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

Meeting Minutes
Thursday, December 13, 2018, 1:30 p.m.
1151 Punchbowl Street, Basement VCC, Honolulu, Hawai`i

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Members Present:
Todd Nacapuy, Chair, Office of Enterprise Technology Services (ETS), State of Hawai`i
Benjamin Ancheta, Inkinen & Associates
Aryn Nakaoka, Tri-net Solutions
Christine Sakuda, Transform Hawai`i Government
Kelly Taguchi, Spectrum
Representative Kyle Yamashita, Hawai`i State Legislature
Marcus Yano, SystemMetrics Corporation
Garret Yoshimi, University of Hawai`i

Members Excused:
Jared Kuroiwa, Upspring – AIO Digital
Michael Nishida, First Hawaiian Bank
Kevin Thornton, Judiciary, State of Hawai`i

Other Attendees:
Todd Omura, ETS
Michael Otsuji, ETS
Vincent Hoang, ETS
Caroline Julian-Freitas, ETS
Bryce Fujii, ETS
Valri Kunimoto, Deputy Attorney General, State of Hawai`i
Brandon Onishi, Hawaiian Telcom
Alison Shimabukuro, Hawaiian Telcom
Peter Fritz, Member of the Public

I. **Call to Order**
   Quorum was established. Chair Nacapuy called the meeting to order at 1:31 p.m.

II. **Review and Approval of November 15, 2018 Meeting Minutes**
   Chair Nacapuy called for a motion to adopt the distributed minutes. A motion was made by Member Sakuda and seconded by Member Ancheta. The motion carried unanimously.

III. **Public Testimony on Agenda Items**
   Peter Fritz offered oral testimony related to the State's web portal, suggesting that the State leverage the tax clearance requirement when users apply online for professional licensing renewal. Chair Nacapuy replied that plan is actually already in progress and will be put in effect after April 2019, when online tax filing becomes available.

IV. **Metrics for the Evaluation of the Chief Information Officer (2018)**
   The ITSC reviewed the status of the *2018 Metrics for Evaluation of the Chief Information Officer (CIO)*. Todd Omura, IT Governance Manager, led the discussion of the metrics

measurements and status. ETS staff was in attendance to provide supporting information and to answer questions for the ITSC. Last year, the discussion was held in executive session, but this year, the CIO felt the discussion could be open, except for cybersecurity matters. The metrics for scoring were determined at an ITSC permitted interaction group meeting in April 2018, accepted by the ITSC in May 2018, and the scoring framework from last year will again be used this year.

A. **IT Governance**

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" (Note: AD 15-02 was updated and replaced by AD 18-03 on September 25, 2018.)

   - AD 15-02 mandates that Executive Branch departments submit requests for new IT projects per prescribed criteria. The DOE is the only department outstanding.
   - ETS reached out to the DOE several times about the directive. The State IT Project Review Board did not receive any requests from the DOE in 2018.
   - Member Nakaoka asked about the value of this metric. Chair Nacapuy noted that this governance process is used to create the budget. Each department meets with the IT Governance group monthly to review their dashboard and progress.
   - Member Sakuda asked if the non-compliance of DOE was elevated and Chair Nacapuy affirmed that several memos were sent to the DOE with no response.

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

   - This metric is an offshoot of the prior metric. It is part of the overall budget planning and spend process.
   - All Executive Branch departments are participating except for the DOE.
   - Member Nakaoka asked if there is a total number of budgets approved last year and this year. ETS will provide that information at the next ITSC meeting.
   - Mr. Omura gave an overview of the budget review and approval process.

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

   - Mr. Omura showed a spreadsheet showing the cost savings measurements, which totaled approximately 17 percent of all approved IT spend requests—total return on investment.

4. Deploy 10 Enterprise Architecture (EA) policies and standards on public-facing website; continuous deployment and maintenance of statewide policies and standards

   - Vincent Hoang gave an overview and status report on enterprise policies in effect. Chair Nacapuy clarified that there were actually only three new policies deployed.

- Member Sakuda and Member Yano asked if there were challenges in the development or deployment of the policies.
- Mr. Hoang said 20 documents were sent for legal review but are not yet deployed. Mr. Omura noted that the policies are identified, but ETS underestimated the amount of review time, coordination, and consultation required.
- If required to be a policy, it must go through a consultation process. If not required to be a policy, it can be posted as a guideline.
- Member Yano asked about lessons learned and how to move this process forward in a more efficient manner. Was the expectation too high? Chair Nacapuy replied no, that it is part of what ETS is required to do, set standards.
- Member Yoshimi suggested creating an umbrella policy that points to standards. Chair Nacapuy agreed to consider doing it that way, as some other states do.

5. Establish web accessibility standard and launch statewide training resources

- The updated web accessibility standard itself was not published, however, ETS did deploy a web accessibility software checking tool enterprise-wide.
- Michael Otsuji, ETS IT Service Operations Officer, noted that ETS also provided well-attended training to departments on how to create accessible documents within the Microsoft stack and the Adobe stack. These trainings will be ongoing.
- Bryce Fujii, IT Manager, gave an overview of SiteImprove, the web accessibility software ETS deployed, which shows analytics, compliance levels, benchmarks, and other tools for accessibility resolutions.

B. **IT Workforce Development**

6. Minimize level of vacancies within ETS
   - ETS is currently at seven percent.

7. Use of LinkedIn as a recruitment/ branding tool throughout all departments (not only for IT positions)
   - Chair Nacapuy noted that LinkedIn has been introduced to multiple departments, however, many do not participate due to budget concerns.

8. ETS Employee participation in the Civil Service IT Broadbanding Project
   - Chair Nacapuy does not know how to get further participation from employees.

9. Continue and expand Hawaii Annual Code Challenge program
   - Chair Nacapuy noted this year's participation was the best yet.

10. Technical training – Provide professional development and personal development to ETS based on needs assessment conducted
    - Due to high priority projects this year, such as the payroll project and elections, many staff did not have time for additional training.

C. **Cybersecurity**

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(Note: Discussion was held in Executive Session)

11. Fill all available ETS cybersecurity positions
   - Completed
12. Implement cybersecurity response plan and identify and train key State personnel
   - Completed
13. Establish metrics for cybersecurity response and effectiveness
   - Completed

D. **Enterprise Projects and Programs**

14. Issue RFP for State Web Portal Program per Access Hawaii Committee standards
   - RFP was not issued. ETS has made numerous attempts to release the RFP, but the State Procurement Office recommended modifications.

15. All enterprise projects receive Independent Verification & Validation (IV&V) reports, including plans to address any major findings
   - This metric has been accomplished.
   - Member Nakaoka asked if this includes DOE. Chair Nacapuy replied that the metric would apply if DOE had reported any major projects.

16. Completion of Tax System Modernization Project, Phases 2 & 3
   - Department of Taxation is on track and moving forward. Phase 4 is started.

17. Completion of Enterprise Payroll and Time & Attendance Modernization, Payroll Phase
   - Cutover is currently in progress.

18. Implement Kauhale On-Line Eligibility Assistance (KOLEA), Phases 1 & 2
   - Project is underway. Not behind but not on track. Have not started buildout.

19. Report on upcoming enterprise projects, e.g., summary of project phase activities, by phase (planning, budgeting, procurement, or implementation), within upcoming 6-12 months
   - Mr. Omura will provide further clarification on this metric at the next ITSC meeting.

20. Report on actionable IV&V findings
   - All IV&V reports are available for viewing on the ETS website. A demonstration was provided.

21. Departments with Enterprise Projects report to ITSC semi-annually on status
   - The three identified major projects presented only initial briefings.

E. **Services-Oriented Infrastructure**

22. Define level of support and further increase capability to provide tech support to departments as enterprise service
    - Ninety-nine percent of tickets were closed.

23. Provide Enterprise-wide Office 365 Project Support
    - No survey was conducted.
    - The project was fully implemented. Departments do not use the Office 365 suite to its full potential, however, security level is heightened as a result of its enterprise-wide use.

24. Provide Enterprise-wide eSign Service Support
    - Goal of 200,000 transactions was not quite met.
    - Mr. Otsuji suggested the measure should change to more closely reflect its purpose--the governor's paper reduction initiative. A number of ETS projects converted paper processes to digital, but eSign was not an element in those processes and was not reflected in this metric.
    - Paper reduction level could be the measurement rather than the workflow.

25. Implement Government Private Cloud / Cloud Services
    - Migration is complete.
    - Member Nakaoka asked if there is a virtual machine count for the migration. ETS will bring the background data to the next meeting.

26. Continue Network Operations & Maintenance
    - Goal was met. No major network outages were experienced this year.
    - Background documentation will be brought to the next meeting.

27. Maintenance and Operations of Telecommunications Services
    - This metric was met at one hundred percent.

F. **Open Data**

28. Identify and Establish appropriate governance policies for open data
    - Draft guidelines were submitted to the Office of Information Practices and for legal clearance. Establishment is pending approval.

29. Support Utilization of ETS Strategic Roadmap Dashboard
    - ETS demonstrated public-facing dashboard.
    - Member Nakaoka asked about the total State budget numbers. Chair Nacapuy noted that exact numbers are not available due to inadequacies of the outmoded State financial system.

30. Evaluated effectiveness of State Web Portal program and model
    - No survey of constituents is currently available.

G. **Cost Transparency**

31. Collect departmental IT roadmaps, under new authority provided under HRS 27-43
    - On track. All departments have been informed to keep roadmaps updated.
    - Additional data to be provided at the next ITSC meeting.

32. Standardize and publish finance data in ETS IT strategic roadmap, incorporating and aligning information from departmental IT roadmaps
    - Fields have been added to the roadmap template for department use.

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
    - Fields and a financial view was added to the dashboard, however, financial goals and benchmarks are not defined and haven't been published.

34. Track cost savings by comparing planned budget to actual spending via the publicly accessible online dashboard
    - Financial view comparing planned versus actual spending was added to the dashboard. Spreadsheet sample was reviewed and will be publicly displayed after refinement.
    - Member Sakuda asked for the metric description to change to be clear.

V.   **Executive Session**
Pursuant to HRS section 92-5(a)(6), to consider confidential matters relating to the security of the State of Hawai`i information technology infrastructure and resources, at 2:48 p.m., a motion was made by Member Yoshimi and seconded by Member Ancheta for the ITSC to enter into Executive Session. The motion passed by unanimous vote.

The public meeting reconvened at 3:04 p.m.

VI.   **Good of the Order**
A. Announcement: Chair Nacapuy is stepping down as Chief Information Officer (CIO) for the State of Hawaii Executive Branch after December 31, 2018.

B. Next Meeting: December 20, 2018, 1:30 p.m., 1151 Punchbowl Street, Basement Video Conference Center, Honolulu, Hawai`i

VII.   **Adjournment**
Chair Nacapuy called for a motion to adjourn the meeting. A motion was made by Member Ancheta and seconded by Member Yoshimi. Meeting adjourned at 3:07 p.m.