Information Technology Steering Committee (ITSC)

AGENDA

Thursday, December 20, 2018
10:00 a.m. to 11:30 a.m.
1151 Punchbowl Street, Basement Video Conference Center,
Honolulu, Hawai`i

I. Call to Order

II. 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.

III. Executive Session
The committee anticipates going into executive session, pursuant to Hawai`i Revised Statutes (HRS) section 92-5(a)(2), to consider the evaluation of an officer and, pursuant to HRS section 92-5(a)(6), to consider confidential matters relating to the security of State of Hawai`i information technology infrastructure and resources.

IV. Results of Evaluation of Chief Information Officer; Discussion and Appropriate Action

V. Good of the Order
A. Announcements
B. Next Meeting: February 28, 2019, 1151 Punchbowl Street,
                               Basement Video Conference Center, Honolulu, Hawai`i

VI. Adjournment

Individuals who wish to request an auxiliary aid/service or other accommodation for this meeting are asked to call the Office of Enterprise Technology Services at (808) 586-6000 as soon as possible. Due to a limited number of communication access providers, provision of the requested accommodation cannot be guaranteed.

Follow-Up Information for Information Technology Steering Committee (ITSC)

2018 Metrics for Evaluation of the Chief Information Officer (CIO)

December 14, 2018

The information below is provided to the ITSC to assist in the 2018 evaluation of the CIO:

Metric No. 3: Reduce costs of IT projects reviewed under IT governance processes (AD No. 15-02)

- 2017 calendar year
    - Total Amount Approved IT Spend Requests: $136,987,822
    - Total ROI: $15,387,553; 11%
- 2018 calendar year
    - Total Amount Approved IT Spend Requests: $111,220,463
    - Total ROI: $19,853,780; 17%

Metric No. 4: Deploy 10 Enterprise Architecture (EA) policies and standards on citizen-facing website; continuous deployment and maintenance of statewide policies and standards.

- Correction: Currently, ~~6~~ **3** policy/guidelines are posted

Metric No. 19: *NEW* Report on upcoming enterprise projects, e.g., summary of project phase activities, by phase (planning, budgeting, procurement, or implementation), within upcoming 6-12 months.

- Department Dashboard in SharpCloud: Current Total No. of Projects designated as 'enterprise' and reviewed by the Project Advisory Council (PAC): 31
- 25 are "on track" (80%)
- 3 are "behind" (10%)
- 3 are "not started or on-hold" (10%)

Metric No. 25: 3) Implement Government Private Cloud / Cloud Services

- Total Virtual Machine counts for the GPC migration:
    - Test/Dev = 72
    - Prod = 273
    - Load Balancer Instances = 5
    - Total VMs = 350

Metric No. 26: 4) Continue Network Operations & Maintenance

Core Infrastructure Network Node Availability

State of Hawaii
Office of Enterprise Technology Services

Reachability of Network Nodes

Summary of Orion Objects: **Core Infrastructure**

Summary of Time Periods: **Custom Period (1/1/2018 12:00 AM - 12/1/2018 11:58 PM UTC)**

Availability Summary for **Core Infrastructure** from **Custom Period (1/1/2018 12:00 AM - 12/1/2018 11:58 PM UTC)**
Ordered by: Availability - Descending then by Node Name - Descending

NODE NAME	LOCATION	AVAILABILITY
O-UHM02-CN7K-02-T2		100.000 %
O-UHM02-CN7K-02-T1		100.000 %
O-UHM02-CN7K-01-T2		100.000 %
O-UHM02-CN7K-01-T1		100.000 %
O-UHM02-C1006-01	University of Hawaii ITC	100.000 %
O-UHM02-ASA5585X-04-T2/admin		100.000 %
O-UHM02-ASA5585X-03-T2/admin		100.000 %
O-UHM02-ASA5585X-02-T1/admin		100.000 %
O-UHM02-ASA5585X-01-T1/admin		100.000 %
O-KAL00-CN7K-02-T2		100.000 %
O-KAL00-CN7K-02-T1		100.000 %
O-KAL00-CN7K-01-T2		100.000 %
O-KAL00-CN7K-01-T1		100.000 %
O-KAL00-C6807-VSS-01	ICSD Assistance Center	100.000 %
O-DRF01-CN7K-02-T2		100.000 %
O-DRF01-CN7K-02-T1		100.000 %
O-DRF01-CN7K-01-T2		100.000 %
O-DRF01-CN7K-01-T1		100.000 %
O-DRF01-C6807-VSS-01	DRFortress	100.000 %
O-DRF01-C3600X-02		100.000 %
O-DRF01-C3600X-01		100.000 %
O-DRF01-C1006-01	DRFortress Data Center	100.000 %
O-DRF01-ASA5585X-04-T2/admin		100.000 %
O-DRF01-ASA5585X-03-T2/admin		100.000 %
O-DRF01-ASA5585X-02-T1/admin		100.000 %
O-DRF01-ASA5585X-01-T1/admin		100.000 %
CORE2_SUP720	Hemmeter MDF, 250 S. Hotel Street, Honolulu, 96813	100.000 %
CORE1_SUP720	ICSD Assistance Center	100.000 %
B-KAW01-C6807-VSS-01	Kawaihae RM	100.000 %
B-HSB02-C3600X-02	Hilo SOB, 75 Aupuni Street, 2nd Floor Telecom Room, Hilo, HI 96720	100.000 %
B-HSB02-C3600X-01	Hilo SOB, 75 Aupuni Street, 2nd Floor Telecom Room, Hilo, HI 96720	100.000 %
ASA-INTERNET	Kalanimoku, Assistance Center	100.000 %
M-WSB04-C3600X-01	Maui SOB, S. 54 High Street, 4th Floor Telecom Room	99.995 %
O-KAL00-MPLS	ICSD Assistance Center	99.995 %
O-HEM01-MPLS-01	Hemmeter Building, MDF, 250 S. Hotel Street, Honolulu, 96813	99.995 %
M-WSB04-C3600X-02	Maui SOB, S. 54 High Street, 4th Floor Telecom Room	99.994 %
K-KSB00-C3600X-01	Lihue SOB, 3060 Eiwa St, 1st Floor MDF	99.993 %
K-KSB00-C3600X-02	Lihue SOB, 3060 Eiwa St, Basement Telecom Room	99.991 %
M-MRT01-C920-01	Maui Research and Technology Center RM 159	99.989 %
O-SYM02-C920-01	SM Room	99.968 %

Metric No. 31: Collect departmental IT roadmaps, under new authority provided under HRS 27-43

- Department Dashboard in SharpCloud current data statistics:

Department	No. of Active Status Projects	Projects with Data in Majority of Panels		Projects with Data in All Panels	
		No.	%	No.	%
ATG	45	41	91%	4	9%
B&F	18	15	83%	3	17%
DAGS	5	3	60%	2	40%
DBEDT	10	10	100%	0	0%
DCCA	29	21	72%	8	28%
DHHL	9	3	33%	6	67%
DHRD	3	2	67%	1	33%
DHS	20	17	85%	3	15%
DLIR	14	9	64%	5	36%
DLNR	13	12	92%	1	8%
DOD	8	5	63%	3	38%
DOH	29	14	48%	15	52%
DOT	37	23	62%	14	38%
DoTAX	5	4	80%	1	20%
HDOA	24	24	100%	0	0%
PSD	12	12	100%	0	0%
ETS	574	429	75%	145	25%
Total Overall	**855**	**644**	**75%**	**211**	**25%**

End

Scoring Framework:
A = Completed 100% on time, on budget
B = Completed but not on time, on budget (up to 10% variance)
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F = Not at all
I = Not scored (with justification)

IT GOVERNANCE

No.	2018 Metric Description	Measurement	Deadline	Grade	Status
1	Expand IT governance processes to include the Department of Education (DOE), pursuant to Administrative Directive (AD) No. 15-02, "Program Governance Requirements for Act 119 and Enterprise Information Technology Projects"	Percentage of departments participating	12/1/18		16 out of 17 Departments actively participating. See: https://my.sharpcloud.com/html/#/story/b04657dc-0318-4db8-a58f-b4ebd9e24dde/view/5bcb4b33-a824-43cb-9e06-8733e28296bd
2	Expand IT annual budget request process to include participation by the Department of Education, in accordance with HRS section 27-43(a)(5), requiring departments to maintain their respective multi-year IT strategic and tactical plans and roadmaps as part of the State's overall IT strategic plans	Percentage of departmental roadmaps maintained	12/1/18		16 out of 17 Departments actively participating. See: https://my.sharpcloud.com/html/#/story/b04657dc-0318-4db8-a58f-b4ebd9e24dde/view/5bcb4b33-a824-43cb-9e06-8733e28296bd
3	Reduce costs of IT projects reviewed under IT governance processes (AD No. 15-02)	Percentage of reduction relative to overall IT costs: 10 percent	12/1/18		Total cost reduction, avoidance, efficiency gains approx. 17% of all approved IT spend requests – total ROI See: https://my.sharpcloud.com/html/#/story/b04657dc-0318-4db8-a58f-b4ebd9e24dde/view/5bcb4b33-a824-43cb-9e06-8733e28296bd

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No.	2018 Metric Description	Measurement	Deadline	Grade	Status
4	Deploy 10 Enterprise Architecture (EA) policies and standards on citizen-facing website; continuous deployment and maintenance of statewide policies and standards.	Yes or no and overall quality of resource	12/1/18		Currently, 6 policy/guidelines are posted See: http://ets.hawaii.gov/policies/
5	Establish web accessibility standard and launch statewide training resources	Yes or no	12/1/18		In FY19 Q1, ETS procured and deployed SiteImprove web accessibility checking, site optimization web software for use by all Executive Branch Departments, including providing overview/usage training sessions (in person and via web). Formulated draft updated web accessibility standards – internal ETS review complete. Next step to confer with DCAB.
	Average Grade				

IT WORKFORCE DEVELOPMENT

No.	2018 Metric Description	Measurement	Deadline	Grade	Status
6	Minimize level of vacancies within ETS	Vacancies: less than 10 percent monthly average rate	12/1/18		7% vacancy rate; expected to decrease further by end of year – 3 individuals selected for hire.
	Facilitate programs designed to establish, expand and/or promote career path opportunities within the State for IT workers:				

As of December 1, 2018

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No.	2018 Metric Description	Measurement	Deadline	Grade	Status
7	Use of LinkedIn as a recruitment/ branding tool throughout all departments (not only for IT positions)	20% of departments use tool	12/1/18		Introduced LinkedIn to DCCA. DCCA in July was working on the order.
8	ETS Employee participation in the Civil Service IT Broadbanding Project	ETS employees participating in program: 10 percent of applicable civil service IT employees	12/1/18		7% of applicable civil services IT employees participated in the IT Broadband for 2018.
9	Continue and expand Hawaii Annual Code Challenge program	3rd event compared to previous; goal: greater than 250 participants	12/1/18		An estimated 200 participants due to room capacity.
10	*NEW* Technical training – Provide professional development and personal development to ETS based on needs assessment conducted	Suggested: Increase the number of staff taking training by 20% from the prior year. Or: Use all training budget for 2018.	12/1/18		The number of staff that took training is 18% compared to 2017 which was 31%. This only reflects reported training; may not reflect self-directed training.
	Average Grade				

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CYBERSECURITY

No.	2018 Metric Description	Measurement	Deadline	Grade	Status
11	Fill all available ETS cybersecurity positions	Yes or no and overall quality of resource	12/1/18		Filled vacant positions - OCT 2018
12	Implement cybersecurity response plan and identify and train key State personnel.	Yes or no	7/1/18		Implementation - Ongoing Tabletop Exercise - AUG 2018 - AUG 2018 Training - SEP 2018
13	Establish metrics for cybersecurity response and effectiveness	Yes or no and quality of metrics	7/1/18		Assessment: - SEP 2018
	Average Grade				

ENTERPRISE PROJECTS & PROGRAMS

No.	2018 Metric Description	Measurement	Deadline	Grade	Status
14	Issue RFP for State Web Portal Program per Access Hawaii Committee standards	Yes or no	8/1/18		RFP not issued. During past year, procurement committee formed with State Procurement Office. However, more definition on business model, goals, and expectations are needed to ensure needs are being addressed in the new procurement.

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No.	2018 Metric Description	Measurement	Deadline	Grade	Status
	Demonstrate successful implementation of the following enterprise initiatives:				
15	*NEW* All enterprise projects receive an IV&V including plans to address any major findings	Yes or no	12/1/18		Per HRS 27-43.6, CIO has required IV&V assessments on enterprise projects, like DOT-Highways financial management system upgrade, DLIR's DCD modernization, EUTF benefits system upgrade, and ERS retirement system upgrade See: http://ets.hawaii.gov/report/independent-verification-and-validation-reports/
16	Completion of Tax System Modernization Project, Phases 2 & 3	Review, assess and develop plan to address any major IV&V findings as of date	12/1/18		Phases 2 & 3 completed. Phase 4 is now live. IV&V activities in-flight now, no major findings to-date. See: https://my.sharpcloud.com/html/#/story/b04657dc-0318-4db8-a58f-b4ebd9e24dde/view/3a81c3f5-6014-4cb3-8289-0b35f84d493a
17	Completion of Enterprise Payroll and Time & Attendance Modernization, Payroll Phase	On track, on budget	12/1/18		Remaining organizations to go-live: UH and DOE (December/January timeframe) See: https://my.sharpcloud.com/html/#/story/f71c505b-7abc-47eb-bf55-7d68eac2aa80/element/d7e62b82-d515-44f1-9841-b2b6f0475a3a
18	Implement Kauhale On-Line Eligibility Assistance (KOLEA), Phases 1 & 2	On track, on budget	12/1/18		Benefits Eligibility Solution (BES) project underway. See: https://my.sharpcloud.com/html/#/story/b04657dc-0318-4db8-a58f-

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					b4ebd9e24dde/element/db815964-adf8-4723-aa17-d47e7db33eab
19	*NEW* Report on upcoming enterprise projects, e.g., summary of project phase activities, by phase (planning, budgeting, procurement, or implementation), within upcoming 6-12 months.	On track, on budget	12/1/18		In Department IT Roadmap Dashboard, enterprise projects are now tagged – next step is to provide various views for easier navigation. See: https://my.sharpcloud.com/html/#/story/b04657dc-0318-4db8-a58f-b4ebd9e24dde/view/5bcb4b33-a824-43cb-9e06-8733e28296bd
20	*NEW* Report on actionable IV&V findings	Yes or no	12/1/18		Currently, the ETS website tracks four projects with IV&V activities: DoTAX Tax System Modernization, DOH BHA Integrated Case Management, DAGS HawaiiPay, and DHS Systems Modernization; next steps are to create a dashboard view(s) for the projects. See: http://ets.hawaii.gov/report/independent-verification-and-validation-reports/
21	*NEW* Departments with Enterprise Projects reports to ITSC semi-annually on status	Yes or no	7/1/18 12/1/18		August meetings were cancelled. Initial reports were on 10/3/18.
	Average Grade				

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SERVICES-ORIENTED INFRASTRUCTURE

No.	**2018** Metric Description	Measurement	Deadline	Grade	Status
22	Define level of support and further increase capability to provide tech support to departments as enterprise service	>95% Job tickets received and closed	12/1/18		3751 total tickets 3711 tickets closed (99%) 40 tickets open (1%)
	Demonstrate progress and success of:				
23	1) Provide Enterprise-wide Office 365 Project Support	Quality of departmental participation and sustainability based on survey results for O365	07/1/18		No survey done
24	2) Provide Enterprise-wide eSign Service Support	Number of transactions and quality of departmental participation; 200,000 transactions in calendar year 2018	12/1/18		Completed: 184115 (main tenant) + 14324 (secondary tenant) = Total 198439 Unique Senders: 4793 (main tenant) + 352 (secondary tenant) = Total 5145
25	3) Implement Government Private Cloud / Cloud Services	Migration completed (yes or no)	12/1/18		Completed

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No.	2018 Metric Description	Measurement	Deadline	Grade	Status
26	4) Continue Network Operations & Maintenance	Reliability and sustainability; goal for core Next Generation Network: 99.99% availability, excluding planned maintenance	12/1/18		99.997%
27	5) Maintenance and Operations of Telecommunications Services	Successful 99.99% availability, excluding planned maintenance	12/1/18		100%
	Average Grade				

OPEN DATA

No.	2018 Metric Description	Measurement	Deadline	Grade	Status
28	Identify and Establish appropriate governance policies for open data	Yes or no	12/1/18		Draft open data guidelines circulated to Office of Information Practices and selected external organizations – will also align with upcoming Statewide IT Strategic Plan goals and objectives.
29	Support Utilization of ETS Strategic Roadmap Dashboard	Compare roadmap data (planned spends) to actual spend requests	12/1/18		Currently developing integration with internal Sharepoint IT Spend Request site and public Sharpcloud IT Roadmap site.

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30	Evaluated effectiveness of State Web Portal program and model.	Survey of constituents	12/1/18		No survey done.
	Average Grade				

COST TRANSPARENCY

No.	**2018** Metric Description	Measurement	Deadline	Grade	Status
31	Collect departmental IT roadmaps, under new authority provided under HRS 27-43	Quality of departmental participation	7/1/18		16 out of 17 Departments actively participating. Currently looking at ways to measure level of participation. See: https://my.sharpcloud.com/html/#/story/b04657dc-0318-4db8-a58f-b4ebd9e24dde/view/5bcb4b33-a824-43cb-9e06-8733e28296bd
32	Standardize and publish finance data in ETS IT strategic roadmap, incorporating and aligning information from departmental IT roadmaps	Yes or no	12/1/18		Fields added to IT roadmap template for Departmental use. See: https://my.sharpcloud.com/html/#/story/b04657dc-0318-4db8-a58f-b4ebd9e24dde/view/5bcb4b33-a824-43cb-9e06-8733e28296bd
33	Define and publish financial piece of ETS IT strategic roadmap setting clear goals and benchmarks for the CIO's priority areas and priority projects/programs by the deadline to submit Executive Budget Request to the Legislature	Yes or no	12/1/18		Fields added to IT roadmap template, and Financial view added to Department Dashboard. However, financial goals and benchmarks not defined/published. Currently aligning with priority areas and programs.

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					See: https://my.sharpcloud.com/html/#/story/b04657dc-0318-4db8-a58f-b4ebd9e24dde/view/5bcb4b33-a824-43cb-9e06-8733e28296bd
34	Track cost savings by comparing planned budget to actual spending via the publicly accessible online dashboard.	Yes or no	7/1/18		Financial view comparing planned vs. actual spending added to Department Dashboard. See: https://my.sharpcloud.com/html/#/story/b04657dc-0318-4db8-a58f-b4ebd9e24dde/view/5bcb4b33-a824-43cb-9e06-8733e28296bd
	Average Grade				

Overall Grade:

Notes: