



Information Technology Steering Committee (ITSC)
December 19, 2024, Meeting minutes
Remote Meeting via Interactive Conference Technology
1151 Punchbowl Street, Conference Rm. 410, Honolulu, HI

DRAFT

Members Present

Christine Sakuda, Chair, CIO, Office of Enterprise Technology Services (ETS)
Michael Otsuji, Hawaii State Department of Education
Benson Choo, Finance Factors
Michael Nishida, First Hawaiian Bank
Bill Kumagai, Transform Hawaii Government (THG)
Marcus Yano, CBTS Hawaiian Telcom
Eugene Chang, IEEE Computer Society, Hawaii Chapter
Senator Sharon Moriwaki, State Legislature

Members Excused

Representative Kyle Yamashita, State Legislature
Mai Nguyen Van, Judiciary
Joel Kumabe, Ohana Pacific Health
Arnold Kishi, Center for Internet Security, MS-ISAC
Garret Yoshimi, University of Hawaii

Staff

Candace Park, Deputy Attorney General
ETS: Joanna Lee, James Gonser, Bryce Fujii, Jussi Sipola, Tom Ku, Juha Kauhanen,
Todd Omura, Rebecca Cai, Kelli Wang, Vincent Hoang

Guests

Lori Tanigawa
Malcolm Iwami
Michael Fors, PCG
Nandana Kalupahana

I. Call to Order; Roll Call

Quorum was established and roll call taken. The meeting was called to order at 1:03 p.m.

II. Public Testimony

None.

III. ITSC Governance

a. Vice Chair Nomination and Vote

Member Garrett Yoshimi, University of Hawaii, has been nominated as Vice Chair for the IT Steering Committee. Member Yoshimi was not able to attend the meeting, but gave prior comments that if supported, then he gladly accepts nomination.

Member Nishida made a motion to approve nomination, which was seconded by Member Moriwaki. A vote was taken and passed unanimously.

IV. State Information Technology Strategic Plan Approval

Chair Sakuda clarifies that there will be no vote for approval at this meeting, but an update to the plan will be given.

Jussi Sipola, Office of Enterprise Technology Services, gives a brief update. A lot of analysis on the original 2012 plan and the current plan was done. Two workshops with vendor Info-Tech Research Group were held to gather information. The first consisted of business interviews done with Info-Tech, Chief Information Officer Christine Sakuda, and department directors and deputies. The second then took the information provided from the interviews and combined it into a workshop that included the department IT leaders of the state to create seven strategies and goals.

Chair Sakuda reviews the seven strategies:

- Optimize process efficiency
 - Focused on process optimization
- Improve system modernization
 - How to help improve major systems within government; modernization efforts
- Maximize the value of shared services
 - Some of the main points that are common across the departments through which shared services can be leveraged
- Provide business continuity & resiliency
 - Identify and mitigate risks to end of life legacy applications
- Build a modern IT workforce
 - Exploring opportunities to support the current workforce
- Enhance cybersecurity posture
 - Protect, promote, and train in cybersecurity opportunities
- Optimize the responsible use of data & AI
 - Work being done through the Data and AI Taskforce

Member Nishida questions if these are things the departments would like to see happen or are they initiatives from the past that will be worked on in 2025. If some of these initiatives are from the prior year, were they underway, and if so, what percentage were they completed or were they not started.

Chair Sakuda clarifies that the idea was to connect the goals of the state IT Strategic Plan with the goals that were expressed by the department leaderships. There are a lot of efforts being made to align and reorganize the priorities that were in the existing plan to tighter align it with business goals. Based on the resources that are given, it will help

to determine what can and cannot be worked on in the year since not everything can be done at the same time.

Member Moriwaki questions if there is enough staffing to implement all of these goals.

Chair Sakuda explains that working with IT leaders across the state departments, they help to come up with tactics that need to be focused on to help realize these goals in the short term. Over the next year there are plans to convene with stakeholders in working groups to help flush out these strategies. There is momentum moving forward and the IT leads across the departments were very engaged in the workshops. Chair Sakuda further explains that it is a collective operation that ETS doesn't necessarily dictate and with the partnership of all state departments and the ITSC, as we head into 2025, there will be more working groups to help flush things out.

Member Moriwaki asks if there is a point person within ETS that handles each of the goals.

Chair Sakuda responds that there are point people. However, with the fast turn around of this plan, ETS is making sure that before anything is published that ETS has the capacity to address the goals as they come up and have honest conversations with the stakeholder group and the IT leads.

Member Moriwaki comments that ETS cannot handle everything. In which case, how is it being shared and organized with the departments to be in alignment so that they are not doing only their own department priorities.

Member Chang agrees with member Moriwaki's comment adding that the plan is very comprehensive and ambitious. That being so, member Chang questions how far along the way do we want to be in this planning cycle, how hard will it be to accomplish these changes, what is the technical feasibility, and what are the budget and resource requirements. He suggests picking and choosing in order to avoid the mistake of trying to spread out all the projects and not having enough significant progress.

Chair Sakuda comments that this is a reflection of the collective priorities across the departments and we need to go through them to determine which are more urgent than others. Moving forward, discussions will be had on how this will happen and how the ITSC, departments, the legislature, and the executive leadership will help to support this.

Member Kumagai comments that he believes accomplishing strategy 1, goal 1.2: integrate departmental IT planning and IT budgeting, will carry a lot of the rest of the plan with it. It will be a true reflection of the departments speaking to how they will be guided under the umbrella of this statewide plan. Member Moriwaki further comments that since the interviews were done in two separate groups, that at some point the groups need to talk to each other to make sure it's really vertical as well as horizontal.

Chair Sakuda explains that although the workshop interviews were separate, the summaries from the discussions with the directors were shared with the IT leads. There has not been an opportunity to share back collectively yet.

V. Legislative Updates

Discussion on topic has been deferred.

VI. Mobile Application Update

- a. Senate Bill 2287 SD 2, HD 1, CD 1 (Act 82, 2024): Requires the Information Technology Steering Committee to assist the Chief Information Officer in developing a plan to enhance and increase usage of the hawaii.gov mobile application, the State's mobile internet application.

Tom Ku, Office of Enterprise Technology Services, gives an update. There is an application in the App Store for Apple devices that has been out since 2013, but has not been updated since 2017. It is a products that time and technology has built and makes it a little more mobile friendly for users to access Hawaii.gov websites. Mr. Ku explains that is not used frequently right now with a rating of 4.1 from only nine users. There is discussion on whether Tyler Hawaii can help to improve the app to make it more useful and friendly so that it draws more people to do their business with the state. One way to begin this process is to put together a subcommittee or task force together with the ITSC to see about surveying people about what they want to see in the app. We can also learn from other States about what type of mobile app they have.

Member Moriwaki asks what type of content is on the app.

Mr. Ku explains it is a fundamental way to get to the Hawaii.gov website that is a better way to go to the website without going through the internet browser, but it isn't highly used. There is also no Android version.

Member Chang comments that hearing "mobile app" is like a magic term that makes people think it is the solution to everything and he encourages ETS to create a strategy to maintain the app.

Member Choo questions whether there is a strategy to consolidate all apps that have the Hawaii name to it. How can a person determine if they are going to the actual State of Hawaii app versus an app that uses the word Hawaii in the name.

Mr. Ku responds that people are asking for a central portal that you can go through so that you do not have to know all the different websites that are available.

Member Nishida asks what the time commitment for completion and what is the deliverable report to the legislature.

Mr. Ku replies that a bill that has passed and turned into an Act requires an update to the legislature, and there is not language that sets a deadline.

Member Moriwaki comments that it may need to be questioned if this is will be helpful or not and if it's worth putting resources into.

VII. Technology Accessibility Update

Tom Ku, Office of Enterprise Technology Services, gives a brief update. When Act 172, 2022, passed ETS and the disability communication access board worked together and brought their findings together to create the Hawaii Electronic Information Technology Disability Access Standard. Final reviews were discussed with the Chief Information Officer, the office of the Governor, and the Comptroller to see what the next steps would be to not just publish the standards, but also to enforce them.

Member Moriwaki questions what the timeline for approval is and if it will become law. Also who will enforce it.

Mr. Ku responds that the Act requires a presentation to the legislature this legislative session and they are still working towards that goal. Due to it only being a standard for the time being, there is no enforcement ready.

VIII. CIO Annual Report Update

James Gonser, Office of Enterprise Technology Services, gives an update. As opposed to the strategic report, the annual report looks back at 2024, rather than forward and each division within ETS has contributed to this. We are trying to align the look and content to be like the strategic report and so it will detail how it relates to the strategic report.

Member Chang comments on the preference of organizing the data in the report: goal, what was accomplished, comments on variance. Member Moriwaki agrees with the comment.

IX. Data and AI Strategy Update

Discussion on topic has been deferred.

X. Hawaii Annual Code Challenge (HACC) Completion Update

Discussion on topic has been deferred.

XI. Good of the Order

a. Announcements

Member Chang requests discussion on the request for proposals process failure that occurred last year regarding a contract that was cancelled. Discuss the failure and steps to prevent it from repeating.

Member Moriwaki clarifies that the failure was related to the Enterprise Financial System Modernization project and the vendor was not performing the duties they were hired to do. The Comptroller has gone to all the departments and discussed what the users actually need to use the system.

Chair Sakuda adds as an action item for a future meeting to invite the Comptroller to speak to the committee and give more details on the situation.

b. Next Meeting: January

XII. Adjournment

Chair Sakuda called for adjournment. With no objections, the meeting was adjourned at 2:06 p.m.