



Information Technology Steering Committee (ITSC)

Meeting Minutes

January 14, 2021, 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
Michael Nishida, First Hawaiian Bank
Christine Sakuda, Transform Hawai'i Government
Kevin Thornton, Judiciary, State of Hawai'i
Marcus Yano, SystemMetrics Corporation
Garret Yoshimi, University of Hawai'i

Members Excused:

Representative Kyle Yamashita, Hawai'i State Legislature

Other Attendees:

Candace Park, Deputy Attorney General
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
Lizabeth Thomas, ETS
Janey Yamashita, ETS
Ashley Bovey, TEKsystems
Michael Fors, PCG
Paul Wertheim, PCG
Landon Wong, Hawai'i Public Policy
Baird Miller, Info-Tech

I. Call to Order

- Quorum was established and Chair Murdock called the meeting to order at 1:31 p.m.

II. Review and Approval of December 10, 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. Cyber Security Planning

Chief Information Security Officer (CISO) Vincent Hoang described a multi-year national disruption plan effort for cyber security governance involving federal, state, and local government, and outreach as required, which goes beyond the internal ETS Cyber Incident Response Plan (CIRP).

- Member Nishida asked if tabletop exercises were planned, and the CISO affirmed that they were.
- Member Nishida asked if ETS has worked with a breach coach from the cyber insurance company or a forensic vendor. The CISO replied they have not and would only do so if the response meets a premium value.
- Member Yano asked if there is an alternate incident response plan to define processes for departments. The CISO noted that ETS hosts a cyber security resource portal for the state.
- Member Sakuda asked when was the last time departments did a security risk assessment with ETS. The CISO said ETS guidelines are that if the department is regulated by the federal government, then they are already performing assessments on a regular basis, and ETS assists all departments as necessary with technical aspects. The CIO noted that statewide technical controls are probably more useful than audits at this point.
- Member Sakuda asked if there's an opportunity for ITSC to support a standards policy determination. The CISO indicated that ETS is able to push out guidance and policies as well as assist departments with implementation.

V. 2020 Annual Report

The CIO reviewed the Annual Report with the ITSC (The annual report can be found here: <https://ets.hawaii.gov/reports/>.) Included in the report are actions taken by ETS in response to the COVID-19 pandemic, including establishing the Safe Travels digital platform and travel exemption online application, mobile workforce and remote computing support for telework, support for the Department of Labor and Industrial Relations unemployment insurance response, telecommunication staffing support for the state Emergency Operations Center, and coordination of public access options for state boards and commissions meetings. The IT strategic plan adoption progress is also part of the Annual Report.

VI. Strategic Plan – Discussion and Appropriate Action

The CIO noted there have been no changes to the strategic plan. ETS has been making good progress. They will do a full revisit in summer, July 2021.

The CIO introduce Info-Tech consultant, Baird Miller, who will help advise ETS on how to be more successful.

Member Sakuda and Member Yoshimi asked how the ITSC can be of support, especially in light of restrained resources. The CIO noted a need for a full-time program office, and suggest the next meeting there could be a discussion of resources.

VII. Role of the ITSC

The CIO initiated a discussion on what the role of the ITSC could be. Member Sakuda asked if there was something more they could do. Member Yoshimi noted they need to

be careful how to engage, being aware of constraints, and suggested looking at ERP projects. Member Nishida saw a possible opportunity for sharing knowledge, and the CIO suggested reaching out one-to-one.

The CIO proposed focusing on strategy in July/August meetings. Member Thornton suggested identifying initiatives that are lagging where ITSC can help. Member Yano emphasized focusing on how to add the most value. Member Sakuda added that coordination across departments is key, and that DOE is missing from the ITSC.

VIII. CIO Updates

Telework

Member Thornton asked if anyone is looking at the effectiveness of telework, and if the ITSC private sector members had done assessments. Member Nishida mentioned they are looking at mixed or hybrid work environments. The CIO asked if they looked at hoteling desks, and Member Nishida replied that yes there are discussions. Member Yano said they are reviewing the impacts, especially choices around job functions, identifying areas that don't necessarily need office space, hub spots, sand box, and minimize hoteling, but there are security concerns. People do want telework, especially those employees whose work is project-based. Todd Ogasawara noted the move to remote work became a bright light in a terrible situation. Leila Kagawa noted the opportunity for out-of-state hiring considerations to address recruiting restrictions. Member Nishida noted offshore resources are being used but wondered how we get comfortable with it in regard to security. Member Yoshimi noted the variabilities and remarked about the concept of state workers who work out-of-state.

Unemployment Insurance Modernization

The CIO noted that the Project Advisory Council approved the unemployment insurance modernization project to go forward.

Member Sakuda noted the legislative session starts next week and asked if there were any ITSC support was needed. The CIO welcomed support to maintain modernization.

IX. Good of the Order

A. Announcements

B. Next Meeting: To be determined

X. Adjournment

The meeting adjourned at 2:55 p.m.