



Information Technology Steering Committee (ITSC)

Meeting Minutes

October 24, 2019, 1:30 p.m.
1151 Punchbowl Street, Honolulu, Hawai`i
Video Conference Center

DRAFT

Members Present:

Douglas Murdock, Chair, CIO, Office of Enterprise Technology Services (ETS)
Jared Kuroiwa, Upspring – AIO Digital
Michael Nishida, First Hawaiian Bank
Kelly Taguchi, Spectrum
Kevin Thornton, Judiciary, State of Hawai`i
Marcus Yano, SystemMetrics Corporation
Garret Yoshimi, University of Hawai`i
Representative Kyle Yamashita, Hawai`i State Legislature

Members Excused:

Benjamin Ancheta, Inkinen & Associates
Aryn Nakaoka, Tri-net Solutions
Christine Sakuda, Transform Hawai`i Government

Other Attendees:

Todd Omura, ETS
Vincent Hoang, ETS
Todd Ogasawara, ETS
Al Bonilla, ETS
Leila Kagawa, ETS
Jussi Sipola, ETS
Larson Takenishi, ETS
Misti Hirasa, ETS
Caroline Julian-Freitas, ETS
Peter Fritz, Member of the Public

I. Call to Order

Chair Murdock called the meeting to order at 1:32 p.m.

II. Public Testimony on Agenda Items

No public testimony was given.

III. ITSC Membership

A. Term Limits

Hawaii Revised Statutes (HRS) section 26-34 states board members may serve two four-year terms, and a member whose initial term expired may continue as a holdover member until a successor is appointed. Member Kuroiwa announced that today would be his final meeting, having completed serving two consecutive terms.

There is some question as to whether or not HRS section 26-34 should apply to the ITSC, created under section 27-43. Section 26-34 states that members of boards and

commissions shall be appointed by the governor and that there are term limits. The CIO is consulting with the governor's office on boards and commissions and the attorney general's office on whether 26-34 was meant to apply only to boards and commissions where the governor appoints all members. There may be confusion with the open meetings law, which does apply to all boards, including ITSC. However, section 26-34 does not seem to apply to groups not appointed by the governor.

The CIO noted that advisory councils and committees exist that have members who are otherwise appointed. Examples are the Access Hawaii Committee, the Broadband Assistance Advisory Council, and the University of Hawaii Board of Regents Candidate Advisory Council. In addition, members of the Information Privacy and Security Council and the Candidate Advisory Council are appointed without regard to section 26-34. Mr. Fritz noted he has served on committees whose members weren't appointed by the governor but were appointed based on their position and specifically authorized by legislation. The CIO was appointed as ITSC ex-officio member due to his position.

B. Proposed Membership – Amendment to HRS 27-43

HRS section 27-43(b) established the ITSC to assist the chief information officer (CIO) in developing the State's information technology standards and policies. The CIO proposed two changes that would allow ITSC members to serve without regard to section 26-34, to: 1) allow members to serve without regard to term limits, for continuity sake, and 2) add one member each from the Department of Education (DOE) and the University of Hawaii (UH), the largest state entities with the most users. In order to accommodate the change without increasing membership, the appointments from the house and senate would be reduced from four to three members each. The governor and judiciary appointments would remain at one each.

The CIO opened discussion for thoughts from meeting attendees.

Member Yano thought the proposed term changes would help reduce confusion around membership and provide continuity through any changes in administration.

Member Thornton requested clarification as to specifically who would make the appointments. The CIO said it could be the heads or CIOs of the departments. Representative Yamashita noted that often it is the heads of departments who make the appointments. Member Thornton noted that OHA was not one of the departments represented, and the CIO explained that DOE and UH were selected to be represented because of their size and volume of users.

Representative Yamashita gave background on the original bill and said that it was set up to allow the legislature to have a say in ITSC membership, although the composition of the members was not fully explored in detail.

The CIO will work further with the governor's office on the proposed legislation, along with the house and senate.

IV. CIO Report – Office of Enterprise Technology Services (ETS) Changes

A. Staff Changes

The CIO reported big staff changes at ETS:

- Mike Otsuji, director of operations, moved to Department of Taxation
- The CIO introduced ETS staff who were tasked to assist:
 - Todd Ogasawara and Al Bonilla to help with operations
 - Misti Hirasu, new business architect, to help with roadmaps
- ETS ASO Christie Ferreira retired, and Paula Youngling, who has an extensive procurement background, will come on board as the new ASO.
- Network Branch Chief Sharon Wong and her second, David Fujimoto, will be retiring at the end of October. Networking will move from Operations to Security, under Cyber Security Manager Marc Masuno.
- Client Services Branch Chief, Dennis Uyesugi, will retire at the end of the year, and others from the branch will also be retiring.
- Several other upcoming retirements are anticipated soon. Although staffing will be thin, the CIO feels it is an opportunity to rebuild ETS for the future and to better blend the former OIMT and ICSD as one unit.

B. ETS Enterprise Architecture

Jussi Sipola, Senior IT Enterprise Architect, demonstrated the LeanIX enterprise architecture tool recently initialized by ETS, describing its robust utility and benefits.

The CIO explained that the previous tool, SharpCloud, simply showed what IT projects were active. LeanIX goes deeper to show the functional, technical, and business aspects, status, areas to be improved, and where resources can be shared.

Member Yoshimi asked if the tool will show updated costs, and the CIO said they will add cost information later after the baseline data has been established.

Member Nishida asked what is the objective of the tool. The CIO replied: 1) they have a statutory requirement to do road mapping with the departments to make sure they are planning, 2) to do application rationalization, 3) time analysis on projects. Transparency is the ultimate objective.

Member Yoshimi noted that it will also help ensure core architecture alignment.

Member Nishida asked if there are standard reports already generated that show outliers. Mr. Sipola said not yet, but they are planning auxiliary reporting off the tool.

Member Yano asked how much of the tool will be publicly available. The CIO said the road map, time determination, costs and numbers of systems information that will not jeopardize security will be made publicly available.

Member Nishida asked if ETS is planning to use this as an IT asset management. The CIO replied that it is meant to tie in to an asset management tool.

C. ETS Reorganization

- As mentioned earlier, there will be opportunity to rebuild ETS for the future and blend the former OIMT and ICSD better.
- The mainframe is coming to the end of its five-year lease cycle, and in the next cycle, several major applications will go off the mainframe, and the mainframe will no longer be needed or affordable. ETS is working with departments to move to mainframe as a service (MFaaS), where IBM will provide space on their mainframe server and other services. There will be no reduction in workforce. Opportunities for training will be open. Member Thornton asked if a meeting with the union is scheduled, and the CIO replied a meeting will be scheduled soon.

D. Strategic Plan Status

The CIO shared an *IT Management and Governance Framework* that will be used as a guide. A research and consulting firm, Info-Tech, was hired to help advance the strategic plan by working with team leads and running workshops for each of the strategic priorities. Progress has been made in each area:

1. Partner for Successful Outcomes
 - Vacant position trade requests to the legislature for program management, networking, cyber security and data positions. Currently there are no quality assurance or technical documentation positions.
 - The payroll project titles are changing to Hawaii modernization titles, to include time and leave, financial management, and program management.
 - Preparing a new readiness framework for system development for when departments need assistance in changing or replacing systems.
2. Expand Statewide Cyber Security Strategy
 - ETS Chief Information Security Officer (CISO) Vince Hoang gave an update of cyber security efforts
 - Planning a workshop
 - Working on near real-time system status transparency to identify and help departments prioritize areas for improvement
 - Use of detection and visibility tool to shorten response time. Automation is a goal.
3. Enhance the Value of State Data
 - Requested position trades for a chief data officer (CDO) and data analyst
 - ETS now has a new ability to start tracking key data in LeanIX.
4. Optimize Enterprise Systems
 - Issued catalog of services and contracts, which was previously unavailable.

- Expanded HIWIN (Hawaii Wireless Interoperability Network, a statewide land mobile radio network that supports first responders) to cover DOT Airports, so they are on the same radio system as other state agencies.
 - Moving to MFaaS (mainframe as a service) is the biggest effort to optimize enterprise systems
5. Extend IT Portfolio Governance
 - Using the LeanIX tool and planning Info-Tech workshops
 6. Implement Dynamic and Sustainable IT Operations
 - Hawaii.gov citizen e-portals moving to cloud server for redundancy
 - MFaaS
 - Relooking at DHS systems to determine continued viability
 - DOE, DOT, and DAGS are all looking at improving accounting systems.
 7. Digital Workforce Development – continuous learning culture
 - Requests to governor and legislature for conversions to entry level positions in networking and cybersecurity, data, and program management. Due to difficulties hiring qualified staff, the strategy is to grow talent within ETS.
 - Working on developing paths for employee training.
 - LinkedIn Learning use is being tracked and analyzed.

With the departure of the IT Services Operations Officer, some catch up is needed.

Representative Yamashita asked the CIO and he confirmed that the chief data officer position will be created by restructuring rather than via a bill, and that the Budget and Finance department is being consulted in the financial systems reviews.

CIO noted that the philosophy of ETS is to maximize systems to be available beyond state executive agencies' use, e.g., radio systems are used by the counties.

V. Good of the Order

A. Hawaii Annual Code Challenge (HACC)

- Kick-off was October 19, 2019
- Challenges include:
 - EV charging stations
 - Office of Planning replacement for the green growth challenge
 - DOE curriculum or sustainability
 - DBEDT GEMS (Green Energy Market Securitization) e-application process
- Caroline Julian-Freitas, Senior Communications Manager, reported that of 200 applicants, 147 participants formed 29 teams, composed of three high schools, one middle school, and some UH or HPU students.
- Judging day will be November 16, 2019.

B. The next ITSC meeting is scheduled for November 21, 2019, 1:30 p.m.

VI. Adjournment

Meeting adjourned at 2:37 p.m.

STRATEGY & GOVERNANCE

IT Management & Governance Framework

A comprehensive and connected set of research to help you optimize and improve your core IT processes.

INFO~TECH
RESEARCH GROUP

COBIT⁵

APPS

DATA & BI

