

DAVID Y. IGE
GOVERNOR



DEPT. COMM. NO. 192
DOUGLAS MURDOCK
CHIEF INFORMATION
OFFICER

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

P.O. BOX 119, HONOLULU, HAWAII 96810-0119
Ph: (808) 586-6000 | Fax: (808) 586-1922
ETS.HAWAII.GOV

December 28, 2020

The Honorable Ronald D. Kouchi,
President, and
Members of The Senate
Thirtieth State Legislature
Hawaii State Capitol, Room 409
Honolulu, Hawaii 96813

The Honorable Scott K. Saiki,
Speaker, and
Members of The House of Representatives
Thirtieth State Legislature
Hawaii State Capitol, Room 431
Honolulu, Hawaii 96813

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

The Office of Enterprise Technology Services (ETS) submits this report pursuant to Section 487N-4: Reporting Requirements, regarding the inadvertent data sharing of one traveler's information.

In accordance with HRS section 93-16, this report may be viewed electronically at <http://ets.hawaii.gov> (see "Reports").

Sincerely,


Douglas Murdock (Dec 29, 2020 15:07 HST)

DOUGLAS MURDOCK
Chief Information Officer
State of Hawai'i

Attachment (1)

RE: Safe Travels Application Data Entry Error For One Traveler

On September 1, 2020, the State of Hawaii launched the Safe Travels digital platform, which is part of a multilayered process designed to protect the health and safety of our visitors and residents alike from the spread of COVID-19. The website collects traveler information for the State Department of Health to monitor and protect public health. Additionally, the digital platform assists the Department of the Attorney General and county law enforcement officials to enforce quarantine rules. Upon creating an account in the Safe Travels platform, travelers enter their personal information and trip details before their departure and confirm the information they entered during the screening process when they arrive.

However, travelers involved in this report didn't enter their trip information before their departure. The information was entered after arrival, with assistance from an airport screener, using a shared State-owned iPad.

On September 10, while entering a daily self-quarantine check-in in the Safe Travels application, Traveler A found Traveler B's name and driver's license number in her account and reported it to the Safe Travels Help Desk. ETS' investigation concluded that an airport screener mistakenly entered Traveler B's information into Traveler A's account. ETS immediately rebuilt both travelers' accounts with the correct information and notified them of the error and the corrective action taken. They were informed that while Traveler A could see Traveler B's personal information, Traveler B could not see Traveler A's information.

Thus far, this is the only known case where one person's personal information was entered into the wrong Safe Travels account. To better protect the confidentiality of account information, screener personnel training and operational procedures were enhanced, and traveler and screener data entry screens were improved to ensure information is properly entered.

Incident Response Timeline

- Sept 10: incident reported
- Sept 14: investigation and corrective action completed
- Sept 15: Traveler A was contacted and notified via phone
- Sept 16: Traveler B was contacted and notified via phone

Since the unauthorized sharing of Name and Driver's License number is a reportable security breach incident under Section 487N-1: Definitions, ETS submits this report according to Section 487N-4: Reporting Requirements.