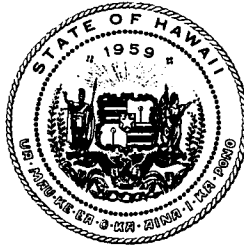


STATE OF HAWAII
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MARION M. HIGA
State Auditor

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DEPT. COMM. NO. 21

January 14, 2003

The Honorable Robert Bunda
President of the Senate
State Capitol, Room 003
Honolulu, Hawaii 96813

Dear Mr. President:

I transmit to you a copy of our report, *Study of the Automated Child Support Enforcement System (KEIKI)*.

The consultant found that KEIKI's effectiveness is limited by its design and its use by the agency. The consultant also found that KEIKI's capabilities and information are not fully exploited by the agency to support management, planning, and operational control. Although agency customer service has improved, the consultant found that the agency has not yet established a culture of customer service and still needs numerous improvements in that area. Finally, the consultant found that the agency may benefit from adopting best practices used by other states and needs to address prior audit recommendations relating to leadership, strategic planning, information technology, and organizational and customer service.

We hope that the report will assist you in reviewing the issues examined. The report will be available at our website, www.state.hi.us/auditor, and released to the public and press on Wednesday, January 15, 2003.

Sincerely,

Marion M. Higa
State Auditor

Enclosure

✓ c: Paul Kawaguchi, Senate Clerk