



Information Technology Steering Committee (ITSC)

AGENDA

Thursday, November 21, 2019,

1:30 p.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 ITSC on any agenda item. Testimony must be related to an item on the agenda. 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. CIO Report
 - A. ETS Update - Budget Request
 - B. Major Projects
 - C. Strategic Plan
 - D. ITSC Membership
 - E. Measures of Effectiveness
- IV. Proposed Legislation
 - A. AGS-06 – Relating to the Information Technology Steering Committee
 - B. AGS-05 – Relating to the Access Hawai'i Committee
- V. Good of the Order
 - A. Announcements
 - Hawaii Annual Code Challenge (HACC) Results
 - B. Next Meeting: January 2020 – Date to be determined
- 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 at least three days before the meeting. Due to a limited number of communication access providers, provision of the requested accommodation cannot be guaranteed.



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

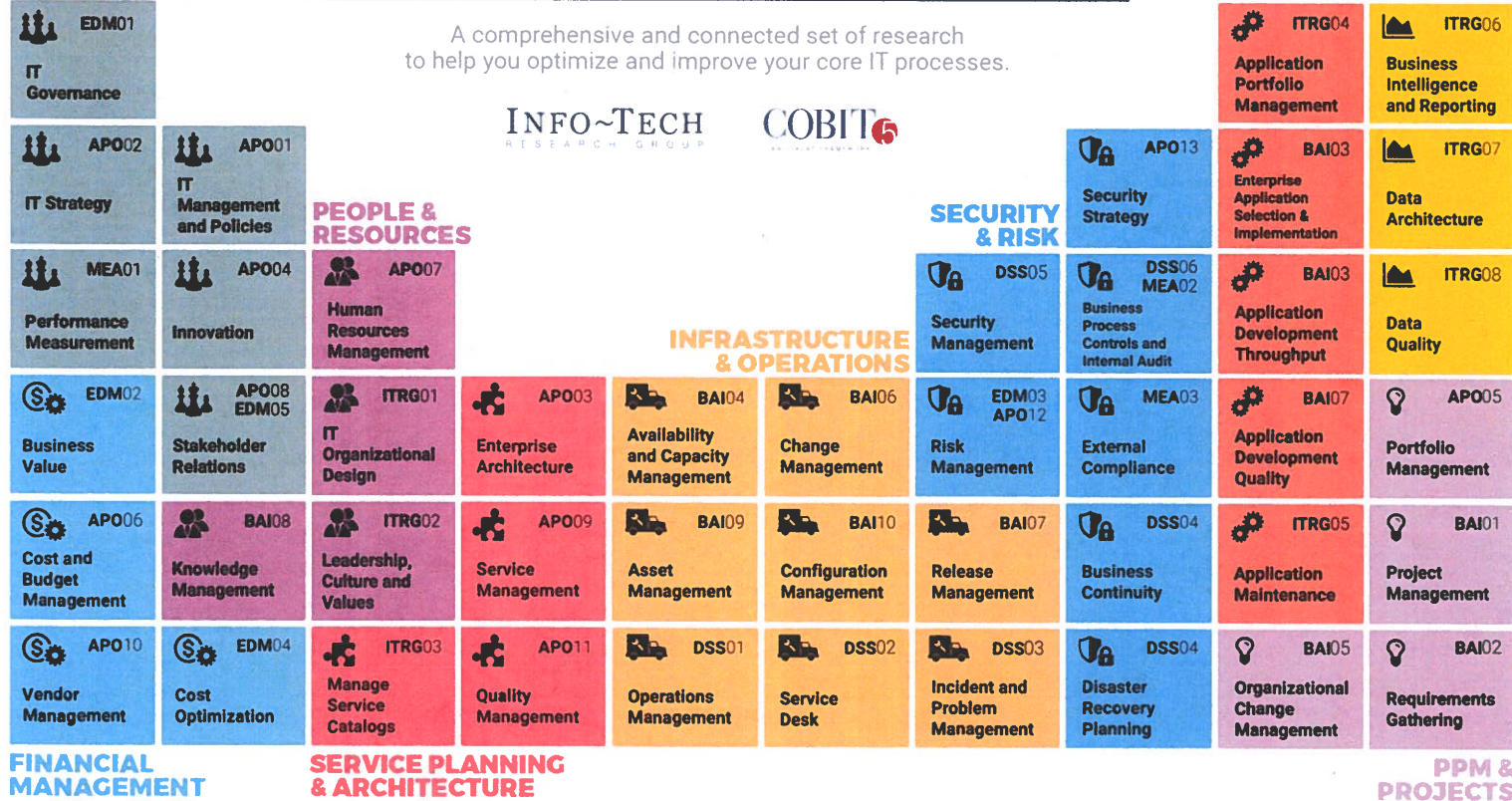
A comprehensive and connected set of research to help you optimize and improve your core IT processes.

INFO~TECH
RESEARCH GROUP

COBIT⁵

APPS

DATA & BI



REVISION: October 28, 2019

1ST Draft Date: September 9, 2019

___B. NO. ___

A BILL FOR AN ACT

RELATING TO INFORMATION TECHNOLOGY STEERING COMMITTEE.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1 SECTION 1. The legislature finds that in the best interest
2 of serving the public, the membership of the information
3 technology steering committee, which was established to assist
4 the chief information officer in developing the State's
5 information technology standards and policies, continuity in
6 their roles and is important to carrying out their duties as
7 defined in section 27-43, Hawaii Revised Statutes.

8 SECTION 2. Section 27-43, Hawaii Revised Statutes, is
9 amended to read as follows:

10 **§27-43 Office of enterprise technology services; chief**
11 **information officer; information technology steering committee;**
12 **establishment; responsibilities.** (a) There is established
13 within the department of accounting and general services the
14 office of enterprise technology services, which shall be headed
15 by a full-time chief information officer to organize, manage,
16 and oversee statewide information technology governance. The
17 chief information officer shall be appointed by the governor as

1 provided in section 26-34. The chief information officer shall
2 report directly to the governor and, in conjunction with the
3 information technology steering committee, shall:

4 (1) Develop, implement, and manage statewide information
5 technology governance:

6 (2) Develop, implement, and manage the state information
7 technology strategic plans;

8 (3) Develop and implement statewide technology standards;

9 (4) Work with each executive branch department and agency
10 to develop and maintain its respective multi-year
11 information technology strategic and tactical plans
12 and road maps that are part of the State's overall
13 information technology strategic plans, road maps, and
14 directions;

15 (5) Coordinate each executive branch department and
16 agency's information technology budget request,
17 forecast, and procurement purchase to ensure
18 compliance with the department or agency's strategic
19 plan and road map and with the office of enterprise
20 technology services' information technology governance
21 processes and enterprise architecture policies and
22 standards, including policies and standards for

1 systems, services, hardware, software, and security
2 management;

3 (6) Report annually to the governor and the legislature on
4 the status and implementation of the state information
5 technology strategic plan;

6 (7) Perform other necessary or desirable functions to
7 facilitate the intent of this section;

8 (8) Employ persons exempt from chapters 76 and 89;

9 (9) Provide centralized computer information management
10 and processing services, coordination in the use of
11 all information processing equipment, software,
12 facilities, and services in the executive branch of
13 the State, and consultation and support services in
14 the use of information processing and management
15 technologies to improve the efficiency, effectiveness,
16 and productivity of state government programs;

17 (10) Establish, coordinate, and manage a program to provide
18 a means for public access to public information and
19 develop and operate an information network in
20 conjunction with overall plans for establishing a
21 communication backbone for state government; and

22 (11) Adopt rules, pursuant to chapter 91, necessary for the
23 purposes of this part.

1 (b)There is established an information
2 technology steering committee to assist the chief information
3 officer in developing the State's information technology
4 standards and policies, including but not limited to:

5 (1) Assisting the chief information officer in
6 developing and implementing the state information
7 technology strategic plans;

8 (2) Assessing executive branch departments' progress in
9 meeting the objectives defined in the state
10 information technology strategic plans and
11 identifying best practices for shared or consolidated
12 services;

13 (3) Ensuring technology projects are selected based on
14 their potential impact and risk to the State, as well
15 as their strategic value;

16 (4) Ensuring that executive branch departments maintain
17 sufficient tools to assess the value and benefits of
18 technology initiatives;

19 (5) Assisting the chief information officer in developing
20 state information technology standards and policies;
21 and

1 (6) Clarifying the roles, responsibilities, and authority
2 of the office of enterprise technology services,
3 specifically as it relates to its statewide duties.

4 The information technology steering committee shall consist
5 of eleven members appointed without regard to section 26-34,
6 with [~~four~~] three members to be appointed by the senate
7 president, [~~four~~] three members to be appointed by the speaker
8 of the house of representatives, one member to be appointed by
9 the chief justice, and one member to be appointed by the
10 governor, one member to be appointed by the Superintendent of
11 Education, one member to be appointed by the President of the
12 University of Hawaii, and [~~shall~~] may include representatives
13 from executive branch departments, [~~including large user~~
14 agencies such as the department of education and the University
15 of Hawaii; the judiciary;]the legislature; and private
16 individuals. The chief information officer shall serve as an ex
17 officio member of the committee and as the chair of the
18 committee.[~~and shall ensure that the committee is evaluated~~
19 ~~periodically.~~] Each member shall hold office until the member's
20 successor is appointed. Because cumulative experience and
21 continuity in office are essential to the proper administration
22 of this chapter, it is declared to be in the public interest to
23 continue members in office as long as efficiency is

1 demonstrated, notwithstanding the provision of section 26-34,
2 which limits the appointment of a member of a board or
3 commission to two terms.

4 (c) There is established within the department of
5 accounting and general services a special fund to be known as
6 the shared services technology special fund to be administered
7 and expended by the chief information officer for the purposes
8 of this subsection. Three per cent of the receipts collected
9 from special funds pursuant to section 36-27 shall be deposited
10 into the shared services technology special fund. Any law to
11 the contrary notwithstanding, the moneys in the fund shall be
12 used to fund the operations of the chief information officer and
13 the information technology steering committee, including the
14 employment and training of staff and any other activities deemed
15 necessary by the chief information officer to carry out the
16 purposes of this section.

17 (d) The chief information officer and the comptroller
18 may raise funds to defray administrative costs and may accept
19 donations of money and personal property on behalf of the
20 information technology steering committee; provided that all
21 donations accepted from private sources shall be expended in the
22 manner prescribed by the contributor, and all moneys received
23 shall be deposited into the information technology trust

1 account. The chief information officer may also directly
2 receive donated personal services and personal property for
3 which funding is not required.

4 (e) The chief information officer shall submit an
5 annual report to the governor and the legislature no later than
6 twenty days prior to the convening of each regular session of
7 the legislature on the activities and programs under the
8 authority of the chief information officer and the information
9 technology steering committee, and the expenditures of all
10 moneys received from all sources and deposited into the
11 information technology trust account and the shared services
12 technology special fund. [L 2010, c 200, §2; am L 2011, c 84,
13 §2; am L 2012, c 224, §1; am L 2016, c 58, §3]

14 SECTION 3. Statutory material to be repealed is bracketed and
15 stricken. New statutory material is underscored.

16 SECTION 4. This Act shall take effect upon its approval.

17

18 INTRODUCED BY: _____

19 BY REQUEST

Report Title:

Information Technology Steering Committee

Description:

Preserves the continuity of the information technology steering committee to properly administer 27-43, Hawaii Revised Statutes, while redefining the composition of the committee.

A BILL FOR AN ACT

RELATING TO THE ACCESS HAWAII COMMITTEE.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1 SECTION 1. The legislature finds that state on-line
2 services and the means of conducting business over the Internet
3 have dramatically changed over the years. In order to better
4 serve the public and businesses, the State must be in alignment
5 with current practices of departments and agencies who now use
6 multiple internet services. The purpose of this Act is to give
7 departments more flexibility to deliver digital services to the
8 public; to better coordinate activities of multiple Internet
9 services used by the state; and to take full advantage of new
10 technologies and portal services available on the evolving
11 Internet.

12 SECTION 2. Chapter 27G, Hawaii Revised Statutes, is
13 amended to read as follows:

14 "CHAPTER 27G ACCESS HAWAII COMMITTEE [+]§27G-1[+]

15 **Definitions.** As used in this chapter, unless the context
16 otherwise requires: "Committee" means the access Hawaii
17 committee. "Government agency" means any government agency that

___.B. NO.___

1 stores, gathers, [~~or~~] generates public information, or provides
2 services, including all branches of government, all executive
3 departments, boards, and commissions of the State or counties,
4 and all public corporations created by the legislature.

5 "Internet" means the global information system that is
6 logically linked together by a globally unique address space
7 based on the internet protocol (IP), or its subsequent
8 extension; and that is able to support communications using the
9 transmission control protocol/internet protocol (TCP/IP) suite,
10 or its subsequent extension, or other IP-compatible protocols;
11 and that provides, uses, or makes accessible, either publicly or
12 privately, information to users.

13 "Internet portals" [~~portal~~] portals" or "portals" means the
14 State's centralized electronic information system by which
15 public information [~~is~~] and services are provided via [~~dial-in~~
16 ~~modem or continuous link to the public through subscriptions.~~]
17 the internet.

18 "Portal [~~manager~~] provider" means the [~~entity~~] entities or
19 [~~person~~] persons engaged to provide content or services and
20 manage [~~and~~]or [~~operate the internet~~] support activities on the
21 [~~internet~~] [~~portal~~] portals [~~on behalf of the State~~].

___B. NO. ___

1 "Value added electronic services" means services, including
2 but not limited to:

- 3 (1) Providing periodic, continual, and ongoing access to
4 information maintained by a government agency without
5 requiring separate requests for information as it is
6 created;
- 7 (2) Compiling data or performing other research services;
- 8 (3) Permitting the electronic filing of reports, renewals,
9 or application; or
- 10 (4) Enabling the transaction of business over the internet
11 [~~portal.]~~ portals.

12 [~~+~~] **§27G-2** [~~+~~] **Charges for services.** Any law to the
13 contrary notwithstanding, government agencies may charge for
14 value added electronic services provided through the [~~portal~~
15 ~~manager.]~~ internet portals.

16 **§27G-3 Access Hawaii committee; establishment; membership;**
17 **chairperson.** (a) There is established within the department of
18 accounting and general services, the access Hawaii committee.
19 The provisions of section 26-34 shall not apply to the
20 committee.

___B. NO. ___

1 (b) The committee shall consist of not more than fifteen
2 voting, ex officio members, or their designated representatives,
3 as follows:

4 (1) The comptroller;

5 (2) The administrator of the state procurement office;

6 (3) The director of the office of information practices;

7 (4) The directors of not more than three government
8 agencies appointed by the governor; using or planning
9 to use the services of the internet [~~portal manager~~]
10 portals;

11 (5) The administrative director of the courts;

12 (6) A representative of the Hawaii state senate appointed
13 by the president of the senate;

14 (7) A representative of the Hawaii state house of
15 representatives appointed by the speaker of the house
16 of representatives;

17 (8) The chief information officers of the four counties;
18 and

19 (9) The chief information officer.

20 (c) The chief information officer or the chief information
21 officer's designee shall serve as the chairperson of the
22 committee.

___B. NO. ___

1 ~~[+] §27G-4 [.]~~ **Duties of the committee.** The committee
2 shall provide oversight of the ~~[portal manager,]~~ internet
3 portals, including:

4 (1) Review of the annual strategic plan and periodic
5 reports on existing and potential new applications and
6 services submitted by the portal ~~[manager,]~~ providers
7 and agencies;

8 (2) Review and approval of all charges to portal users~~[,]~~,
9 except where other statutes set such fees;

10 (3) Review and approval of service ~~[level]~~ agreements
11 negotiated by government agencies ~~[with the portal~~
12 ~~manager,]~~ for services provided through the internet
13 portals;

14 (4) Review of the annual financial reports and audit of
15 the portal ~~[manager,]~~ providers;

16 (5) Review of annual customer satisfaction surveys
17 conducted by the portal ~~[manager,]~~ providers; and

18 (6) Review of performance measures of the portal
19 ~~[submitted as part of the service management plan for~~
20 ~~portal-wide indicators and application specific~~
21 ~~indicators.]~~ providers.

___**B. NO.**___

1 **§27G-5 Annual report.** The committee shall submit an
2 annual report to the governor and the legislature, no later than
3 twenty days prior to the convening of each regular session, on
4 the operations of the [~~portal.~~] portals. The annual report
5 shall include the portal [~~manager's~~] providers' annual financial
6 reports[~~-~~] as related to operations of the portals.

7 **§27G-6 Access Hawaii committee special fund.** There is
8 established in the state treasury the access Hawaii committee
9 special fund, into which shall be deposited fees collected by
10 the office of enterprise technology services for the purpose of
11 supporting the access Hawaii committee. The chief information
12 officer may appoint a portal program manager exempt from chapter
13 76, which may be funded by the access Hawaii committee special
14 fund. Expenditures from the access Hawaii committee special
15 fund shall be approved by the access Hawaii committee; provided
16 that information on income and expenditures shall be subject to
17 legislative review and oversight in each budget submittal from
18 the department of accounting and general services."

19 SECTION 3. Statutory material to be repealed is bracketed
20 and stricken. New statutory material is underscored.

21 SECTION 4. This Act shall take effect upon its approval.

22

___ .B. NO. ___

1
2
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INTRODUCED BY: _____

BY REQUEST

Report Title:

Access Hawaii Committee

Description:

The State must be in alignment with current practices of state departments providing services through multiple Internet providers. Gives departments more flexibility and online options to provide enhanced digital services to the public in order to better serve the public and businesses.

