

JAN 27 2021

A BILL FOR AN ACT

RELATING TO DIGITAL PUBLIC SERVICES.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1 SECTION 1. The legislature finds that coronavirus disease
2 2019 and recent innovations have accelerated the government
3 implementation of digital applications and access to collect
4 information and provide state services to visitors and local
5 residents. Numerous departments are preparing digital
6 applications for their own purposes. These include a digital
7 agriculture form by the department of agriculture, visitor
8 information collection by the Hawaii tourism authority,
9 coronavirus disease 2019 screening information by the department
10 of transportation and department of health, and state park
11 information and interactive resources by the department of land
12 and natural resources.

13 The legislature further finds that additional benefits and
14 services could be offered more efficiently by combining the
15 ongoing efforts in the long-term and offering a single digital
16 application or interface that residents and visitors could use,
17 in which data and tools could be used more effectively by more



1 agencies, compared to numerous individual applications which
2 must be separately found and used. For example, a single
3 application could provide for information capture in specific
4 cases such as entering an airport, collect payment information
5 one time but allow for multiple public services such as access
6 to state parks, parking in other facilities, reserving camping
7 sites, or making donations to state programs.

8 Most of all, no government application or service will be
9 well utilized unless quality of experience and ease of use is
10 the first and foremost consideration in design and use.
11 Consolidating and streamlining services and use will be crucial
12 to providing effective digital public services for visitors and
13 residents.

14 The purpose of this Act is to centralize the numerous near-
15 term efforts at different state departments in pursuit of the
16 coordinated long-term goal of providing streamlined, efficient,
17 and more innovative digital public services.

18 SECTION 2. Section 27-43, Hawaii Revised Statutes, is
19 amended by amending subsection (a) to read as follows:

20 "(a) There is established within the department of
21 accounting and general services the office of enterprise



1 technology services, which shall be headed by a full-time chief
2 information officer to organize, manage, and oversee statewide
3 information technology governance. The chief information
4 officer shall be appointed by the governor as provided in
5 section 26-34. The chief information officer shall report
6 directly to the governor and shall:

- 7 (1) Develop, implement, and manage statewide information
8 technology governance;
- 9 (2) Develop, implement, and manage the state information
10 technology strategic plans;
- 11 (3) Develop and implement statewide technology standards;
- 12 (4) Work with each executive branch department and agency
13 to develop and maintain its respective multi-year
14 information technology strategic and tactical plans
15 and road maps that are part of the State's overall
16 information technology strategic plans, road maps, and
17 directions;
- 18 (5) Coordinate each executive branch department and
19 agency's information technology budget request,
20 forecast, and procurement purchase to ensure
21 compliance with the department or agency's strategic



1 plan and road map and with the office of enterprise
2 technology services' information technology governance
3 processes and enterprise architecture policies and
4 standards, including policies and standards for
5 systems, services, hardware, software, and security
6 management;

7 (6) Report annually to the governor and the legislature on
8 the status and implementation of the state information
9 technology strategic plan;

10 (7) Update the state information technology strategic plan
11 every four years;

12 (8) Perform other necessary or desirable functions to
13 facilitate the intent of this section;

14 (9) Employ persons exempt from chapters 76 and 89;

15 (10) Provide centralized computer information management
16 and processing services, coordination in the use of
17 all information processing equipment, software,
18 facilities, and services in the executive branch of
19 the State, and consultation and support services in
20 the use of information processing and management



1 technologies to improve the efficiency, effectiveness,
2 and productivity of state government programs;

3 (11) Establish, coordinate, and manage a program to provide
4 a means for public access to public information and
5 develop and operate an information network in
6 conjunction with overall plans for establishing a
7 communication backbone for state government; [~~and~~]

8 (12) Coordinate the various digital public services offered
9 by state departments, agencies, and contractors for
10 the purpose of:

11 (A) Maximizing simplicity and improving end user
12 experience;

13 (B) Facilitating the intergovernmental sharing of
14 data and tools to enable a robust range of
15 products and services; and

16 (C) Protecting privacy and data; and

17 (13) Adopt rules, pursuant to chapter 91, necessary for the
18 purposes of this part."

19 SECTION 3. (a) There is established within the office of
20 enterprise technology services for administrative purposes, a
21 unified digital public services working group.



1 (b) The working group shall consist of the following
2 members or their designees:

3 (1) The chief information officer, who shall serve as the
4 chair of the working group;

5 (2) President and chief executive officer of the Hawaii
6 tourism authority;

7 (3) Chairperson of the board of land and natural
8 resources;

9 (4) Director of transportation;

10 (5) Chairperson of the board of agriculture;

11 (6) Director of business, economic development, and
12 tourism;

13 (7) Director of health; and

14 (8) Representatives from any other interested department,
15 who the chair may invite to become a member of the
16 working group.

17 (c) The working group shall:

18 (1) Develop and make recommendations on coordinating
19 current efforts of creating digital applications for
20 individual departments or offices;



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1 (2) Develop and make recommendations on intergovernmental
2 sharing of data and tools to enable a more robust
3 range of products and services that might only be
4 possible when data and tools from each department can
5 be used in conjunction with others;

6 (3) Develop and make recommendations on how to maximize
7 the visitor and resident user experience by
8 eliminating duplication, simplifying access, and
9 considering the end user experience in every aspect of
10 digital public services; and

11 (4) Consider digital privacy and protection of user data
12 when developing and making recommendations.

13 (d) No later than December 1, 2021, the working group
14 shall submit a preliminary report of its activities to the
15 legislature. No later than December 1, 2022, the working group
16 shall submit a final report to the legislature containing its
17 findings and recommendations, including any proposed
18 legislation.

19 (e) The working group shall cease to exist on June 30,
20 2023.



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1 SECTION 4. Statutory material to be repealed is bracketed
2 and stricken. New statutory material is underscored.

3 SECTION 5. This Act shall take effect upon its approval.

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INTRODUCED BY: _____

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

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Report Title:

Digital Public Services; Office of Enterprise Technology Services; Working Group

Description:

Requires the office of enterprise technology services to coordinate the various state digital public services. Establishes a working group to make recommendations to coordinate efforts to create applications for individual departments and offices.

The summary description of legislation appearing on this page is for informational purposes only and is not legislation or evidence of legislative intent.

