



## OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

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Information Technology Steering Committee  
November 20, 2017  
Kalanimoku Building, Room 322B  
1151 Punchbowl Street  
Honolulu, Hawai'i 96813

### Meeting Minutes

Members Present	
Name	Affiliation
Nacapuy, Todd (Chair)	Office of Enterprise Technology Services (ETS)
Ancheta, Benjamin Jr.	Ekahi Health System
Kuroiwa, Jared I.	KHON-2
Taguchi, Kelly	Spectrum
Nakaoka, Aryn	Tri-net Solutions
Nishida, Michael	First Hawaiian Bank
Sakuda, Christine	Transform Hawai'i Government
Yamashita, Kyle (Representative)	State Legislature
Yano, Marcus*	SystemMetrics Corporation
Yoshimi, Garret	University of Hawai'i

Other Attendees	
Name	Affiliation
DeMello, Keith	ETS
Fors, Michael	Public Consultant Group
Fritz, Peter	Member of the public
Hoang, Vincent	ETS
Hong, Jeff	Techmana
Koehler, Jerome	Hawai'i Information Consortium (HIC)
McCleary, David	DataHouse
Omura, Todd	ETS
Sato, Clay	Department of the Attorney General (AG) / Hawai'i Criminal Justice Data Center
Fang, Zheng	HIC

*\*Immediately prior to the meeting, Marcus Yano was sworn in as a new member of the Information Technology Steering Committee (ITSC), appointed by the Speaker of the House to serve the remainder of the term vacated by Clyde Sonobe, through June 30, 2019.*

#### **I. Call to Order**

Chair Nacapuy called the meeting to order at 9:02 a.m. Quorum was established with ten members present. *Note: The ITSC requires at least six members to establish quorum and take official action.*

## **II. Announcements**

Chair Nacapuy invited the ITSC's new member, Marcus Yano, to introduce himself. With Member Yano's appointment, the ITSC has no vacancies.

## **III. Review and Approval of February 2017 Meeting Minutes**

Member Sakuda moved for the ITSC to approve the August 2017 meeting minutes, and Member Ancheta seconded the motion. The motion passed unanimously.

## **IV. Public Testimony on Agenda Items**

No written testimony received.

Mr. Peter Fritz offered testimony relating to web accessibility. Mr. Fritz complimented the ITSC meeting packet PDFs posted by ETS. However, he stated that other agencies' adherence to web accessibility guidelines and best practices is inconsistent.

## **V. Permitted Interaction Group Report and Recommendations on Methodology for the Evaluation of the Chief Information Officer**

In its quarterly meeting on August 24, 2017, the ITSC voted to form a Permitted Interaction Group to assess current metrics to be used in the evaluation of the Chief Information Officer (CIO), consider new metrics, and evaluate status in light of any new requirements since the last legislative session. Pursuant to section 92-2.5, Hawai'i Revised Statutes (HRS), the report was formally submitted to the ITSC and will be discussed at a subsequent meeting.

Chair Nacapuy read excerpts from the report, including the recommendation that a special meeting of the ITSC be scheduled in December 2017 to discuss and take appropriate action on the Permitted Interaction Group's recommendations and complete metric scoring. Members commented that two meetings may be needed.

It was announced that the report will be posted on the ITSC webpage where agenda and minutes are posted. *Note: The report was posted and is available for download at:*  
<http://ets.hawaii.gov/2017-it-steering-committee-meetings/>

## **VI. Chief Information Officer's Report 2017 Accomplishment Highlights**

Chair Nacapuy shared the following calendar year 2017 ETS accomplishments, organized under organizational structure:

- Client Services Branch — Worked with the Department of Accounting and General Services (DAGS), Department of Human Resources Development (DHRD), and partner Hawai'i Information Consortium (HIC) to collect, process, and transmit 2016 Affordable Care Act information for 16,702 employees to the Internal Revenue Service; successful completion of this federal requirement prevented the State from incurring a maximum penalty of \$3 million. Also actively supported the second Hawai'i Annual Code Challenge in partnership with the Hawai'i Technology Development Corporation, nonprofit Hawai'i Open Data, and DevLeague to engage the local tech community in government modernization and expose individuals within Hawai'i's IT workforce to State career opportunities.
- Enterprise Architect Branch — Refined mandatory governance process to ensure success for State executive branch IT programs and projects, and (in accordance with new

authority provided by Act 58, SLH 2016) initiated work with departments to establish multi-year IT “roadmaps.”

- Enterprise Systems Branch — Migrated the existing executive branch Human Resource Management System (HRMS), maintained and operated by DHRD, to primary and secondary Cloud-enabled data centers hosted by project partner CherryRoad Technologies.
- Network Branch — Added network redundancy to Hawai‘i Emergency Management Agency (HI-EMA) statewide network to support both HI-EMA and O‘ahu INET users, performed network topology changes to increase the reliability of the State’s network, established a dedicated connection (express route) to the Microsoft Azure Cloud, and provided a high-speed fiber optic connection to the ‘Ewa District Court. Also, established new statewide price list through the State Procurement Office for Centrex Telephone and Cabling Services, and consolidated and significantly increased network bandwidth (200-fold) for tenants of the Kona State Office Building and the Molokai State Office Building.
- Production Services Branch — Effectively managed production jobs for State departments and agencies, monitored the State networks, and maintained the operation of the State data center.
- Program Management Branch — As part of DAGS Accounting Division’s Enterprise Payroll and Time & Attendance Modernization (HawaiiPay) project, accomplished successful Go-Live transition for the new executive branch Human Resources Management System to the CherryRoad Technologies-managed, Cloud-enabled services environment.
- Security Branch — Performed a proactive incident response engagement to search for signs of advanced malware not typically found by commodity anti-virus or intrusion detection system technologies.
- Systems Services Branch — Maintained IBM Mainframe availability at 99.908 percent, and rolled out of a Production Data Sharing System.
- Technology Support Services Branch — Completed rollout of Microsoft Office 365 for most executive branch departments, hardened the State’s Active Directory infrastructure, researched and implemented the new web platform for the State, increased adoption of Adobe Sign (electronic signature), and developed and supported the secure infrastructure of the Office of Elections.

#### ***Web Accessibility Training***

ETS is continuing to leverage its vendor relationships to make training available to State IT personnel and web managers. For example, ETS, in partnership with Adobe, is coordinating Skype training sessions on producing accessible PDFs.

#### ***Improving Defenses Against Denial of Service Attacks***

Chief Information Security Officer Vincent Hoang reported that ETS is updating its inventory of departments’ public-facing sites. This information will be used to validate IT security services already in place to enhance the State of Hawai‘i’s defenses against Denial-of-Service (DoS) and Distributed Denial-of Service (DDoS) attacks.

#### ***Mainframe Paper Reduction Program***

In support of the State of Hawai‘i’s commitment to reducing our government’s inefficient paper-dependent processes, ETS in October 2017 launched the Mainframe Paper Reduction Program.

Through the State mainframe system and its current capabilities, departments today generate a multitude of data reports in paper form to fulfill a variety of government requirements and functions. Departments that utilize the mainframe Xerox printer services to produce hard-copy reports may now take advantage of an alternative option to generate many of these reports electronically, where possible. This new paperless option involves creating electronic PDF reports and temporarily storing these reports on an ETS secure server.

Member Nishida asked what ETS is using to output the PDFs. The Xerox software called XPAF is being used through a process is called data stream conversion and formatting.

***Enterprise Payroll and Time & Attendance Modernization (HawaiiPay)***

The HawaiiPay project is being implemented in two phases: Payroll followed by Time & Attendance. As executive sponsor, the Comptroller determined that the project will be starting deployment of the hosted PeopleSoft payroll system within the April-July 2018 timeframe for the first deployment group, which will consist of the Department of Accounting & General Services (DAGS) and Department of Human Resources Development (DHRD). Remaining departments will begin transitioning in third quarter of calendar year 2018.

***Tax System Modernization (TSM)***

In July 2017, the Governor named CIO Todd Nacapuy “Project Executive Sponsor” of Tax System Modernization to lead technical aspects of the project, while the Department manages operational aspects. This was done in recognition of the highlight? technical nature of major modernization projects. In October, the Governor’s Office provided further clarification regarding roles and responsibilities under the new project structure. Deputy Director Damien Elefante is to serve as the Department’s TSM Lead with authority to direct the operations of the Department’s internal IT staff, including day-to-day activities to ensure success of the TSM project, concurrently ensuring continuation of on-going operations. The Deputy Director will report directly to the Governor for purposes of this project. The CIO will remain Project Executive Sponsor and continue to focus on technical aspects. This clarification simply brings the TSM project into alignment with statewide IT governance policies, first introduced in December 2015 — after the launch of TSM.

Chair Nacapuy noted that all parties are working together to ensure the project is a success. “Rollout 3,” the third of five rollouts of the project, was completed relatively smoothly in August 2017.

**VII. Draft Security Policies**

Drafts of the following updated policies were attached to the agenda for ITSC review:

- Secure Device Policy
- Secure Device Standards
- Secure Access Policy – Next Generation Network
- Secure Access Policy – Microsoft Office 36

The policies clarify what are minimum requirements for accessing/connecting to State IT infrastructure and resources. They do not address disciplinary action, which is already addressed separately in the DHRD Acceptable Use of IT Resources Policy.

Clay Sato of the AG / Hawai’i Criminal Justice Data Center suggested the following to the Secure Device Standards:

- Laptops be considered mobile devices when specifying automatic screen lock standard
- More clearly specify effective dates for full-device/disk encryption standard

**VIII. Good of the Order**

Two special meetings of the ITSC will be scheduled in December 2017.

The next regularly scheduled (quarterly) meeting is on Thursday, February 15, 2018, 1:30 p.m.

**IX. Adjournment**

Member Sakuda moved to adjourn the meeting, and Member Nishida seconded the motion. The motion passed by unanimously, and the meeting adjourned at 10:10 p.m.

Respectfully Submitted,

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Date

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Susan Bannister  
Office of Enterprise Technology Services  
State of Hawai'i

DRAFT