



Information Technology Steering Committee (ITSC)

established for the State of Hawai`i per HRS §27-43(b)

Meeting Minutes

Thursday, May 24, 2018 1:30 p.m. to 3:00 p.m.
1151 Punchbowl Street, Room 410, Honolulu, Hawai`i

DRAFT

Members Present:

Todd Nacapuy, Chair, Office of Enterprise Technology Services (ETS), State of Hawai`i
Benjamin Ancheta, Ekahi Health System
Jared Kuroiwa, KHON2
Michael Nishida, First Hawaiian Bank
Christine Sakuda, Transform Hawai`i Government
Kelly Taguchi, Spectrum
Kevin Thornton, Judiciary, State of Hawai`i
Garret Yoshimi, University of Hawai`i

Other Attendees:

Valri Kunimoto, Deputy Attorney General, State of Hawai`i
Todd Omura, ETS
Vincent Hoang, ETS
Caroline Julian-Freitas, ETS
Peter Fritz, Member of the Public
Bhanu Vellanki, eWorldes
Malcolm Shintani, DOT
Allen Nguyen, SHI
Lois Tambalo, on behalf of Representative Yamashita
Danny Choy, HPPA

I. Call to Order

Chair Nacapuy called the meeting to order at 1:35 p.m. Quorum was established with eight members present.

II. Review and Approval of May 3, 2018 Meeting Minutes

The May 3, 2018 meeting minutes were unanimously approved.

III. Public Testimony on Agenda Items

Oral testimony was given by Peter Fritz regarding item IV. *Status of Legislative Bills pertaining to ETS*. Mr. Fritz expressed concerns whether or not HB 1401 relating to elections, voting by mail, provides accessibility methods for voters with disabilities. Although this specific bill is not on the meeting agenda, Chair Nacapuy recalled there was discussion about disability access in session and offered to follow up.

IV. Status of Legislative Bills Pertaining to the Office of Enterprise Technology Services

Chair Nacapuy reviewed the status of legislative bills pertaining to ETS:

HB2651 (Companion SB2704) – Relating to Wireless Broadband Facilities

Establishes a process to upgrade and support next generation wireless broadband infrastructure throughout the State. Establishes a permitting, application, review, and approval process for wireless service providers to install wireless facilities on state or county owned utility poles, or install associated utility poles, in the right of way. Applies to permit applications filed with the state or county after 12/31/2018.

- ETS supports this bill. Bill is awaiting completion of State agencies reviews.

SB2738 – Relating to Found Electronic Devices

Clarifies that found electronic devices that may contain personal information shall be sanitized before providing the unclaimed property to finders or disposing of the property by public auction or other means.

- ETS supports this bill. Bill is still awaiting the governor's signature.

V. 2018 Metrics for Evaluation of the Chief Information Officer; Report of Permitted Interaction Group; Discussion and Appropriate Action

In its February 28, 2018 meeting, the ITSC voted to form a Permitted Interaction Group to develop the 2018 metrics for evaluation of the CIO based on the ETS initiatives and to study the appropriate grading metrics of the CIO. A report of the meeting was presented to the ITSC at its May 3, 2018 meeting and was discussed at the May 24, 2018 meeting. Discussion, comments, and recommendations from the ITSC:

A. IT Governance:

1. IT governance processes to include DOE: Member Yoshimi asked if there are any anticipated governance issues in adding DOE to the metrics. Chair Nacapuy noted that DOE is under executive branch jurisdiction and ETS will encourage the DOE's continued participation in governance efforts.
2. IT budget requests to include non-exempt departments (DOE): ITSC members requested a list of departments exempt from CIO jurisdiction (e.g., UH, Judiciary, the Legislature, OHA, HHSC). The exemption list will be included with the metrics. Member Nishida reminded that the permitted interaction group discussed having department IT divisions reporting on their enterprise project status to ITSC. (See item D.8. below.) Chair Nacapuy noted that every State executive agency IT division currently reports monthly to ETS on the roadmap status.
3. Reduce costs of IT projects: The 2017 goal was five percent. Member Sakuda asked if the intent was to reduce ongoing costs. Chair Nacapuy explained that cost reduction was measured based on projects under [Administrative Directive 15-02](#) (AD 15-02) and said a higher goal of 10 percent should be achievable. Member Nishida questioned if the higher goal could be met even with addition of DOE to metric and Chair Nacapuy replied that should be the goal. Member Kuroiwa questioned what last year's results were, and the answer is slightly under 10 percent. Member Yoshimi's concern is at some point the 10 percent would be unsustainable. Chair Nacapuy recognizes this and noted the measurement can be adjusted over time, but 10 percent is achievable at this time.
4. Deploy enterprise policies or standards on website: Chair Nacapuy expressed that one of the main functions of ETS is to deploy enterprise policies and standards.

5. Web accessibility standard and training: No comments. Continue.

B. IT Workforce Development:

1. Minimize vacancies: No comments. Continue.
2. LinkedIn use by all departments: No comments.
3. ETS civil service IT broadbanding: No comments.
4. Annual Code Challenge: No comments.
5. Technical training: Chair Nacapuy noted challenges getting staff to take training.

C. Cybersecurity:

1. Fill positions: No comments.
2. Implement response plan and train key State personnel: Member Sakuda asked who the key personnel includes. Chair Nacapuy responded that IT managers from each department will be included in the training.
3. Establish metrics: Deadline will be tied to the fiscal year.

D. Enterprise Projects and Programs:

1. RFP for State Web Portal Program: No comments.
2. IV&V for all enterprise projects: No comments.
3. Tax system modernization: No comments.
4. Payroll and time and attendance modernization: No comments.
5. KOLEA: Project is behind, awaiting CMS (U.S. Centers for Medicare & Medicaid Services) approval. Member Sakuda asked if ETS is in charge of implementing this project. Chair Nacapuy responded that ETS is not in charge but is part of the executive committee that oversees the project, and because it is a modernization project, it falls under the purview of the CIO.
6. Report on upcoming enterprise projects: No comments.
7. Report on IV&V findings: The Independent Verification and Validation findings reports contain an analysis and characterization of existing conditions, including those conditions that could potentially cause a project to fail and may not have been otherwise recognized without the IV&V report. Chair Nacapuy shared an example of a recent finding that led to actions taken on identified issues that helped put a project back on track.
8. Departments with enterprise projects report: Departmental reports to ITSC should be semi-annual. Deadlines will be August 1, 2018 and December 1, 2018.

E. Services-Oriented Infrastructure:

1. Tech support to departments: No comments.
2. Office 365 support: No comments.
3. eSign Service support: Measurement should be per calendar year.
4. Cloud Services: No comments.
5. Network Operations: No comments.
6. Telecommunications Services: No comments.

F. Open Data Metrics:

1. Open data governance policies: No comments.
2. Support utilization of Roadmap: ETS to determine what makes sense in reporting on forward progression.

3. Evaluate State web portal: Member Thornton recommended the RFP portion of the metric description be removed because it is addressed under the Enterprise Projects and Programs section. Currently a survey of departments is generated, and Chair Nacapuy recommended adding a survey of constituents on their transactions with the State as the measurement for this metric. Member Kuroiwa confirmed with CIO that the RFP will be issued in line with the Access Hawaii Committee recommendations. Members Sakuda and Thornton asked for clarification of the metric. The metric description should be *evaluate effectiveness of the State Web Portal program and model*, and the measurement would be a survey of constituents – *yes or no*.

G. Cost Transparency Metrics:

1. Collect departmental IT roadmaps: No comments.
2. Add financial data in roadmaps: Costs will be broken down showing how it is spent. Member Ancheta confirmed with CIO that data will be publicly available.
3. Define and publish financial piece: No comments.
4. Add cost dimension to dashboard to track progress: Change the metric description to reflect a comparison between budget planning to actual spending, and change deadline from December 1, 2018 to July 1, 2018.

The ITSC unanimously accepted the report and metrics amendments. The ETS website will be updated with the new metrics and be publicly available.

VI. HCR 94 – Development of a Strategic Plan with Data Goals and Objectives; Discussion and Appropriate Action

Per HCR 94, ITSC is requested to submit a State Information Technology Strategic Plan (“the plan”) to the Legislature by twenty days prior to its 2019 regular session. The ITSC discussed how to begin development of the plan.

Considerations to note:

- No resources were allocated by the legislature to work on this request. Transform Hawaii Government (THG) donated funding for a consultant to facilitate the plan development, and a MOU will be presented to the ITSC for review and approval.
- The Sunshine Law restricts board member interactions outside of committee meetings and requires discussions by the ITSC to be public. Additional ITSC meetings will be scheduled to work on the plan, but no more than monthly. The meeting restrictions would limit the amount of time available to work on the plan.

Due to the time constraints in meeting the deadline of this resolution, Chair Nacapuy recommended that ETS work with the consultant to develop the strategic plan and present the progress at ITSC meetings for members to review, discuss, and advise on direction. Suggested guidelines are as follows:

- ITSC will provide guidance and set a broad template.
- ETS will update the ITSC on the plan development progress at every meeting to get ITSC feedback. This will be the meeting focus for the next six months.

- ETS would work with the consultant to develop the plan, and the consultant can be invited to present at ITSC meetings.
- ETS would reach out to the community and other State departments for input.
- The first ETS update would be on the overall structure of the plan.
- The update report would be distributed in advance to the ITSC, then reviewed and discussed at the ITSC meeting.
- Future ITSC meetings will be approximately monthly, and other non-pressing agenda items will be tabled until after the plan is completed and approved.

There were no objections to these suggested guidelines and method. Further discussions about the framework of the plan will occur at the next meeting.

VII. Good of the Order

- A. Announcements – None.
- B. The next ITSC meeting is scheduled to be on Thursday, June 14, 2018, 1:30 p.m. to 3:30 p.m., at 1151 Punchbowl Street, Kalanimoku Building, Room 410.

VIII. Adjournment

The meeting was adjourned at 2:55 p.m.