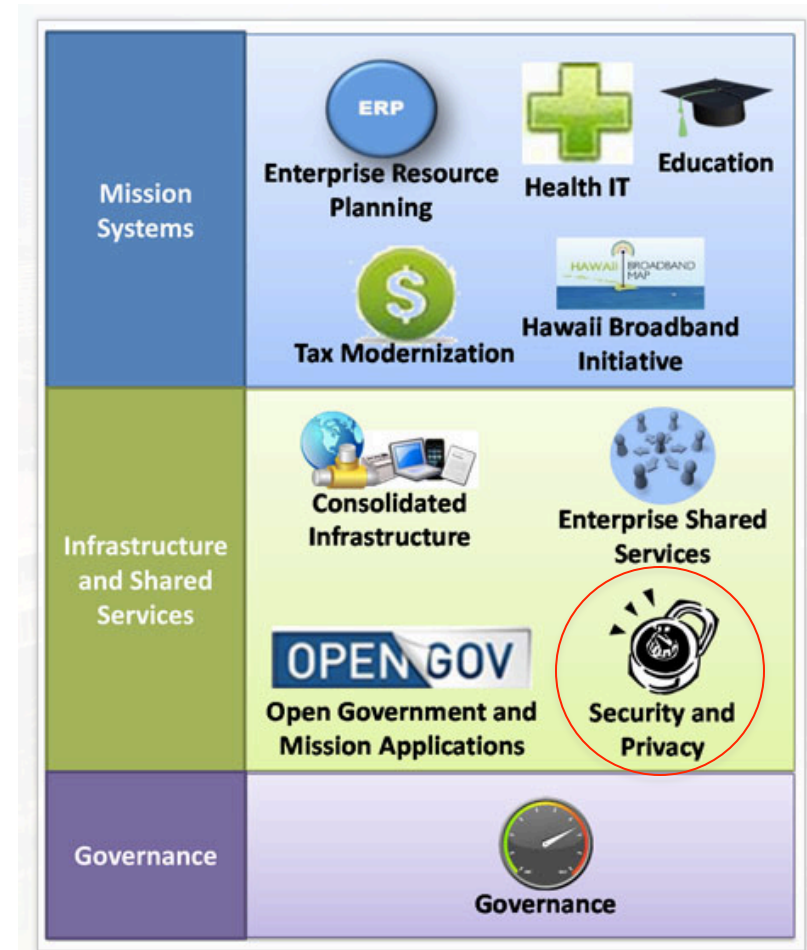
- What are the mobility security issues and risks facing the State of Hawaii?
- How should the State of Hawaii address the mobility movement?

Matthew Wong
Acting Senior IT Security Manager
Matthew.J.Wong@hawaii.gov



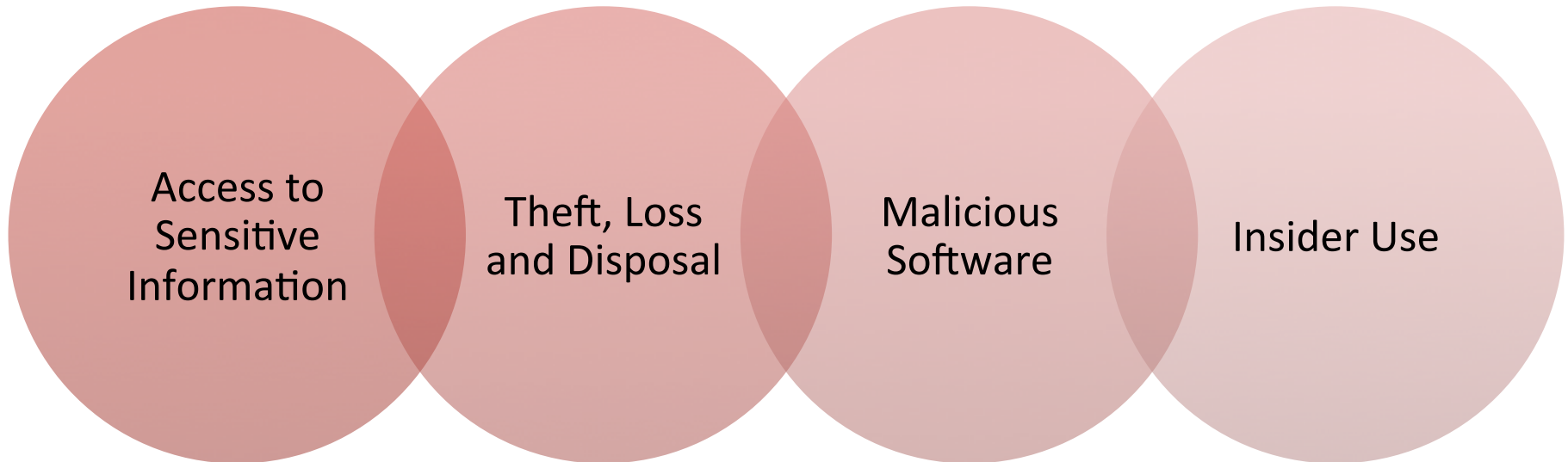
State of Hawaii's Transformation Programs

- Infrastructure and Shared Services
 - Security and Privacy





Security Issues and Risks





Possible Impacts

Risk Exposure

Security Posture

Public's Confidence



What are the primary objectives?

Define Scope

Define Use Cases

Map Standards to Use Cases

Integrate Standards into Procurement Process

Enforce Standards



Controls

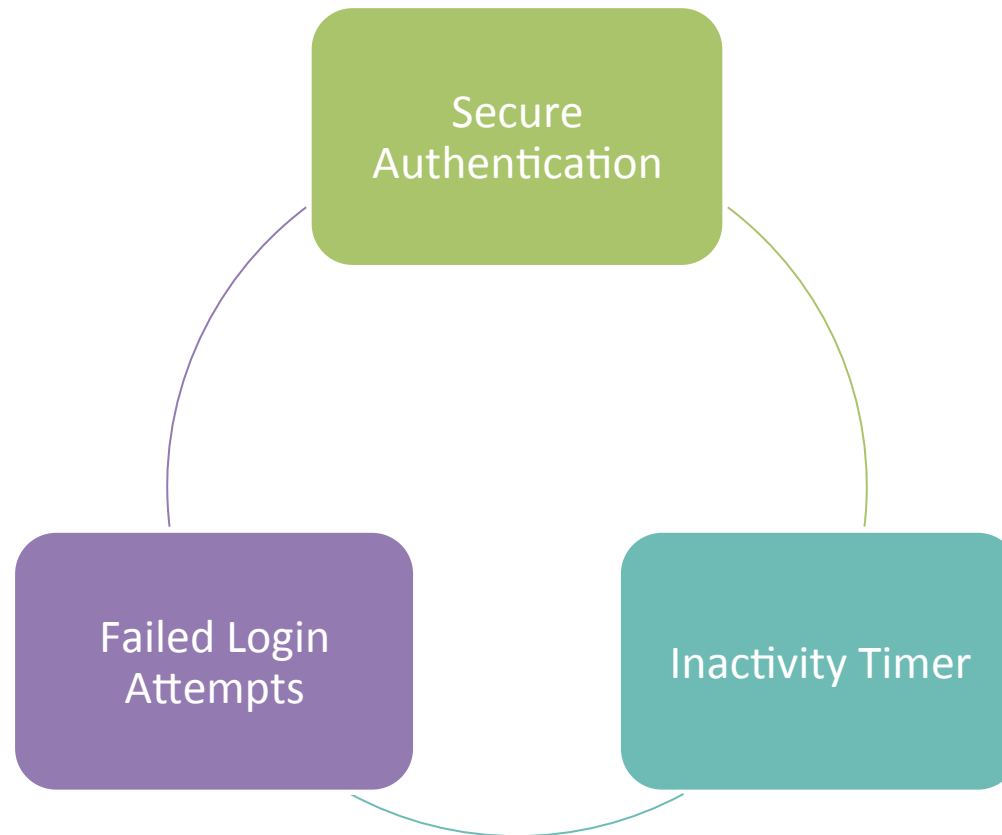
Authentication

Encryption

Device Management

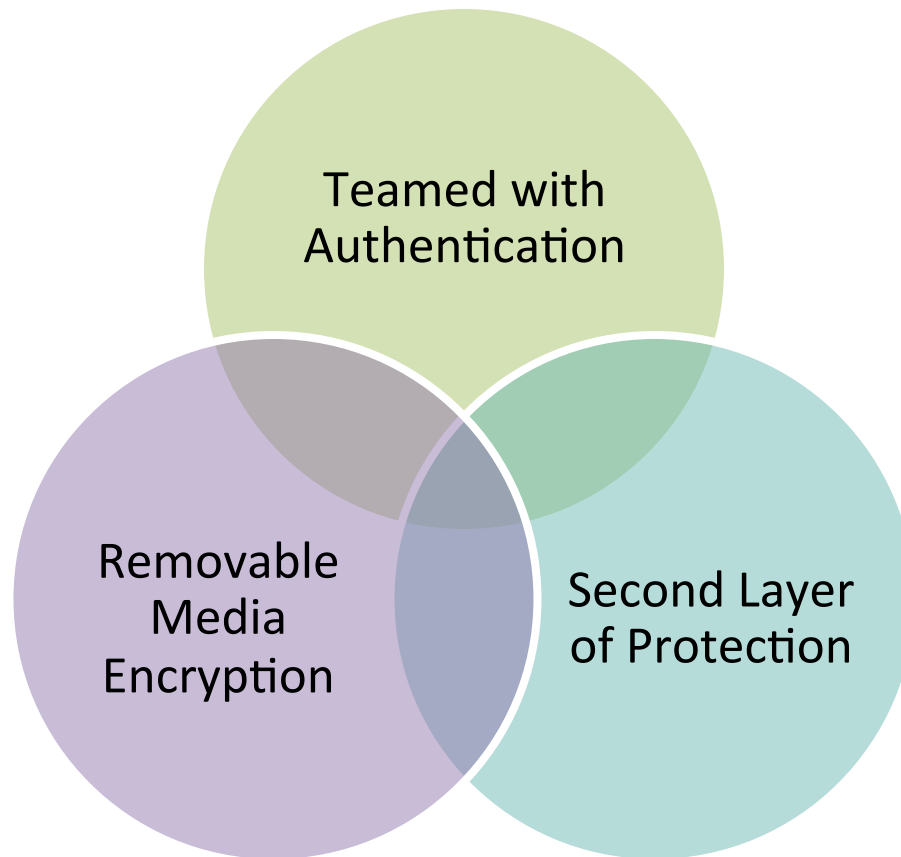


Authentication





Encryption



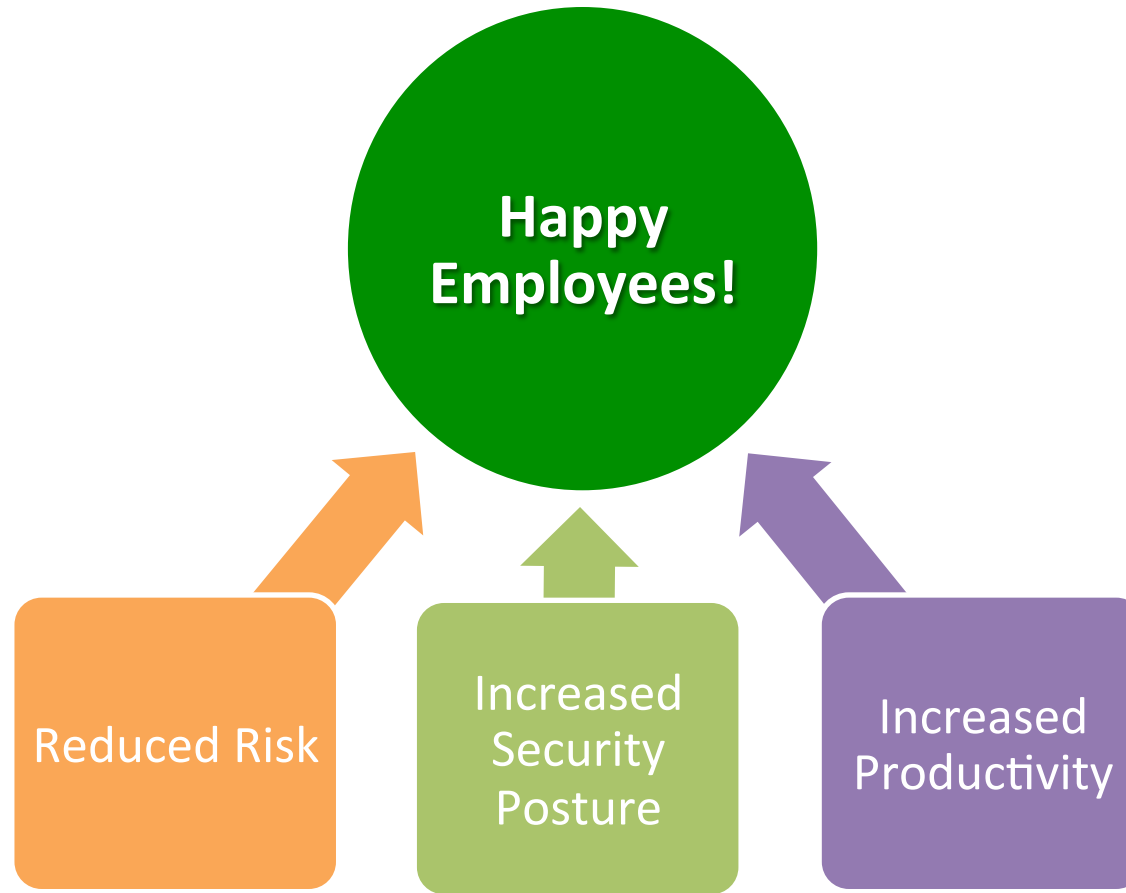


Device Management

- Remote Wipe Capabilities
- Device Diversity
- Integration
- Policy Enforcement
- Security
- Containerization
- Inventory Capabilities
- Software Deployment
- Administration and Reporting
- IT Service Management
- Delivery Model



Benefits





Mahalo!

Interested in learning more about Cyber Security?

Interested in participating in new and exciting Cyber Security projects?

Contact me:
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Acting Sr. IT Security Manager
Matthew.J.Wong@hawaii.gov

The Enterprise Cloud for HR & Finance

Sherry Amos, Managing Director
Education and Government Industry
Strategy

November, 2013

“The significant problems we face
today cannot be solved at the same
level of thinking we were
at **when we created them.**”

—ALBERT EINSTEIN

The World of Enterprise Software Has Changed



Changing User Expectations

LinkedIn

Google

facebook

amazon.com



Changing Technologies



Changing Business Landscape



BUILT FOR ENTERPRISES
DELIVERED IN THE CLOUD



TALENT



HUMAN
RESOURCES



FINANCIALS



REVENUE



PROCUREMENT



RECRUITING



PAYROLL

DESIGNED FOR THE WAY PEOPLE WORK



MOBILE



ACTIONABLE
ANALYTICS



EXPENSES



TIME TRACKING



CONSUMER UI

GLOBAL
AT THE CORE



COLLABORATION



BIG DATA

ADAPTIVE FOUNDATION

TECHNOLOGY FOUNDATION

MULTI-TENANT

IN MEMORY

INTEGRATION CLOUD

OBJECT ORIENTED

SECURITY

EMBEDDED SERVICES

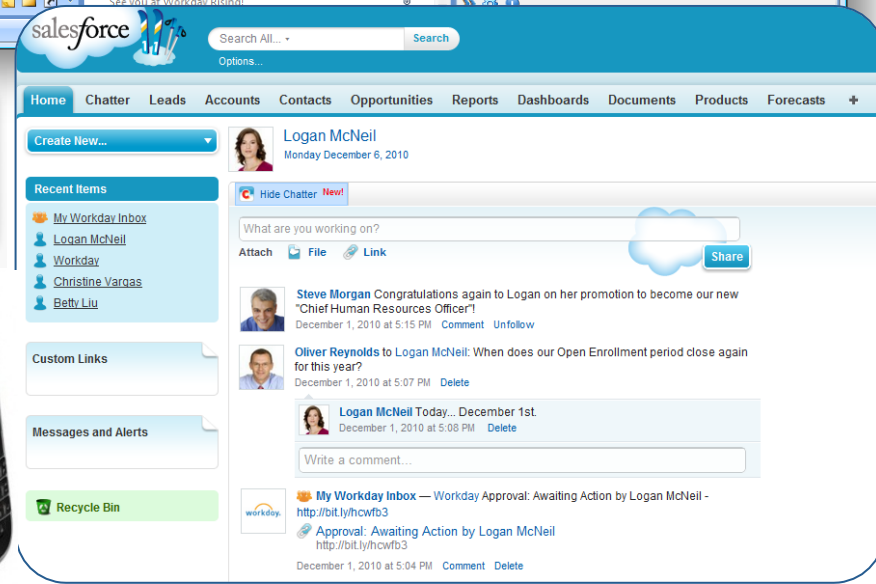
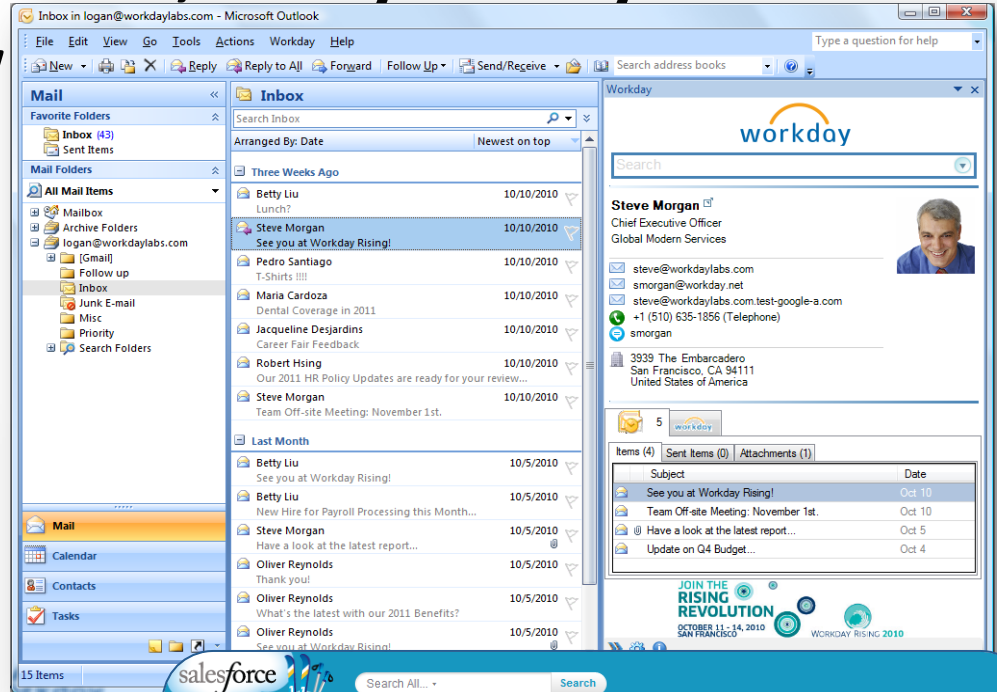
CONFIGURABLE BUSINESS PROCESSES

SETTLEMENT ENGINE

REPORTING & WORKTAGS

GOVERNANCE & COMPLIANCE

Workday Anywhere, Any Way You



Community collaboration

The screenshot shows the Workday Community homepage. At the top, there's a navigation bar with the Workday logo and 'WORKDAY COMMUNITY' title. Below that, a secondary navigation bar lists various sections like Home, News, Calendar, etc. The main content area features a 'Welcome!' message with a network diagram of people icons. To the right, there's an 'OPERATIONS UPDATE' section with a list of alerts. Below the main content, there are several widgets: 'KGERSTER' profile, 'WHO'S ONLINE' list, 'Welcome to the Workday Community' section with 'New to the Community?' and 'Top News' lists, 'Register for Upcoming Workgroups' list, 'Webinars' section, 'WORKDAY 15 FEATURE SPOTLIGHT VIDEOS' section with a large 'X' graphic and 'KNOW' text, and 'RECENT COMMENTS' section with a list of comments and their durations. At the bottom, there's a 'RECENT POSTS' section with a post titled '2012 Service Update And Maintenance Schedules'.

- Power of 'one'
 - All Workday customers are on the exact same release
 - All development efforts focused on current & future releases
- Workday Community
 - Platform to connect Workday ecosystem
- Collaboration
 - Customers post and share integration templates, reports and more
 - Customers are able to leverage cross-industry best practices

<https://community.workday.com/>

IT Skill Sets of the Future

- Workday hires approximately 100 new employees every month
- About 50/50 mix of experienced and new grad hires
- “Generation Workday” - College interns and new hires
- Social
- Mobile
- Collaborative
- Engaged

Mobile Strategy Considerations

- What are you deploying via mobile devices?
- Who is being served?
- What type of devices are you supporting?
- What is the “risk profile” of the data to be displayed/stored on a mobile device?
- Government owned devices or BYOD?
- Policy Considerations?
- To reimburse or not to reimburse?
- Near term vs long term?

Mobile Considerations

- Users want ultimate choice on how to consume information
- Designing UI, transactions, analytics for mobile devices is different
- Public information is easy – start there
- Legacy systems are difficult
- Natively mobile solutions are newer technologies – government is lagging in how to evaluate “innovation”
<http://www.nascio.org/Apps/>
<http://www.gsa.gov/portal/category/104511>
- “One size fits all” doesn’t work

Summary

- Workday Enterprise Solutions for Education and Government
- True, multi-tenant SaaS, reduces your cost curve over traditional ERP
- Natively built for the consumer, mobile, analytic, and adaptive technology generation
- Financially secure, stable, global company – 2600 employees and growing
- Hires top talent and strives for balance of experienced and millennial talent mix



Sherry Amos

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703.402.3476



Introduction

Transformation

Example #1

Benefits

Back to Hawaii

Example #2

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www.infor.com



Human Capital Management

- HR/Pay/Benefits
- Time, Leave, Scheduling
- Talent Management, Recruitment, Automated Onboarding/Offboarding

Financials

- General Ledger
- Accounts Payable
- Accounts Receivable
- Project Costing
- Budgeting

Procurement

- Purchasing
- Strategic Sourcing
- Contract Management
- Supplier Management
- Requisitions

Fraud Detection

- Finance
- Audit
- Regulatory
- Security
- Privacy



Integration
Workflow
BI Reporting
Alert Management
Workspace
Social Space
Mobile

Asset Management

- Transportation: Roads, Street, Rail
- Utilities: Water, Sewer, Storm, Waste, Industrial
- Waste, Reservoir
- Fleet/Building/Plant
- Linear Assets
- Sustainability

Hospitality

- Reservations
- Housekeeping
- Engineering
- Food/Beverage/ Restaurant
- Front Office
- Use & Staffing Optimization

Utility Billing

- Water
- Sewer
- Waste

Specialized Call Centers

- Utility & Asset
- 311
- Inforce (Salesforce)

Warehousing and Distribution

Library

Emergency Management Systems (CAD/RMS)

Community Development Regulation

- Licensing & Permitting
- Code Enforcement & Case Management
- Planning
- Use

Property Management

- Residential
- Revenue Mgmt
- Move in's/outs
- Notices/Correspondence
- Payments

Construction Management

- Job, Labor, Equipment
- Costing
- Project Management
- Performance Evaluation
- Document Manage/Plans
- Contacts & Tasks

MIAMI-DADE COUNTY



City of New York
Parks & Recreation



NYC
.gov
always open





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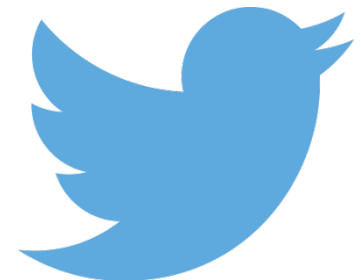
Back to Hawaii

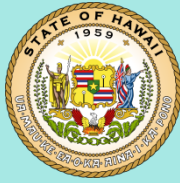
Example #2

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6. Open state government through improved transparency, collaboration, participation, and innovation. Increasing transparency and opening government are key strategies of the transformation effort. Programs such as the Open Data Initiative, which encourages citizen engagement in solving problems, will allow the state to provide information to residents and businesses and motivate community members to participate in government projects. The state will leverage new technologies to make government information more accessible and will make full use of mobile computing, social media, web portals, and other widely accepted online tools that improve the experience for constituents.





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[@sf311](#) I saw a huge pothole on Van Ness (between O'Farrell and Geary). I was heading northbound.

[@sf311](#) I was just at City Hall in Room 2105 & the A/C was not working.



sf311



Top Tweets

All Tweets



Follow

SF311 @SF311

Hey, we want to follow you as well. Go to <http://t.co/2xNBI5QiEY>

**Ian McHenry** @ianmchenry

23m

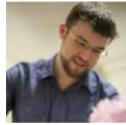
Finally, SF! A way to report all the broken stuff around town. #SF311
buff.ly/18oqjW6

**Sean Rea** @seanrea

7h

Hey @SF311 what does it take to do something about this double parker at Webster and Fulton? imgur.com/a/bfEJu#0 //cc @sfbike 1/9

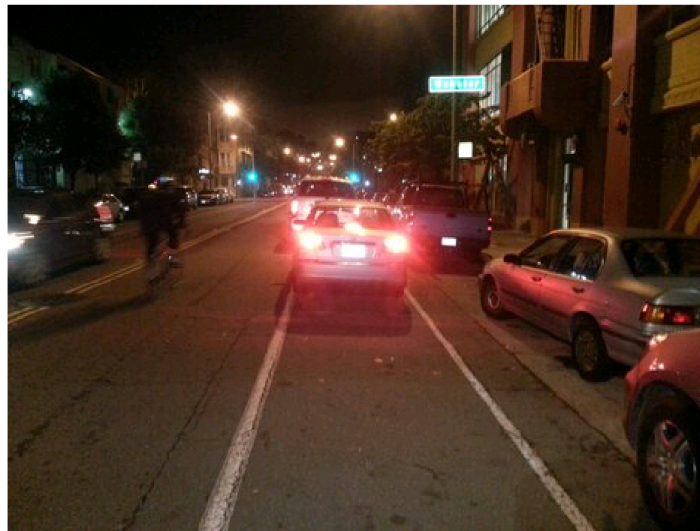


  Tweet**Sean Rea**

@seanrea



Hey @SF311 what does it take to do something about this double parker at Webster and Fulton? imgur.com/a/bfEJu#0 //cc @sfbike 1/9

 imgur

Reply to Sean Rea

140

TWEET



 Tweets**SF311** @SF311

12 Nov

@FixSF A DPT Officer will inspect the vehicle within 2 business days.
SR#3054927.^gm

**SF311** @SF311

12 Nov

@ToroZelma Dr. Amy Hart is the Chief Medical Examiner who reports to the City Administrator Naomi Kelly. ^ mm

**SF311** @SF311

12 Nov

@CaptainKittycat I've submitted the Service Request for you. Your Service Request number is: 3054586
^gm

**SF311** @SF311

11 Nov

@tabacco Your SR# 3052983 Has been updated. ^JT

**SF311** @SF311


11 Nov

iPad

8:08 PM

Work Order: 10039



 Repair air conditioning unit ROOM 2105

Activity: 10

Trade: *
Start Date: Apr 19, 2013
Mat List: V-10002

Activity: 20

Trade: *
Start Date: Apr 19, 2013
Mat List: V-10000

Activity: 10

Trade: *
Start Date: Apr 19, 2013
Mat List: V-10009

WO10039

Start

Activity Details

Activity	10	Estimated Hours	1.0
Not		Start Date	Apr 19, 2013
People Required	1	End Date	Apr 20, 2013

- Trade * >
- Task Task 1 >
- Material List V-10002 >



Completed



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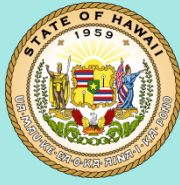
Next Steps

7. Provide a one-stop, Hawai'i resident-focused web portal through "my.hawaii.gov." The my.hawaii.gov portal allows residents to access the services and information they want from state government on any device, anywhere, anytime – securely and reliably. Residents can efficiently work online but always have the option to interact with state government employees in-person, as well.



HAWAII

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CRM

- Impervious Area Assessment
- Data Stored in Infor
- Online Verification by Citizen
- City Reviews
- Accept or Dispute Request



Review

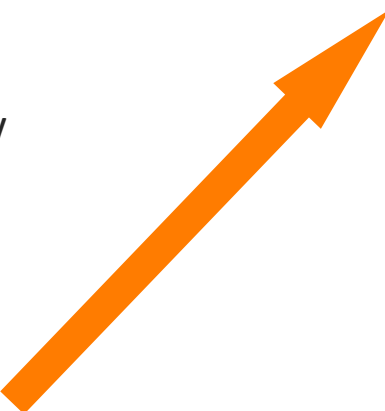
- Prepare for Storm Water Billing
- Import Water Meter Reads
- Review Exceptions
- Estimate
- Accept or Re-Read

CIS

- Generate Utility Bill
- Print/Send/E-mail
- Manage Citizen Calls & Requests
- Receive Payment Online/Direct Debt/Cash/Check
- Manage Collections

G/L

- Pass to General Ledger



Case

- Verification Request Created
- Internal Review
- Onsite Inspection
- Potential Hearing
- Resolution

Utility Customer Service - Map Viewer: Search: Enter address or Parcel ID

Public Works & Engineering Department, an Official Site of the City of Houston

Request Drainage Charge Correction

Map Legend

Help

Map Layers

- Drainage Charges
- Water Service
- Hydrants
- Payment Locations
- 2012 Impervious Area
- Parcel Boundary
- Utility Infrastructure
- City Limits

Developed by the City of Houston Public Works and Engineering Department, supported by infor

Welcome to Hansen's DynamicPORTAL™ Demonstration

customer service | permit applications | license applications

DynamicPORTAL™

- Customer Service
- Lookup Service Request
- Submit Service Request

Request Information: Information about the service requested

* = Required Information

1) Select a problem type from the list below. *

STORM DRAINAGE (STREET GRATES, DETENTION PONDS)

2) Describe problem in as much detail as possible. *

My Impervious Area is WRONG!!

3) Enter the address/location of the problem or service request. *

Number Street Name* Suffix* Direction Suite/Apt

611 WALKER ST --

City State ZP

HOUSTON TX

Area Proximity

-- Select Proximity

If you do not have an address for the problem please describe the location here as clearly as possible.

4) Click "Next" to proceed to Step 2.

Cancel Next



Public Works & Engineering Department, an Official Site of the City of Houston

Request Drainage Charge Correction

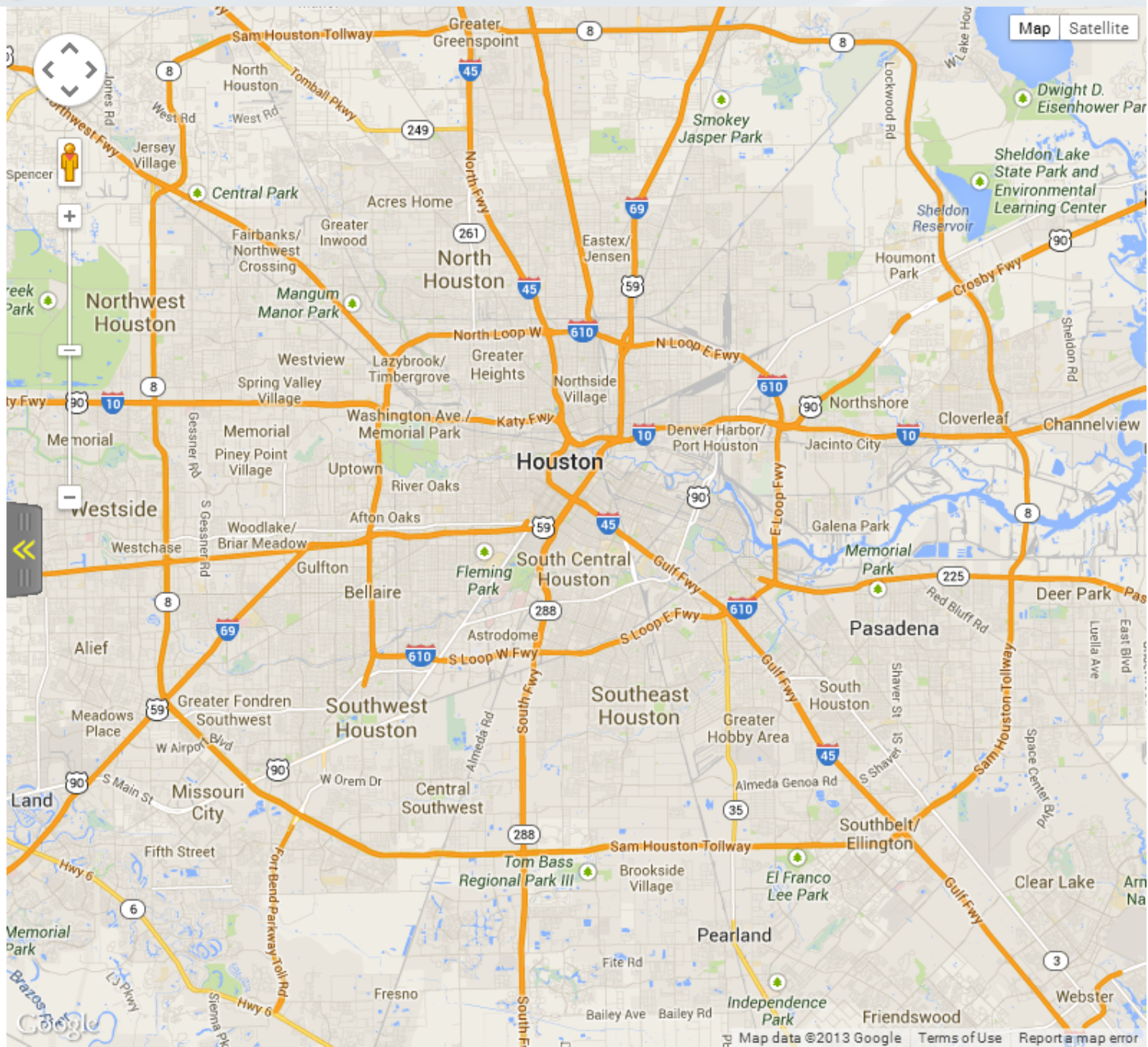
Map Legend

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- Drainage Charges
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- City Limits

Developed by the City of Houston Public Works and Engineering Department, supported by





Introduction **9** out of the **top 10** US cities

Transformation **3** out of the **top 5** transit authorities

Example #1 **8** of the **top 50** US School Districts

Benefits **4** out of the **top 7** Digital States

Back to Hawaii
Example #2 **More than 3,900** agencies in **90+** countries

Impact **Infor** employees over **12,000** professionals

Next Steps

HAWAII DIGITAL GOVERNMENT SUMMIT



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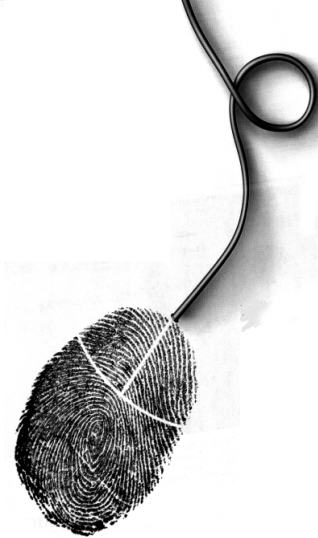
Impact

Next Steps

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DataHouse

