



Information Technology Steering Committee (ITSC)

Meeting Minutes

December 10, 2020, 1:30 p.m.
Interactive Web Conference

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
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:

Michael Nishida, First Hawaiian Bank

Other Attendees:

Todd Omura, ETS
Vincent Hoang, ETS
Todd Ogasawara, ETS
Al Bonilla, ETS
Arnold Kishi, ETS
Caroline Julian-Freitas, ETS
Leila Kagawa, ETS
Jussi Sipola, ETS
Misti Hirasa, ETS
Sonny Kekipi, ETS
Kelli Wang, ETS
Lizabeth Thomas, ETS
Gail Watkins, ETS
Janey Yamashita, ETS
Rep. Tina Wildberger, Legislature
Natalia Hussey-Burdick, Legislature
Nandana Kalupahana, Legislature
Aldric Ulep, Legislature
Ashley Bovey, TEKsystems
Michael Fors, PCG
Landon Wong, Hawai'i Public Policy

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 October 22, 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. Safe Travels Digital Platform

- An estimated 530 thousand travelers enrolled in the system; 450 thousand were exempted, of which 350 thousand were exempted for pre-testing.
- There has been an uptick in Japanese and Canadian travelers.
- Currently working on adjusting the system from a 14-day quarantine period to a 10-day requirement.
- A public dashboard is available on the hawaiicovid19.com website.

2. Budget

- The 10 percent furlough the Governor announced yesterday will affect ETS. There is ongoing discussion on whether the Hawaii Modernization (HiMod) team can be CIP funded so the modernization efforts will not be affected.
- Member Sakuda asked if there are any policies heading into the upcoming legislative session that the ITSC can support, and what would that support look like. The CIO replied that if CIP funding will be considered, support would be needed there, to reduce the risk of losing time on the modernization investment. Support could mean testimony, but we will have to wait to see if the policy will be considered.
- Member Yano asked if there is recourse if contractors aren't allowed to work if ETS employees can't work and give contractors direction. Will policies and expectations change to accept less as the new normal, and how can the ITSC help to plan for that. The CIO noted that departments may look to ETS to pick up functions they can no longer do themselves to make up for budget shortfalls, but ETS will struggle just to maintain basic operations. Cabinet discussions are happening, and there will be unanticipated events affecting service, such as retirements and final budget cuts after legislative sessions.

B. Major Enterprise Projects - Updates

1. DOE Financial Management System (FMS) is currently planned for completion by the end of the fiscal year, June 2021, with a minimum viable product.
2. DOT Highways FMS – Currently in negotiations with a probable contractor. Notice to proceed was not given yet.
3. Statewide Finance System – RFP was released.
 - Member Sakuda asked if there are plans for a unified financial management system. The CIO affirmed that a unified chart of accounts is in the plan.

Many other major projects are in development. The corresponding Independent Verification and Validation (IV&V) reports are published on the ETS website.

C. Hawai'i Digital Government Summit

ETS hosted the virtual digital government summit to encourage crossflow of information and inspirational discussion, even in difficult times. Technology may be the only solution in some instances when resources are so limited. The summit concluded successfully, with over 300 registrants. The CIO also mentioned the Hawai`i Annual Code Challenge (HACC) concluded in November. Member Yoshimi congratulated ETS on a well-run HACC event, especially for adjusting to the virtual requirements. The CIO noted that neighbor islands were able to participate this year as well, making it a truly statewide event.

V. Hawai`i Information Technology Strategic Plan - Updates

- Leila Kagawa, Enterprise Program Manager, reported on modernization projects.
 - The Time and Leave project is proceeding, with some scheduling adjustments. Group 2 will proceed in March 2021, and Group 3 is scheduled for August 2021.
 - The FMS RFP was released in November. An award is projected for early May 2021. Ms. Kagawa appreciated the support and partnership with Transform Hawai`i Government (THG) for organizational change management and departmental readiness sessions that helped them learn and forge stronger relationships for working on projects together.
 - The Hawai`i Employer-Union Health Benefits Trust Fund (EUTF) is updating their benefits administration system (BAS). There is a lot of collaboration with the ETS modernization efforts to establish any integration with the Hawai`i Information Portal (HIP), for payroll, time and leave, and human resources. The goal is to service entities that flow through the systems and avoid duplication of efforts with regard to data entry, governance, and for identifying policies and rules.
- Jussi Sipola, Senior Enterprise Architect, spoke about the HACC challenge of data visualization for public access. A few teams built visualization around the LeanIX data, and with proper funding, the public visibility can be established for IT portfolio.
- Todd Ogasawara, IT Services Operations Officer, gave a brief update on the mainframe as a service (MFaaS) project. Mainframe services have not shifted over to the mainland; however, the backup system has. The plan is to shift over fully to the MFaaS system within the next year, allowing for budget considerations.
- Member Sakuda asked if the CIO had any insights for 2021, and the CIO thinks they will need to relook at the strategic plan and reset at the end of the legislative session. The situation will be set for the next two to three years for pandemic recovery. The plan is to reset next summer and then see where to go from there.
- Member Yoshimi posed a question to ponder: Are there things that the ITSC can do to help provide ways to move new initiatives forward or help other initiatives already underway? There may be opportunities for partnering or promotion. The CIO thought there could be citizen services that could benefit from private-public partnerships, such as a secure citizen identification access to state and county services, for example, unemployment insurance benefits, food stamps, tax services, for optimizing enterprise systems and avoiding fraud. Another area the ITSC could engage in is the review of the strategic plan priorities.
- Member Sakuda asked about funding for citizen ID services, and the CIO noted budget estimates and resource options are being assessed. The project would be of

high value in that it will help to reduce fraud and be a good return on investment. He has spoken to other departments about the concept.

- Member Sakuda asked how to keep the broader public informed of the progress of IT projects and initiatives. Can the ITSC play a role in communicating the information.
- Member Sakuda asked how ITSC can support ETS partnerships with departments to help the state do more with less using efficiencies of automation. CIO noted all departments are looking at ways to do such and hopes for a unified plan. Part of ETS' role sometimes is to share across departments what others are doing, and ETS leads IT Coordinating Council meetings as one way to do so.
- Member Yano said the CIO just answered the question he had if there was a forum for discussions and sharing ideas for solutions. He agrees that a lot of discussions are around automation and trepidations around that, but realistically, resources aren't available to achieve all the desired outcomes expected without it. He appreciates the HACC for allowing other individuals to come in with new ideas and fresh eyes.

VI. Good of the Order

A. Announcements

1. Virtual HACC

Caroline Julian-Freitas, Senior Communications Manager, reported that more than 140 people attended the 5th Hawai'i Annual Code Challenge (HACC). The top prize winner was OverEasi, a team from the University of Hawai'i. The team proposed a solution for a challenge by NIC-Hawai'i, called COVID-19 Chatbot, which asked participants to effectively design and deliver a chatbot that could quickly share up-to-date information and encourage desired healthy behaviors.

Mililani High School team DFE took home the high school category prize for their solution to a proposed by the Office of Enterprise Technology Services challenge, to find a way that would present the State Information Technology Portfolio to the public visually.

The CIO noted that one of the ideas from HACC was a universal chatbot on all the state websites that could take you to desired website information and assist call centers that can be overwhelmed.

B. Next Meeting – January 14, 2021

- Member Sakuda requested the next meeting be prior to the legislative opening.
- Member Thornton requested telework be an item on the next meeting agenda.
- CIO asked members to let him know if they have agenda requests.

VII. Adjournment

The CIO called for a motion to adjourn the meeting. A motion was made by Member Yano and seconded by Members Yoshimi and Sakuda. Meeting adjourned at 2:26 p.m.