



Information Technology Steering Committee (ITSC)

Meeting Minutes

November 21, 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)
Senator Jarrett Keohokalole, Hawai`i State Legislature
Christine Sakuda, Transform Hawai`i Government
Kelly Taguchi, Spectrum
Kevin Thornton, Judiciary, State of Hawai`i
Garret Yoshimi, University of Hawai`i

Members Excused:

Michael Nishida, First Hawaiian Bank
Representative Kyle Yamashita, Hawai`i State Legislature
Marcus Yano, SystemMetrics Corporation

Other Attendees:

Valri Kunimoto, Deputy Attorney General
Todd Omura, ETS
Vincent Hoang, ETS
Todd Ogasawara, ETS
Al Bonilla, ETS
Caroline Julian-Freitas, ETS
Leila Kagawa, ETS
Larson Takenishi, ETS
Misti Hirasa, ETS
Sonny Kekipi, ETS
Melissa Pavlicek, HPPA
Zheng Fang, HIC
Julie Shoet, HIC

I. Call to Order

Chair Murdock called the meeting to order at 1:33 p.m. and welcomed new ITSC member, Senator Keohokalole.

II. Public Testimony on Agenda Items

No public testimony was given.

III. CIO Report

A. ETS Update – Budget Request

A budget request was submitted for a new state financial management system. It has worked its way through Budget and Finance to the governor's office. There were no changes to the ETS operating budget request, and a request for position conversions was not approved. Some enterprise positions that are needed include a chief data officer, technical writer, testing director, and program managers.

B. Major Projects

- DOE Financial Management System (FMS)
 - DOE is in the process of replacing their FMS. The current system crashed last year and was down for three weeks. DOE uses the same base platform as the Department of Accounting and General Services (DAGS) and Department of Transportation, Highways Division (DOTH), a system built in the 1980s.
 - The Comptroller and CIO are members of an executive steering committee to help manage the project, and the CIO is on a scoring committee for selection of a vendor.
 - The Board of Education and the Superintendent endorsed placing this project under ETS governance. An independent verification and validation (IV&V) contract will be used for this project.
 - The ambitious goal is to have a basic new system running by July 1, 2020.

Member Thornton asked how this project relates to the budget request to replace the FAMIS system and if ETS is looking at standardization across departments. The CIO noted that DOE and UH have the authority to maintain separate financial systems, but if the DOE system is able to come up quickly and appears stable, there is no reason why the state could not try to expand it to other departments. DOTH is also trying to build a new financial management system. OHA is also implementing a new financial system. The CIO is following all FMS projects to see how they do, and ETS will assist as needed.

Member Sakuda asked if the budgets also include aspects such as organizational change management (OCM) and project management (PM). The CIO confirmed that OCM and PM are typically included in budgets, but government staffing costs to program manage is often not budgeted, and that is something that needs to be budgeted for in the beginning, especially for big projects. There is a tendency to use existing staff who already have full-time duties to add the new processes to their duties. Long-term funding for licenses and equipment maintenance is also not always budgeted. Improvement in budget planning is needed. We need to change how we declare when a project is ready to go forward in terms of budgeting. Criteria is being developed for long-term funding plans.

C. Strategic Plan

1. Info-Tech will be leading a workshop on application rationalization in December and will also meet with the team leads to help prepare future workshops. The plan is to have at least one workshop for each of the strategic plan priority areas.

- Member Sakuda asked if other departments were included in the workshops, The CIO replied that the December workshop was announced at a meeting of the IT Coordinating Council (ITCC), which consists of IT leads from across the state, and they were invited to attend the workshops.
 - Member Sakuda inquired as to the level of engagement of other departments, and the CIO said attendance at the ITCC meeting was very good and interactive.
2. The CIO mentioned that the departments have entered almost all applications into the LeanIX tool. IT departments are now classifying entries with their business criticality, functional fit, and technical fit, which will be calculated into an algorithm to help categorize applications under the TIME model: tolerate, invest, migrate, or eliminate. The departments would need to validate accuracy as the applications are categorized.

ETS Business Architect Misti Hirasa gave a demo of the LeanIX TIME model. Senator Keohokalole requested clarification on the definitions of “invest” and “migrate”. Ms. Hirasa explained that “invest” would indicate an application that would be kept and continued, and “migrate” indicates an application that serves the functional fit but needs to be refreshed or redesigned. The CIO hopes to align technical competence with business appropriateness. Senator Keohokalole asked if “migrate” includes putting in a new system, and the CIO agreed that it did.

The current focus is on the application level versus at the project level, as was the case with SharpCloud. Once the applications are all input, then projects will be input and tracked at that point as well. This will give good insight into what is going on and how ETS can best help the departments.

Member Sakuda asked if the tool was populated enough to identify redundancies or other data that could be presented to the legislature, and the CIO affirmed that ETS is starting to identify duplication and categorize it for analysis. Duplication exists in case management, document management, and financial management. License sharing agreements would need to be developed.

3. Chief Information Security Officer (CISO) Vince Hoang gave an overview of a software platform for enterprise visibility control that ETS is in the process of acquiring to help identify what software is running and what version it is, showing real-time status for monitoring and quick patching. This will enable ETS to help departments with prescriptive guidance as well as policy guidance, and is consistent with the strategic goal of expanding statewide cyber security.
- Member Thornton asked about the timeline, and the CISO replied that the purchase order should be completed today. The tool can be extended to the counties and other interested departments.

D. ITSC Membership

The CIO welcomed new ITSC member Senator Jarrett Keohokalole.

E. Measures of Effectiveness

The CIO shared a list of current measurements of effectiveness that are part of budget variance reports. Measures remain unchangeable for each biennium budget period. The CIO suggested the ITSC can help devise other measurements that may be more meaningful for the next biennium. The measures would need to be determined by September 2020, and the CIO would like to build a dashboard from them.

Member Yoshimi recommended that the target be earlier for determining measures, because the ITSC could come up with a list for measurement, but the question would be if the suggested values could in fact be measurable or attainable.

Senator Keohokalole asked what the timeline would be for proposing new measures, and the CIO said August or September next year. His goal would be to have the recommendations in place by July 2020, in order to begin introducing them to the governor, legislators, and other departmental stakeholders. The senator suggested that the measures of effectiveness would ideally be tied to the strategic plan.

Member Sakuda suggested using the CIO measures from the previous administration. The CIO agreed that those and other measures should be considered, and he will offer informed recommendations to the ITSC for review.

IV. Proposed Legislation

A. AGS-06 – Relating to the Information Technology Steering Committee

The CIO reviewed the two proposed changes:

- Exempt membership term limits from HRS section 26-34
- Add permanent members from UH and DOE on the committee

Member Sakuda asked about accountability with no term limits, and the CIO noted the amended language provides for discretion on the part of the appointing authority. ETS would need to check in each year with the appointing authority, but the important thing is for a bill to go through the legislature for review and alterations as they see fit.

B. AGS-05 – Relating to the Access Hawai‘i Committee

The current legislation implies there is only one portal manager; however, departments are using other web services. The wording changes are proposed to provide for Access Hawaii Committee governance of any portal provider.

Member Sakuda asked if the language provides for one login for every citizen. The CIO said the single sign on requirement would not be in statute, but he would like to get to the point of a central login system so that citizens would not need to have several logins. The CISO reported that options were reviewed but there is no resolution at this time. ETS is hoping for a low-cost solution. The CIO said it is a problem looking for a solution, and he would like to wait for capabilities to mature. Senator Keohokalole asked what are criteria other than security and capability, and the CIO said universality would be another. Options include a federal system, login.gov, which would provide for the same federal and local IDs; and social network IDs, which are fairly universal, the user wouldn't have to remember anything new, and the state would not have to manage passwords. ETS would also like to see multi-factor authentication included.

V. Good of the Order

A. Hawaii Annual Code Challenge (HACC) Results

CIO gave an overview of the events. Of the 29 teams, 15 teams made it through the technical review. First place was a team from UH with an innovative solution for the electric vehicle (EV) charging station analysis challenge. Mililani and Waipahu tied for first place in the high school division. Next year will be the 5th year, and the CIO is hoping to arrange for neighbor island participation. Member Yoshimi suggested trying to get more DOE involvement early, possibly by pairing off with UH classes or with employer participation.

B. The next ITSC meeting will be in January 2020.

VI. Adjournment

Meeting adjourned at 2:48 p.m.