

DAVID Y. IGE
GOVERNOR
STATE OF HAWAII

JOSH GREEN
LT. GOVERNOR
STATE OF HAWAII



JOBIE M. K. MASAGATANI
CHAIRMAN
HAWAIIAN HOMES COMMISSION

WILLIAM J. AILA, JR.
DEPUTY TO THE CHAIRMAN

**STATE OF HAWAII
DEPARTMENT OF HAWAIIAN HOME LANDS**

P. O. BOX 1879
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TESTIMONY OF JOBIE M. K. MASAGATANI, CHAIRMAN
HAWAIIAN HOMES COMMISSION
BEFORE THE HOUSE COMMITTEE ON JUDICIARY
HEARING ON FEBRUARY 13, 2019 AT 2:01PM IN CR 325

HB 259, HD1 RELATING TO THE HAWAIIAN HOMES COMMISSION ACT

February 12, 2019

Aloha Chair Lee, Vice Chair San Buenaventura, and members of the Committee:

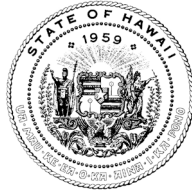
Thank you for the opportunity to testify on House Bill 259, HD1. This bill requires the Department of Hawaiian Home Lands (DHHL) to digitize its applicant, beneficiary, and lessee records and create a usable digital database no later than July 1, 2020. The Department supports the intent of this measure as long as it doesn't affect the priorities identified in the Governor's Executive Budget request.

DHHL began implementing an electronic document imaging system in June 2013 that converted applicant and lessee records to digital media. Staff training is planned over the next few months to allow neighbor island offices to have access to DHHL's electronic record system. This will significantly improve accessibility for DHHL's neighbor island offices and inquiry response times. The primary purpose of the document management system is to easily store, access, track, and share documents from a secure and central location. The goal is to provide better customer service and create a more efficient use of staff time. It will also allow for the preservation of the original documents.

DHHL will also launch a new Contact Center to improve the beneficiary experience and agency efficiency. The Contact Center will utilize two platforms, which will function as a database management tool with case tracking mechanisms and assist in call response times to beneficiaries.

Finally, DHHL is in the beginning stages of looking to integrate GIS into its day-to-day operations. These existing efforts that are underway should begin to address what is requested in this bill. Nevertheless, DHHL requests that the requirement to have the digital database completed and available for use be extended from July 1, 2020 to July 1, 2022 because most of the information requested in the bill is currently in the database with the exception of number of deferrals and history of whether the individual obtained a lease as an applicant or as a successor, which will require additional time and staff to update electronically.

DAVID Y. IGE
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DOUGLAS MURDOCK
CHIEF INFORMATION
OFFICER

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Testimony of
DOUGLAS MURDOCK
Chief Information Officer
Enterprise Technology Services

Before the

HOUSE COMMITTEE ON JUDICIARY
Wednesday, February 13, 2019

HOUSE BILL NO. 259, HD1
RELATING TO THE HAWAIIAN HOMES COMMISSION ACT

Dear Chair Yamane, Vice Chair Todd and members of the committee:

The Office of the Enterprise Technology Services (ETS) supports the intent of House Bill No. 259, HD1, which requires the Department of Hawaiian Homes Lands to digitize its applicant, beneficiary, and lessee records as long as it doesn't affect the priorities identified in the Governor's Executive Budget request.

ETS has been collaborating with the Department of Hawaiian Homelands on projects underway that would organize and make beneficiary information eventually accessible through a database. We will continue to provide governance and technological guidance on the project.

Thank you for this opportunity to provide testimony on this bill.

LATE

HB-259-HD-1

Submitted on: 2/13/2019 4:56:57 AM

Testimony for JUD on 2/13/2019 2:01:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
De MONT R. D. CONNER	Ho'omanapono Political Action Committee (HPAC)	Support	Yes

Comments:

WE STRONGLY SUPPORT THIS MEASURE, BUT REQUEST THAT ADEQUATE FUNDING BE GIVEN THE DEPARTMENT TO ENSURE COMPLIANCE.