



Information Technology Steering Committee (ITSC)

Meeting Minutes

April 25, 2019, 9:00 a.m.

1151 Punchbowl Street, Honolulu, Hawai`i

Video Conference Center

DRAFT

Members Present:

Douglas Murdock, Chair, Office of Enterprise Technology Services (ETS), State of Hawai`i

Jared Kuroiwa, Upspring – AIO Digital

Aryn Nakaoka, Tri-net Solutions Michael Nishida, First Hawaiian Bank

Christine Sakuda, Transform Hawai`i Government

Kelly Taguchi, Spectrum

Kevin Thornton, Judiciary, State of Hawai`i

Marcus Yano, SystemMetrics Corporation

Garret Yoshimi, University of Hawai`i

Members Excused:

Benjamin Ancheta, Inkinen & Associates

Representative Kyle Yamashita, Hawai`i State Legislature

Other Attendees:

Todd Omura, ETS

Michael Otsuji, ETS

Vincent Hoang, ETS

Caroline Julian-Freitas, ETS

Valri Kunimoto, Deputy Attorney General, State of Hawai`i

Kathy Sio, Representative Yamashita's Office

Alison Shimabukuro, Hawaiian Telcom

Julie Shoet, Hawaii Information Consortium

I. Call to Order

Quorum was established. Chair Murdock called the meeting to order at 9:01 a.m.

II. Review and Approval of February 28, 2019 Meeting Minutes

Chair Murdock asked for comments on the minutes, and as there were none, called for a motion to approve the minutes as distributed. A motion was made by Member Thornton and seconded by Member Nishida. In the absence of further discussion, Chair Murdock called for a vote, and the motion carried by acclamation.

III. Public Testimony on Agenda Items

No public testimony was given.

IV. CIO Report

Chair Murdock gave overviews of the following items:

A. Update on Enterprise Resource Planning (ERP) Project

The ERP was broken into phases, starting with the completed Human Resources Management System (HRMS), which was expanded statewide in order to provide required data for payroll processing. The payroll phase was completed early this year and continues to be monitored, adjusted, and improved. The ERP team is preparing

to start the process for time and leave management to add to the payroll processing system and is researching accounting systems for modernization in the following phase. A priority for next year is to get funding approved through the legislature to replace the highly outdated accounting system.

The HawaiiPay project team is rebranded as the Hawaii Modernization team to better describe what they are doing for the state. Leila Kagawa, who has been the leader for the HawaiiPay project will be in charge of all the enterprise programs going forward.

B. Evaluation of Enterprise Architecture Products

ETS is evaluating various enterprise architecture software to use as a tool for tracking the state's technology inventory and to improve on the current road map tool. The current road map tool tracks ongoing projects, but a method is needed that can also track systems with their related projects, technologies, and service-level status.

C. CIO Traveling to NASCIO Summit

Chair Murdock will be attending the National Association of State CIOs (NASCIO) summit and the National Governors Association Cybersecurity summit in May.

D. Personnel Changes

The former ETS personnel officer resigned, and this month ETS hired a new personnel officer, who will be important to digital workforce development.

E. LinkedIn Learning

ETS bought licenses for its staff and is developing training programs.

- Member Yoshimi asked if ETS is doing anything in deployment to encourage use, as he has seen licenses under-utilized. Chair Murdock replied that the IT Service Operations Officer, Michael Otsuji, is working with supervisors on recommended training tracks for staff based on skillsets and interest, and ETS will evaluate progress over time.
- Member Nakaoka asked if it was being expanded to other departments. Chair Murdock responded that it is limited to ETS for now because of funding.
- IT Governance Officer, Todd Omura, noted that the state Department of Human Resources Development (DHRD) is evaluating a learning management system to deploy statewide and Mr. Otsuji is coordinating integration with DHRD.

V. **State Information Technology Strategic Plan**

Chair Murdock reported that he briefed the Governor, Senator Keohokalole and his staff, Representative Yamashita, and the IT Coordinating Council (ITCC), which consists of departmental IT leads, on the proposed strategic plan. ETS leadership made a few terminology changes based on feedback, for example:

- Confusion on the term "business" led to changes to "government operations".
- Questions on the use of the term "evergreen" led to using "dynamic".
- Vision statement discussions questioned the use of "technology-driven".

The updated version was presented to the ITSC for review and discussion.

Chair Murdock opened a discussion on vision statement alternatives. He liked the idea of adding “information” to not rely technology alone. Member Yano preferred the use of “technology-enriched” versus “technology-driven”. Member Nishida prefers a simple version explaining technology’s purpose, to help government’s policies, operations, and services, and that it should make sense to ETS staff. Member Sakuda liked a version that was outcome-oriented and included citizens in government. Member Yano asked if the vision is to service the government functions or constituents. Member Sakuda questioned if the plan is to be statewide-focused. Chair Murdock agreed that it is to be a statewide plan, and the ETS looks at its mission as boundary-agnostic in that it helps departments statewide, the counties, and even the federal government. Member Nakaoka recommended adding “information” and keeping the term “‘āina” and referencing its asterisked definition. Member Yoshimi agreed that technology “enriched” or “empowered” is better than “driven”, because technology should not drive solutions; it is a tool. Member Nakaoka agreed and suggested that IT “support of the state’s policies, decisions, operations, and services” should replace “support of the state’s priorities” in the mission statement rather than in the vision statement. Chair Murdock summarized the compromise consensus to add “information” and use “technology-enriched” in the vision statement, and change the mission statement.

The final vision statement would be: “Transformative information and technology-enriched government that serves all the people of Hawai‘i and the ‘āina”

The final mission statement would be: “Seamlessly blend innovative IT with well-engineered business processes to deliver and support dynamic and sustainable systems that empower our workforce to accelerate excellent outcomes in support of the state’s policies, decisions, operations, and services.”

Chair Murdock called for a motion to approve the above changes. A motion to approve by Member Yoshimi was seconded by Member Yano. Motion passed with no opposition.

Chair Murdock opened a discussion on the strategic priorities, which were designed to prescribe what will be done and why, and introduced the team leads, some of who were present at the meeting. The plan is to develop a charter for each work group for guided focus. Member Sakuda asked if the priorities were unchanged from previous versions, and the CIO replied that they were, except for the terminology changes mentioned earlier. In review of the priority details, Member Nishida thought the revised presentation format was better, but had concerns about the metrics not truly measuring the desired outcomes, and the CIO agreed they need to look at standards and reference models to determine what should be the appropriate metrics; that will be for the work groups to do. There is much more work to be done, but Chair Murdock views the plan itself as relatively stable, while the priorities details, as an attachment to the plan, would be adjusted based on work group findings and progress. Member Sakuda suggested a language change for the priority *Partner for Successful Outcomes*, as the “partnership between government functions and IT” sounds incorrect, and asked what was the intention. Member Thornton thought the intention was about the enterprise functions versus departments. Chair Murdock explained the philosophical intention was to view IT departments as a partner rather than simply a service. IT departments have specific knowledge to offer and

recommend necessary changes (e.g. cybersecurity) to benefit other departments rather than waiting for them to ask. Member Yano noted that traditionally in the private sector IT was viewed as a “cost center”, but the view has shifted to the mindset that IT is integral to achieving whatever departments need to do, and IT has become part of their line of business. Member Sakuda agreed that the partnership aspect is important. She noted that “business” was taken out of the statement but thinks it should remain part of the description. Business is a critical component to drive the activity. Chair Murdock agreed and said they could relook at it. Member Yoshimi suggested using the phrase “business of government”. Chair Murdock suggested “government lines of business”, and the group agreed.

The group liked the succinct new format of the plan. Member Taguchi thought it was very clear. Member Thornton noted the sections of the plan were divided into high level executive, then next level executive, then hands-on details. Member Yoshimi appreciated the plan being segregated and digestible versus the traditional large volumes, and the reader can go deeper into the details if desired.

Member Yano asked what was needed at this point, and the CIO advocated for approval, with the changes as discussed, in order to operationalize the plan. Member Thornton asked for clarification that it would be a living document, and Chair Murdock affirmed. Member Thornton suggested changing the date reference to “as of” to indicate so.

Chair Murdock asked the group if the documents should be kept separate or attached. Member Sakuda suggested keeping the priority details attached for the first round to reflect the breadth of discussion involved in development and for socializing the plan to reduce questions open for interpretation. Member Yano recommended distributing the documents together for ease of reference but keeping the details section as a separate appendix due to the expected changes from the work groups. Member Yoshimi thought it is useful to call the first section “the plan” and have the documents live separately, but for a packaging and delivery standpoint keep them together. He recommended not having direct association tied by references to the appendix in the plan, because it tends to make the document as one, which will get reviewed as a whole. The details need to be flexible and changeable, sometimes quickly, without review. The appendix section will expand as the work groups progress. Member Yano agreed that eventually the breadth of work will develop to book-sized documentation. Chair Murdock said there is reference to additional documentation at the bottom of page 5 (later changed to page 4).

Member Yoshimi moved to accept the updated strategic plan inclusive of edits described today and any non-substantive edits by ETS. Member Thornton seconded the motion. After a poll for any further discussion, Chair Murdock called for a vote. The motion passed unanimously.

Chair Murdock thanked the ITSC for their hard work and contributions to developing the IT Strategic Plan and said that ETS would begin operationalization. He asked when the next meeting should be and suggested next quarter in order to allow enough time for feedback on initiation of the plan. The group determined a date in July would work best.

VI. Status of Legislative Bills

ETS Senior Communications Manager, Caroline Julian-Freitas gave an update.

- HB531 HD1 SD1 Requires the Office of Enterprise Technology Services Chief Information Officer to update the state information technology strategic plan every four years, with the first update to be completed in advance of the 2021 regular session.
https://www.capitol.hawaii.gov/measure_indiv.aspx?billtype=HB&billnumber=531&year=2019

- The Conference Committee passed the Senate (SD1) version.

- HB532 HD1 SD1 Establishes a Chief Data Officer and Data Task Force in the Office of Enterprise Technology Services to develop, implement, and manage statewide data set policies, procedures, and standards. Appropriates moneys.
https://www.capitol.hawaii.gov/measure_indiv.aspx?billtype=HB&billnumber=532&year=2019

- Deferred. The Committee decided to work with SB1001, with both sides proposing a CD1 version. Ways and Means (WAM) to decide on financial aspect.

- HB1593 HD1 SD1 Requires the department of education, in consultation with the office of enterprise technology services, to develop and procure a uniform financial database, with parameters, benefits, and features that are compatible to the software system being implemented by the office of enterprise technology services for use by all state agencies. Appropriates moneys.
https://www.capitol.hawaii.gov/measure_indiv.aspx?billtype=HB&billnumber=1593&year=2019

- Pending WAM decision and conference hearing.

- HB2 HD1 SD1 CD1 Appropriates funds for the operating budget of the Executive Branch for fiscal years 2019-2020 and 2020-2021.
https://www.capitol.hawaii.gov/measure_indiv.aspx?billtype=HB&billnumber=2&year=2019

- Baseline budget bill passed both houses; pending Governor's signature
- A supplemental bill for enhanced cybersecurity funding is being heard today.

- SB695 SD2 HD1 Requires the Department of Hawaiian Home Lands (DHHL) to digitize and create a database of its applicant, beneficiary, and lessee records.
https://www.capitol.hawaii.gov/measure_indiv.aspx?billtype=SB&billnumber=695&year=2019

- Finance has not scheduled the bill for hearing; will not likely pass. However, ETS has already been working with DHHL, so the bill may be unnecessary.

- SCR 175 HD1 Requesting the State to convene an Artificial Intelligence Advisory Committee to investigate how to implement, develop, and regulate artificial intelligence in the state. [CIO or designee as member]
https://www.capitol.hawaii.gov/measure_indiv.aspx?billtype=SCR&billnumber=175&year=2019

- SCR 175 did not pass; however, the Senate Resolution passed.

VII. Good of the Order

The next ITSC meeting is scheduled for July 25, 2019, 9:00 a.m., at 1151 Punchbowl Street, in the basement Video Conference Center, Honolulu, Hawai`i

VIII. Adjournment

Chair Murdock called for a motion to adjourn. Motion made by Member Yoshimi was seconded by Member Nishida. None opposed. Meeting adjourned at 10:21 a.m.