

MAR 09 2021

SENATE 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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30 BE IT RESOLVED by the Senate of the Thirty-first
31 Legislature of the State of Hawaii, Regular Session of 2021,
32 that the Office of Enterprise Technology Services is requested
33 to convene a unified digital public services working group to



1 make recommendations to coordinate efforts of individual
2 departments and offices in pursuit of the coordinated long-term
3 goal of providing streamlined, efficient, and more innovative
4 digital public services; and
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6 BE IT FURTHER RESOLVED that the Chief Information Officer
7 is urged to coordinate the various digital public services
8 offered by state departments, agencies, and contractors for the
9 purpose of maximizing simplicity and improving end user
10 experience; facilitating the intergovernmental sharing of data
11 and tools to enable a robust range of products and services; and
12 protecting personal data; and
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14 BE IT FURTHER RESOLVED that the working group is urged to
15 consist of the following members or their designees:
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- 17 (1) The Chief Information Officer as the chair of the
18 working group;
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- 20 (2) The Chairperson of the Board of Agriculture;
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- 22 (3) The Director of Business, Economic Development, and
23 Tourism;
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- 25 (4) The Director of Health;
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- 27 (5) The Chairperson of the Board of Land and Natural
28 Resources;
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- 30 (6) The Director of Transportation;
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- 32 (7) The President and Chief Executive Officer of the
33 Hawaii Tourism Authority; and
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- 35 (8) Representatives from any other interested department,
36 who the chair may invite to become a member of the
37 working group; and
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39 BE IT FURTHER RESOLVED that the working group is urged to:
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- 1 (1) Develop and make recommendations on coordinating
2 existing efforts creating digital applications for
3 individual departments or offices;
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- 5 (2) Develop and make recommendations on intergovernmental
6 sharing of data and tools to enable a more robust
7 range of products and services that might only be
8 possible when data and tools from each department can
9 be used in conjunction with others;
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- 11 (3) Develop and make recommendations on how to maximize
12 the visitor and resident user experience by
13 eliminating duplication, simplifying access, and
14 considering the end user experience in every aspect of
15 digital public services; and
16
- 17 (4) Consider digital privacy and protection of users'
18 personal data when developing and making
19 recommendations; and
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21 BE IT FURTHER RESOLVED that the working group is urged to
22 submit a preliminary report of its activities, findings, and
23 recommendations, including any proposed legislation, to the
24 Legislature no later than December 1, 2021, and a final report
25 by December 1, 2022; and
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27 BE IT FURTHER RESOLVED that the working group shall cease
28 to exist on June 30, 2023; and
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30 BE IT FURTHER RESOLVED that certified copies of this
31 Resolution be transmitted to the Chief Information Officer;
32 Chairperson of the Board of Agriculture; Director of Business,
33 Economic Development, and Tourism; Director of Health;
34 Chairperson of the Board of Land and Natural Resources; Director
35 of Transportation; and President and Chief Executive Officer of
36 the Hawaii Tourism Authority.
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OFFERED BY: 