



February 11, 2022

Representative Gregg Takayama, Chair  
Representative Linda Clark, Vice Chair  
House Committee on Higher Education and Technology  
Via Videoconference

RE: SUPPORT FOR HB 2410, RELATING TO INFORMATION TECHNOLOGY SERVICES

Aloha Chair Takayama, Vice Chair Clark, and committee members:

My name is Christine Sakuda and I serve as the executive director of Transform Hawai'i Government (THG), a coalition of organizations and individuals who advocate for an accessible, accountable and responsive state government that leverages technology to help citizens, communities, and businesses throughout Hawai'i to thrive. We provide a consistent and persistent voice to keep modernization a top priority of state government.

House Bill 2410 would establish a technology services consolidation working group, which would develop a plan for the phased consolidation of all state executive branch information technology services and staff within five years, with certain exceptions. Establishing a technology services working group aligns well with the state's vision for transformative information and technology-enriched government that serves all the people of Hawai'i and the 'āina. THG has long been a proponent for this vision and supported the development of the Hawai'i Information Technology Strategic Plan (HITSP). A key priority of the plan is to optimize state enterprise systems and centralized IT services.<sup>1</sup> This bill is a necessary step toward achieving that priority.

The working group would also be tasked with recommending ways to attract high quality IT professionals to the state. The HITSP also prioritizes establishing a continuous learning culture and growth mindset to modernize how work is performed. It seeks to enable the state to develop and sustain the digital workforce through building recruitment, hiring, training, assignment and staffing models, developing qualified talent at all levels (apprenticeship, entry, senior, enterprise-level), expanding learning and cross-training and developing in-house IT talent.

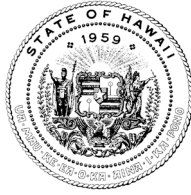
We urge the legislature to invest resources, including funding to administer and conduct the working group, necessary to support this legislation. Please support HB 2410.

Respectfully submitted,

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<sup>1</sup> Hawai'i Information Technology Strategic Plan. Hawai'i State Office of Enterprise Technology Services. (April 25, 2019). <https://ets.hawaii.gov/wp-content/uploads/2019/05/ETS-Strategic-Plan-website-4.25.19.pdf>



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Testimony of  
**DOUGLAS MURDOCK**  
Chief Information Officer  
Enterprise Technology Services

Before the  
**HOUSE ON HIGHER EDUCATION & TECHNOLOGY**  
Friday, February 11, 2022

**HOUSE BILL NO. 2410**  
**RELATING TO INFORMATION TECHNOLOGY SERVICES**

Dear Chair Takayama, Vice Chair Clark, and members of the committee,

The Office of Enterprise Technology Services (ETS) supports the intent of this bill which establishes a working group that will evaluate and plan for phased consolidation of the executive branch's IT resources and make recommendations to attract high quality IT professionals to the state.

ETS has successfully consolidated many of the IT services used by the departments such as Microsoft 365 for email, file sharing and online meetings and Adobe eSign for document management, workflow, and electronic signature, and several cybersecurity tools. In addition, ETS has successfully worked to modernize the state's Enterprise Resource Planning systems including Human Resources, Payroll, Time and Leave, and Financial Management. These are just a few of the shared services ETS already provides. ETS has inventories of state systems and reviews departmental needs in order to select new opportunities for consolidation by establishing new shared services where appropriate.

To facilitate this working group, we ask that the legislature approve the requests in the Governor's budget for the re-establishment of the ETS Administrative Services Officer and ETS Human Resources Manager. ETS is currently struggling without these positions and the positions will be critical in enabling the working group to meet the goals set forth in the bill.

Thank you for the opportunity to provide testimony on this measure.