Information Technology Steering Committee (ITSC)

AGENDA

Friday, July 27, 2018
1:30 p.m.
Kalanimoku Building, Room 322 B&C
1151 Punchbowl Street, Honolulu, Hawai`i

I. Call to Order

II. Review and Approval of June 14, 2018 Meeting Minutes

III. Public Testimony on Agenda Items
Any interested person may submit data or views, in writing or in person, to the committee on any agenda item. Testimony must be related to an item on the agenda, and such person shall be required to identify the agenda item to be addressed by the testimony. Each individual or representative of an organization is allotted three (3) minutes, or an amount of time otherwise designated in advance by the chairperson, to provide testimony to the ITSC.

IV. State Information Technology Strategic Plan – ITSC Stakeholder Feedback

   A. Update to ITSC on Stakeholder Workshop #1 (update on morning's workshop)
   B. ETS Scan of State of Hawaii's IT Environment: Factors/Issues to consider in developing the State of Hawaii IT Strategic Plan (Environmental Scan attachment)
   C. State of Hawaii IT organizational structure (Unofficial State of Hawaii Organizational Chart attachment– where CIO lies)
   D. Effective Government, Efficient Government, Open Government: what's missing from the current "ETS Priorities" List?
   E. Specific concerns and challenges around data management and transparency?
   F. Development of statewide data goals and objectives: areas of focus?
   G. What current or anticipated future IT challenges/threats need to be addressed in the new strategic plan?
   H. In what other ways can ETS support the Departments and constituents?
   I. What emerging technologies and trends do we need to watch and address?
   J. What elements of the current roadmap(s) need more explanation or detail communicated out?
   K. What change management challenges for the State to you foresee?
   L. Other mechanisms needed to encourage (enforce?) statewide buy-in of plan? I.e., reorganization, personnel, policy, directives, legislation?
   M. What other big questions need to be addressed in the new strategic plan?

V. Good of the Order
   A. Announcements
   B. Next Meeting: August 23, 2018, 10:00 a.m., 700 Bishop Street, Suite 1701, Honolulu

VI. Adjournment

Individuals who require special needs accommodation are invited to call ETS at (808) 586-6000 at least three (3) working days in advance of the meeting.

What are some current and emerging trends relevant to the work you do that need to be considered? This might include social, economic, or regulatory realities or projections. For instance, you might spend 2-3 minutes sharing projections on increasing/decreasing need for your specific kinds of services in your community.

- Workforce challenges
  - Lower paying positions in comparison to the private sector
  - High number of administrative positions in IT organizations
  - Civil Service positions have a 40 hour work week
  - Lack of knowledge in IT
  - Having sufficient qualified resources to successfully manage enterprise projects
- Subscription based licensing
  - Increasing recurring costs
  - State does not "own" the software
  - Difficult to move away from a manufacturer
- Move to the Cloud is impacted by distance to Data Centers
  - Performance of cloud resources are impacted by distance
  - Higher risk of failure due to limited paths for Internet connection
  - User experience for IT applications are degraded
- Cyber Security
  - IT in the State is decentralized and siloed thus making it difficult to protect the infrastructure
  - Need to have commitment by the Departments towards security
- Change Management
  - State organizations are reluctant to change and consolidate business practices
  - Divergent process for similar functions increase duplication and costs.
- Need for Centralization
  - De-centralize purchasing of equipment and license increase costs and hampers standardization.
- Application Development
  - Need for standards for the application development platform to decrease costs and build a larger workforce experienced in the platform
  - Need to update legacy applications quickly and cost effectively
- Governance
  - Establishing effective policies, guidelines, controls and processes in a rapidly evolving environment (organizational and technology)

What are the most significant current and emerging trends in your "industry"? Are you hearing of any challenges that look to be trends or any innovations that seem to be improving performance or outcomes that should be noted as we begin our planning?

- Cloud
  - Need to make applications, and IT resources, available anywhere
  - Ease of development

- o Higher availability and redundancy
- o Artificial Intelligence
  - o Translation – making data available in multiple languages
  - o Image processing – image tagging, recognition, and analysis
  - o Voice processing – voice tagging, transcription, and analysis
- o Data Management
  - o Correlation of disparate data
  - o Making data sources open and available
  - o Building databases on highly available and cost-effective infrastructure
- o Digitization (move to paperless)
  - o Building applications to replace manual and paper processes
  - o Ability to store and easily retrieve digitized data
- o Integrated Systems
  - o System are siloed by Department and in some cases Agency. The need is to get them to talk together
  - o Standardization of hardware and software
- o Mobile
  - o Ability to access applications and data via mobile devices
  - o Standardization across the State
- o Cyber Security
  - o Protection of digital resources across the State
  - o Ability to manage all endpoints from a security and patching perspective
  - o Updating of legacy applications to meet security requirements
  - o Ability to secure the Cloud infrastructure
  - o Increased visibility into activity on the network
- o Electronic Payments
  - o Standardization of payment systems to increase security and decrease costs
  - o Make it easier for the public to pay
- o Accessibility
  - o Make all State data that is public facing accessible – meet WCAG 2.0 AA
- o Applications
  - o Create more apps to enable the Public to access State services and resources easily

What other organizations are operating in "our space" as "competitors" (for funding, public support, clients, etc.) and how does THEIR work inform or impact OUR future plan? This should be a quick thumbnail sketch of other providers in your space/geography and how they complement or compete with you. This always helps to guide a conversation about future direction,expansion/growth/stability strategies, partnerships, products & services, etc.

- o Department IT organizations
  - o Adoption of standards and policies set by ETS
    - ▪ No staff or trained staff to implement
    - ▪ Incompatibility with Department (legacy) applications
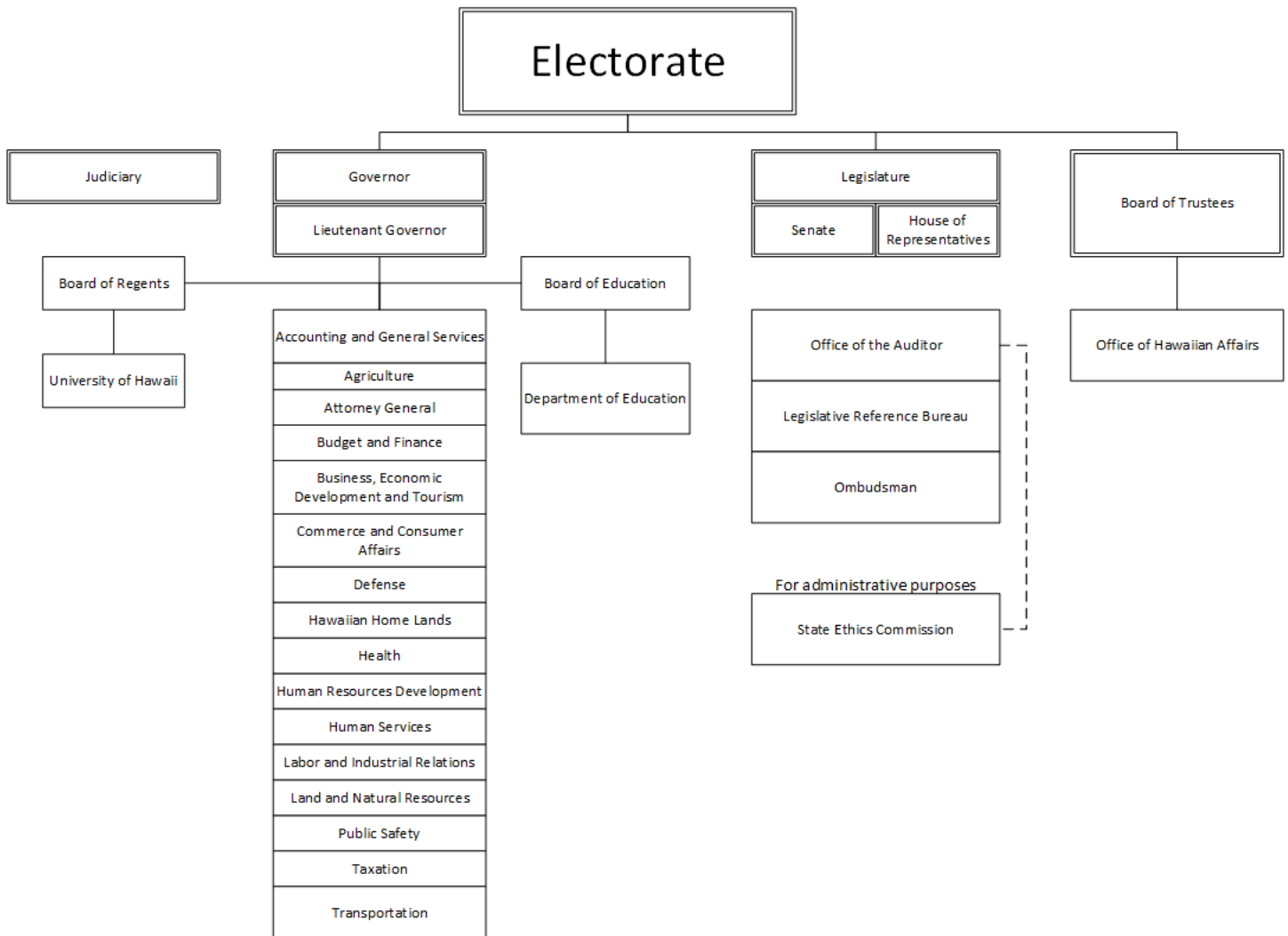   - ▪ Resistance to implementation

- Legislative Funding and Initiatives
    - Support for funding requests
    - Maintenance of existing budget
- Potential for a new administration
    - Support for current IT initiatives
    - Support for current IT platforms
    - Support for current IT budget

Generally, how healthy is the organization as we look towards the next 3 years? What I'm looking for here is a 2-3 minute review of internal indicators of your capacity to grow vs. maintaining status quo...or even having to shrink or restructure. Brief financial overviews, insight into culture, capacity, and temperature (aka morale) of your staff is useful. How much more can they take on? Would you need to grow staff to do more? Are there things you could stop doing to make room for new efforts? We're looking to you here for an assessment of the overall health of your team.

- Potential for a new administration
    - Support for current IT initiatives
    - Support for current IT platforms
    - Support for current IT budget
- Staff
    - Bulk of ETS staff is either for administrative, fiscal, or support of legacy applications
        - ETS currently has 166 employees of which only 30 support new technologies
        - We are focused on filling positions to help alleviate the heavy workload faced in our branches and in anticipation of the high number of eligible retirees in our workforce.
        - We estimate, today there are 48 of our employees are eligible to retire in our organization.
    - There is an "us versus them" mentality, specific to some of our civil service employees and their views on exempt positions.
    - Providing training and sessions on self-improvement has been received with positive feedback from our employees.
- Department IT Organizations
    - Need for consolidation and standardization
    - Establishment of a separate Department to oversee and provide IT statewide

Unofficial State of Hawaii Organization Charts, based on the Guide to Government in Hawaii, Fourteenth Edition, September 2013, by the Legislative Reference Bureau – updated to reflect current 2018 information

State Government

Electorate

- **Judiciary**
  - **Board of Regents**
    - University of Hawaii
- **Governor**
  - **Lieutenant Governor**
    - Accounting and General Services
    - Agriculture
    - Attorney General
    - Budget and Finance
    - Business, Economic Development and Tourism
    - Commerce and Consumer Affairs
    - Defense
    - Hawaiian Home Lands
    - Health
    - Human Resources Development
    - Human Services
    - Labor and Industrial Relations
    - Land and Natural Resources
    - Public Safety
    - Taxation
    - Transportation
  - **Board of Education**
    - Department of Education
- **Legislature**
  - Senate
  - House of Representatives
    - Office of the Auditor
    - Legislative Reference Bureau
    - Ombudsman

    For administrative purposes
    - State Ethics Commission
- **Board of Trustees**
  - Office of Hawaiian Affairs

Department of Accounting and General Services

Comptroller

For administrative purposes

Accounting Division

Archives Division

Audit Division

Automotive Management Division

Central Services Division

Land Survey Division

Public Works Division

Campaign Spending Commission

Chief Information Officer
Office of Enterprise Technology Services

Community Council on Purchase of Health and Human Services

Elections Commission

Office of Elections

Boards of Registration

Enhanced 911 Board

King Kamehameha Celebration Commission

Procurement Policy Board

State Procurement Office

Stadium Authority

State Building Code Council

State Foundation on Culture and the Arts

Office of Information Practices

Access Hawaii Committee

Information Privacy and Security Council

Information Technology Steering Committee