Information Technology Steering Committee (ITSC)
established for the State of Hawai`i per HRS §27-43(b)

Meeting Minutes
Thursday, June 14, 2018   1:30 p.m. to 3:30 p.m.
1151 Punchbowl Street, Room 410, Honolulu, Hawai`i

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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
Kevin Thornton, Judiciary, State of Hawai`i
State Representative Kyle Yamashita, Legislature
Marcus Yano, SystemMetrics Corporation
Garret Yoshimi, University of Hawai`i

Members Absent:
Kelly Taguchi, Spectrum
Aryn Nakaoka, Tri-net Solutions

Other Attendees:
Valri Kunimoto, Deputy Attorney General, State of Hawai`i
Todd Omura, ETS
Michael Otsuji, ETS
Vincent Hoang, ETS
Caroline Julian-Freitas, ETS
Peter L. Fritz, Member of the Public
Lee McCarthy, Hawai‘i Interpreting Services
Landon Wong, HPPA
Steven Reese, Microsoft
Haley Hendricks, Microsoft
Malcolm Shintani, Dept. of Transportation
Brandon Onishi, Hawaiian Telcom
Alison Shimabuku, Hawaiian Telcom
Leslie Mullens, Playbook Consulting Group

I.   **Call to Order**
      Chair Nacapuy called the meeting to order at 1:35 p.m. Quorum was established with nine members present.

II.   **Review and Approval of May 24, 2018 Meeting Minutes**
      The May 24, 2018 meeting minutes were unanimously approved.

III. **Public Testimony on Agenda Items**

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Peter L. Fritz provided written testimony in a letter dated 2018-06-14 and summarized the letter in oral testimony regarding agenda item IV. *State Information Technology Strategic Plan Development.* Mr. Fritz pointed out gaps in State web accessibility and would like ETS to address them in the strategic plan. Some of the accessibility issues include broken links, images unreadable by a screen reader, and untagged items. Chair Nacapuy stated that ETS recognizes the accessibility issues that need to be addressed and takes them seriously. He replied that implementation of improvements may be restricted by budget and resource limitations. However, ETS has researched and discovered a cost-effective option to move forward. Michael Otsuji, IT Service Operations Officer, briefly described the ETS plan to build out a statewide platform to scan all of the websites. Currently, ETS is in the process of procurement. The web team has thoroughly tested the platform and believes it will solve many accessibility issues. ETS will work with the platform vendor and web vendor, HIC, to develop a template to correct the issues, and ETS will implement training. Mr. Otsuji also noted that ETS achieved an accessibility score of 83 out of 100, and the government industry average is 65.2. Mr. Fritz acknowledged that the ETS website is better than average for accessibility but would like to see a statewide hierarchy of responsibility.

Chair Nacapuy took the testimony under advisement and mentioned that the evaluation of the CIO includes an accessibility grading.

IV. **State Information Technology Strategic Plan Development**
Per HCR 94, ITSC is requested to submit a State Information Technology Strategic Plan ("the plan") to the Legislature twenty days prior to its 2019 regular session. The ITSC discussed how to develop the plan.

A. **Introduction of Facilitator**
Chair Nacapuy introduced Leslie Mullens, President, Playbook Consulting Group, who specializes in organizational development, strategic planning, and team building. The facilitator will be enlisted to organize and advance the plan development.

B. **Status and Next Steps; Discussion of Framework and Approach; Appropriate Action**
The facilitator distributed a schedule of activities and planning sessions for ITSC review (*Strategic Planning Engagement Planner*).
- Member Yoshimi asked if there are planning sessions outside of ITSC meetings that members should attend. Chair Nacapuy noted that Sunshine Law regulations restrict board member meetings outside of public forum. While ITSC guidance is important, Chair Nacapuy stresses that input from the community, other stakeholders and government entities is essential.
- Member Thornton asked if the focus of the plan would be based on HCR 94.
- Member Yoshimi recommended that HCR 94 should be taken into account but should not drive the process or be the primary focus in developing the plan.
- Member Thornton asked Representative Yamashita if there are checkpoints the ITSC should consider to satisfy the legislature's intent of the resolution.

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- Representative Yamashita suggested engaging the introducer of the resolution to keep him informed and to solicit guidance. Chair Nacapuy said that Senator Wakai will be invited to the planning sessions.
- Member Sakuda asked if a list of invitees to the sessions would be determined at today's meeting. The facilitator replied that would be the case, and that there could be different invitees or overlapping invitees for each session.
- Member Nishida asked if the schedule represents an aggressive time frame. The facilitator replied that the schedule was the best possible given the limited time and participant availabilities. Chair Nacapuy agreed it is aggressive.
- The facilitator questioned if the ITSC feels the strategic plan is important. Member Yoshimi replied that the plan is not only a statutory obligation but also a timely reassessment and clarification of goals.
- Member Nishida stated he would like to see a document that specifically explains what the strategic path is and how the ITSC can help.
- Member Yano agreed that the plan would be a useful guide for ITSC involvement and support and for better evaluation of the CIO.
- Chair Nacapuy feels that the strategic plan should be a tool for the ITSC to hold the CIO accountable, more so than a support system.
- Member Sakuda feels what's important is what the vision and purpose of the strategic plan would be, and how the separate departments connect. Is the CIO armed with the resources to be accountable for all other departments.

The facilitator asked the ITSC what will be needed to implement the plan (e.g., budget, policy support):

- Member Sakuda asked if State services are integrated. She would like to see better coordination and alignment between all State departments.
- Member Yoshimi agrees that there is an integration challenge for the State, and pointed out that what Member Sakuda addressed is business integration, beyond the scope of IT integration, and involves broader issues such as statewide process re-engineering and workforce impacts.
- Member Yano asked if there was a defined scope in HCR 94 to know if the outcome will be a document or a vision and how the plan will be used for accountability. Chair Nacapuy stated that there was no detailed expectation written. The sessions will parse out what ETS can and cannot affect and that some laws or authority structure changes may be needed. The impetus should be to determine what the public wants, how to meet the needs of the citizens, how to remove roadblocks, and to determine what can be done.
- Member Nishida would like the plan to show how departments can work together to become effective and efficient.
- Member Thornton would like to see the legislature engaged early in the process and garner continuous feedback.

- Member Yamashita suggested that an understanding of underlying problems may be helpful and to know why are we here, how did we get here, what mistakes were made, and how to avoid them in this instance.
- Member Thornton suggested an alternative framework that would allow for agencies not under the Governor's jurisdiction (Judiciary, Legislature, OHA) to operate separately but still have ETS IT oversight.
- Member Sakuda would like the plan to determine the State's philosophy around balancing cybersecurity and access to information.
- Member Kuroiwa believes that the approach to transparency should be from a stance of publishing everything you can publish. However, an issue may be that control of the data isn't necessarily under the CIO.
- Member Yano would like to see an overarching master data strategy.
- Member Kuroiwa suggests that the plan tie back into a data structure and a mandate that everyone feed into that data structure, controlled by ETS.
- Member Ancheta asked if the plan would be a one-time event or ongoing. Chair Nacapuy stated he thought it should be reviewed periodically.

Chair Nacapuy reviewed the list of invitees to the plan development process:

- All of the large State agencies are invited. Smaller agencies may have only one IT person on staff, and due to time and space limits, not all agencies can be included.
- Civil Beat Law Center for the Public Interest
- Common Cause Hawai'i
- Legislators – Senator Wakai, Representatives Matsumoto, Yamashita, Keohokalole, Finance and WAM staff
- Venture capitalists

Suggestions for additional invitees:

- State Procurement Office
- DBEDT Energy
- Business Roundtable
- Senator Rhoads, Chair of Deaf/Blind Task Force
- Vendors – Chair Nacapuy said they considered vendors, however it would be extremely difficult to determine who to invite and to draw a line and a limit.

ETS will provide the list of all invitees to the ITSC for feedback.

C. Transform Hawai`i Government (THG) MOU – Review and Approval
The ITSC reviewed and voted to approve the THG MOU. The approval was unanimous with one abstention by Member Sakuda. There were no objections.

V.   Good of the Order
A. Announcements – The August 29, 2018 meeting will be changed to August 23, 2018, and will be held at the Hawai'i Leadership Forum, 700 Bishop Street, Suite 1701.

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B. The next ITSC meeting is scheduled for Friday, July 27, 2018, 1:30 p.m. to 4:30 p.m., at 1151 Punchbowl Street, Kalanimoku Building, Room 322 B&C.

VI.   Adjournment
The meeting was adjourned at 2:52 p.m.