JOSH GREEN, M.D.
GOVERNOR

DOUGLAS MURDOCK
CHIEF INFORMATION OFFICER

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December 16, 2022

The Honorable Ronald D. Kouchi,
President, and Members of the Senate
Thirty-Second State Legislature
State Capitol, Room 409
Honolulu, Hawai‘i 96813

The Honorable Scott K. Saiki, Speaker
and Members of the House of
Representatives
Thirty-Second State Legislature
State Capitol, Room 431
Honolulu, Hawai‘i 96813

Dear President Kouchi, Speaker Saiki, and Members of the Legislature:

For your information and consideration, I am transmitting a copy of the Preliminary Status Report on the Consolidation of Information Technology Services pursuant to Act 179, SB3284 SD2 HD2 CD1.

In accordance with Section 93-16, Hawaii Revised Statutes, this report will be posted on the Department of Accounting and General Services website at http://ags.hawaii.gov/reports/legislative-reports/ .

Sincerely,

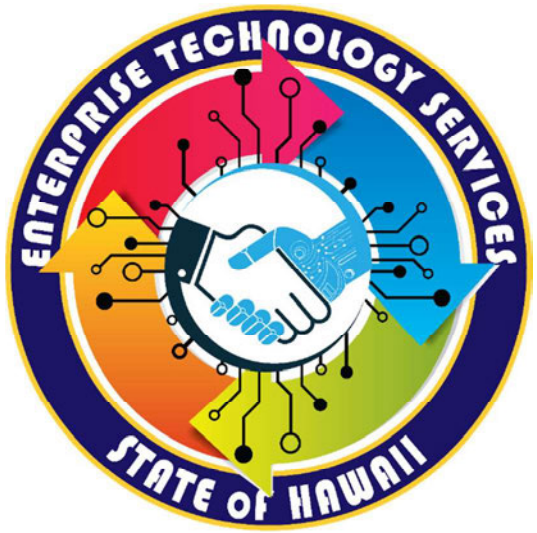
Douglas Murdock (Dec 20, 2022 10:35 HST)

DOUGLAS MURDOCK
Chief Information Officer

Attachment

Act 179 IT Consolidation

2022 Preliminary Status Report for the State of Hawai'i Legislature



Prepared by the Office of Enterprise Technology Services

For questions, please contact ETS@hawaii.gov

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Executive Summary

The Office of Enterprise Technology Services (ETS) is submitting its first interim report in compliance with Act 179. ETS has initiated the planning for how Executive Branch IT consolidation might occur, identifying key considerations and decisions points, gathering feedback from the rest of the Executive Branch, and forming initial recommendations to align with the strategic goals of Act 179 – more efficient, cost-effective, and secure use of technology in State government.

This initial report provides information on overall strategy, formation of the working group, areas where further planning is needed, and data collected to inform the process.

The state has already successfully consolidated many IT shared services and capabilities under ETS and its predecessors. For example, the Executive Branch mainframe system has been in use over 40 years, shared by many departments but run by ETS and its predecessors. The mainframe is still in use but recently has been modernized to work in a cloud-like as-a-service environment. Similarly, the Executive Branch shares a networking system called the Next Generation Network (NGN). Other great examples of shared services include the FAMIS financial management system, the payroll system, and the Microsoft 365 system.

ETS and the Consolidation Working Group believes the best way to implement consolidation is to continue to develop shared services that meet the needs of the Executive branch. These may include new IT procurement tools, IT recruiting and training for state staff, and shared program management. This is the best way to implement consolidation without negatively impact departments or the citizens and beneficiaries they serve.

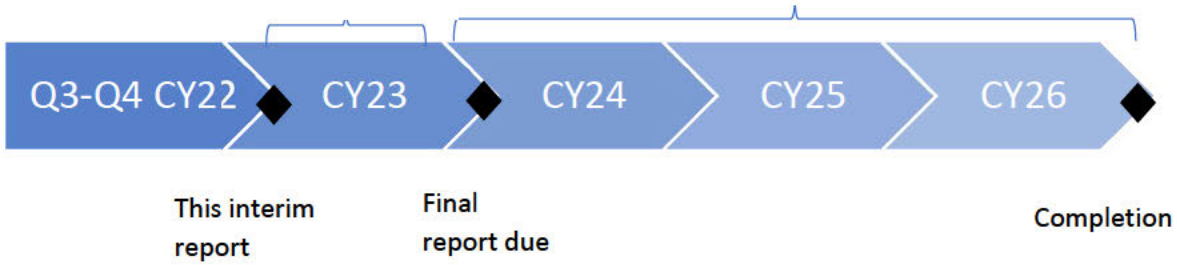
The IT consolidation effort will be complimentary to ETS' objectives for the digital transformation of State government.

ETS will need to be stronger to lead the state through consolidation. Filling vacant positions, reclassifying legacy positions to more modern IT positions, and transforming ETS philosophy will be necessary for IT consolidation to be possible. ETS must be a great role model and a place that all state workers would like to work.

Background

Senate Bill 3284 SD2 HD2 CD1[1] establishes a technology services consolidation working group to develop a plan for the phased consolidation of all state executive branch information technology services and staff, under the ETS. The phased consolidation, where determined practicable by the working group, will exclude the Department of Education, Hawaii Health Systems Corporation, University of Hawaii, and Office of Hawaiian Affairs, and the phase-in period will be five (5) years. The plan must include the working group's recommendations to attract high-quality information technology professionals to the State. A report to the Legislature is required twice -- an interim and a final report -- before the 2023 and 2024 legislative sessions respectively. The bill dissolves the working group on 12/31/2023 (CD1). Act 179 was approved by Governor David Y. Ige on June 27, 2022.

Timeline



[1] https://www.capitol.hawaii.gov/session2022/bills/SB3284_CD1_.htm

Process

Act 179 provided that the working group would be comprised of each principal Executive Branch department or that person's designee, excluding the Department of Education, Hawaii Health Systems Corporation, University of Hawaii, and Office of Hawaiian Affairs. In Q3 of calendar year 2022, ETS formed the working group by asking each Executive Branch Department's Director/Chairperson to identify who would be participating in the working group. Each Executive Branch department's principal chose to designate one or more individuals. Most designees are representatives of their department or division's IT office.

5 Year Consolidation Plan

Planning year (CY23)

Committees of Consolidation Working Group members supported by ETS staff will have the responsibility to set formal deliverables as they see fit and agree to a finalized list of anticipated deliverables prior to the start of their planning work. ETS will make the following committee scope recommendations for the Planning Year.

Human Resources Plan

Determine the scope of positions within the IT consolidation effort, factoring in any constraints such as federally funded positions that cannot be moved. Identify each position within the scope of consolidation. Analysis of existing staff – staffing levels, job titles, benchmarks, key strengths, gaps, and challenges. Determine future state roles and functions, standardization of positions, and staffing levels. Recommend an approach to filling skills gaps.

Governance Structures

Assess HRS, HAR, Executive Orders, and other policies and procedures on IT governance, determine if additional changes are necessary to adopt additional centralized shared services, and make formal recommendations if so. Review ETS governance structures against any available in sister states, and as necessary, define new roles, responsibilities, and oversight groups to provide future state leadership.

Organizational Structures

Review existing organizational structures. Identify challenges and pain points in the current organizational structures where IT positions exist. Analyze organizational models of sister states and benchmark. Recommend optimal organizational structures to be utilized by ETS post-consolidation.

Sourcing and Procurement Strategy

Identify pain points in the current IT procurement process. Recommend a model to be able to leverage economies of scale for IT procurement by having ETS act as a broker for IT procurement transactions, including those that fall under the scope of shared services. Identify other opportunities to capture cost savings and efficiencies by assessing current spend across the executive branch, reviewing procurement policies, identifying any policy changes, and recommended consolidation of future contracts.

Financial Model

Analysis of current state funding approaches for IT expenditures. Are they effective and do they support a shared services model? Study possible funding models and determine the pros/cons of each option and make a recommendation for the best model/method available. Ensure sustainability of ETS' budget to deliver on shared services.

Project and Portfolio Management Strategy

Analysis of existing Executive Branch IT projects and portfolios of IT applications. Recommend a portfolio management strategy that will enable better investments in future projects and more successful business outcomes. Determine existing project organization structures, what project controls are in place, and recommend any necessary changes.

Change Management Plan

Identify all key stakeholder groups with respect to IT consolidation, including their level of influence and their level of influence and interest. Formalize a plan to ensure that all stakeholders are informed of changes and engaged, the timing of those changes, and the

level of readiness stakeholders should have to prepare for the IT consolidation effort. Identify any considerations for transition, with an emphasis on staff retention and satisfaction.

Communication Plan

Develop a formal plan for communications between ETS and other departments, including key stakeholders such as vendors, central state offices, legislators, unions, etc. Determine they key factors to communicate with respect to the consolidation, the means of communication, and the timing. Define the communication process, including who should sign off on communications.

Provider (or Vendor) Management Plan

Analysis of services currently provided either internally or externally (via vendor) to executive branch departments. Perform baseline user satisfaction surveys. Determination of whether services currently provided are adequate and meet the needs of the "customer". Identify any areas that require future vendor sourcing by completing a make/buy assessment and recommend a sourcing method. Finalize list of shared services to be included in the IT consolidation effort.

Facilities Strategy and Management Plan

Assess the State's current footprint for people and physical assets, including data center utilization, and any future plans for cloud utilization and third-party Infrastructure-as-a-Service (IaaS). Recommend a strategic plan for the optimization of office space and data centers. Identify current pain points and cost inefficiencies and recommend steps to address those.

IT Network and Communications Plan

Assess the State's current network utilization and network infrastructure assets (voice, video support, telecommunications, etc.) and identify any opportunities for third party management. Recommend a strategic plan for the optimization of network infrastructure. Identify current pain points and cost inefficiencies and recommend steps to address those.

Service Utilization Management Plan

Analyze current use of resources, planned use, forecast future use and develop models to best utilize available resources. Determine how to use existing assets more efficiently and effectively as well as to plan for more effective future uses of shared services. Identify any opportunities to leverage alternative models such as managed services, pooled storage, and virtualization.

Workforce Development and Recruiting

With an eye on attracting and retaining key skill sets in State government, develop a multi-faceted plan. Analyze current pay practices for exempt employees and compare to local market rates and rates of sister states and make recommendations for pay adjustments. Analyze available recruitment methods and make recommendations for new recruitment methods. Recommend development opportunities for existing staff with a focus on desired skill sets for a future workforce. Recommend new career pathways for advancement in IT.

Appendices A-D contain information on the membership of the working group, survey results, and meeting minutes.

The Departments of Agriculture and Human Services do not have volunteers to participate in the IT consolidation planning committees currently.

The work of the Communications Plan committee may be combined Change Management due to a low level of participation.

Execution years 1-3 (CY24-26)

At the conclusion of the planning year, a full project plan including but not limited to costs, schedule, and scope will be compiled by ETS and given to the working group for review and comment, and then finalized for execution during calendar years 2024 through 2026.

Scope and Assumptions

ETS' Preliminary Proposal

ETS has formulated a preliminary proposal for discussion by the Consolidation Working Group as a model of what a successful IT consolidation might look like. The proposal is based on a "Shared Services" model which many other State governments have successfully adopted.

Shared services differ from centralized services. Whereas centralized services focus on consolidating work in a single location, shared services are provided by ETS to other departments as a part of a service offering to keep the department's overhead lower. Shared Services are a way to gradually gain additional economies of scale just as other State governments have done over time. One example of a Shared Service is the central procurement, provisioning, and management of Microsoft licenses for Executive Branch personnel.

A future expansion of the Shared Services model might include:

- Teams Calling
- Internet/network inside departments
- Common VPN/VDI
- Help Desks
- PC and device purchasing and support
- Cloud Contracts
- Baseline User Satisfaction for future projects
- Centralized design, development, and implementation (DD&I) processes
- Centralized project management for major existing systems

The benefits of expanding the Shared Services model are:

- Cost/process efficiency
- Consistent, dependable services

- Increased responsiveness
- Lessen disruption to business units

Appendix E contains ETS' preliminary recommended statutory changes that may be finalized after the planning year is complete. Appendix F contains various models for IT organizations in sister states.

Strategies

IT consolidation planning will seek to determine if any of the following are viable strategies:

- ETS becomes Broker for Vendor Services
- Vendor Management with Contracts for Projects
- Change Special Fund Use from Personnel Costs to Innovation
- Create Software Factory to Build Prototypes and Pilots
- Create Data Office to Help New Chief Data Officer
- IT Training, Career Tracks, funding for professional certifications
- Creation of a CIP project reinvestment fund
- Creation of a special fund for IT consolidation, workforce development, training, certification, workforce position description modernization
- Centralized funding of all IT hardware and software
- Centralized management of all IT positions

IT consolidation planning will leverage the following:

- Budget and occupied/empty position count/type analysis of departmental IT
- Authority and process for budget and position transfer
- Reorganized ETS structure

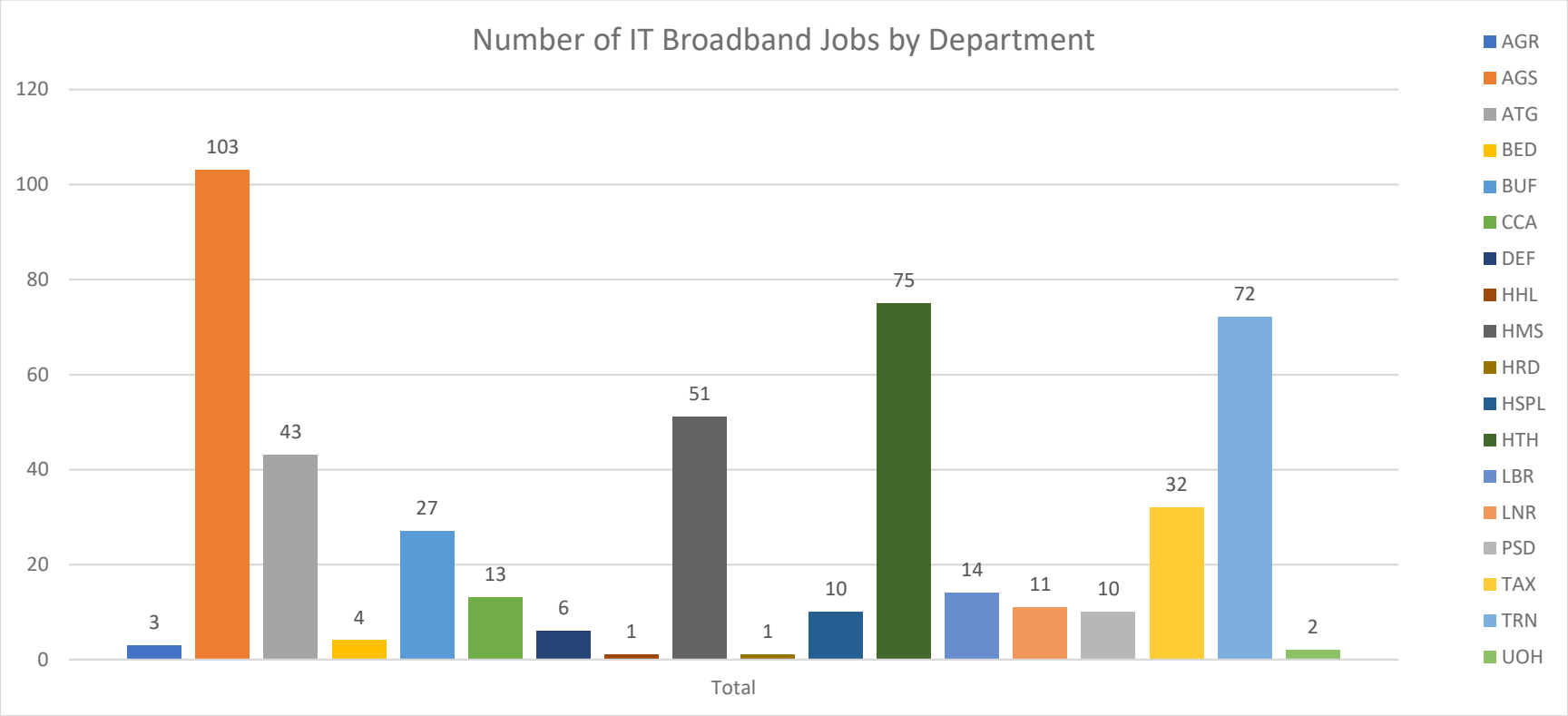
- Enhanced consolidated HR Position Descriptions & Recruitment Plan
- Departmental IT Services Manager Position Description
- Departmental IT Governance and strategic planning
- Memorandums of Agreement/Understanding
- Standards such as a Service Catalog, Work Breakdown Structure and RACI Charts
- IT Product & Service Catalog and Procedure
- Service Level Agreements & User Satisfaction Surveys
- Location decisions (central or decentralized)
- Procurement vehicles for brokering and vendor management

In that model, that which is *not* an ETS core competency will stay with the appropriate subject matter departments/agencies.

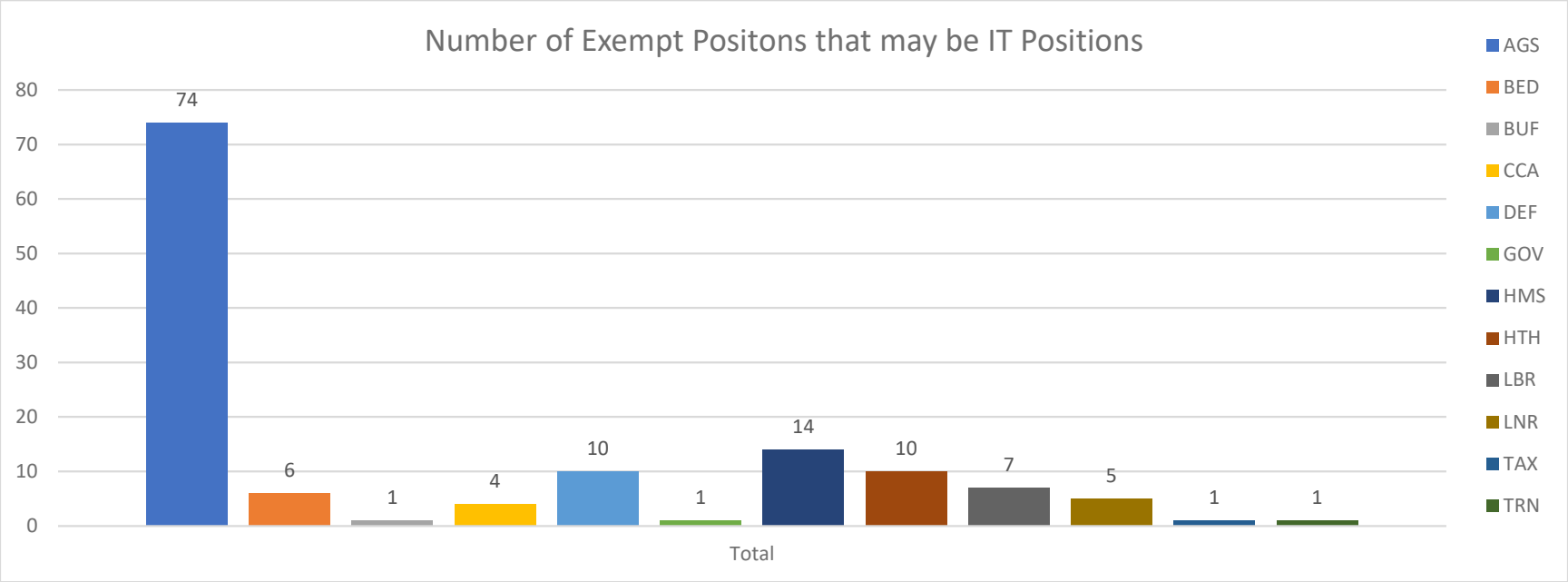
ETS may also expand professional shared services to departments through the IT consolidation effort. Certain existing or planned areas of ETS such as the Project Management Branch, Enterprise Architecture, IT Governance, or the services of the Chief Data Officer may become “expert hubs” providing a broad range of professional IT services.

People

Currently, there are 478 positions in the Executive Branch with the IT “broadband” job classification. At 103, Department of Accounting and General Services (“AGS”) has the highest number because Enterprise Technology Services is a division within AGS. See Attachment D for a listing of non-exempt broadband positions. Research will be required to identify positions whose job descriptions cannot be changed because of limitations imposed by the federal funding which funds the positions.



The following is a chart showing positions that are exempt and may be classified as IT positions. The list includes ETS positions under "AGS". Non-ETS positions listed may not be IT positions and research will be required for each position, to determine if each position is an IT position or not. See Attachment E for a listing of 134 exempt positions.



ETS' philosophy is that the State of Hawaii should not look to reduce IT personnel, but instead make changes to the re-skill the existing workforce to meet the demands of modernization where necessary and create incentives for its people to stay in State government which may take the form of skills training and workforce development, re-deployment to where needs are the greatest, and an identified career track for advancement.

Procurement

One area being evaluated by the IT Consolidation Working Group is further consolidation of IT Procurement. The State Procurement Office (SPO) procures and manages price list and vendor list contracts on behalf of Executive branch agencies, and any of the other twenty chief procurement officer (CPO) jurisdictions, including the Judiciary and the Legislative branches and the counties that commit to participate in the contracts issued by the SPO.[2]

Participating jurisdictions and agencies benefit by obtaining price discounts and other leveraged concessions through volume purchases. In addition, there are the efficiency savings – the administrative, procurement and contract management realized by each agency or jurisdiction, rather than having to solicit individual contracts, resulting in multiple contracts for the same commodity or service. Instead, these processes are managed by the SPO, and all participating jurisdictions and agencies are the beneficiaries of cooperative purchasing.

Attachment C contains a list of IT-related price and vendor lists managed by SPO, and ETS' involvement is noted within each. The State of Hawai'i is a member of the National Association of State Procurement Officials (NASPO), and the Chief Information Officer is a signatory to two NASPO contracts, 17-18 and 23-08.

The GSA (General Services Administration) MAS, formerly known as the GSA IT Schedule 70, may be used for IT SERVICES ONLY[3]. More information and procedures to use the GSA MAS is available in this document.

Departments are not permitted to purchase from a GSA contract if there is another active SPO statewide contract for that service. If a department believes it can negotiate better value using the GSA contract, it must include an analysis and justification in written notification to the attention of the CIO. The CIO may negotiate with existing statewide contractors to "meet or beat" the other contract terms, if possible. If CIO determines that "best value" for a department can only be obtained through the GSA contract, they may recommend approval, in writing, on a case-by-case basis.

[2] http://spo.hawaii.gov/for-vendors/contract-awards/price-vendor-lists/
[3] https://spo.hawaii.gov/wp-content/uploads/2016/12/2017-06-GSA-IT-Services.pdf

Assumptions

The following table includes some of the current assumptions about the consolidation effort.

Table 1: Assumptions

1	With the change of administration, incoming Directors and Chairpersons will not want changes in how their departments are represented by the working group, and membership will remain relatively stable.
2	ETS will remain an organization that is staffed with a combination of personnel exempt from HRS §§ 76 and 89 and personnel who are not exempt from HRS §§ 76 and 89.
3	IT personnel in the Executive Branch are, for the most part, not exempt from HRS §§ 76 and 89, and union consult will be required regarding non-exempt personnel regarding all personnel matters subject to HRS § 89-9[4].
4	The Department of Human Resources Development's Labor Relations Branch will lead union consult activities on behalf of the Executive Branch as an employer.
5	Applicable labor unions will approve any changes that the employer presents for union consult.
6	IT position counts will remain the same and the Legislature will not agree to fund new positions.
7	The Legislature will provide funding for additional resources (e.g., contracts) and special project positions for ETS to manage the project.
8	Additional room at ETS' headquarters in the basement of Kalanimoku Building will not be sufficient to house additional ETS personnel.
9	Corresponding department budgets for personnel, systems, and projects that will be identified for consolidation will be moved to ETS.
10	ETS will manage the conversion of positions that are not exempt from HRS §§ 76 and 89 to exempt through natural attrition.
11	The Legislature will enact recommended statutory changes necessary to support the effort.

[4] https://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0089/HRS_0089-0009.htm

Workforce Enhancement

An important component of Act 179 was the requirement to make recommendations to attract high-quality information technology professionals to the State, including the use of internships, and assess the feasibility of exempting certain positions from the requirements of HRS §§ 76 and 89. ETS already utilizes an internship program with University of Hawaii West Oahu. Additionally, the following draft strategies will be fleshed out by the committees in 2023, as applicable:

- Aligning IT job titles, classifications, and descriptions more closely to the private sector
- Reskilling current employees to meet modern IT demands
- Streamlining the hiring process and reducing time to hire
- Expanding flexible work schedules
- Increasing remote work options
- Promoting non-salary benefits like greater stability and diversity of experience
- Call to public service
- Building talent pipelines (e.g., partnering with local colleges/universities/technical schools)
- Sponsoring community awareness events
- Opportunity to work in capital city
- Expanding flexible/remote work
- Hiring employees residing out of state
- Targeting non-traditional communities (veterans, non-degreed, etc.)
- Modifying job pre-requisites (e.g., education requirements)
- Public/private partnerships

Project Cost Estimates

The working group will be disbanded at the end of 2023 and recommendations will become final. To execute three years of IT consolidation work recommended by the working group, a team will also be required. Below are estimated figures for anticipated special project positions.

	FY24 (Q3-Q4)	FY25	FY26	FY27 (Q1-Q2)
HR Assistant	$32,500	$65,000	$65,000	$32,500
HR Assistant	$32,500	$65,000	$65,000	$32,500
HR Assistant	$32,500	$65,000	$65,000	$32,500
HR Assistant	$32,500	$65,000	$65,000	$32,500
HR Assistant	$32,500	$65,000	$65,000	$32,500
Technical Analyst	$36,000	$72,000	$72,000	$36,000
Technical Analyst	$36,000	$72,000	$72,000	$36,000
Technical Analyst	$36,000	$72,000	$72,000	$36,000
Technical Analyst	$36,000	$72,000	$72,000	$36,000
Procurement Specialist	$42,500	$85,000	$85,000	$42,500
Project Manager	$57,500	$115,000	$115,000	$57,500
Project Assistant	$27,500	$55,000	$55,000	$27,500
Organizational Change Coordinator	$35,000	$70,000	$70,000	$35,000
Communications Manager	$32,500	$65,000	$65,000	$32,500
YR Totals	$501,500	$1,003,000	$1,003,000	$501,500
			Grand Total	**$3,009,000**

HR Assistants are needed to review and update position descriptions and organization charts for potentially hundreds of employees, and to administer any potential compensation changes. Technical Analysts are needed to review all systems and services identified

for consolidation and determine what changes are needed because of consolidation. A Procurement Specialist is needed to review and amend all affected State contracts. A Project Manager and Project Assistant are needed to coordinate all the consolidation activities across the State. An Organizational Change Coordinator is needed to assess stakeholder impacts and implement people-focused changes. A Communications Manager is needed to manage all project communications, both internal and external, to employees, department heads, vendors, unions, etc.

Appendices

Appendix A: IT Consolidation Working Group Membership

	First Name	Last Name	Title	Department / Affiliation
1	Derek	Sodetani	System Analysis Manager	Accounting and General Services
2	Jason	Azus-Richardson	IT Specialist	Agriculture
3	Kevin	Richardson	Deputy Attorney General	Attorney General - Education Division
4	Susan	Yonemura	HCJDC DP Systems Manager	Attorney General - HCJDC
5	Lynne	Youmans	Deputy Attorney General	Attorney General - HHSD
6	Blair	Goto	Deputy Attorney General	Attorney General - HHSD
7	Tracy	Ban	Deputy Director/ASO	Budget and Finance
8	Wade	Kamikawa	DP Systems Analyst	Business, Economic Development and Tourism
9	Robert	Hiltner	ISCO IS Manager	Commerce and Consumer Affairs
10	Tony	Querubin	CIO	Defense
11	Linda	Inouye	ASO I&CS - IT Band B	Hawaiian Home Lands
12	Steve	Sakamoto	HISO Chief	Health
13	David	Keane	IT Manager	Human Resources Development
14	Ryan	Shimamura	CIO	Human Services
15	William	Kunstman	PIO	Labor and Industrial Relations
16	Lila	Loos	IT Administrator	Land and Natural Resources
17	Judy	Yamada	ITS IT Supervisor	Public Safety
18	Corey	Higa	IT Manager	Taxation
19	Darren	Cantrill	IT Manager	Transportation - Administration
20	Amy	Saito	IT Specialist	Transportation - Airports
21	Lena	Wang	IT Specialist	Transportation - Harbors
22	Bob	Sequeira	Engineer	Transportation – Highways

Appendix B: IT Consolidation Working Group Facilitation and Survey

The ETS Chief Information Officer presented draft plans that emphasize an expansion of a Shared Services model to the working group for their consideration. To encourage candor, ETS solicited anonymous feedback on the Chief Information Officer's draft plan. 11 people out of the 22-member working group contributed:

1. How well do you feel you understand the goals of Act 179? (5 = Really well; 1 = Not well at all)

Answers:

4
3
3
2
5
2
4
4
3
5
4

2. What challenges do you foresee for you or your organization?

Answers:

Our department has some programs and some attached agencies with very specialized and complicated IT needs. The attached agencies in particular have their own dedicated IT staff and also contract out IT support and maintenance services. These attached agencies would have concerns if their IT resources were no longer under their direct control. That would also apply to the program level IT staffing and resources. I also see a need to improve the ability to find qualified IT staff to fill out vacancies when those occur and to support staff development, training and opportunities for advancement as incentives.
1) Effects on federally funded positions as they are only required to work on a special project 2) Responsiveness by the centralized IT may be delayed in supporting the end-user

3) Lack of technical expertise to support complex mission critical applications as consolidation may transfer IT staff who will need to support other applications
We are a very small IT shop of 2 and could use the added assistance of expanding shared services
The department/agency IT staff are developers that specialize in the support of a proprietary system. This system is one of the larger state systems today and the developers all have years of knowledge in the systems' business rules. In a consolidation effort, we do not want to negatively affect the Business responsibilities of the department/agency in any way. We will also need to understand how the program's funding may affect the effort. The department/agency personnel are all federally funded. All the hardware, software, and infrastructure are also federally funded.
Complicated business domain knowledge to support siloed organization; development and support for business units; complications of funding and assignment of resources.
Our operation is different in many ways including our users, understanding the business environment and nonstandard time of operation. I foresee limited support for our users since our users align with our business.
• Ensuring that shared services meet unique departmental requirements. For example, if one department has additional federal security requirements, can the shared service(s) be modified for the single department. • Time to implement or update services. New or updated services will have to be tested and approved by all departments before they can be implemented, likely leading to longer timelines. • IT resource reduction in departments. If IT resources are reduced as part of the consolidation, then it will impact departments' ability to have adequate staffing coverage when staff are absent or resources need to be shifted to meet increased demand. • Multiple service desks - Users may be confused on who to contact (Department or ETS) for services. Issue resolution may be slower since ETS may not understand department set up. • Funding - How will situations be handled when there is a lack of funding? In a decentralized model, department can choose which service to drop or move funds around within the department to covered required services. In a centralized model, how will decisions be made on which service to drop or find funds where actual costs are higher than budgeted costs. • Will ETS/Centralized IT have the expertise/resources to execute successfully. Failures or delays will have a widespread impact. There have been challenges with the FAMIS replacement project and Adobe licensing recently.
staff pushback; staff fears of having to move departments and/or change job duties
Not enough resources (people, experience, etc.), time, and money. Too much demand and unreasonable expectations for service delivery and reliability.
1. The disruption of our current IT staff to continue effective work for our department IT. 2. Sudden vacancies of an effective IT staff due to threats of work reassignment.
We have several challenges to achieve the goals of the bill. One of the bigger hurdles is lack of standardization... not all of the department offices are on or integrated into the EAD. Many still operate stand-alone networks and independent domains. Some

systems don't currently conform to the ETS secure device standards. This is due to lack of staff to implement changes and the internal authority to do so. Due to lack of staff a few agencies have to rely on 3rd party assistance for IT matters. Additionally, personnel have concerns of the potential that local IT support being taken away thus causing the time for IT assistance request remediation increasing. There is also the fear of outside IT not understanding department culture, internal processes, as well as chain of command and directives/goals for each agency.

3. What key considerations would you include in planning the consolidation work?
Answers:

Careful review and consideration regarding what actually would be feasible and most beneficial overall given the unique situations that exists as it pertains to the different departments and agencies
1) Consolidate IT areas that make sense - data center, networking, cybersecurity, procurement, cloud computing 2) Consolidation is being done for 17 departments so one size does not fit all so be open to making exceptions 3) Communicate often and keep each department's leadership informed of the plans
Small shops like ours may be affected differently from the larger departments as we service our users Statewide and tend to be generalists (other than our departmental applications).
Some thoughts.... 1) UNDERSTAND THE CURRENT ROLES, DUTIES, AND SCOPE OF IT WITHIN EACH DEPARTMENT/AGENCY. GATHER SIMILAR DATA AS WHAT IS LISTED IN THIS SECTION BELOW. VERY IMPORTANT TO UNDERSTAND HOW CONSOLIDATION CAN ACCOMMODATE. Examples of what is performed today in our situation: Design, develop, and support of "unique" major mission critical systems/applications. Know and understand the business rules and functional process of the systems/applications. Plan, coordinate, and communicate any systems/applications changes with/to all external entities involved with interfaces and data exchanges. This works both ways, so all systems accommodate expected changes. Design, develop, implement, and support of internal network and network security compliance. Design, develop, implement, and support of ancillary systems. Ex - AWS GovCloud environment(s) – customer and agency ports, IVR, and analytics

Provide the needed segmentation and labeling of confidential data within systems, hardware, and network.

Perform monthly security assessments on all internal and external hardware, software, and data that fall within scope. Perform remediation to resolve any findings.

Develop and maintain the IT Security Policy and Procedure documents. Targeted to meet highest level audits. To include DR and Contingency planning documents.

Maintain and support all on premise computing devices – computers, printers, virtual infrastructures, scanning devices. Ensure these devices are security compliant by developing the needed automated policies.

Ensure all hardware and software lifecycles are compliant and supported by issuers, else research and procure to remain compliant.

Support all data security audits and provide remediation.

Develop 3-5 year IT plans that will accommodate the department's/agency's needs as described within its strategic plans.

Continue the training and knowledge transfer programs to enhance the "upward mobility" philosophy within the department/agency.

2) UNDERSTAND THE OVERALL FUNDING STRUCTURE OF EACH DEPARTMENT/AGENCY

Departments can have different funding structures. Identify differences and document how funding occurs…by function, program, activity, project, or overall?
Federal %
Special %
Grant %
General %
How is funding controlled?

3) IDEAS ON HOW CONSOLIDATION CAN HELP

IMPLEMENT SHARED/ENTERPRISE SERVICES, APPLICATIONS, AND INFRASTRUCTURE

SERVICES

Procurement:
LeanIX – IT purchasing/project roadmap and approval system.
Central IT purchasing
Volume software licenses
Expand SPO Price List scope for IT products and services. The “Agreements” within each price list per vendor is an important tool that helps protect the departments/agencies.

Project Management and other specialized services:
Provide seasoned PM’s to departments/agencies if/when justified.
Provide standardized PD's for IT positions

Help Desk:
For consolidated services (consolidated services to be determined)

State IT security posture:
IT Security Compliance
Security Documentation - State of Hawaii IT Security Policy and Procedures. Two or three “level” releases
Security Services
Cyber security
Infrastructure/Network Security
Data security
Federal Compliance

There were many other IT services gathered in the 4-day discussion on common services. Present the results to those involved.

APPLICATIONS

Document Management System

Databases:
Must meet highest level of compliance

Continue: Office365 Adobe DC SentinelOne (Endpoint security) Tanium (Endpoint mgnt) INFRASTRUCTURE GPC/MFaaS/Cloud/etc: Meet security compliance for all departments Develop proper MOAs and SLAs Provide steady cost structure Network: NGN (iNet?) Continue – this is an excellent example of a successful consolidated service, thanks to all those who continue the effort throughout the years. Provide robust/redundant connectivity to GPC/MFaaS/Cloud. Continue to provide remote entry into state network. Acceptable compliance levels. Robust perimeter security.
Cross-cutting services that can be provided with economies of scale or with centers of excellence; procurement and vendor/contract management where buying clout can make a material difference; expanded/enhanced price list; discounted licenses.
The Departments need an in-house IT section to help support their business operation, this should be a key consideration for planning the consolidation work.
• Each department needs dedicated staff from the centralized IT organization that understands the details of the department operations and the business needs of the department. Without the dedicated staff, the departments and centralized IT will not be able to understand the impact of changes due to a lack of knowledge of each other's operations. • Need to define or understand how funding will be allocated. There seems to be a desire from the legislature to have ETS manage or approve all IT funds. The departments need flexibility in managing their budget to meet unexpected needs, such as equipment failure or implementation of new laws. • Who will be responsible for managing department IT audits? Will there be positions created in the centralized IT to support audit responses and remediations.

• Every department and department IT groups operate very differently. How do we really understand what each department IT group is doing and are resources available within the department and ETS to properly document that as part of this working group. • There are currently gaps in services within department (i.e., cybersecurity, data governance, procurement management) so some of what is being "consolidated" is really adding additional services. Therefore, the total resources needed to support the "consolidation" will be greater. We need to make sure we don't cut necessary resources under the belief that there should be a reduction due to the consolidation. Can ETS scale properly when there are a lot of projects going on at the same time? Or will departments just have to wait until ETS resources are available to support a project.
assessing the responsibilities of the department/divisions, mandated policies of the department, current situations including personnel, state of equipment/systems, future plans or plans already in progress;
Include all IT professionals in the critical and ongoing discussions. Engage in ongoing dialog that encourages all to speak to what's on their minds.
1. Prioritize assisting the departments that lack sufficient IT staff to provide effective IT services. 2. Recognize the importance of institutional knowledge and how departments are currently structured to support business applications and services.
Keep in mind that for the State there is no one size fits all solution. Each department operates somewhat differently. It is easy to say consolidate everything in a few years but, each department has been running fairly independently since the early 90's with sporadic influence of ICSD (predecessor to ETS). That being said, no department does things exactly the same. This makes the one size option not really possible to implement rapidly. We are more in favor of the ETS setting policy and standards with each department retaining their IT to implement. We find this option to be the least disruptive. Existing IT knows the department's landscape to implement policy quicker. I understand this would be similar to how procurement consolidation is being handled. Central spo office to set policy/procedure with central department procurement offices for implementation. However, ETS needs to be a bit more forceful in implementing policies. Do keep the opt-out option and have a formal process for exemption. From our standpoint current ETS policies are more viewed as optional by department upper management.

4. What impacts do you foresee as a result of the consolidation work?

Answers:

Keeping an open mind. I hope to see improved efficiency, leveraging of resources, increased communication, improvements in the recruitment of qualified IT staff, training efforts and opportunities to keep up skills up to date in support of the organization and end users.
1) Business units within the department may lack the technical expertise required to support a complex application so business unit may have reduced confidence in IT

2) Some centralized software tools may not be the best fit to support a department's needs 3) There may be little flexibility in deviating from the norm
The transition would be the hardest so we need a lot of buy in from the IT staff and how this change will help them and the State.
We need to avoid a "drop" in performance in any of the IT areas that could be consolidated. Be aware of the federal/Special/Grant funded positions and programs. These areas bring "new" money into the state of Hawaii economy.
I think it will be hard to get right and will cause significant disruption and extra expense in the short and medium term, with savings beginning to arrive in time for the pendulum to swing back toward distributed services. Not to be overly cynical, but this degree of change is obviously fraught with challenge and risk.
The effectiveness of the business would be very inefficient without direct support from IT staff that understand the functionality of the Department.
I foresee some of the same issues that we have with centralized HR: -Centralized body can't meet the demand of all the departments. -Centralized body can't adjust to department needs or are slow to change standards and policies. Departments are unable to keep current with standards or technology. -Additional step to get approval from both internal HR and centralized HR. -Focus has shifted to making the job of the centralized body easier and not on meeting the needs of the departments. -Slow response to correct issues. Centralized body doesn't understand when needs are urgent or is unwilling to expedite work.
possibility of having a designated ETS staff member(s) assigned to our department/division, makes for easier communication; possibility of building a state computing center at a new location with reliable power, ideal physical location, where multiple departments can utilize and house systems
Widespread confusion, fear and trepidation because of changes being made to an entrenched structure that struggles to provide reliable service, cost effective solutions, and standard enterprise-wide policies.
1. Increased and better defined IT shared services. 2. Increased communication from ETS. 3. Hopefully not the helpdesk black hole for departments that already have a working ticket system.
Impacts to the department would vary depending upon what "solution" is selected. The central planning/decentral implementation would cause the least disruption. Centralizing everything would create the most havoc. Undoing almost 30 years of independence in such a short time span without major funding and staff would be extremely difficult. Even if going with the central/decentral option it will already take a long time to get to all of the ETS standards. There is currently no funding and staffing to implement such changes such as integration of independent networks into EAD. This is only speaking to the physical aspects of network and computing. It does not speak to issues like how things are acquired, projects are consulted on and approved within departments as well as other duties performed by local IT staff.

5. What opportunities do you foresee for you or your organization?
Answers:

Perhaps better leveraging of resources enterprise wide and enhanced abilities to move the needle on improvement projects that has suffered from limited resources and staff bandwidth.
1) Resources such as project management may be available 2) Reduced costs (software, cloud hosting, etc.) 3) Implement newer technology quicker 4) Access to more shared services
I like the idea of ETS becoming the Broker for Vendor services and the creation of a software factory for pilots and prototypes. The expanded help desk would greatly assist our users with their general questions on hardware/software and give us more time to work on department specific questions.
Better support for general area, which should include: services, applications, and infrastructure. There could be cost savings overall in certain areas where the state can use the volume concept for purchases.
Centers of excellence and a la cart offerings for cross-cutting services (rdbms, crm, travel, cms, erp, accounting management tools).
A broader view of how other State Departments work.
-Support from more experienced staff than departments are able to hire internally. -Easier to implement centralized services -Reduction in licensing costs -Better governance and IT controls
None at this point.
1. The opportunity to contribute to the committees to strengthen shared services. 2. The opportunity to have the discretion to organize our department IT required by the department's mission. 3. The opportunity to voice my department's suggestions for reorganization.
Once full standardization is achieved I can see the potential for easier movement between departments. It should take less time for staff to "get used" to the new environment. I'm sure that there will be more opportunities to provide consolidated service options like office365 and Adobe. These are very helpful as it allows us to provide services that we would under normal circumstances couldn't afford due to economies of scale. On going training would be a plus as well.

6. How would you like to receive progress reports regarding the IT Consolidation effort?

Answers:

Meetings/Presentations; Email Blasts
Meetings/Presentations; Website; Email Blasts
Website; Email Blasts
Meetings/Presentations; Website; Email Blasts
Meetings/Presentations; Email Blasts;
Website; Meetings/Presentations; Email Blasts
Meetings/Presentations; Website; Email Blasts
Email Blasts
Meetings/Presentations; Website; Email Blasts
Meetings/Presentations; Website; Email Blasts
Meetings/Presentations; Email Blasts

7. How willing would you be to join a committee to help steer the consolidation? (5 = Very Willing; 0 = Not Willing)
Answers:

4
5
2
5
5
4
5
3
4
5
3

ETS envisions forming multiple committees to formulate the final plan due at the end of 2023. The following is a list of the committees. Each committee will have specific objectives that they are expected to meet and turn in their final work for the overall IT consolidation plan. Working group members were asked to volunteer for one or more of these committees, which will be chaired by an ETS employee responsible for facilitating the group's decisions.

Proposed Committees

Committee Name	**Number of Volunteers from Working Group**
Human Resources Plan	10
Governance Structures	5
Organizational Structures	10
Sourcing and Procurement Strategy	6
Financial Model	8
Project and Portfolio Management Strategy	4
Change Management Plan	5
Communication Plan	0
Provider (or Vendor) Management Plan	6
Facilities Strategy and Management Plan	6
IT Network and Communications Plan	6
Service Utilization Management Plan	4
Workforce Development and Recruiting	5

The work of the Communications Plan will be combined a Change Management Plan with due to a lack of participation.

Of the 22 working group members, 19 members are willing to be on committees.

Committee Membership

No.	Member's Department	What committee(s) are you interested in participating in?
1	Dept of Transportation, Administration	IT Network and Communications Plan; Facilities Strategy and Management Plan; Service Utilization Management Plan
2	Dept of Budget and Finance	Human Resources Plan; Governance Structures; Sourcing and Procurement Strategy; Provider (or Vendor) Management Plan; Workforce Development and Recruiting; Financial Model
3	Dept of Transportation, Airports	Human Resources Plan; Organizational Structures; Financial Model; Facilities Strategy and Management Plan
4	Dept of Transportation, Highways	Human Resources Plan; Organizational Structures; Financial Model; Facilities Strategy and Management Plan
5	Dept of Health	IT Network and Communications Plan; Governance Structures; Project and Portfolio Management Strategy; Change Management Plan; Workforce Development and Recruiting
6	Dept of Business, Econ. Dev., and Tourism	Governance Structures; Organizational Structures; Project and Portfolio Management Strategy; Service Utilization Management Plan; Change Management Plan; Human Resources Plan; Sourcing and Procurement Strategy; Provider (or Vendor) Management Plan
7	Dept of Labor and Industrial Relations	Workforce Development and Recruiting; Governance Structures
8	Dept of Commerce and Consumer Affairs	Project and Portfolio Management Strategy; Financial Model; Change Management Plan
9	Dept of Public Safety	Provider (or Vendor) Management Plan; Change Management Plan
10	Dept of Taxation	Project and Portfolio Management Strategy; Organizational Structures

11	Dept of Hawaiian Home Lands	Organizational Structures
12	Dept of Attorney General	Organizational Structures; Sourcing and Procurement Strategy
13	Dept of Human Resources Dev	Workforce Development and Recruiting; Human Resources Plan; Facilities Strategy and Management Plan; Organizational Structures
14	Dept of Land and Nat Resources	Human Resources Plan; Provider (or Vendor) Management Plan
15	Dept Accounting and General Services	Organizational Structures; IT Network and Communications Plan; Human Resources Plan
17	Dept of Defense	Workforce Development and Recruiting; IT Network and Communications Plan; Sourcing and Procurement Strategy; Financial Model
18	Dept of Attorney General	Provider (or Vendor) Management Plan; Human Resources Plan; Sourcing and Procurement Strategy; Financial Model; IT Network and Communications Plan; Service Utilization Management Plan
19	Dept of Human Services	Human Resources Plan; Organizational Structures; Sourcing and Procurement Strategy; Financial Model; Change Management and Communications Plan; Service Utilization Management Plan; Facilities Strategy and Management Plan; IT Network and Communications Plan; Provider (or Vendor) Management Plan
19	Dept of Transportation, Harbors	Human Resources Plan; Organizational Structures; Financial Model; Facilities Strategy and Management Plan

Of the 16 departments, 15 have agreed to participate in committee work. Representation by Agriculture was not yet received as of the time of this report. Law Enforcement currently does not have representation, and contact will be established once the new department is operational.

Appendix C: Studies and Analysis

Analysis on consolidation efforts and various shared services models utilized by sister states will be included in the in the scope of planning year and the work of the committees. ETS has data on what Minnesota, North Carolina, Maryland, and Louisiana have done that can be studied and possibly leveraged. The CIO's affiliation with the National Association of State CIO's (NASCIO) will be helpful in conducting further research and informing the work of committees.

Appendix D: Working Group Meeting Minutes

Act 179 Working Group Meeting 10/7/22

Attended: Doug Murdock (*initials DM*), Jennifer Halaszyn (*initials JH*), Darren Cantrill, Ryan Shimamura, David Keane, Wade Kamikawa, Linda Inouye, Joan Delos Santos, Linda Inouye, Jason Azus-Richardson, Judy Yamada, Lynn Youmans, Corey Higa, Lila Loos, Susan Yonemura, Blair Goto, Tracy Ban, Dexter Lee, Todd Omura, Antonio Querubin, Jussi Sipola, Kevin Richardson, Bob Hiltner, Amy Saito, Steve Sakamoto, Robert Sequeira, Derek Sodetani, Susan Yonemura.

DM provided a slide deck presentation How to attract high quality info technology professionals to the State. (See also Attachment A, "CIO's Preliminary Proposal.)

- Slide: Background
- Slide: Consolidation models-expand shared services model
- Slide: Working group plan
- Slide: Year 0: ETS' current activities
- Slides Yr. 1, 2, 3: Combine resources in the same building. DAGS, DLIR, ETS
- Slide: Open Questions
- Slide: Plan Contents draft
- Slide: Enablers
- Slide: Work breakdown schedule. Provide real practical advice for tools and training to depts so they can run their own projects and process improvement events.
- Slide: Workforce Recruiting & Development. Working group can discuss list of possible opportunities.
    - How to attract high quality info technology professionals to the State.
        - How do we create better position descriptions?
        - How do we enhance mobility?
        - There may be careers that don't require a college degree.
        - Should we have a career depts. Starts in ETS go out. Or start in Depts and come into ETS.
- Slide: Guiding principles. Only one CIO but there can be other IT directors/IT managers.
- Slide: Statutory changes to HRS 27-43? Possibly change dept name.

- Comment from attendee: Like capturing savings. It is important to getting anything done.
- DM: Provide real practical advice for tools and training to depts so they can run their own projects and process improvement events.
- DM: Replied that he recently met with Sen. Moriwaki who wants to reduce people to save money. My response was that IT is already under-staffed and under-funded. Sen. Moriwaki brought up example of an attached agency having issues. That agency only has 1 or 2 people, who already can't support the dept and all agencies under it.
- DM: Need to not just shave costs continually, need to be able to reinvest. This will be a high priority. Don't want to lose people and lose money. Don't want to do anything that will make things worse. Anything we do should make things better.
- DM: I want to emphasize that the Leg expects ETS to do something. The Working Group cannot choose to do nothing. Unless we come up with significant activities to make things better, that will lead to Leg consolidating IT to one dept if you don't participate. Want to avoid having something done to us that is something that we don't want to have happen.

DM exits to allow Working Group to have a feedback session. JH facilitates the rest of the meeting.

Feedback/Discussion

- JH: Now that CIO provided the background and vision for IT consolidation, we want to launch this group and include all the necessary stakeholders. Will do several things.
  - Share DM's PowerPoint slides
  - Collect anonymous stakeholder feedback
  - Collect committee sign ups
- JH: Stakeholder feedback form is to help the working group form a plan and will become an appendix to the legislative report. Want to encourage candor. Collect thoughts outside of the meeting. Any discussion will be anonymous and consolidated.

- Comment from attendee: Are we using the feedback process to come up with a plan? Do we have a plan already? i.e., One area is shared services. What is the strategy?
- JH: The feedback form is not necessarily designed to come up with a strategy. It's to collect key considerations for committees to use to come up with a strategy. Recommendation is to use the shared services model. Committees to validate the strategy or does it need to be tweaked.

- Comment from attendee: Do we know where the pain points are now?
- JH: Baseline user surveys is what CIO was referencing. Data needs to be collected.

- Comment from attendee: Confirming we don't have an inkling of a plan yet?
- JH: Want to start from studying the information.

- Comment from attendee: Feedback form requires logon to Office 365. Will the form collect your name?
- JH. It is truly anonymous.

- Comment from attendee: Due date for report, very little time to get the report done. Any idea what elements on what will be in interim report on how shared services be implemented?
- JH: CIO has provided some information and direction. He will elaborate it, has ideas on what the strategy will look like. A plan on how to study it will necessary and then we can determine if it is in or out of scope.

- Comment from attendee: When are the surveys due?
- JH: End of October

- JH showed the survey and went over 7 questions. Baseline survey on how we want to formulate some of the issues and concerns and how we want to drive them to the working group.

- Comment from attendee: Many are federally funded in IT depts. What consideration will be made to integrate or not integrate these positions into consolidation?
- JH: DM brought this to the Leg's attention. Might be restrictions on federally funded projects, and that might not be in scope. We have flagged it as an issue and barrier. The committees need to look at and make a recommendation on what is out of scope.

- Comment from attendee: Wants slide deck.

- Comment from attendee: There are 13 committees. What's the time commitment?

- JH: The planning year is all of 2023 and committees will be responsible to meet to come up with a plan for their specific topic. I'd suggest a cadence of 1 meeting month per month. Committees can determine. May consolidate the committees depending on level of engagement. Fixed period to get first draft. ETS will prepare the first draft and then distribute for comment.

- Comment from attendee: Draft doesn't exist yet?
- JH: No. It's sketched out at a high level in CIO's slides. It requires being put in a report format with more elaboration.

- Comment from attendee: when can we see first draft.
- JH: Mid-November. Then working group have several weeks to review and revise. So final first report needs to be done by about December 20th.

Follow-up

- Distribute DM's slides.

Appendix E: Recommended Statutory Changes

ETS as an Executive Branch Department

Per HRS § 27-43, ETS is currently established within the Department of Accounting and General Services, and the Chief Information Officer is also a cabinet-level appointed position. Department of Accounting and General Services has approximately 700 positions, which includes 194 ETS positions. ETS currently does not have autonomy for human resources, budget management, or office space which are controlled by Department of Accounting and General Services. If a consolidation of IT staff across the Executive Branch were to include all IT positions, ETS would grow from 150 positions to between 700 and 800 positions approximately, making it larger than the Department of Accounting and General Services' 500 position count if ETS' positions were excluded from that count. Autonomy for the Executive Branch's central IT organization would facilitate faster administrative decisions, hiring, and the ability to scale services more easily.

Recommendation 1: Amend HRS § 27-43 and § 26 to establish ETS as its own Executive Branch Department, independent of the Department of Accounting and General Services.

Recognize autonomy of UH, DOE, OHA and HHSC

The University of Hawaii, Department of Education, Office of Hawaiian Affairs, and Hawaii Health Systems Corp. currently have their own IT offices and substantial autonomy for governance of IT systems and personnel without ETS oversight. HRS § 27-43 does include a carve out provision for what is not within the scope of the Chief Information Officer.

Recommendation 2: Amend HRS § 27-43 to specify that the Chief Information Officer is not responsible for University of Hawaii, Department of Education, Office of Hawaiian Affairs, and Hawaii Health Systems Corp.

New Name to Reflect Growing Needs of State Government

Trends in both the private and public sectors are to re-brand the traditional role of "Chief Information Officer" as the "Chief Innovation Officer" and to re-focus technology teams away from simple services to development operations (DevOps) centers of innovation. This reflects the increasing perceived value of IT work not as merely services to manage your data (i.e., information) but rather value-creation services. To bring ETS in-line with market standards and to increase attractiveness as an employer, the CIO should be renamed and ETS should be internally referred to differently.

Recommendation 3: Amend HRS § 27-43 to identify the "Chief Innovation Officer" instead of "Chief Information Officer".

Information Technology Steering Committee

Per HRS § 27-43, the CIO is assisted by an Information Technology Steering Committee (ITSC) that is comprised of thirteen (13) members who are appointed by the Senate, House, and Chief Justice, Governor, Superintendent, and UH President. As the ITSC's current composition is highly concentrated within government, to encourage public investment in government infrastructure, and to align with private sector trends, the composition of the ITSC should be changed to a board/commission governed under HRS § 26. This will empower this governance body to have formal decision-making authority that is balanced with the Governor's agenda for State IT and give ETS additional continuity.

Recommendation 4: Amend HRS § 27-43(b) – (e) to refer to an Information Technology Steering "Board" governed by HRS § 26, instead of "Committee".

Executive Order(s)

Future plans may include recommendations for certain Executive Orders to operationalize changes such as funding streams and new policies governing for IT systems and personnel.

Appendix F: Explanation of IT Organization models

Here are some of the IT consolidation models seen in various sister states:

- Centralized Planning (Governance) – Decentralized Execution
- Reserved Rights
- Decentralized Planning – Decentralized Execution
- Centralized Planning – Centralized Execution
- Shared Services

Hawaii proposes using the Shared Services model.

Attachments

Attachment A: CIO's Preliminary Proposal

Consolidation: Senate Bill 3284 SD2 HD2 CD1

- Establishes a technology services consolidation working group
- To develop a plan for the **phased consolidation** of all state executive branch information technology services and staff,
- Under the Office of Enterprise Technology Services.
- **Where determined practicable** by the working group,
- Excluding those of the Department of Education, Hawaii Health Systems Corporation, University of Hawaii, and Office of Hawaiian Affairs,
- Requires the working group to recommend ways to **attract high-quality information technology professionals** to the State
- And **report to the Legislature 2 times**, interim and final, before 2023 and 2024 sessions.
- Dissolves the working group on 12/31/2023. (CD1)
- Five years phase-in period
- https://www.capitol.hawaii.gov/session2022/bills/SB3284_CD1_.htm

10/24/2022

Phasing over 5+ years

2

Consolidation: MODELS

- Centralized Planning – Decentralized Execution
  - Reserved Rights (County Option)
- Wild West (Decentralized Planning –Decentralized Execution)
- Centralized Planning –Centralized Execution
- Shared Services

Consolidation:
CURRENT SHARED SERVICES

- Microsoft365 (Outlook, Teams, SharePoint, OneDrive, etc.)
- Adobe eSign
- ESRI ArcGIS
- Peoplesoft HRMS, Payroll, T&L
- FAMIS/Datamart Financials
- Azure Active Directory & B2C
- LeanIX Architecture & Inventory
- Open Data Platform (OpenGov)
- State Portal and Access Hawaii Committee
- AlertMedia

- Mainframe-as-a-Service (MFaaS)
- Government Private Cloud
- Power Series Server
- Internet & NextGen Network
- High-Speed Bulk Printing
- Cybersecurity of Next Gen Network
- Endpoint Detection and Response
- Advanced Endpoint Prevention
- HiWIN Radio System & Anuenue system

Philosophy: Expand the Shared Service Model

Consolidation: WORKING GROUP PLAN

- Working Group
  - In Legislation
    - CIO
    - Department Head or Designee
  - Other Stakeholders
    - ITSC & IPSC
    - Access Hawaii Committee
    - Legislature
    - ETS Staff & State Employees
    - Public

- *ETS IT Governance & Strategy Office Will Manage the Process*
- *Reports before next 2 sessions*
  - *2023 Preliminary Status Report*
    - *Findings & Recommendations*
    - *Proposed Legislation*
    - *Funding Requirements*
  - *2024 Final*
    - *Findings & Recommendations*
    - *Plan for Phased Consolidation*
    - *Recommendation to Attract High-Quality Talent*
    - *Proposed Legislation*

Meeting Soon

Consolidation:
YEAR 0 (23/24) EXPANDED SHARED SERVICES

- Establish IT Governance Process in Each Department
- Cybersecurity Inside Departments
- MyHawaii ID Program
- Chief Data Officer
- Workforce Consolidation Development & Training Plan
- IT Purchase Agreements
- Standards
- Baseline User Satisfaction For Next Year Projects
- Data Center & Cloud

These projects are underway

Consolidation:
WORKFORCE RECRUITING & DEVELOPMENT

- New Position Descriptions
  - Enhanced for modern terminology and duties
  - Consolidated state-wide
- Formalized Internship Program
- Exempt Positions (See HRS 27-43 and SB 3284 Sec 2a2)
- Qualifications other than College Degree
- Training Program
- Career Path thru Departments and ETS

Digital Transformation of SOH Government

01	02	03	04	05
TRANSFORM ETS Change focus from services to transformation	**TRANSFORM SYSTEMS** Modernize Major IT Systems for better mission execution	**TRANSFORM IDENTITY** Unify digital identity of state citizens and beneficiaries	**TRANSFORM EXPERIENCE** Engage interactive automation such as AI/ML chatbots and voicebots	**TRANSFORM DATA** Collect and analyze data to make it more decision ready

TRANSFORMATION IS A CONTINUOUS PROCESS

Consolidation:
ETS TRANSFORMATION

- ETS becomes Broker for Vendor Services
  - Vendor Management with Contracts for Projects
- Change Special Fund Use from Personnel Costs to Innovation
- Create Software Factory to Build Prototypes and Pilots
- Create Data Office to Help New Chief Data Officer
- IT Training, Career Tracks, funding for Certs (Need High Level HR Staff)

Consolidation:
PLAN CONTENTS

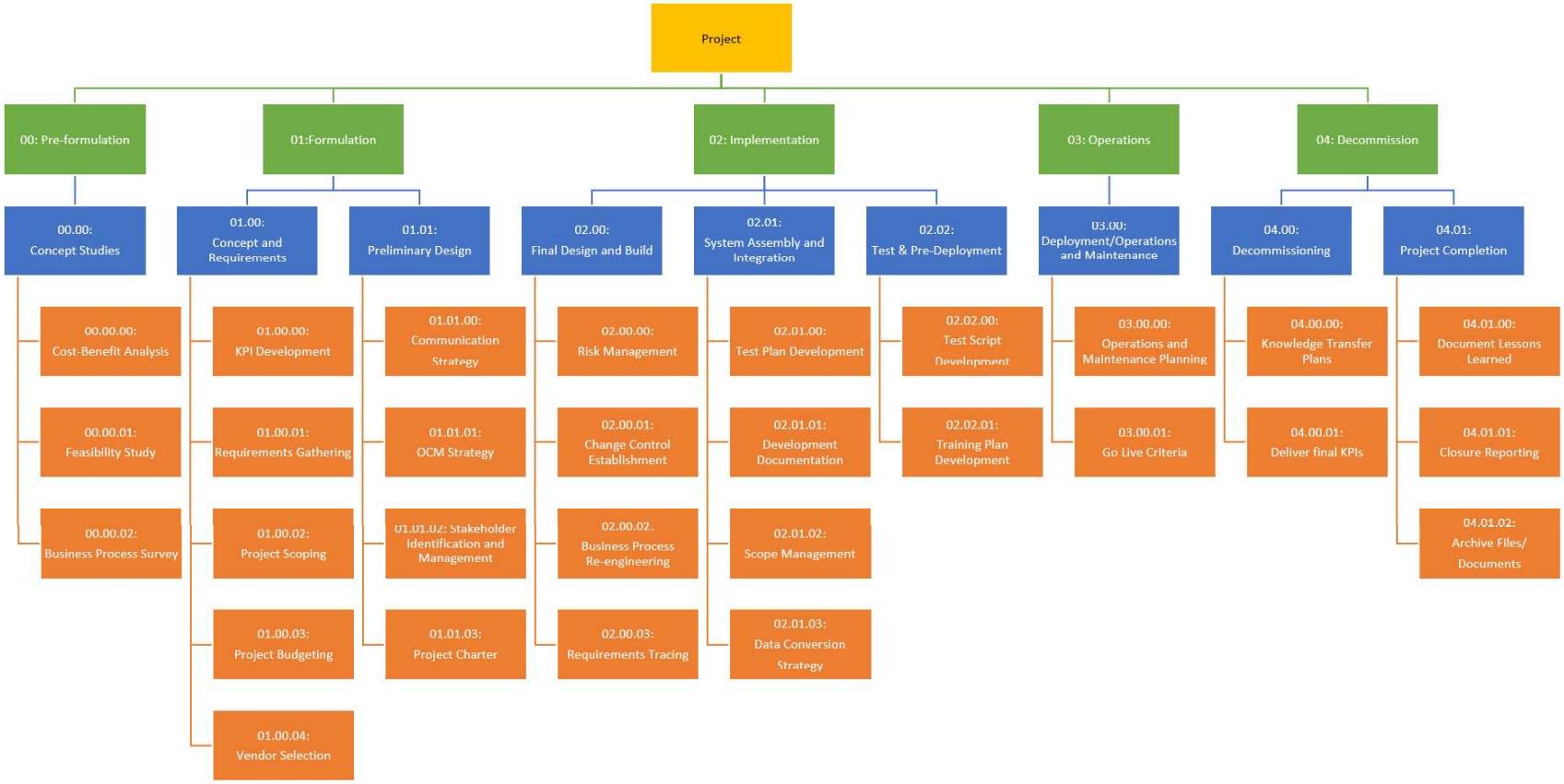
- Executive Summary
- Background
- Scope and Assumptions
- Process
- Workforce Enhancement
- 5 Year Consolidation Plan

- Attachments
  - Studies & Analysis
  - Workgroup Meeting Minutes
  - Recommended Statutory Changes
  - Organization Charts
  - Executive Order
  - IT Personnel Counts by Department
  - IT Contracts funded by Department

Consolidation: ENABLERS

- Budget and occupied/empty position count/type analysis of departmental IT
- Authority and process for budget and position transfer
- Reorganized ETS structure
- Enhanced consolidated HR Position Descriptions & Recruitment Plan
- Departmental IT Services Manager Position Description
- Departmental IT Governance and strategic planning
- Memorandums of Agreement/Understanding
- Service Catalog, Work Breakdown Structure and RACI Charts
- IT Product & Service Catalog and Procedure
- Service Level Agreements & User Satisfaction Surveys
- Location decisions (central or decentralized)
- Procurement vehicles for brokering and vendor management

Statewide Project Management Office Work Breakdown Structure



Consolidation:
WORKFORCE RECRUITING & DEVELOPMENT

- Aligning IT job titles, classifications and descriptions more closely to the private sector
- Reskilling current employees to meet modern IT demands
- Streamlining the hiring process and reducing time to hire
- Expanding flexible work schedules
- Increasing remote work options
- Promoting non-salary benefits like greater stability and diversity of experience
- Call to public service
- Building talent pipelines (e.g., partnering with local colleges/universities/technical schools)
- Sponsoring community awareness events
- Opportunity to work in capital city
- Expanding flexible/remote work
- Hiring employees residing out of state
- Targeting non-traditional communities (veterans, non-degreed, etc.)
- Modifying job pre-requisites (e.g. education requirements)
- Public/private partnerships

Consolidation:
YEAR 0 (22/23) LEGISLATIVE AGENDA

- Status Briefings
- Disaster recovery and Business continuity analysis
- ETS Statutory Change Recommendations
- Digital Service Recommendations
- Any Changes to Consolidation Statute
- Expedited Procurement Tools
  - Piggy-backing
  - ETS Authority
  - CIO as HOPA

Consolidation:
YEAR 1 (23/24) EXPANDED SHARED SERVICES

- Teams Calling
- Internet/network inside departments
- Common VPN/VDI
- Help Desks
- PC and device purchasing and support
- Small Department option
- Cloud Contracts
- Baseline User Satisfaction For Next Year Projects

Consolidation:
YEAR 2 (24/25) EXPANDED SHARED SERVICES

- PM of Systems in design, development and implementation (DD&I) process
- Baseline User Satisfaction For Next Year Projects

Consolidation:
YEAR 3 (25/26) EXPANDED SHARED SERVICES

- Transition PM of Existing Major Systems

Consolidation: Guiding Principles

- One CIO
- Baseline User Satisfaction
- No Chargeback unless driven by funding source
- Efficiency savings invested in IT
- Technical debt tracked and prioritized
- Advisory and Assistance Services

Consolidation:
STATUTORY CHANGES TO HRS 27-43?

- Researching options, could be all new or modification
- ETS as Department, Attached Agency, or status quo in DAGS
- ITSC as advisory committee or change to board or commission
- Departments with autonomy (UH, DOE, HHSC, OHA)
- New Name
- Funding
  - Resource Study
  - Investment Fund
  - Special Fund
  - Fee for Service

Attachment B: Existing Expedited Procurement Methods

The following is a list of IT-related price and vendor lists managed by SPO, and ETS' involvement is noted within each. The State of Hawai'i is a member of the National Association of State Procurement Officials (NASPO), and the Chief Information Officer is a signatory to two NASPO contracts, 17-18 and 23-08.

08-13 Internet Portal Manager and Service Provider	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**January 3, 2025**
Effective	**May 1, 2022**

Summary:

Internet Portal Services is a self- supporting and cost-effective Internet Portal that provides enhanced access to public information and services. The key components of the Portal system are a "home page" that is designed from a customer or citizen point of view, applications that support on-line processing of licenses, filings, permits, applications, renewals, and database searches, and presentation of information to citizens and businesses.

Primary funding for the portal comes from transaction costs or additional portal fees for enhanced or value-added services. Under the self-supporting model, multiple revenue sources are identified and established by the Access Hawaii Committee (AHC) to fund the enterprise portal initiative.

This contract is for front-end Web applications to deliver information and services, including:
· Web site and application development;
· Web site and application maintenance;
· Web site and application hosting;
· Marketing;
· Customer service;
· Payment portal and account management;
· Portal development and maintenance; and

· Mobile web applications

To facilitate the integration of application development with State and County systems, the Contractor will provide the following at no additional expense:
· Data conversion to port data from the existing back-end systems or other data sources to the Portal at the Contractor's expense; and
· Development, maintenance, and troubleshooting interfaces to transfer information bi-directionally between the Portal Partner's system and the Portal. Unless separately negotiated between the Portal Manager and a Portal Partner, any computer and/or communications hardware, software, or service required to implement these interfaces shall be at Contractor's expense, inclusive of all onetime and recurring costs.

12-12 Network and Telecommunications Services, Furnish, Deliver, Install, and Manage	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**January 31, 2023**
Effective	**October 07, 2022**

Summary:

Network and Telecommunication Services includes but is not limited to:
• Broadband Ethernet (Layer 2 and Layer 3)
• Digital Subscriber Line (DSL)
• Frame Relay
• Point-to-Point
• Internet Service Provider (ISP)
• Managed Network Services

Services covered by the contract reflect current needs of the State as well as existing service offerings of the vendors.

15-05 NASPO ValuePoint Computer Equipment Including Related Peripherals & Services	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**February 28, 2023**
Effective	**September 23, 2022**

Summary:

NOTE Summary only. Please be sure to reference latest published price list for configuration dollar limits, restrictions and other details.

BAND 1: DESKTOP - A desktop computer is a personal computer intended for regular use at a single location. A desktop computer typically comes in several units connected together during installation: 1) the processor, 2) display monitor and 3) input devices usually a keyboard and a mouse. All operating systems for tablets are allowed. Zero Clients, Thin Clients, all in ones and workstations will also be included under desktops. Ruggedized equipment may also be included in the Product and Service schedule for this band.

BAND 2: LAPTOP - A laptop computer is a personal computer for mobile use. A laptop includes a display, keyboard, point device such as a touchpad and speakers into a single unit. A laptop can be used away from an outlet using a rechargeable battery. All operating systems for tablets are allowed. Laptops will include notebooks, ultrabook, mobile thin clients, chromebooks and netbooks. Computers with mobile operating systems will also be included under laptops. Tablets that have the option to be utilized with a keyboard can be sold in this band. Ruggedized equipment may also be included in the Product and Service Schedule for this band.

BAND 3: TABLET - A tablet is a mobile computer that provides a touchscreen which acts as the primary means of control. All operating systems for tablets are allowed. Ruggedized equipment may also be included as a category in the Product and Service Schedule for this band.

BAND 4: SERVER - A server is a physical computer dedicated to run one or more services or applications (as a host) to serve the needs of the users of other computers on a network. This band also includes server appliances. Server appliances have their hardware and software preconfigured by the manufacturer. It also includes embedded networking components such as those found in blade chassis systems. Ruggedized equipment may also be included in the Product and Service Schedule for this band.

BAND 5: STORAGE - Storage is hardware with the ability to store large amounts of data. This band includes SAN switching if necessary for the proper functioning of the storage environment. Ruggedized equipment may also be included in the Product and Service Schedule for this band.

16-18 NASPO ValuePoint Software Value Added Reseller	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**December 31, 2022**
Effective	**September 22, 2022**

Summary:

SOW ITEM 1: Software Value-Added Reseller (Reseller or SVAR) - SVAR shall be a large account reseller authorized to sell products direct from Key Software Publishers or authorized Distributors. Please refer directly to the SPO Vendor Price List for specific offerings/scope of work from SVARs

SOW ITEM 2: Commercial Off-The-Shelf (COTS) products

Software which requires little or no services

	IN SCOPE OFFERINGS ALLOWED		OUT OF SCOPE NOT ALLOWED
LICENSING TYPE	COTS	Individual Licensing Volume Licensing Enterprise Licensing	Custom/Customized
LICENSING PERIOD	Perpetual	Subscription	*none*
Delivery	Shrink-Wrap	Download	none
HOSTING as part of delivery & use	On Premise	Off Premise	*Managed Service* *Managed Services means the proactive management of an IT (Information Technology) asset or object, by a third party typically known as a MSP, on behalf of the customer.*

SOW ITEM 3: Services

Services

	IN SCOPE SERVICES ALLOWED		OUT OF SCOPE NOT ALLOWED
SOFTWARE & LICENSING TYPE	COTS	Volume Licensing	Custom/Customized
LICENSING PERIOD	Perpetual	Subscription	Not Applicable
Delivery	Shrink-Wrap	Download	Not Applicable
HOSTING as part of delivery & use	On-Premise	Off-Premise	Managed Services
SERVICES	Basic Installation, Training and Maintenance *Means that activity which does not require Consulting, Configuration, Engineering, Design or any other type of service specific to a Purchasing Entity requiring description of tasks and deliverables and agreement by the parties (Statement of Work).* .		Consulting, configuration, engineering, design, etc., any type of service specific to a Purchasing Entity requiring description of tasks and deliverables and agreement by the parties.

SOW ITEM 4: Training

- Training shall be available in the form of tutorials for basic installation and web-based training for software operation, basic phone support.

- Provision of information on how to access a Software Publisher's "Help Desk" (either telecom or web-based) for basic use questions.

SOW ITEM 5: Customer Service and Representation

- Dedicated Representation and Timely Response. Reseller shall provide a dedicated representative for each Participating State. Such representative will become familiar

with the State and its cooperative partners, provide a single point as needed for quote assistance, offer software recommendations, track and report on renewal deadlines, and serve as a contact point for the LSCA. Reseller must commit to returning phone calls or responding to emails within two (2) business days.

17-02 Office Supplies and Printer Cartridges	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**May 04, 2024**
Effective	**August 04, 2022**

Summary:

Agencies can purchase items on the published vendor price list (pgs 13-20) without obtaining additional quotes.

GROUP 1: General Office Supplies --- Not awarded, go to "Vendor List Instructions" on page 21 of the vendor price list.

GROUP 2: Recycled Office Paper --- Page 13 of the vendor price list.

GROUP 3: OEM Printer Cartridges --- Page 15 of the vendor price list.

GROUP 4: Dated Products --- Page 20 of the vendor price list.

17-16 CENTREX Telephone and Telephone Cabling Services	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**May 31, 2023**
Effective	**October 13, 2022**

Summary:

The general scope of this price list contract covers two (2) categories, Centrex Telephone (Section Three) and Telephone Cabling (Section Four) services statewide.

The first category (Section Three) is Centrex Telephone which covers Centrex single line and multi-line telephone service statewide. Abbreviated five digits and toll-free 8-1-808 dialing should be provided between State users on all islands. Access must be provided to all local, wireless, long distance, and international telephone systems. Associated telephone services like voicemail, Automatic Call Distribution, ISN BRI (for multi-line service in 5ESS central offices), and telephone instruments must be provided. Also, simple installation and complete repair service for structured cabling (telephone and data), as well as the materials needed to provide the services shall be included. This service was awarded to Hawaiian Telcom, Inc.

The second category (Section 4) is for cabling only and not for installation, repair, or provisioning of Centrex service which is covered by Section 3. Participating jurisdictions will have the option of utilizing either Section Three or Section Four for installing cabling; however, it is expected that Section 4 will principally be used for large cabling project (10 lines and over). This service is awarded to Communication Consulting Services, Inc. for the island of Oahu to Hawaiian Telcom, Inc. for the island of Hawaii, Maui, Kauai, and Molokai/Lanai.

17-18 NASPO ValuePoint Cloud Solutions	
ETS Involvement: CIO approves IT Purchases >$100,000 and CIO signs NASPO addendum	
Expires	**September 15, 2026**
Effective	**October 3, 2022**

Summary:

NOTE Summary only. Please be sure to reference latest published price list for configuration dollar limits, restrictions and other details.

The purpose of this contract is to provide Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). During the term of the contract, awarded

vendors may request for inclusion of new and improved technology products pending approval from the Lead State Contract Administrator.

Infrastructure as a Service (IaaS) - is defined the capability provided to the end user to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications. The end user does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, deployed applications; and possibly limited control of select networking components (e.g. host firewalls).

Platform as a Service (PaaS) - is defined as the capability provided to the consumer to deploy onto the cloud infrastructure end user created or-acquired applications created using programming languages and tools supported by the provider. This capability does not necessarily preclude the use of compatible programming languages and tools supported by the provider. This capability does not necessarily preclude the use of compatible programming languages, libraries, services, and tools from other sources. The end user does not manage or control the underlying cloud infrastructure including, network, servers, operating systems, or storage, but has control over the deployed applications hosting environment configurations. Cloud Solutions 6 SPO Vendor List Contract No. 17-18 07/07/2017 to 09/15/2026

Service Level Agreement (SLA) - means the SLA obligations the service provider publishes in its service terms or a written agreement between both the Purchasing Entity and the Contractor that is subject to the terms and conditions and relevant Participating Addendum unless otherwise expressly agreed in writing between the Purchasing Entity and the Contractor. SLA's should include: (1) the technical service level performance promises, (i.e. metrics for performance and intervals for measure), (2) description of service quality, (3) identification of roles and responsibilities, (4) remedies, such as credits, and (5) an explanation of how remedies or credits are calculated and issued.

Software as a Service (SaaS) - is defined as the capability provided to the consumer to use the service providers, Contractor's or third party applications available in the service provider's marketplace running on a Contractor's infrastructure (commonly referred to as "cloud infrastructure). The applications are accessible from various client devices through a thin client interface such as a Web browser (e.g., Webbased email), or a program interface. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

Fulfillment Partner - means a third-party contractor qualified and authorized by Contractor, and approved by the Participating State under a Participating Addendum, who may, to the extent authorized by Contractor, fulfill any of the requirements of this Master Agreement including but not limited to providing Solutions under this Master Agreement and billing Customers directly for such Solutions.

18-03 Mailroom Equipment, Supplies, and Maintenance - STATEWIDE	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**December 31, 2022**
Effective	**May 13, 2022**

Summary:

Currently, there are three contractors listed on this vendor list contract. Agency shall obtain written quotes from all vendors in that category.

Agency chooses the option that works best for their situation. Personnel utilizing this Vendor List Contract may use the form SPO-010, Record of Procurement, which is available on the SPO website: http://spo.hawaii.gov; click on Forms on the SPO homepage.

Contract categories:

- Postage Meter Rental
- Pressure Sealing

- Mailing Systems
- Mailing Equipment
- Mailing Systems
- Integrated Postal Scales
- Letter Openers
- Letter Folders
- Inserters, Production
- Folder/Inserters
- Software (PC Postage)
- Envelope Addressing System
- Tabbers
- Pre-Sorting Equipment
- Extractors
- Mailing Specific Furniture
- Software, License and Subscription
- Software Consulting
- Training
- Design Production
- Install Assembly Production
- Relocation Services
- Equipment Lease
- Equipment Rental

18-08 NASPO ValuePoint Security & Fire Protection Service	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**July 30, 2023**
Effective	**August 15, 2022**

Summary:

For purchases under $5,000 a minimum of one (1) written price quote must be obtained from a contractor or authorized reseller. Form SPO-010 is optional.

For purchases over $5,000 a written price quote from two different contractors must be obtained and Form SPO-010 must be completed.

Award can be made on best value.

There are nine (9) categories. Detailed scope of work for each category can be found on page 6-10.

Category 1: Access Control Systems - Installation
Category 2: Burglar Alarms - Installation
Category 3: Surveillance Services & Equipment - Installation
Category 4: Portable Fire Extinguishers - Installation
Category 5: Fire Extinguishing Systems - Installation
Category 6: Fire Sprinkler Systems - Installation
Category 7: Fire Alarm/protective Signaling Systems - Installation
Category 8: High Security Control Systems - Installation
Category 9: Inspection & Monitoring

- Fire Extinguishing Systems
- Fire Sprinkler Systems
- Alarm Monitoring
- Fire Alarm/protective Signaling Systems

18-11 Long Distance Telephone Services	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**March 17, 2023**
Effective	**May 27, 2022**

Summary:

Hawaiian Telcom, Inc. is the authorized contractor to provide Long Distance Telephone Services to the State of Hawaii. Inter-island and inter-state long distant telephone rates, regulatory fees, and international long-distance telephone rates, and miscellaneous services are listed.

19-19 NASPO ValuePoint Procurement of Acquisition Support Services (PASS)	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**June 5, 2023**
Effective	**June 6, 2022**

Summary:

The following 13 categories are included in this contract for acquisition support services.
(1) Specifications/Scope of Work Review - This category of services is for the review and/or assistance in development of a scope of work (SOW) or specification(s). Services within this category are as follows:

- Review Services
- Requirement Analysis
- Specification Writing (Technical)

(2) Procurement Strategy/Acquisition Strategy Plan - Contractor shall provide advice and recommendation for all elements in acquisition plans, including approaches, options, strategies, risks, contracting methods, competition, sources, cost, milestone schedule, etc. Contractor shall research existing Government-wide contracts for available products and services, evaluate different approaches to and sources for acquisition support, and research available suppliers and compare services and costs of obtaining support from the different providers

(3) Independent Government Cost Estimate - An Independent Government Cost Estimate (IGCE) is a tool developed by government personnel to estimate the costs incurred by a Contractor in the performance of a contract. The IGCE is an unbiased realistic cost estimate that reflects a clear understanding of all the requirements. Services within this category include:

- Data Collection
- Sufficiency Review
- Data Analysis
- Results Reporting

(4) Market Research - Market research refers to the examination of available sources to find the available sources of supply which may identify critical business requirement.

(5) Cost & Pricing Analysis - A Cost & Pricing Analysis conducted before a Request for Proposal (RFP) is released will assist a State in determining how to capture all costs related to a project, determine which method is best for evaluating cost, and if the budget for said project is realistic.

(6) Solicitation Review or Preparation - The solicitation document is the official document inviting the vendor community to respond to the needs of the government entity. Services within this category would be review services and RFP development.

(7) Source Selection - Source selection planning entails: preparing to receive bids or proposals, preparing to apply evaluation criteria, and determining standards to select a Contractor. The Source Selection Plan (SSP) should include: evaluation criteria, evaluation standards, weighting system, screening system, and source selection process.

(8) Cost Realism Analysis - Cost Realism Analysis may be requested by States to determine if all components of cost have been contemplated from all vendors. Determining if cost proposals are acceptable and fair will assist States in a successful evaluation and award of a contract which is in the best interest of the State. Cost realism is about the system of logic, the assumptions about the future, and the reasonableness of the historical basis of the estimate. It's about the estimating information (cost data) that makes up the foundation of the estimate.

(9) Contract Development/Contract Formation - Contractor shall provide assistance to the government entity in the formulation of the contract between the awarded vendor and government entity.

(10) Contract Management - Contract management refers to post-award type activities, such as contract implementation, contract administration, measurement of work completion and payment computation. Moreover, it involves the monitoring of a contract, making important changes and modifications to the contract and dealing with related problems. Activities in contract management facilitate a positive working relationship between the government

customer, procurement staff, and the contractor for the successful implementation of the contract award. Acquisition consultants can assist the government procurement staff and program managers in various capacities of administration and facilitation with the contractor, not including any inherent governmental duties. Service categories include:

- Contract Administration
- Vendor Performance Plan Development/Review
- Contract Modifications

(11) Vendor Performance Evaluation Program - Contract closeout involves several activities. Unlike a purchase order where receipt of the items ordered and subsequent payment constitute closure, a contract requires documentation to the contract file that includes a written report with the description and analysis of the Contractor's performance. A quality vendor performance review (aka performance evaluation) assesses how the vendor is performing against Key Performance Indicators (KPI)'s and Service Level Agreements (SLA)'s established in the vendor's contract. However, it can also show noncontractual performance issues, such as incidents that aren't measured by a service level. This does not include vendor performance evaluation for construction contracts.

(12) Procurement Policy - Procurement planning is part of the annual budgeting process. Each departmental head is responsible for planning his/her project's estimated procurement needs on an annual basis through the use of the annual procurement plan (APP), which indicates the items to be bought in the various quarters of the year.

(13) Category Management - Category management is a strategic approach to purchasing that allocates a government's procurement resources into specific categories of spending to be analyzed by category managers and aligned with the marketplace through in-depth spend and market analyses. Services within this category are as follows:

- Data Analysis
- Supplier Analysis
- Action Plan Development
- Organizational Restructure

- Product and Service Catalogs

20-07 NASPO ValuePoint Copiers & Managed Print Services	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires:	**September 30, 2026**
Effective:	**December 16, 2021**

Summary:

The purpose of this contract is to provide digital print and quick copying services such as black and white copies; color copies; binding; envelope; lamination services; oversize copies; file copying; transparencies; optional binding and business cards.

EXCLUDED ITEMS:

- Office supplies,
- Large format exceeding 24 x36, offset and web printing
- Graphic design

20-08 NASPO ValuePoint Unmanned Aerial System Services	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires:	**October 31, 2022**
Effective:	**December 1, 2021**

Summary:

The purpose of this contract is to provide service to the following categories: Emergency Support Services, Law Enforcement Support Services, Aerial Inspection or Data Mapping Services, Agricultural and Gaming Support Services and Agency Media Relations and Marketing Services.

CONTRACTOR REQUIREMENTS:

- All Contractors and subcontractors which perform UAS flight missions are 14 CFR Part 107 Certified and provide proof upon request.
- Upon request, provide detailed information on equipment, sensors, attachments and their capabilities for UAS missions.
- Contractor shall specify which service categories the equipment they currently own or can deploy is able to support.
- Provide examples of missions. Purchasing department may require drone operator to receive training from the State or local emergency officials in order for them to provide support in the event of a declared emergency.

NOT INCLUDED:

- Purchase of any UAS product.
- Travel expense not included in pricing. When applicable, negotiated between the Purchasing Department and Contractor.

20-11 NASPO ValuePoint Data Communications Products & Services	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires:	**October 1, 2024**
Effective:	**February 10, 2020**

Summary:

This contract offers data communication products and services in five categories. They are Unified Communications, Networking, Routers, Switches, Security and Storage Networking, Wireless and Facility Management, Monitoring and Control.

Contractors who offer various products in this space:

- Cisco Systems, Inc.
- Cradlepoint, Inc.
- Extreme Networks Inc
- Hewlett Packard Enterprise

- Juniper Networks (US) Inc
- NEC Corporation of America
- Palo Alto Networks, Inc

Expenditures:

1. For purchases under $5,000:
   a. Obtain a minimum of one (1) written price quote from a Contractor or authorized reseller.
   b. Form SPO-010 is optional. c. Award is based on best value.
2. For purchases $5,000 or greater:
   a. Obtain a written price quote from two or more different Contractors, or
   b. Select one Contractor that lists two or more authorized resellers and obtain a written price quote from the manufacturer and/or their authorized resellers.
   c. Complete form SPO-010.
   d. Award is based on best value.

20-17 NASPO ValuePoint On-Demand Remote Interpreting (OPI and VRI) and Document Translation	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires:	**November 3, 2023**
Effective:	**May 1, 2020**

Summary:

The purpose of this contract is to provide On-Demand Over the Phone Interpreting (OPI) and Video Remote Interpreting (VRI) language interpreter services and Document Translation for agencies and their clients who need immediate interpreter assistance. These services are required to assist Limited English Proficiency (LEP) clients uncomfortable speaking English, or whose English is not clearly understood. Immediate Telephone Based Interpreter Services will

facilitate communication between clients and customers at a service provider facility when an onsite interpreter is not available	
20-18 NASPO ValuePoint Audio Video Equipment and Supplies	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires:	**September 30, 2023**
Effective:	**January 11, 2021**

Summary:

The primary purpose of this contract is for "box sales" (online or catalog sales) and delivery. Services such as installation services or repair services outside of the warranty, setup services, or basic training services, etc.

The following Contractors have agreed to the FEMA special provisions:

1. Audio Enhancement Inc
2. B&H Foto and Electronics Corp DBA B&H Photo Video

CATEGORY DESCRIPTION

1. CATEGORY 1: AUDIO EQUIPMENT includes but not limited to Audio Mixers, Speaker Systems, Stereo Receivers/Equalizers, Compact Disc Players, MP3 Players, AM/FM Radio, Public Address Systems (including Portable), Portable Sound Systems, Wireless Microphone Systems, Amplifiers, Audio Cassette Recorder/Players.

2. CATEGORY 2: VIDEO EQUIPMENT includes but not limited to Equipment for Videoconferencing, Studio Production, Video Recording, Digital Video Disc Players, Televisions, Plasma Screen Televisions, Television Monitors/Monitor Receivers, TV/VCR Combo Units, Camcorders, Digital Video Recorders, High-Definition Cameras (NON-Security Related), Digital Video Editing Systems, TelePrompTers, Blu Ray Players/Recorders.

3. CATEGORY 3: PROJECTION EQUIPMENT includes but not limited to Video Projection Systems, Video Presentation Boards, Projectors: LCD, DLP (Digital Light Processing), Overhead, Slide.

4. CATEGORY 4: PHOTOGRAPHIC EQUIPMENT includes but not limited to Cameras, Digital Cameras, Digital Imaging, Camera Lenses, Stand Alone Printers for Digital Camera Printing only, SLR (small, medium & large format), Film Holders, Slide Printers, Lens Accessories, Digital Memory Cards.

5. CATEGORY 5: SCREENS/DISPLAYS includes but not limited to Projection Screens including: Rear Projection, Motorized, Tripod, Portable & Wall, Video Plasma Displays, LCD Panels, Interactive Whiteboards.

6. CATEGORY 6 PERIPHERALS/ACCESSORIES Products in this category will include those used in relation with the above Product Categories 1-5 - Audio Video Carts, Projector Mounting Systems, Podiums, Lecterns, Stands, Equipment Cases, Racks and Rack Mounting Equipment, Test Equipment, Batteries, Chargers, Cables, Connectors, Adapters, Multimedia Consoles and Control Systems, Switchers, Routers, Camera Accessories: Tripods, Fluid Heads, Camera Support Equipment.

21-07 NASPO ValuePoint Wireless Voice, Data & Accessories	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**August 11, 2024**
Effective	**May 20, 2022**
Summary: The purpose of this contract is to provide wireless voice, data & accessories which includes cellular wireless services, equipment and accessories, turnkey wireless and IoT Solutions, and	

alternative wireless transport options.

Cellular wireless services under this contract cover basic wireless transport services for voice, data, and messaging.

Products under this contract eligible as equipment and accessories include the following and may be expanded as technology advances:

- Basic cellular devices
- Smartphones – iOS, Android, Other
- Stand Alone, Integrated or USB Dongle Cellular Modems
- Wi-Fi/Cellular Routers
- Tablets that are cellular network connected
- Other equipment with a primary purpose for communicating over the cellular carrier network, currently including:
    - Sensors
    - Cellular-enabled Video cameras

  Accessories:
    - Replacement Batteries
    - Cases & related accessories
    - Screen Protectors
    - Chargers
    - Cords/cables
    - Signal Boosters/antennae
    - Headsets and speakers for use with wireless device

21-19 NASPO ValuePoint Information Technology Research and Advisory Services	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**January 18, 2024**

Effective	**April 29, 2022**

Summary:

Contractors shall provide:

1. IT business advice, objective IT research, and IT data that is thematic, prescriptive, and executable, and that provides a comprehensive perspective on the rapidly changing IT environment.
2. Access to an online database containing IT research articles.
3. Response to over-the-phone inquiries regarding published articles and direction on other available resources.
4. Advisory services regarding strategic and tactical planning for customer's IT policy development.
5. On-site workshops, advisory engagements, and conferences on IT related topics.

IT topics may include, but are not limited to, the following:

- Planning and establishing IT policies, procedures, and best practices
- Establishing and implementing IT governance
- Review of new and emerging Information Technologies
- Assistance with acquisition decisions for IT hardware and software
- Software licensing and Asset Management
- Application/system development
- Data analytics, data management, and business intelligence
- Information security
- Strategic planning and Enterprise Architecture
- Evaluations of industry issues, products, and major trends in the marketplace
- IT Benchmarking
- Digital transformation and Digital Government Services
- IT talent, recruiting, and retention
- TelCom, IP telephony, and call center solutions
- Disaster recovery and business continuity
- Cloud computing

- Mobile device strategy and management
- Emergency response and radio communications
- Enterprise CRM

22-06 NASPO ValuePoint Public Safety Communication Products, Services and Solutions	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**December 31, 2026**
Effective	**May 23, 2022**

Summary:

1. Radio (P-25)
    a. Single-Band Portable Radio (P-25)
    b. Single-Band Mobile Radio (P-25)
    c. Single-Band Desktop Radio (P-25)
    d. Multi-Band Portable Radio (P-25)
    e. Multi-Band Mobile Radio (P-25)
    f. Multi-Band Desktop Radio (P-25)
    g. Base Station/Repeater (P-25)*
2. Conventional Analog Portable (Non-P25)
    a. Conventional Analog Portable (Non-P25)
    b. Conventional Analog Mobile (Non-P25)
    c. Conventional Analog Desktop (Non-P25)
    d. Conventional Analog Base Station/Repeater (Non-P25)
3. Vehicular Repeater System (VRS) P25*
4. Dispatch Consoles
5. Microwave Radio
    a. Carrier Grade, Packet data (Native IP)
    b. Network Grade
    c. Native IP, Sub 5.925 GHz
    d. Native IP, 900 MHz

e. Carrier Grade, Native Time Division Multiplex (TDM)

6. Interoperability Gateway
7. Power Supply Products & Solutions
    a. DC Power System
    b. VRLA (Valve Regulated Lead Acid) Battery Systems Solutions
    c. Rack-Mounted Distribution Panels
    d. Converters/Inverters
8. Test Equipment
    a. Multifunction Radio Test Set
    b. Specialized RF Instruments
9. Monitoring & Alarm Equipment Not Available
    a. Environmental
    b. Radio Network
10. Furniture, Dispatch Console
11. Equipment Shelters
    a. Ballasted
    b. Concrete Sabre Communications Corporation
    c. Fiberglass
    d. Framed, Light Weight
    e. Outdoor Cabinet
12. Towers
    a. Tower Overall Specifications
    b. Accessories & Appurtenances
    c. Deployable/Temporary
    d. Guyed
    e. Guyed, Light
    f. Lattice
    g. Lattice, Light
    h. Monopole
    i. Passive Microwave Repeater

22-07 NASPO ValuePoint Digital Print and Quick Copy Services	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**September 30, 2026**
Effective	**December 16, 2021**

Summary:

The purpose of this contract is to provide digital print and quick copying services such as black
and white copies; color copies; binding; envelope; lamination services; oversize copies; file copying; transparencies; optional binding and business cards.

EXCLUDED ITEMS:

- Office supplies
- Large format exceeding 24 x36, offset and web printing
- Graphic design

22-09 NASPO ValuePoint Information Security Services	
ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**February 23, 2024**
Effective	**April 22, 2022**

Summary:

Purpose of this contract is to provide information security services in the following categories:

- Category 1 - Risk Assessment and Mitigation Services,
- Category 2 - Incident Response Services,
- Category 3 - Breach Coach Services

Category 1 – Risk Assessment and Mitigation Services

The Contractor must perform vulnerability assessments, privacy impact and policy assessments, and evaluation and analysis of internal controls critical to the detection and elimination of vulnerabilities to the protection of Data, as defined by a Purchasing Entity.

Category 2 – Incident Response Services
The Contractor must provide a general call center that may reached via toll free number twenty-four hours per day, seven days per week (24x7), every day of the year. If the incident requires an on-site Contractor presence, the Contractor must be on-site within one (1) business day of request, or as mutually agreed on the Order.

Because of the sensitive and confidential nature of information and communication surrounding an Incident, the Contractor must ensure all communication is through secure channels and disclosure of Incident information is limited to identified Purchasing Entity personnel and limited to a need to know basis (as defined by the Purchasing Entity) for all others.

Category 2 services include: containment services, eradication services, recovery services, forensic and analysis.

Category 3 – Breach Coach Services
The Contractor must ensure all Breach Response Specialists that provide services are trained experts in the field relevant to the services ordered, who possess the experience and qualifications identified in the Contractor's response to Category 3 Breach Response Specialist – Experience and Qualifications.

The Contractor must possess well-rounded knowledge of the Breach life cycle from start to finish including, but not limited to the investigation process, regulatory requirements, and consumer and business notification rules and expectations.

22-15 Document Shredding and Related Services

ETS Involvement: CIO approves IT Purchases >$100,000	
Expires	**May 31, 2024**
Effective	**August 30, 2022**

Summary:

Purpose of this contract is for the contractor to provide services to shred, incinerate, disintegrate, or otherwise destroy any type of paper items (white and/or NCR/color paper), microfilm, microfiche, x-rays, computer tape, CDs, VHA tapes, audio cassettes, computer hard drives and other storage media. The contractor can provide these services on-site and/or off-site for State agencies.

Contractors will allow either scheduled pick-up, on-call service, or on an as-needed basis. Agencies shall specify whether they prefer scheduled or on-call service. Those agencies that only need service on an as-needed basis shall notify the Contractor when service is needed. Agencies using the scheduled pick-up option shall note what type of service plan they require. Agencies have the option to change their service plan within five (5) business days before their scheduled pick-up.

If requested by the agency, the Contractor shall allow an agency representative to witness the shredding process. The Contractor shall perform all services to the sole satisfaction of the agency as specified herein. The Contractor shall understand that an agency representative may, at any time throughout the contract, accompany the Contractor during the collection, hauling and shredding being conducted by the Contractor. The Contractor shall not restrict in any way or limit the agency's right or ability to oversee shredding of the agency's confidential documents provided by the Contractor.

The Contractor shall perform services during normal State working hours from 7:45 am to 4:30 pm, Monday through Friday, excluding official state holidays.

23-07 NASPO ValuePoint Citizen Engagement Platform
ETS Involvement: CIO approves IT Purchases >$100,000

Expires	**September 14, 2026**
Effective	**October 13, 2022**

Summary:

This portfolio covers a broad range of citizen engagement solutions in the following categories:

1. **Platform Management Software** solutions offering a variety of applications to help public entities manage systems across platforms. This category includes solutions that answer questions and remember, remind, and respond to users.

2. **Master Data Management Software** solutions that provide the means to associate various records pertaining to an individual. This category includes technology to ensure uniformity and accuracy of master data assets and coordination of data across all platforms. These solutions also allow a public entity to create and manage a central, persistent system of record or index of record for master data and support ongoing master data stewardship and governance requirements through workflow-based monitoring and corrective-action techniques.

3. **Chatbots and Customer Service:** Software solutions that provide Robotic Process Automation (RPA) to assist government agencies by responding to frequently asked questions quickly to complete a transaction or find information.

4. **Customer Engagement:** Software solutions that provide a centralized platform to manage multiple interactions with customers. These solutions offer a platform for studying customer behavior through all channels and touchpoints of interaction such as by phone, in person, or online.

5. **Social Listening:** Software solutions that allow entities to view the “voice of the customer” across all input channels, such as through email, web forms, social media, and inbound calls. These solutions utilize a dashboard to effectively identify issues,

satisfaction, and needs.

6. In addition to the above, contractors in this portfolio may also offer additional value-add items and services, such as identity management, referral engines, user behavior analytics, digital wallets, web hosting, website and web app development, eCommerce services, and payment processing.

7. **Value Add Items/Services:** value added solutions may include, but are not limited to, solutions as - Citizen Engagement Platform 8 SPO Price List Contract No. 23-07 10/06/2022 to 09/14/2026 identity management, referrals engine, user behavior analytics, digital wallets, web hosting, Website & web app development, eCommerce services and payment processing, etc.

23-08 NASPO ValuePoint Software Value-Added Reseller (VAR)	
ETS Involvement: CIO approves IT Purchases >$100,000 and CIO signs NASPO addendum	
Expires	**April 24, 2027**
Effective	**November 9, 2022**

Summary:

Software Value-Added Reseller refers to a company that resells software and offers value beyond order fulfillment. Non-SaaS cloud computing products such as Infrastructure as a Service ("IaaS"), Platform as a Service ("PaaS"), and Software provided by a Managed Services Provider are generally out of scope of this Contract.

Software Publisher Categories:

- **Category I – General Software:** Includes all software titles except Microsoft and Oracle
    - **Tier 1 – Key Itemized Publishers:** Adobe, CA Technologies, Cisco, Commvault, IBM, Red Hat, Splunk, Tableau, VEEAM, VMware
    - **Tier 2 – Other Itemized Publishers:** Autodesk, Barracuda Networks, BMC Software, Check Point Software, Cherwell, Citrix, CPI, CrowdStrike, Dell,

Delphix, Docusign, Dynatrace, Forcepoint, Fortinet, Google, Informatica, Ivanti, Knowbe4, Mcafee, Micro Focus, Mulesoft, Netmotion, Okta, Opentext, Progress Software, Proofpoint, Quest Software, Rapid7, RSA Security, Salesforce, SAP, Solarwinds, Sophos, Spillman, Symantec, Tenable, Trend Micro, Varonis, Veritas, Zoho

- **Tier 3 – Non-Itemized Publishers:** All other publishers

- **Category II – Microsoft Reseller:** Restricted to only Microsoft software products

- **Category III – Oracle Reseller:** Restricted to only Oracle software products and VAR shall be a large account reseller, authorized by Oracle as a Licensing Solution Partner (LSP)

The GSA (General Services Administration) MAS, formerly known as the GSA IT Schedule 70, may be used for IT SERVICES ONLY[5]. More information and procedures to use the GSA MAS is available in this document.

Departments are not permitted to purchase from a GSA contract if there is another active SPO statewide contract for that service. If a department believes it can negotiate better value using the GSA contract, it must include an analysis and justification in written notification to the attention of the CIO. The CIO may negotiate with existing statewide contractors to "meet or beat" the other contract terms, if possible. If CIO determines that "best value" for a department can only be obtained through the GSA contract, it may recommend approval, in writing, on a case-by-case basis.

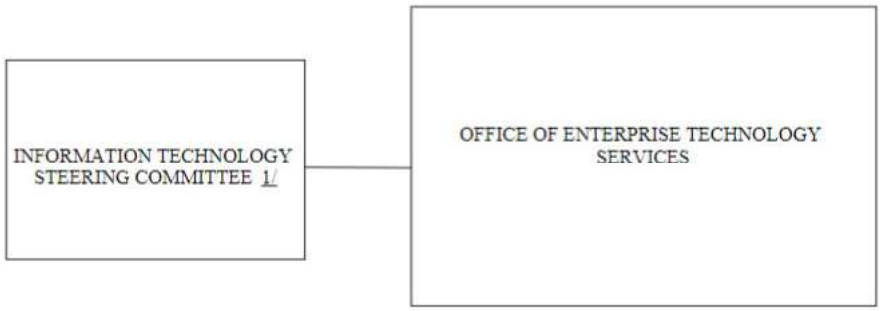
[5] https://spo.hawaii.gov/wp-content/uploads/2016/12/2017-06-GSA-IT-Services.pdf

Attachment C: Organization Charts

The following organizational charts reflect current state at ETS (effective June 2022) and will be updated after planning year recommendations are finalized to reflect future state.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
AND
INFORMATION TECHNOLOGY STEERING COMMITTEE

ORGANIZATION CHART

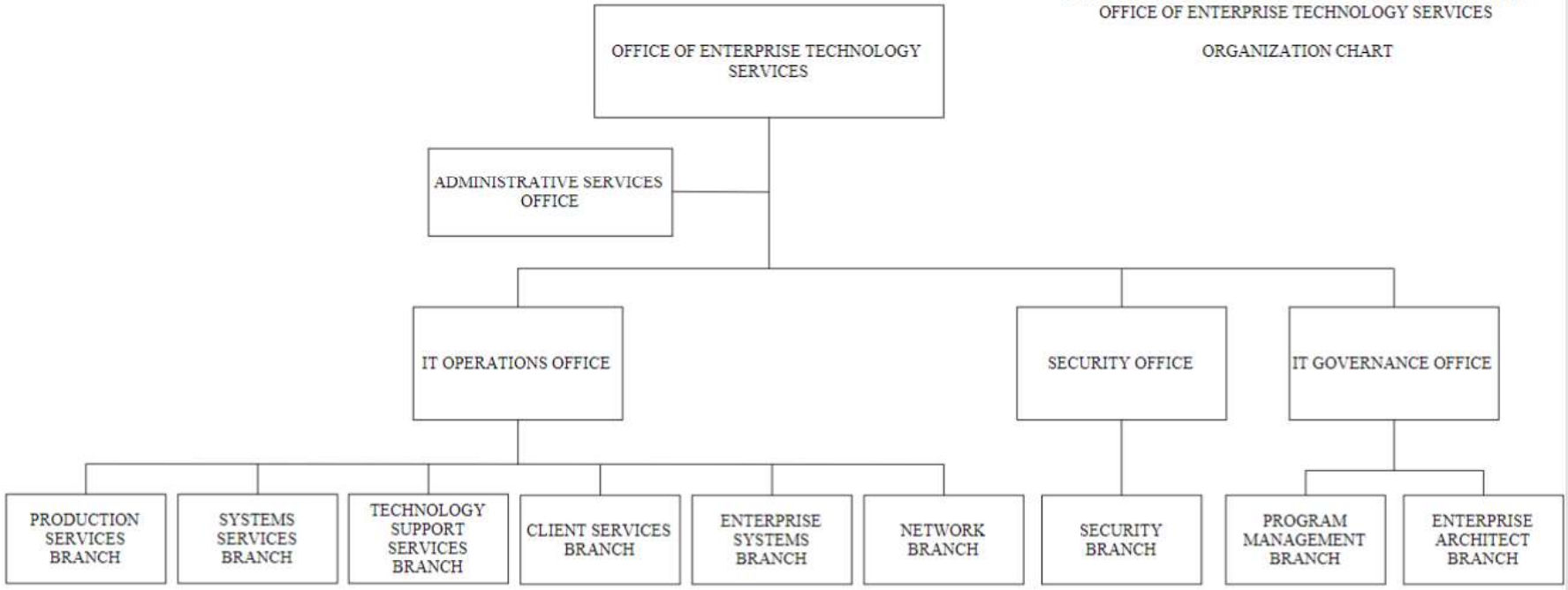


1/ ESTABLISHED TO ASSIST THE CHIEF INFORMATION OFFICER (CIO) IN DEVELOPING THE STATE'S INFORMATION TECHNOLOGY STANDARDS AND POLICIES. THE CIO CHAIRS THIS COMMITTEE.

06/30/22 -17- CHART XVVV

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

ORGANIZATION CHART

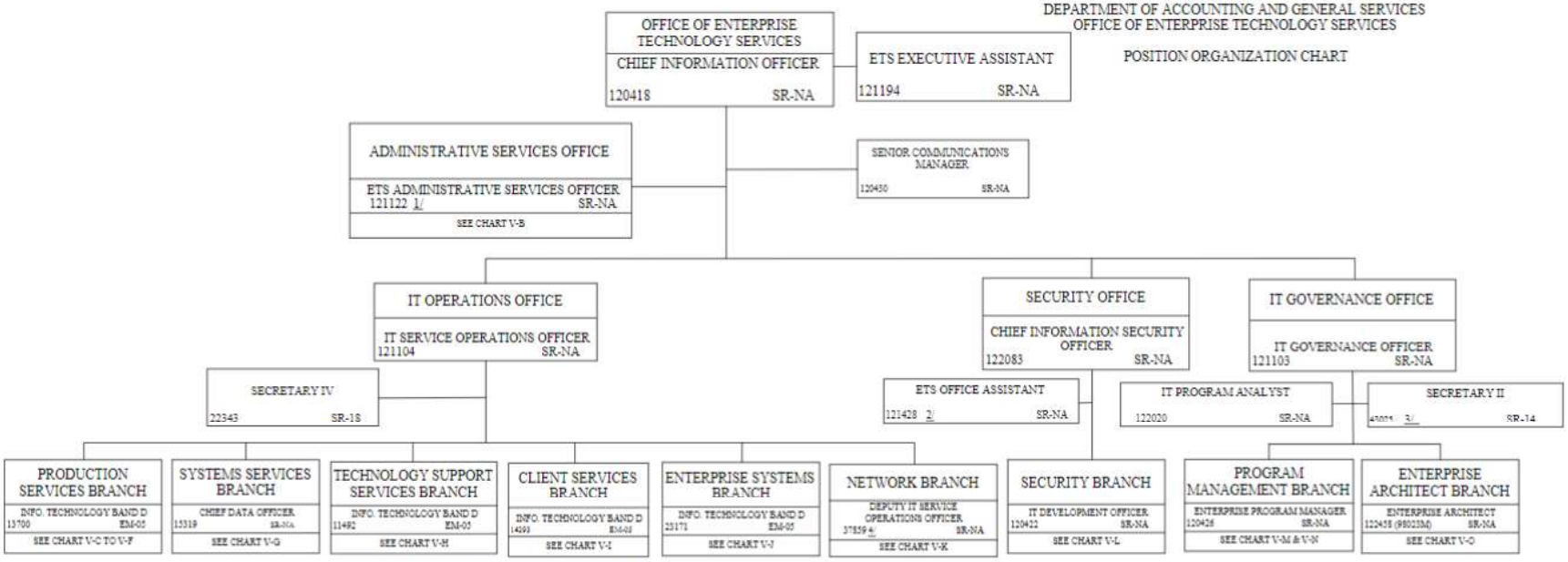


06/30/22

CHART V

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

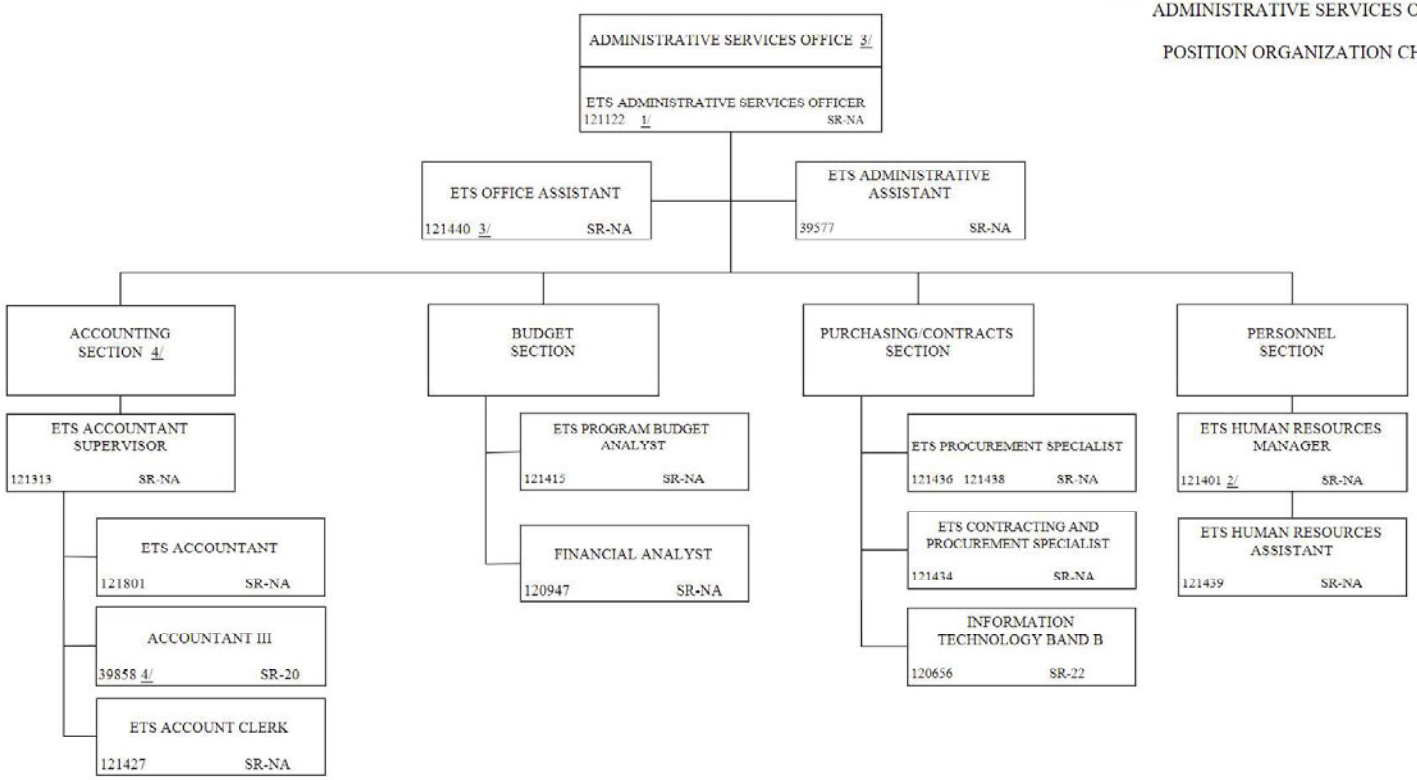
POSITION ORGANIZATION CHART



1/ POSITION NO. 121122, ETS ADMINISTRATIVE SERVICES OFFICER, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
2/ POSITION NO. 121428, ETS OFFICE ASSISTANT, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
3/ POSITION NO. 43025, SECRETARY II, SR-14, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
4/ POSITION NO. 37859, RECLASSIFIED FROM IT BAND D, EM-05, TO DEPUTY IT SERVICE OPERATIONS OFFICER, SR-NA, EFFECTIVE 03/27/20.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
ADMINISTRATIVE SERVICES OFFICE

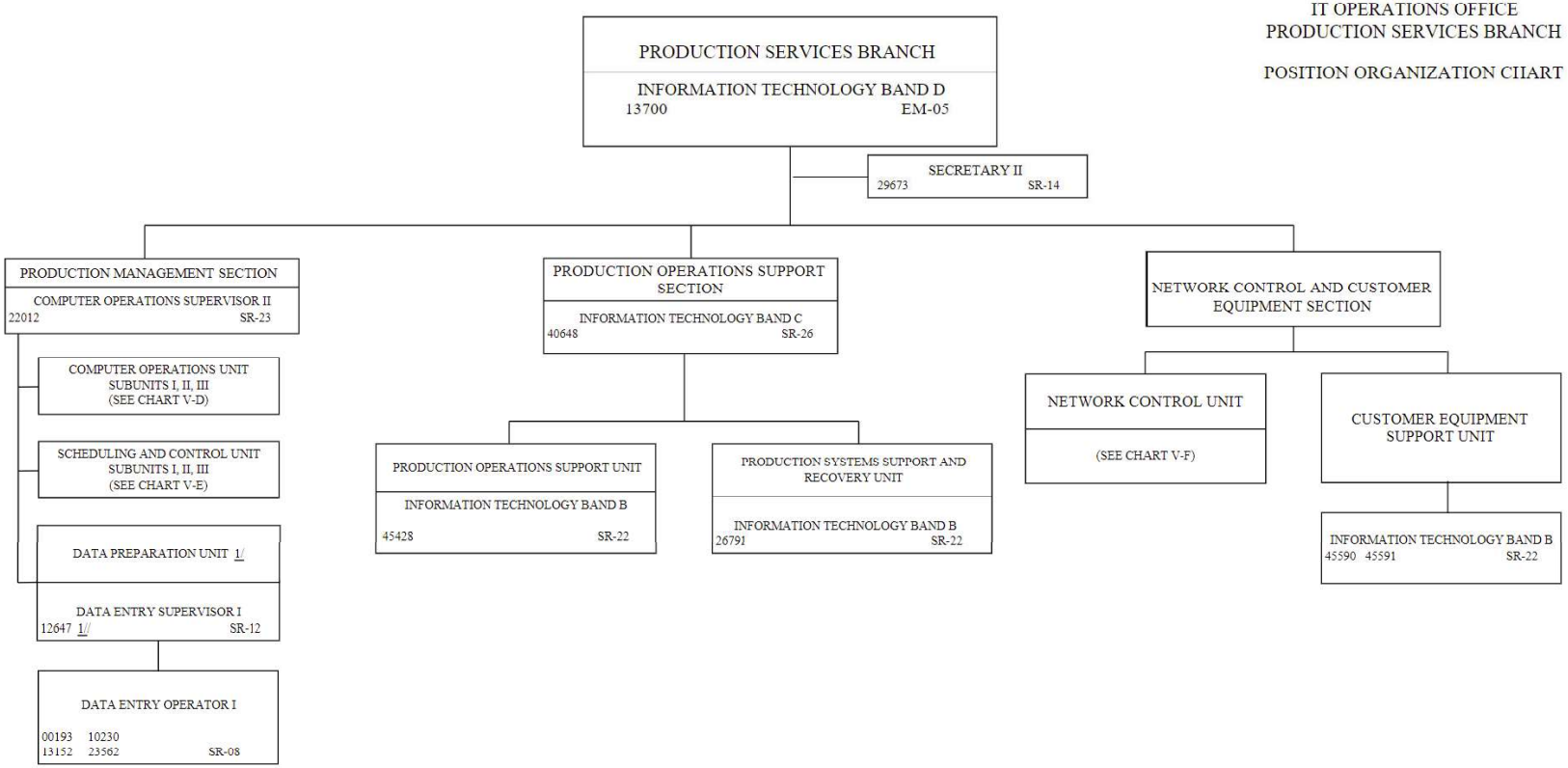
POSITION ORGANIZATION CHART



1/ POSITION NO. 121122, ETS ADMINISTRATIVE SERVICES OFFICER, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
2/ POSITION NO. 121401, ETS HUMAN RESOURCES MANAGER, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
3/ POSITION NO. 121440, ETS OFFICE ASSISTANT, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
4/ POSITION NO. 39858, ACCOUNTANT III, SR-20, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT OPERATIONS OFFICE
PRODUCTION SERVICES BRANCH

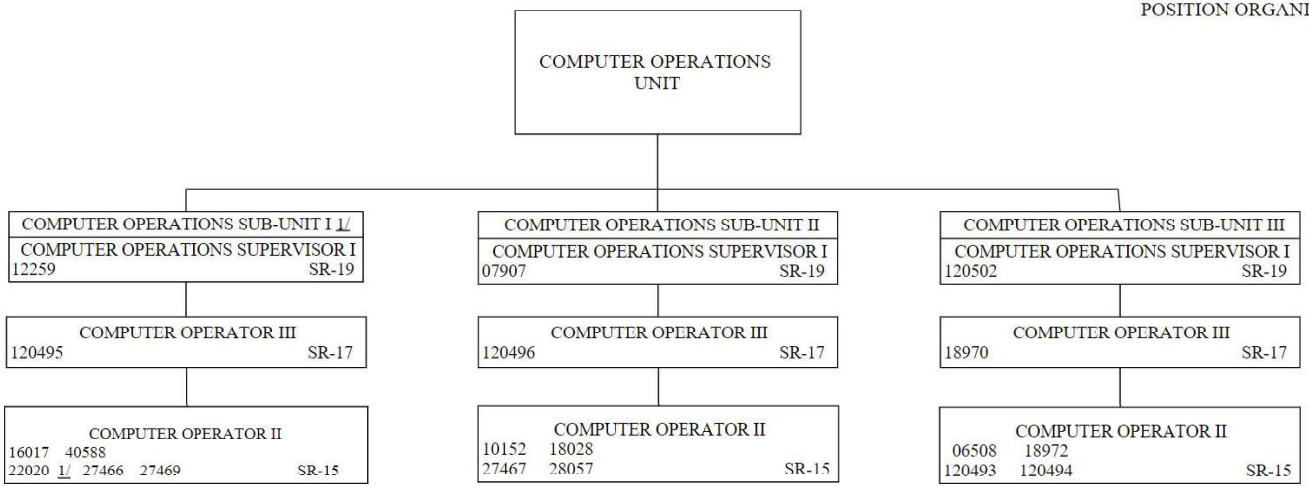
POSITION ORGANIZATION CIIART



1/ POSITION NO. 12647, DATA ENTRY SUPERVISOR I, SR-12, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT OPERATIONS OFFICE
PRODUCTION SERVICES BRANCH
PRODUCTION MANAGEMENT SECTION
COMPUTER OPERATIONS UNIT

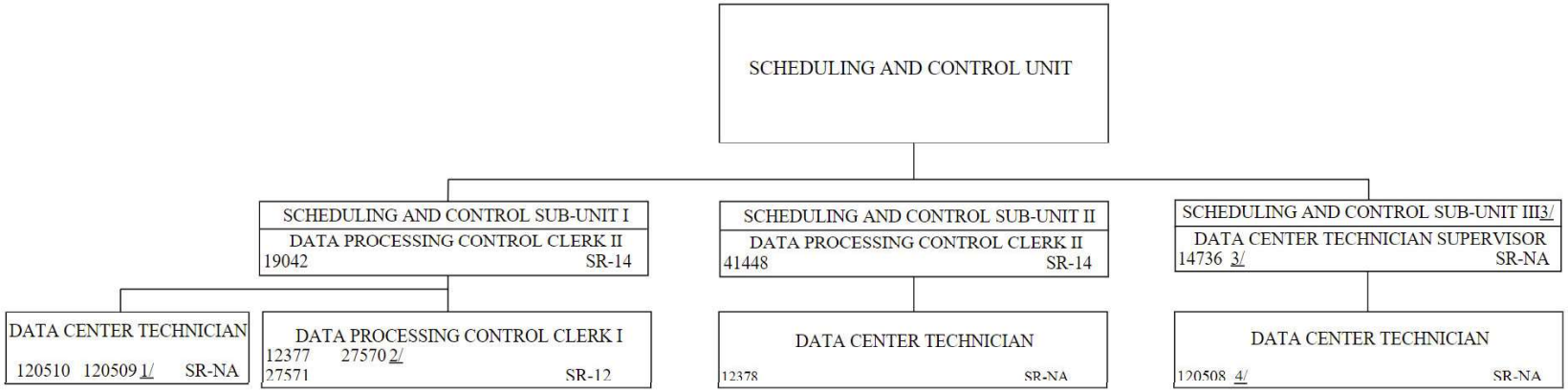
POSITION ORGANIZATION CHART



1/ POSITION NO. 22020, COMPUTER OPERATOR II, SR-15, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT OPERATIONS OFFICE
PRODUCTION SERVICES BRANCH
PRODUCTION MANAGEMENT SECTION
SCHEDULING AND CONTROL UNIT

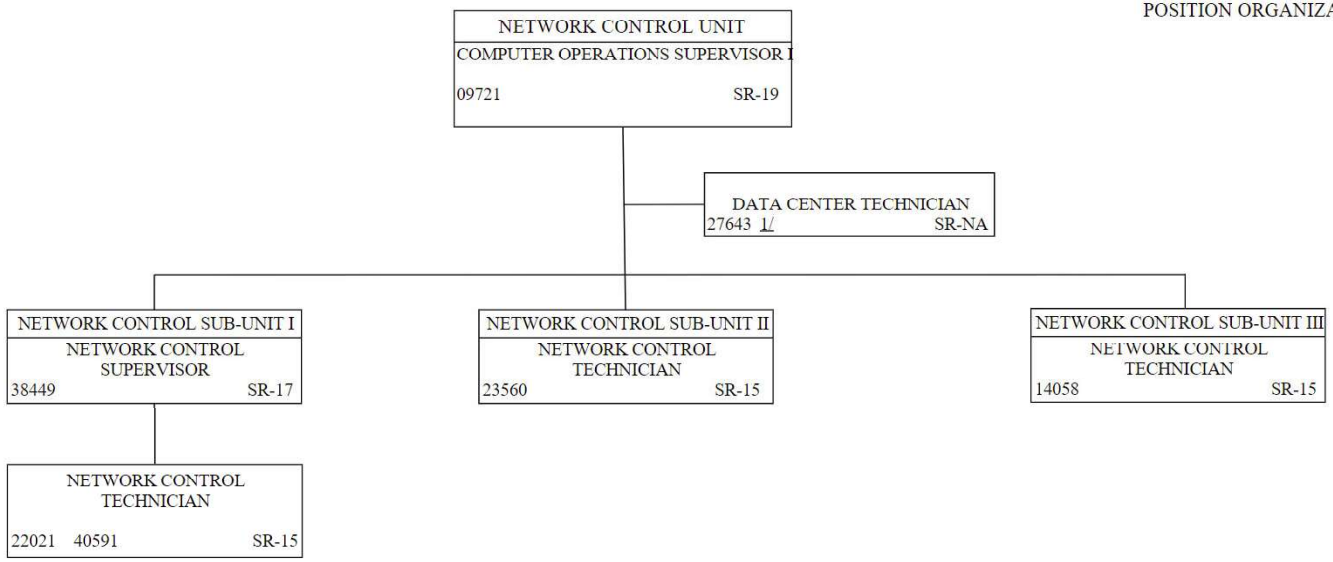
POSITION ORGANIZATION CHART



1/ POSITION NO. 120509, DATA CENTER TECHNICIAN, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
2/ POSITION NO. 27570, DATA PROCESSING CONTROL CLERK I, SR-12, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
3/ POSITION NO. 14736, DATA CENTER TECHNICIAN SUPERVISOR, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
4/ POSITION NO. 120508, DATA CENTER TECHNICIAN, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT OPERATIONS OFFICE
PRODUCTION SERVICES BRANCH
NETWORK CONTROL AND EQUIPMENT SUPPORT SECTION
NETWORK CONTROL UNIT

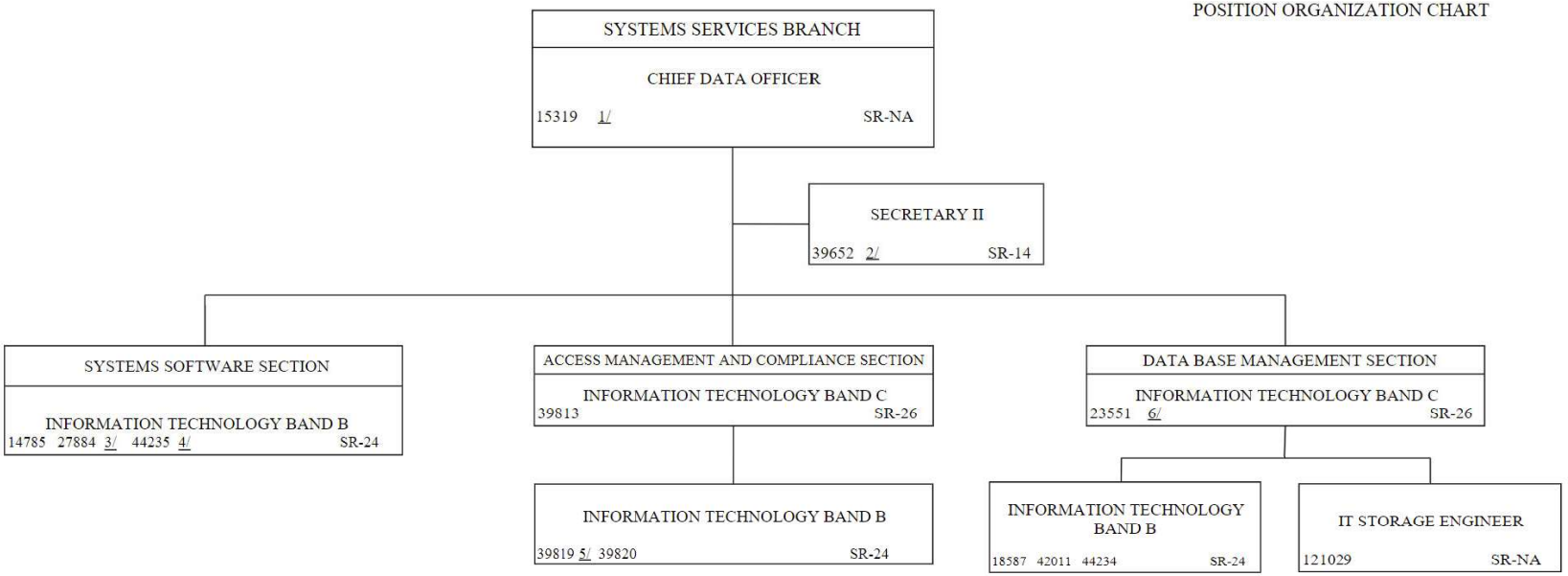
POSITION ORGANIZATION CHART



1/ POSITION NO. 27643, DATA CENTER TECHNICIAN, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT OPERATIONS OFFICE
SYSTEMS SERVICES BRANCH

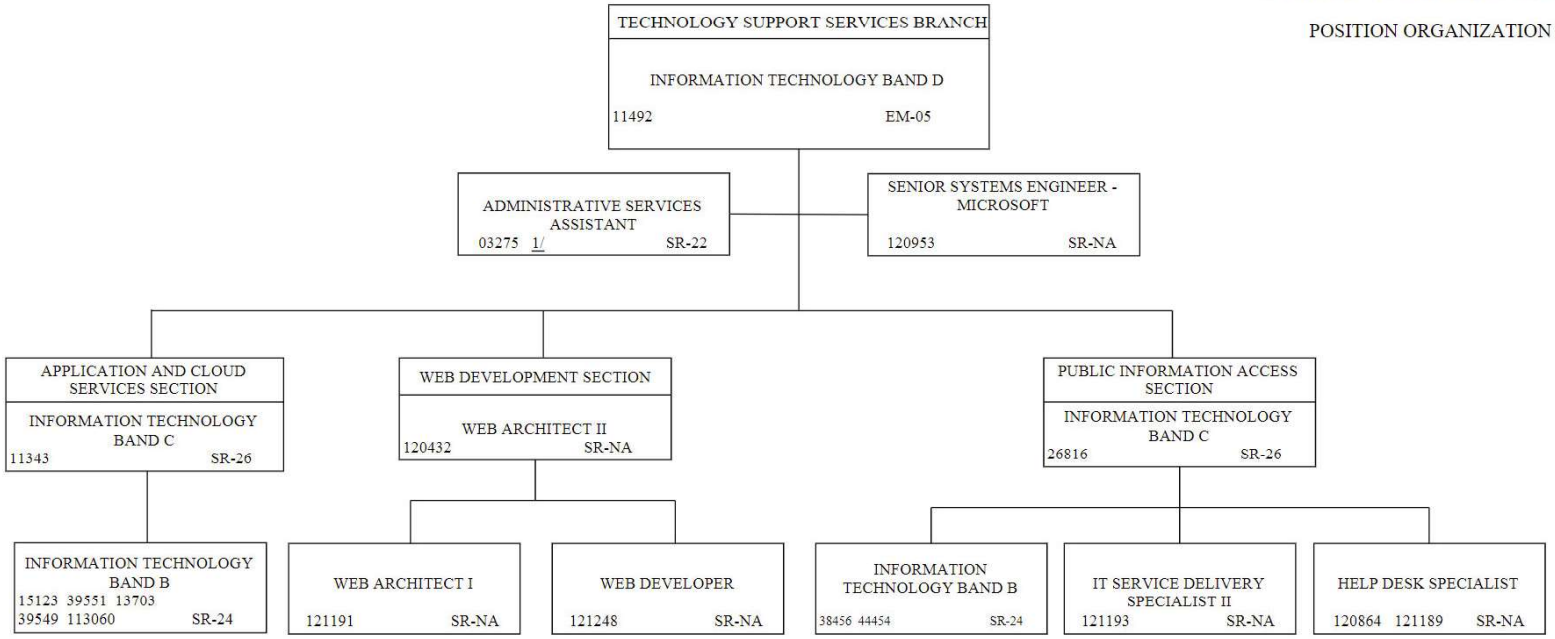
POSITION ORGANIZATION CHART



1/ POSITION NO. 15319, CHIEF DATA OFFICER, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
2/ POSITION NO. 39652, SECRETARY II, SR-14, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
3/ POSITION NO. 27884, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
4/ POSITION NO. 44235, INFORMATION TECHNOLOGY BAND B, SR-24, DEFUNDED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
5/ POSITION NO. 39819, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
6/ POSITION NO. 23551, INFORMATION TECHNOLOGY BAND C, SR-26, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT OPERATIONS OFFICE
TECHNOLOGY SUPPORT SERVICES BRANCH

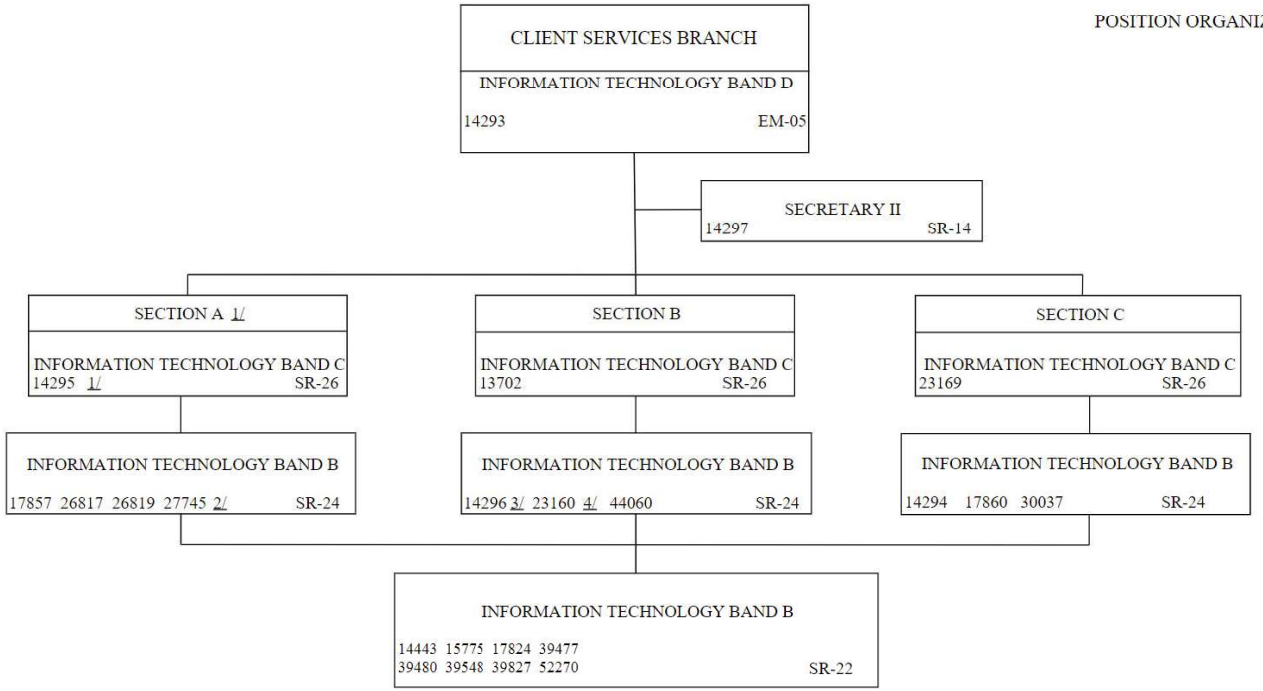
POSITION ORGANIZATION CHART



1/ POSITION NO. 03275, ADMINISTRATIVE SERVICES ASSISTANT, SR-22, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT OPERATIONS OFFICE
CLIENT SERVICES BRANCH

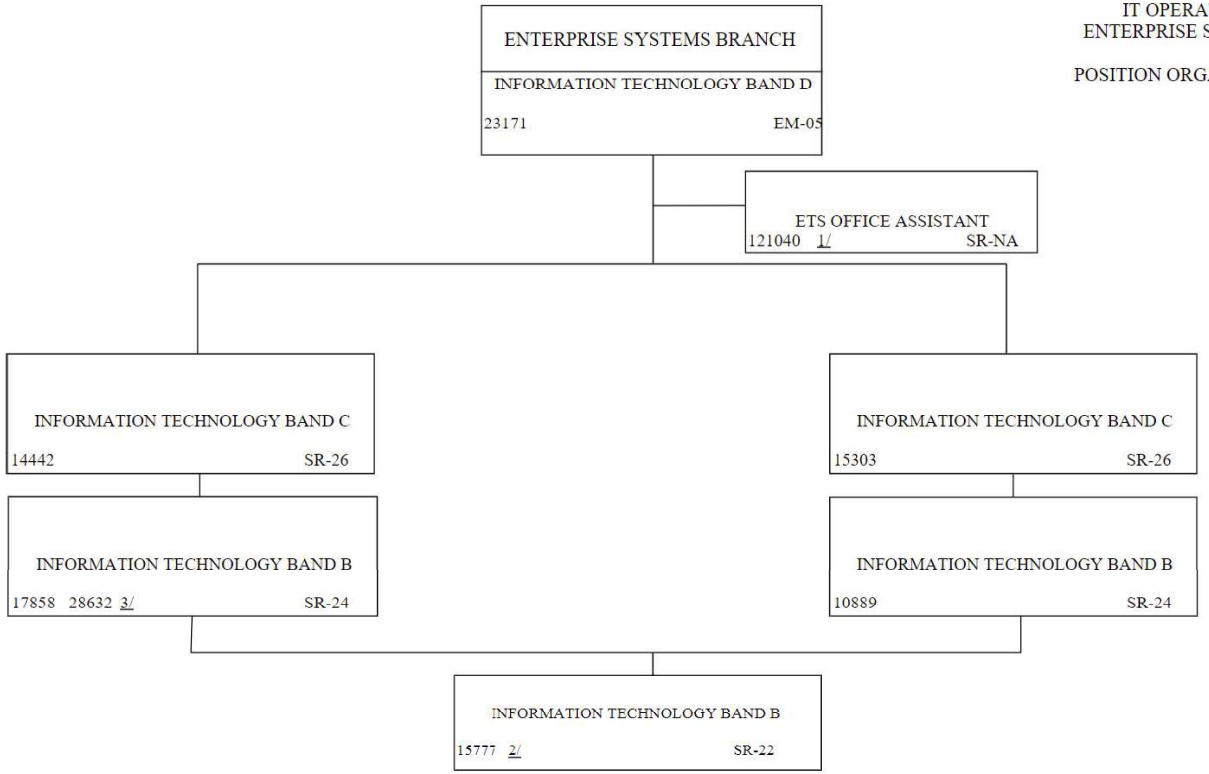
POSITION ORGANIZATION CHART



1/ POSITION NO. 14295, INFORMATION TECHNOLOGY BAND C, SR-26, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/22.
2/ POSITION NO. 27745, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/22.
3/ POSITION NO. 14296, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/22.
4/ POSITION NO. 23160, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/22.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT OPERATIONS OFFICE
ENTERPRISE SYSTEMS BRANCH

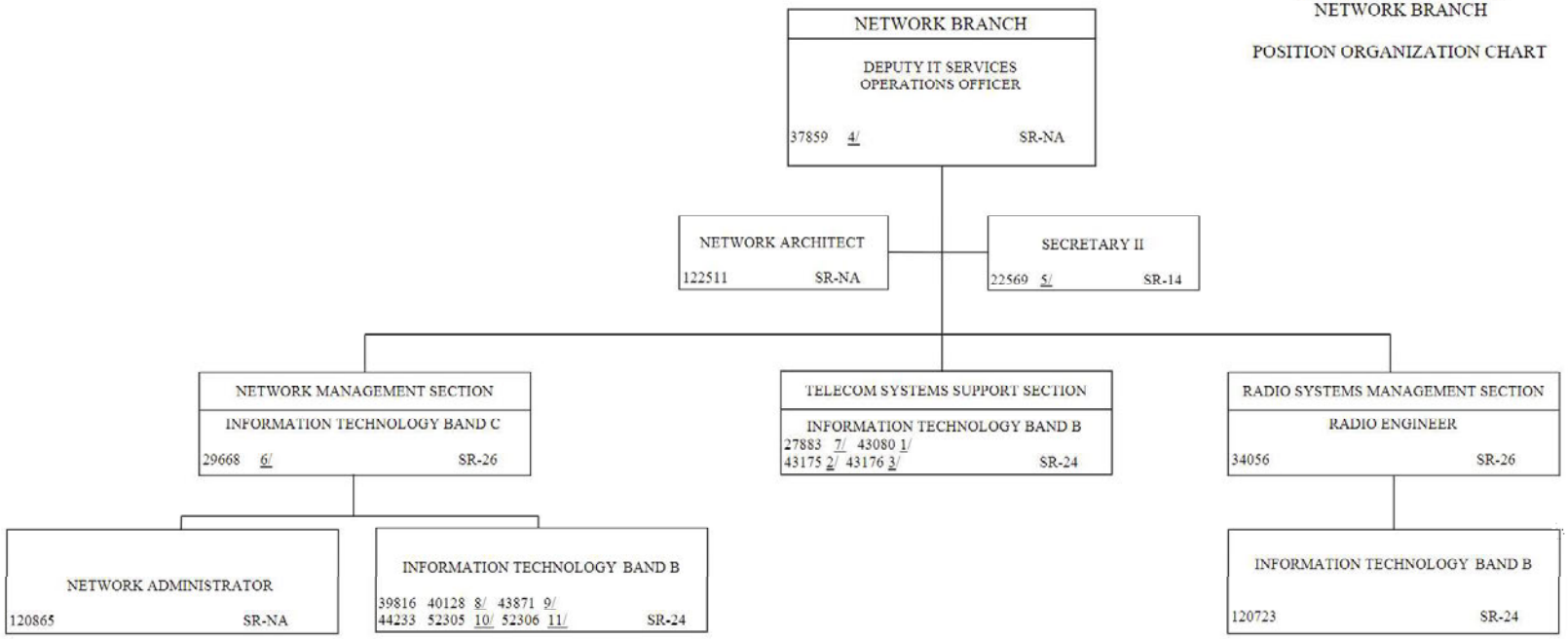
POSITION ORGANIZATION CHART



1/ POSITION NO. 121040, ETS OFFICE ASSISTANT, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
2/ POSITION NO. 15777, INFORMATION TECHNOLOGY BAND B, SR-22, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
3/ POSITION NO. 28632, REDESCRIBED FROM IT BAND B, SR-24, TO SYSTEMS ANALYST LEAD, SR-NA, EFFECTIVE 09/14/17. PENDING REORGANIZATION TO PLACE POSITION.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT OPERATIONS OFFICE
NETWORK BRANCH

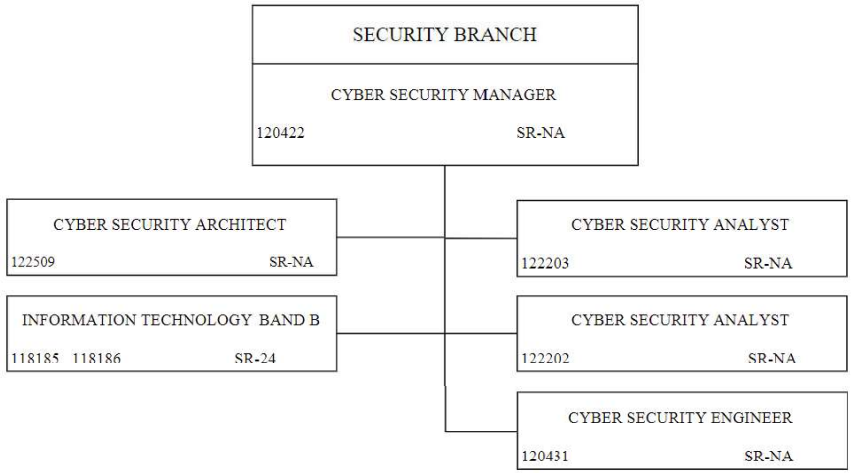
POSITION ORGANIZATION CHART



1/ POSITION NO. 43080 IS LOCATED ON KAUAI.
2/ POSITION NO. 43175 IS LOCATED ON MAUI.
3/ POSITION NO. 43176 IS LOCATED ON HAWAII.
4/ POSITION NO. 37859, RECLASSIFIED FROM AN INFORMATION TECHNOLOGY BAND D, EM-05, TO DEPUTY IT SERVICES OPERATIONS OFFICER, SR-NA, EFFECTIVE 03/27/20.
5/ POSITION NO. 22569, SECRETARY II, SR-14, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
6/ POSITION NO. 29668, INFORMATION TECHNOLOGY BAND C, SR-26, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
7/ POSITION NO. 27883, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
8/ POSITION NO. 40128, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21..
9/ POSITION NO. 43871, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21..
10/ POSITION NO. 52305, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21..
11/ POSITION NO. 52306, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21..

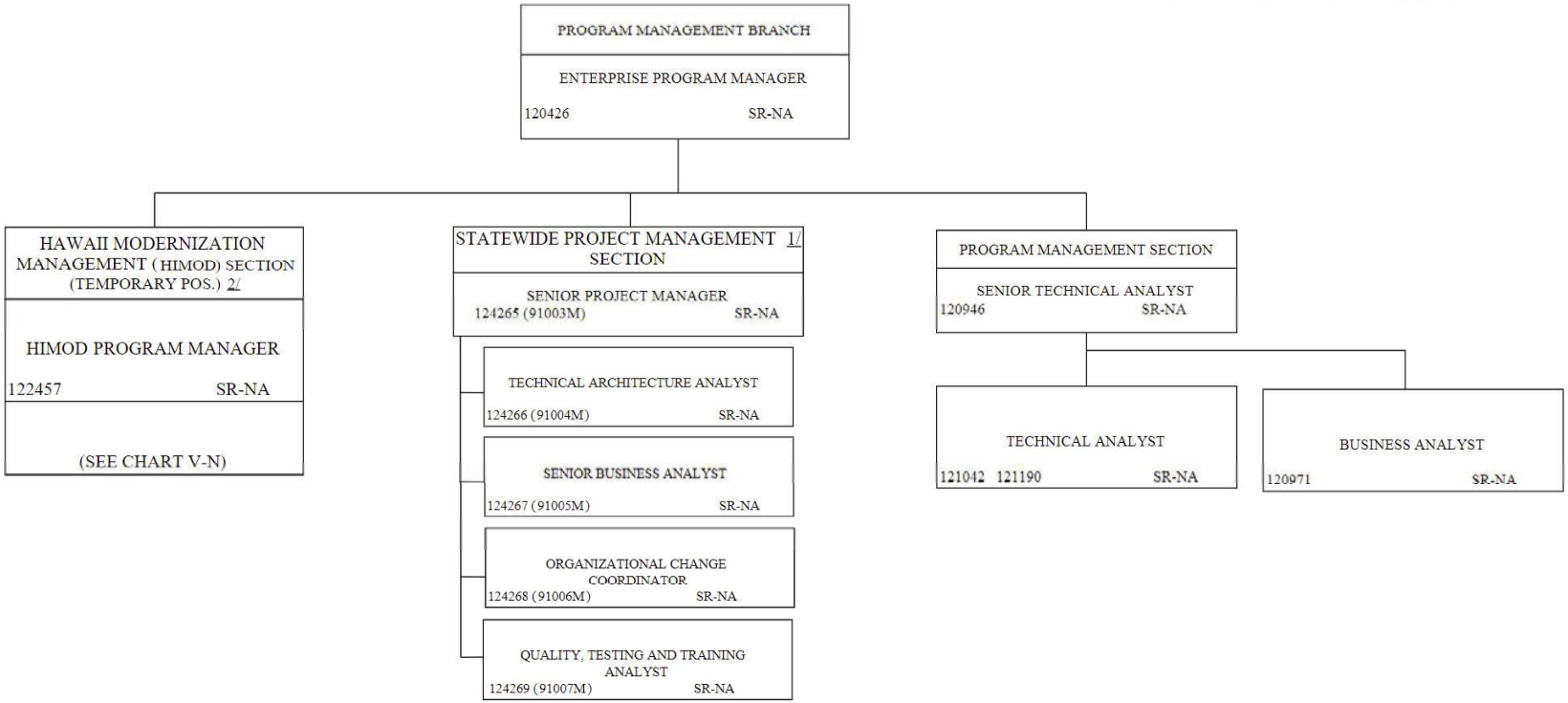
STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
SECURITY OFFICE
SECURITY BRANCH

POSITION ORGANIZATION CHART



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT GOVERNANCE OFFICE
PROGRAM MANAGEMENT BRANCH

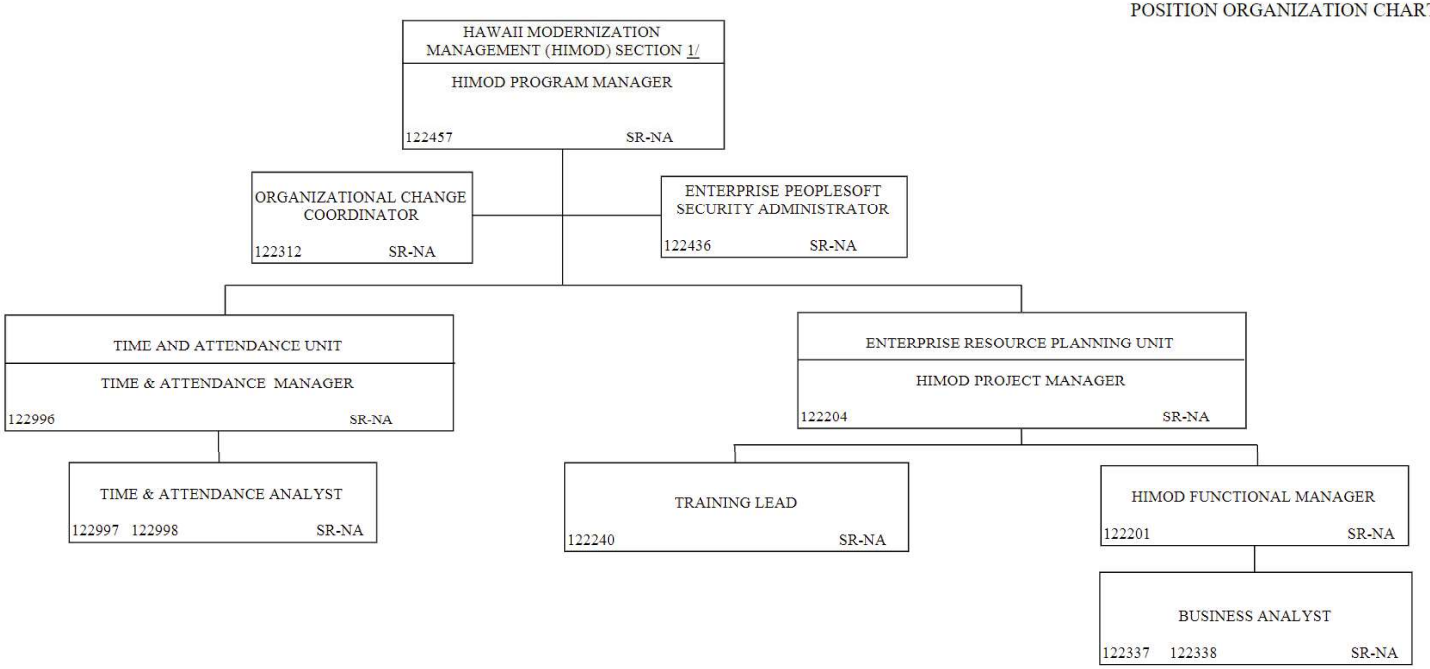
POSITION ORGANIZATION CHART



1/ DELEGATED REORGANIZATION TO ADD THE STATEWIDE PROJECT MANAGEMENT SECTION CONSISTING OF FIVE (5) TEMPORARY POSITIONS WAS APPROVED BY COMPTROLLER ON 12/03/21.
2/ DELEGATED REORGANIZATION TO TRANSITION THE PAYROLL SECTION TO THE HAWAII MODERNIZATION MANAGEMENT (HIMOD) SECTION WAS APPROVED BY COMPTROLLER ON 04/14/22.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT GOVERNANCE OFFICE
PROGRAM MANAGEMENT BRANCH
PAYROLL SECTION

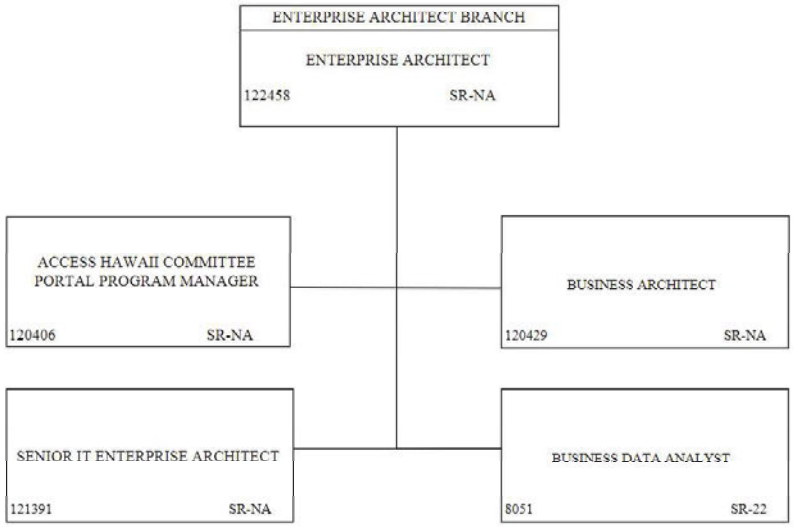
POSITION ORGANIZATION CHART



1/ DELEGATED REORGANIZATION APPROVED TO TRANSITION THE PAYROLL SECTION TO BECOME THE HAWAII MODERNIZATION MANAGEMENT (HIMOD) SECTION WAS APPROVED BY THE COMPTROLLER ON 04/14/22.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT GOVERNANCE OFFICE
ENTERPRISE ARCHITECT BRANCH

POSITION ORGANIZATION CHART



Attachment D: Positions within the IT Broadband Job Classifications

The following is a list of positions that utilize the IT "Broadband" Job classification system, organized by department. The list includes ETS positions.

Position	Position Title	Dept Short Descr	Dept Descr
00039020	Information Technology Band B	AGR	AGR/ASO/Comp Svcs Stf
00042739	Information Technology Band B	AGR	AGR/ASO/Comp Svcs Stf
00123142	Information Technology Band B	AGR	AGR/PlantIndDiv
00000193	Data Entry Operator I	AGS	AGS/ETS/DataPreparationUnit
00002759	Duplicating Machine Optr III	AGS	AGS/LandSurvDiv
00006508	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00007907	Computer Operations Supvr I	AGS	AGS/ETS/ComputerOptnsUnit
00009721	Computer Operations Supvr I	AGS	AGS/ETS/NetworkControlUnit
00010152	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00010230	Data Entry Operator I	AGS	AGS/ETS/DataPreparationUnit
00011343	Information Technology Band C	AGS	AGS/ETS/App&CloudServicesSec
00011492	Information Technology Band D	AGS	AGS/ETS/TechSupportSvcsBr
00012259	Computer Operations Supvr I	AGS	AGS/ETS/ComputerOptnsUnit
00012377	Data Processing Control Clk I	AGS	AGS/ETS/Scheduling&ControlUn
00013152	Data Entry Operator I	AGS	AGS/ETS/DataPreparationUnit
00013700	Information Technology Band D	AGS	AGS/ETS/ProductionSvcsBranch
00013702	Information Technology Band C	AGS	AGS/ETS/ClientSvcsBr/SectnB
00013703	Information Technology Band B	AGS	AGS/ETS/App&CloudServicesSec
00014058	Network Control Technician	AGS	AGS/ETS/NetworkControlUnit
00014293	Information Technology Band D	AGS	AGS/ETS/ClientSvcsBr
00014294	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr/SectnC
00014442	Information Technology Band C	AGS	AGS/ETS/ClientSvcsBrI/SectnA
00014443	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr
00014785	Information Technology Band B	AGS	AGS/ETS/SystmsSoftwareSectn

00015123	Information Technology Band B	AGS	AGS/ETS/App&CloudServicesSec
00015303	Information Technology Band C	AGS	AGS/ETS/ClientSvcsBrI/SectnB
00015775	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr
00016017	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00017824	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr
00017857	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr/SectnA
00017858	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBrI/SectnA
00017860	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr/SectnC
00018028	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00018587	Information Technology Band B	AGS	AGS/ETS/DataBaseMgtSectn
00018970	Computer Operator III	AGS	AGS/ETS/ComputerOptnsUnit
00018972	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00019042	Data Processing Control Clk II	AGS	AGS/ETS/Scheduling&ControlUn
00022012	Computer Operations Supvr II	AGS	AGS/ETS/ProdcutionMgtSection
00022021	Network Control Technician	AGS	AGS/ETS/NetworkControlUnit
00023169	Information Technology Band C	AGS	AGS/ETS/ClientSvcsBr/SectnC
00023171	Information Technology Band D	AGS	AGS/ETS/EnterpriseSysBr
00023560	Network Control Technician	AGS	AGS/ETS/NetworkControlUnit
00023562	Data Entry Operator I	AGS	AGS/ETS/DataPreparationUnit
00024407	Information Technology Band C	AGS	AGS/Election Administration
00026791	Information Technology Band B	AGS	AGS/ETS/ProductOperSupport
00026816	Information Technology Band C	AGS	AGS/ETS/PublicInforAccessSect
00026817	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr/SectnA
00026819	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr/SectnA
00027466	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00027467	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00027469	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00027571	Data Processing Control Clk I	AGS	AGS/ETS/Scheduling&ControlUn
00028057	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00030037	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr/SectnC

00035340	Information Technology Band B	AGS	AGS/Sys&Proc/CmptrSysSuppSvcsA
00035341	Information Technology Band B	AGS	AGS/Sys&ProcOfc
00038449	Network Control Supervisor	AGS	AGS/ETS/NetworkControlUnit
00038456	Information Technology Band B	AGS	AGS/ETS/PublicInforAccessSect
00039477	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr
00039480	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr
00039548	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr
00039549	Information Technology Band B	AGS	AGS/ETS/WebDevelopmentSec
00039551	Information Technology Band B	AGS	AGS/ETS/App&CloudServicesSec
00039813	Information Technology Band C	AGS	AGS/ETS/AccMgt&CompSectn
00039816	Information Technology Band B	AGS	AGS/ETS/NetworkMgtSection
00039820	Information Technology Band B	AGS	AGS/ETS/DataBaseMgtSectn
00039827	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr
00040588	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00040591	Network Control Technician	AGS	AGS/ETS/NetworkControlUnit
00040648	Information Technology Band C	AGS	AGS/ETS/ProductOperSupport
00041241	Information Technology Band B	AGS	AGS/Sys&Proc/CmptrSysSuppSvcsA
00041324	Information Technology Band B	AGS	AGS/Sys&Proc/CmptrSysSuppSvcsA
00041448	Data Processing Control Clk II	AGS	AGS/ETS/Scheduling&ControlUn
00042011	Information Technology Band B	AGS	AGS/ETS/DataBaseMgtSectn
00043080	Information Technology Band B	AGS	AGS/ETS/TelecomPlan&ProgSec
00043175	Information Technology Band B	AGS	AGS/ETS/TelecomPlan&ProgSec
00043176	Information Technology Band B	AGS	AGS/ETS/TelecomPlan&ProgSec
00044060	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr/SectnB
00044233	Information Technology Band B	AGS	AGS/ETS/NetworkMgtSection
00044234	Information Technology Band B	AGS	AGS/ETS/DataBaseMgtSectn
00044235	Information Technology Band B	AGS	AGS/ETS/SystmsSoftwareSectn
00044454	Information Technology Band B	AGS	AGS/ETS/PublicInforAccessSect
00045428	Information Technology Band B	AGS	AGS/ETS/ProductOperSupport
00045590	Information Technology Band B	AGS	AGS/ETS/CustomerEquipSupptUn

00045591	Information Technology Band A	AGS	AGS/ETS/CustomerEquipSupptUn
00048125	Information Technology Band D	AGS	AGS/Sys&ProcOfc
00052270	Information Technology Band B	AGS	AGS/ETS/ClientSvcsBr
00101156	Information Technology Band B	AGS	AGS/Election Administration
00113047	Information Technology Band B	AGS	AGS/Sys&ProcOfc
00113060	Information Technology Band B	AGS	AGS/ETS/WebDevelopmentSec
00118185	Information Technology Band B	AGS	AGS/ETS/Plan&ProjMgtOffc
00118186	Information Technology Band B	AGS	AGS/ETS/Plan&ProjMgtOffc
00120493	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00120494	Computer Operator II	AGS	AGS/ETS/ComputerOptnsUnit
00120495	Computer Operator III	AGS	AGS/ETS/ComputerOptnsUnit
00120496	Computer Operator III	AGS	AGS/ETS/ComputerOptnsUnit
00120502	Computer Operations Supvr I	AGS	AGS/ETS/ComputerOptnsUnit
00120656	Information Technology Band B	AGS	AGS/ETS/Plan&ProjMgtOffc
00120675	Information Technology Band B	AGS	AGS/ArchivesDiv
00120676	Information Technology Band B	AGS	AGS/ArchivesDiv
00120723	Information Technology Band B	AGS	AGS/ETS/RadioSysMgmtSectn
00121809	Information Technology Band A	AGS	AGS/Election Administration
00122064	Information Technology Band A	AGS	AGS/ArchivesDiv
00122348	Information Technology Band C	AGS	AGS/Sys&Proc/CmptrSysSuppSvcsB
00122351	Information Technology Band B	AGS	AGS/Sys&Proc/CmptrSysSuppSvcsB
00122352	Information Technology Band B	AGS	AGS/Sys&Proc/CmptrSysSuppSvcsB
00028466	Information Technology Band B	ATG	ATG/CSEA/FITM
00029210	Information Technology Band B	ATG	ATG/CSEA/InfoOfc
00032941	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00032943	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00032944	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00032948	Info Technology Support Tech	ATG	ATG/HICrJusDtCtr
00032949	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00034963	Information Technology Band B	ATG	ATG/CSEA/FITM

00034964	Information Technology Band B	ATG	ATG/CSEA/FITM
00036361	Info Technology Support Tech	ATG	ATG/Aso
00037594	Info Technology Support Tech	ATG	ATG/HICrJusDtCtr
00040287	Information Technology Band C	ATG	ATG/Aso
00040923	Information Technology Band A	ATG	ATG/Aso
00041119	Information Technology Band B	ATG	ATG/CSEA/FITM
00041348	Information Technology Band B	ATG	ATG/CSEA/FITM
00043995	Information Technology Band C	ATG	ATG/HICrJusDtCtr
00046348	Information Technology Band B	ATG	ATG/Aso
00046349	Information Technology Band B	ATG	ATG/Aso
00046454	Information Technology Band B	ATG	ATG/Aso
00047334	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00047335	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00047829	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00052132	Information Technology Band B	ATG	ATG/CSEA/FITM
00107707	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00110030	Info Technology Support Tech	ATG	ATG/CSEA/FITM
00110031	Information Technology Band B	ATG	ATG/CSEA/FITM
00110032	Information Technology Band C	ATG	ATG/CSEA/FITM
00110033	Information Technology Band B	ATG	ATG/CSEA/FITM
00110034	Information Technology Band B	ATG	ATG/CSEA/FITM
00110035	Information Technology Band B	ATG	ATG/CSEA/FITM
00111876	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00112591	Information Technology Band B	ATG	ATG/CSEA/FITM
00112593	Information Technology Band B	ATG	ATG/CSEA/FITM
00112594	Information Technology Band B	ATG	ATG/CSEA/FITM
00112595	Information Technology Band B	ATG	ATG/CSEA/FITM
00117159	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00117924	Information Technology Band D	ATG	ATG/HICrJusDtCtr
00118760	Information Technology Band B	ATG	ATG/HICrJusDtCtr

00118765	Info Technology Support Tech	ATG	ATG/Aso
00118770	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00119438	Information Technology Band B	ATG	ATG/HICrJusDtCtr
00119457	Information Technology Band C	ATG	ATG/HICrJusDtCtr
00121979	Information Technology Band B	ATG	ATG/LglSvcBrCrJ
00015759	Information Technology Band C	BED	BED/ComAg&Oth/Plng&GeogInfoSys
00035440	Information Technology Band B	BED	BED/ASO/Info Technology Stf
00036075	Information Technology Band B	BED	BED/ASO/Info Technology Stf
00049500	Information Technology Band B	BED	BED/ASO/Info Technology Stf
00015306	Information Technology Band B	BUF	BUF/EmpRetireSys
00017859	Information Technology Band C	BUF	BUF/EmpRetireSys
00019501	Information Technology Band B	BUF	BUF/EmpRetireSys
00027162	Information Technology Band B	BUF	BUF/Admin&ResOfc
00027886	Information Technology Band B	BUF	BUF/HEUHlthBenTF
00028673	Information Technology Band B	BUF	BUF/HEUHlthBenTF
00030036	Information Technology Band A	BUF	BUF/EmpRetireSys
00043081	Information Technology Band A	BUF	BUF/EmpRetireSys
00049343	Information Technology Band C	BUF	BUF/Admin&ResOfc
00111062	Information Technology Band D	BUF	BUF/EmpRetireSys
00112328	Information Technology Band A	BUF	BUF/EmpRetireSys
00112329	Information Technology Band C	BUF	BUF/EmpRetireSys
00116675	Information Technology Band A	BUF	BUF/EmpRetireSys
00116676	Information Technology Band B	BUF	BUF/EmpRetireSys
00117599	Information Technology Band C	BUF	BUF/HEUHlthBenTF
00118200	Information Technology Band A	BUF	BUF/EmpRetireSys
00118201	Information Technology Band A	BUF	BUF/EmpRetireSys
00119002	Information Technology Band B	BUF	BUF/HEUHlthBenTF
00119003	Information Technology Band B	BUF	BUF/HEUHlthBenTF
00120123	Information Technology Band B	BUF	BUF/HEUHlthBenTF
00120124	Information Technology Band B	BUF	BUF/HEUHlthBenTF

00121114	Information Technology Band B	BUF	BUF/HEUHlthBenTF
00121119	Information Technology Band C	BUF	BUF/HEUHlthBenTF
00121845	Information Technology Band B	BUF	BUF/OfcPublicDef
00122999	Information Technology Band A	BUF	BUF/EmpRetireSys
00123000	Information Technology Band A	BUF	BUF/EmpRetireSys
00124147	Information Technology Band C	BUF	BUF/Admin&ResOfc
00049527	Information Technology Band B	CCA	CCA/Info Sys/Com/SolutionsBr
00117097	Information Technology Band B	CCA	CCA/PUC/OfcEO/Adm Sup Svc/Tech
00119195	Information Technology Band C	CCA	CCA/PUC/OfcEO/Adm Sup Svc/Tech
00120561	Information Technology Band A	CCA	CCA/Info Sys/Com/Infrastruc Br
00120562	Information Technology Band B	CCA	CCA/Info Sys/Com/SolutionsBr
00120563	Information Technology Band B	CCA	CCA/Info Sys/Com/SolutionsBr
00120564	Information Technology Band B	CCA	CCA/Info Sys/Com/Infrastruc Br
00120565	Information Technology Band B	CCA	CCA/Info Sys/Com/Infrastruc Br
00120566	Information Technology Band B	CCA	CCA/Info Sys/Com/SolutionsBr
00120567	Information Technology Band B	CCA	CCA/Info Sys/Com/SolutionsBr
00120568	Information Technology Band B	CCA	CCA/Info Sys/Com/SolutionsBr
00120569	Information Technology Band B	CCA	CCA/Info Sys/Com/SolutionsBr
00122934	Information Technology Band B	CCA	CCA/Info Sys/Com/SolutionsBr
00040347	Information Technology Band B	DEF	DEF/HIEMA/Logistics/TelcomIT
00047519	Information Technology Band B	DEF	DEF/HIEMA/Logistics/TelcomIT
00117646	Information Technology Band A	DEF	DEF/ArmyNGrd/Env/EnvTrngSuppPr
00117932	Information Technology Band B	DEF	DEF/ArmyNGrd/Env/ConsProgram
00118341	Information Technology Band B	DEF	DEF/HIEMA/Logistics/TelcomIT
00122295	Information Technology Band B	DEF	DEF/OffAdjuntGen/SpclStaff/CIO
00015147	Information Technology Band C	HSPL	EDN/HSPLS/ElectronicSvcsSupSec
00019324	Information Technology Band A	HSPL	EDN/HSPLS/ElectronicSvcsSupSec
00024943	Information Technology Band B	HSPL	EDN/HSPLS/System Coordinators
00026841	Information Technology Band B	HSPL	EDN/HSPLS/System Coordinators
00044656	Information Technology Band B	HSPL	EDN/HSPLS/System Coordinators

00124277	Information Technology Band B	HSPL	EDN/HSPLS/System Coordinators
00124278	Information Technology Band B	HSPL	EDN/HSPLS/System Coordinators
00124279	Information Technology Band B	HSPL	EDN/HSPLS/System Coordinators
00124280	Information Technology Band B	HSPL	EDN/HSPLS/System Coordinators
00124281	Information Technology Band B	HSPL	EDN/HSPLS/System Coordinators
00048313	Information Technology Band B	HHL	HHL/ASO/Info&CommSysStf
00014144	Information Technology Band B	HMS	HMS/OIT/SysAnaly&DesSec2
00015304	Information Technology Band C	HMS	HMS/OIT/Tcoms & Sys Net Stf
00015305	Information Technology Band C	HMS	HMS/OIT/ApplsDev&MtcStf
00017461	Info Technology Support Tech	HMS	HMS/VocRehab/Case Control
00017861	Information Technology Band B	HMS	HMS/OIT/CompPrgmSec
00018588	Information Technology Band B	HMS	HMS/OIT/CompPrgmSec
00023222	Information Technology Band B	HMS	HMS/OIT/OfcAut&ClCompSvcsSec
00025457	Computer Operations Supvr I	HMS	HMS/OfcInfoTech/CompOprtnsStf
00025463	Information Technology Band B	HMS	HMS/OIT/SysAnaly&DesSec2
00026826	Information Technology Band B	HMS	HMS/OIT/SysAnal&DesSec1
00026957	Information Technology Band B	HMS	HMS/OIT/SysAnal&DesSec1
00027011	Information Technology Band B	HMS	HMS/OIT/SysAnaly&DesSec2
00027012	Information Technology Band B	HMS	HMS/OIT/TelecomSvcsSec
00028228	Information Technology Band B	HMS	HMS/OIT/CompPrgmSec
00028229	Information Technology Band B	HMS	HMS/OIT/NetPlng&MgmtSec
00028230	Information Technology Band B	HMS	HMS/OIT/SysAnaly&DesSec2
00028467	Information Technology Band B	HMS	HMS/OIT/CompPrgmSec
00034890	Computer Operator III	HMS	HMS/OfcInfoTech/Operations Sec
00035486	Information Technology Band B	HMS	HMS/OIT/TelecomSvcsSec
00035488	Information Technology Band B	HMS	HMS/OIT/SysAnaly&DesSec2
00035489	Information Technology Band B	HMS	HMS/OIT/OfcAut&ClCompSvcsSec
00035932	Computer Operator II	HMS	HMS/OfcInfoTech/Operations Sec
00036278	Information Technology Band B	HMS	HMS/OIT/SysAnal&DesSec1
00037431	Information Technology Band B	HMS	HMS/OIT/CompPrgmSec

00037432	Information Technology Band B	HMS	HMS/OIT/SysAnal&DesSec1
00037686	Computer Operator II	HMS	HMS/OfcInfoTech/Operations Sec
00037687	Computer Operator II	HMS	HMS/OfcInfoTech/Operations Sec
00041261	Information Technology Band B	HMS	HMS/OfcInfoTech/SysSecSec
00041361	Information Technology Band B	HMS	HMS/OIT/SysAnal&DesSec1
00043869	Information Technology Band B	HMS	HMS/OIT/NetPlng&MgmtSec
00043876	Information Technology Band B	HMS	HMS/OfcInfoTech/SysMgmtSec
00046592	Computer Operator II	HMS	HMS/OfcInfoTech/Operations Sec
00051806	Information Technology Band B	HMS	HMS/OIT/SysAnaly&DesSec2
00051807	Information Technology Band B	HMS	HMS/OIT/SysAnaly&DesSec2
00051808	Information Technology Band B	HMS	HMS/OIT/CompPrgmSec
00051809	Information Technology Band A	HMS	HMS/OIT/CompPrgmSec
00051811	Information Technology Band B	HMS	HMS/OfcInfoTech/SysMgmtSec
00051812	Information Technology Band B	HMS	HMS/OfcInfoTech/SysMgmtSec
00051813	Information Technology Band B	HMS	HMS/OfcInfoTech/SysMgmtSec
00051830	Information Technology Band B	HMS	HMS/OIT/SysAnal&DesSec1
00106429	Information Technology Band B	HMS	HMS/HI PubHsAu/Info Tech Ofc
00111095	Information Technology Band B	HMS	HMS/OIT/NetPlng&MgmtSec
00111151	Information Technology Band B	HMS	HMS/OIT/SysAnaly&DesSec2
00112191	Information Technology Band B	HMS	HMS/OIT/OfcAut&ClCompSvcsSec
00112192	Information Technology Band B	HMS	HMS/OIT/TelecomSvcsSec
00112193	Information Technology Band B	HMS	HMS/OIT/OfcAut&ClCompSvcsSec
00112194	Information Technology Band B	HMS	HMS/OIT/SysAnaly&DesSec2
00112199	Information Technology Band B	HMS	HMS/OIT/ProjMgmt&PlngStf
00112200	Information Technology Band D	HMS	HMS/Ofc Info Tech
00118570	Information Technology Band B	HMS	HMS/OIT/TelecomSvcsSec
00120319	Information Technology Band B	HMS	HMS/Med-Q Dv/Optns Stf
00049539	Information Technology Band D	HRD	HRD/OfcofDir/Info Sys Ofc
00002289	Telephone Optr II	HTH	HTH/BHA/HI State Hosp Branch
00002308	Telephone Optr III	HTH	HTH/BHA/HI State Hosp Branch

00004453	Telephone Optr II	HTH	HTH/BHA/HI State Hosp Branch
00015309	Information Technology Band C	HTH	HTH/DDir-Hth/HlthInfSysOfc
00017856	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00023563	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00027320	Information Technology Band D	HTH	HTH/DDir-Hth/HlthInfSysOfc
00027929	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00030357	Information Technology Band C	HTH	HTH/DDir-Hth/HlthInfSysOfc
00030776	Info Technology Support Tech	HTH	HTH/DDir-Hth/HlthInfSysOfc
00035764	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00038563	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00043134	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00043562	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00043563	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00046923	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00047166	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00048012	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00050521	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00050707	Telephone Optr II	HTH	HTH/BHA/HI State Hosp Branch
00050740	Information Technology Band A	HTH	HTH/DDir-Hth/HlthInfSysOfc
00051086	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00052067	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00052069	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00110111	Info Technology Support Tech	HTH	HTH/DDir-Hth/HlthInfSysOfc
00110112	Info Technology Support Tech	HTH	HTH/DDir-Hth/HlthInfSysOfc
00110155	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00110176	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00110236	Information Technology Band A	HTH	HTH/DDir-Hth/HlthInfSysOfc
00110238	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00110239	Info Technology Support Tech	HTH	HTH/DDir-Hth/HlthInfSysOfc
00110240	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc

00110356	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00110735	Info Technology Support Tech	HTH	HTH/DDir-Hth/HlthInfSysOfc
00112350	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00112464	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00116351	Info Technology Support Tech	HTH	HTH/DDir-Hth/HlthInfSysOfc
00116414	Info Technology Support Tech	HTH	HTH/DDir-Hth/HlthInfSysOfc
00117074	Info Technology Support Tech	HTH	HTH/DDir-Hth/HlthInfSysOfc
00117292	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00117401	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00117636	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00117921	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00118013	Information Technology Band A	HTH	HTH/DDir-Hth/HlthInfSysOfc
00118131	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00118211	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00118810	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00119005	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00119200	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00120215	Information Technology Band A	HTH	HTH/DDir-Hth/HlthInfSysOfc
00120261	Info Technology Support Tech	HTH	HTH/DDir-Hth/HlthInfSysOfc
00120262	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00120263	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00120785	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00120794	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00120934	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00121560	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00121593	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00122067	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00122068	Information Technology Band A	HTH	HTH/DDir-Hth/HlthInfSysOfc
00122069	Information Technology Band C	HTH	HTH/DDir-Hth/HlthInfSysOfc
00122426	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc

00122523	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00122578	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00123031	Information Technology Band A	HTH	HTH/DDir-Hth/HlthInfSysOfc
00123055	Information Technology Band C	HTH	HTH/DDir-Hth/HlthInfSysOfc
00123083	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00123122	Information Technology Band C	HTH	HTH/DDir-Hth/HlthInfSysOfc
00123301	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00123302	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00123303	Information Technology Band A	HTH	HTH/DDir-Hth/HlthInfSysOfc
00123331	Information Technology Band B	HTH	HTH/DDir-Hth/HlthInfSysOfc
00123526	Information Technology Band C	HTH	HTH/DDir-Hth/HlthInfSysOfc
00123558	Telephone Optr II	HTH	HTH/BHA/HI State Hosp Branch
00123559	Telephone Optr II	HTH	HTH/BHA/HI State Hosp Branch
00027822	Information Technology Band B	LBR	LBR/ASO/Program Support Sec
00027823	Information Technology Band B	LBR	LBR/ASO/Program Support Sec
00027824	Information Technology Band B	LBR	LBR/ASO/General Support Sec
00027825	Information Technology Band B	LBR	LBR/ASO/Security Section
00047959	Information Technology Band B	LBR	LBR/ASO/Program Support Sec
00047960	Information Technology Band B	LBR	LBR/ASO/Program Support Sec
00047961	Information Technology Band B	LBR	LBR/ASO/General Support Sec
00111028	Information Technology Band A	LBR	LBR/ASO/General Support Sec
00117714	Information Technology Band B	LBR	LBR/ASO/Security Section
00119282	Information Technology Band A	LBR	LBR/ASO/General Support Sec
00120958	Information Technology Band B	LBR	LBR/ASO/Program Support Sec
00121038	Information Technology Band B	LBR	LBR/ASO/EDP Systems Stf
00121652	Information Technology Band C	LBR	LBR/ASO/EDP Systems Stf
00122702	Information Technology Band B	LBR	LBR/ASO/Security Section
00039663	Information Technology Band D	LNR	LNR/ITS Office
00042809	Information Technology Band C	LNR	LNR/ITS Office/Sys Dev Sec
00046643	Information Technology Band C	LNR	LNR/ITS Office/Netwk Mgmt Sec

00046644	Information Technology Band B	LNR	LNR/ITS Office/Netwk Mgmt Sec
00048167	Information Technology Band B	LNR	LNR/ITS Office/Netwk Mgmt Sec
00117198	Information Technology Band B	LNR	LNR/ITS Office/Sys Dev Sec
00117655	Information Technology Band B	LNR	LNR/ITS Office/Netwk Mgmt Sec
00117688	Information Technology Band B	LNR	LNR/ITS Office/Netwk Mgmt Sec
00118099	Information Technology Band B	LNR	LNR/ITS Office/Telecom Section
00118100	Information Technology Band B	LNR	LNR/ITS Office/Sys Dev Sec
00121036	Information Technology Band B	LNR	LNR/ITS Office/Sys Dev Sec
00024912	Information Technology Band B	PSD	PSD/ASO/ITS
00024946	Information Technology Band B	PSD	PSD/ASO/ITS
00025737	Information Technology Band C	PSD	PSD/ASO/ITS/Telecom&SysNetwork
00025807	Information Technology Band A	PSD	PSD/ASO/ITS
00029107	Information Technology Band B	PSD	PSD/ASO/ITS/Telecom&SysNetwork
00044180	Information Technology Band C	PSD	PSD/ASO/ITS
00118661	Information Technology Band B	PSD	PSD/ASO/ITS
00118666	Information Technology Band B	PSD	PSD/ASO/ITS
00118667	Information Technology Band B	PSD	PSD/ASO/ITS
00122838	Information Technology Band B	PSD	PSD/ASO/ITS
00001493	Information Technology Band B	TAX	TAX/InfoTechSvcs/ApplicDevStf
00001502	Information Technology Band B	TAX	TAX/InfoTechSvcs/ApplicDevStf
00001542	Information Technology Band B	TAX	TAX/OfcofDir
00001576	Information Technology Band B	TAX	TAX/InfoTechSvcs/DataMgmtSvcs
00003943	Data Entry Supervisor II	TAX	TAX/TaxSvc&Pro/DatEntr&CntrlSc
00011509	Information Technology Band A	TAX	TAX/InfoTechSvcs/ApplicDevStf
00015291	Information Technology Band B	TAX	TAX/InfoTechSvcs/SysNtwrkngStf
00015797	Information Technology Band D	TAX	TAX/InfoTechSvcs
00023170	Information Technology Band C	TAX	TAX/InfoTechSvcs/ApplicDevStf
00026311	Information Technology Band C	TAX	TAX/InfoTechSvcs/DataMgmtSvcs
00027600	Information Technology Band B	TAX	TAX/InfoTechSvcs/ApplicDevStf
00028863	Information Technology Band B	TAX	TAX/InfoTechSvcs/SysNtwrkngStf

00035765	Information Technology Band C	TAX	TAX/InfoTechSvcs/SysNtwrkngStf
00035767	Information Technology Band B	TAX	TAX/InfoTechSvcs/SysNtwrkngStf
00035768	Information Technology Band B	TAX	TAX/InfoTechSvcs/SysNtwrkngStf
00042923	Information Technology Band B	TAX	TAX/InfoTechSvcs/ApplicDevStf
00042926	Information Technology Band B	TAX	TAX/InfoTechSvcs/ApplicDevStf
00042927	Information Technology Band A	TAX	TAX/InfoTechSvcs/ApplicDevStf
00049950	Information Technology Band A	TAX	TAX/InfoTechSvcs/ApplicDevStf
00049955	Information Technology Band A	TAX	TAX/InfoTechSvcs/ApplicDevStf
00049962	Information Technology Band A	TAX	TAX/TaxSvc&Pro/Doc Prep Sec
00111895	Information Technology Band B	TAX	TAX/InfoTechSvcs/ApplicDevStf
00111896	Information Technology Band B	TAX	TAX/InfoTechSvcs/ApplicDevStf
00120344	Information Technology Band A	TAX	TAX/InfoTechSvcs/SysNtwrkngStf
00120345	Information Technology Band B	TAX	TAX/InfoTechSvcs/ApplicDevStf
00120346	Information Technology Band B	TAX	TAX/InfoTechSvcs/ApplicDevStf
00120347	Information Technology Band A	TAX	TAX/InfoTechSvcs/ApplicDevStf
00120348	Information Technology Band B	TAX	TAX/InfoTechSvcs/SysNtwrkngStf
00120349	Information Technology Band A	TAX	TAX/InfoTechSvcs/ApplicDevStf
00120350	Information Technology Band B	TAX	TAX/InfoTechSvcs/ApplicDevStf
00120404	Information Technology Band C	TAX	TAX/InfoTechSvcs/ApplicDevStf
00120871	Information Technology Band B	TAX	TAX/InfoTechSvcs/SysNtwrkngStf
00007457	Information Technology Band C	TRN	TRN/Comp Sys&Svc/InfoRescsMgt
00007915	Airport Info Operator I	TRN	TRN/Air Div/Airport Info Ut
00007916	Airport Info Operator I	TRN	TRN/Air Div/Airport Info Ut
00009751	Information Technology Band C	TRN	TRN/Comp Sys&Svc/ComnNtwk&Adm
00009752	Information Technology Band B	TRN	TRN/Comp Sys&Svc/InfoRescsMgt
00009753	Information Technology Band B	TRN	TRN/Comp Sys&Svc/ComnNtwk&Adm
00009754	Information Technology Band B	TRN	TRN/Comp Sys&Svc/ComnNtwk&Adm

00009756	Data Processing Control Clk I	TRN	TRN/Comp Sys&Svc/Cntrl Sec
00010158	Information Technology Band D	TRN	TRN/Comp Sys&Svc
00010822	Airport Info Operator I	TRN	TRN/Air Div/Airport Info Ut
00010823	Airport Info Operator I	TRN	TRN/Air Div/Airport Info Ut
00010824	Airport Info Operator II	TRN	TRN/Air Div/Airport Info Ut
00011605	Information Technology Band B	TRN	TRN/HwyDv/Info Data Proc Svcs
00011973	Duplicating Machine Optr III	TRN	TRN/BusMgtOfc/Repro Svcs
00012124	Computer Operations Supvr I	TRN	TRN/Comp Sys&Svc/CmptrOptnsStf
00012478	Information Technology Band B	TRN	TRN/HwyDv/Communic & PC Svcs
00018858	Airport Info Operator I	TRN	TRN/Air Div/Airport Info Ut
00018896	Airport Info Unit Supvr	TRN	TRN/Air Div/Airport Info Ut
00022181	Information Technology Band B	TRN	TRN/Air Div/Arpt MIS Ofc
00022766	Airport Info Operator I	TRN	TRN/Air Div/Airport Info Ut
00022767	Airport Info Operator I	TRN	TRN/Air Div/Airport Info Ut
00023425	Airport Info Operator I	TRN	TRN/Air Div/Airport Info Ut
00023426	Airport Info Operator II	TRN	TRN/Air Div/Airport Info Ut
00023427	Airport Info Operator II	TRN	TRN/Air Div/Airport Info Ut
00023428	Airport Info Operator II	TRN	TRN/Air Div/Airport Info Ut
00023429	Airport Info Operator II	TRN	TRN/Air Div/Airport Info Ut
00023537	Data Entry Operator I	TRN	TRN/Comp Sys&Svc/DataEntry Sec
00032021	Information Technology Band C	TRN	TRN/HrbDv/Mgt Info Sys Stf
00032022	Information Technology Band B	TRN	TRN/HwyDv/Info Data Proc Svcs
00032023	Information Technology Band B	TRN	TRN/Comp Sys&Svc/InfoRescsMgt
00032426	Information Technology Band B	TRN	TRN/Comp Sys&Svc/InfoRescsMgt
00037743	Computer Operator II	TRN	TRN/Comp Sys&Svc/Comp Optn Sec
00041545	Information Technology Band C	TRN	TRN/Air Div/Arpt MIS Ofc
00046105	Information Technology Band B	TRN	TRN/Air Div/Arpt MIS Ofc
00046106	Information Technology Band B	TRN	TRN/Air Div/Arpt MIS Ofc
00046107	Information Technology Band C	TRN	TRN/Air Div/Arpt MIS Ofc
00047180	Transportation Systms Optr II	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un

00047181	Transportation Systms Optr II	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00047182	Transportation Systms Optr II	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00047183	Transportation Systms Optr II	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00047184	Transportation Systms Optr II	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00047185	Transportation Systms Optr III	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00047186	Transportation Systms Optr III	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00047187	Transportation Systms Optr III	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00047188	Transportation Systms Optr III	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00047189	Transportation Systms Optr III	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00048880	Transportation Systms Optr II	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00048881	Transportation Systms Optr II	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00048882	Transportation Systms Optr II	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00048883	Transportation Systms Optr II	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00048884	Transportation Systms Optr II	TRN	TRN/HwyDv/Traf Mgmt Ctr Ops Un
00049261	Information Technology Band B	TRN	TRN/Air Div/Arpt MIS Ofc
00049714	Information Technology Band C	TRN	TRN/HwyDv/Communic & PC Svcs
00049715	Information Technology Band C	TRN	TRN/HwyDv/Engr Info Tech Ofc
00049719	Information Technology Band B	TRN	TRN/Air Div/Arpt MIS Ofc
00052860	Information Technology Band B	TRN	TRN/HwyDv/Communic & PC Svcs
00052861	Information Technology Band C	TRN	TRN/HwyDv/Info Data Proc Svcs
00052875	Information Technology Band C	TRN	TRN/Comp Sys&Svc/OfcAutomtnStf
00052876	Information Technology Band B	TRN	TRN/Comp Sys&Svc/OfcAutomtnStf
00110419	Information Technology Band B	TRN	TRN/HrbDv/Mgt Info Sys Stf
00110552	Information Technology Band B	TRN	TRN/HwyDv/Info Data Proc Svcs
00110994	Information Technology Band B	TRN	TRN/HrbDv/Mgt Info Sys Stf
00111032	Information Technology Band C	TRN	TRN/Air Div/Arpt MIS Ofc
00112492	Information Technology Band C	TRN	TRN/HwyDv/Database Admin Svcs
00112493	Information Technology Band B	TRN	TRN/HwyDv/Database Admin Svcs
00112933	Information Technology Band B	TRN	TRN/Comp Sys&Svc/InfoRescsMgt
00112934	Information Technology Band B	TRN	TRN/Comp Sys&Svc/OfcAutomtnStf

00118382	Information Technology Band B	TRN	TRN/HwyDv/Info Data Proc Svcs
00118383	Information Technology Band B	TRN	TRN/HwyDv/Info Data Proc Svcs
00119455	Information Technology Band B	TRN	TRN/HrbDv
00121263	Information Technology Band B	TRN	TRN/Air Div/Arpt MIS Ofc
00122365	Information Technology Band B	TRN	TRN/Air Div/Arpt MIS Ofc
00018803	Duplicating Machine Optr III	UOH	UOH/HCC/Educ Media Ctr/HCC
00111918	Info Technology Support Tech	UOH	UOH/AdminAff,UHH/ComputCtr

Attachment E: Exempt Positions not within the IT Broadband Job Classifications

The following is a list of positions that are exempt. The list includes ETS positions. Non-ETS positions listed may not be IT positions and research will be required to determine if each position is an IT position or not.

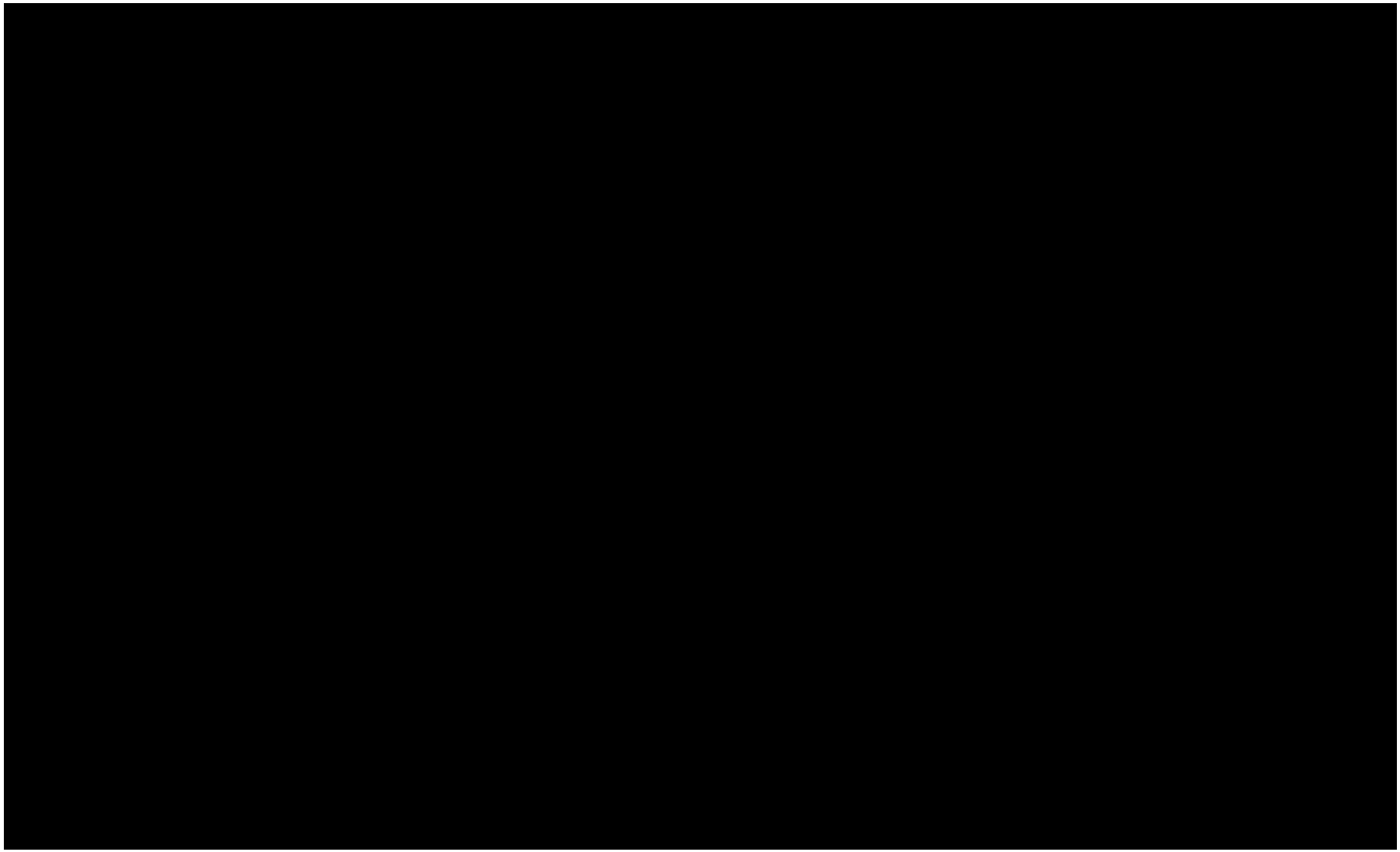
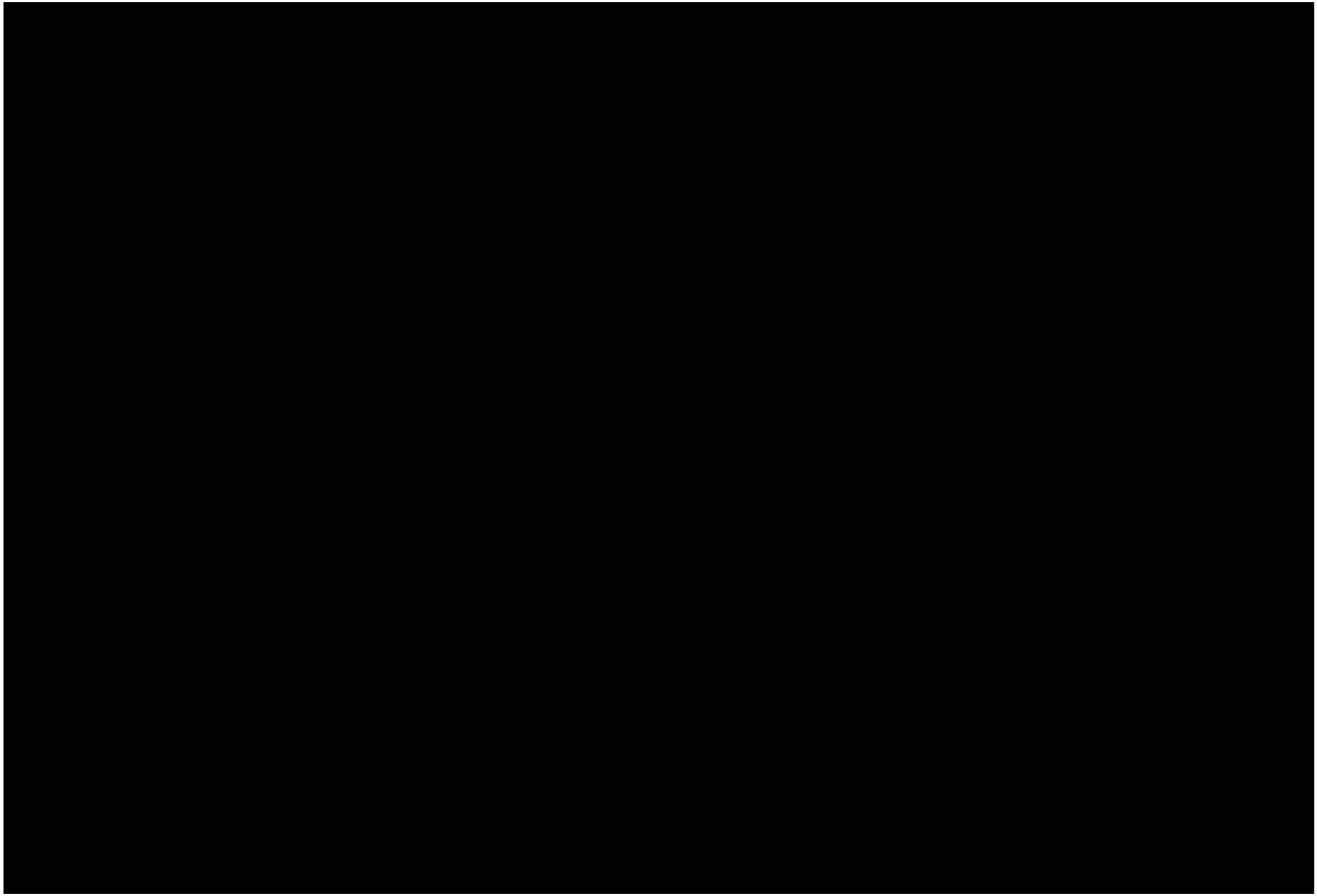
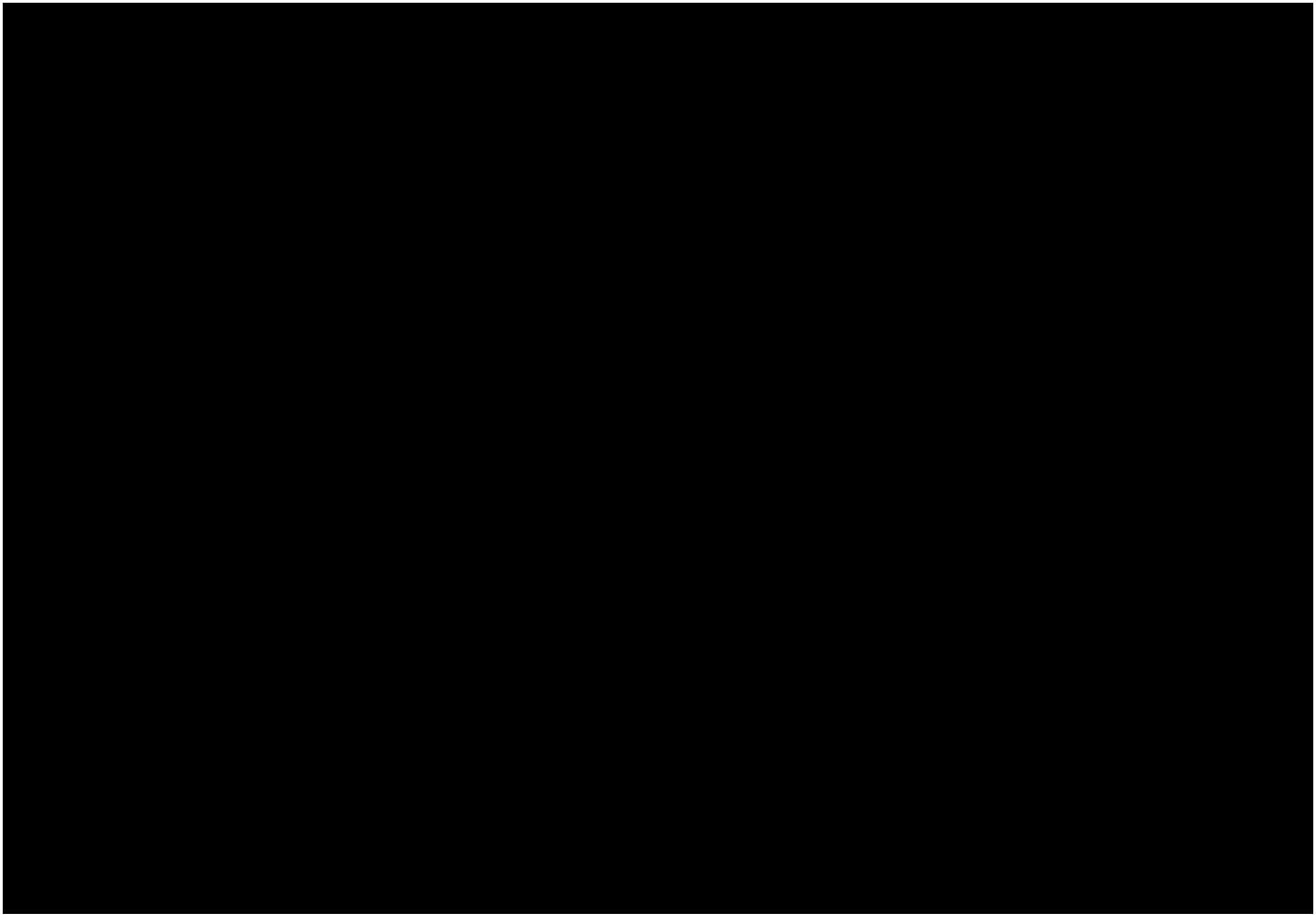
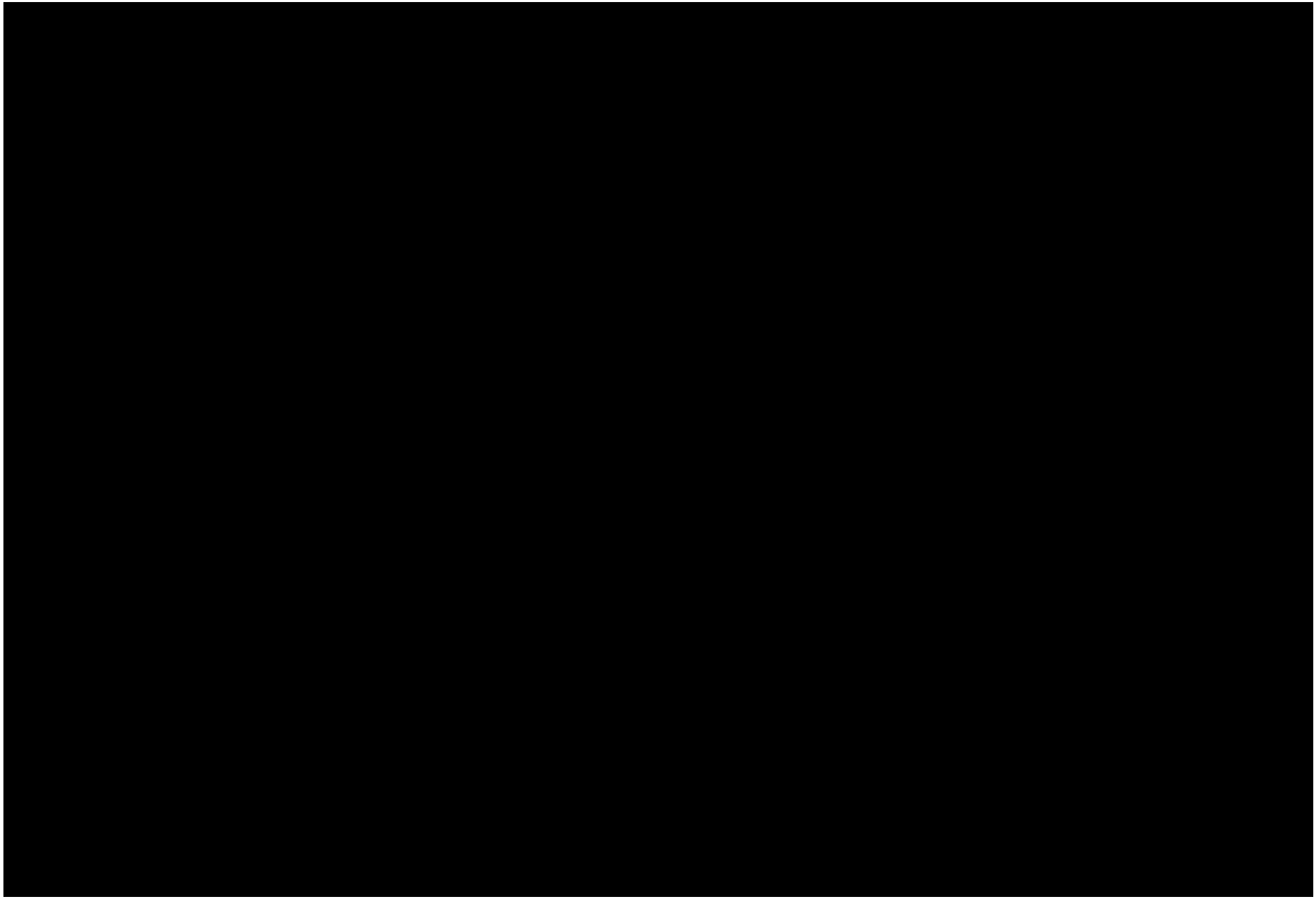
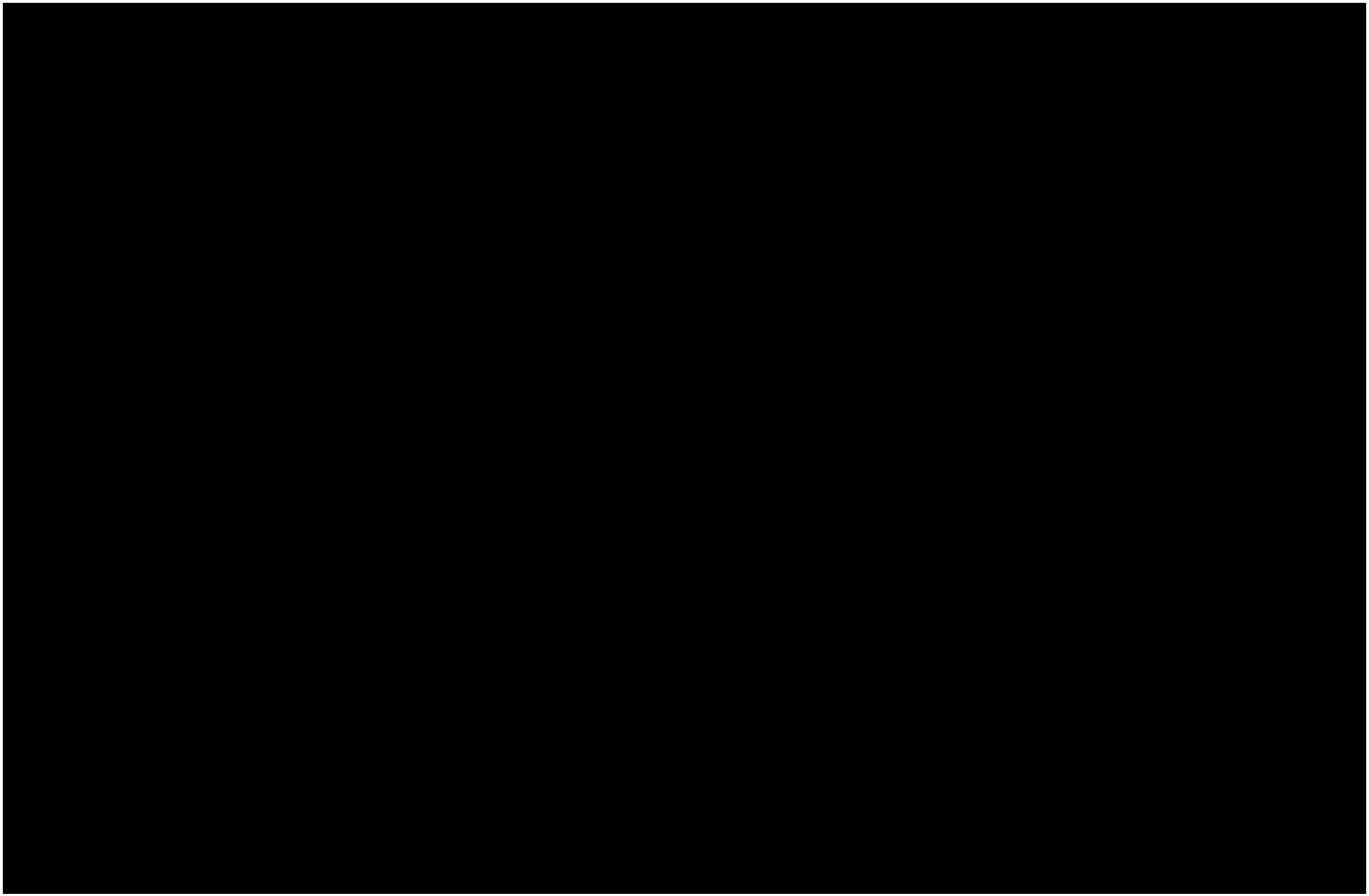
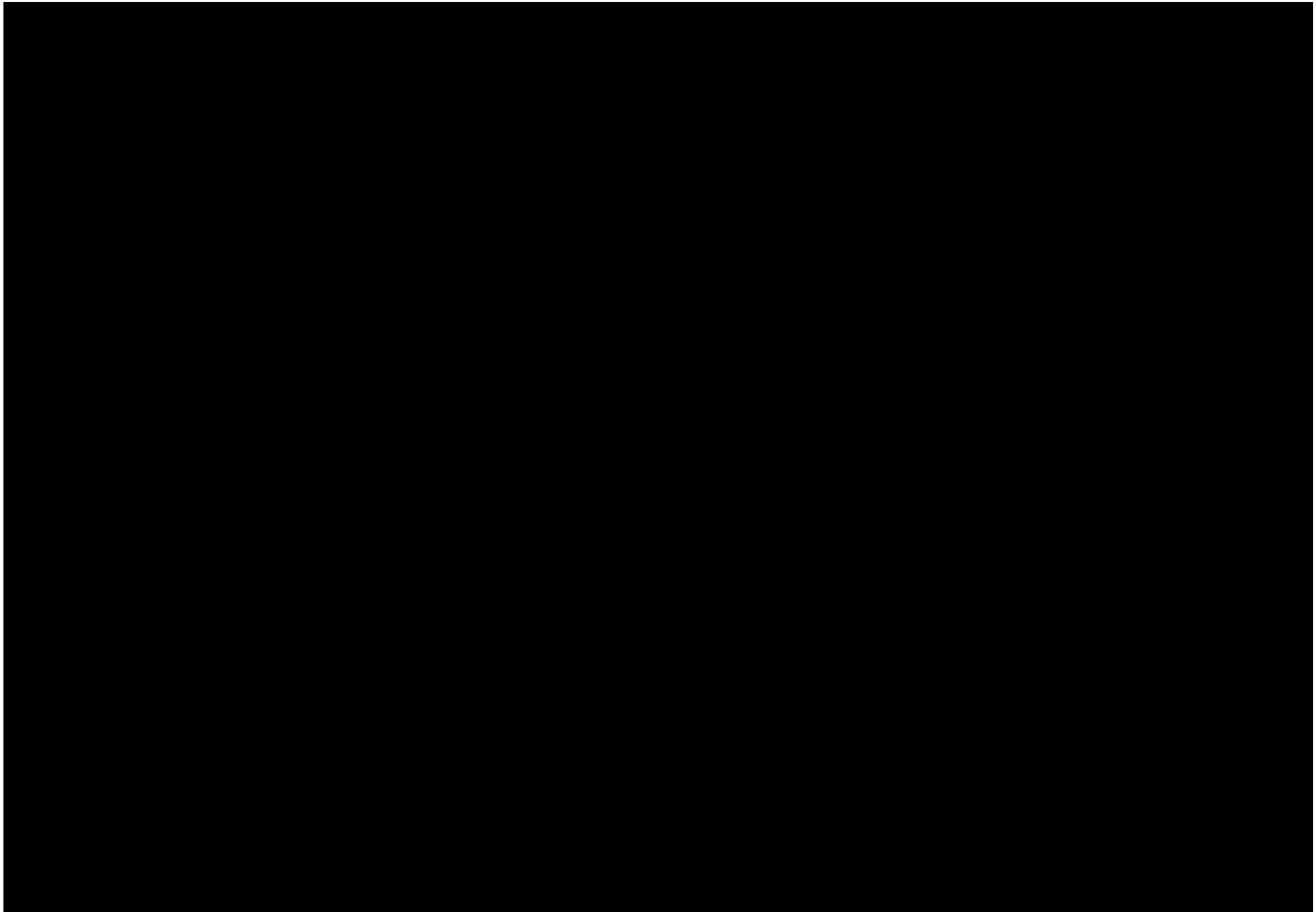
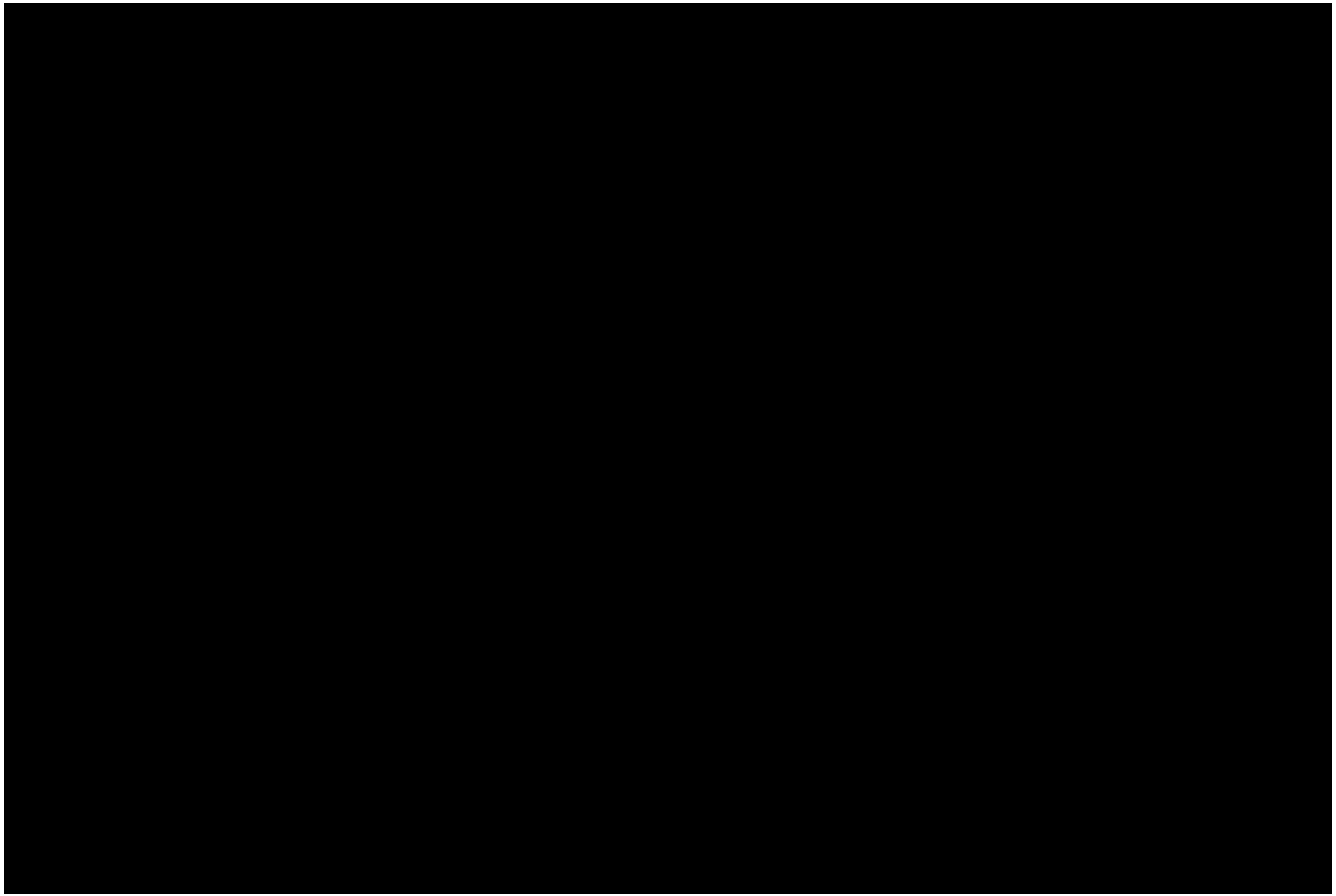
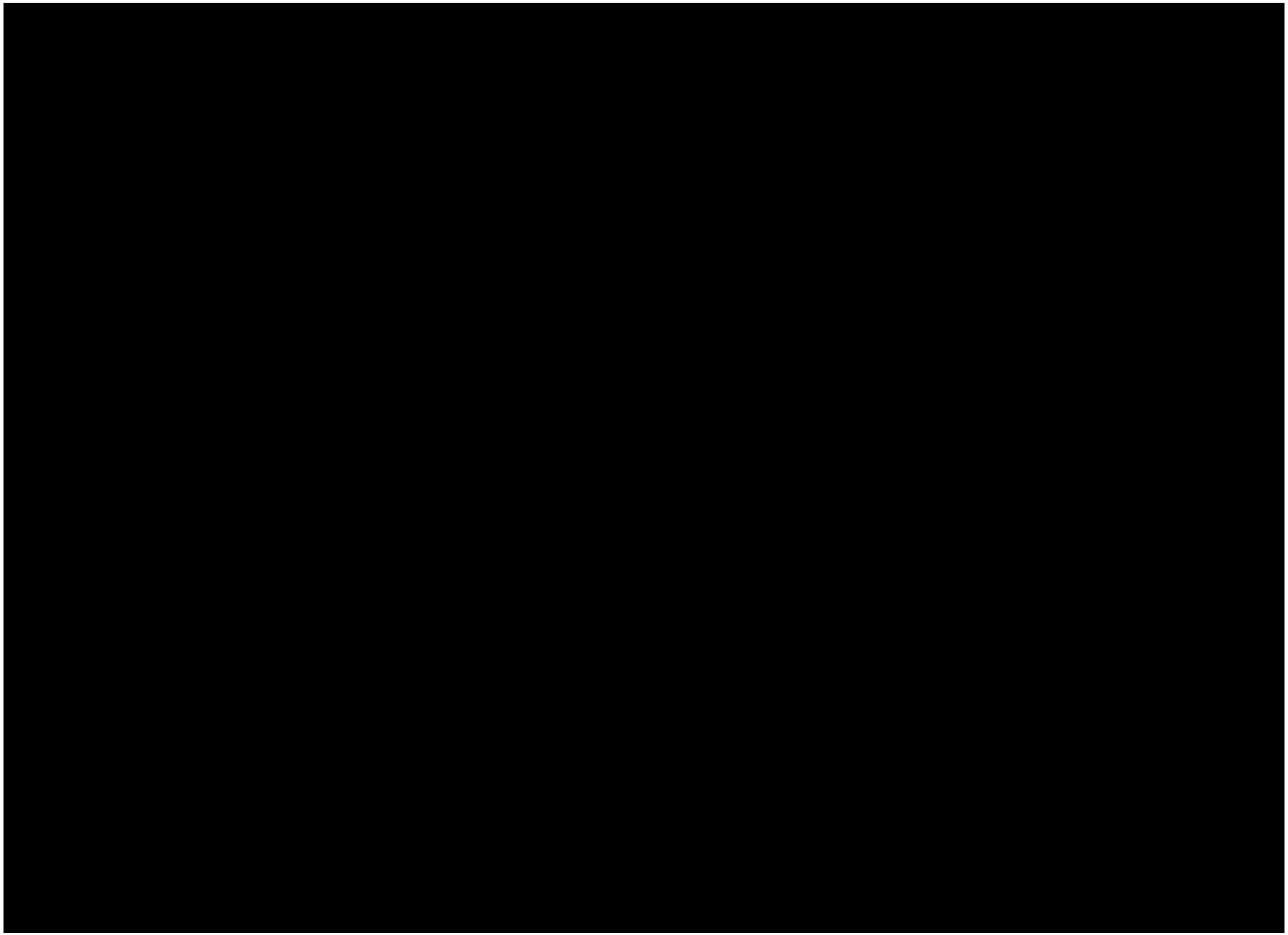
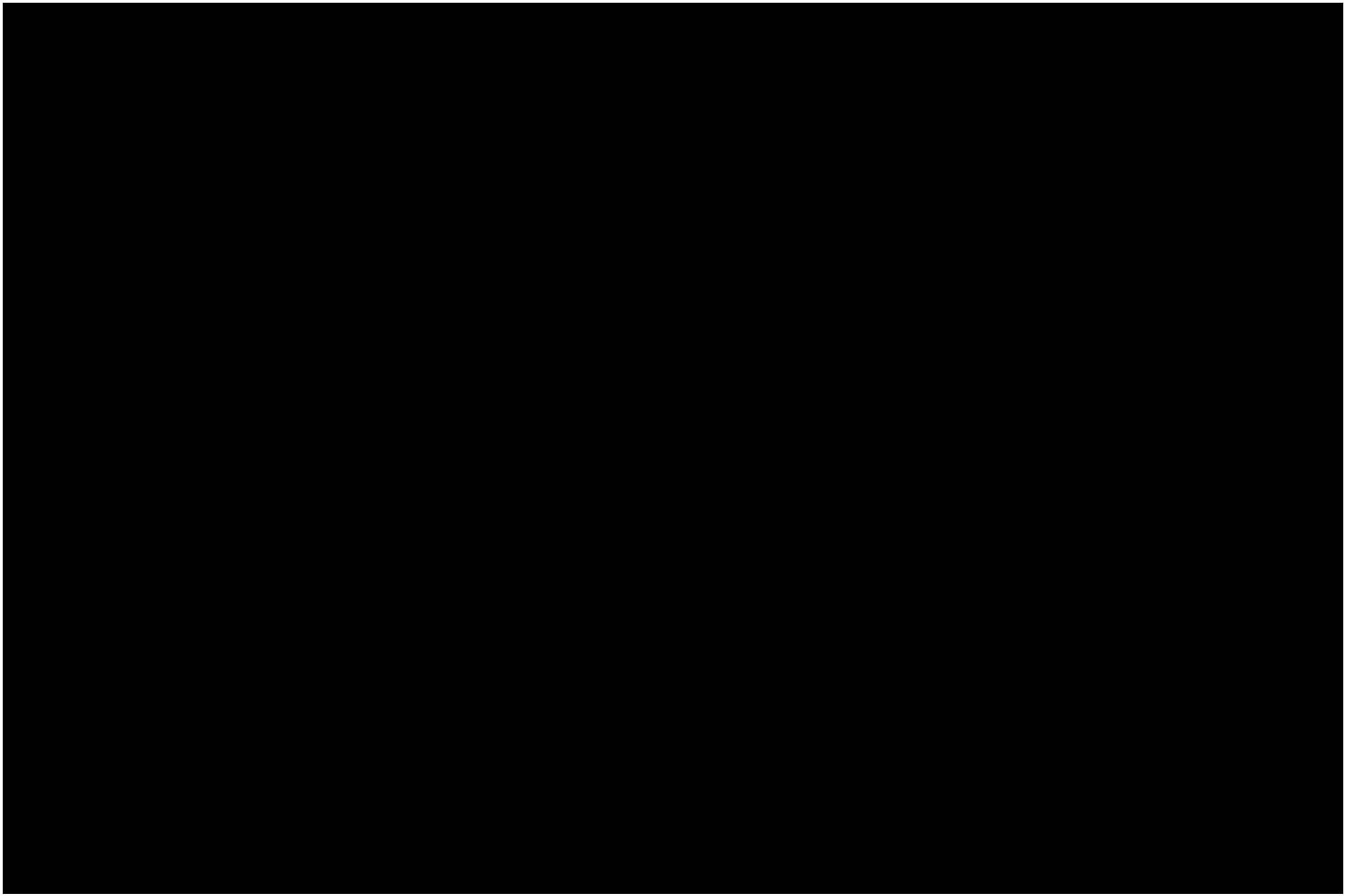
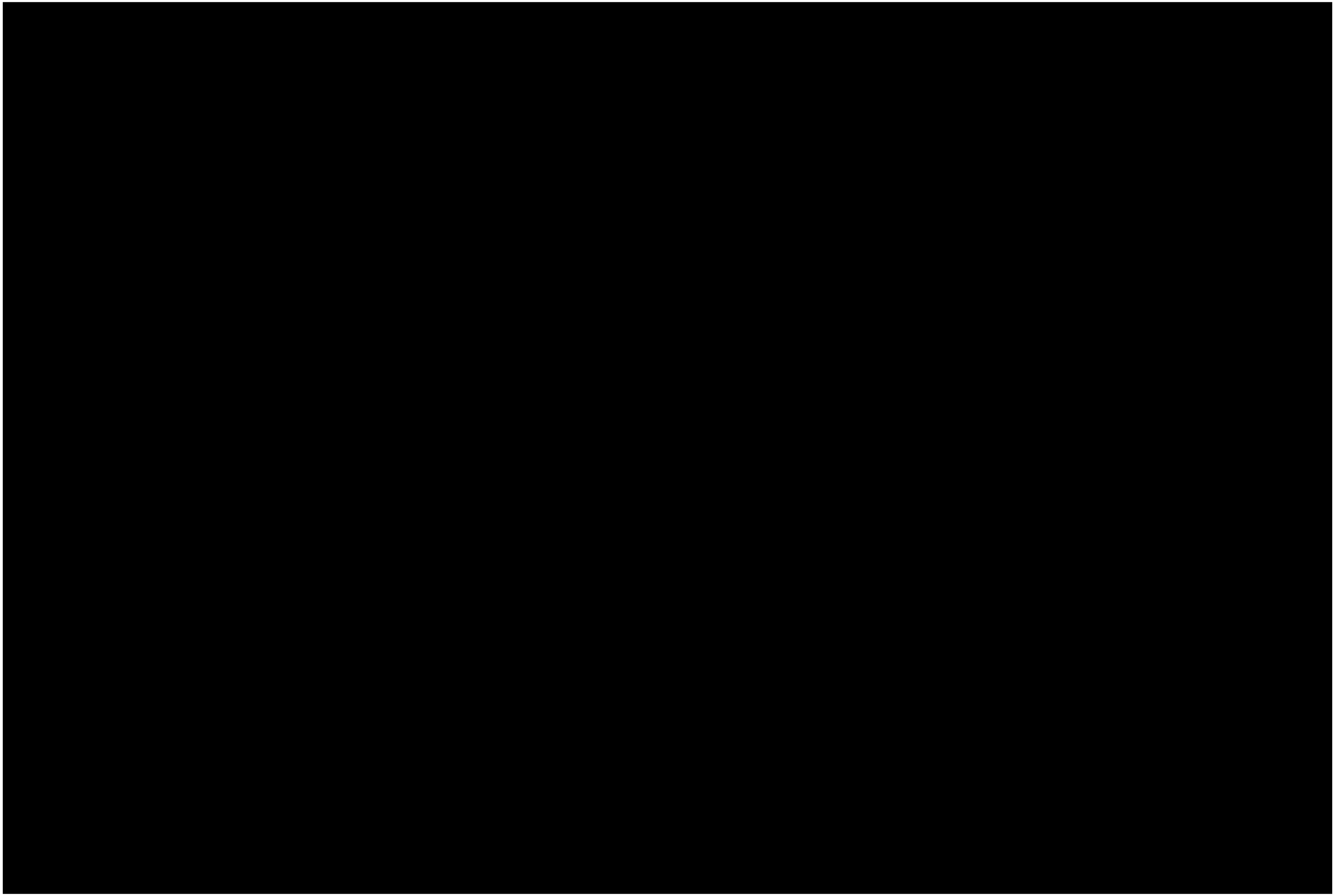
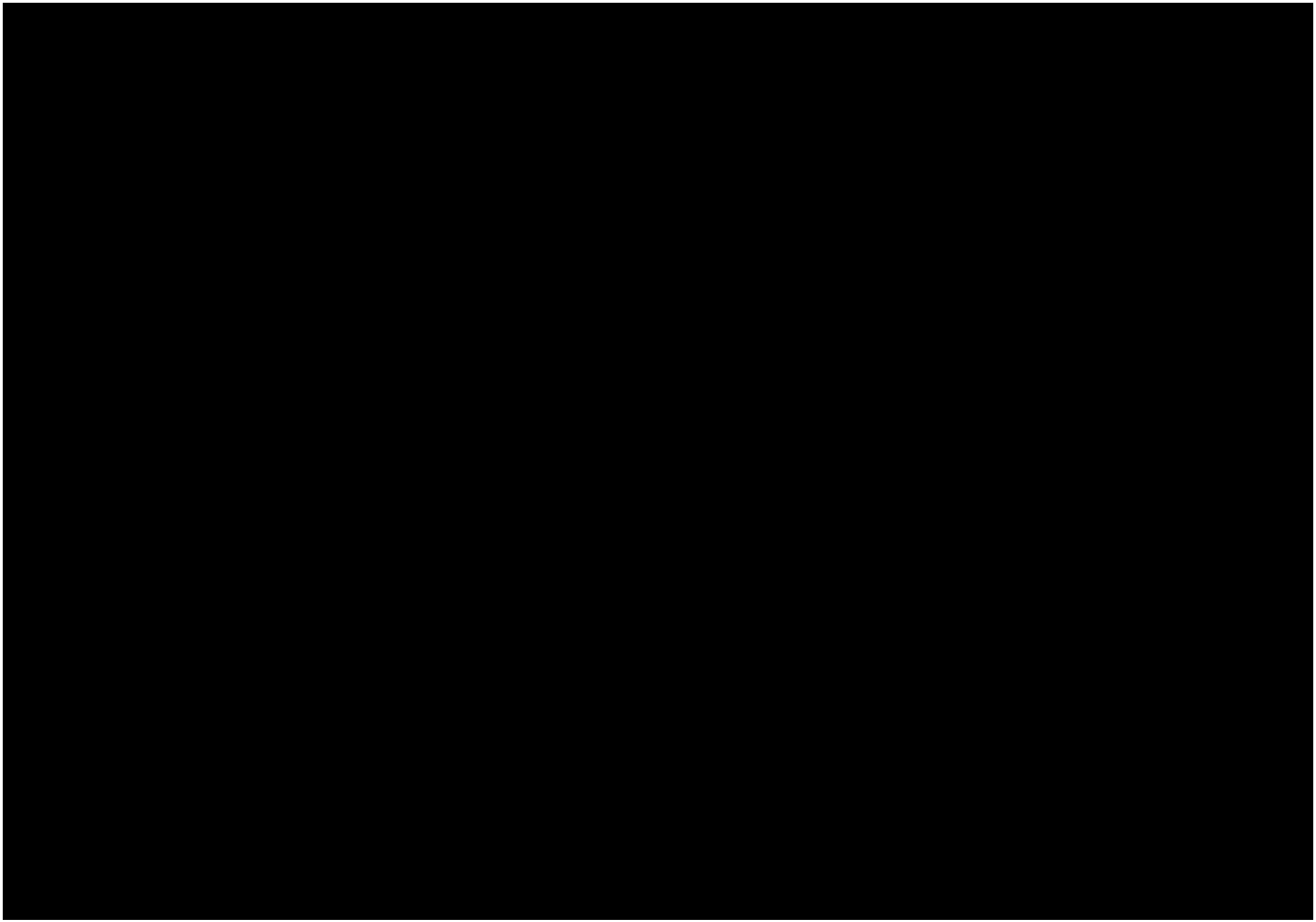
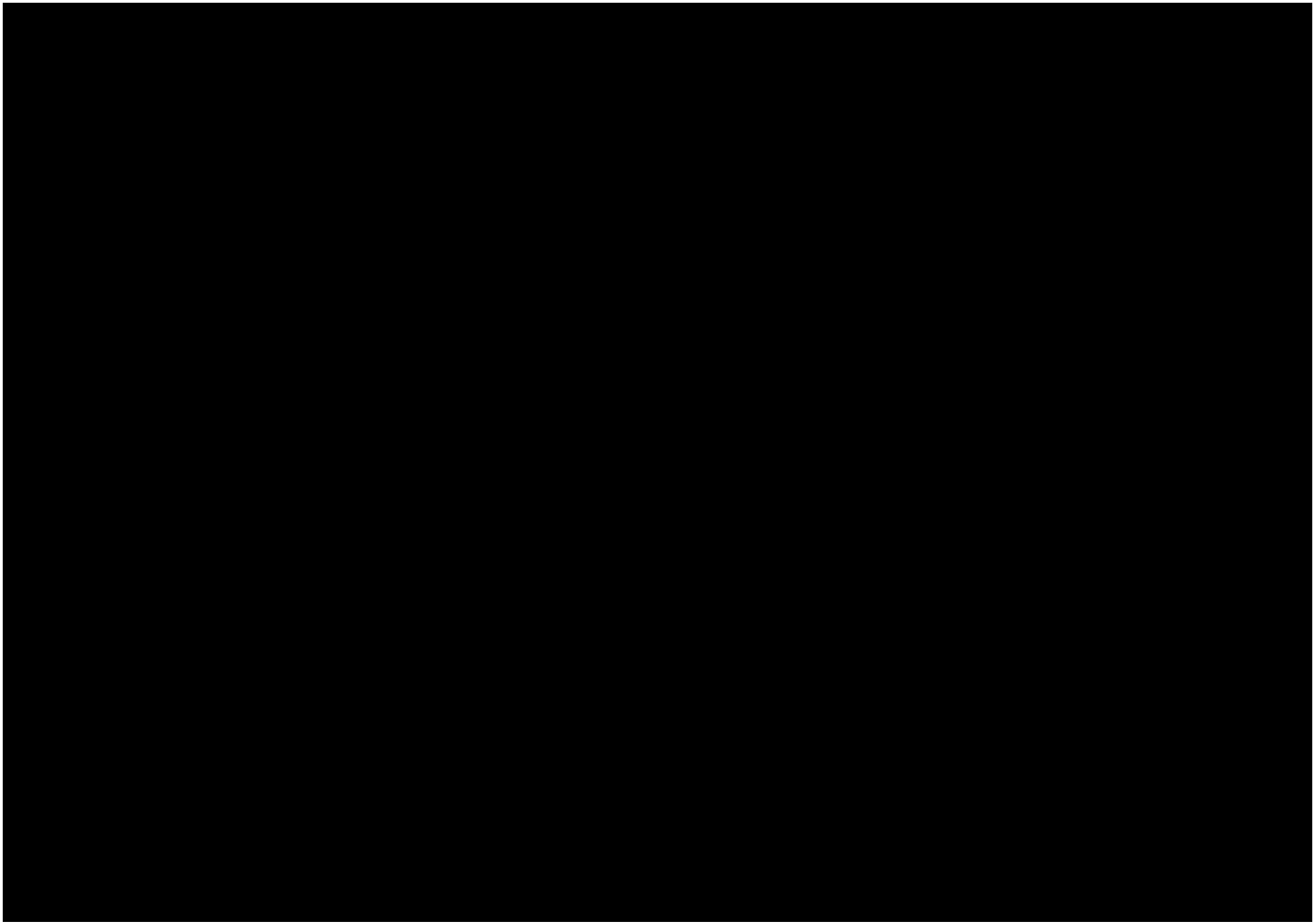
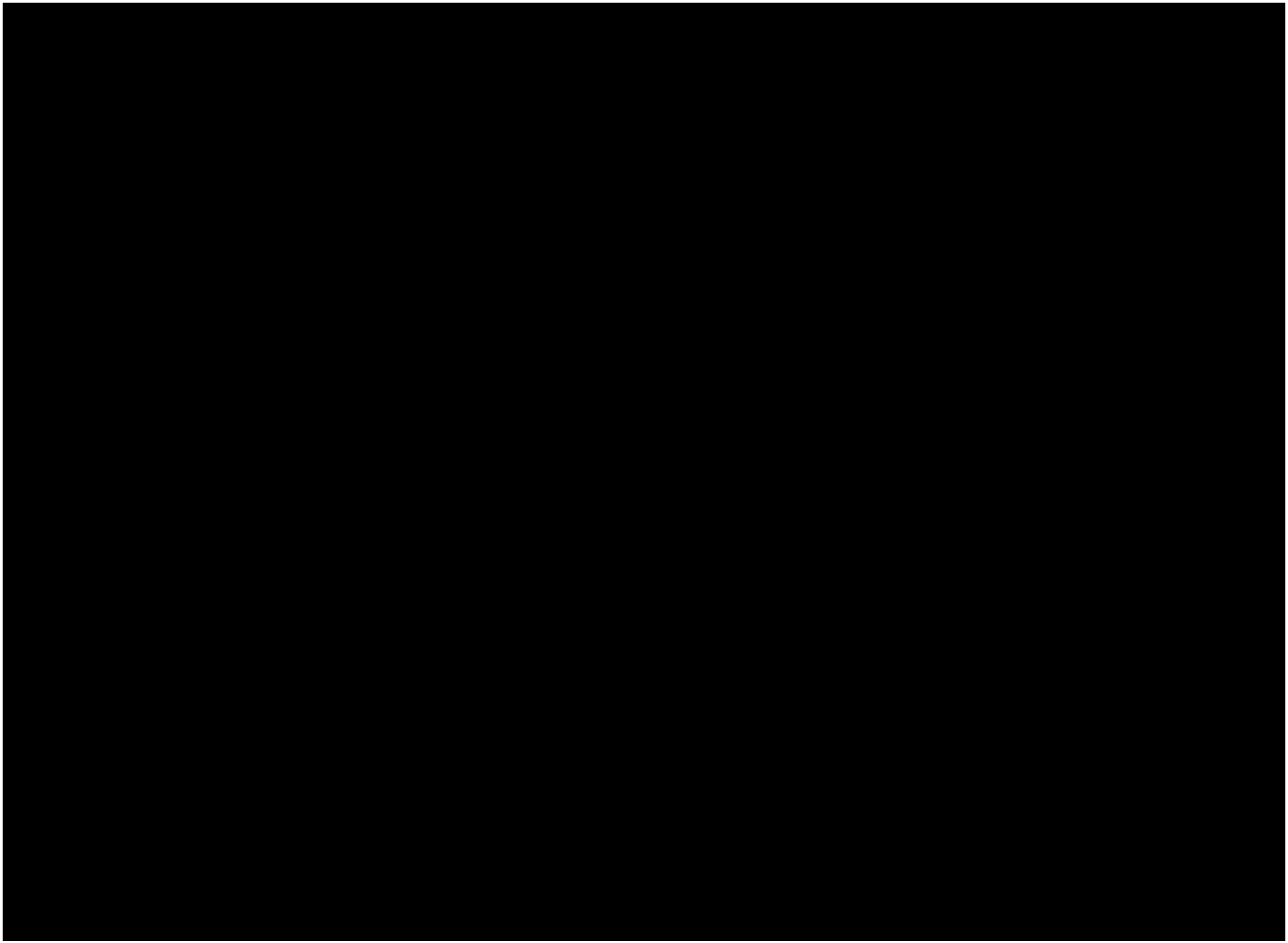
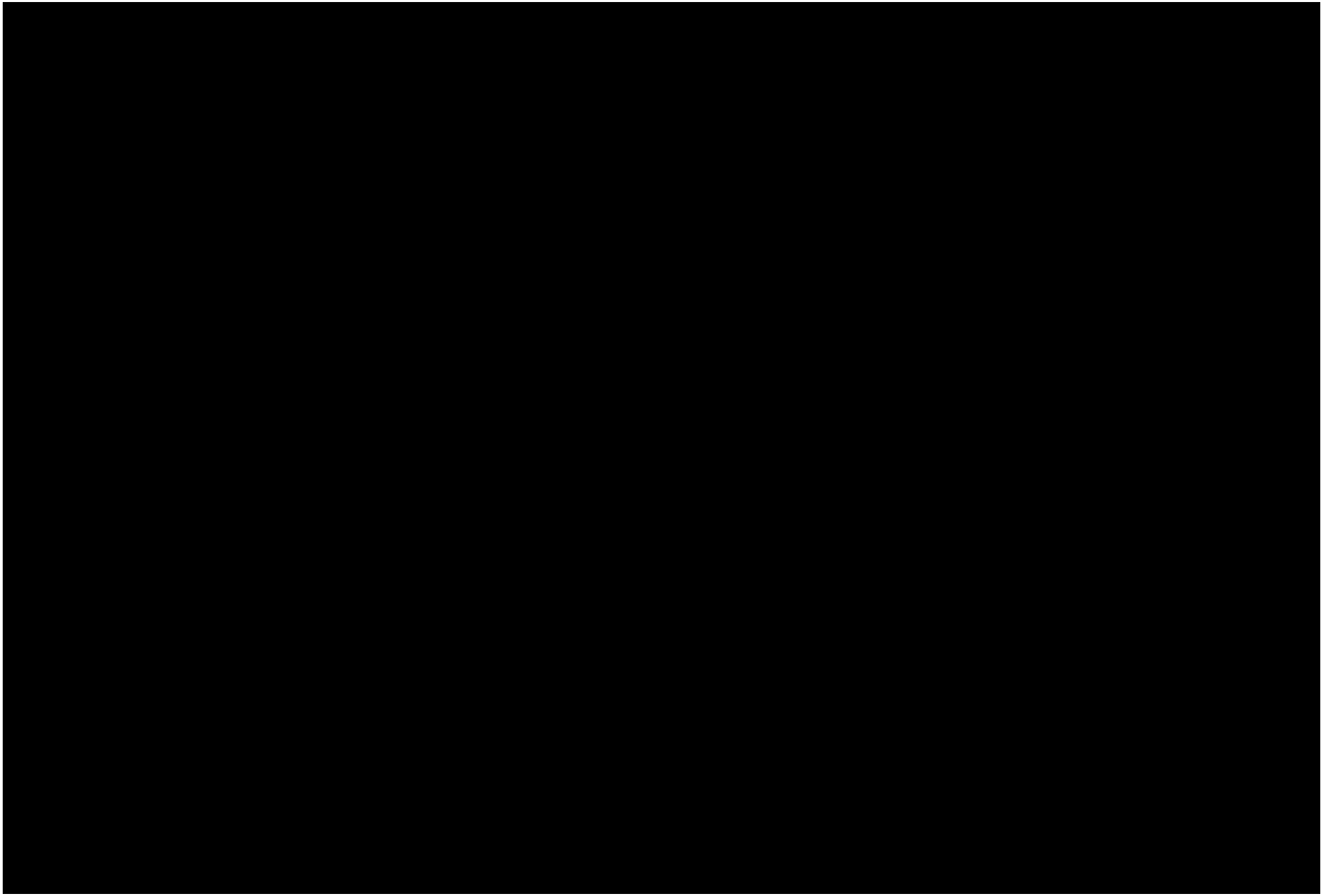
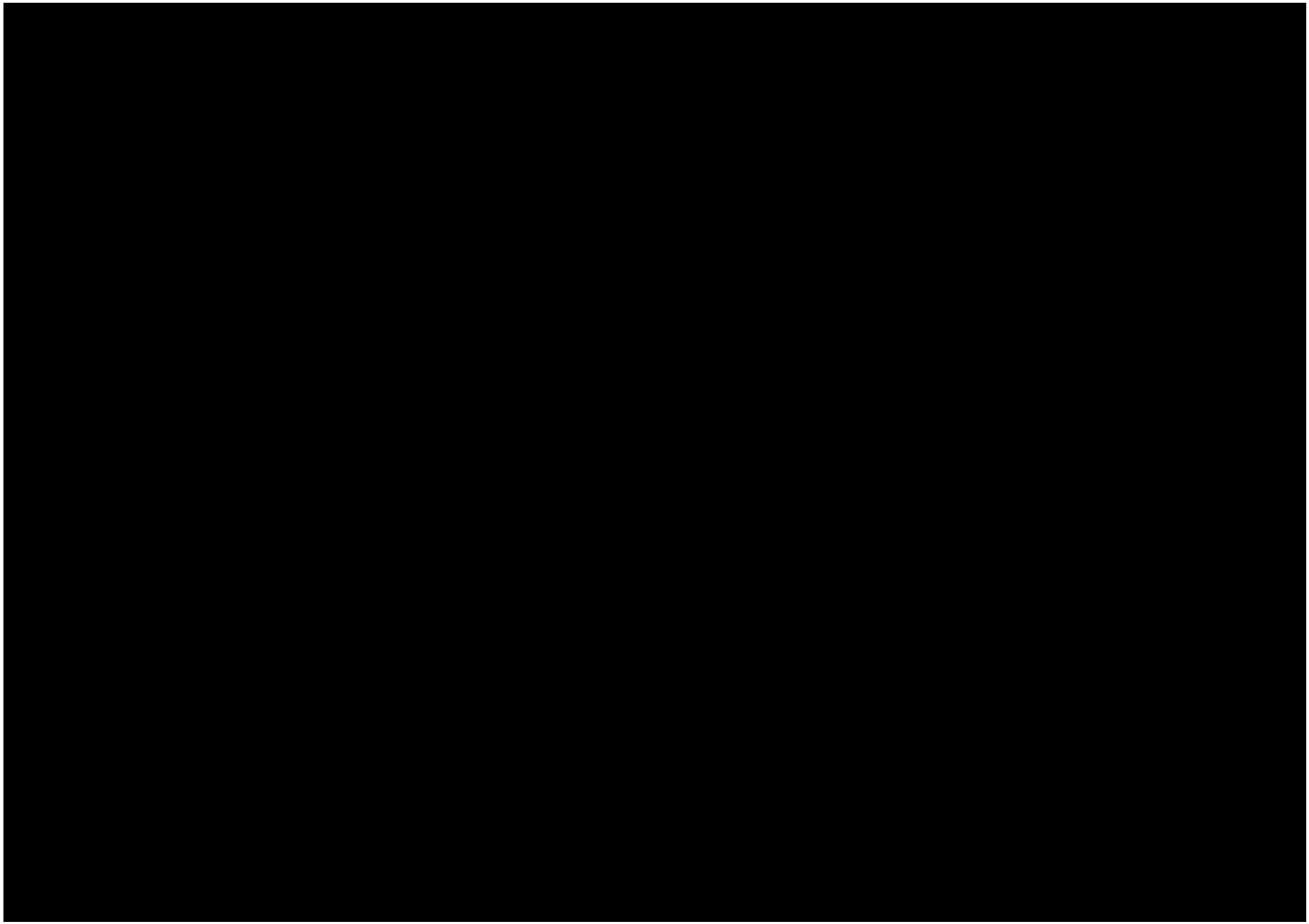
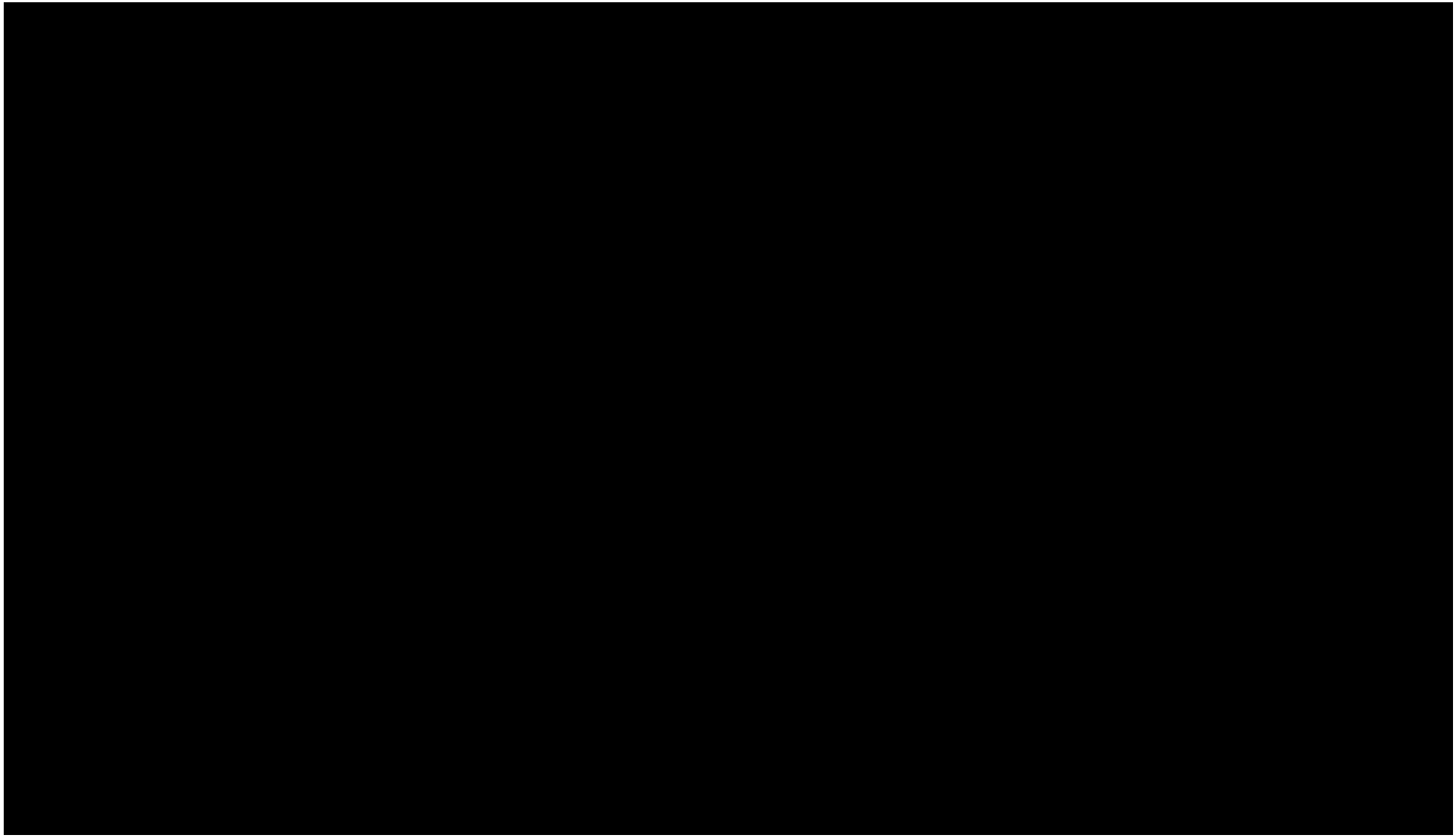
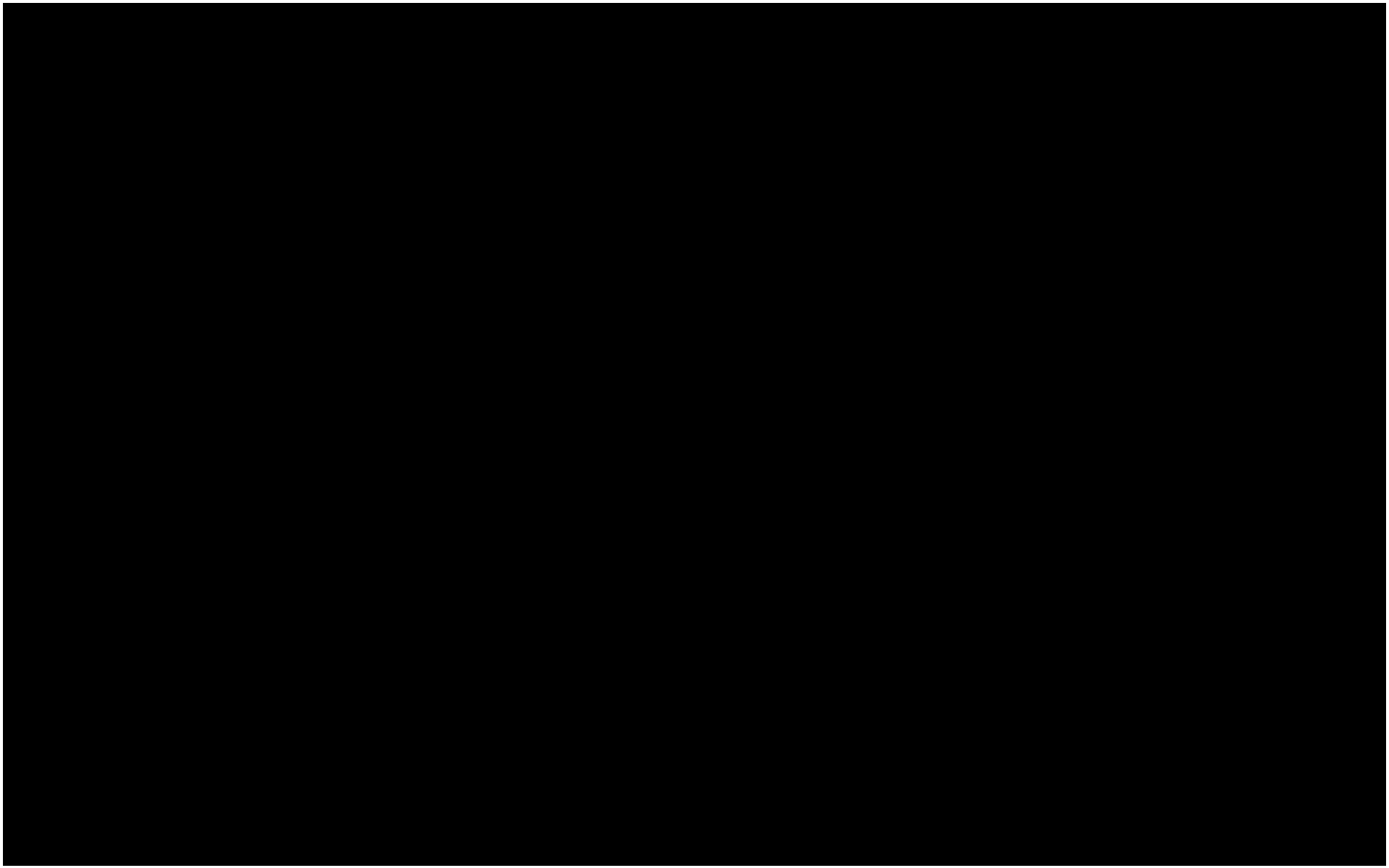
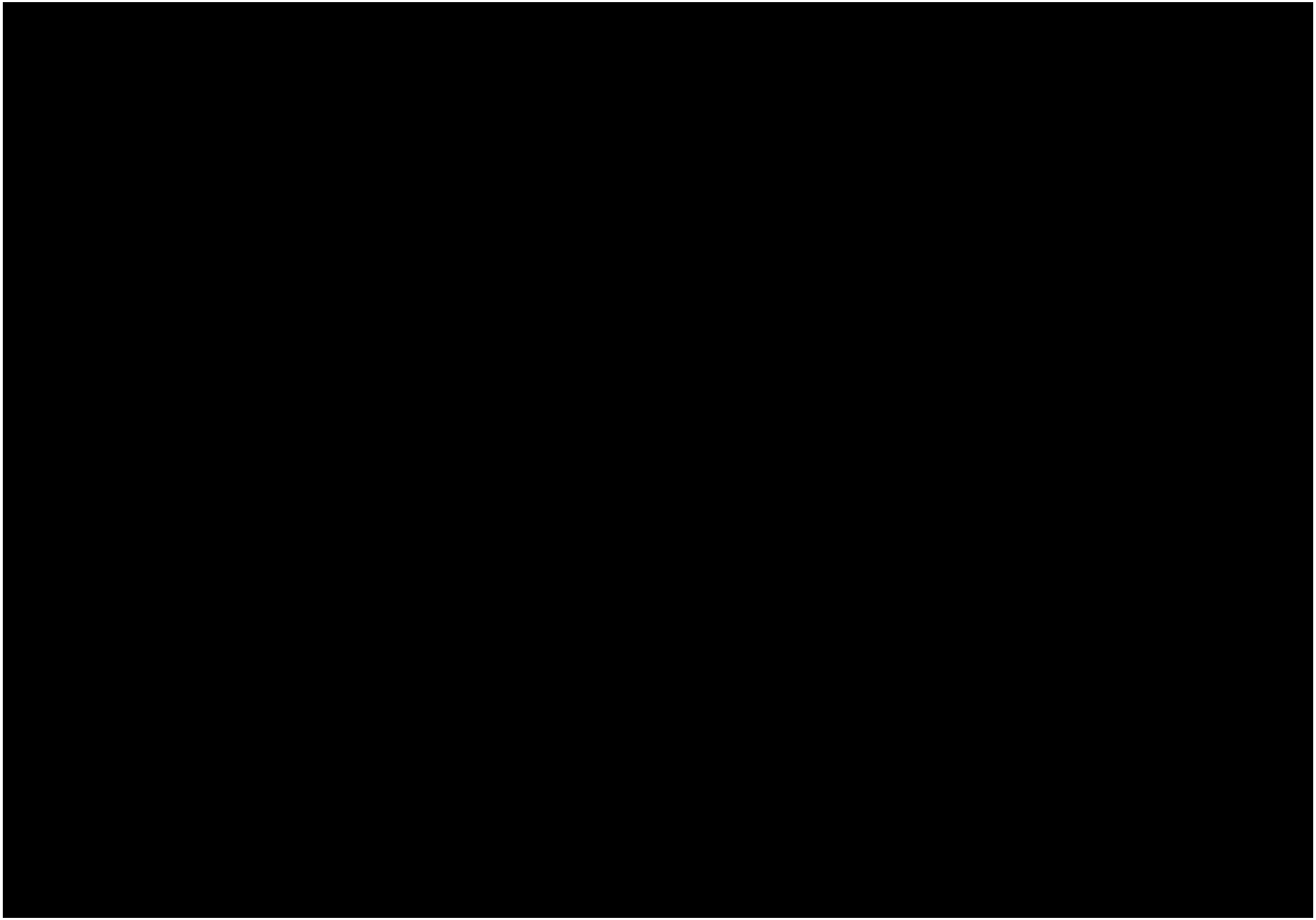
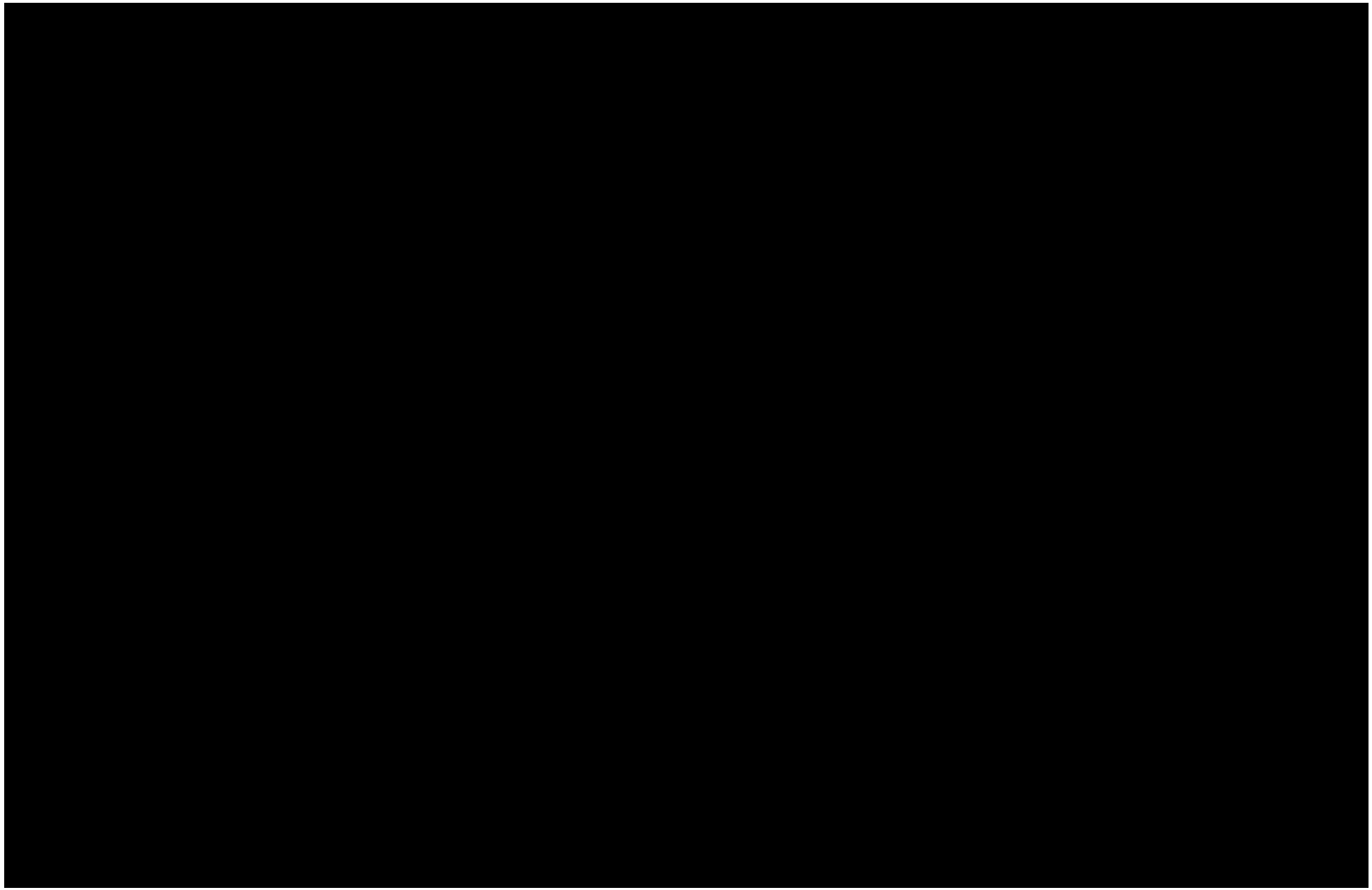
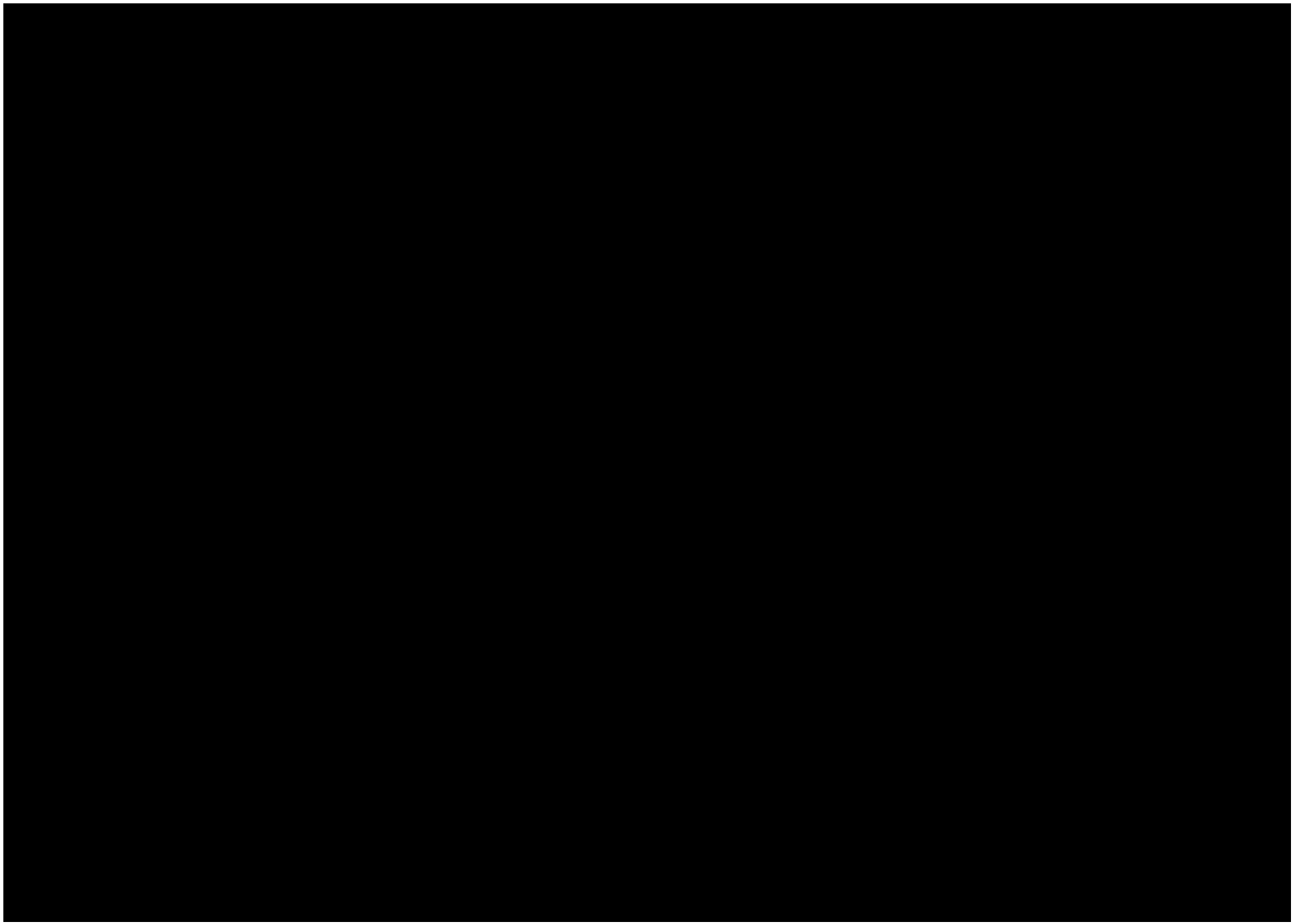
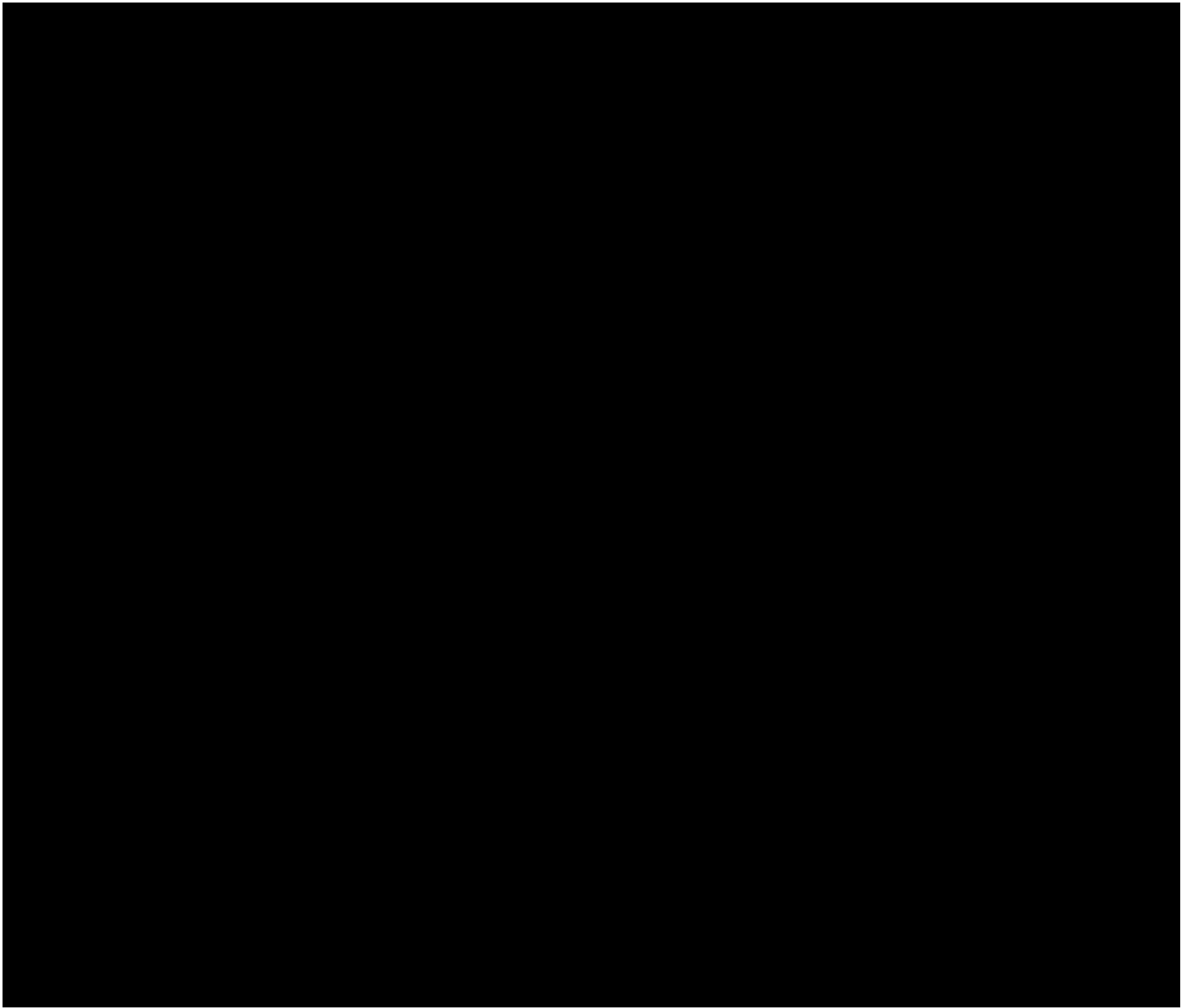
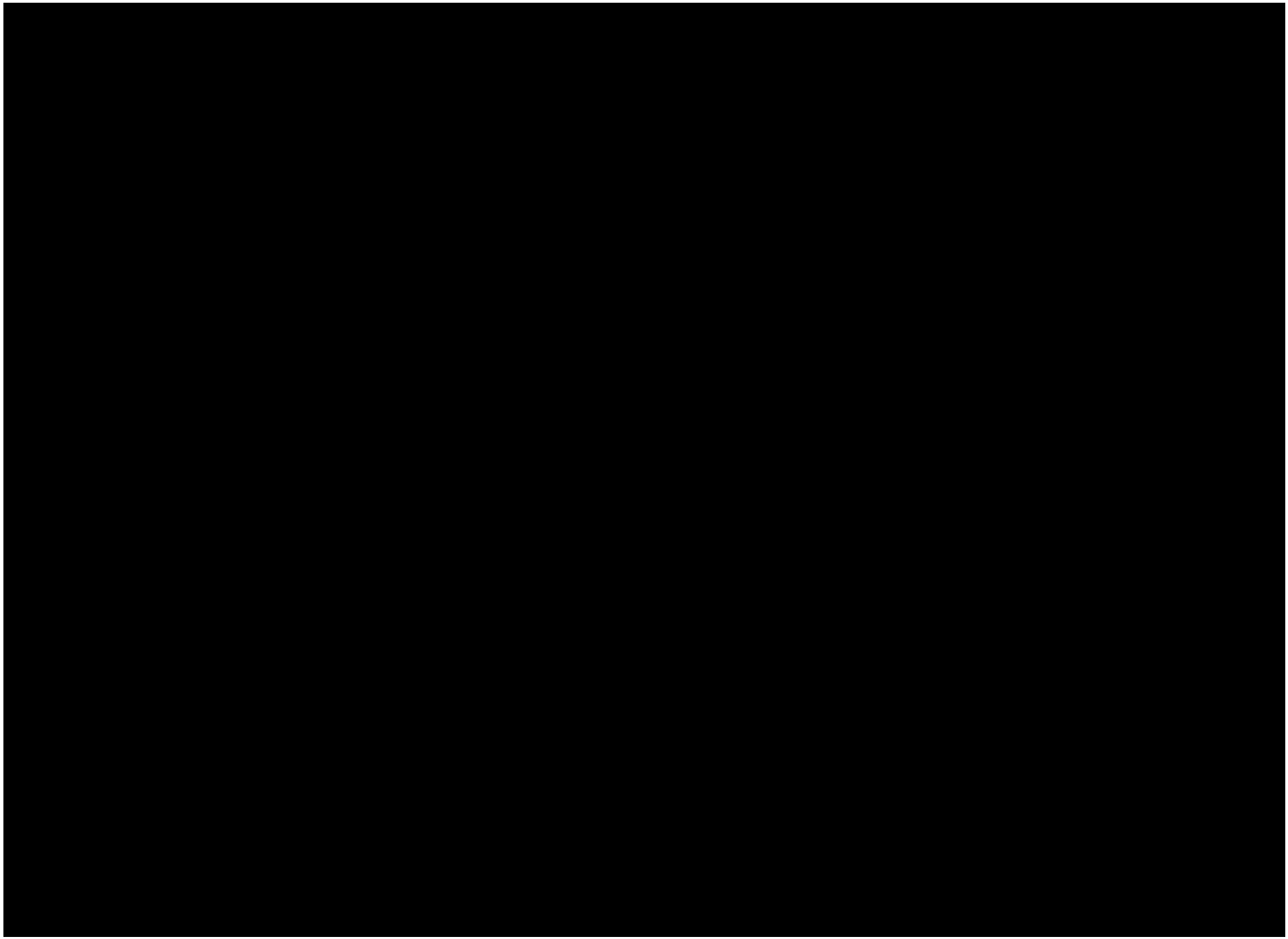
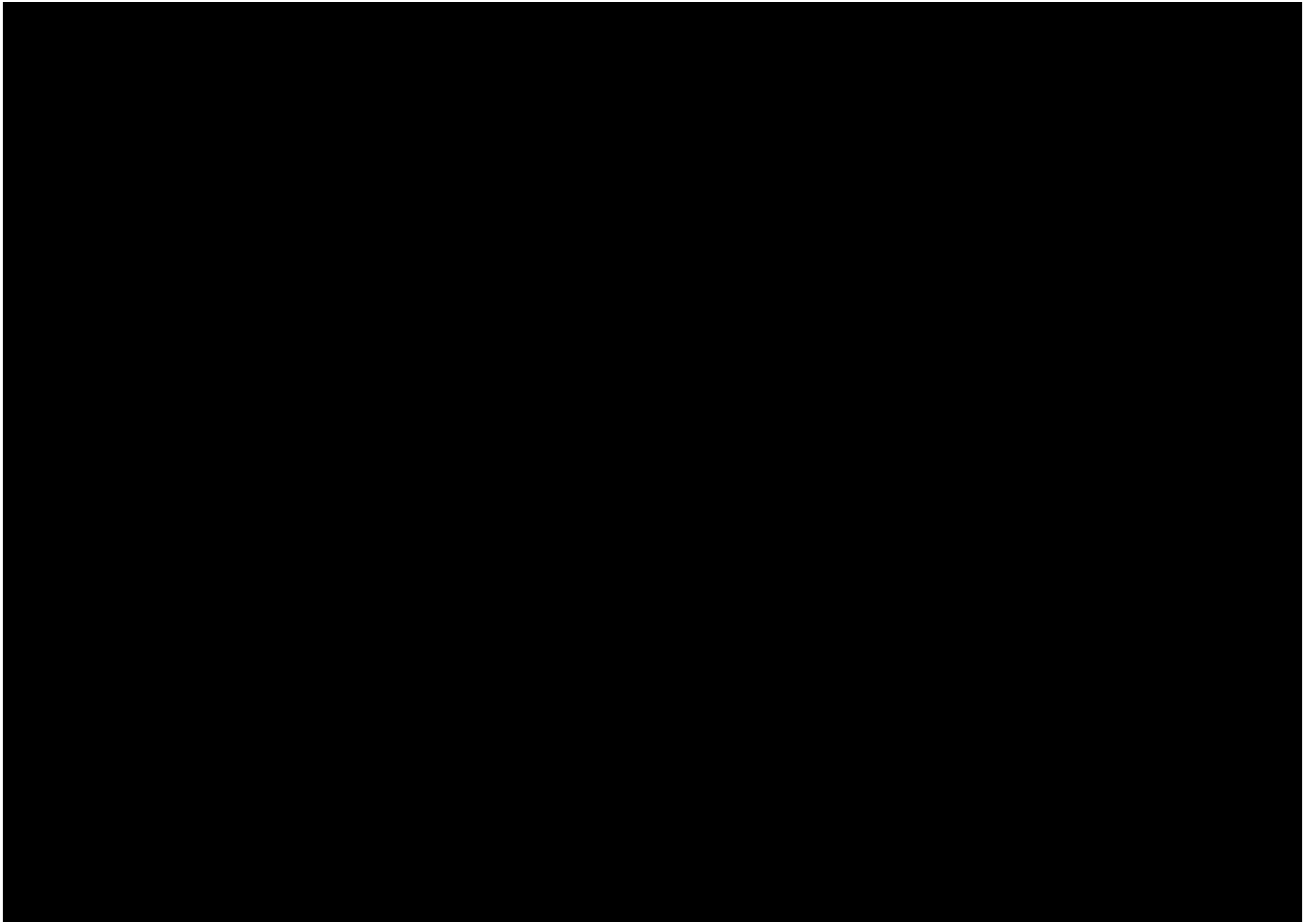
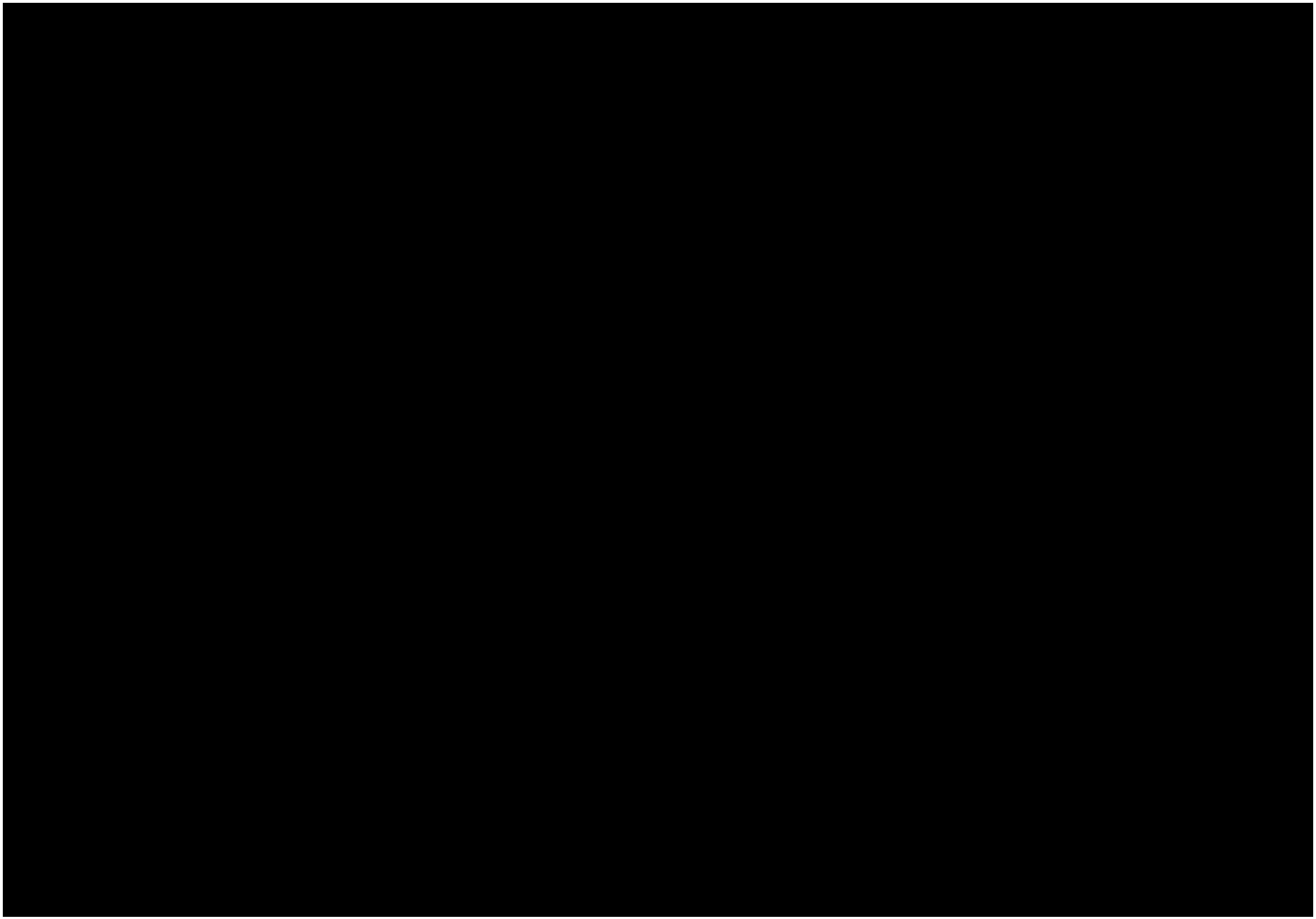
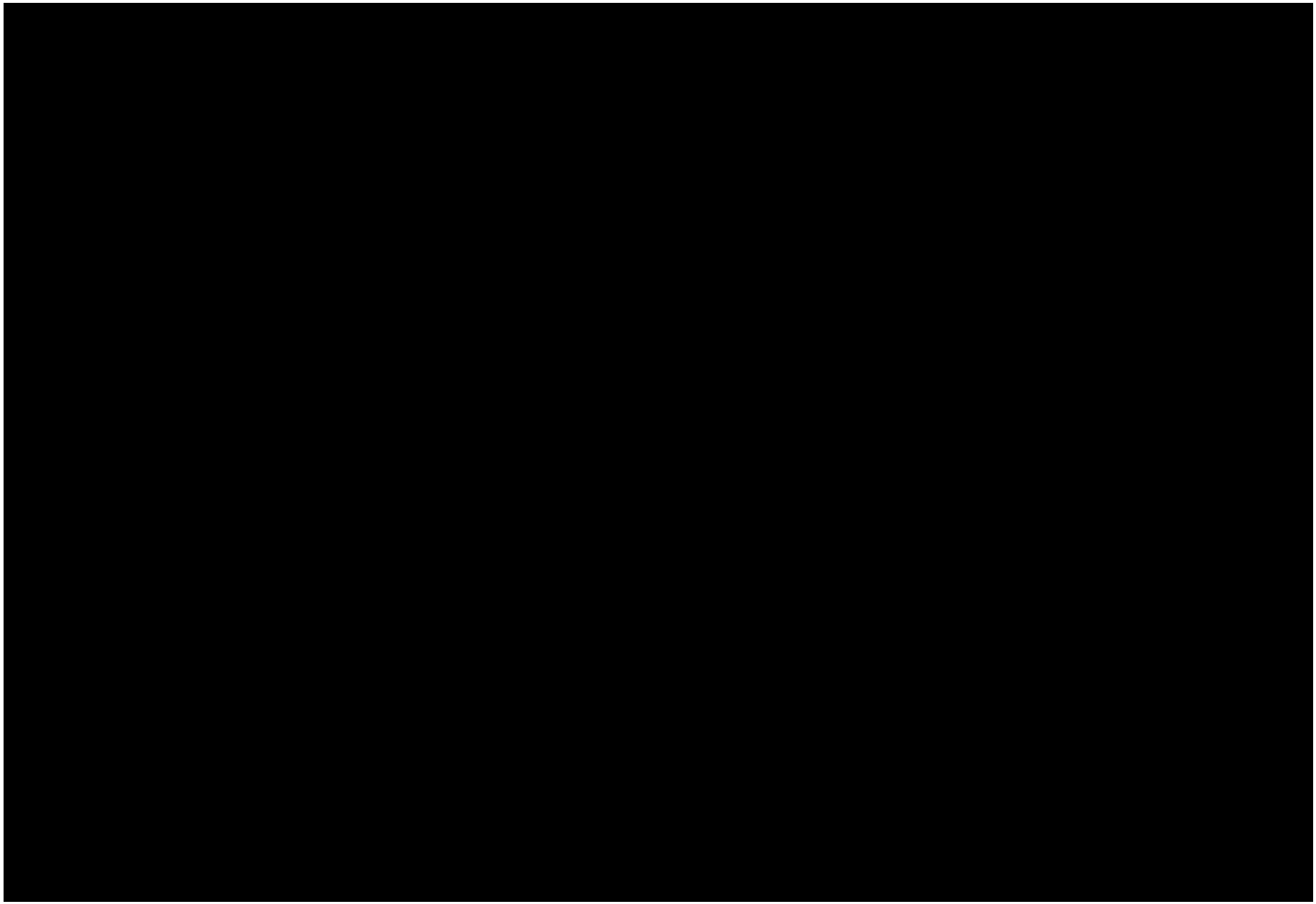
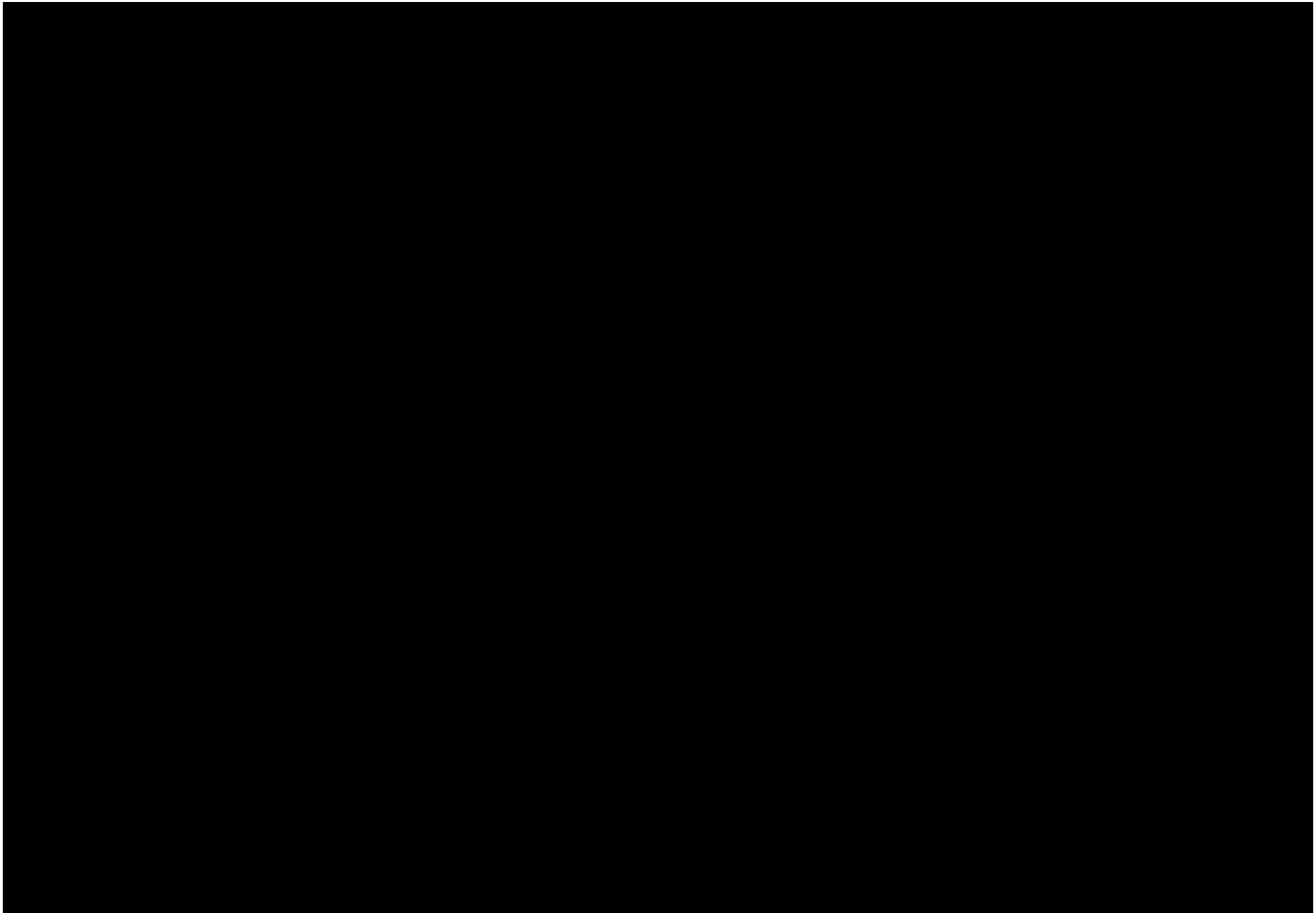
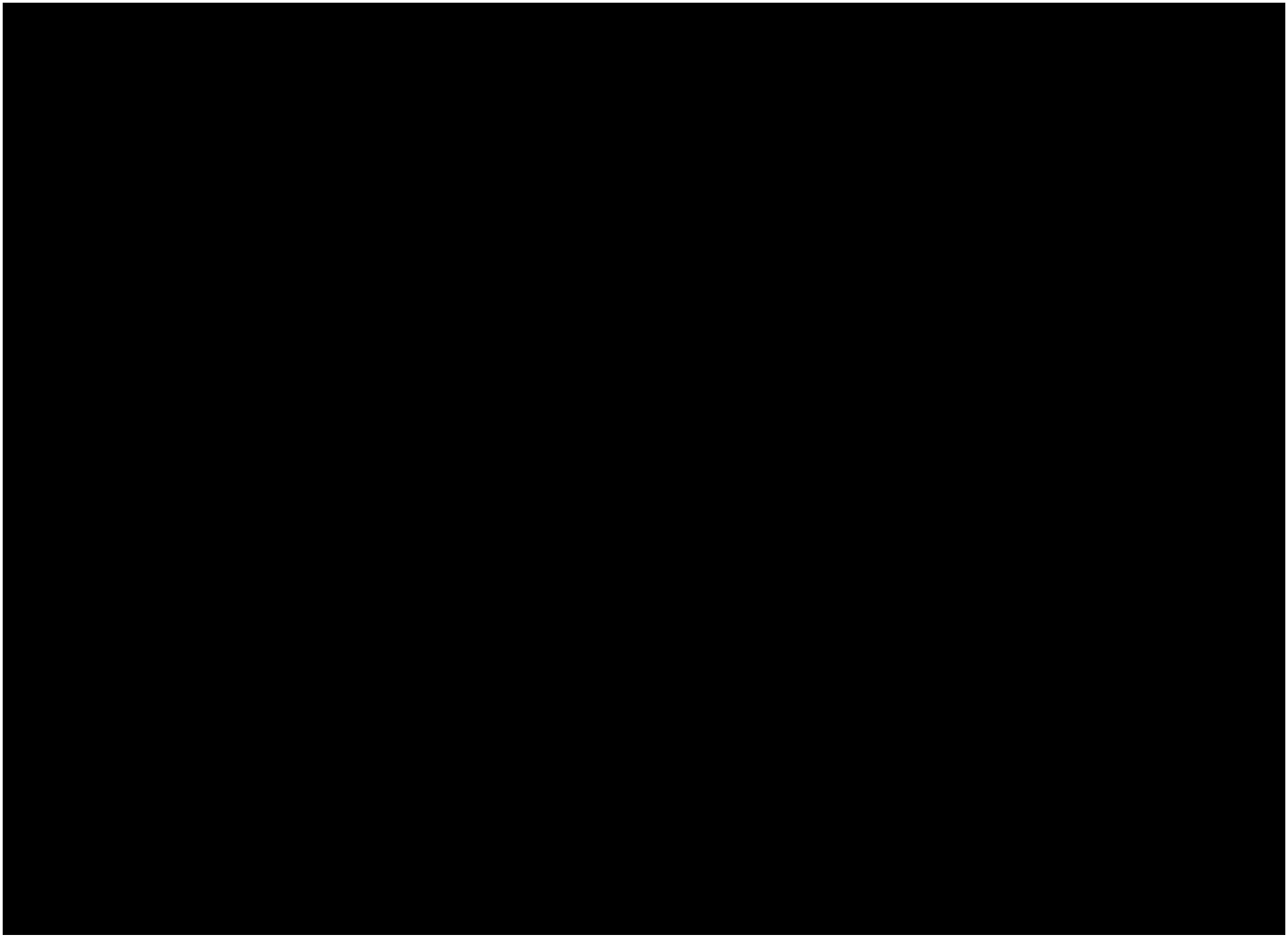
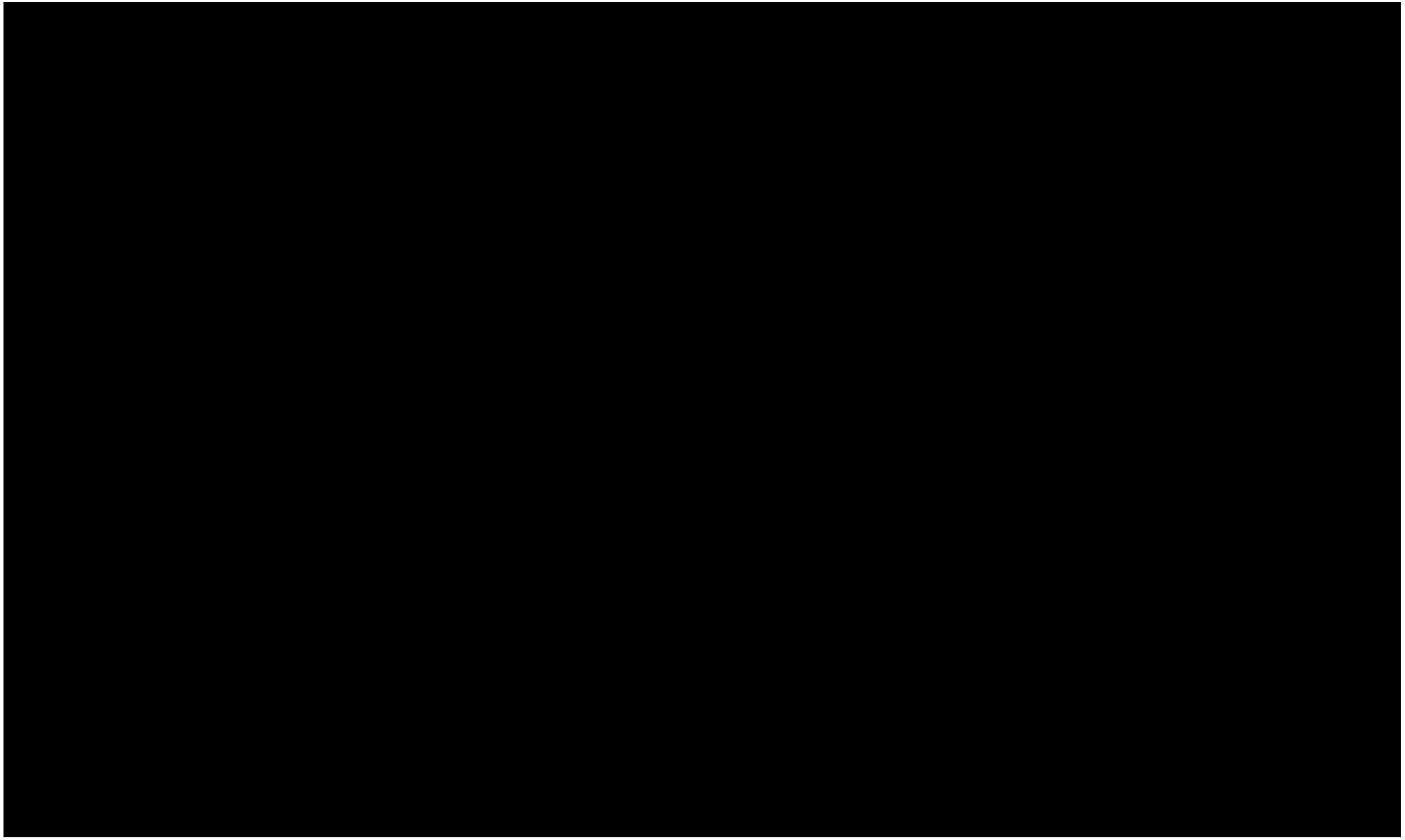
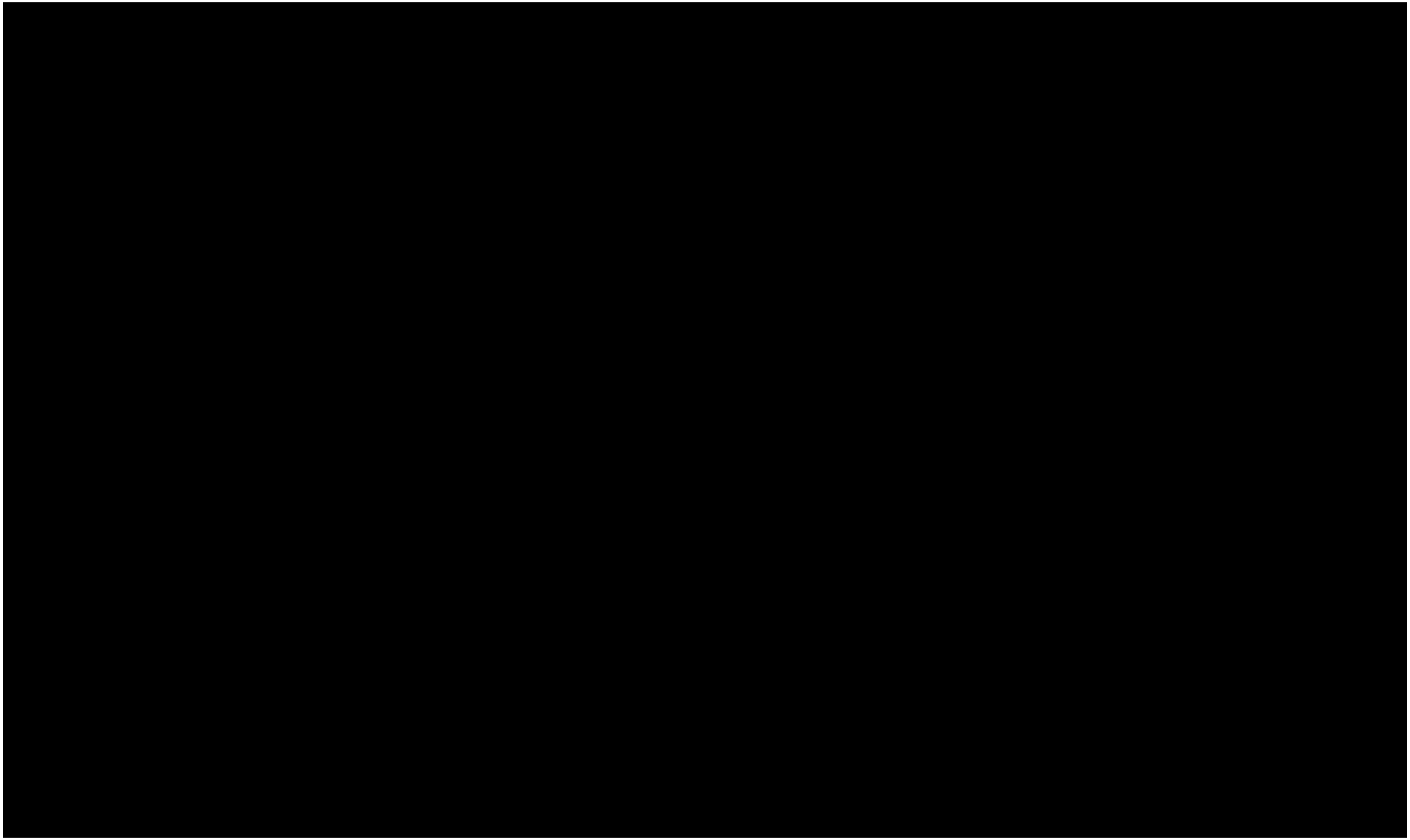
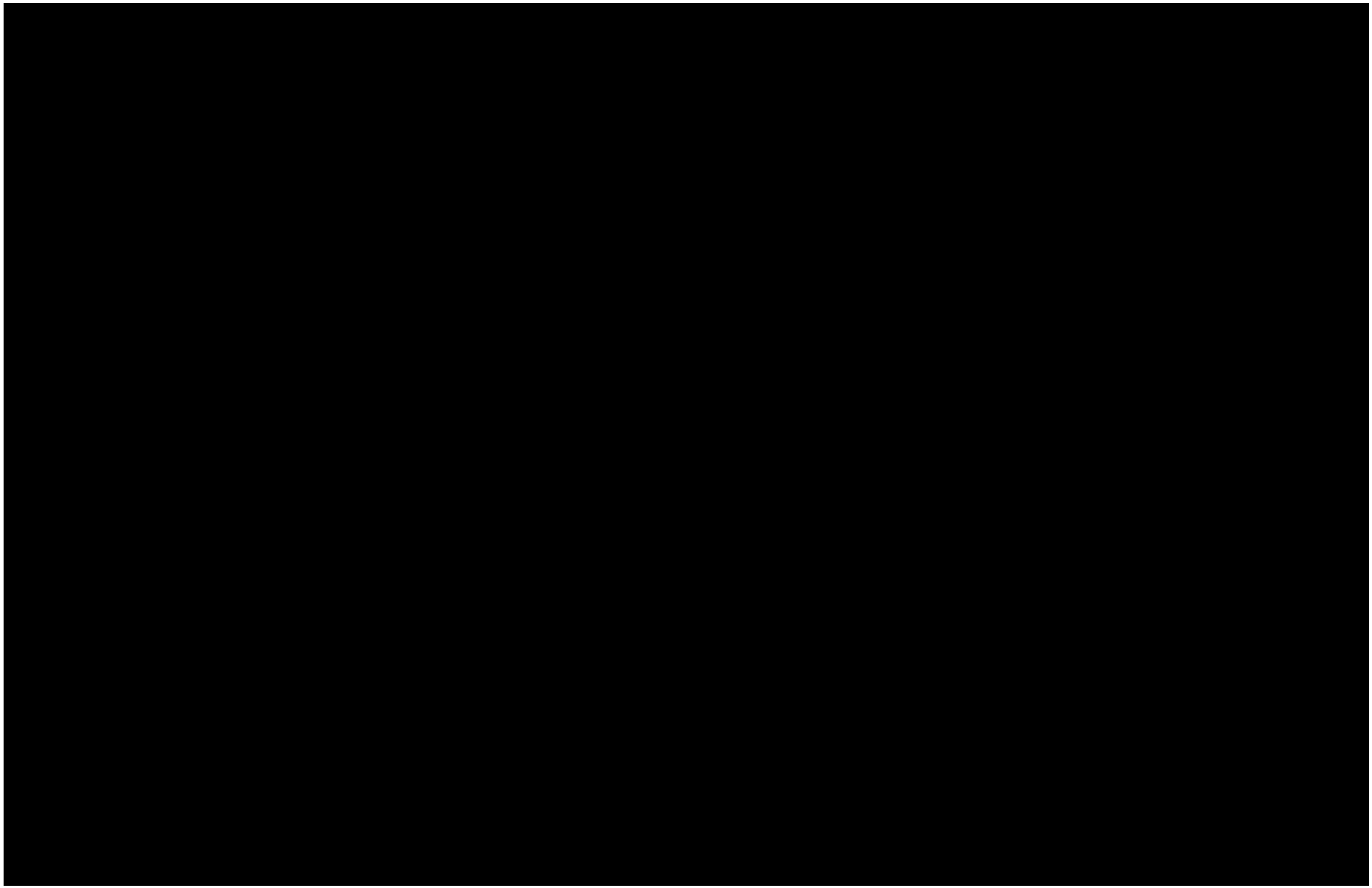
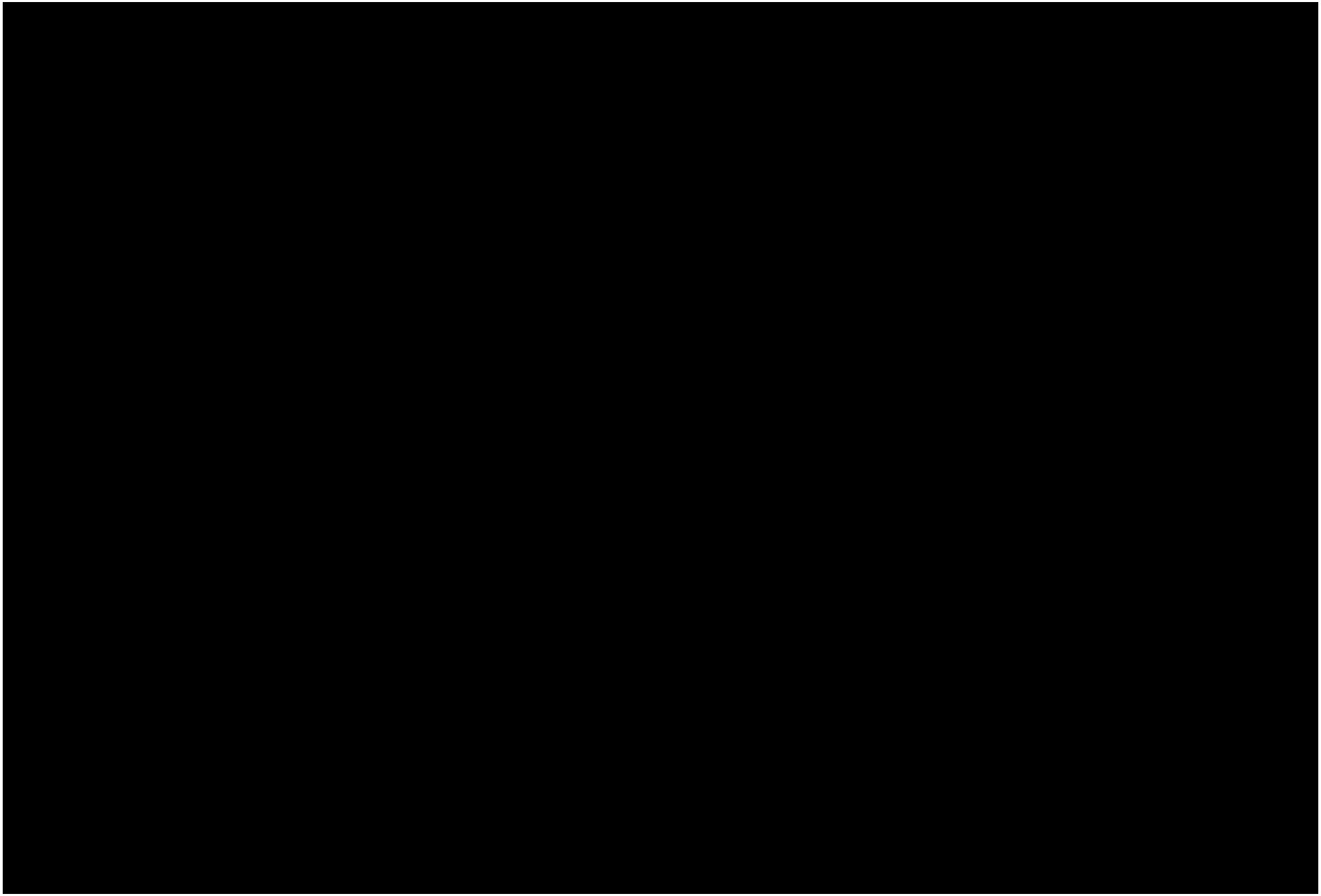
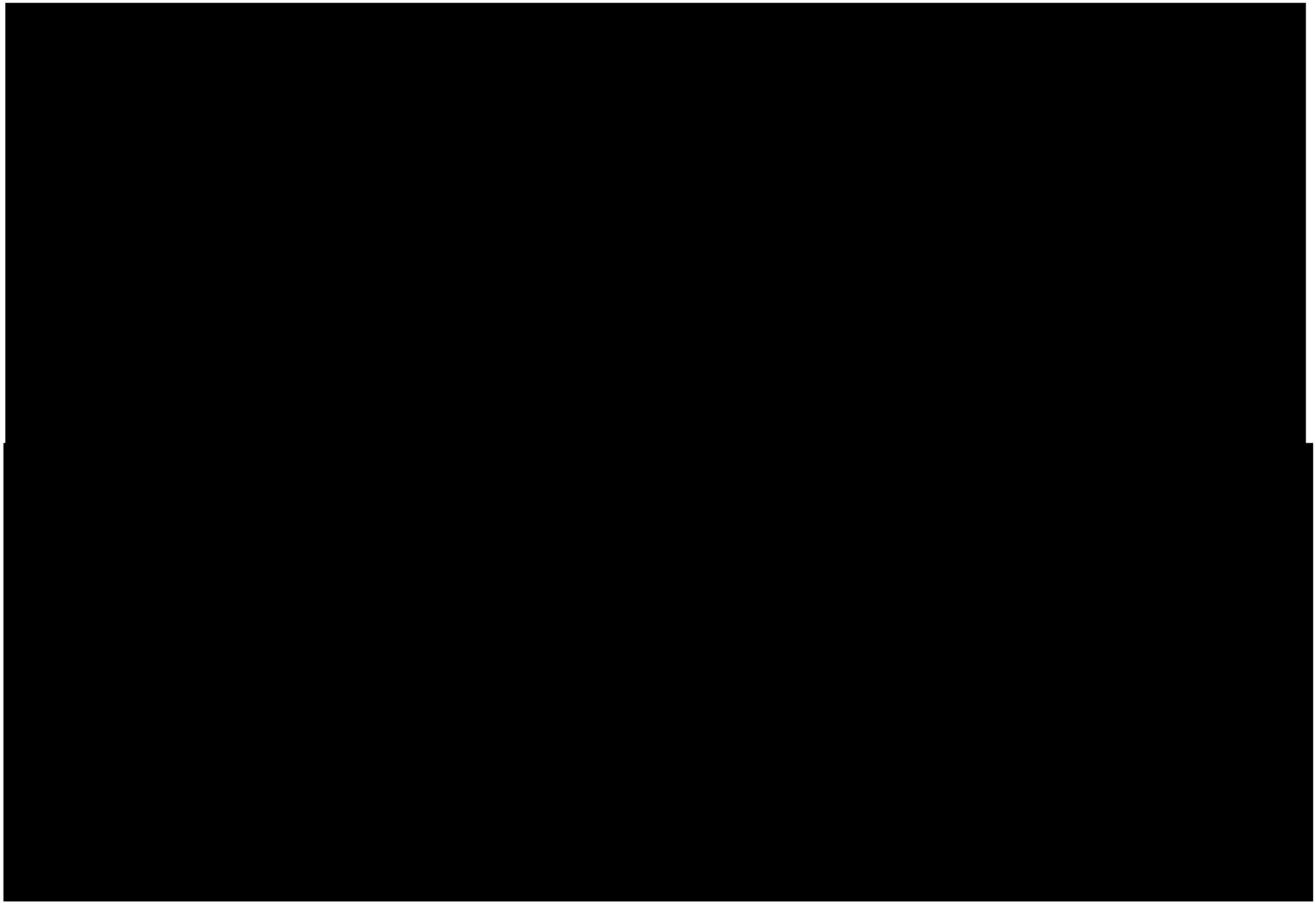
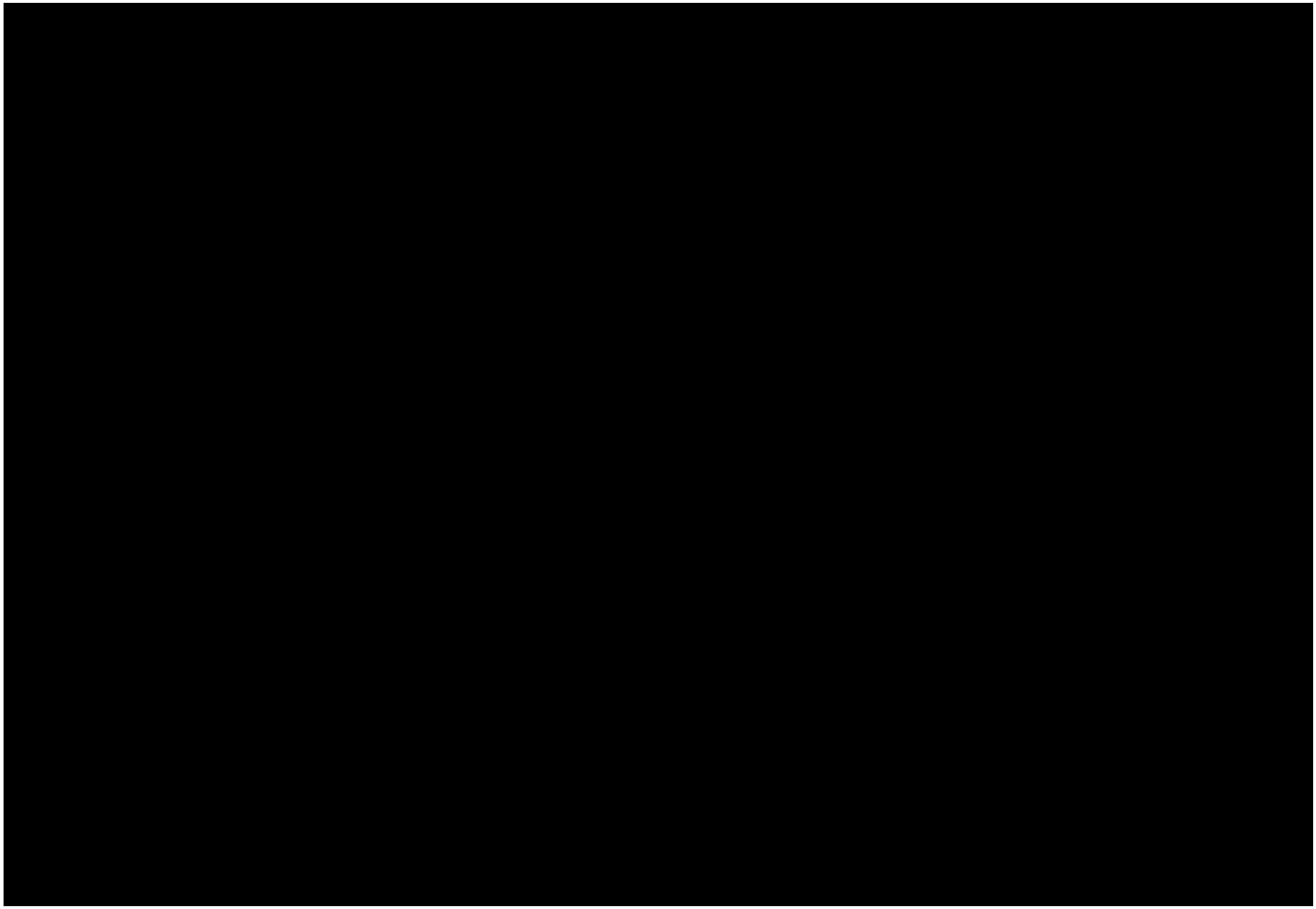
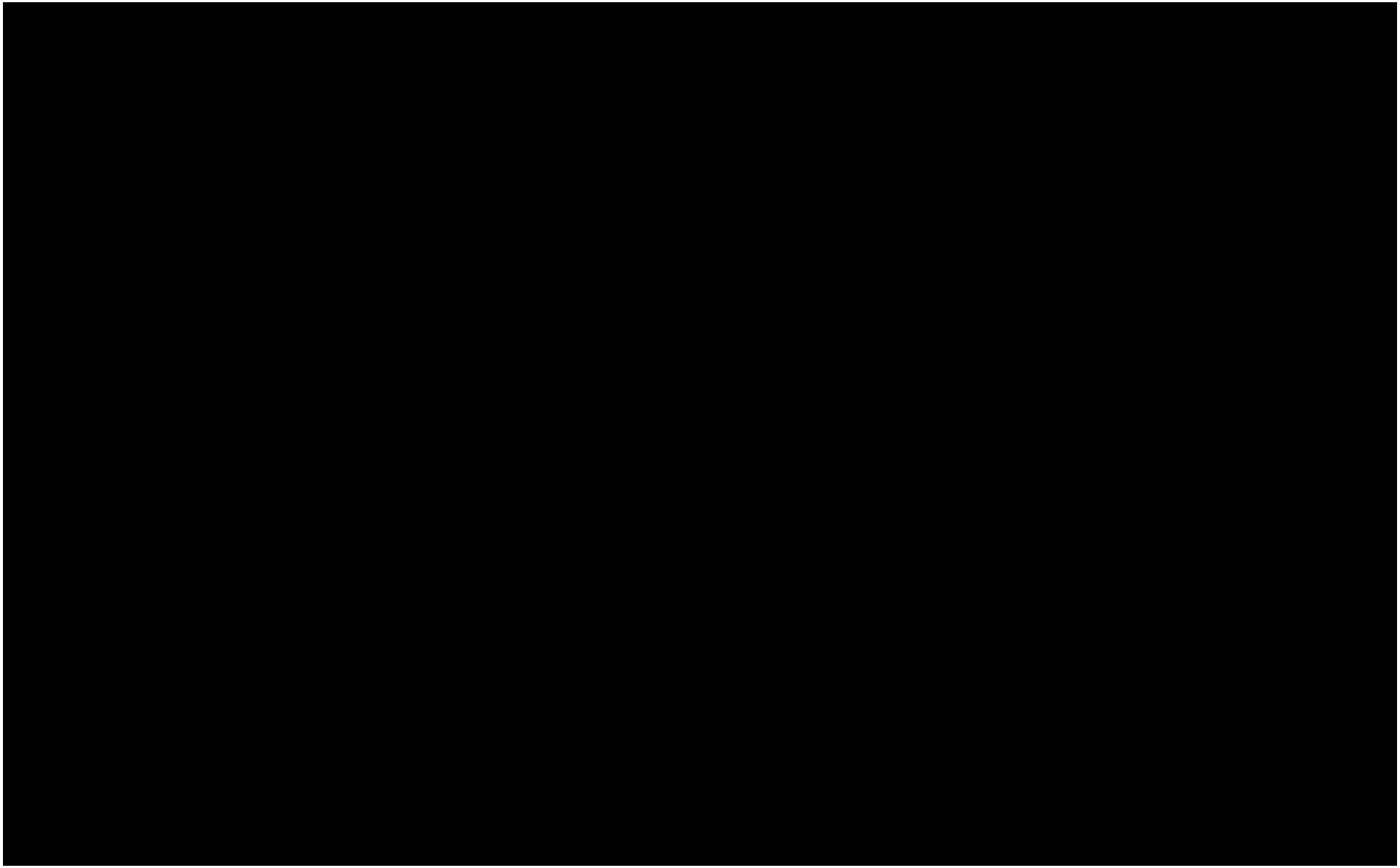
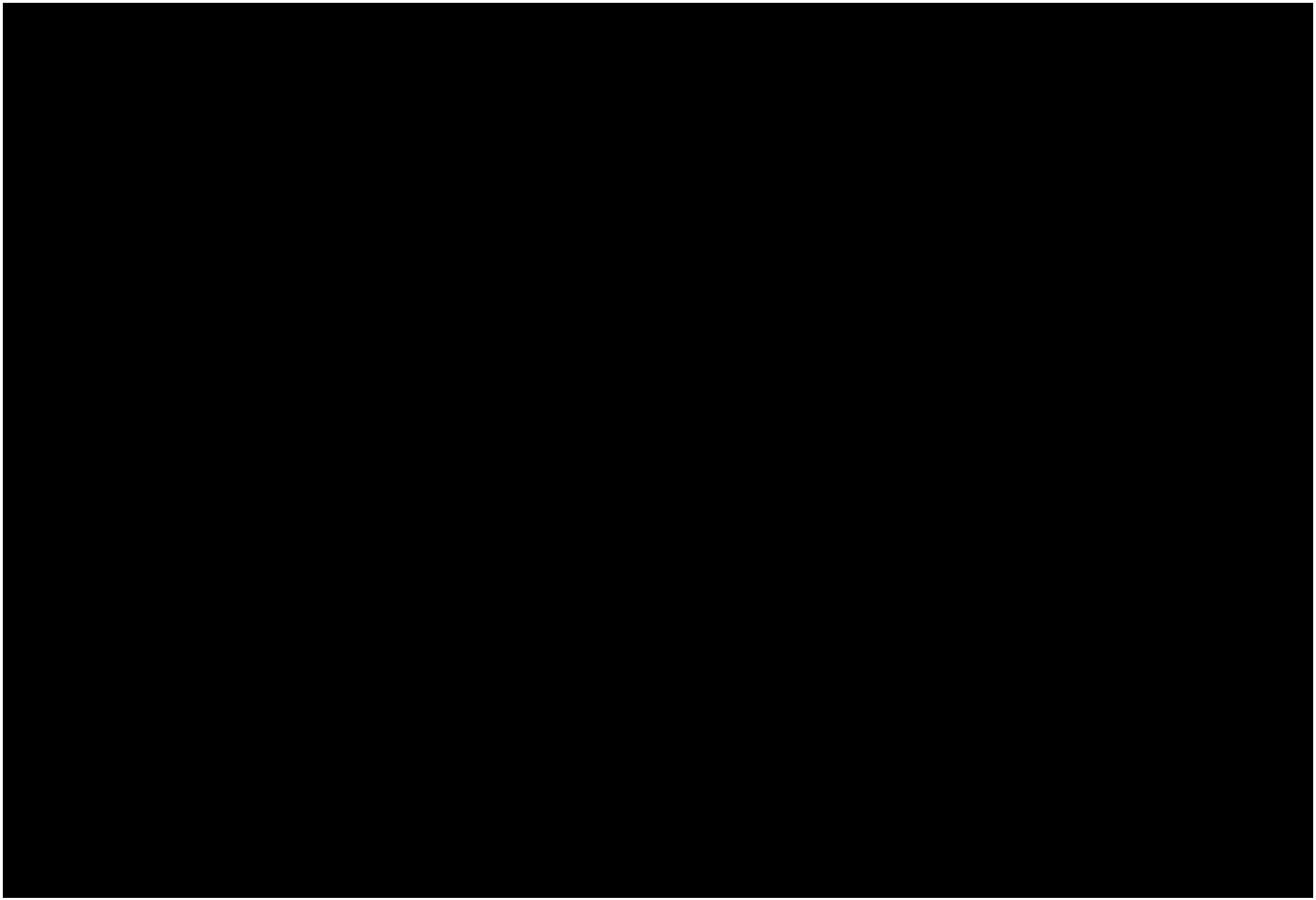
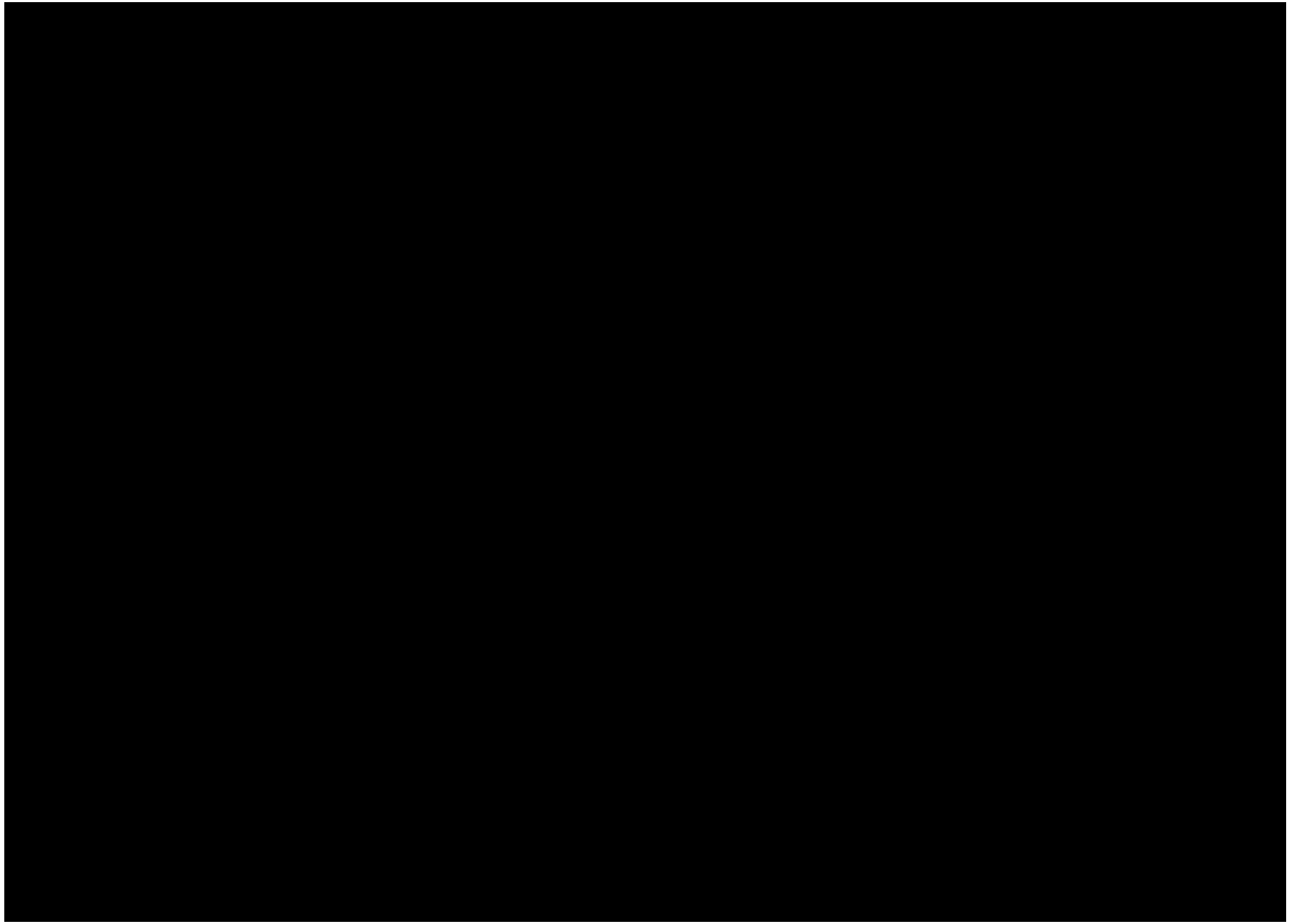
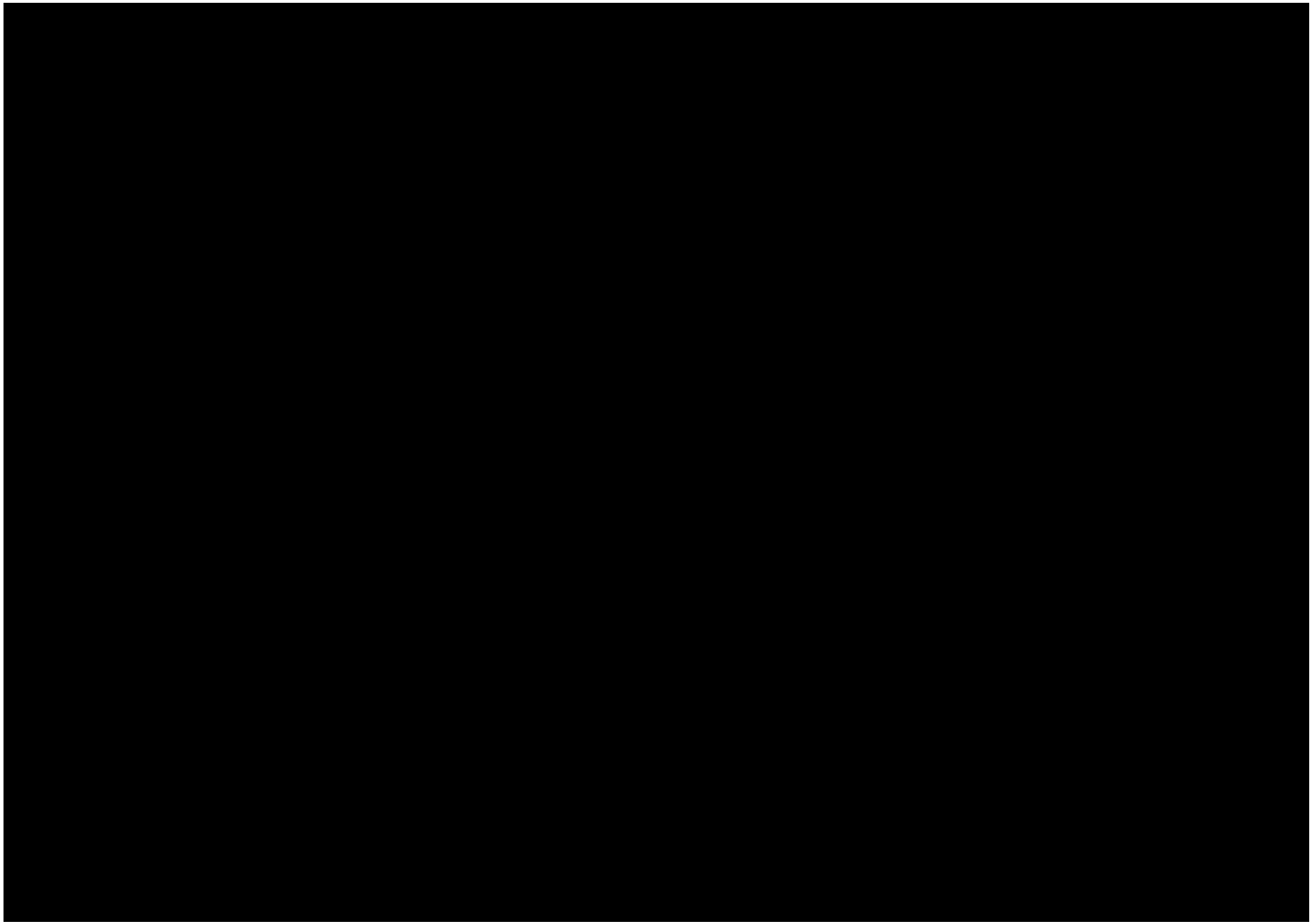
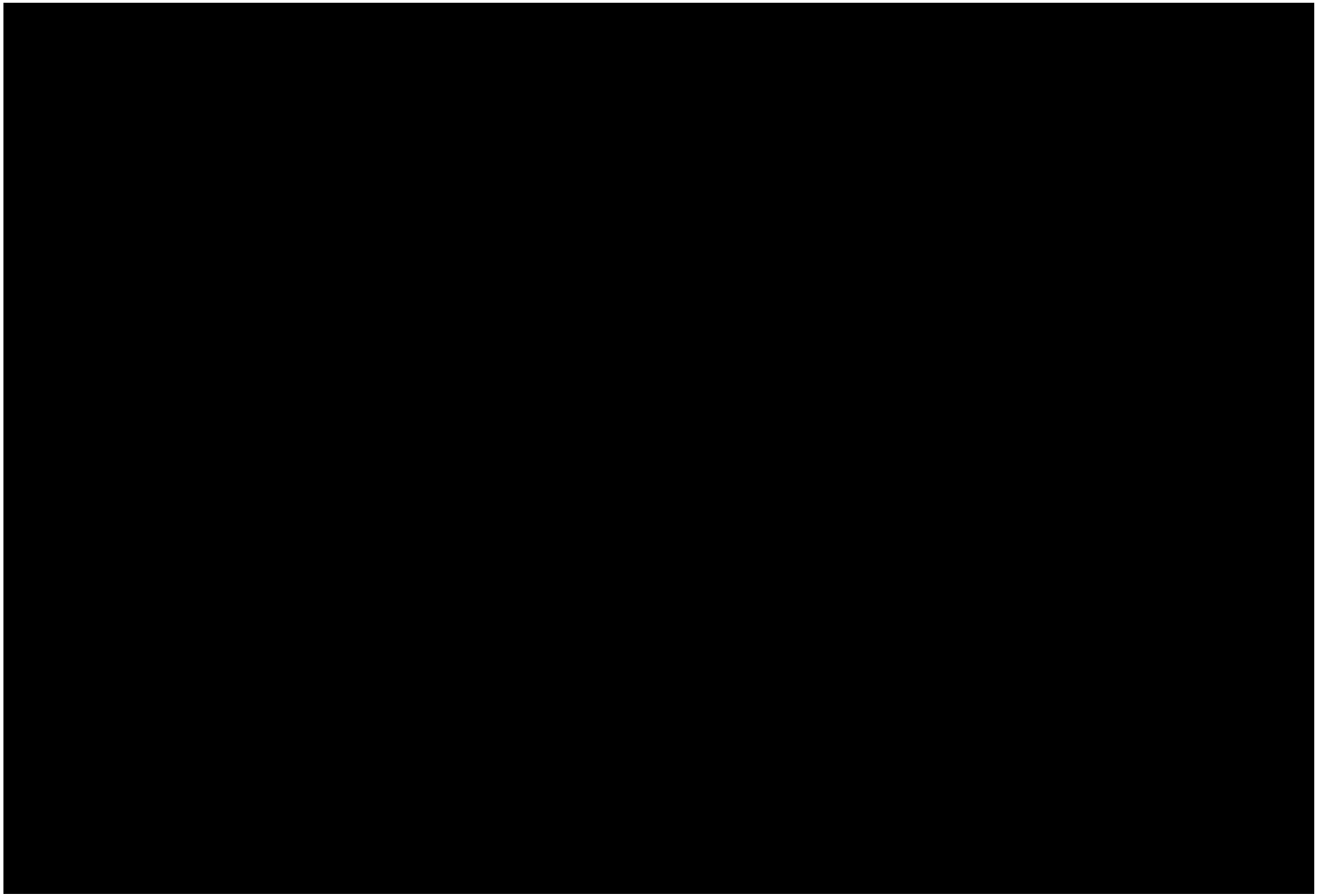
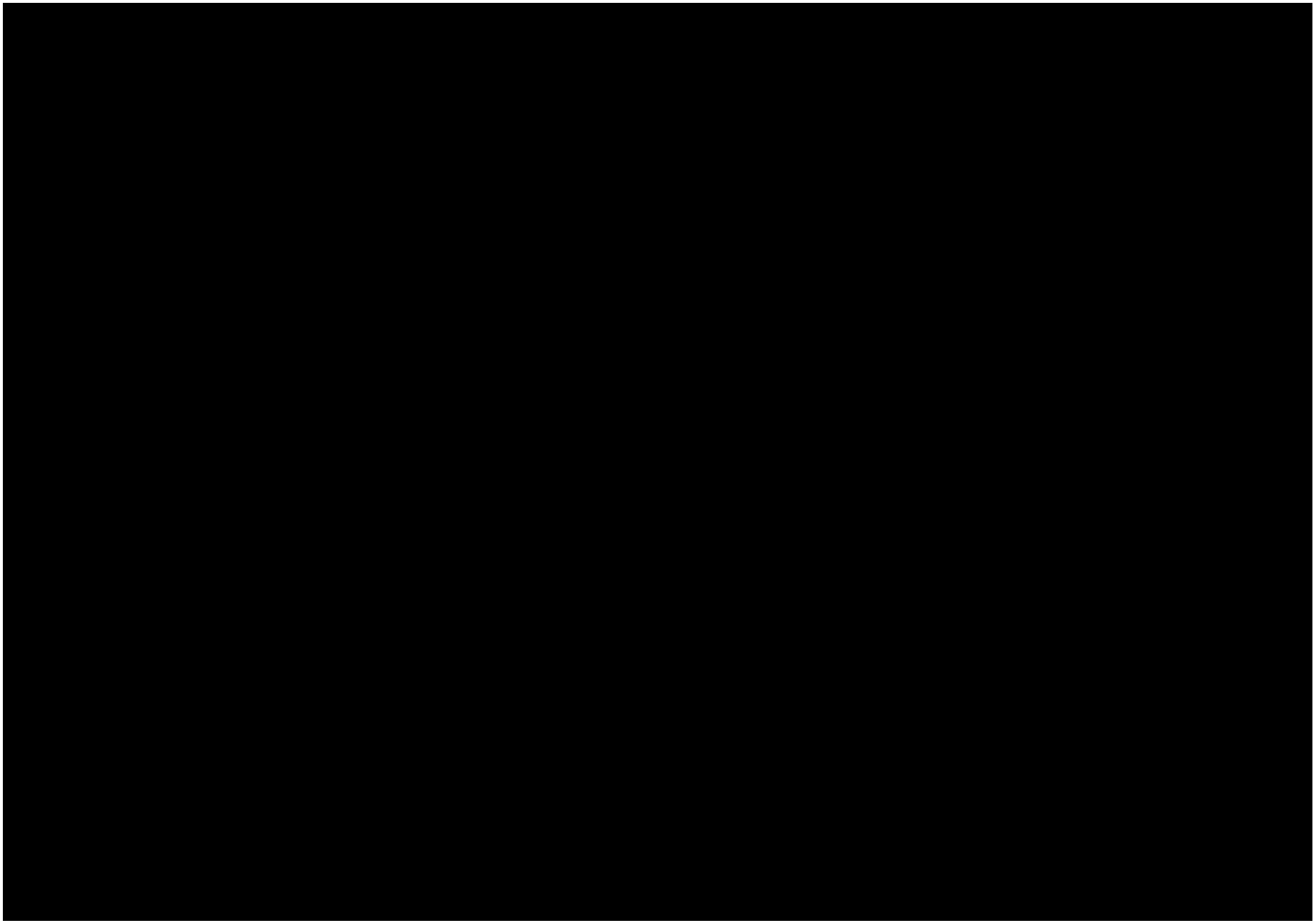
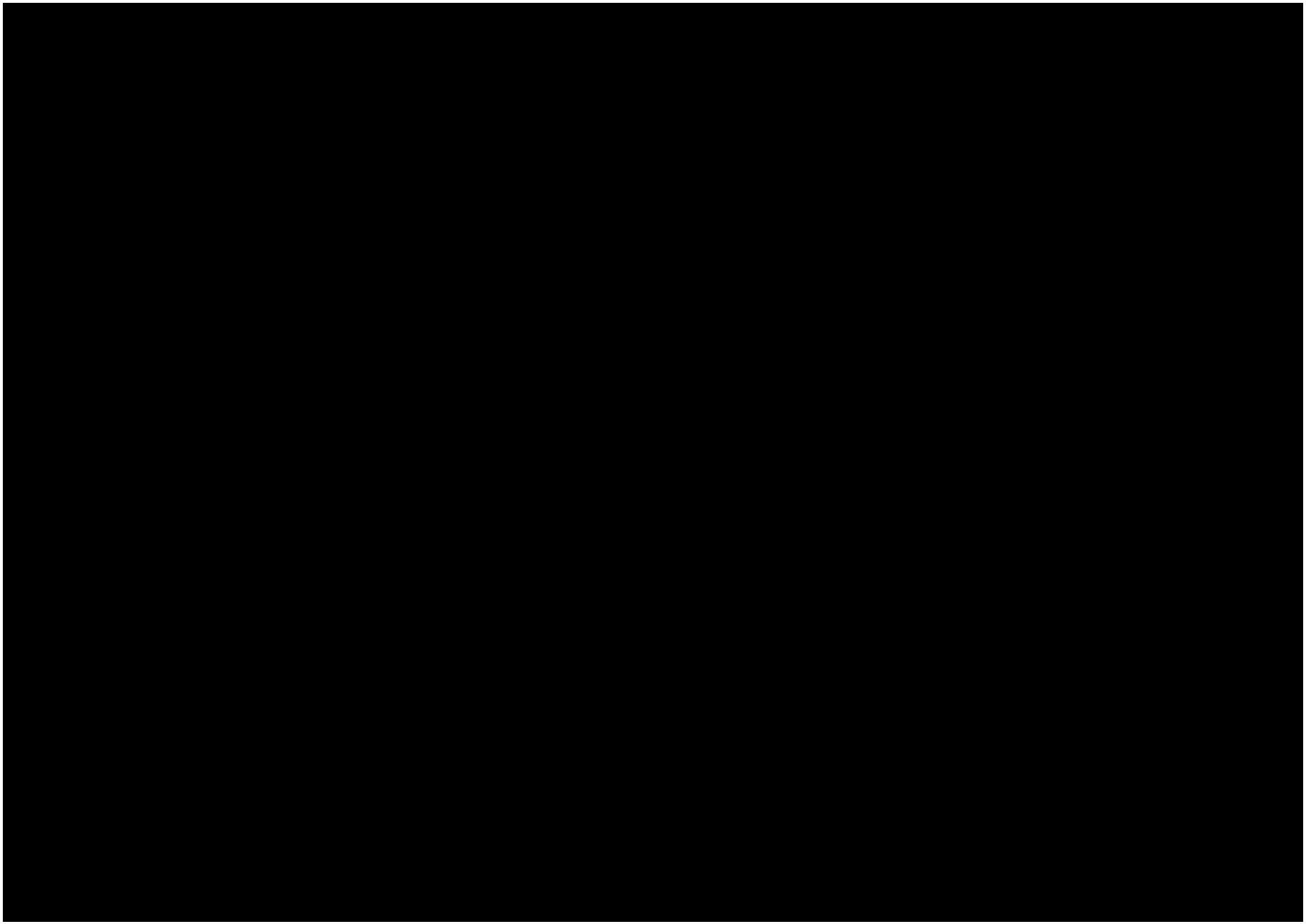
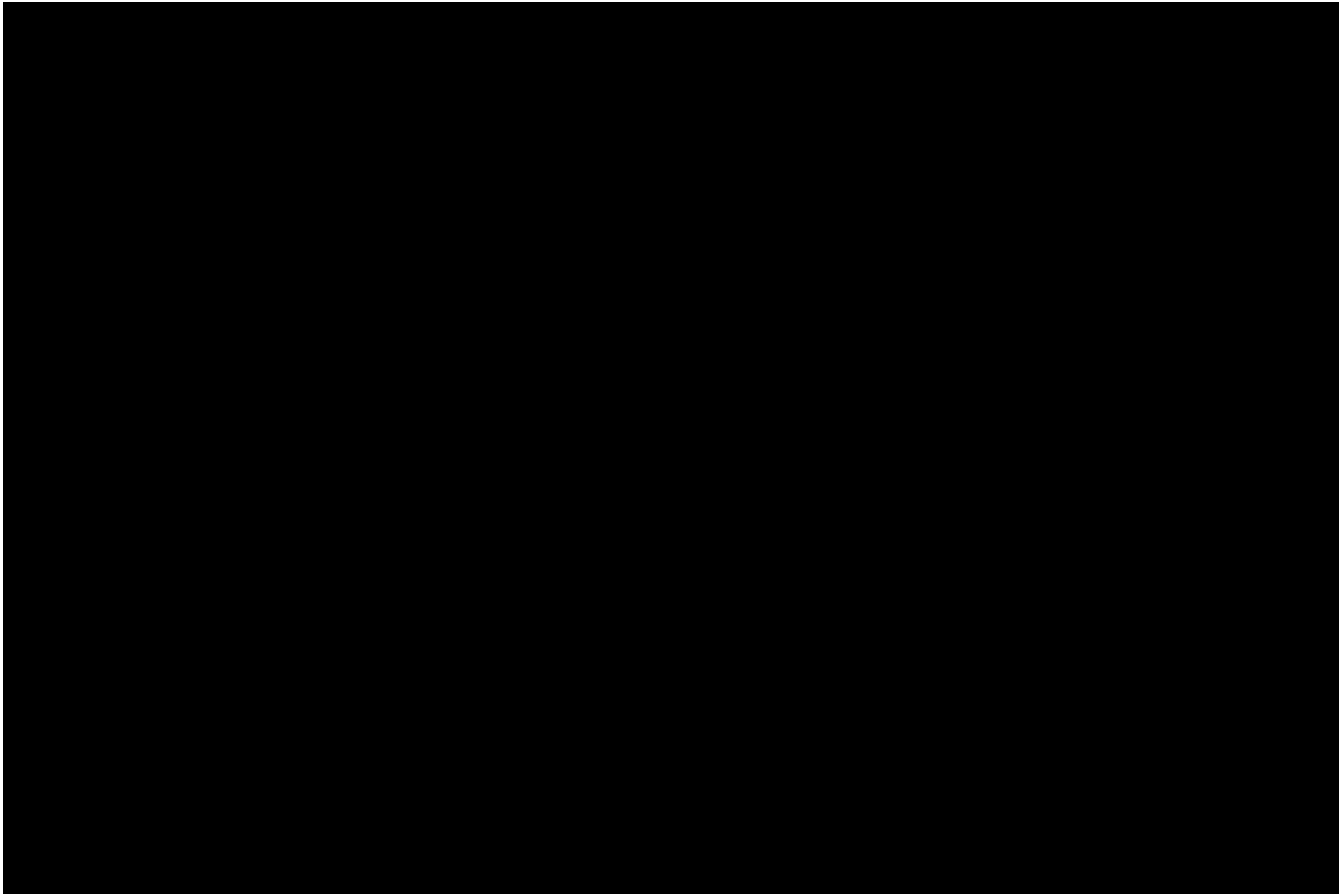
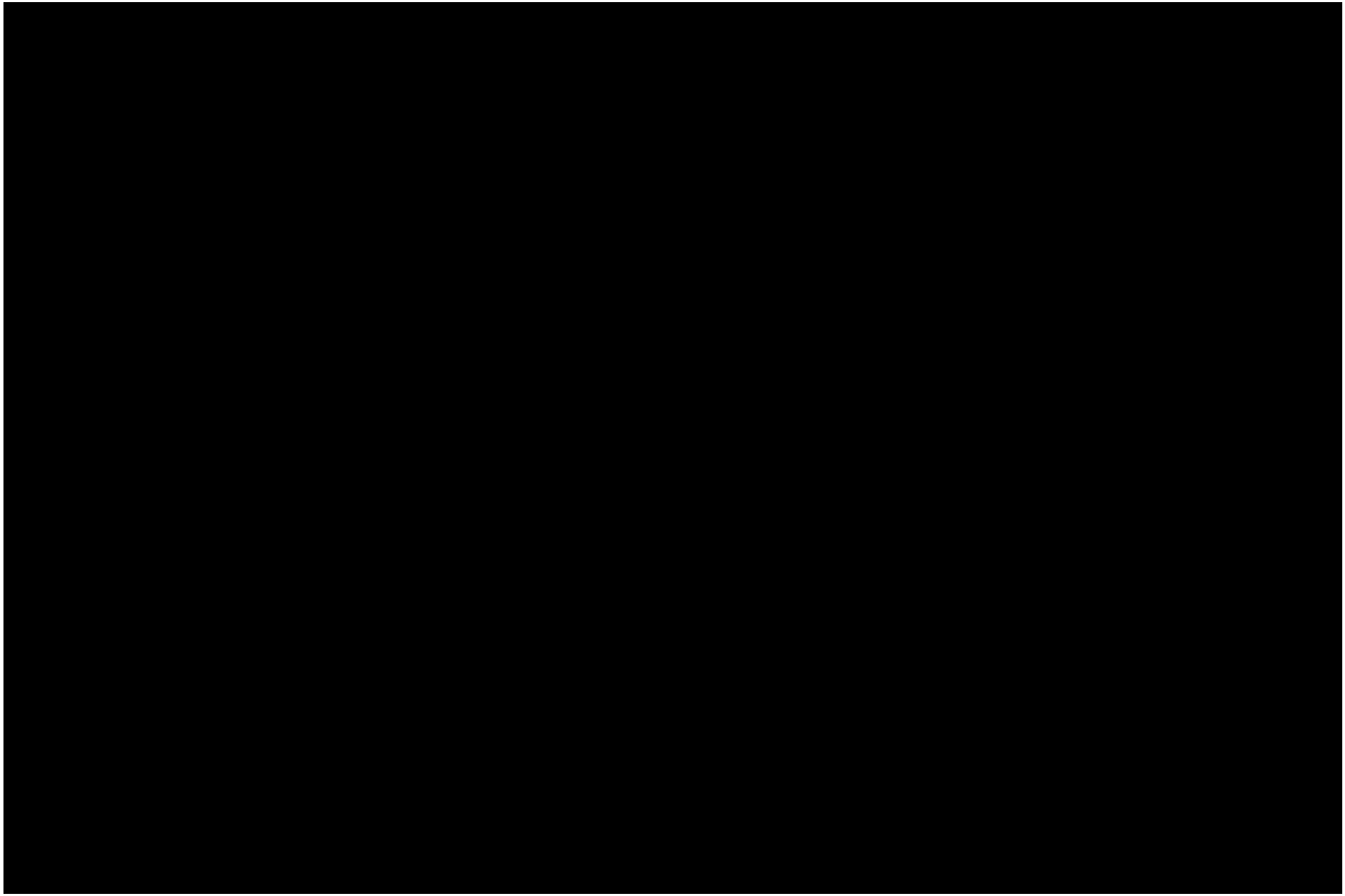
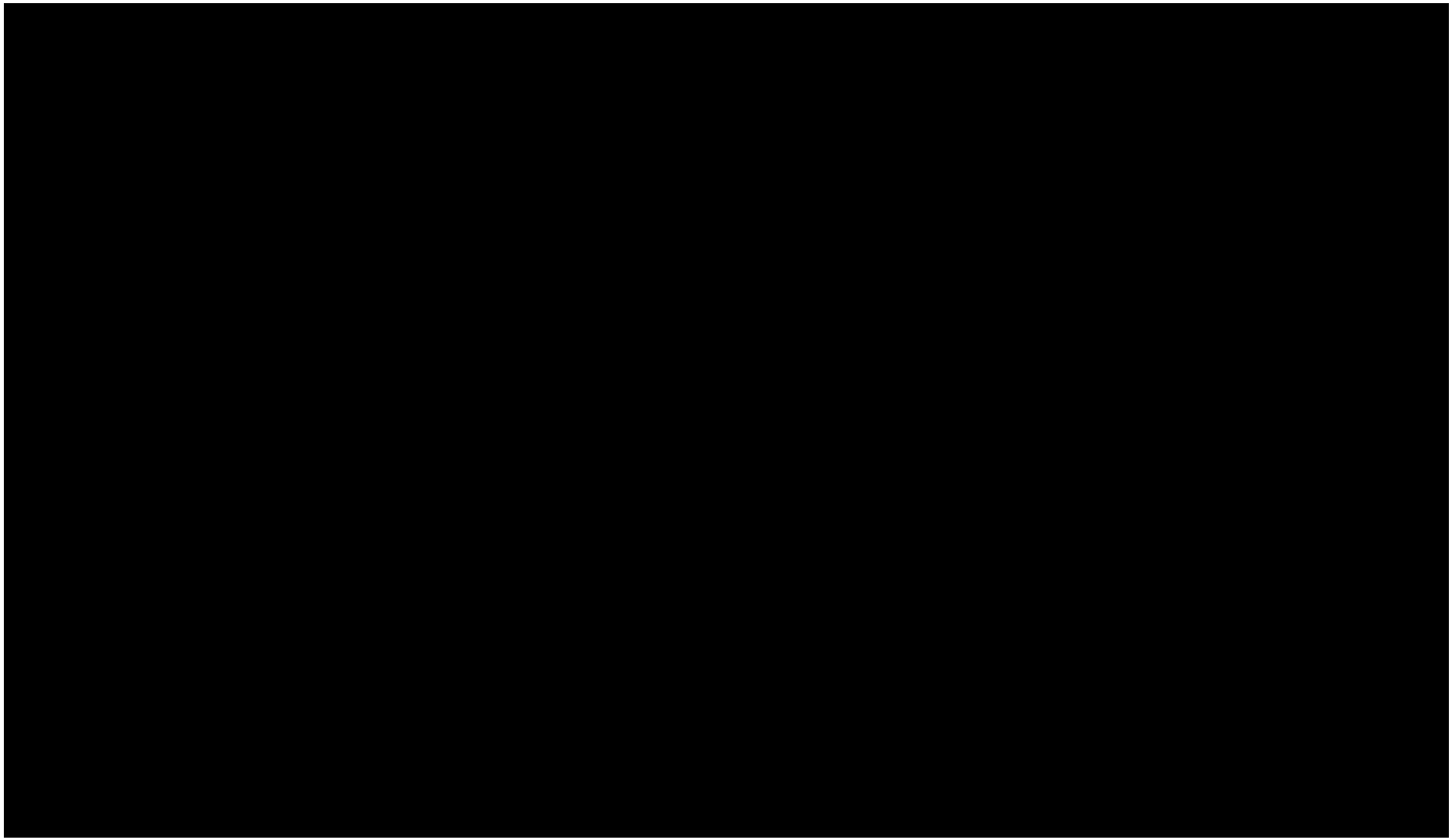
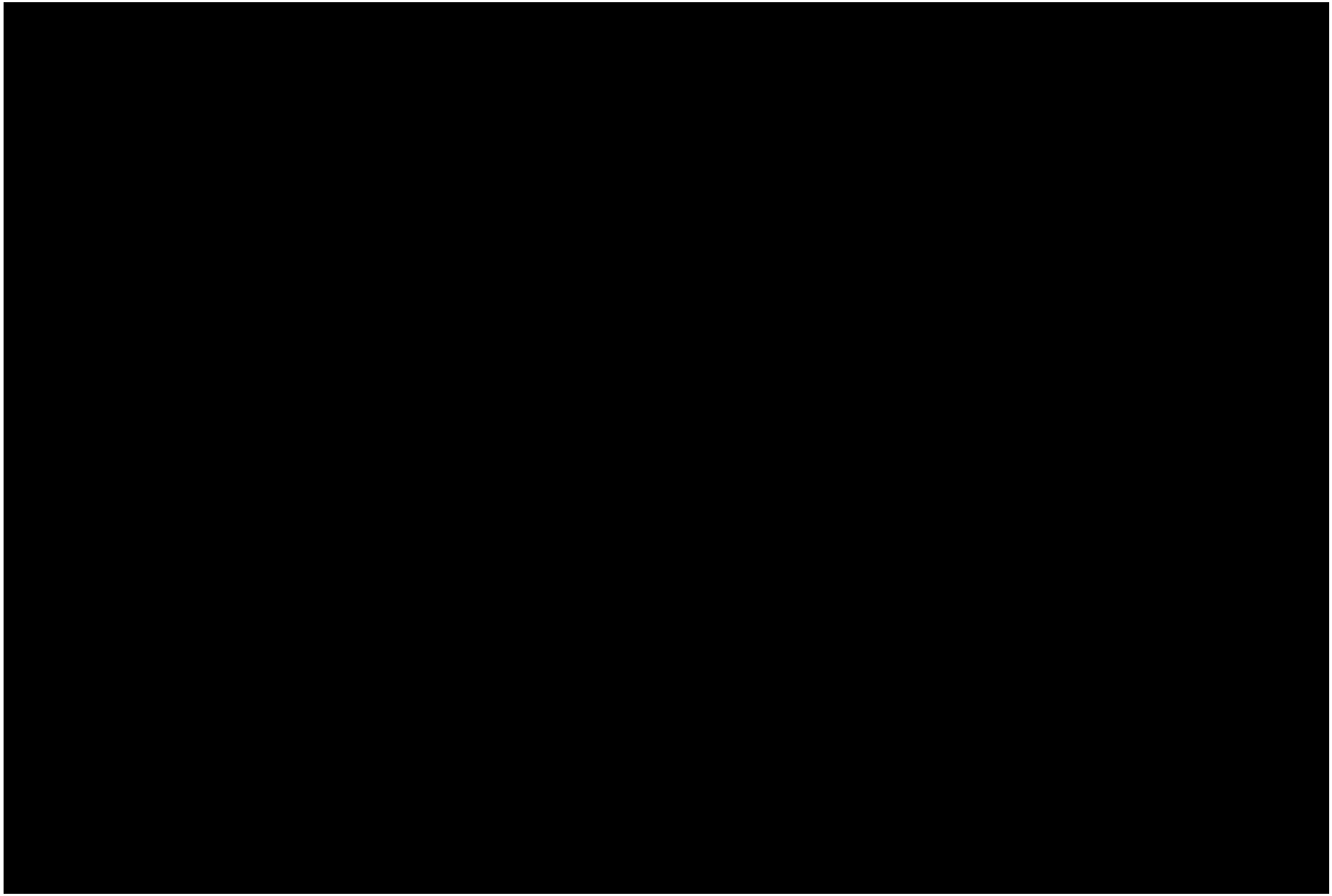
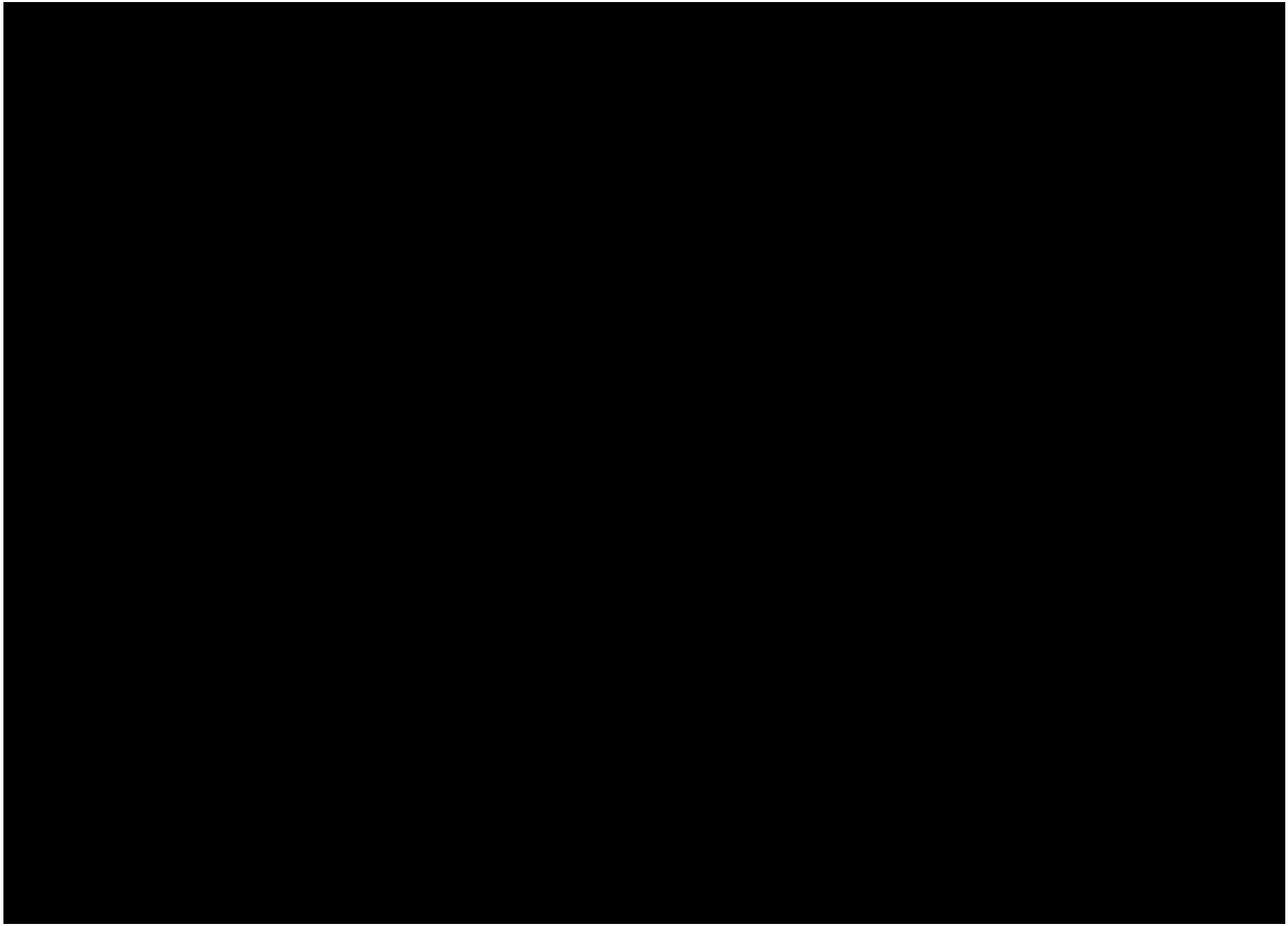
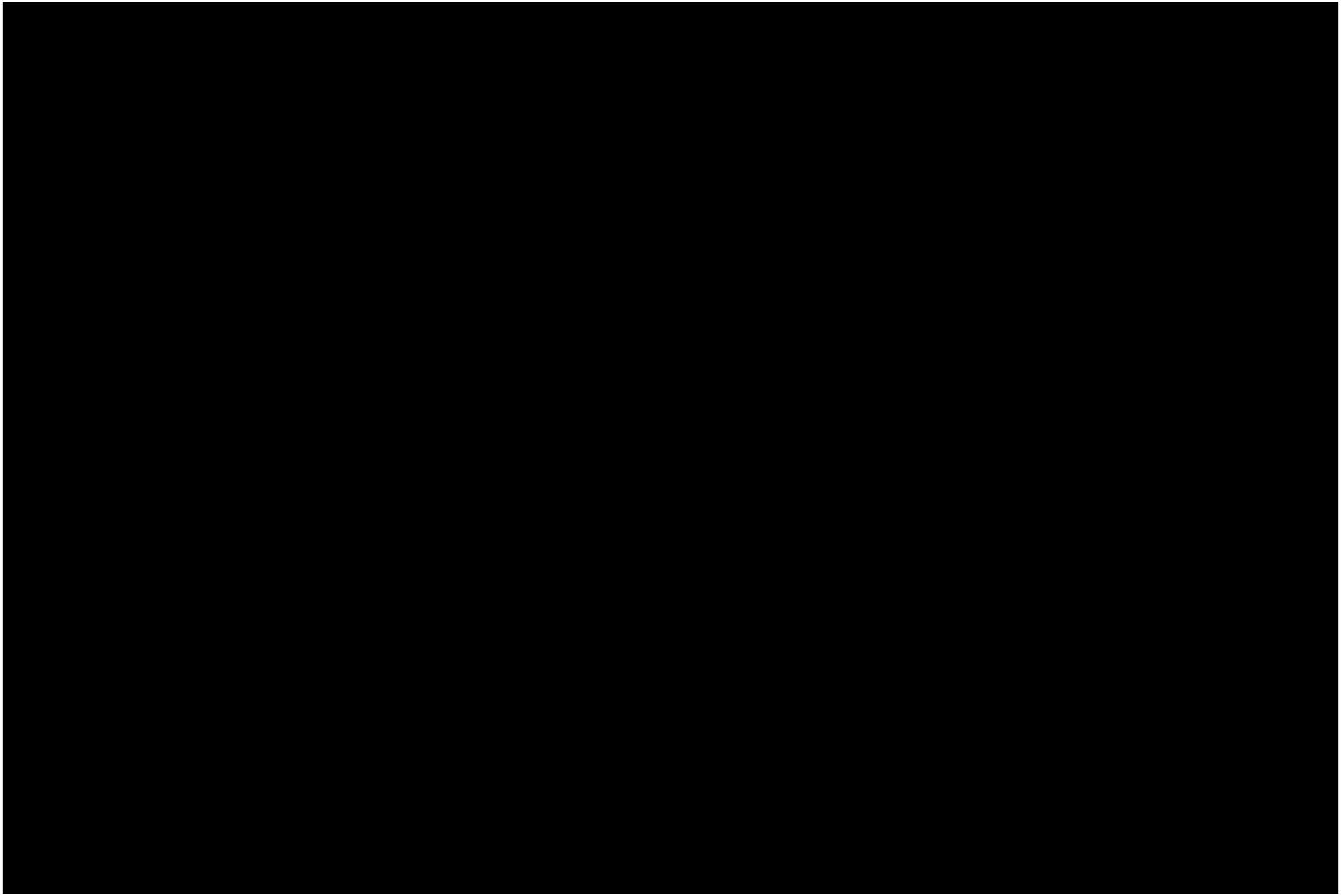
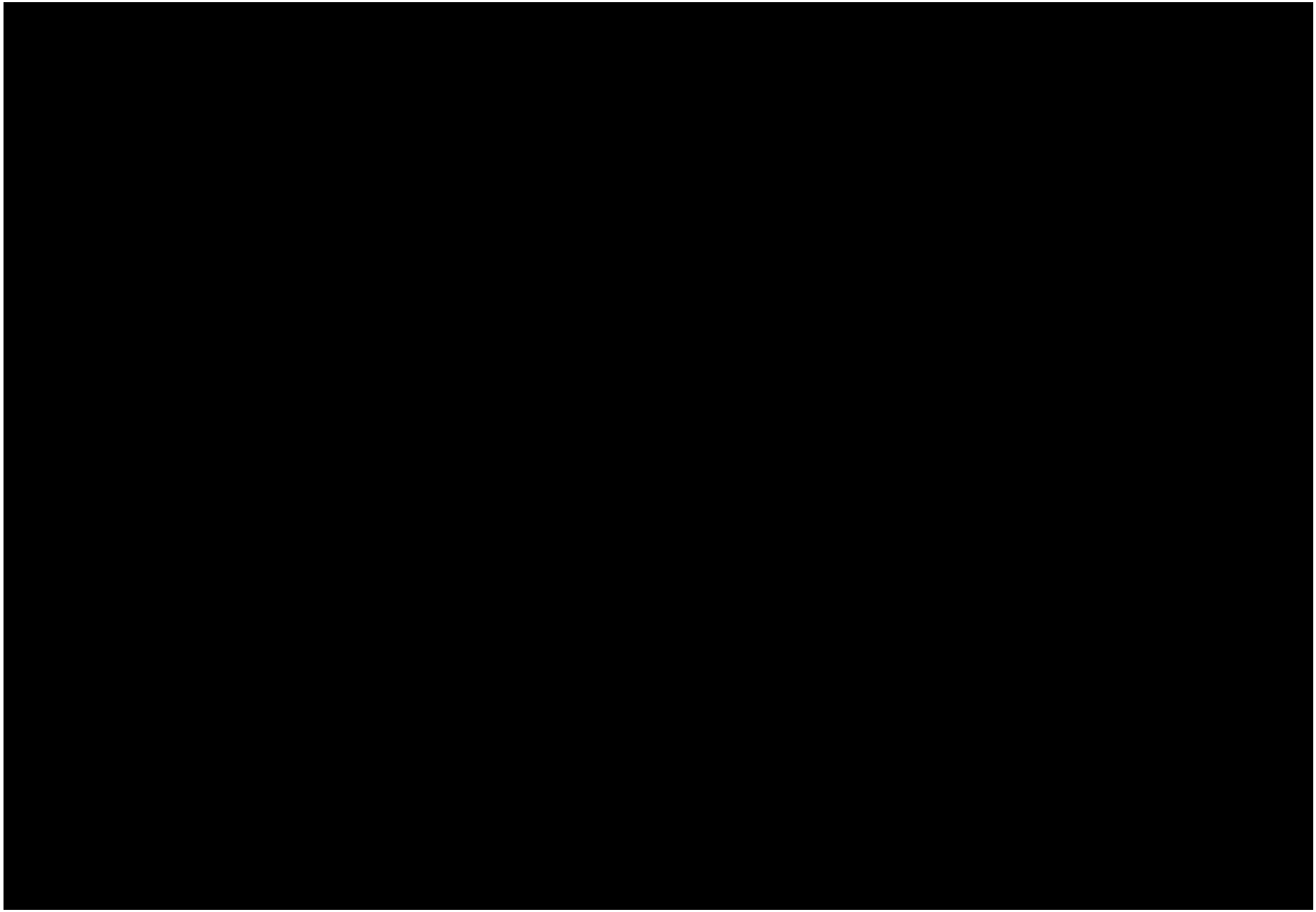
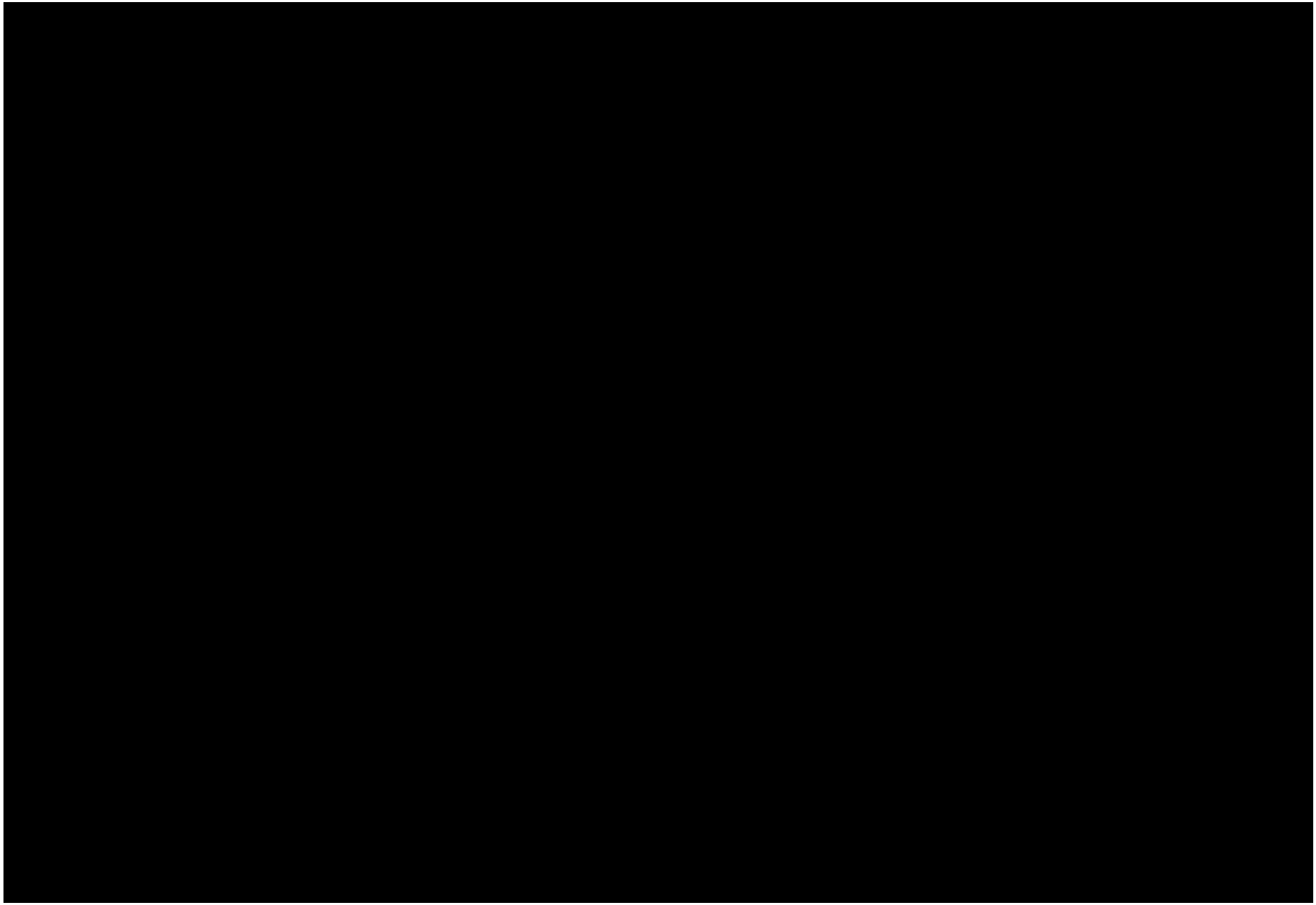
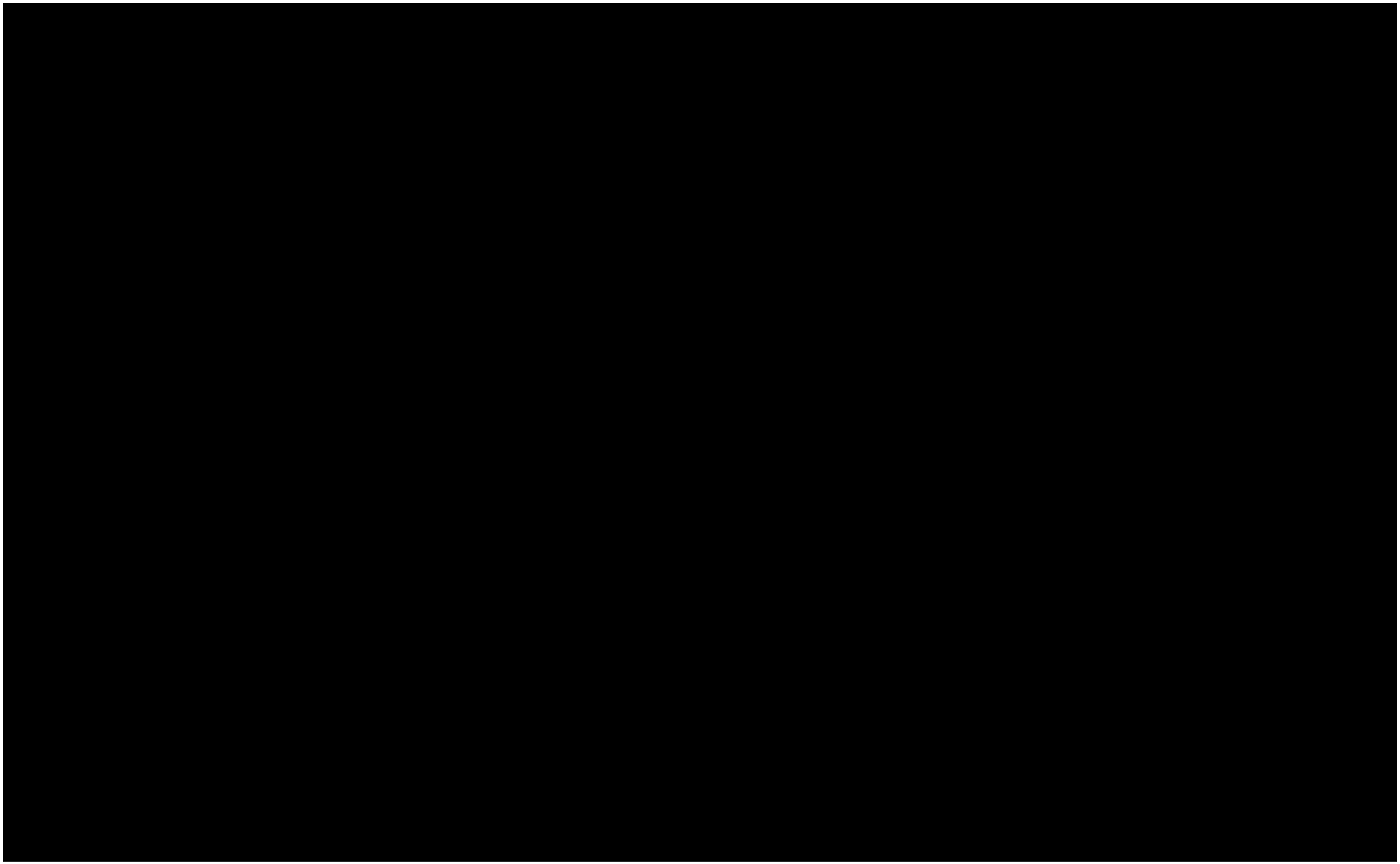
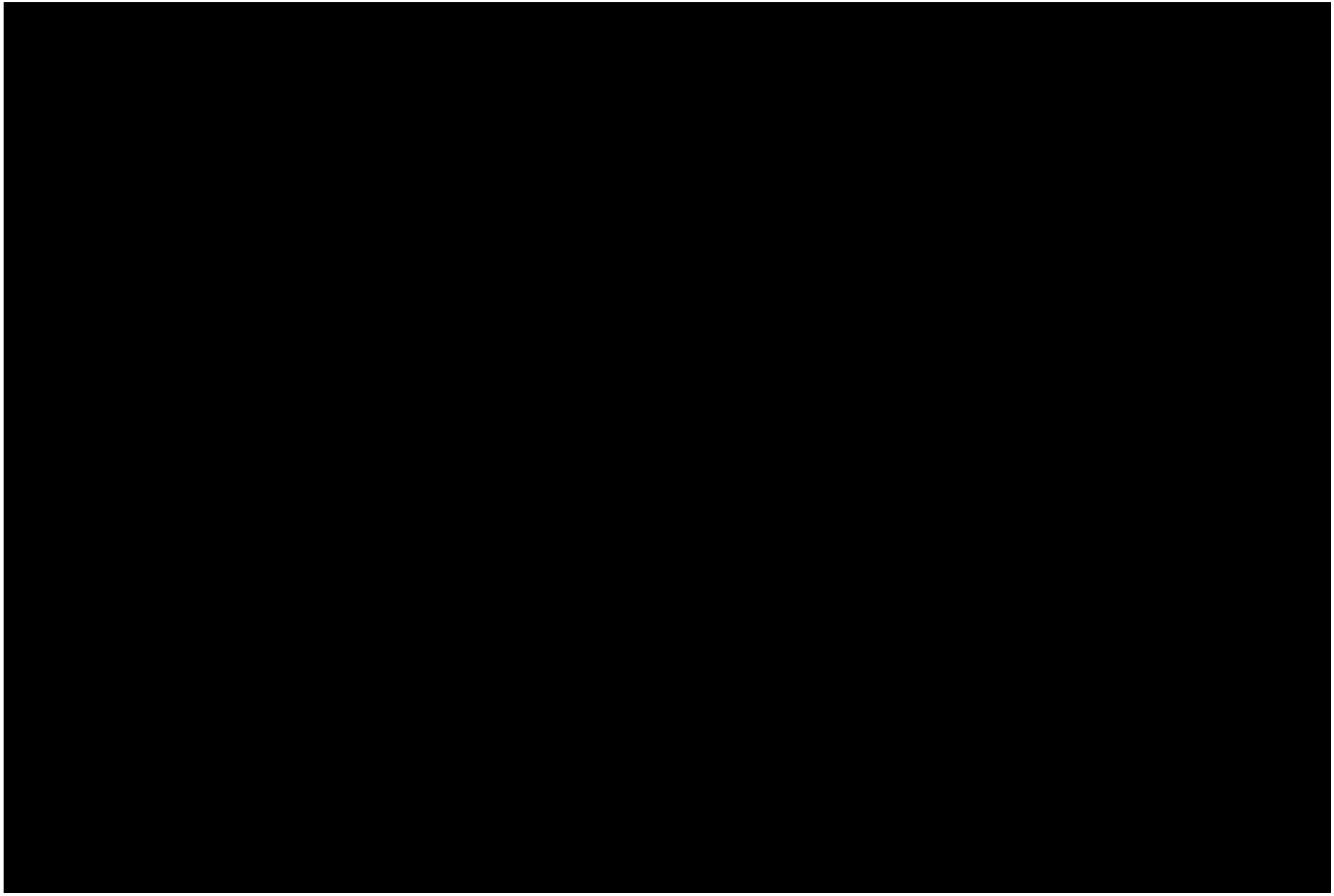
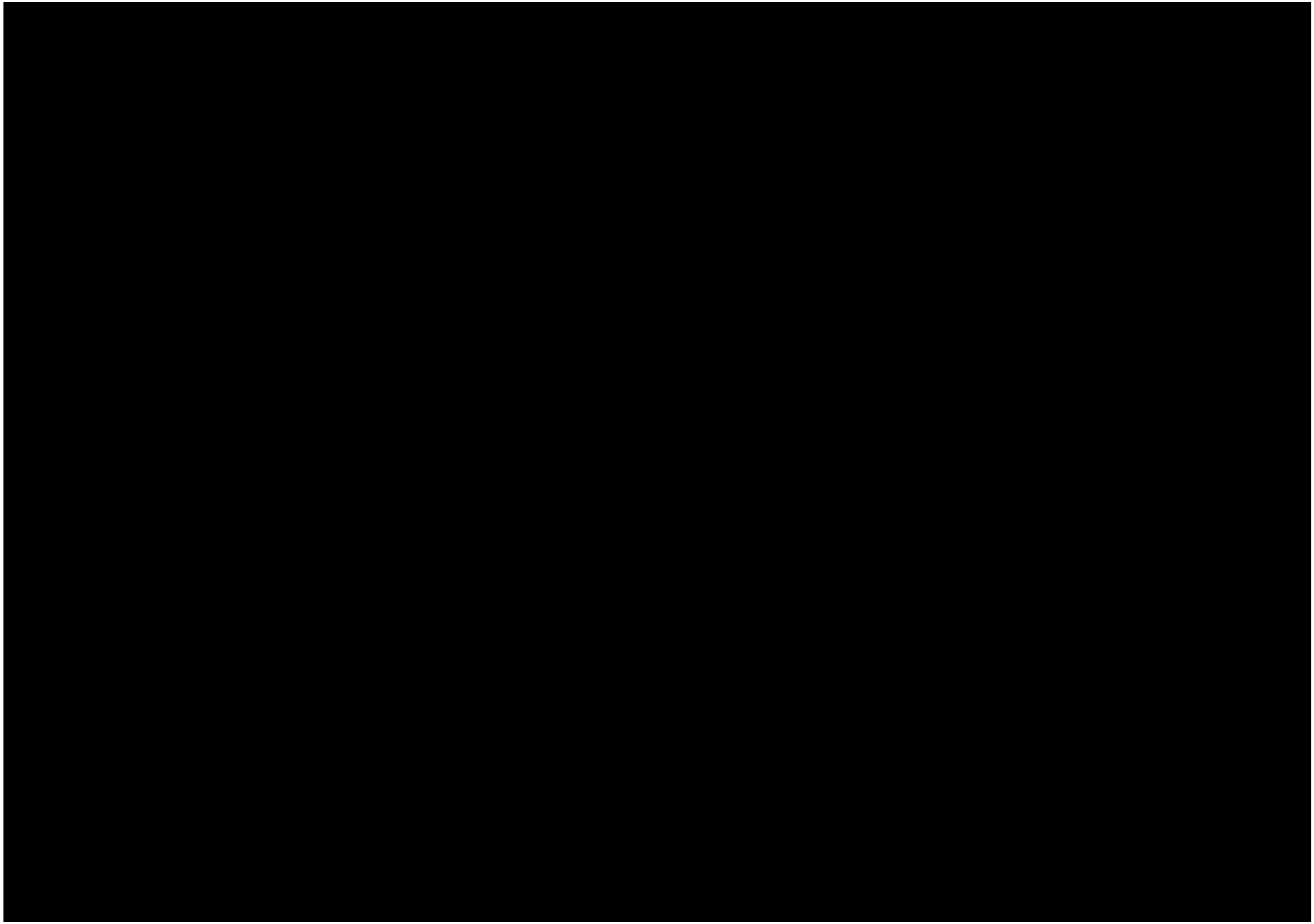
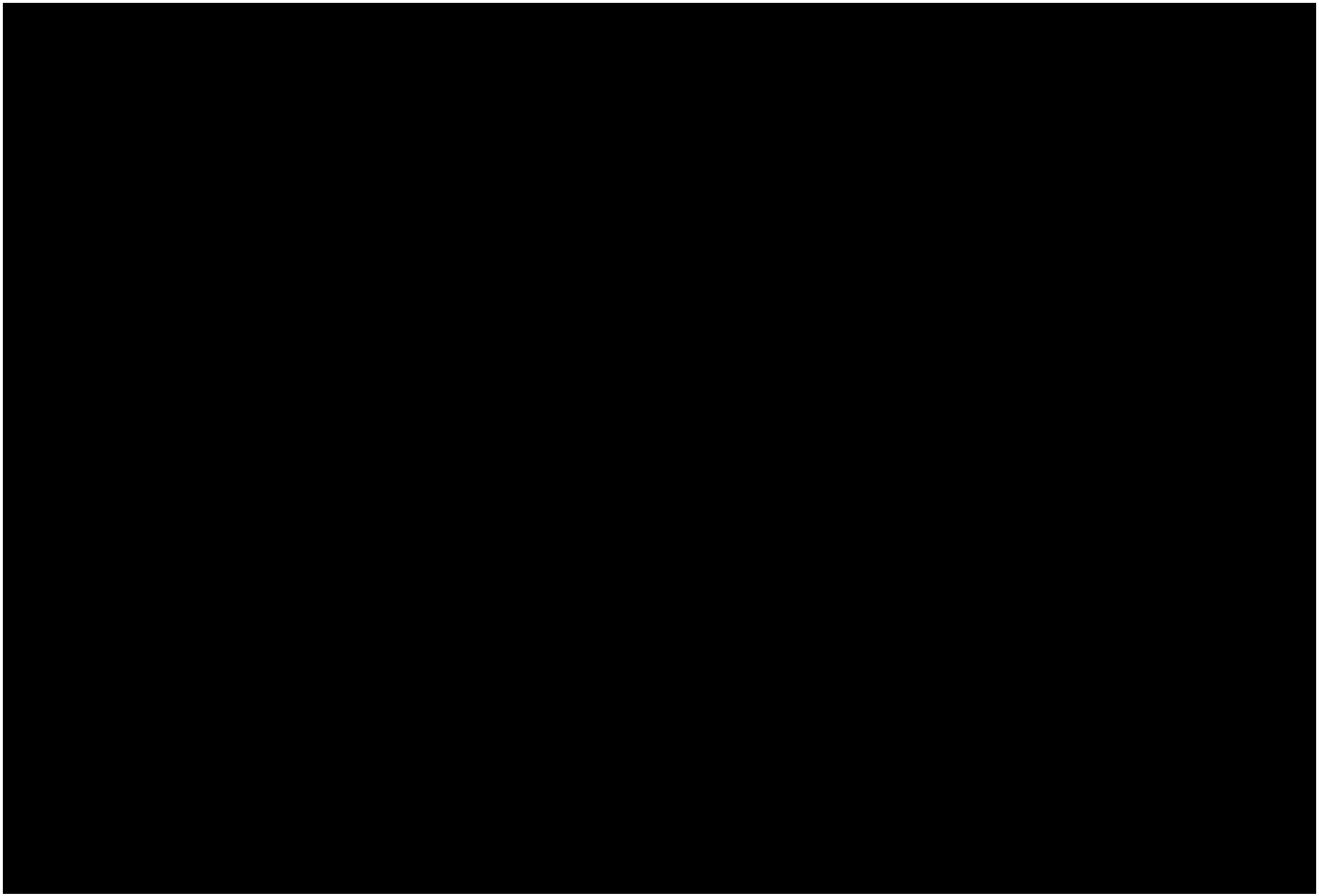
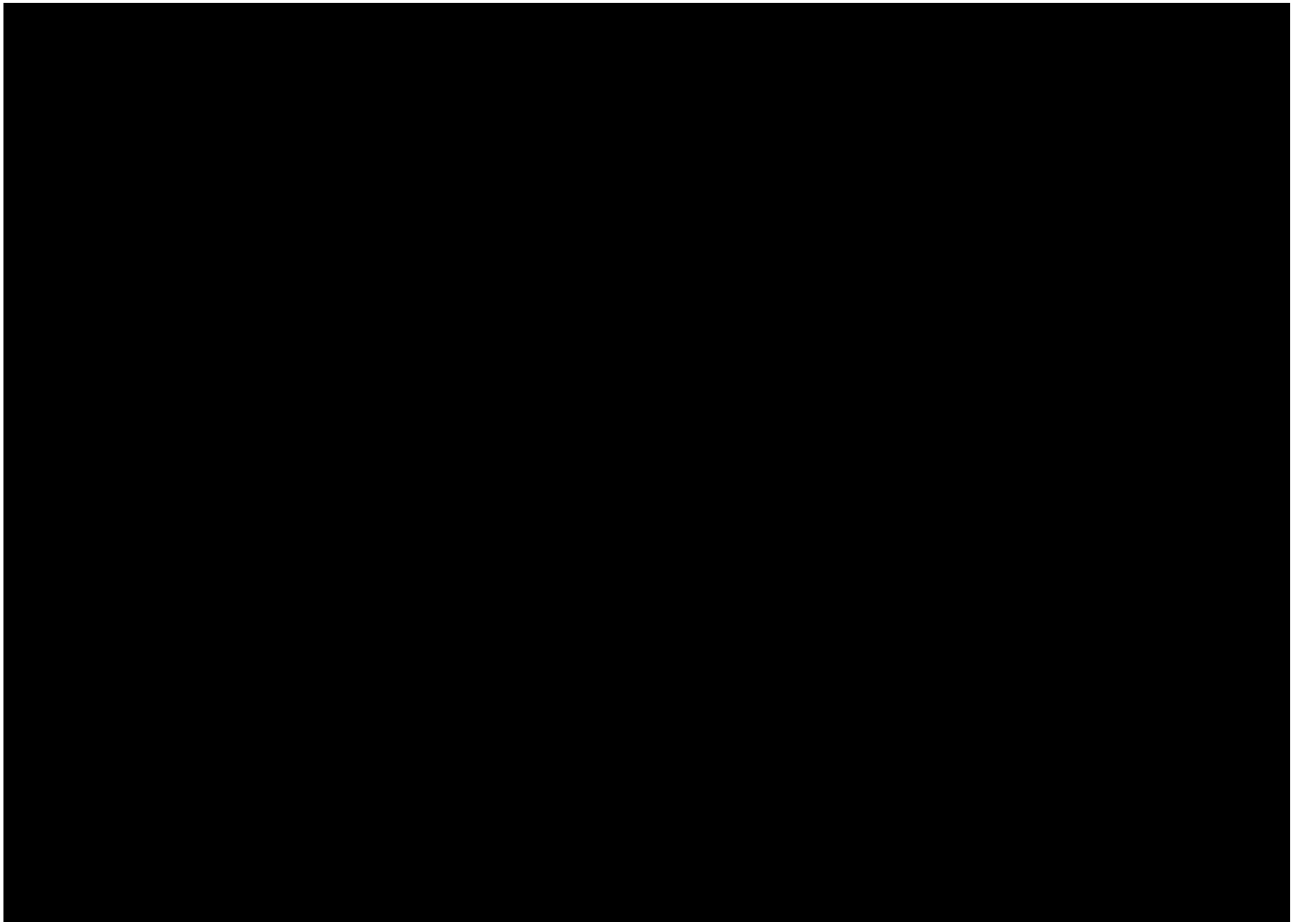
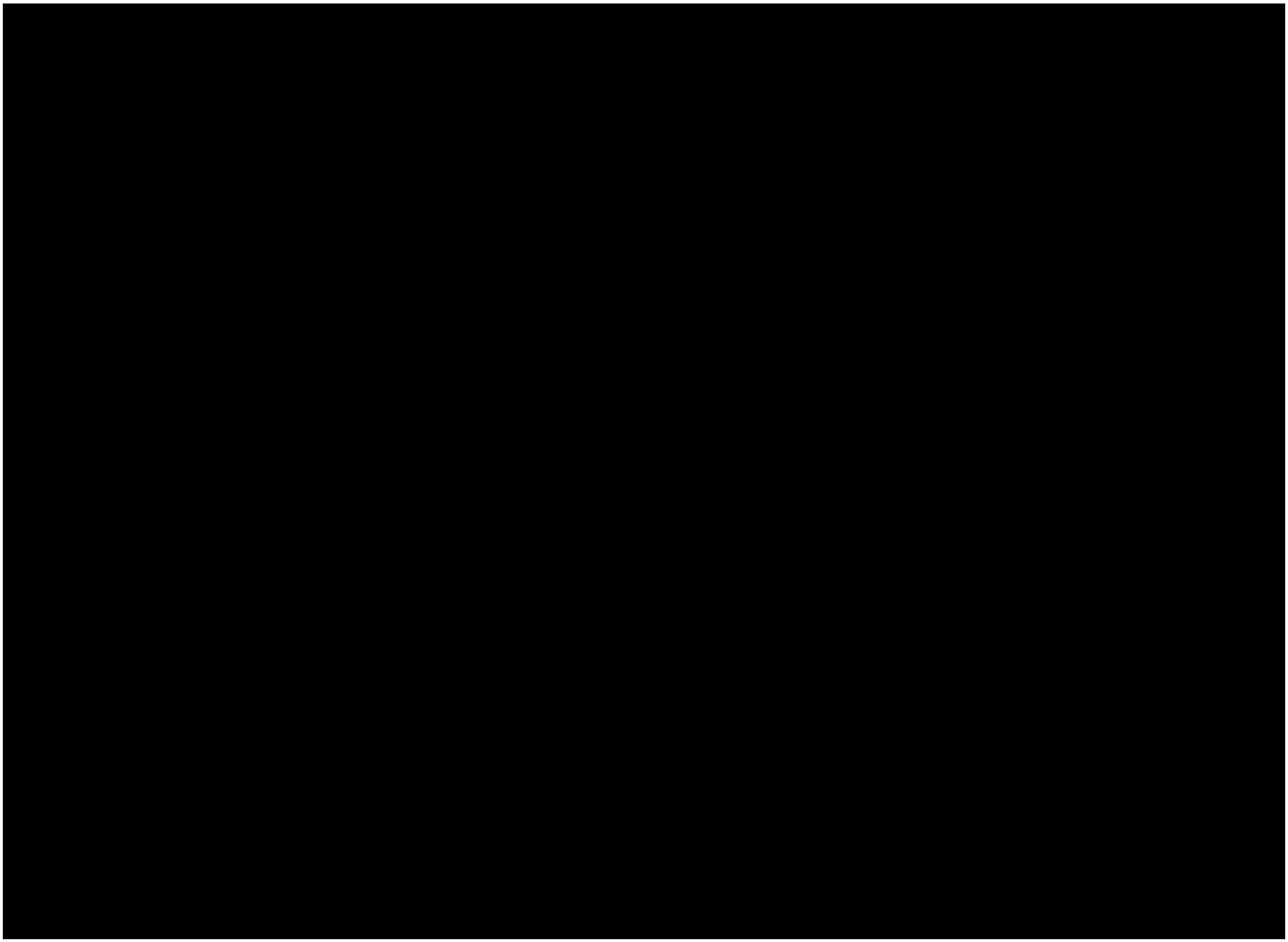
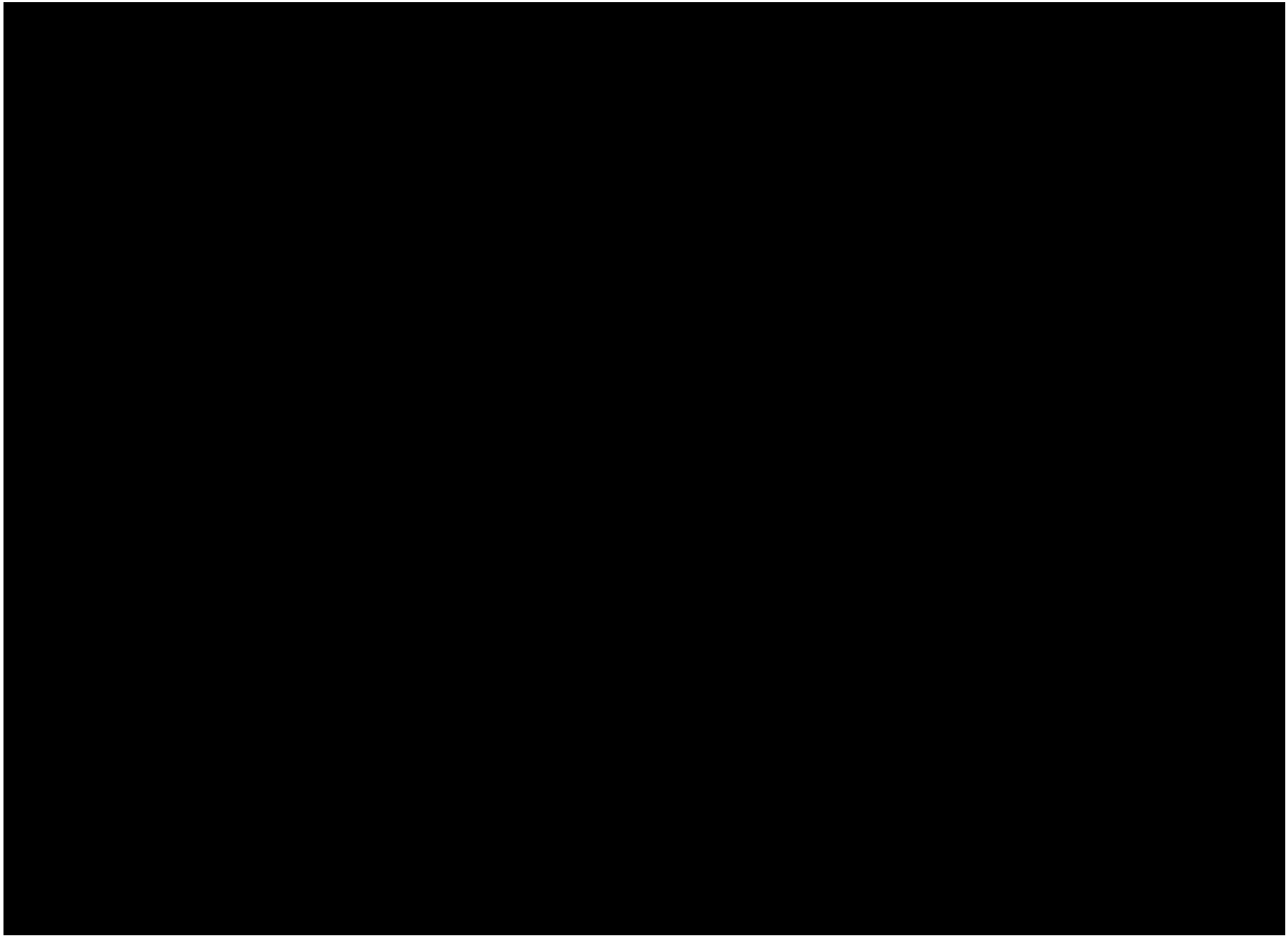
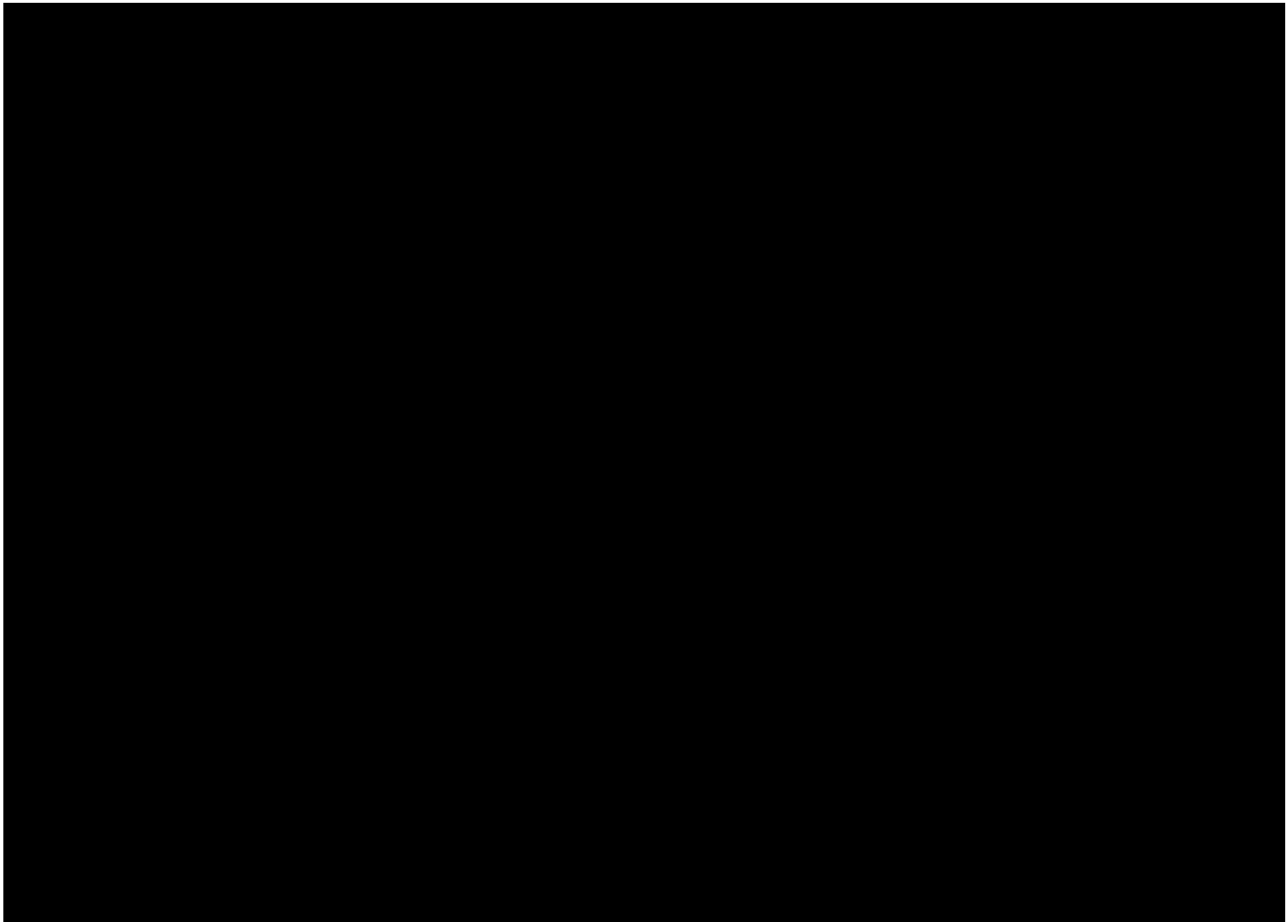
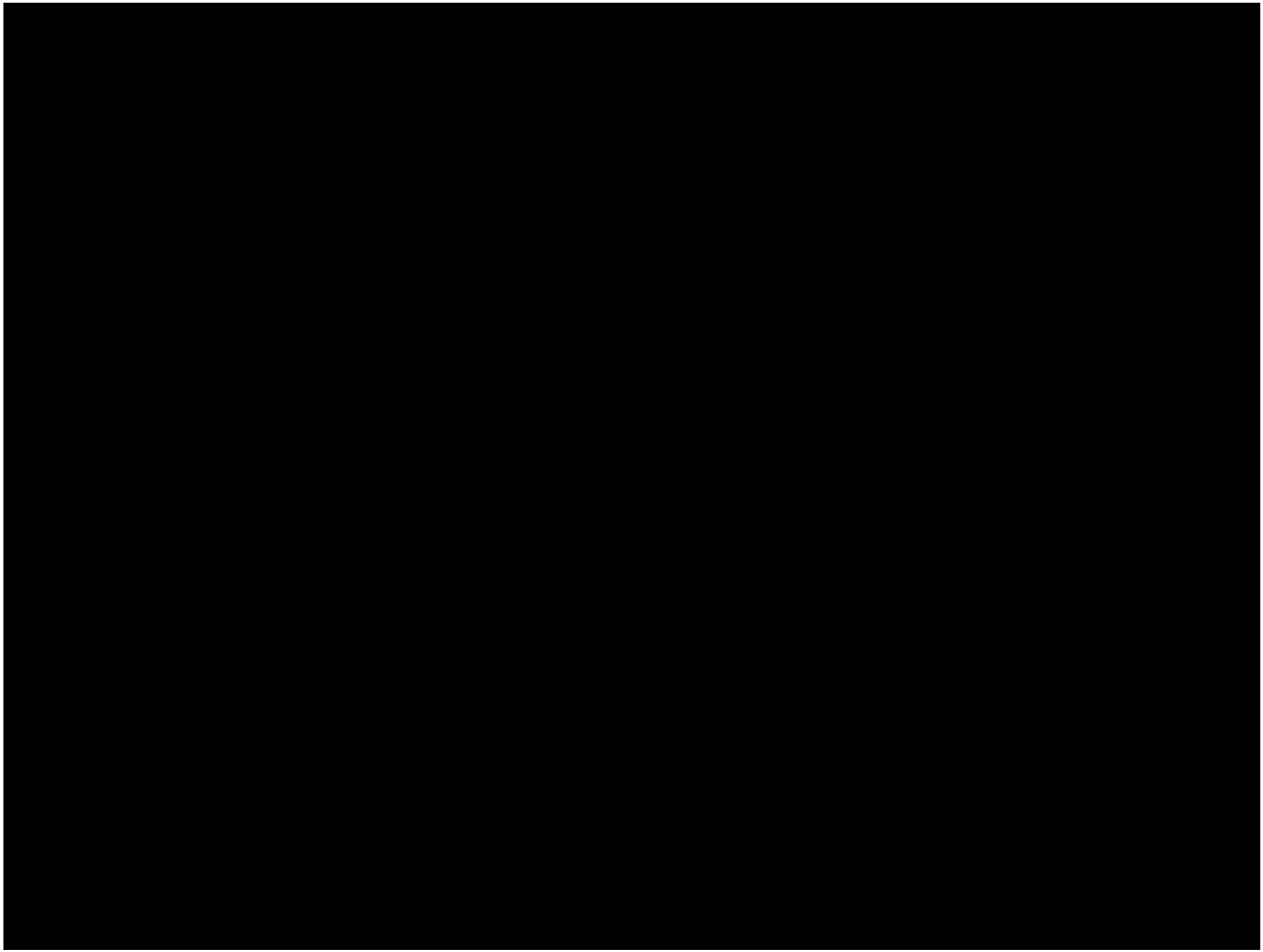
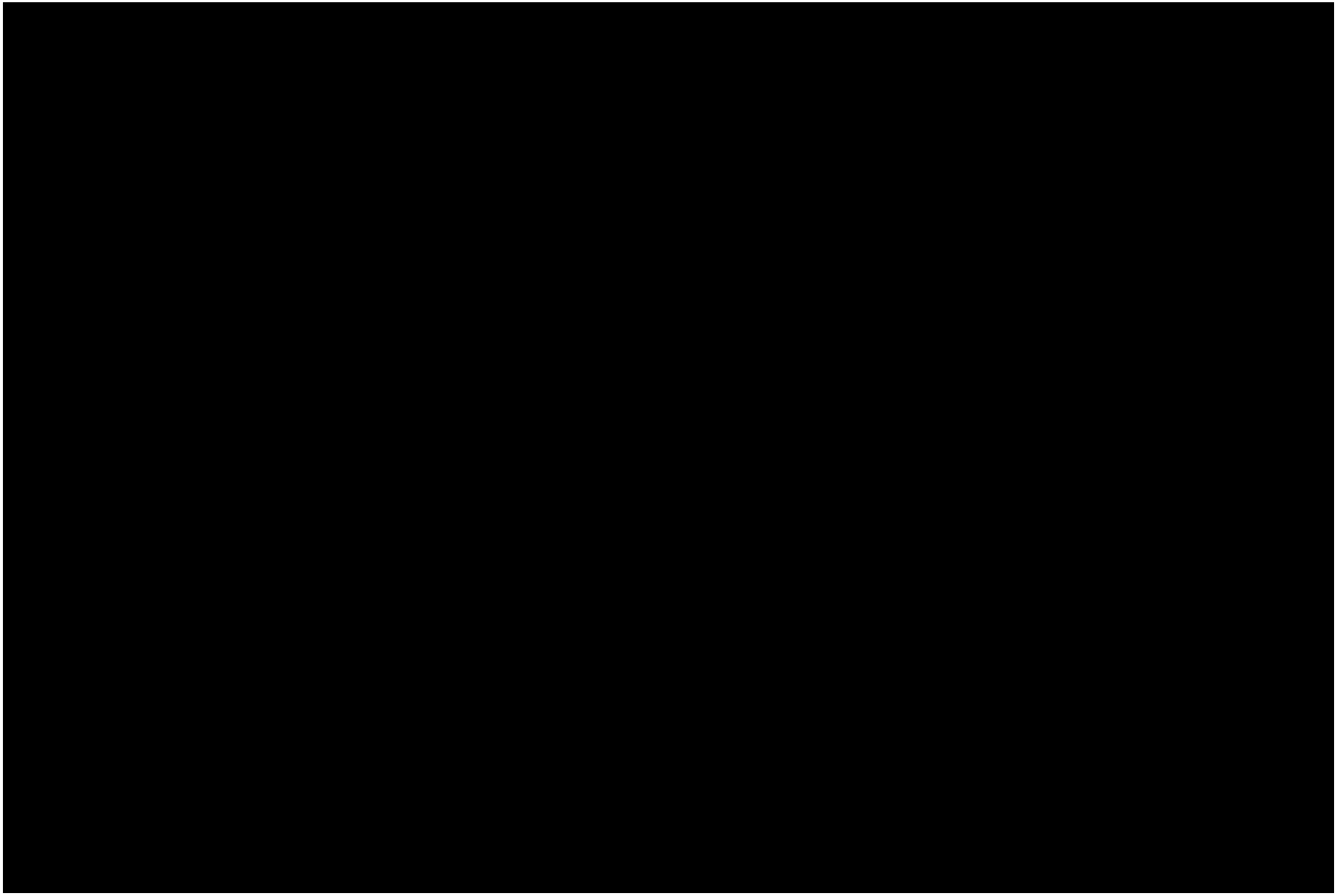
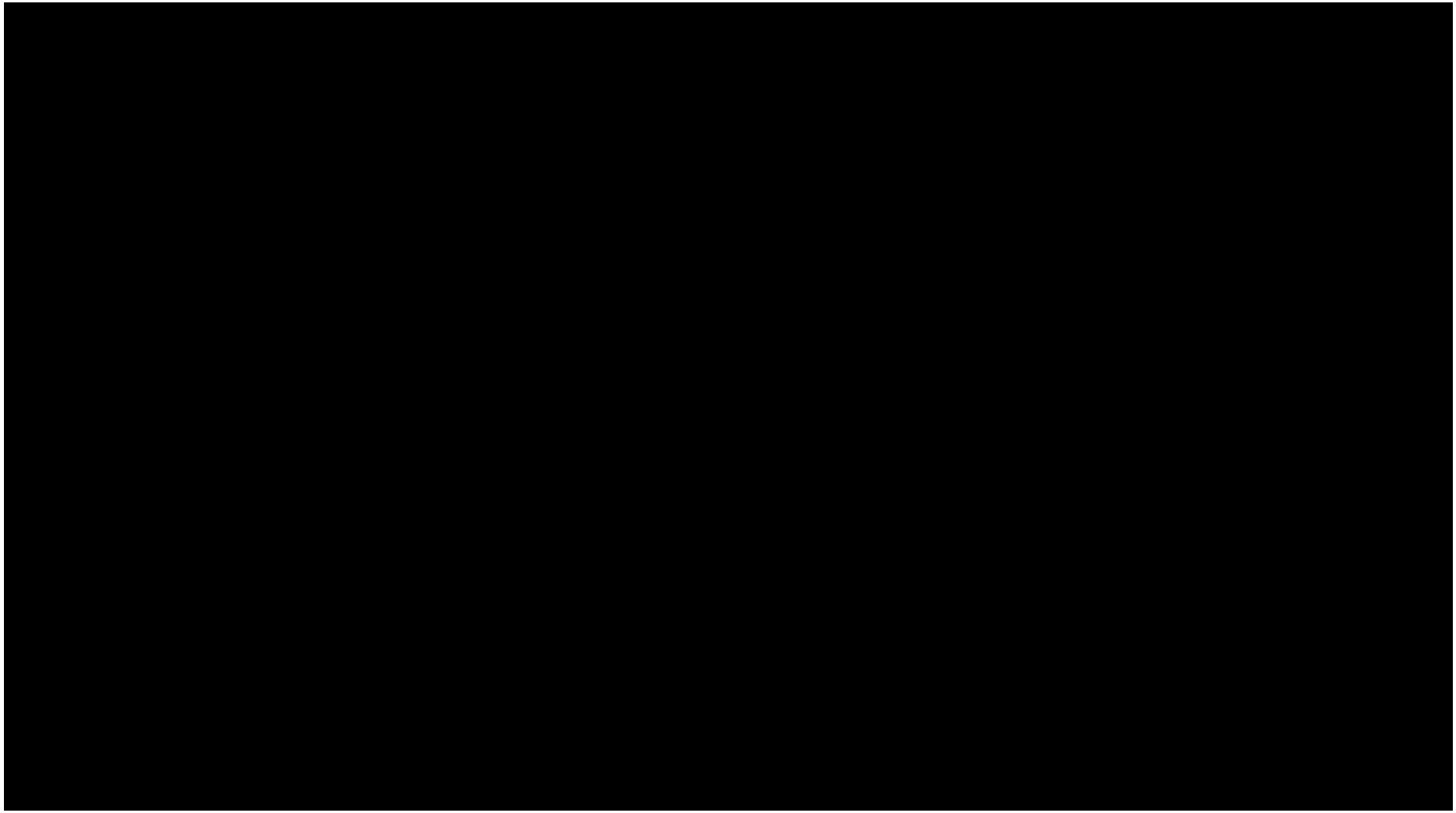
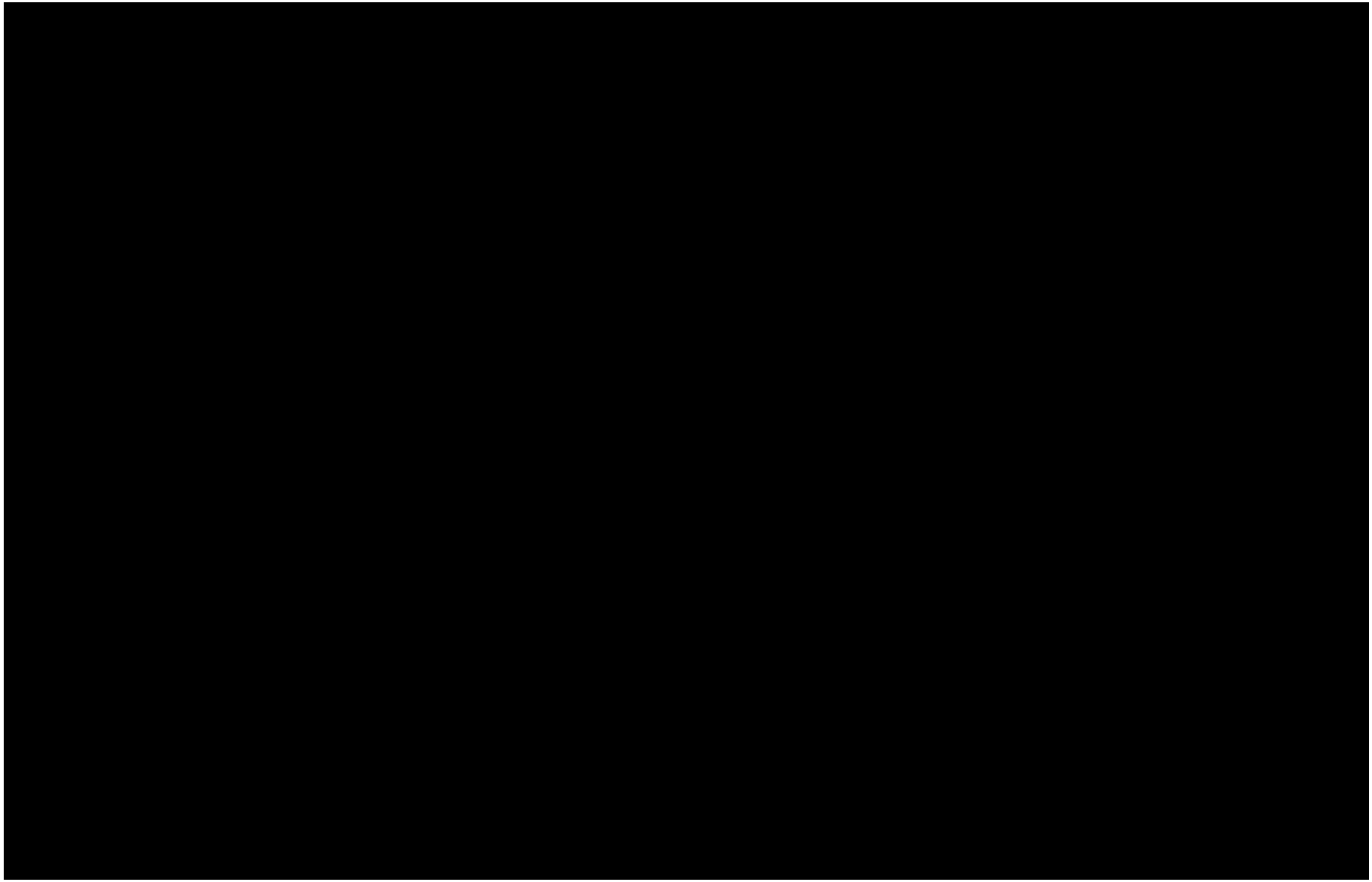
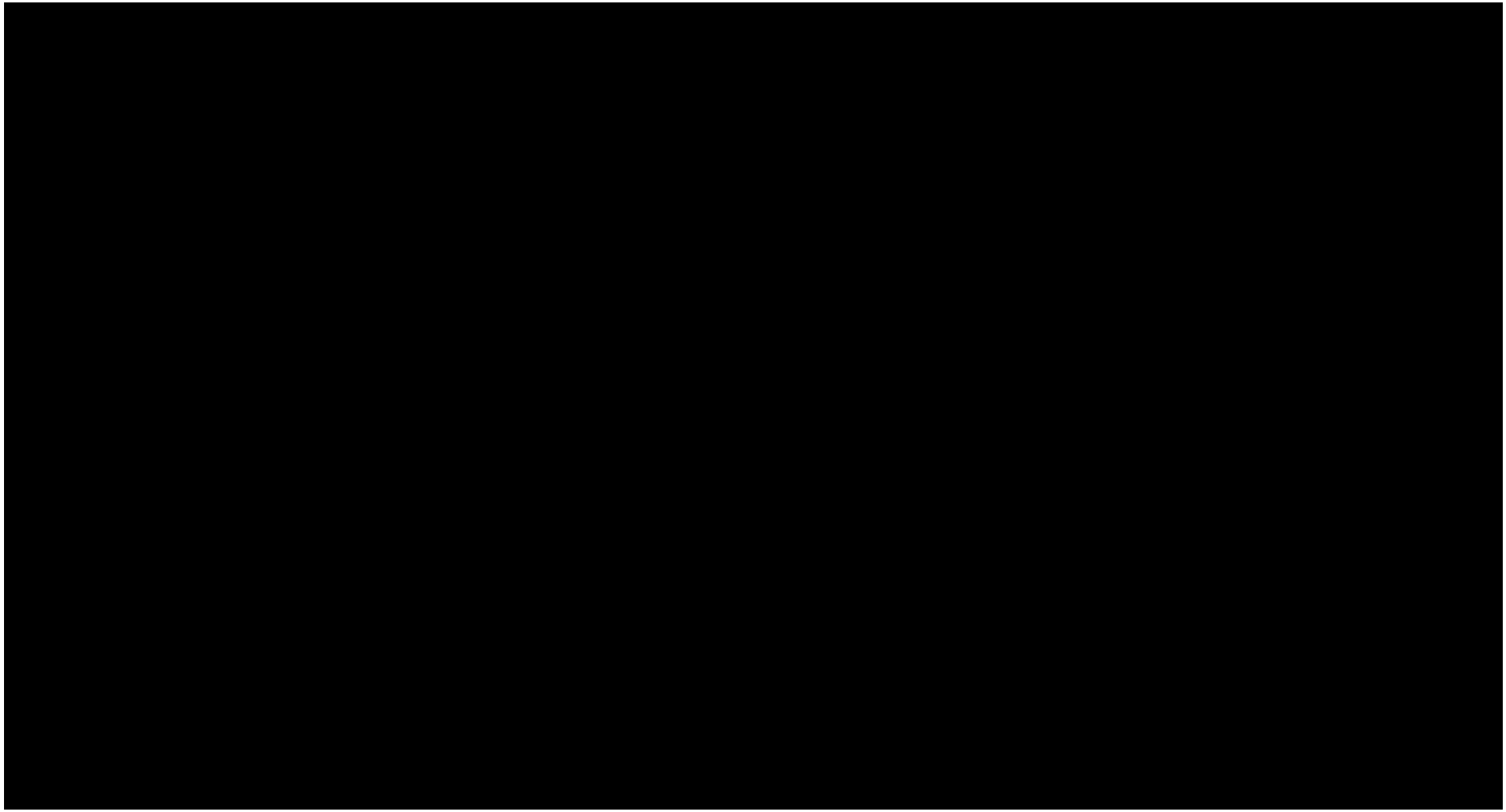
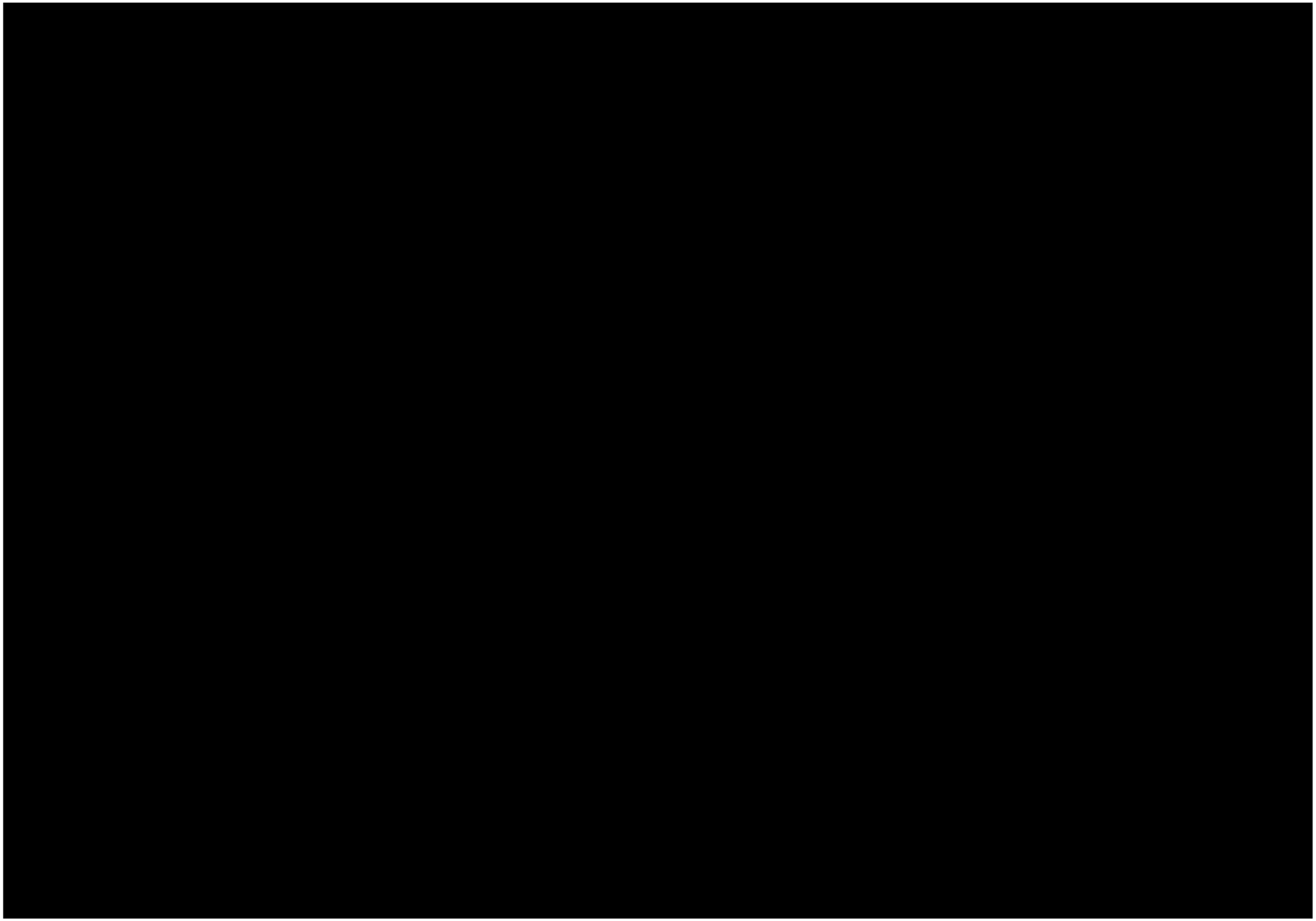
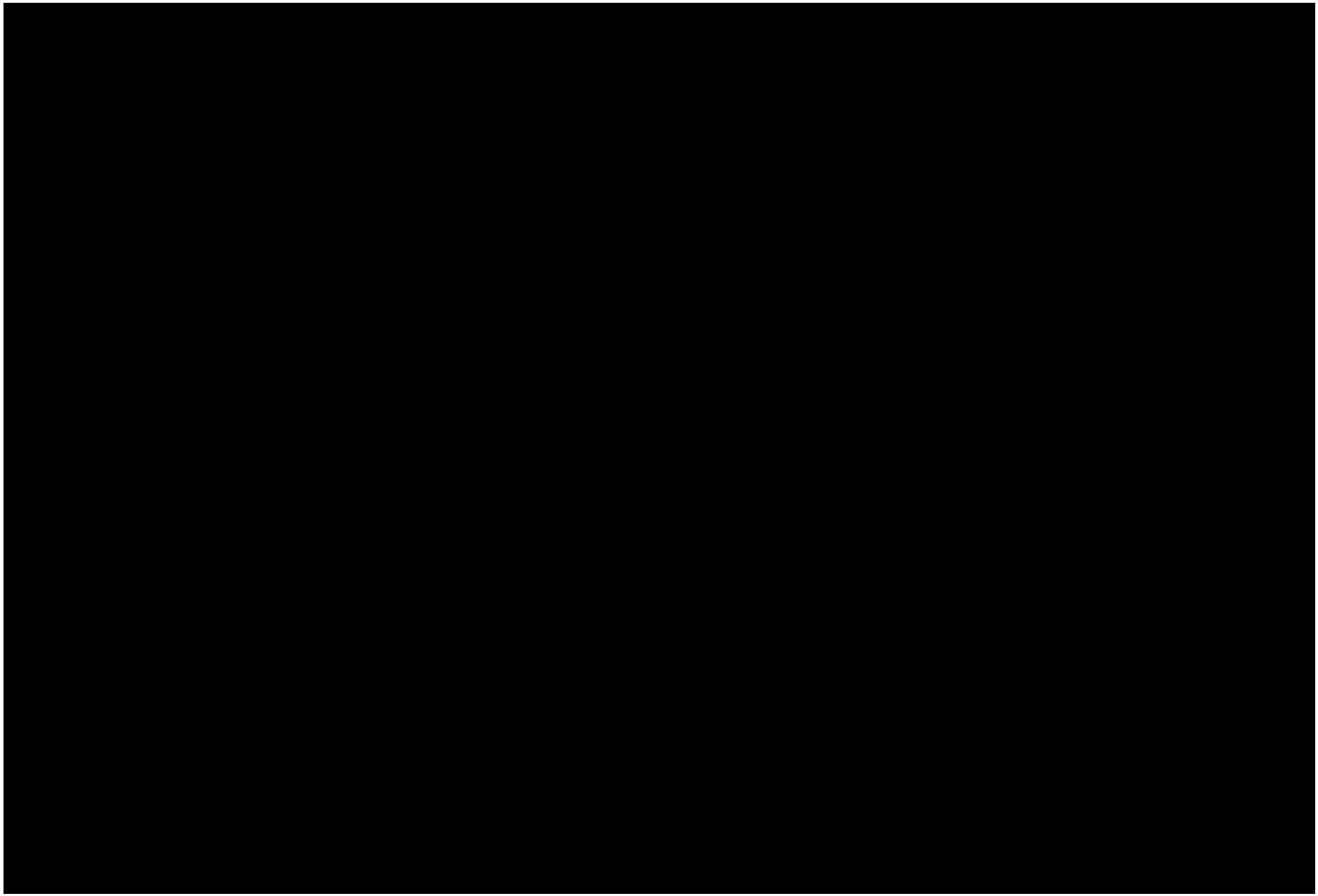
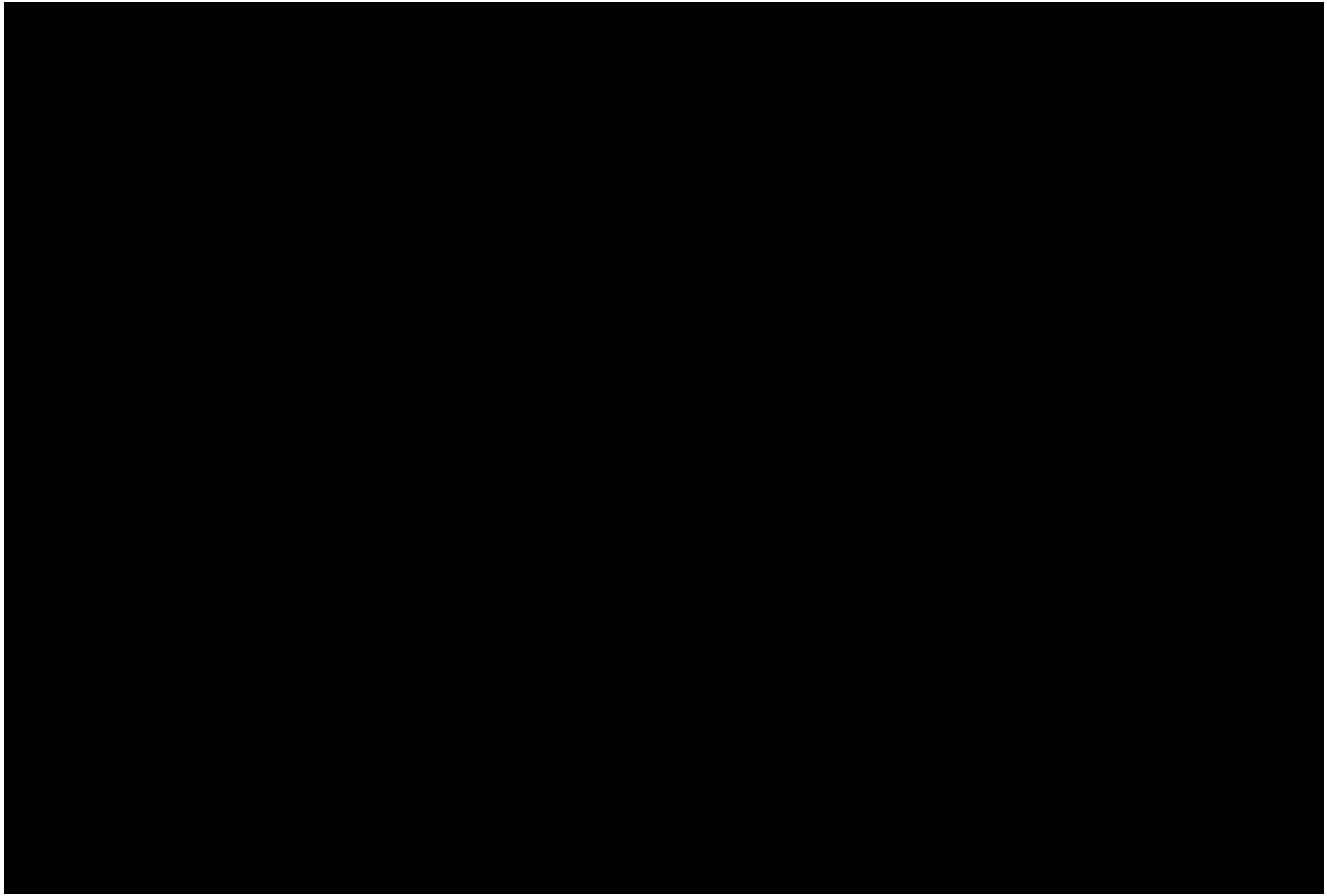
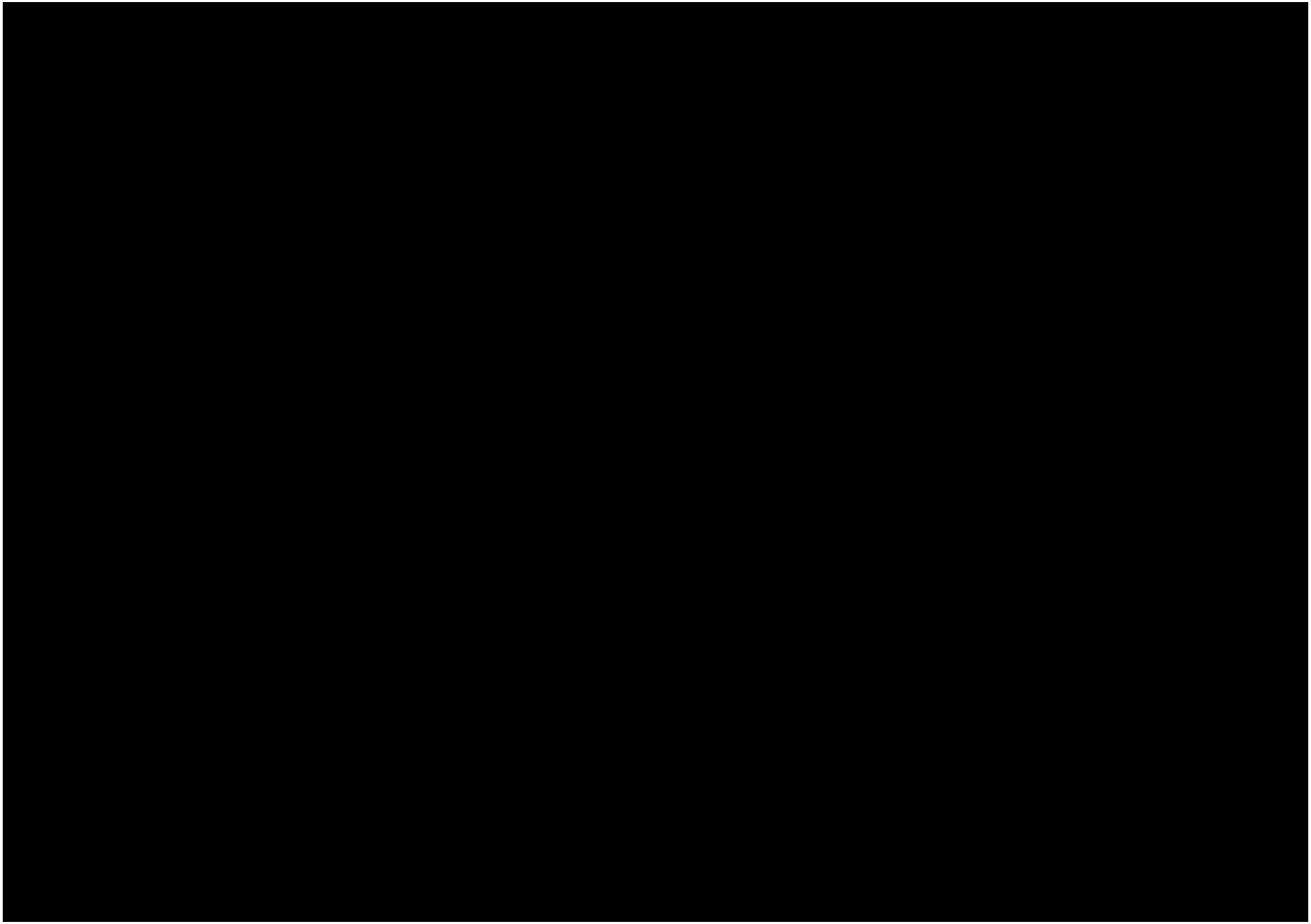
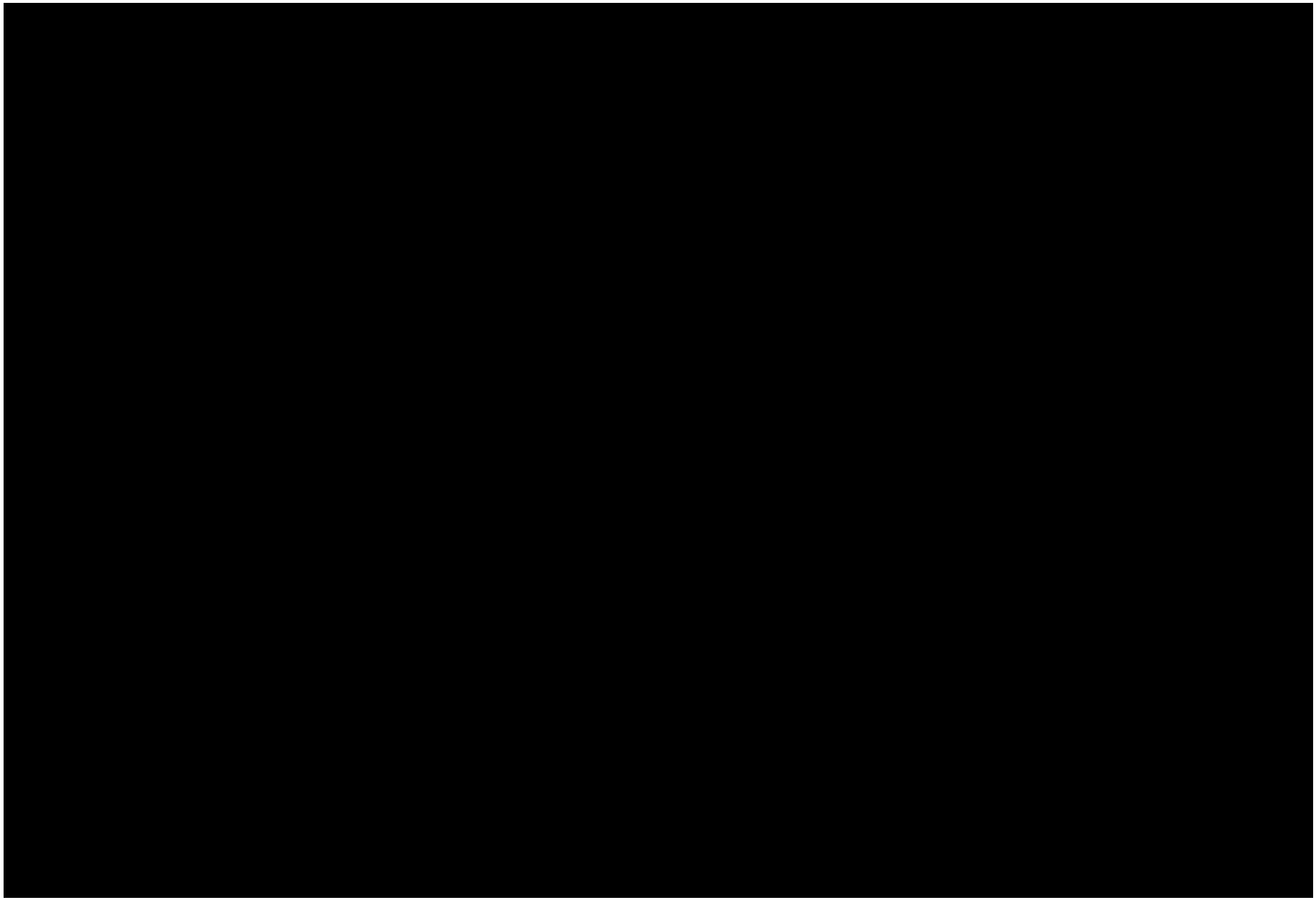
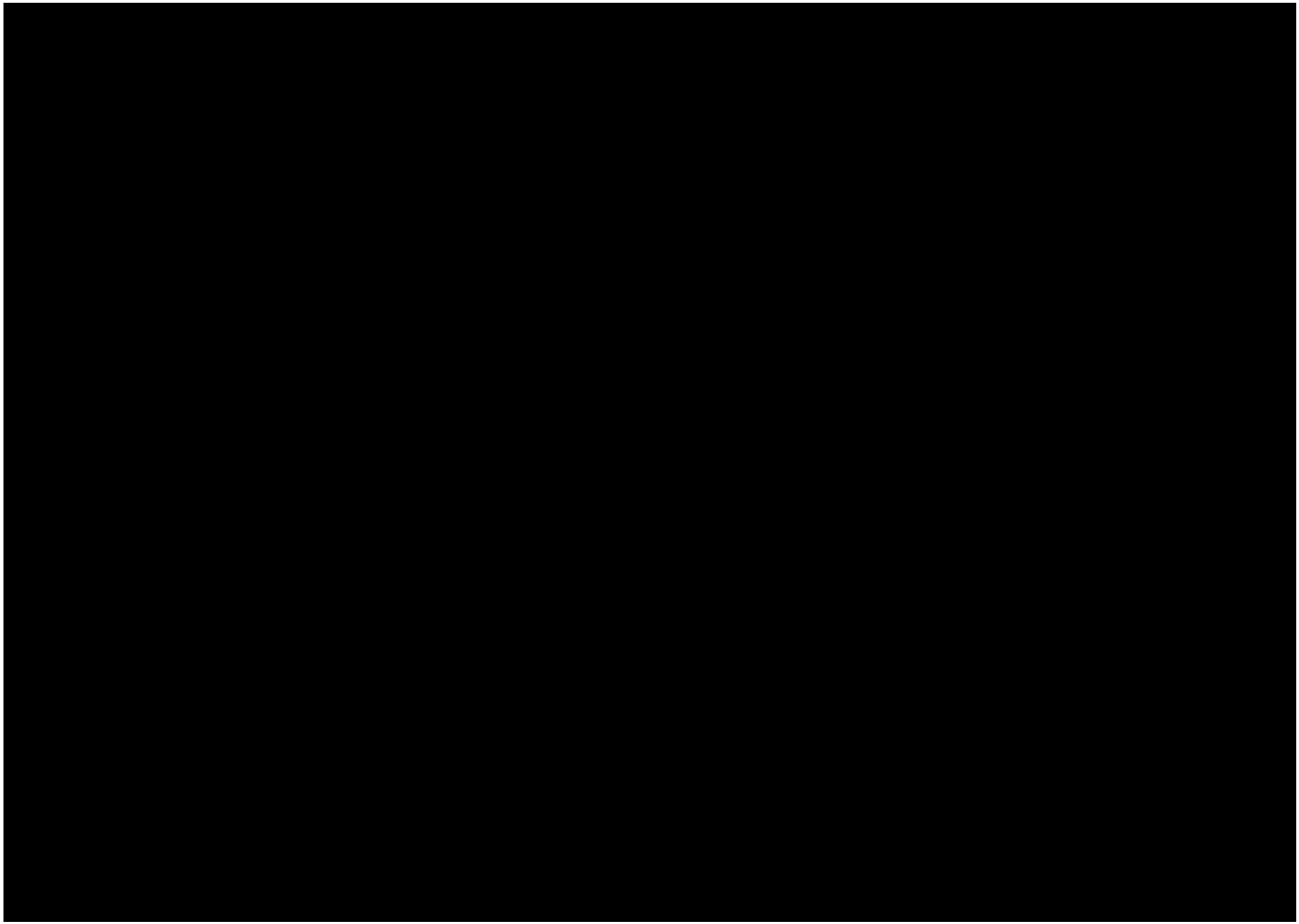
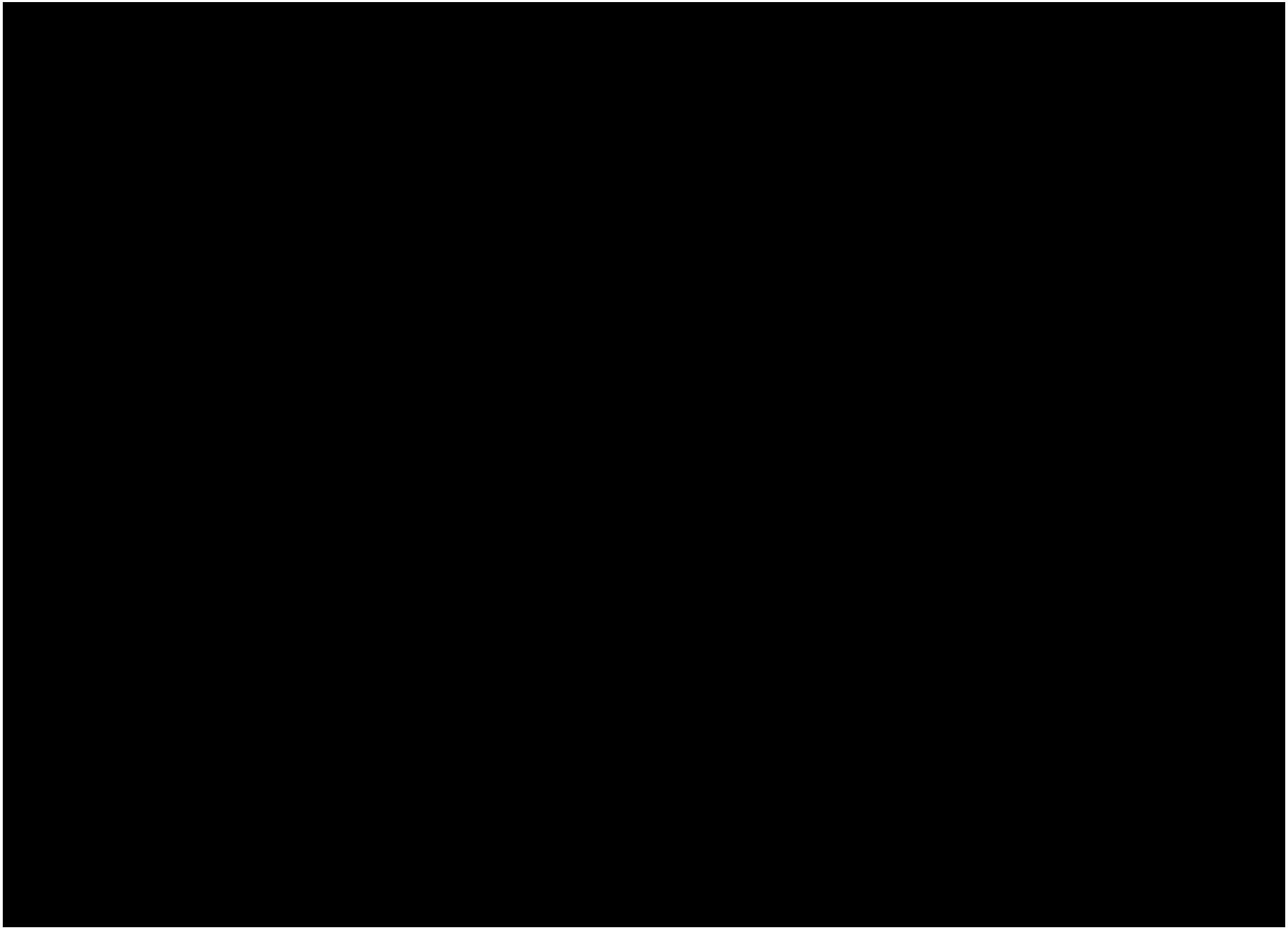
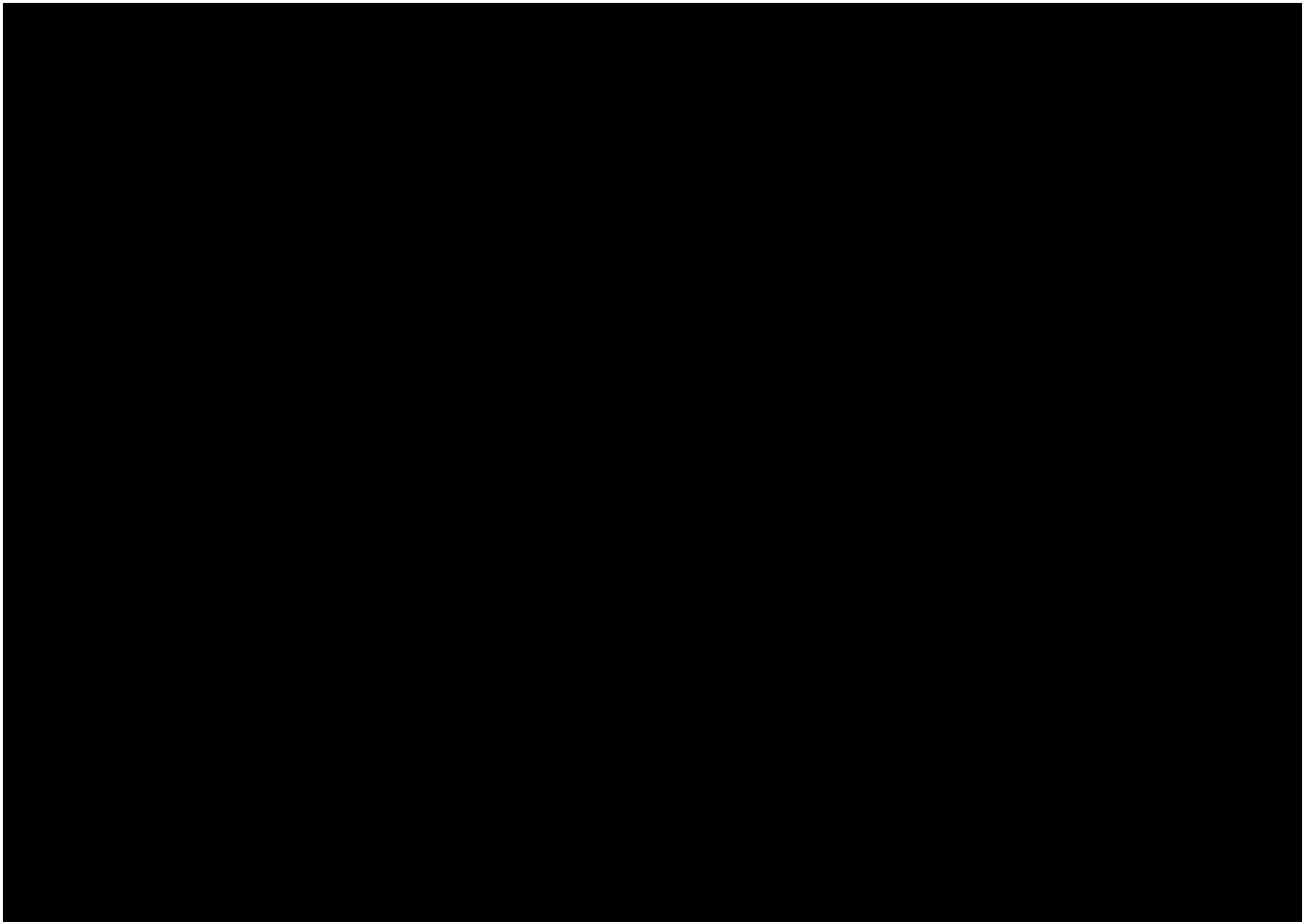
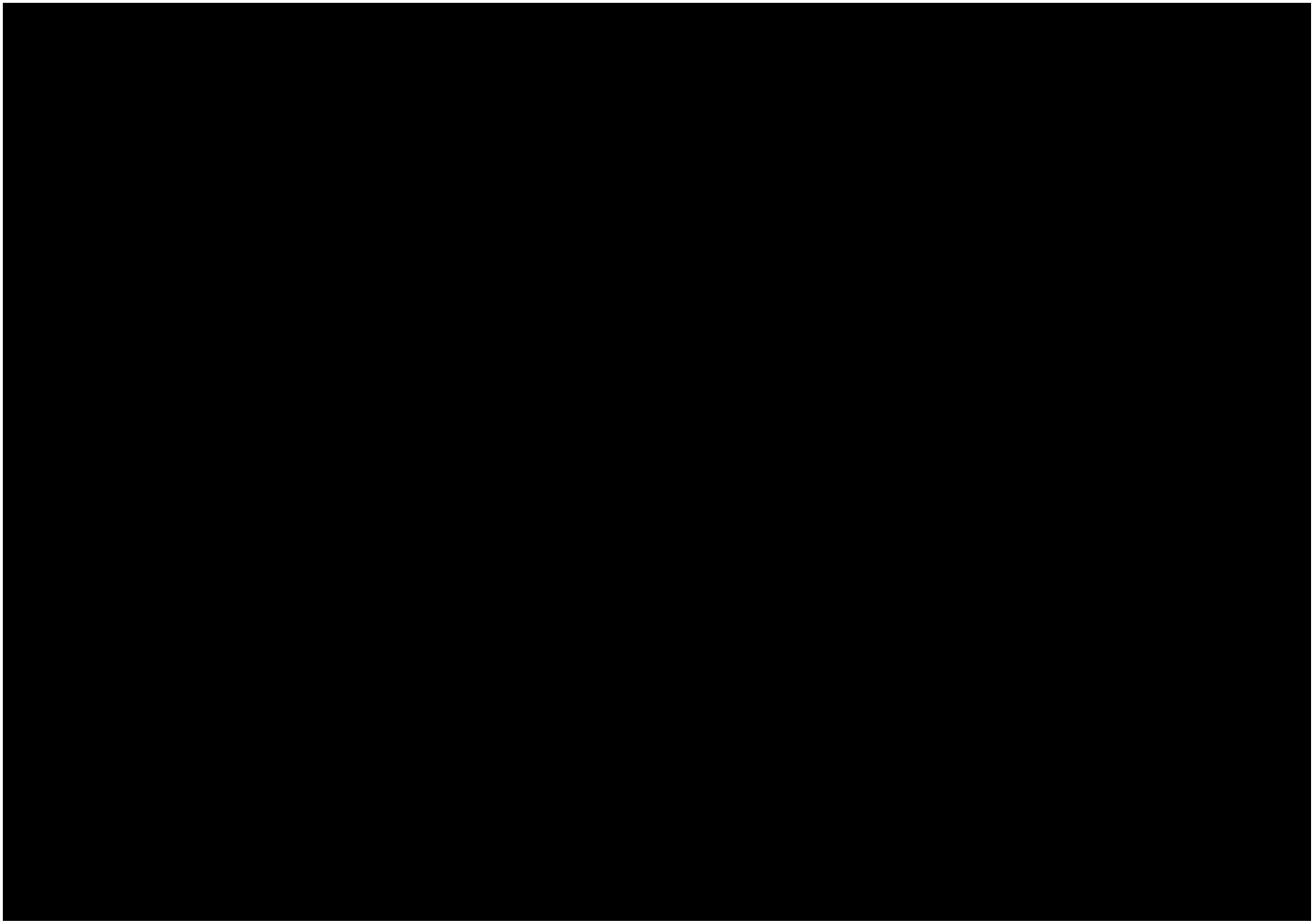
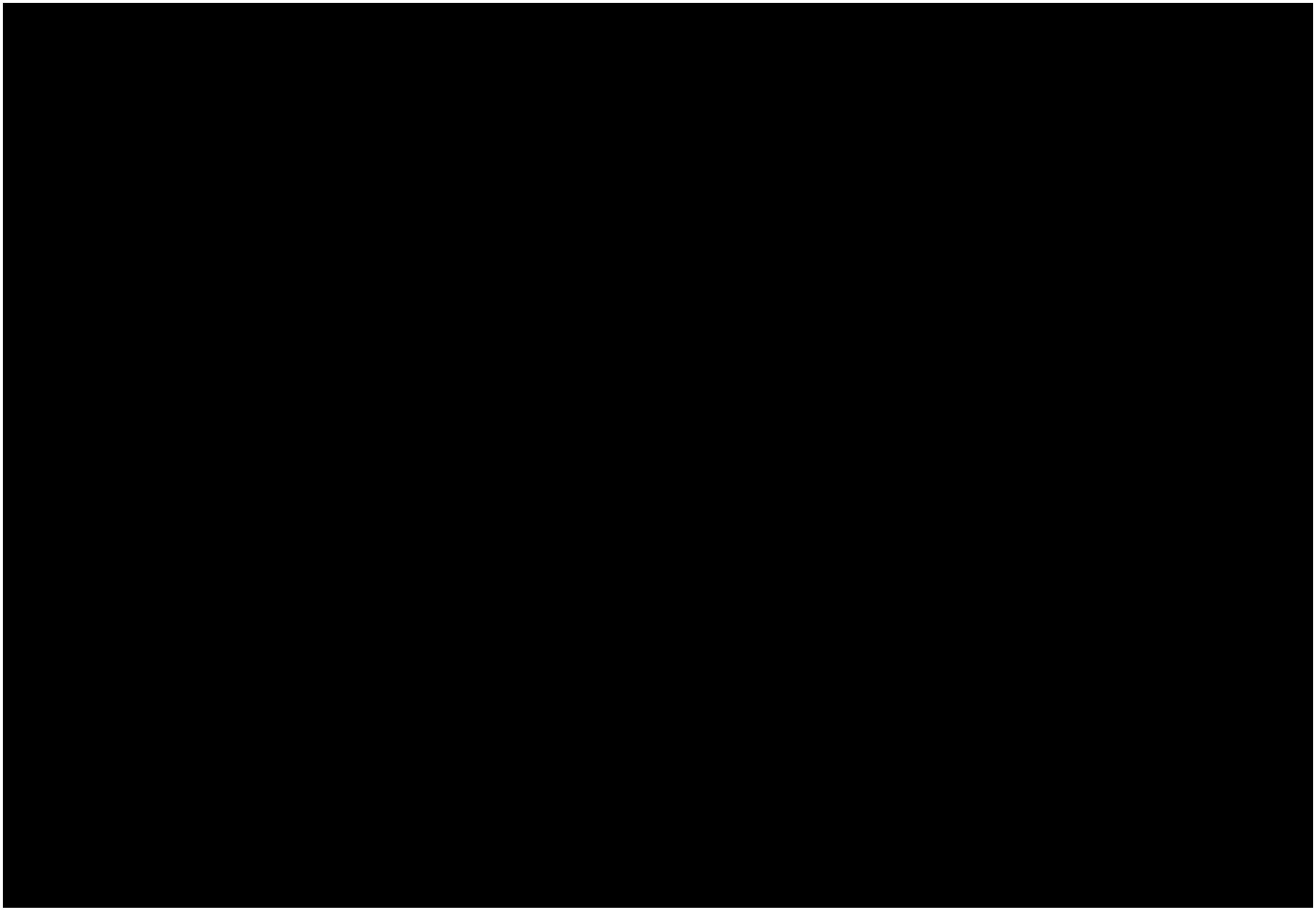
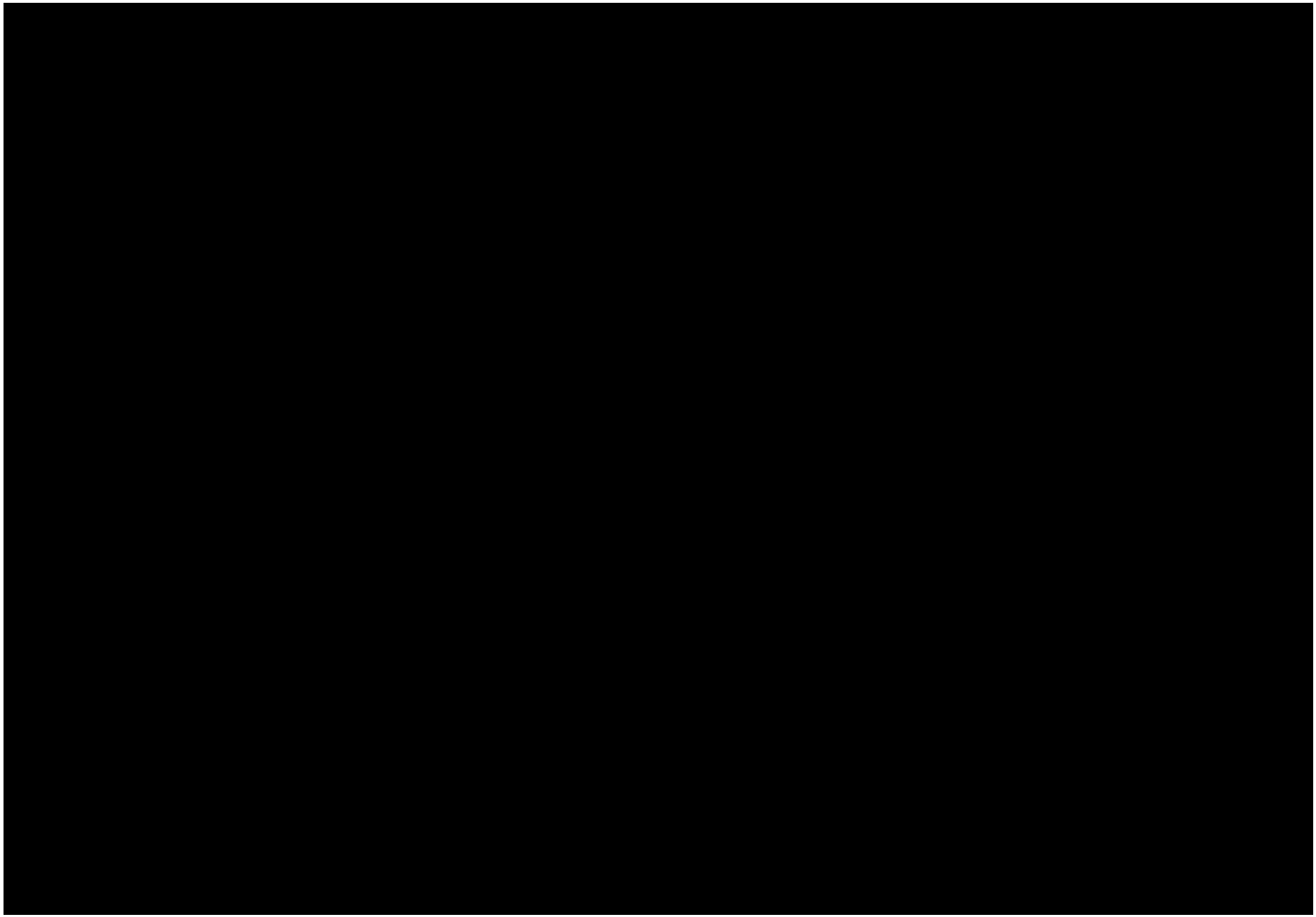
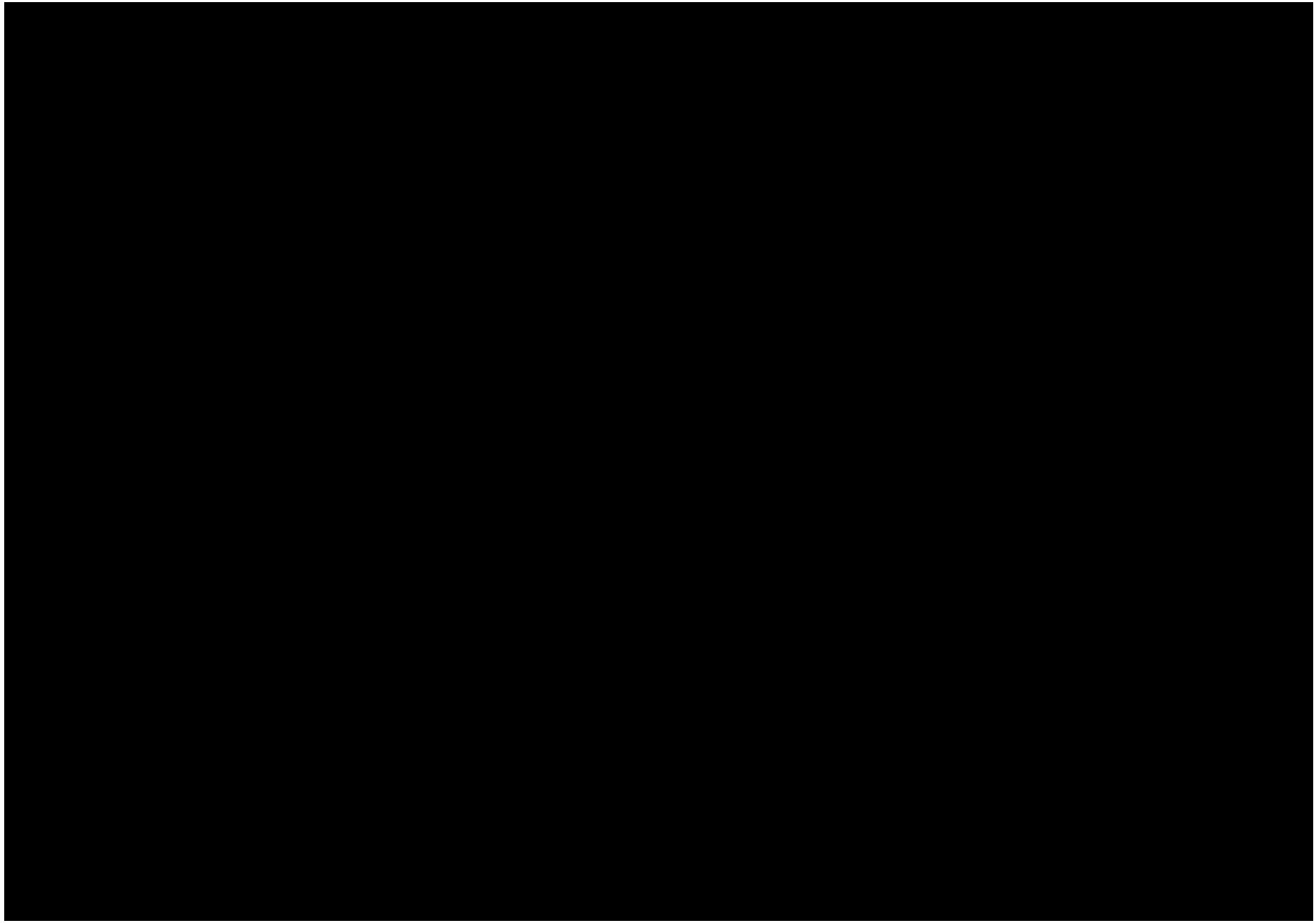
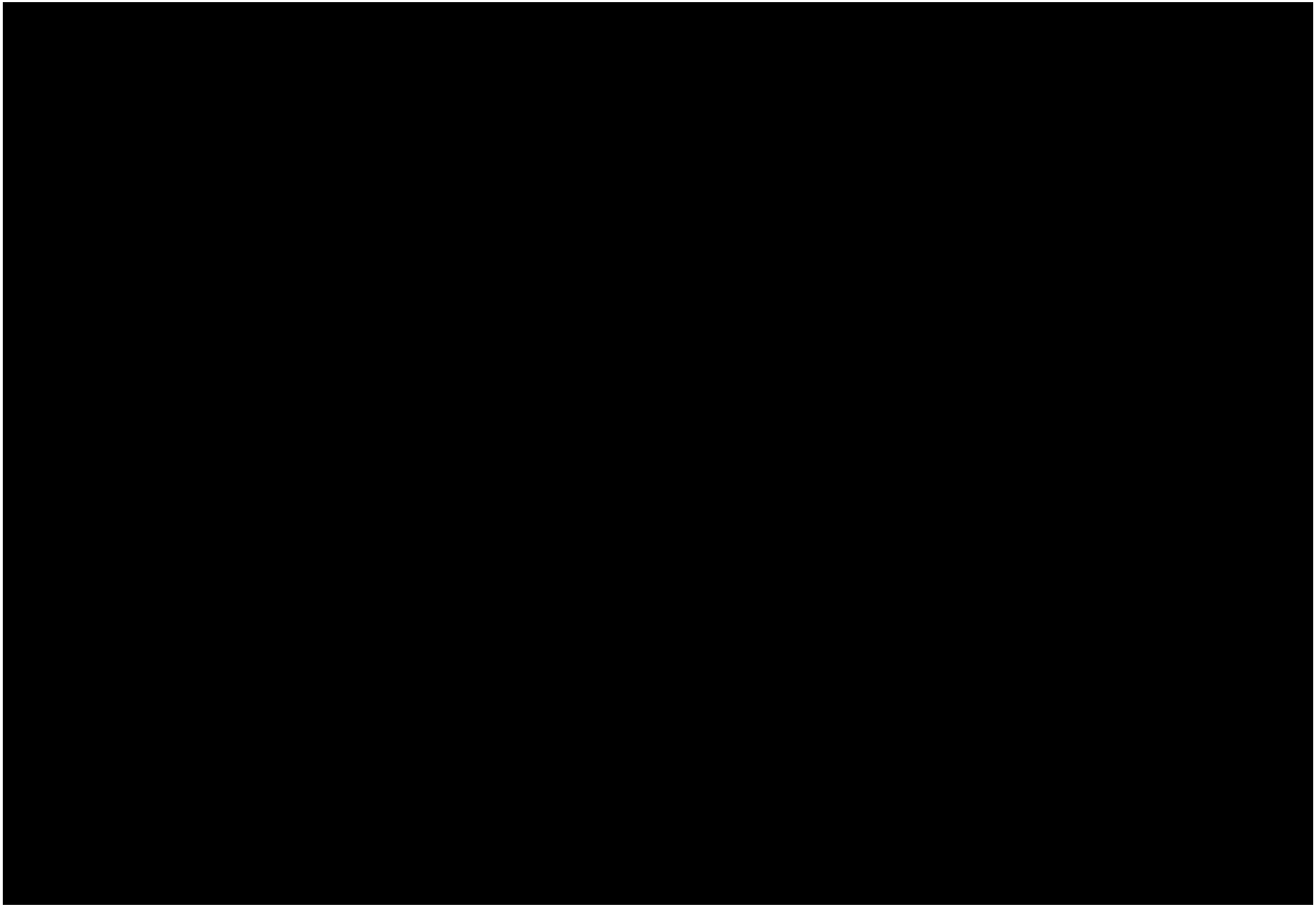
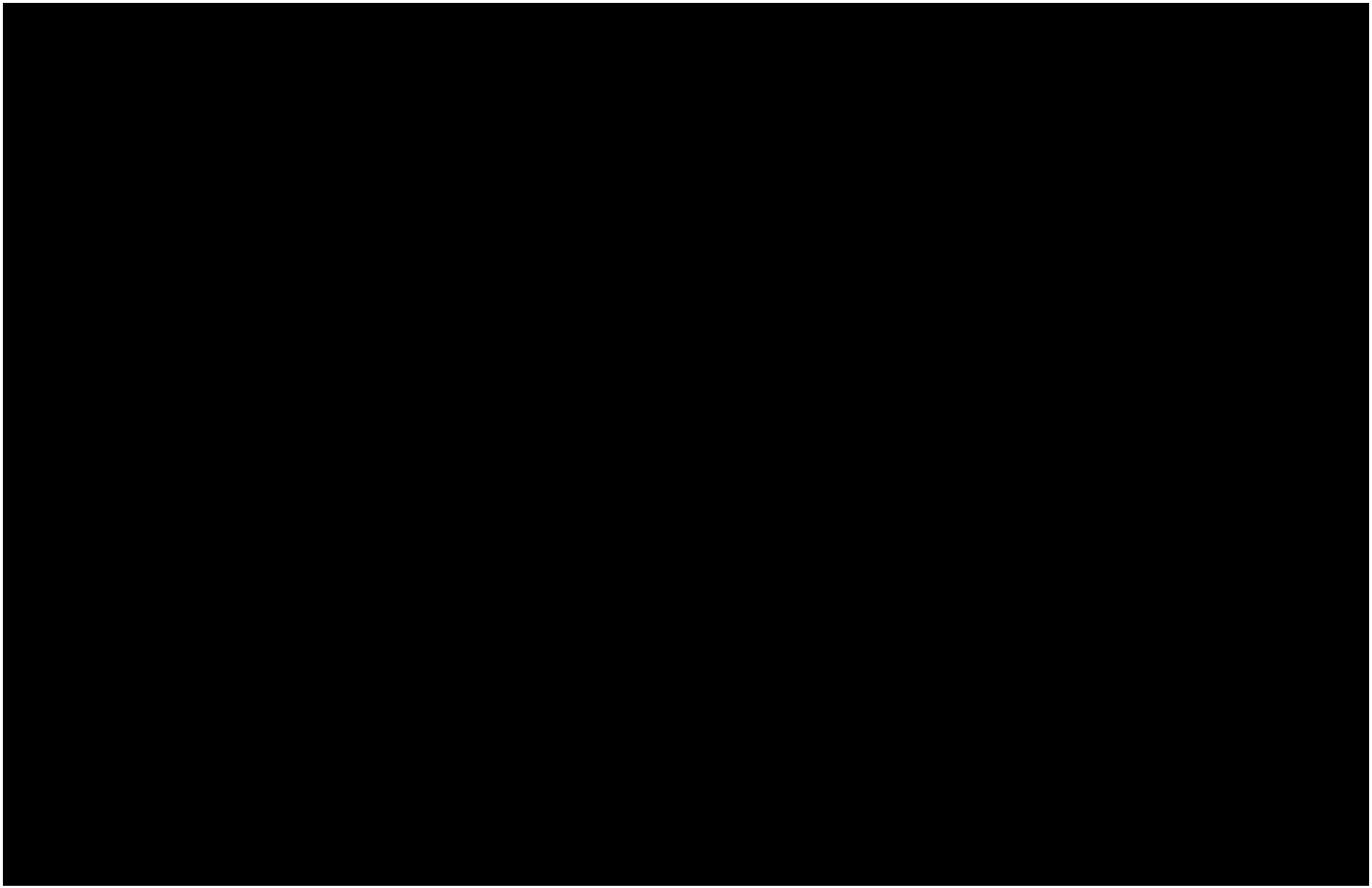
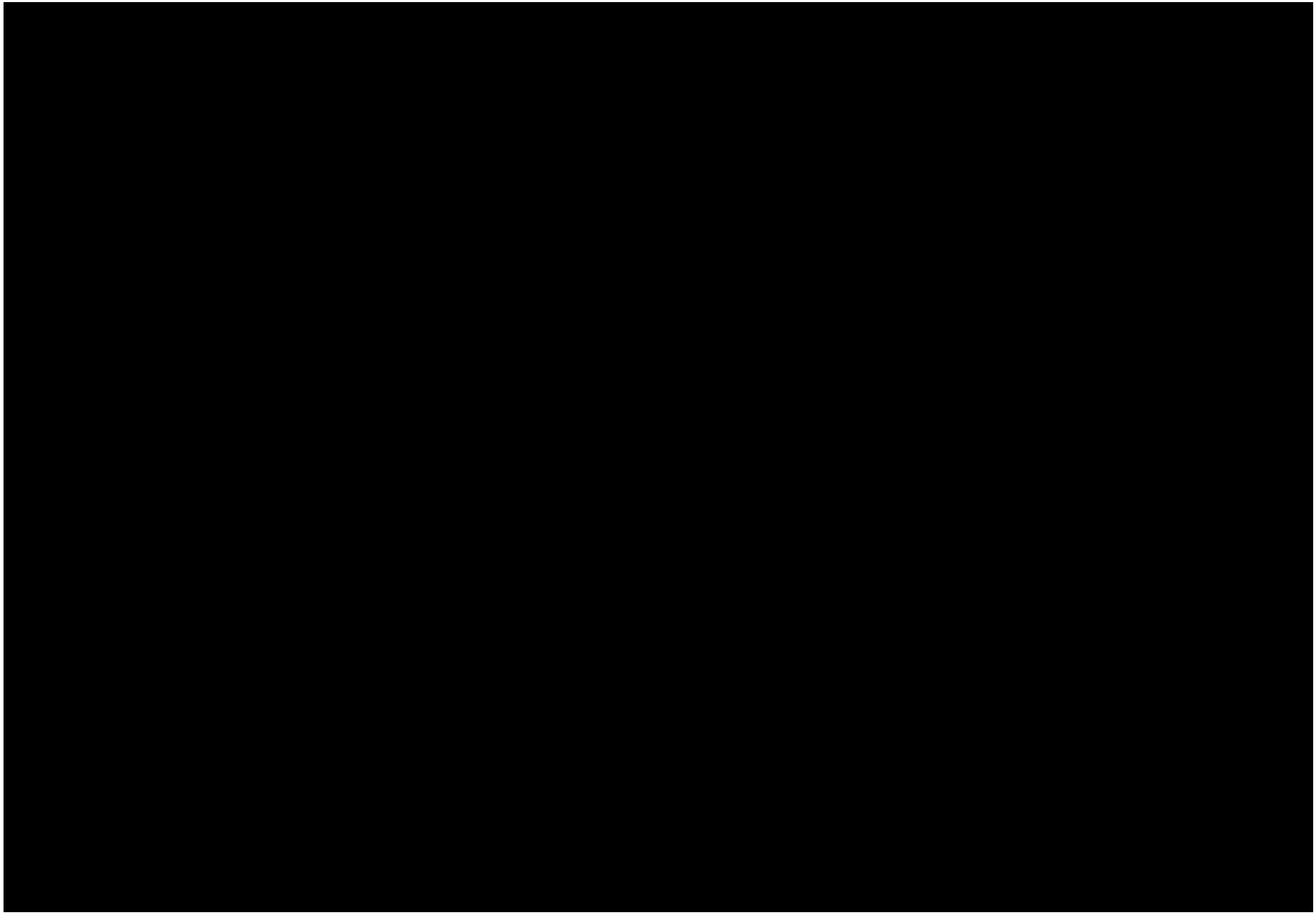
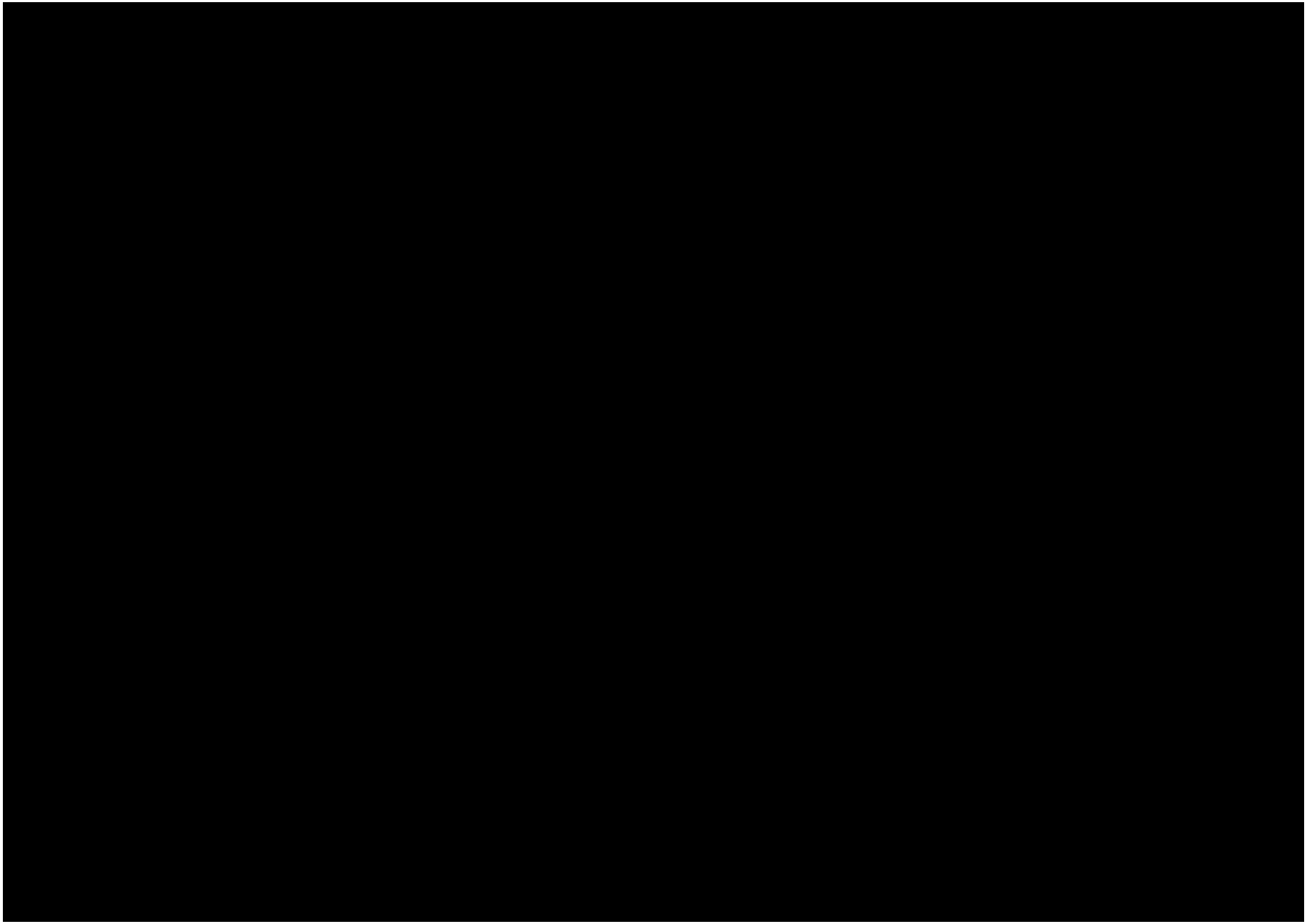
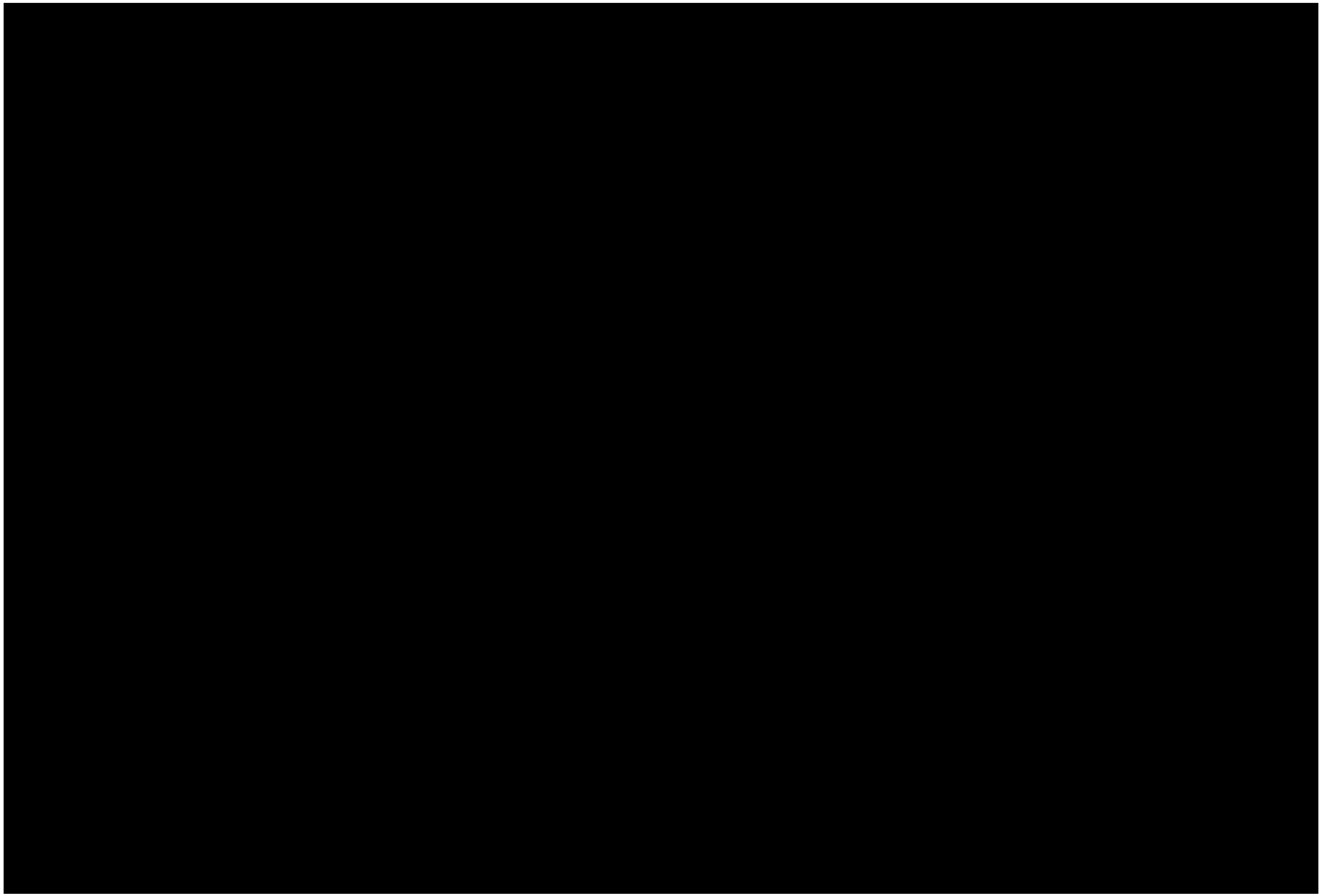
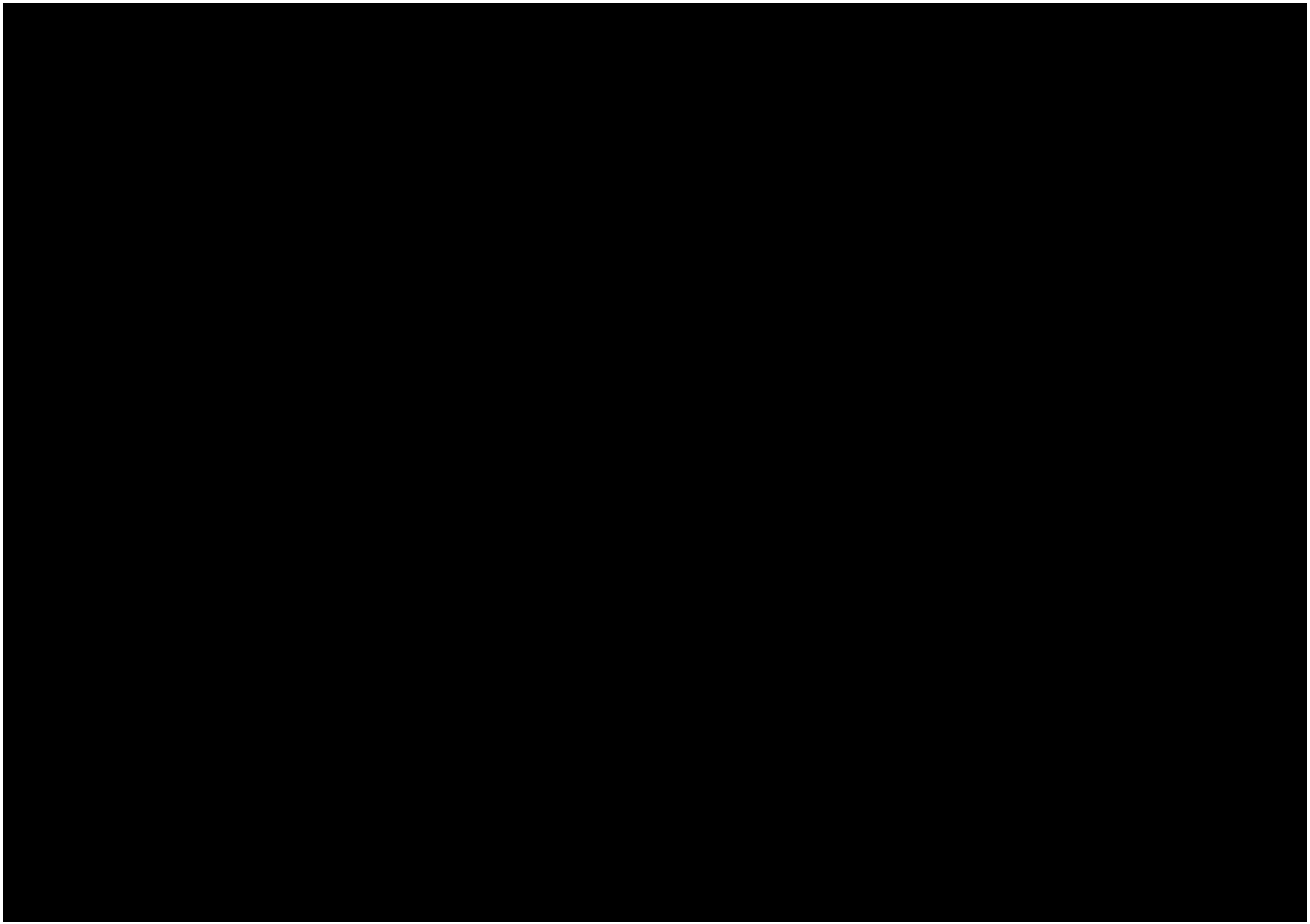
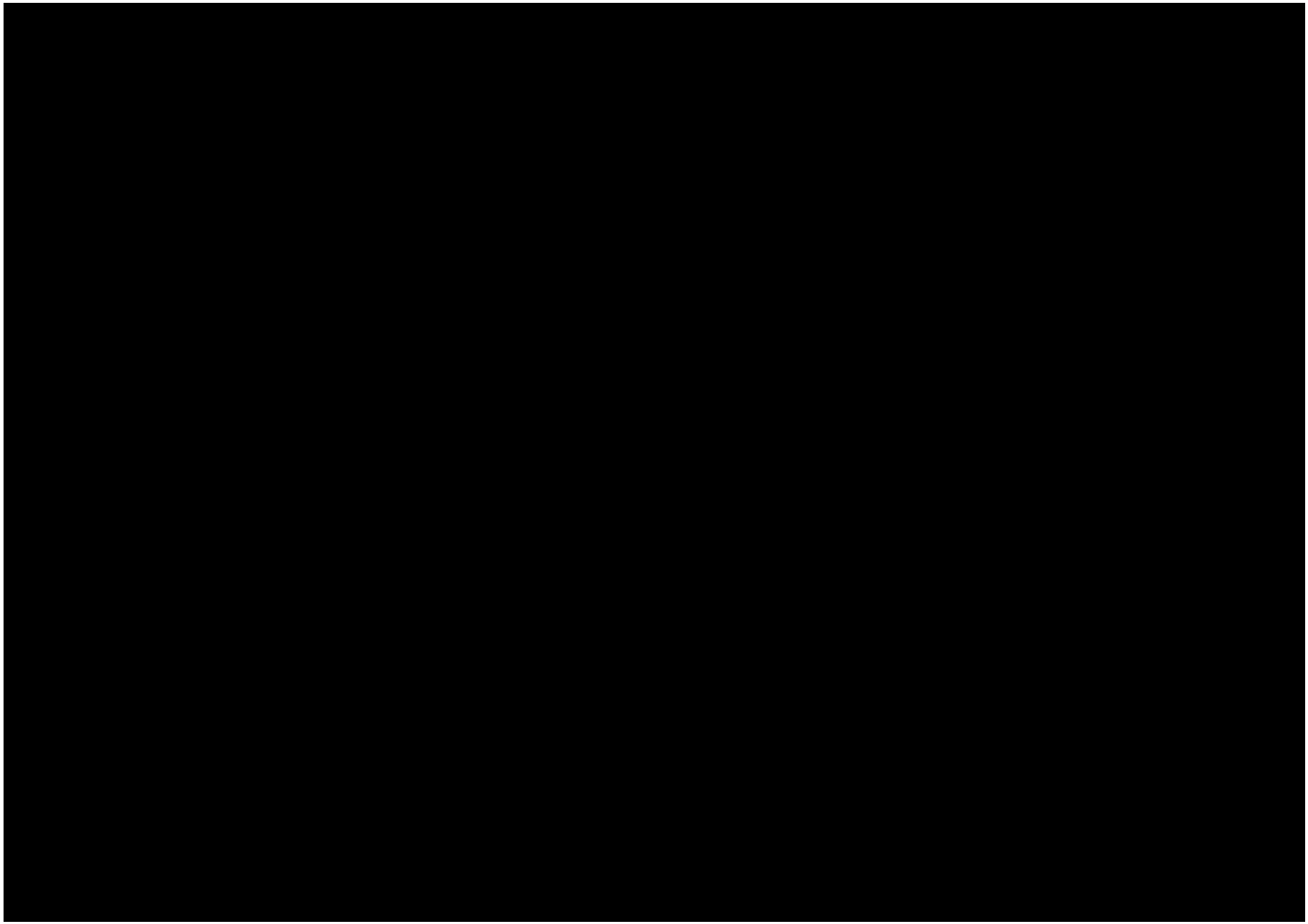
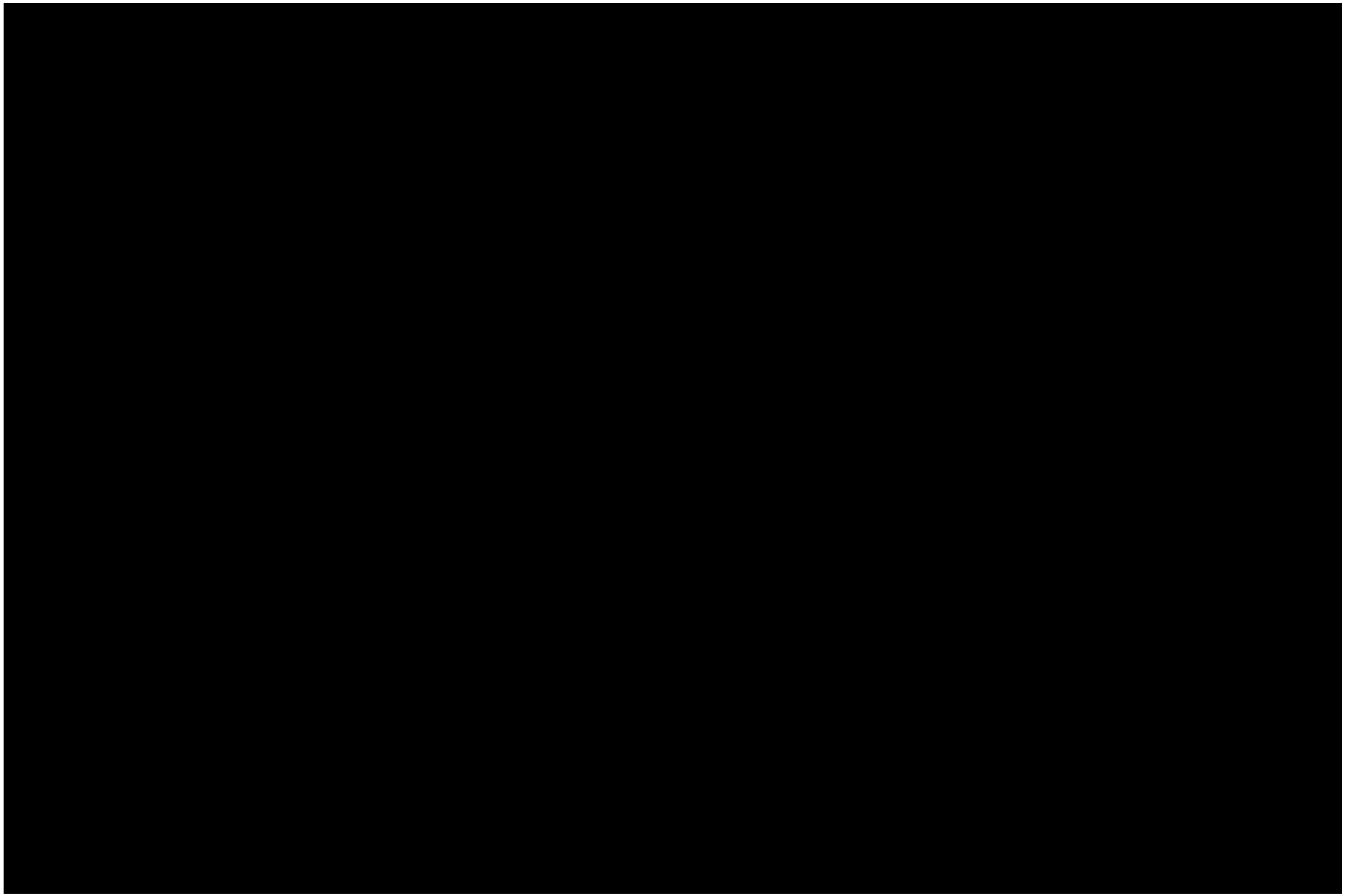
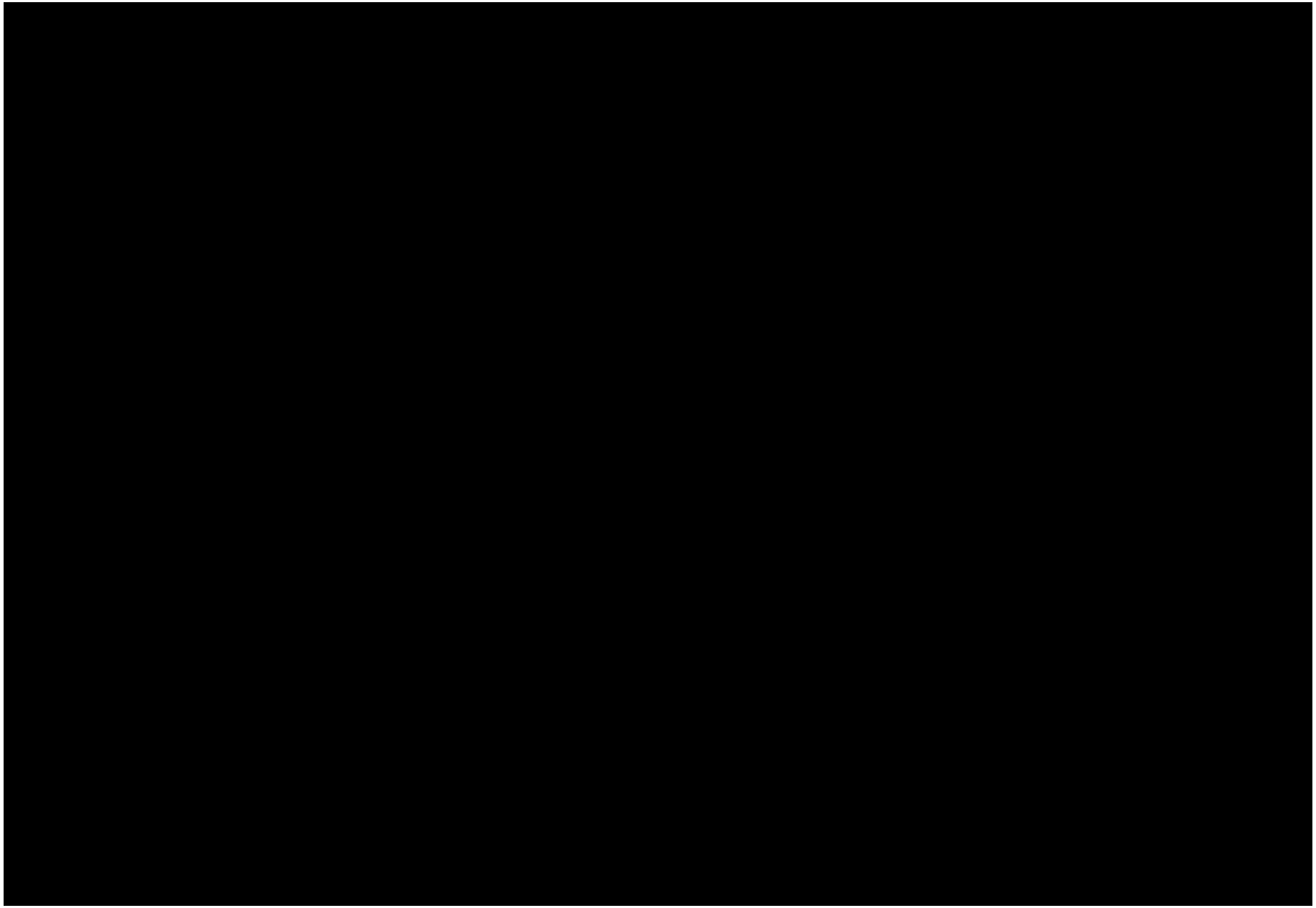
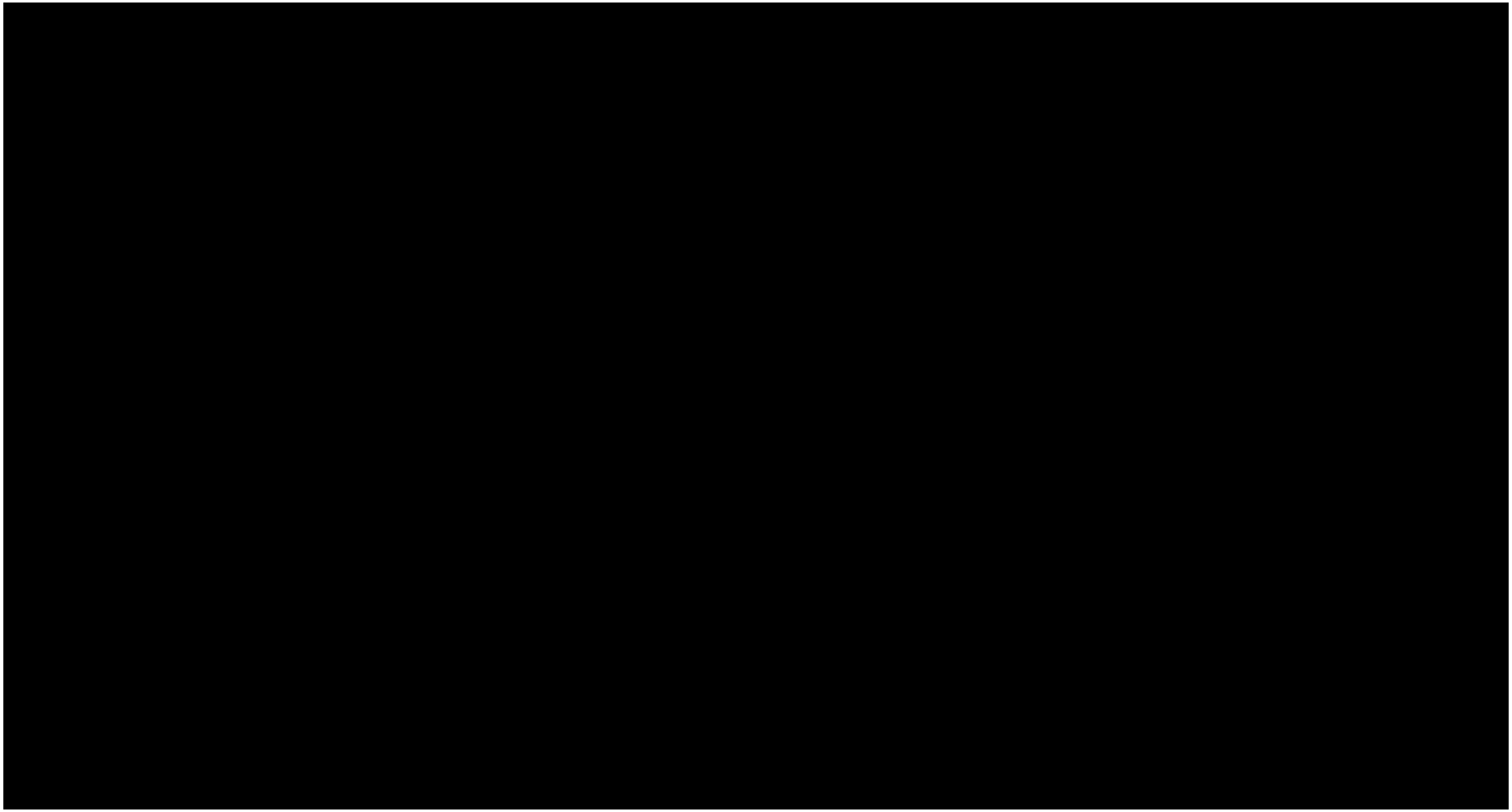
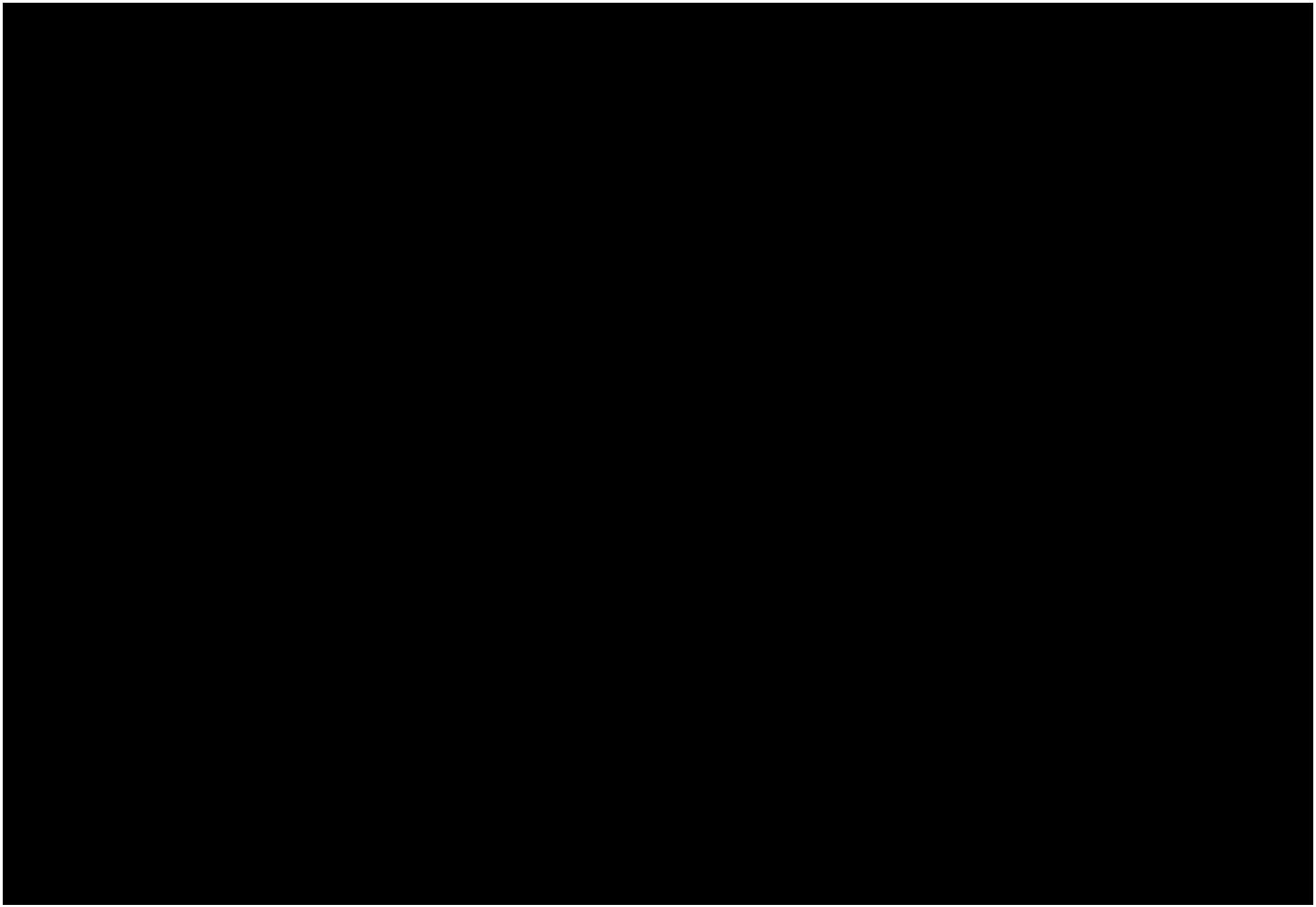
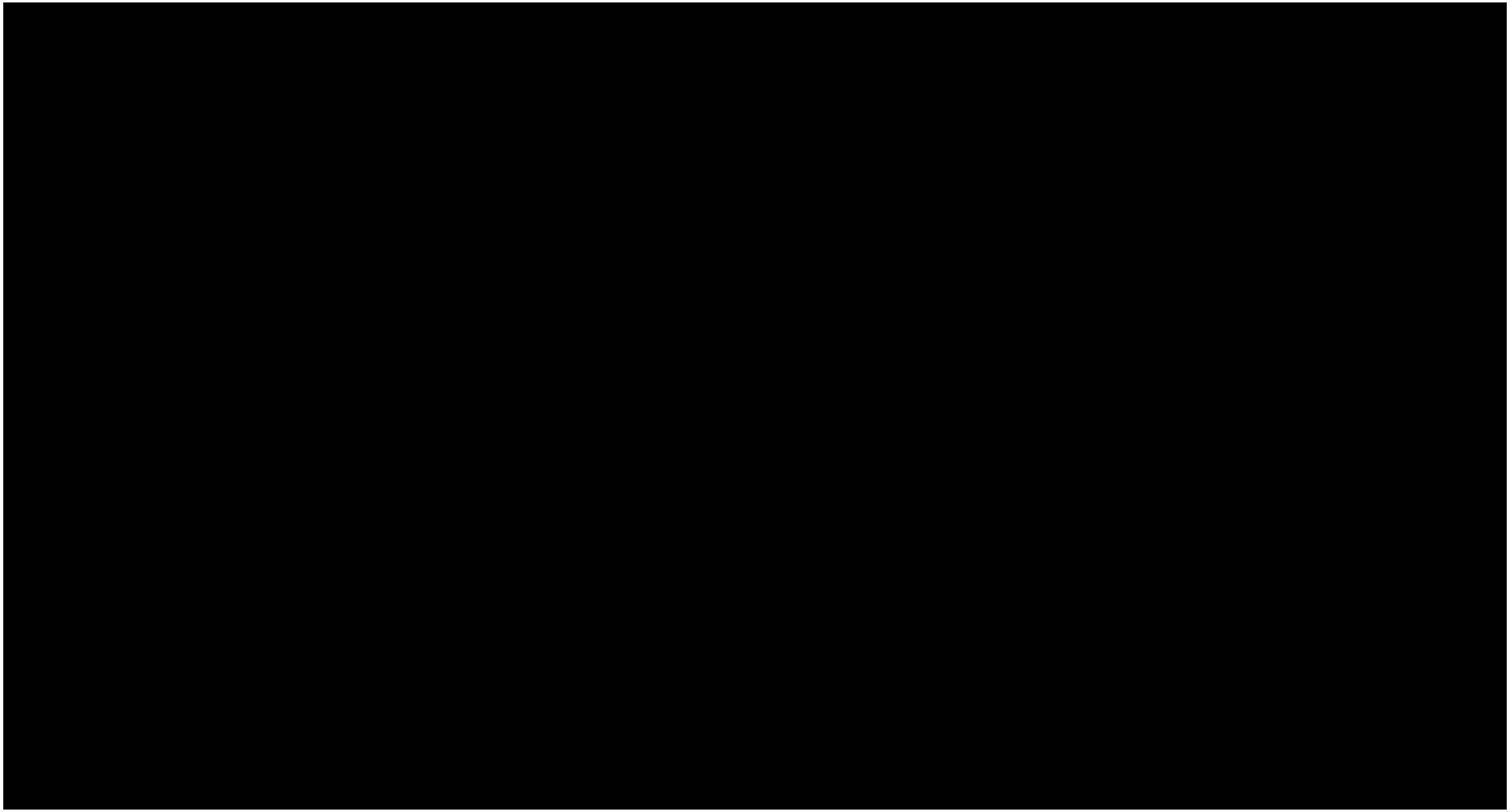
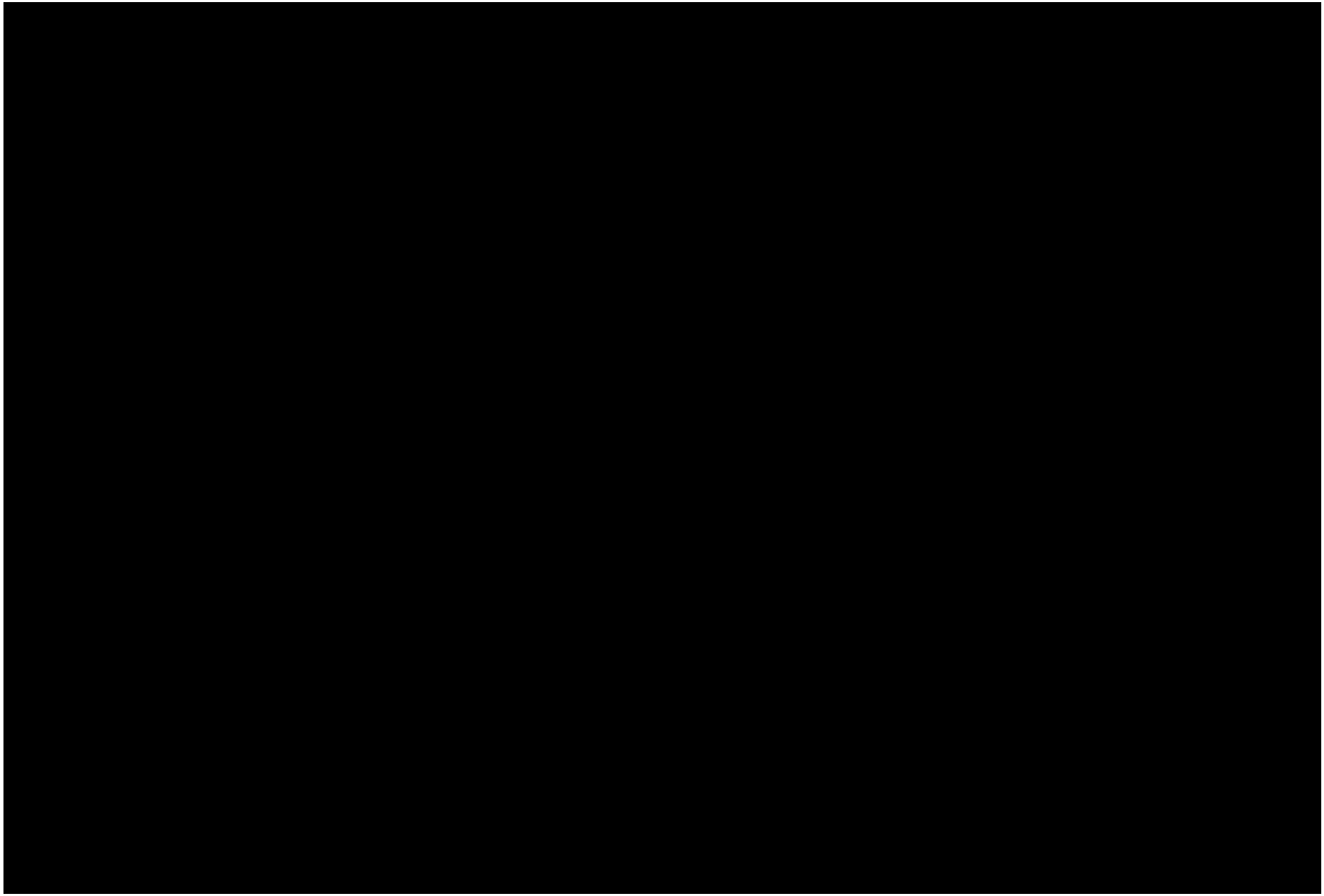
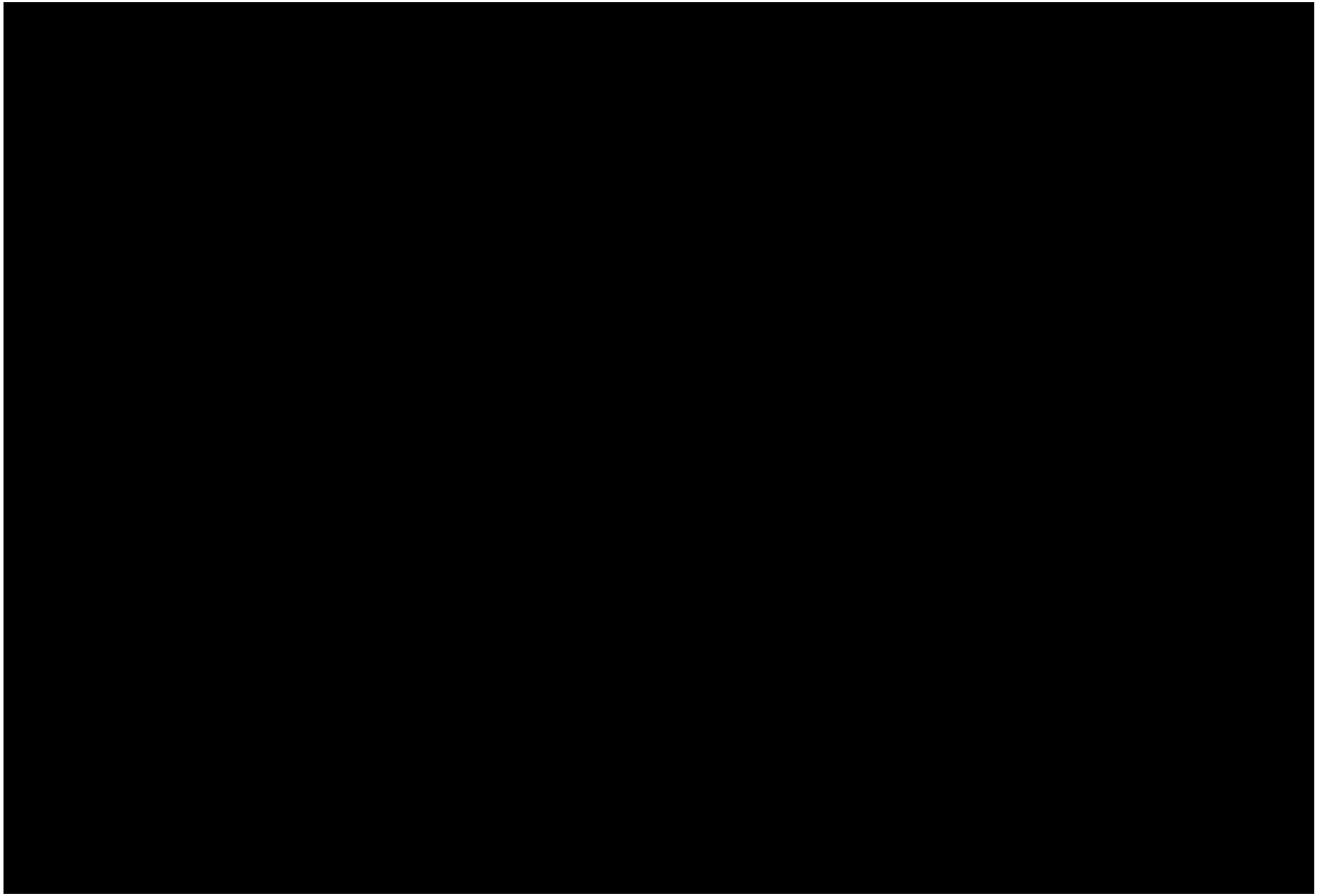
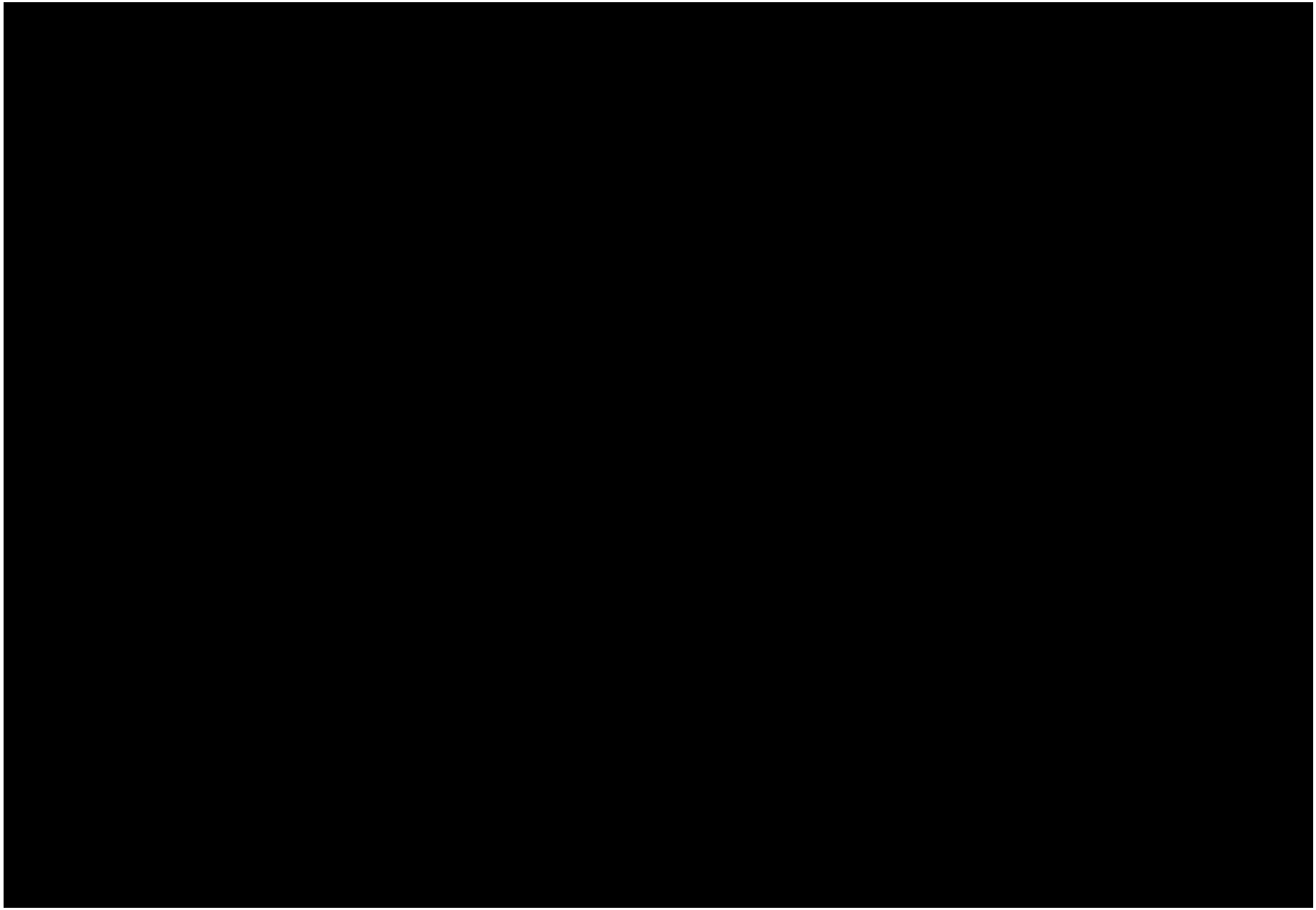
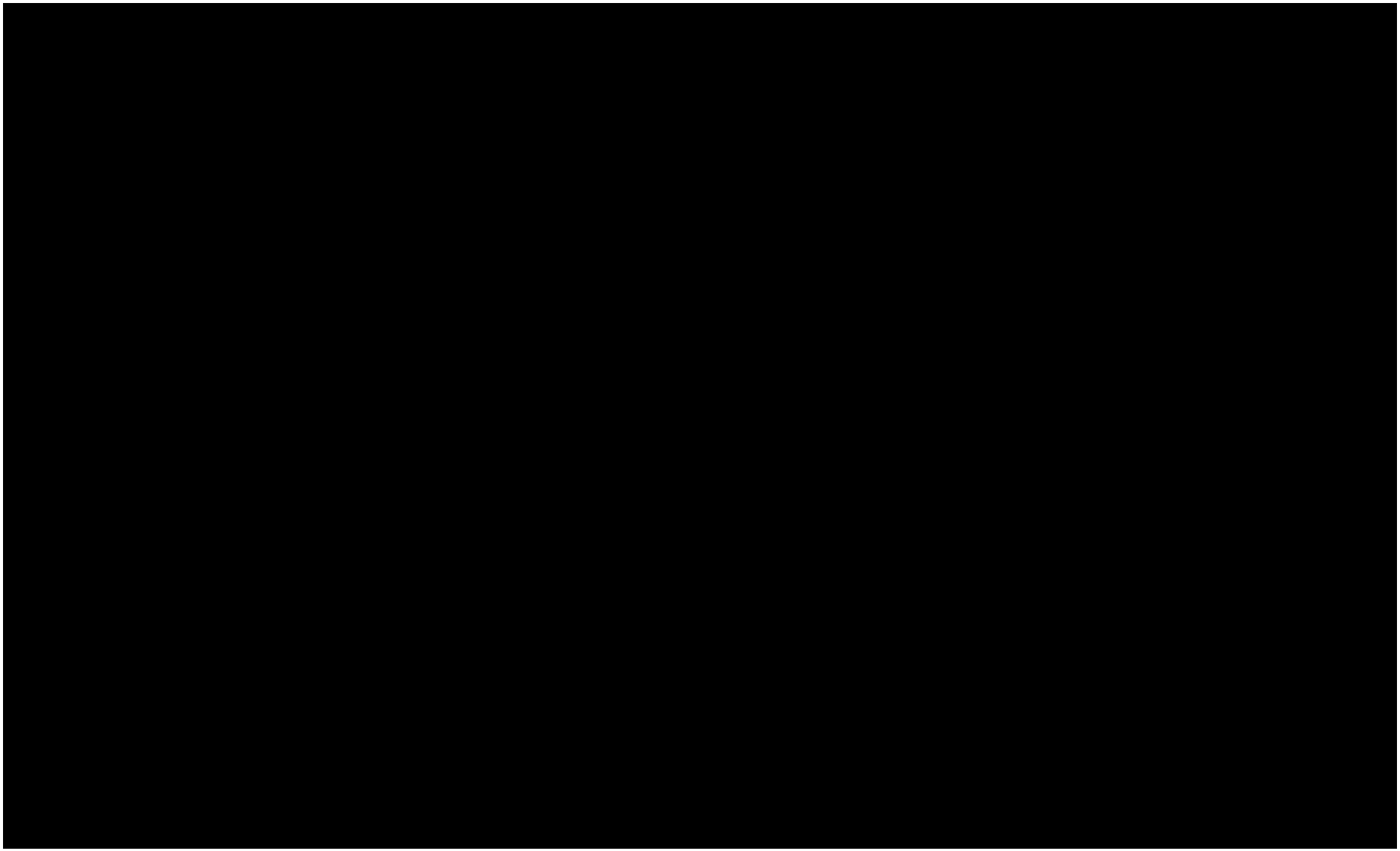
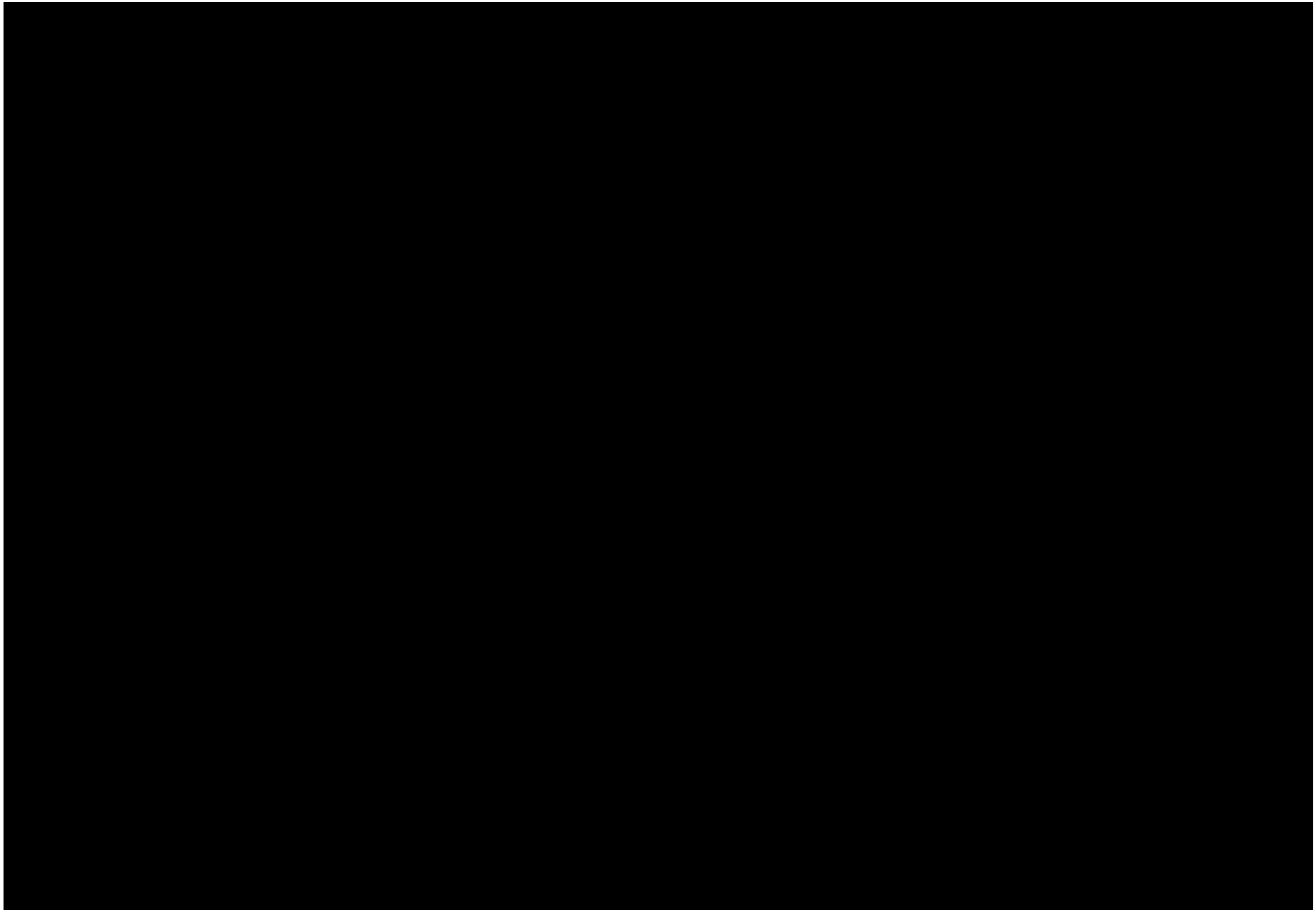
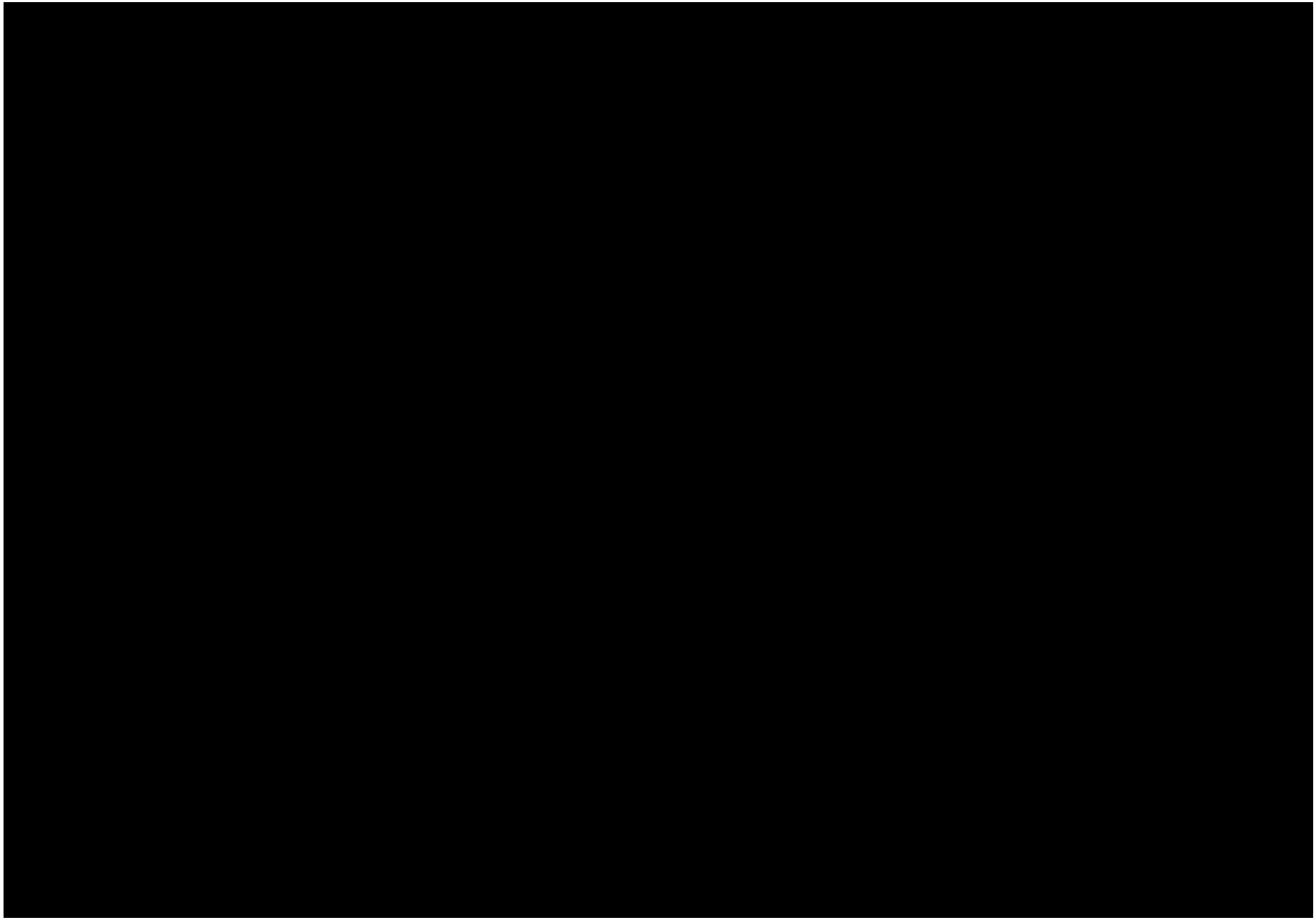
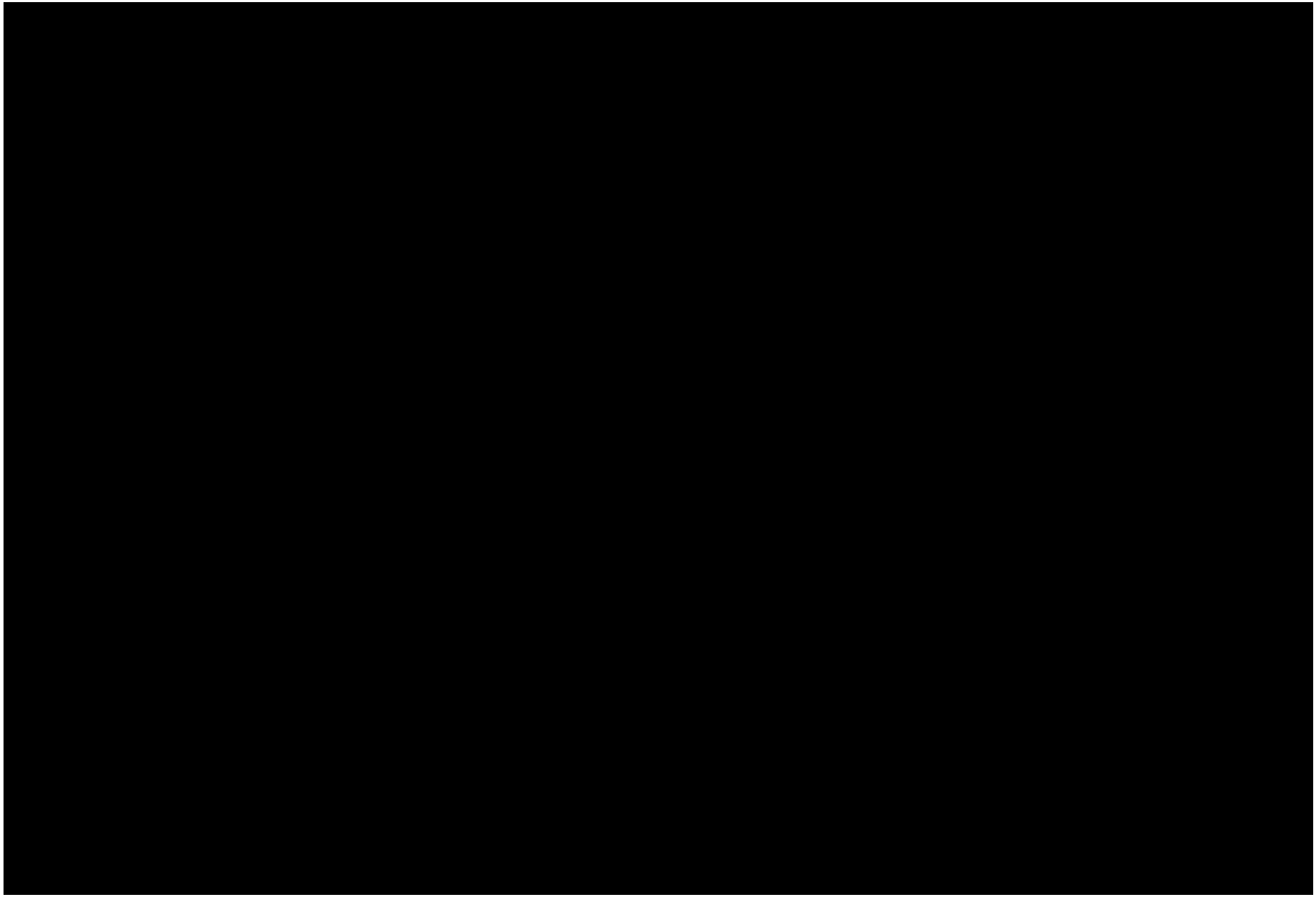
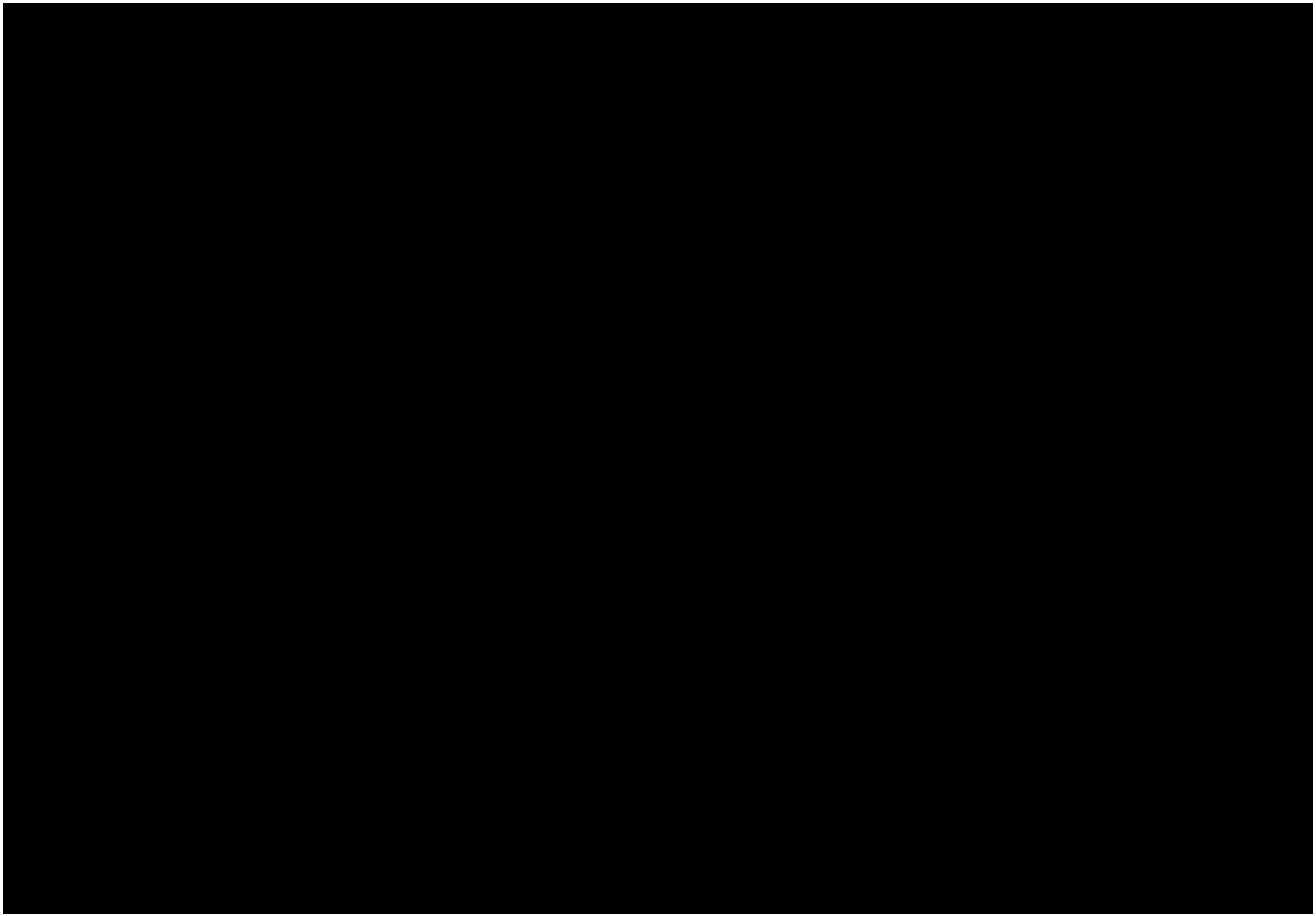
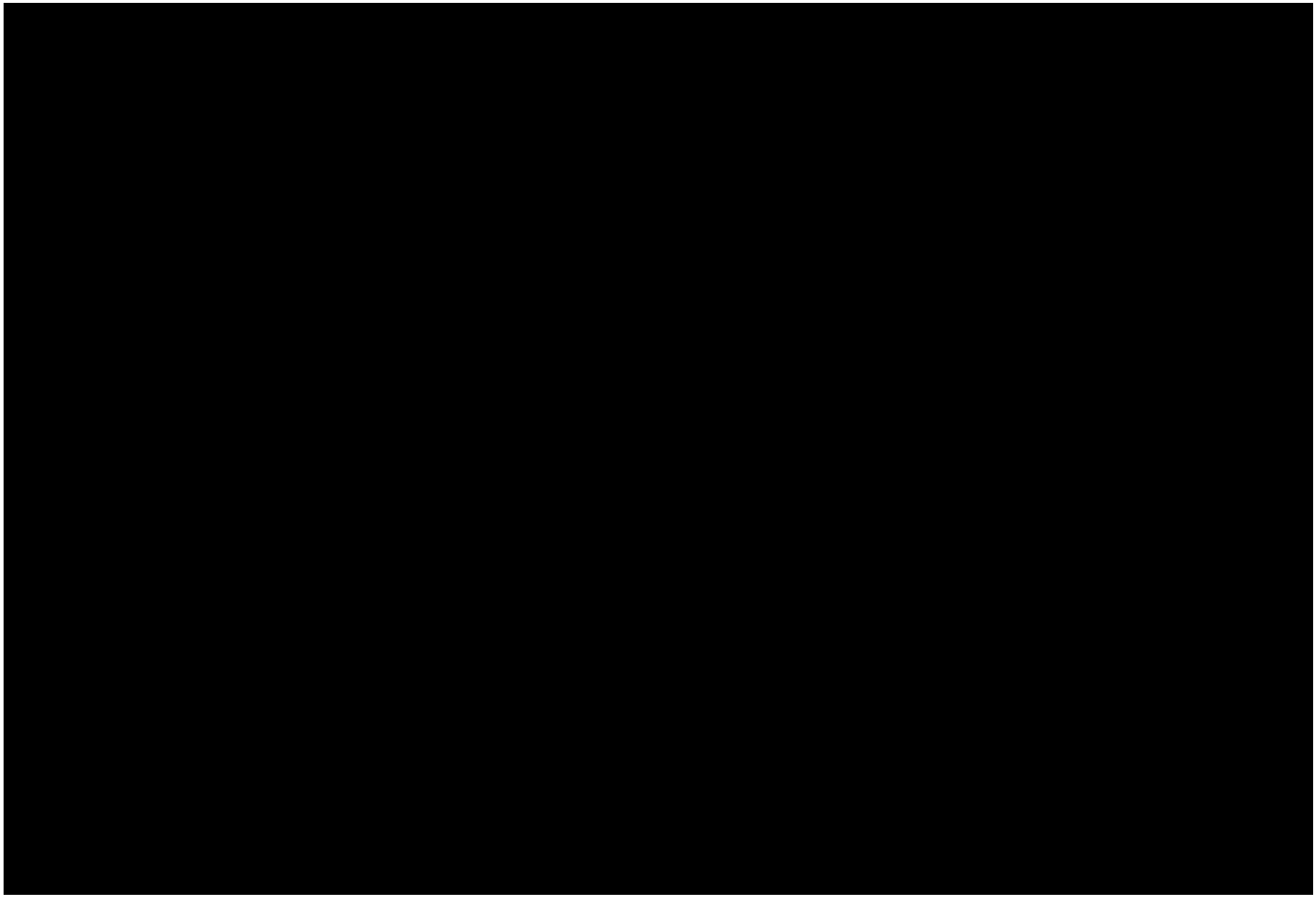
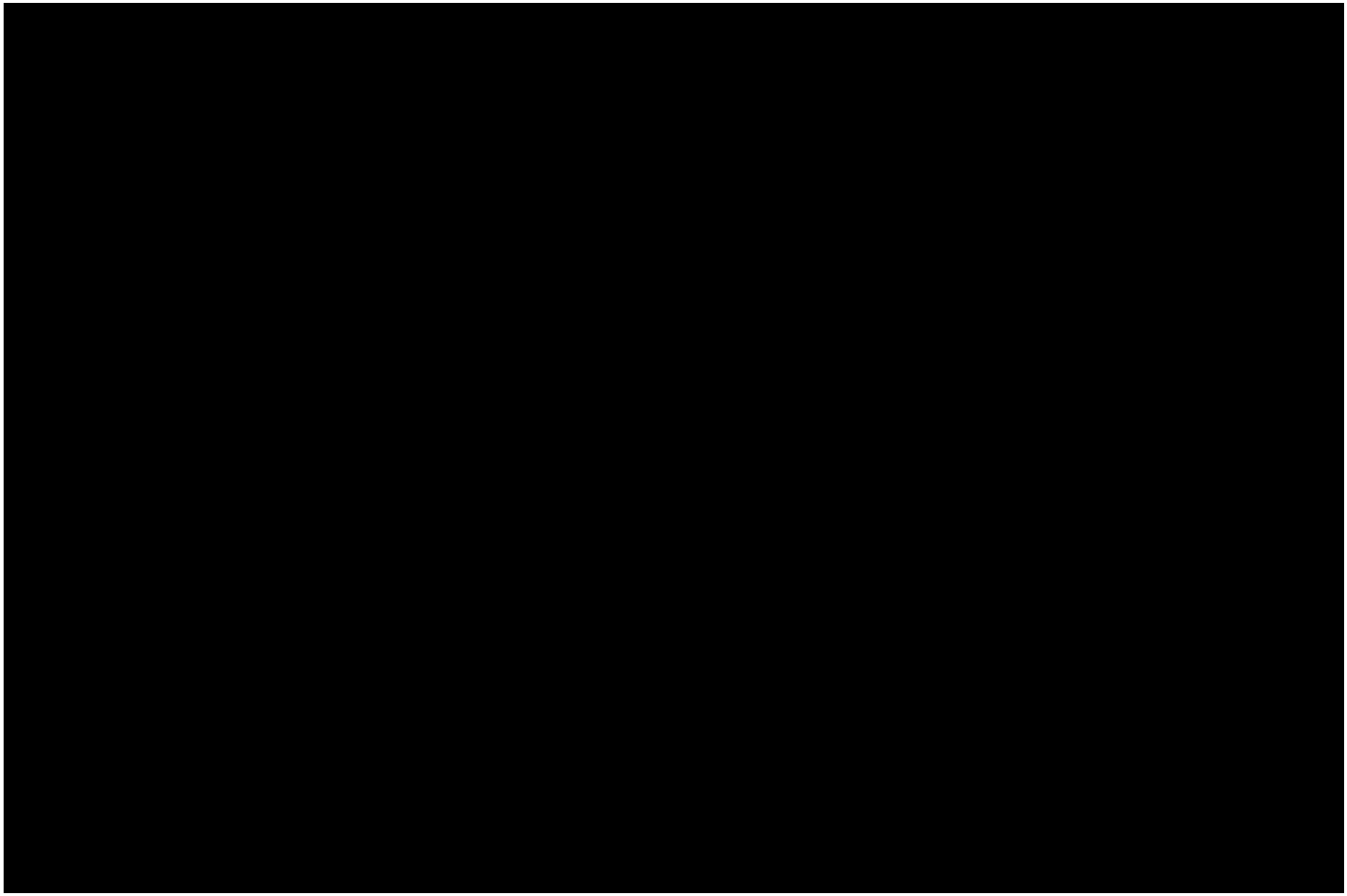
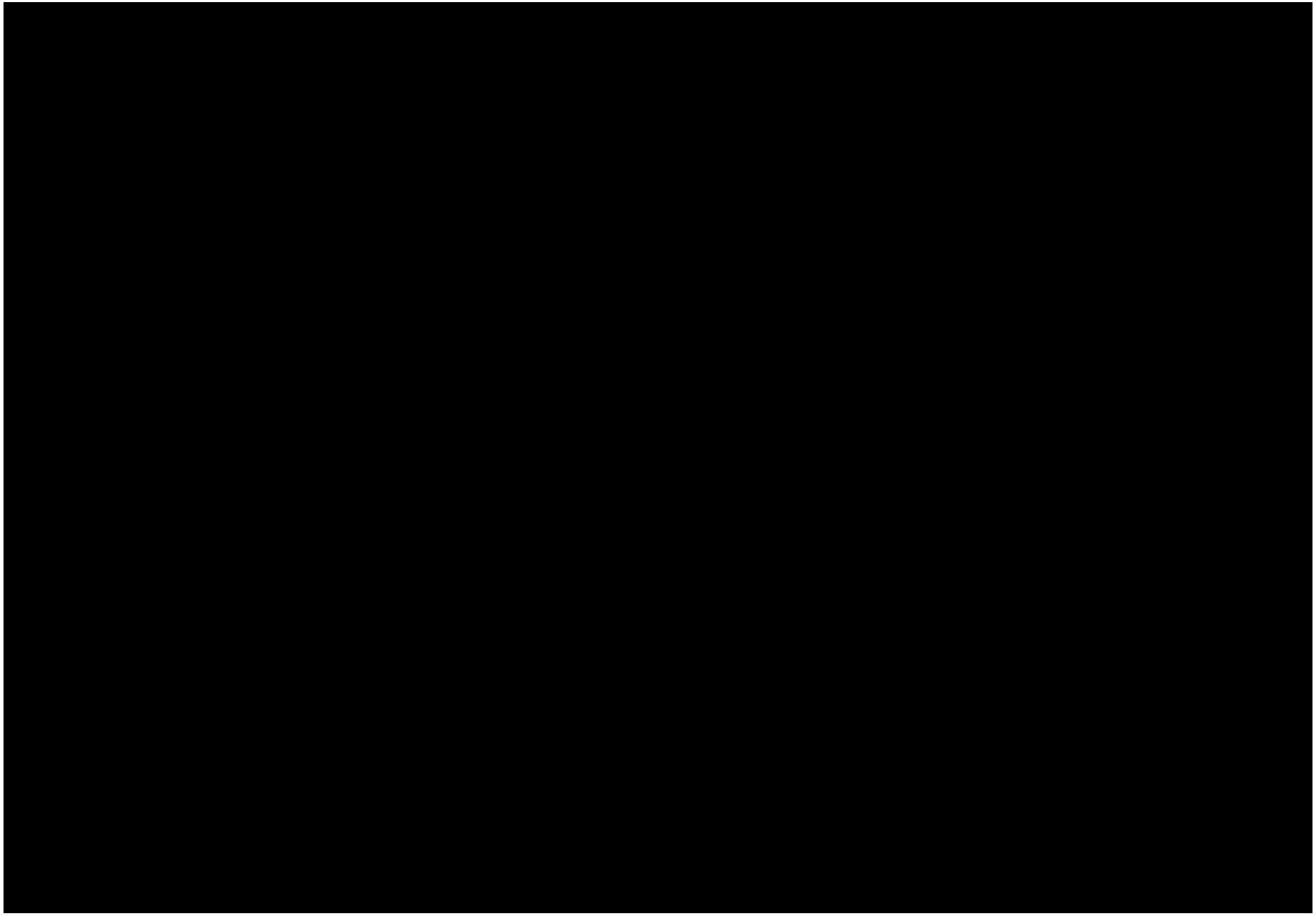
Position	Position Title	Dept Short Descr	Dept Descr
00120406	Access HI Comm Portal Prog Mgr	AGS	AGS/ETS/EnterpriseArchBr
00124206	Application Developer	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00124210	Application Security Manager	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00120971	Business Analyst	AGS	AGS/ETS/PrgmMgmtBr/PrgmMgmtSec
00122337	Business Analyst	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00122338	Business Analyst	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00124222	Business Analyst (Acc/Fin)	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00124221	Business Analyst (Acc/Fin)	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00124215	Business Analyst (Budget)	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00124216	Business Analyst (Budget)	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00120429	Business Architect	AGS	AGS/ETS/EnterpriseArchBr
00008051	Business Data Analyst	AGS	AGS/ETS/EnterpriseArchBr
00122083	Chief Info Security Officer	AGS	AGS/ETS/AdminSvcsOfc
00120418	Chief Information Officer	AGS	AGS/Ofc of Info Mgmt & Tech
00124211	Compliance Analyst	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00122203	Cyber Security Analyst	AGS	AGS/ETS/SecurityBr
00122202	Cyber Security Analyst	AGS	AGS/ETS/AdminSvcsOfc
00122509	Cyber Security Architect	AGS	AGS/ETS/AdminSvcsOfc
00120431	Cyber Security Engineer	AGS	AGS/ETS/AdminSvcsOfc
00120422	Cyber Security Manager	AGS	AGS/ETS/AdminSvcsOfc
00012378	Data Center Technician	AGS	AGS/ETS/Scheduling&ControlUn
00120510	Data Center Technician	AGS	AGS/ETS/Scheduling&ControlUn
00124212	Data Governance Analyst	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec

00037859	Deputy IT Svc Operations Offcr	AGS	AGS/ETS/NetworkBranch
00122436	Enter. PeopleSoft Security Adm	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00122458	Enterprise Architect	AGS	AGS/ETS/EnterpriseArchBr
00120426	Enterprise Program Manager	AGS	AGS/ETS/PrgmMgmtBr
00121427	ETS Account Clerk	AGS	AGS/Ofc of Info Mgmt & Tech
00121801	ETS Accountant	AGS	AGS/ETS/AdminSvcsOfc
00121313	ETS Accountant Supervisor	AGS	AGS/Ofc of Info Mgmt & Tech
00039577	ETS Administrative Assistant	AGS	AGS/ETS/AdminSvcsOfc
00121434	ETS Contract&ProcurementSpec	AGS	AGS/Ofc of Info Mgmt & Tech
00121194	ETS Executive Assistant	AGS	AGS/Ofc of Info Mgmt & Tech
00121439	ETS Human Resources Assistant	AGS	AGS/ETS/AdminSvcsOfc
00121436	ETS Procurement Specialist	AGS	AGS/ETS/AdminSvcsOfc
00121438	ETS Procurement Specialist	AGS	AGS/ETS/AdminSvcsOfc
00121415	ETS Program Budget Analyst	AGS	AGS/Ofc of Info Mgmt & Tech
00120947	Financial Analyst	AGS	AGS/Ofc of Info Mgmt & Tech
00120864	Help Desk Specialist	AGS	AGS/Ofc of Info Mgmt & Tech
00121189	Help Desk Specialist	AGS	AGS/Ofc of Info Mgmt & Tech
00122201	HIMOD Functional Manager	AGS	AGS/ETS/PMB/HIMODSec/ERPUt
00122457	HIMOD Program Manager	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00122204	HIMOD Project Manager	AGS	AGS/ETS/PMB/HIMODSec/ERPUt
00121103	IT Governance Officer	AGS	AGS/Ofc of Info Mgmt & Tech
00122020	IT Program Analyst	AGS	AGS/Ofc of Info Mgmt & Tech
00121193	IT Service Delivery Spclt II	AGS	AGS/Ofc of Info Mgmt & Tech
00121104	IT Service Operations Officer	AGS	AGS/Ofc of Info Mgmt & Tech
00120865	Network Administrator	AGS	AGS/ETS/AdminSvcsOfc
00122511	Network Architect	AGS	AGS/ETS/AdminSvcsOfc
00120957	Open Data-Staff Attorney	AGS	AGS/Ofc of Info Practices
00124268	Organizational Change Coord	AGS	AGS/ETS/PrgmMgmtBr/SWPrjMgtSec
00122312	Organizational Change Coord	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00124208	Organizational Change Manager	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec

00124269	Quality, Testing & Trng Anal	AGS	AGS/ETS/PrgmMgmtBr/SWPrjMgtSec
00124267	Senior Business Analyst	AGS	AGS/ETS/PrgmMgmtBr/SWPrjMgtSec
00124214	Senior Business Analyst (Bdgt)	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00120430	Senior Communications Manager	AGS	AGS/Ofc of Info Mgmt & Tech
00121391	Senior IT Enterprise Architect	AGS	AGS/ETS/EnterpriseArchBr
00124265	Senior Project Manager	AGS	AGS/ETS/PrgmMgmtBr/SWPrjMgtSec
00120946	Senior Technical Analyst	AGS	AGS/ETS/PrgmMgmtBr/PrgmMgmtSec
00124220	Sr Business Analyst (Acc/Fin)	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00120953	Sr. Systems Engineer-Microsoft	AGS	AGS/Ofc of Info Mgmt & Tech
00028632	Systems Analyst Lead	AGS	AGS/ETS/AdminSvcsOfc
00010889	Technical Analyst	AGS	AGS/ETS/ClientSvcsBrI/SectnB
00121042	Technical Analyst	AGS	AGS/ETS/PrgmMgmtBr/PrgmMgmtSec
00121190	Technical Analyst	AGS	AGS/ETS/PrgmMgmtBr/PrgmMgmtSec
00124266	Technical Architecture Analyst	AGS	AGS/ETS/PrgmMgmtBr/SWPrjMgtSec
00122240	Testing & Training Lead	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00122998	Time & Attendance Analyst	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00122997	Time & Attendance Analyst	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00122996	Time & Attendance Manager	AGS	AGS/ETS/PrgmMgmtBr/HIMODSec
00121191	Web Architect I	AGS	AGS/Ofc of Info Mgmt & Tech
00120432	Web Architect II	AGS	AGS/Ofc of Info Mgmt & Tech
00121248	Web Developer	AGS	AGS/Ofc of Info Mgmt & Tech
00124288	CEDS Project Analyst	BED	BED/ComAg&Oth/Special Plans Br
00123506	Data Science Specialist	BED	BED/Strat Indstr
00121854	HCATT Project Manager	BED	BED/ComAg&OthPr/HIElecVehDmPrj
00120661	HCATT Project Manager	BED	BED/ComAg&OthPr/HIElecVehDmPrj
00124307	HI CAP Program Manager	BED	BED/ComAg&Oth/HITechDevCorp
00106428	InfoTechnolgy Systms Anal	BED	BED/HHFDC/Ofc of Exe Director
00113177	EUTF Info Systems Chief	BUF	BUF/HEUHlthBenTF
00102006	Business Center Specialist I	CCA	CCA/BRegDv/Business Action Ctr
00102769	Information Systems Manager	CCA	CCA/Info Sys/Com

00113112	ISCO IT Support Technician III	CCA	CCA/Info Sys/Com/Infrastruc Br
00121797	Senior Strategic Mgt Analyst	CCA	DCCA/PUC/Ofc of Policy & Res
00117900	Chief Information Officer	DEF	DEF/OffAdjuntGen/SpclStaff/CIO
00117933	Data Administrator (FMO)	DEF	DEF/ArNGrd/C&FMgmt/RescsMgmt
00117812	DEPA Systems Engineer	DEF	DEF/CivilDefense/EOCSupport
00124064	EMPG Information Technol Spclt	DEF	DEF/CD/Logistics/SupportSec
00124063	EMPG Information Technol Spclt	DEF	DEF/CD/Logistics/SupportSec
00119368	GIS Specialist (FMO)	DEF	DEF/ArmyNGrd/Plan&Programing
00120915	IT & ESS Assistant	DEF	DEF/ArNGrd/C&FMgt/FacsMgmt/ESS
00123402	LogSysSpecialist-IT (COVID-19)	DEF	DEF/CivilDefense/Logistics
00108100	Mgmt Info Systs Spclt	DEF	DEF/YthChallPrg/Kalaeloa
00122310	Pgm Specialist (Siren Modern)	DEF	DEF/CD/TelC/Com&Warn/SirenProj
00101001	Specialist-Information Tech	GOV	GOV/LTG Professionals
00043559	Business/Tech Anal	HMS	HMS/SocSvcDiv
00040893	CCWIS Systems Project Manager	HMS	HMS/SocSvcDiv
00122085	Chief Innovation Officer	HMS	HMS/OfcofDir
00120463	ELIG SYSTEM ASST PROJ MGR	HMS	HMS/Med-Q Dv
00120453	Elig System Poject Mgr	HMS	HMS/Med-Q Dv
00122241	Elig Systems Asst Project Mgr	HMS	HMS/BESS Dv
00121176	Eligibility Sys Bus Analyst	HMS	HMS/BESS Dv
00121063	Eligibility Sys Proj Manager	HMS	HMS/BESS Dv
00122713	Enterprise Officer	HMS	HMS/OfcofDir
00122738	Graphic Designer/Art Director	HMS	HMS/OfcofDir
00120466	Health Info Tech Analyst	HMS	HMS/Med-Q Dv/Systems Ofc
00121423	Hlth Info Tech Project Mgr	HMS	HMS/Med-Q Dv
00122451	Info Secrty & Prvcy Compl Ofcr	HMS	HMS/OfcofDir
00121315	Info Tech Implementation Mgr	HMS	HMS/Ofc Info Tech
00123869	CAMHD Data to Wis Cln Data Dir	HTH	HTH/BHA/Chld&Adol MH Div
00123849	CAMHD Data to Wisd Soc Mkt Dir	HTH	HTH/BHA/Chld&Adol MH Div
00123868	CAMHD Data to Wisdom Cler Asst	HTH	HTH/BHA/Chld&Adol MH Div

00123857	CAMHD Data to Wisdom Evaluator	HTH	HTH/BHA/Chld&Adol MH Div
00123848	CAMHD Data to Wisdom Proj Dir	HTH	HTH/BHA/Chld&Adol MH Div
00113093	CAMHD ITS Supervisor	HTH	HTH/DDir-Hth/HlthInfSysOfc
00123452	ELC IT Specialist	HTH	HTH/EHA/State Lab Division
00123505	ELC IT Specialist	HTH	HTH/DDir-Hth/HlthInfSysOfc
00116644	HIPAA Security Officer	HTH	HTH/DDir-Hth/OfcPlnPol/PgmDev
00123979	Safe Travels Assistant	HTH	HTH/DDir-Hth
00119385	Mgmt Info Sys Specialist	LBR	LBR/Wdd
00124156	Modernization Business Analyst	LBR	LBR/UI Div/Prgm Develop Stf
00123911	UI COV Mdzn Asst Prj Asst/Tech	LBR	LBR/UI Div/Prgm Develop Stf
00123864	UI COVID19 Mod Proj Coord	LBR	LBR/UI Div/Prgm Develop Stf
00123899	UI COVID-19 Modrn Tech Lead	LBR	LBR/UI Div/Prgm Develop Stf
00123855	UI COVID19 Technology Spclt	LBR	LBR/ASO/EDP Systems Stf
00124155	UI Project Test Lead	LBR	LBR/UI Div/Prgm Develop Stf
00117431	Access Specialist	LNR	LNR/Ofc of the Chairprsn
00120503	Applications/Systems Analyst	LNR	LNR/ITS Office/Sys Dev Sec
00122938	GIS Technical Assistant	LNR	LNR/StHisPresDv
00116472	GIS/LAN Specialist	LNR	LNR/Ofc of the Chairprsn
00111074	State Land Info System Manager	LNR	LNR/ITS Office/Sys Dev Sec
00121602	Business Analyst	TAX	TAX/OfcofDir/Rules Ofc
00123271	Project Manager-AccountingSys	TRN	TRN/HwyDv/Stf Svcs

Attachment F: IT Applications by Department

This list reflects applications and projects maintained in the State of Hawaii's LeanIX application.