

**Office of Enterprise Technology Services**  
**2017 Accomplishment Highlights**

**Background**

Pursuant to Act 58, SLH 2016, all functions of the programs formerly associated with the ex-Office of Information Management and Technology and ex-Information and Communication Services Division are consolidated within the new Office of Enterprise Technology Services (ETS) as led by the Chief Information Officer, effective July 2, 2016.

*As amended by Act 58, ETS' statutorily mandated duties include the following:*

Summary	Statutory Reference
Develop, implement and manage statewide IT governance and State IT strategic plans, as well as develop and implement statewide technology standards. Act 58 expanded the CIO authority to work with each executive branch department and agency to develop and maintain its respective multi-year IT strategic and tactical plans and roadmaps, and coordinate each executive branch department and agency's IT budget request, forecast and procurement purchase to ensure compliance with the department or agency's strategic plan and roadmap and with ETS' IT governance processes and enterprise architecture policies and standards.  ETS also assumed functions of the former ICSD: provide centralized computer information management and processing services, coordination in the use of all information processing equipment, software, facilities, and services in the executive branch of the State, and consultation and support services in the use of information processing and management technologies to improve the efficiency, effectiveness, and productivity of State government programs; and establish, coordinate and manage a program to provide a means for public access to public information and develop and operate an information network in conjunction with overall plans for establishing a communication backbone for State government.	HRS section 27-43
Provide for periodic security audits of all executive branch departments and agencies regarding the protection of government information and data communication infrastructure.	HRS section 27-43.5
Set policies, procedures and standards for each executive branch department's reasonable efforts to make appropriate and existing electronic data sets maintained by the department electronically available to the public through the State's open data portal at data.hawaii.gov or successor website.	HRS section 27-44
Provide services through centralized web portal and Internet presence (hawaii.gov) that allow citizens to conduct business electronically with the government, in accordance with statute (i.e., Access Hawai'i Committee).	HRS chapter 27G
Provide guidance to protect personal information that is collected and maintained by State and county government agencies (i.e., Information Privacy and Security Committee).	HRS chapter 487N

*Under proposed organizational structure, ETS' program objectives are as follows:*

**Client Services Branch** — Provide systems development, enhancement, maintenance, technical support, and consultant services for State departments and agencies to meet their business objectives.

**Enterprise Architect Branch** — Develop, implement and manage statewide IT governance; develop, implement and manage the State IT strategic plans; and develop and implement statewide technology standards as part of the IT Governance Office.

**Enterprise Systems Branch** — Provide ongoing operational management support for enterprise systems (e.g., enterprise payroll and human resources systems).

**Network Branch** — Provide statewide telecommunication services (e.g., network, radio and telephone) to the executive, legislative, and judicial branches of State government, as well as telecommunications interfaces to the county governments.

**Production Services Branch** — Schedule, execute and monitor production jobs for State departments and agencies, as well as monitor the State networks and maintain the operation of the State data center.

**Program Management Branch** — Provide program management development support for enterprise technology programs and projects (e.g., enterprise payroll).

**Security Branch** — Manage the statewide cybersecurity program to secure and protect electronic assets and data stored on State computer systems or transported through the State's networks.

**Systems Services Branch** — Provide systems administration support of the IBM Mainframe, enterprise UNIX, enterprise backup and restore, and disaster recovery.

**Technology Support Services Branch** — Provide support, maintenance and development of hardware, software and infrastructure for on-premise and Cloud applications.

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**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 inaugural 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 of 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 HRMS 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.