OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

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Information Technology Steering Committee
November 17, 2016
Kalanimoku Building, Conference Room 322B
1151 Punchbowl St., Honolulu, HI 96813

Meeting Minutes

Members Present	
Name	Organization
Nacapuy, Todd (Chair)	Office of Enterprise Technology Services (ETS)
Ancheta, Benjamin	ʻIke
Keane, David	Dept. of Human Resources Development
Kuroiwa, Jared I.	KHON-2
Taguchi, Kelly	Oceanic Time Warner Cable
Thornton, Kevin	Judicial Branch
Yamashita, Kyle (Representative)	Legislative Branch
Yoshimi, Garret	University of Hawaiʻi

Other Attendees	
Name	Organization
DeMello, Keith	ETS
Fors, Michael	Public Consultant Group
Fritz, Peter	
Kunimoto, Valri	Department of the Attorney General (AG)
Yamada, Judy	Department of Public Safety

I. **Call to Order**
Chair Nacapuy called the meeting to order at 1:32 p.m. Quorum was established with six members present. *Note: The eleven-member Information Technology Steering Committee (ITSC) requires six members to establish quorum and take official action.*

Chair Nacapuy announced the resignation of ITSC member Michel Danon. As this is a Senate-appointed seat, Nacapuy will submit a request to the Senate President's office for appointment of a new member to serve for the remainder of the term ending June 30, 2019.

II. **Reading and Approval of Minutes**
Member Ancheta moved for the ITSC to approve the August 2016 meeting minutes, and Member Keane seconded the motion. It was noted that the Permitted Interaction Group report on "Recommendations to Operationalize IT Steering Committee Mandates," referenced in the minutes, was attached to the agenda. The ITSC adopted the minutes by unanimous consent.

Member Taguchi joined the meeting at 1:46 p.m. increasing the number of members present to seven.

III.   Chief Information Officer's Report

Chair Nacapuy reported on the following items listed on the agenda:

Recap of Hawai'i Annual Code Challenge (HACC)

Held on September 24, 2016, the HACC was the culmination of the month-long, hackathon-inspired competition. As shared at the ITSC meeting in August, the event was held to engage the local tech community in the modernization of State government and expose individuals within the local IT workforce to State career opportunities. The event came about after Gov. David Ige attended some hackathons and had the idea to hold a State hackathon. As State government issues are complex, ETS asked departments to propose and present "challenges."

The event garnered a broad cross-section of community participation, with 27 community teams submitting entries. The public was introduced to the department challenges as well as the business reality that some of the challenges are not easy to solve. It also engaged department personnel and promoted consideration of different ways for reaching intended goals. A requirement for departments to participate was to commit to being available to community teams to provide insight as the teams developed application prototypes tackling the challenges. Chair Nacapuy observed that the HACC demonstrated that Hawai'i has a talented tech community.

Solutions addressing homelessness and jail facility visitation received top honors. A video of the homelessness solution prototype was presented at the ITSC meeting. Chair Nacapuy mentioned that the Governor's Coordinator on Homelessness is looking at the homelessness prototype to evaluate its potential to aid statewide efforts, and that ETS is considering a few other prototypes for further development.

ITSC members were encouraged to visit hacc.hawaii.gov to view all the team presentations. ETS hopes to grow the event next year and expand outreach to Neighbor Islands.

Members discussed the importance of adhering to information privacy guidelines. Chair Nacapuy stated that well established models exist for hackathons, and that ETS engaged the AG's office to ensure that protected information remained secure. Department data used in the HACC was limited to public information. As applications are considered for production, ETS' role would be to ensure security, as appropriate. Chair Nacapuy emphasized that the solutions developed at the HACC are prototypes only.

Overview of LinkedIn Pilot Project

ETS recently made the news for its efforts to utilize LinkedIn to enhance workforce development efforts (link to February 18, 2016, KHON news story). In October, ETS launched a pilot program with LinkedIn to expand recruitment opportunities in terms of targeted campaigns and coordinated outreach with the entire LinkedIn community in any geographic region. The LinkedIn presence will also provide ETS with the opportunity to re-brand and re-position ETS and State government with individuals within the larger IT workforce who may be actively seeking new job opportunities, or others who may not be actively pursuing opportunities but may be possible job "fits" based on work experience and knowledge.

It is well documented that there are currently thousands of open positions across State government. Gov. Ige has asked departments and agencies to consider other ways to facilitate recruitment efforts. Upon completion of the pilot project, ETS will evaluate the effectiveness of LinkedIn and provide a recommendation for use by other departments and agencies, of which

several have expressed interest. Preliminarily, the pilot project appears to have produced an increase in applications for ETS IT positions and, when compared to hiring additional personnel or a head-hunting firm to recruit, the return on investment seems to be there. The LinkedIn account links to the ETS website at ets.hawaii.gov, including ETS' IT Positions in Recruitment webpage.

Status of Enterprise Payroll and Time & Attendance Modernization
Concurrently with the ITSC meeting, ETS staff were assisting the Department of Accounting and General Services in briefing project governance advisory committee members on the payroll modernization project. On November 18, a project kickoff meeting will be held for State employee stakeholders, which includes all branches and jurisdictions of State government, to share information on project status, timetables, and upcoming activities (link to meeting materials at erp.hawaii.gov/hawaiipay). The meeting will be followed by an open house for the project office. ITSC members were invited.

Status of Web Accessibility Initiative
ETS is working with the Disability and Communication Access Board (DCAB) on developing a legislative proposal to establish a fulltime position in support of web accessibility. At the ITSC's August meeting, ETS Technical Analyst Kaimana Bingham was introduced as working on web accessibility efforts on behalf of ETS, but her position is not dedicated to the matter. Also, since the project focus requires consideration of policy and guidance in addition to training and tools, it is appropriate that DCAB be engaged, and even take the lead, as DCAB is the State agency responsible for providing advice and recommendation on legislation, rules, policies, procedures and plans relating to persons with disabilities and their civil rights or service needs.

Status Fiscal Biennium 2017-2019 Budget Request
In preparation for submittal of the Executive Budget Request for the upcoming biennium, State departments have submitted their requests to the Department of Budget & Finance (B&F), and the appeal process is ongoing prior to the formal submission of the budget to the Legislature in December. ETS' preliminary request includes capital improvement project funds for maintenance of facilities and sites that support the State's communications backbone. Appropriation of these funds are critical to ensure that they are adequately maintained without the need to defer other important projects if funds are not available.

IT Roadmapping
ETS partnered with B&F, in accordance with Act 58, SLH 2016, to incorporate IT governance into the annual budget request process, requiring departments and agencies to develop and maintain their respective multi-year IT strategic and tactical plans and roadmaps as part of the State's overall IT strategic plans. ETS has initiated the collection and assessment of departments' preliminary IT roadmaps to ensure budget requests are in alignment with department strategy, as well as statewide ETS plans and direction. This level of coordination will create opportunities to make IT initiatives more effective and cost-efficient. It will also help address what has historically been large spending occurring in the final quarter of the fiscal year when departments try to use remaining funds, instead helping departments make those decisions based on long-term priorities.

IV. **Report by the Permitted Interaction Group on Recommendations to Operationalize IT Steering Committee Mandates; Discussion and Appropriate Action**
On February 25, 2016, the ITSC formed a Permitted Interaction Group to provide recommendations on operationalizing ITSC mandates under Hawai'i Revised Statutes (HRS)

section 27-43, identifying how the ITSC can best reach out and gather input from the community, and establishing measurable objectives and an approach to hold itself accountable. The group met three times and provided its report to the full committee at the August 2016 meeting. The report included recommendations to:

- adopt the "CIO Priorities" as metric categories under which measureable elements will be recorded and tracked to assess the CIO's overall effectiveness year-over-year.
- Report on these metrics in a new "IT Steering Committee Assessment of CIO Effectiveness" section provided within the CIO's Annual Report to the Legislature.
- Track measureable elements and timetables within these metric categories.

Having received the report, the ITSC discussed the process by which the ITSC will accomplish its assessment of the CIO effectiveness year-over-year, as measured by success in achieving benchmarks under stated CIO priorities. This assessment, if approved by the ITSC, will be included as part of future CIO annual reports.

Member Thornton moved for the ITSC to adopt the Permitted Interaction Group's suggested evaluation method under metric categories, and Member Kuroiwa seconded the motion. Based on input received from ITSC members, the preference was to "grade" (A-F) each metric category, as listed under "RECOMMENDATIONS" in the report. In discussion, Chair Nacapuy stated that the goal should be to provide stability in deciding major, long-term IT decisions beyond individual CIOs, who may change as administrations change, and the ITSC should serve as a guiding force. As a point of order, Chair Nacapuy opened the discussion to any public comments, of which there were none. The motion passed by unanimous consent.

As a follow-up to the decision, a subcommittee will be formed to outline the specific, measureable metrics for consideration and appropriate action at the February 23, 2017, meeting.

V. **Public Testimony on Agenda Items**
None.

VI. **New Business**
Chair Nacapuy shared the following news:
- ETS recently worked with Adobe on a video highlighting the implementation of eSign Service, which is the State's electronic signature program that leverages the Adobe Sign product among other solutions. The video was presented at the meeting. (After the meeting, the video was posted at ets.hawaii.gov.) In related news, Gov. Ige proclaimed October 10, 2016, as Electronic Records Day in Hawai'i, electronically signing the ceremonial proclamation using the State of Hawai'i's "eSign Service" solution that the governor's office piloted a year prior. It was Hawai'i's first "paperless" proclamation by a governor.
- After ETS received the Legislature's approval for a Chief Information Security Officer (CISO) to help further build the State's cybersecurity program, a candidate to fill the CISO position has been identified. (Since the meeting, ETS announced the hiring of Vincent Hoang as CISO; see the news release at ets.hawaii.gov.)
- ETS is considering the establishment of a Customer Relationship Management (CRM) platform for the State. Selection of a platform will have long-term impact, as key considerations include platforms that ETS will be able to support in terms of development, production and maintenance with foreseeable personnel resources as well as skillset capacity in the broader IT workforce as a whole.

VII.   Good of the Order
The next ITSC meeting is scheduled on February 23, 2017, from 1:30 to 3 p.m. As the previous ITSC meeting venue is insufficient now that various department IT leads are attending, the new location will continue to be in the Kalanimoku Building.

VIII.   Adjournment
Member Yamashita moved to adjourn the meeting, and Member Kuroiwa seconded the motion. The meeting adjourned at 2:27 p.m.

Respectfully Submitted,

 Feb 24, 2017

Date

Keith A. DeMello
Senior Communications Manager
Office of Enterprise Technology Services
State of Hawaiʻi