



## Information Technology Steering Committee (ITSC)

### Meeting Minutes

November 2, 2021, 10:00 a.m.  
Video/Audio Conference

**DRAFT**

#### Members Present:

Todd Omura, Chair Designee, Office of Enterprise Technology Services (ETS)  
Benson Choo, Finance Factors  
Mel Horikami, Optimum Business Solutions  
Joel Kumabe, Unisys Corporation  
Michael Nishida, First Hawaiian Bank  
Christine Sakuda, Transform Hawai'i Government  
Kevin Thornton, Judiciary, State of Hawai'i  
Garret Yoshimi, University of Hawai'i

#### Members Excused:

Senator Jarrett Keohokalole, Hawai'i State Legislature  
Representative Kyle Yamashita, Hawai'i State Legislature  
Marcus Yano, SystemMetrics Corporation

#### Other Attendees:

Vincent Hoang, ETS  
Todd Ogasawara, ETS  
Arnold Kishi, ETS  
Caroline Julian-Freitas, ETS  
Jussi Sipola, ETS  
Sonny Kekipi, ETS  
Kelli Wang, ETS  
Janey Yamashita, ETS  
Candace Park, State Office of the Attorney General  
Riley Fujisaki, State Legislature  
Albert Vargas, State Legislature  
Aldric Ulep, State Legislature  
Ryan Senaga, Hawai'i Public Policy Advocates, LLC  
Peter Fritz, Member of the Public  
Baird Miller, Info-Tech Research Group  
Bill Holliday, Info-Tech Research Group

#### I. Call to Order

Quorum was established and the meeting was called to order at 10:00 a.m.

#### II. Review and Approval of September 30, 2021 Meeting Minutes

Todd Omura called for a motion to approve the minutes. A motion was made by Member Nishida and seconded by Member Horikami. The motion carried unanimously.

#### III. Public Testimony on Agenda Items

No public testimony was given.

#### IV. Strategic Plan

Info-Tech Research Group is conducting interview sessions this week with key stakeholders, with a focus on business context. The purpose is to gather facts and information to assist with refining the strategic plan. Details of Info-Tech's interview of ITSC follow:

### **ITSC Can Play a Larger Role**

- Details
  - There is need and desire to broaden current role and levels of interaction
  - Need to address a change to longer term approaches
  - ITSC may be under-utilized – influencing strategy may not be enough
  - ITSC may provide stability through leadership transitions
- Challenges
  - Discussion focused on known gaps and challenges – not next steps
  - Expand / refine the current strategic plan – focus on simple tactical frameworks
  - Not all Departments have strategic plans – can we address this
- Opportunities
  - Position the ITSC to provide active feedback, guidance, and escalation
  - ITSC 27-43 mission is action-enabling in several areas that are not visible
  - ITSC can provide endorsement, assessment, and input - talk to Departments / be part of the team
- Risks
  - Department of Education, library, university are autonomous
  - The agenda is at risk to remain focused in the past – status reports that trigger no action
- Comments
  - What can we arm the 2023 Governor with related to ETS and state technology to recommend changes and approvals?
  - Broaden ITSC role as steering committee for non-executive branch departments too

### **ETS Role is Complicated**

- Details
  - Original intention of ETS was to be a state-wide governance function
  - ETS is not currently viewed as state-wide and does not operate that way
  - Role is complicated by federated, decentralized IT groups and funding
  - Primarily a guidance and oversight role but also has system maintenance functions
- Challenges
  - 0% probability that ETS can fulfill its role currently – no staff and insufficient funding
  - Huge gaps in staff – 40-50 people are gone and no ability to backfill
  - Reduced to doing what is most operationally important – keeping the lights on
- Opportunities
  - ETS may need outside help to continue to perform
  - Need to map ETS services to Department services and citizen benefits
- Risks
  - We continue to talk about defining the role and not next steps
  - Lack of holistic, state-wide plan invites inefficiency, waste
  - Gaps in technology needs may inappropriately fall to ETS
- Successes

- ETS has been facilitating the strategic plan where possible
- Governance focus has matured – significant data is available
- Cybersecurity Program is going well

### **Current State Assessments Needed**

- Details
  - It is difficult to assess the true reality of what is going on with state-wide technology
  - ETS does not provide governance or visibility into all Departments
  - What are the known facts? Where are we starting from?
- Challenges
  - It is not evident that the true leaders are asking for this
- Opportunities
  - Position the ITSC to provide active feedback, guidance, and escalation
  - ITSC ties to legislature and leadership can be influential
- Risks
  - Change of leadership limits immediate action (finish what you started, strengthen core, be agile)
- Technology / Services
  - Assessments will drive priorities and roadmaps

### **Outreach Effort is Needed**

- Details
  - Supporting a state-wide approach requires voluntary Department cooperation and participation
  - Some Departments operate outside of ETS governance – by design or avoidance
  - ITSC can provide endorsement, assessment, and input – talk to Departments / be part of the team
- Challenges
  - Communication – surgeons don't read SCA email/texts; how to reach them effectively, efficiently?
  - Training channels – remote and onsite
- Opportunities
  - ITSC agenda can be structured for Department reporting – present priorities, roadmaps and plans
  - Define needed policies and guidances to stay ahead of Departments' needs
- Risks
  - There is some perception that this is happening – it is not
- Technology / Services
  - Centralized services and standards drive alignment

We need to take a more strategic and tactical view of all Departments across the State

## V. Good of the Order

### A. Announcements

- Hawaii Annual Code Challenge (#HACC2021)

Caroline Julian-Freitas, ETS Senior Communications Manager gave an overview of the HACC progress thus far and invited everyone to attend the final presentations.

- Presentation and Judging: November 20, 2021

B. Next Meeting: December 16, 2021

#### VI. Adjournment

The Todd Omura called for a motion to adjourn the meeting. A motion was made by Member Yoshimi and seconded by Member Kumabe. With no objections, the meeting adjourned at 11:37 a.m.