Information Technology Steering Committee (ITSC)
Meeting Minutes
July 23, 2020, 1:30 p.m.
Interactive Web Conference

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Members Present:
Douglas Murdock, Chair, CIO, Office of Enterprise Technology Services (ETS)
Michael Nishida, First Hawaiian Bank
Christine Sakuda, Transform Hawai`i Government
Kevin Thornton, Judiciary, State of Hawai`i
Representative Kyle Yamashita, Hawai`i State Legislature
Marcus Yano, SystemMetrics Corporation
Garret Yoshimi, University of Hawai`i

Members Excused:
Senator Jarrett Keohokalole, Hawai`i State Legislature

Other Attendees:
Candace Park, Deputy Attorney General
Arnold Kishi, ETS
Todd Omura, ETS
Vincent Hoang, ETS
Todd Ogasawara, ETS
Al Bonilla, ETS
Caroline Julian-Freitas, ETS
Leila Kagawa, ETS
Jussi Sipola, ETS
Misti Hirasa, ETS
Sonny Kekipi, ETS
Kelli Wang, ETS
Kaimana Bingham, ETS
Angus R. Kelly, Anthology
Landon Wong, HPPA
Myoung Oh, Spectrum

I.   Call to Order

   • Quorum was established and Chair Murdock called the meeting to order at 1:30 p.m.

II.   Review and Approval of March 6, 2020 Meeting Minutes

   • Chair Murdock called for a motion to approve the minutes. A motion was made by
     Member Yoshimi and seconded by Member Yano. The motion carried unanimously.

III.   Public Testimony on Agenda Items

   • No public testimony was given.

IV.   CIO Report

   A. COVID-19 Initiatives

       1. Office of Enterprise Technology Services (ETS) Support

- The CIO noted that ETS has been extra busy due to the pandemic situation. ETS has been working with the legislature, helping to prepare for staff to work from home, shoring up cyber security, handling video conferencing requests, and enhancing Microsoft *Teams*, among other requests for assistance.

2. Travel Application for Transpacific Travel

- A version of the application is currently being used for interisland travel. A newer version is planned for testing in August prior to use for transpacific travel in September.

3. Unemployment Insurance (UI) System Support

- Member Nishida asked if ETS assisted with adding the Federal Pandemic Unemployment Compensation (FPUC) to the state's regular unemployment compensation system (expiring July 25) and if ETS will be ready to apply any new federal compensation allotted. The CIO replied that ETS has skilled programmers to adjust to implementing the new compensation, as well as contractors available to assist with mainframe concerns.

- Member Nishida asked about cyber-attacks to the UI system, and Vince Hoang, Chief Information Security Officer, clarified that fraud attempts using the application systems were the primary issue.

- Member Sakuda asked how the recent budget and position cuts would affect the UI modernization efforts. The CIO noted the UI system modernization had been scheduled for the latter part of 2020 and a gap analysis was done, but further assessment may now be required to determine the future path.

B. Major Enterprise Projects

The CIO reviewed a list of major systems ETS is supporting, found on page 13 of the *2019 CIO Annual Report* (https://ets.hawaii.gov/reports/),.

1. DOE Financial Management System (FMS) – Procurement is completed, and the new system is in development. Current target to replace the current system with a minimum viable product is December 2020, with continuing development to enhance the system thereafter.

2. DOT Highways FMS – Currently in the middle of the procurement process.

3. FAMIS Replacement for Statewide FMS – Draft RFP is prepared and being reviewed for possible delivery in August 2020.

The CIO thinks the staff reductions across the board will impact the state's ability to support modernizations so they may need to be more selective, but they have always taken the position that something needs to be done to enhance staffing rather than relying on existing staff to execute a major enterprise project.

- Member Sakuda asked if projects run the risk of not being completed due to resource shortages, and if the ITSC can help with any. The CIO replied that more

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consultation with the departments would be needed, including the business process staff.

- Member Thornton asked if the mainframe as a service (MFAAS) project was completed, and the CIO replied that the project is still in progress and ETS is targeting completion as soon as possible.

- The CIO noted there is a sequencing of projects planned, and Member Sakuda asked if there will be an upgraded dashboard available to allow the public to view the plan. The CIO affirmed there would be and responded that a visual on the sequencing is a good idea to add.

C. Legislative Audit

The CIO shared that ETS was invited to participate in a legislative audit. The auditors asked about ETS support to departments for the transition to work from home. ETS provided a lot of data that was collected, and the CIO noted that in general the executive branches are in a good place to support work from home due to cloud-based services like Office 365 and Teams being already in place.

Member Nishida asked what percentage of state employees are working remotely and if the state provided devices. The CIO estimated 60-70% in part are working remotely, and some departments provided devices while security tools were provided for those using personal devices. Mobile units are encouraged over desktop devices.

V.   Hawaii Information Technology Strategic Plan

The CIO noted that although the available time ETS has is limited due to the pandemic situation, they are staying true to the plan.

A. Strategic Priorities - Updates

1. Partner for Successful Outcomes

   Leila Kagawa, Enterprise Program Manager, gave the attached presentation:

   a. HIP Time and Leave Deployment

      - The initial deployment went live in May. The first group consisted of the Department of Accounting and General Services (DAGS), the Governor's office, and the Lieutenant Governor's office. The second group is scheduled to go live in December 2020.

      - Member Thornton ask for clarification that there will be a group four and when it is scheduled. Ms. Kagawa replied that readiness qualifications need to be completed for the Judiciary, HHSC, and the DOE, in order to proceed to planned deployment in October 2021, and is based on contract resources. The CIO added that the group managing the Time and Leave project is the same group handling the FAMIS replacement project. Half the group resources would be redeployed by the time of group three deployment and all would be shifted over by group four deployment.

b. FAMIS Project RFP and Funding Approval

- RFP is currently being drafted. Intended project scope and phases:

    1) Core System – Includes UCOA implementation, FAMIS replacement, and various interface replacements or elimination

    2) Expansion – Add interfaces to procurement and travel systems and replace Budget and Finance (B&F) interfaces

    3) Optional – Management of investments and asset inventory

- Member Sakuda asked Ms. Kagawa if there were any findings related to partnerships forged or revelations given the current pandemic situation. Ms. Kagawa noted the good news is that the payroll modernization was already in place, so the main challenge was around insuring security. Conversations around time and leave and enterprise platforms were elevated with the goal of solving business process needs, including the concept of self-service so all levels can drive their own changes to meet business requirements

- The CIO asked Ms. Kagawa to talk about the readiness criteria and SME meetings held.

    o Ms. Kagawa spoke about an extensive list of readiness items in order for departments to be able to use the online systems, such as evaluation of bargaining unit rules, HR data requirements, system access needs, roles and duties of users, and reporting structures. The CIO explain that setting clear success criteria before the department can enter the project leads to greater likelihood of project success.

    o Ms. Kagawa gave an overview of subject matter expert meetings held, starting with the payroll project. Monthly attendance is around 150. This forum is used to keep everyone updated and answer questions. The CIO noted that frequent, high contact outreach and education is also critical to program success.

    o Member Sakuda asked if ETS finds more willingness towards modernization. Mr. Kagawa does sense that the greater need to connect, such as use of Teams, and she was pleased to see folks embracing the challenge and discomfort to open up to teleconferencing.

- Member Yoshimi asked if there would be opportunity for RFP review by other departments potentially affected by existing integrations with the financial system, such as UH, DOE, OHA. Ms. Kagawa said that only the executive branches were contacted thus far, but they will certainly reach out to those other departments regarding the interfaces.

- Member Yoshimi asked for clarification on the core systems. Ms. Kagawa said that the budgetary system requirements would need to be addressed

before the interfaces, and more details are required on those interfacing systems.

- Member Thornton said the Judiciary would like to be included in the RFP review, and Ms. Kagawa agreed, and they will include all those mentioned. Member Thornton asked for clarification if the interfaces that would be eliminated are those within DAGS but not necessarily those interfaces with agencies like the Judiciary and UH, and Ms. Kagawa confirmed that is correct.

- Member Sakuda noted that Transform Hawaiʻi Government advocates modernizing the state financial management system and asked if ETS is getting the support needed or if the departments are handling the change management aspects involved with implementing new processes and systems. Ms. Kagawa affirmed adequate support, however, there is recognition that updated business processed are needed. Improvement in core systems will clear current gaps, e.g., vendor management, payments, required approvals. The CIO noted there are gap-filler projects with B&F and DAGS to better digitize processes for better resiliency.

2. Enhance the Value of State Data

   - No update in this area.

3. Optimize Enterprise Systems

   - No update in this area.

4. Extend IT Portfolio Governance

   Jussi Sipola, Senior IT Enterprise Architect, updated IT Portfolio progress.

   a. Process Improvements

      1) Clarified roadmap requirements

      2) Working on dashboard for more flexible reporting and visualization

      3) Extended configuration allows adding and modifying fields, such as strategic priority as a custom fact sheet and custom lifecycle for projects, which can be related to business capabilities.

      4) Information requested from departments:

         a) Identify business capabilities of application

         b) Criticality, functional fit, technical fit

         c) Lifecycle information, hosting infrastructure

         d) For projects: business capabilities and value, budget, risk assessment

   b. Discovery

      Mr. Sipola shared a snapshot of progress in identification of applications status using the TIME criteria (tolerate, invest, migrate, or eliminate)

1) IT governance team is working on assessments for all department systems in monthly roadmap meetings.

2) Project discovery is in initial stages. Active projects are being identified.

3) Hosting model review shows many applications on-premise rather than cloud based.

c. Maturity Measurement

Current capability status is between stage 2) *Developing* and 3) *Defined*.

- Member Sakuda asked if this measurement applies to all the applications, and Mr. Sipola clarified that the measurement applies only to the governance of the portfolio management and not to the applications themselves.

- Member Sakuda asked if there is an estimate when stage 5) *Optimizing* could be achieved. Mr. Sipola said that stage 4) *Managed* would be more likely attainable in the next year or two. The pandemic situation slowed progress as staff were assigned to other urgent projects. The CIO added that the state is approaching the next biennium budget year when departments will be reviewing investments more carefully, and the data garnered here will help inform the budget process. It will often be the case that stage five cannot be achieved for the strategic plan priorities due to lack of time, people, and money, but there will always be efforts to reach as high as possible with the given resources.

d. Metrics

The desired outcomes metrics are an attempt at meaningful progress tracking towards achieving the higher maturity and capability states. Preliminary and planned data collection was reviewed.

- Member Nishida asked how much of the information from Sharp Cloud was transferred to LeanIX, and Mr. Sipola replied that practically all of it was; however, Sharp Cloud primarily captured projects, whereas LeanIX adds applications tracking. The CIO noted this was the reason for switching over to LeanIX, to capture the missing information.

- Member Nishida commented a lot more and good information is being collected and asked if ETS is starting to use it with business units. Mr. Sipola confirmed that ETS is using the data, especially in connecting the projects to applications with IT spend requests. Member Nishida asked how the information is being used in such areas as prioritizing requests for spending. The CIO clarified that each department controls its budget, but ETS is obligated by statute to assist departments with planning. ETS helps with road mapping.

5. Implement Dynamic and Sustainable IT Operations

- No update in this area.

6. Digital Workforce Development

- No update in this area.

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    7. Expand Statewide Cyber Security Strategy

        • No update in this area.

For the remaining topics, the CIO opened up discussion on ways ahead for the IT strategic plan and asked if anyone had comments. The CIO suggested that the advisory organization, Info-Tech, could be asked to assist with looking at what in the strategic plan needs to be revised in the face of the pandemic and anticipated lean budgets.

- Member Sakuda agreed that engaging Info-Tech is a good idea and suggested looking at the gaps in modernized online services and what is the government's path towards accomplishing those goals.

- Member Yoshimi also agreed using Info-Tech's services could be helpful with the perspective of strategic planning in a crisis, given the pandemic situation.

  B. Discussion of Possible Changes, Metrics – Not discussed due to lack of time.

  C. Stakeholder Engagement, Workshops – Not discussed due to lack of time.

VI.   Legislative Update

  A. Failed: SB2837/HB2281 – Relating to the Information Technology Steering Committee

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

    The proposed bill passed in the Senate and did not get through the House. It became overcome by events due to the pandemic situation.

  B. Failed: SB2836/HB220 – Relating to Access Hawaii Committee

    - *Gives agencies more flexibility and online options to provide enhanced digital services to the public in order to better serve the public and businesses.*

    This proposed bill also passed in the Senate without any issues, did not get a hearing in the House, and became overcome by events.

  C. Act 6, HB2725 HD1 SD1 – Relating to Capital Improvement Projects

    - $17m Financial Management System included

    The bill passed, and included the financial system modernization project.

The CIO noted that there was bill that eliminated vacant positions and funding. ETS has several vacant positions due to retirements and redesign. The end status is that positions will not be eliminated, but will be unfunded for a while.

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A. Announcements

1. Virtual HACC

   Caroline Julian-Freitas, Senior Communications Manager, gave a report on the 2020 Hawaiʻi Annual Code Challenge.

   This year's Hawaii Annual Code Challenge (HACC) will be conducted virtually due to the pandemic situation. Kickoff date is October 24, 2020.

   o Virtual workshops have already been held this year, including a data analytics and visualization workshop with Google, a cyber security workshop, and a workshop for educators.

   o Challenges collected thus far are from Archives, Department of Human Services, ETS, and Hawaiʻi Green Growth

   Member Sakuda requested that HACC information be provided to the ITSC. Ms. Julian-Freitas will provide the sponsorship packet (attached), and referred the committee to the website for more information (https://hacc.hawaii.gov/).

B. Next Meeting – To be determined

VIII. Adjournment

Chair Murdock called for a motion to adjourn the meeting. Member Yoshimi made a motion that was seconded by Member Nishida. The meeting adjourned at 2:58 p.m.

Time and Leave Project

Group 1

May 2020

Live!

DAGS
Gov
Lt Gov

Group 2

December 2020

Almost there!

Attny Gen, B&F, DBEDT, DCCA, DHHL, DOH, DHS, DOD, DOT, Stadium, Tax

Group 3

May 2021

Working to Qualify!

PSD, DOA, DLIR, HSPLS, DLNR, Legislature, OHA, DHRD

FAMIS Project RFP Scope

- Phase One – Core System:
  - Implement UCOA and institute standard accounting practices statewide
  - Replace FAMIS and implement a new data warehouse
  - Interfaces:
    - Replace Payroll interface
    - Replace B&F interfaces for receipts and appropriations (funds) with *temporary* interfaces
    - Eliminate most department interfaces by having them use the system directly, and replace department interfaces where it's impractical to have departments use the new core system directly or if they're outside the State's treasury (no less than quarterly)
  - Run parallel for two quarters and cutover at start of FY22

Investments, Bonds, Asset Inventory

Invoicing, projects, appropriations, budget, award mgmt, travel, interface to eProcurement

UCOA, GL, Enc. Accounting/purchasing, AP/AR, Cash Management, Data Warehouse
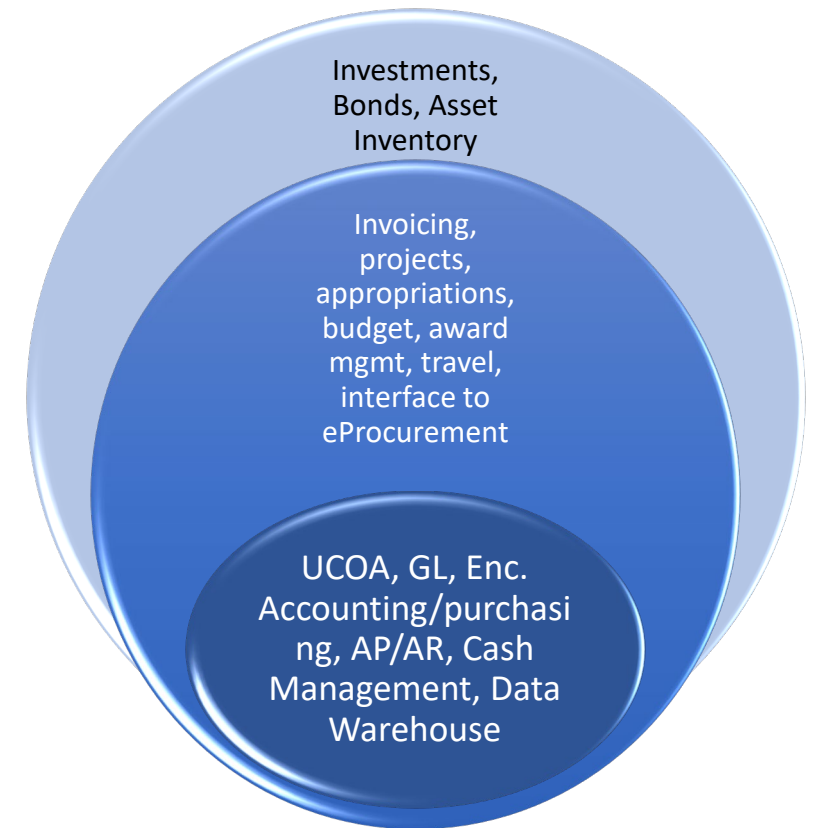
FAMIS Project RFP Scope, 2

- Phase Two - Expansion:
  - Interface to eProcurement
  - Travel
  - Replace core B&F systems:
    - Undo B&F temporary B&F interfaces
    - Implement Invoicing, appropriations, budget-to-actual vs budget preparation (secondary), projects, award management, bonds
- Phase Three - Optional:
  - Investments
  - Asset inventory management

- Recommended Sponsorship:
  - Executive Steering: HIP Executive Governance Committee (EGC)
  - Executive Sponsor: Comptroller
  - Steering: Executive Branch Deputy Directors

Months 1-18	Months 19-30	Months 30-36
1. Core	2. Expansion	3. Optional

2020 Sponsorship Opportunities

Terabyte - $5,000 & above	**Gigabyte - $2,500 – 4,999**
• Presentation Day Judge • Kick off Day Workshop Presenter • Kick-Off or Demo Day Speaking Opportunity • Video Message to Participants for Website & Slack • Participant swag box inclusion • Virtual Exhibitor Breakout Room • Dedicated Slack Channel • Corporate logo recognition on HACC website and during Virtual Main room event • Corporate recognition in press releases, social media platforms and marketing collateral	• Interim Workshop Presenter Opportunity • Participant swag box Inclusion • Virtual Exhibitor Breakout Room • Dedicated Slack Channel • Corporate logo recognition on HACC website and during Virtual Main room event • Corporate recognition in press releases, social media platforms and marketing collateral
Megabyte - $1,000 – 2,499	**Kilobyte - Up to $999**
• Virtual Exhibitor Breakout Room • Dedicated Slack Channel • Corporate logo recognition on HACC website and during Virtual Main room event • Corporate recognition in press releases, social media platforms and marketing collateral	• Corporate logo recognition on HACC website • Corporate recognition in press releases, social media platforms and event marketing collateral

Sponsorship packages may also be tailored to suit your needs. For more information please contact:

Sheila Buyukacar, Executive Director
IMAG Foundation
HACC Fiscal Sponsor
Phone: 808-779-3878
Email: sheila.buyukacar@imagfoundation.org

IMAG Foundation
Strengthening Community – One Opportunity at a Time

Summary from Past Events

2019	2018
# of registrations = 262	**# of registrations** = 302
# of teams registered = 29 **# of team entries** = 22	**# of teams registered =** 37 **# of team entries** = 25

Challenges
 	
 • Energy Office/HECO – Electric Vehicle Charging Analysis
 	
 • HI Green Infrastructure Authority – GEMS Green Loan Portal
 	
 • Enterprise Technology Services/HI Green Growth – Community Engagement and Digital Storytelling
 	
 • Dept. of Education – Aloha+ Curricular Database
 	
 • Open Challenges:
     o Rapid Ohia Death Data Collection Portal
     o Sustainable Education
	Challenges
	
	 • Department of Agriculture – Food Safety & Certification
	
	 • Department of Education – Equitable Access to Education
	
	 • Department of Land & Natural Resources – Rare Plant Information Collection
	
	 • KUPU & DLNR – Plant Identification
	
	 • UH Office of Energy Management – Energy Consumption & Trends
	
	 • UH Office of Sustainability – Nitrogen & Carbon Footprint Data Aggregator
	
	 • UH Office of Sustainability – Waste Audit Data

Winners • 1st Place Open Division – Gary's Best – EV Charging Analysis • 2nd Place Open Division – Kulu – GEMS Green Loan Portal • 3rd Place Open Division – Area 51 Raid Squad – EV Charging Analysis • 1st Place High School – Mililani High School – EV Charging Analysis • 1st Place High School – Waipahu High School – Sustainable Education	**Winners** • 1st Place Open Division – Team Pika – UH Energy Consumption • 2nd Place Open Division – Gucci Gang – Plant Identification App • 3rd Place Open Division – Plant Hawaii – Plant Identification App • 1st Place High School – Mililani High School – UH Energy Consumption • 2nd Place High School – BuffnBlue – Collaborative Network for Teachers • Agathon Winner – Mahi Spray – Food Safety and Pesticide Tracking
Judges • Governor David Ige, State of Hawaii • Doug Murdock, CIO, State of Hawaii • Donna Scannell, VP of IT Operations and Business Information Officer, Kaiser Permanente • Christine Sakuda, Executive Director, Transform Hawaii Government • Cory Goff, Director, Web IT, Hawaiian Airlines	**Judges** • Governor David Ige, State of Hawaii • Todd Nacapuy, CIO, State of Hawaii • Representative Jarrett Keohokalole, State of Hawaii • Scott Enright, Director, Dept. of Agriculture, HI • Miller Abel, Principal Technologist, Bill & Melinda Gates Foundation • Donna Scannell, VP of IT Operations and Business Information Officer, Kaiser Permanente • Christine Sakuda, Executive Director, Transform Hawaii Government

Summary from Past Events

2019	2018
Media Coverage • Bytemarks Café, HPR • KGMB • KHNL • KITV • KHON • Olelo	**Media Coverage** • KGMB • KHNL • KITV • KHON
Sponsors • AT&T • DRFortress • Hawaii Data Collaborative • Hawaii Information Consortium • Hawaiian Airlines • Kaiser Permanente • Revacomm • Salesforce/Carahsoft • Transform Hawaii Government • Unisys • Verizon	**Sponsors** • Bill & Melinda Gates Foundation • Department of Agriculture, State of Hawaii • DataHouse • HTDC • Kaiser Permanente • Pacxa • Salesforce/Carahsoft • Transform Hawaii Government • Unisys