

MAR 09 2021

SENATE CONCURRENT RESOLUTION

URGING THE OFFICE OF ENTERPRISE TECHNOLOGY SERVICES TO ESTABLISH
A UNIFIED DIGITAL PUBLIC SERVICES WORKING GROUP TO MAKE
RECOMMENDATIONS TO COORDINATE EFFORTS OF INDIVIDUAL
DEPARTMENTS AND OFFICES TO PROVIDE IMPROVED DIGITAL PUBLIC
SERVICES.

1 WHEREAS, the coronavirus disease 2019 (COVID-19) pandemic
2 has accelerated the government implementation of digital
3 applications and access to collect information and provide state
4 services to residents and visitors of the State; and
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6 WHEREAS, numerous departments are preparing digital
7 applications for their own purposes, including a digital
8 agriculture form by the Department of Agriculture, visitor
9 information collection by the Hawaii Tourism Authority, COVID-19
10 screening information by the Department of Health and Department
11 of Transportation, and state park information and interactive
12 resources by the Department of Land and Natural Resources; and
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14 WHEREAS, additional government benefits and services could
15 be offered more efficiently by combining the ongoing efforts and
16 offering a single digital application or interface that
17 residents and visitors could use, in which data and tools could
18 be used more effectively by more agencies compared to numerous
19 individual applications which must be found and used on separate
20 websites; and
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22 WHEREAS, no government application or services will be well
23 utilized unless quality of experience and ease of use is the
24 first and foremost consideration in design and use; and
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26 WHEREAS, consolidating and streamlining services and use
27 will be crucial to providing effective digital public services
28 for residents and visitors; now, therefore,
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1 BE IT RESOLVED by the Senate of the Thirty-first
2 Legislature of the State of Hawaii, Regular Session of 2021, the
3 House of Representatives concurring, that the Office of
4 Enterprise Technology Services is requested to convene a unified
5 digital public services working group to make recommendations to
6 coordinate efforts of individual departments and offices in
7 pursuit of the coordinated long-term goal of providing
8 streamlined, efficient, and more innovative digital public
9 services; and

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11 BE IT FURTHER RESOLVED that the Chief Information Officer
12 is urged to coordinate the various digital public services
13 offered by state departments, agencies, and contractors for the
14 purpose of maximizing simplicity and improving end user
15 experience; facilitating the intergovernmental sharing of data
16 and tools to enable a robust range of products and services; and
17 protecting personal data; and

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19 BE IT FURTHER RESOLVED that the working group is urged to
20 consist of the following members or their designees:

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- 22 (1) The Chief Information Officer as the chair of the
23 working group;
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 - 25 (2) The Chairperson of the Board of Agriculture;
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 - 27 (3) The Director of Business, Economic Development, and
28 Tourism;
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 - 30 (4) The Director of Health;
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 - 32 (5) The Chairperson of the Board of Land and Natural
33 Resources;
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 - 35 (6) The Director of Transportation;
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 - 37 (7) The President and Chief Executive Officer of the
38 Hawaii Tourism Authority; and
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 - 40 (8) Representatives from any other interested department,
41 who the chair may invite to become a member of the
42 working group; and



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BE IT FURTHER RESOLVED that the working group is urged to:

- (1) Develop and make recommendations on coordinating existing efforts creating digital applications for individual departments or offices;
- (2) Develop and make recommendations on intergovernmental sharing of data and tools to enable a more robust range of products and services that might only be possible when data and tools from each department can be used in conjunction with others;
- (3) Develop and make recommendations on how to maximize the visitor and resident user experience by eliminating duplication, simplifying access, and considering the end user experience in every aspect of digital public services; and
- (4) Consider digital privacy and protection of users' personal data when developing and making recommendations; and

BE IT FURTHER RESOLVED that the working group is urged to submit a preliminary report of its activities, findings, and recommendations, including any proposed legislation, to the Legislature no later than December 1, 2021, and a final report by December 1, 2022; and

BE IT FURTHER RESOLVED that the working group shall cease to exist on June 30, 2023; and



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1 BE IT FURTHER RESOLVED that certified copies of this
2 Concurrent Resolution be transmitted to the Chief Information
3 Officer; Chairperson of the Board of Agriculture; Director of
4 Business, Economic Development, and Tourism; Director of Health;
5 Chairperson of the Board of Land and Natural Resources; Director
6 of Transportation; and President and Chief Executive Officer of
7 the Hawaii Tourism Authority.

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OFFERED BY:

A handwritten signature in black ink, appearing to be 'C. A.', is written over a horizontal line.