DAVID Y. IGE
GOVERNOR

DOUGLAS MURDOCK
CHIEF INFORMATION
OFFICER

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

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

Testimony of
DOUGLAS MURDOCK
Chief Information Officer
Enterprise Technology Services

Before the

SENATE COMMITTEE ON GOVERNMENT OPERATIONS
Tuesday, February 1, 2022

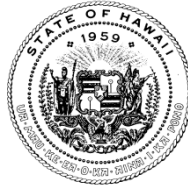SENATE BILL NO. 3284
RELATING TO INFORMATION TECHNOLOGY SERVICES

Dear Chair Moriwaki, Vice Chair Dela Cruz, 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.

DAVID Y. IGE
GOVERNOR

TESTIMONY BY:

JADE T. BUTAY
DIRECTOR

Deputy Directors
ROSS M. HIGASHI
EDUARDO P. MANGLALLAN
PATRICK H. MCCAIN
EDWIN H. SNIFFEN

STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
869 PUNCHBOWL STREET
HONOLULU, HAWAII 96813-5097

February 1, 2022
3:00 P.M.
State Capitol, Teleconference

S.B. 3284
RELATING TO INFORMATION TECHNOLOGY SERVICES

Senate Committee on Government Operations

The Department of Transportation (HDOT), Highways Division **submits concerns** with this bill that proposes to establish a technology services consolidation working group, which shall develop a plan for the phased consolidation of all state executive branch information technology services and staff within five years, except those of the Department of Education, Hawaii Health Systems Corporation, and University of Hawaii, under the Office of Enterprise Technology Services.

Information technology is constantly evolving and there are seldom "one size fits all" solutions. This is especially true in the area of transportation. When developing a new information technology solution, it is critical that the Highways Division have a purpose developed and dedicated information technology program. This is required to allow us to be as nimble as possible to ensure we can keep up with the communications, data integration, and infrastructure management technology necessary to meet the ever changing needs of the public.

The Highways Division has been successful in recent years in developing and implementing information technology solutions that are unique to our operations. These systems allow the Highways Division to deliver services to the people of Hawaii in line with our six core goals: Safety, Economic Vitality, Multi-modal Integration, Resiliency, System Efficiency and System Preservation.

Examples of specialized systems developed and implemented by the Highways Division are:
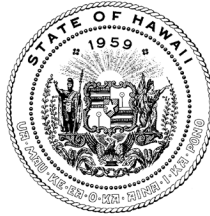
1. The State of Hawaii Advanced Crash Analysis system which is a comprehensive system that stores and catalogs all major accidents in the state. From this system we can analyze accident locations, trends and causes to make changes to roadway safety. In addition, the system can use the wealth of data it collects to make predictive recommendations on future areas of concern.

2. A comprehensive e-construction system which allows for the timely and accurate management of our multi-million-dollar construction program in a cloud based, paperless environment.

3. A comprehensive data integration platform that ingests the various data sources in the division and displays them in whatever way is required by the end user. This allows for real time data analysis and reports and transparent updates to the public through the Highway Program Status map.

4. Automated Act 100 report to legislature using real time data from throughout the Highways Division program.

5. Geographic Information System (GIS) based lane closure entry system that creates a public map to communicate location of planned construction. This system is first of its kind and received a Special Achievement in GIS Award from esri in 2020 (https://events.esri.com/conference/sagList/?fa=Detail&SID=2938).

6. Electronic Statewide Transportation Improvement Program system which automates the division's Statewide Transportation Improvement Program (STIP). The STIP is required by 49 United States Code 5304(g) for projects to receive federal funding.

7. Cloud based climate resilience for infrastructure system resulting in a hazard viewer (available at https://hidot.hawaii.gov/resilience/). Knowing hazards, risks, and time horizons for effects on the highways system informs HDOT's project prioritization process and allows us to add resilience features to projects in development.

These are just a few examples of the unique information technology (IT) challenges that the Highways Division faced and solved. Key to this success is the ability to be nimble with our IT development. This is only achievable by having a dedicated IT program that is fully dedicated to the unique challenges of running 21st century transportation organization. Having this staff stand in line along with all the other departmental programs for service from a centralized IT office will hinder our ability to innovate and serve. In addition, all major information technology initiatives are already coordinated and approved by ETS at their inception. ETS reviews and works with submitting departments to ensure that the project adheres to state information technology policies, takes advantage of economies of scale and utilizes existing resources where available. All technological advances developed in the various initiatives are also made available to other State departments.

Thank you for the opportunity to provide testimony.

DAVID Y. IGE
GOVERNOR OF
HAWAII

SUZANNE D. CASE
CHAIRPERSON
BOARD OF LAND AND NATURAL RESOURCES
COMMISSION ON WATER RESOURCE MANAGEMENT

ROBERT K. MASUDA
FIRST DEPUTY

M. KALEO MANUEL
DEPUTY DIRECTOR - WATER

AQUATIC RESOURCES
BOATING AND OCEAN RECREATION
BUREAU OF CONVEYANCES
COMMISSION ON WATER RESOURCE MANAGEMENT
CONSERVATION AND COASTAL LANDS
CONSERVATION AND RESOURCES ENFORCEMENT
ENGINEERING
FORESTRY AND WILDLIFE
HISTORIC PRESERVATION
KAHOOLAWE ISLAND RESERVE COMMISSION
LAND
STATE PARKS

STATE OF HAWAII
DEPARTMENT OF LAND AND NATURAL RESOURCES

POST OFFICE BOX 621
HONOLULU, HAWAII 96809

Testimony of
SUZANNE D. CASE
Chairperson

Before the Senate Committee on
GOVERNMENT OPERATIONS

Tuesday, February 1, 2022
3:00 PM
State Capitol, Conference Room 016 & Videoconference

In consideration of
SENATE BILL 3284
RELATING TO INFORMATION TECHNOLOGY SERVICES

Senate Bill 3284 proposes to establish a technology services consolidation working group to establish a plan to consolidate all state executive branch information technology services and staff within five years, except those of the Department of Education, Hawaii Health Systems Corporation, and University of Hawaii, under the Office of Enterprise Technology Services. Requires the working group to recommend ways to attract high quality information technology professionals to the State. **The Department of Land and Natural Resources (DLNR) offers the following comments.**

- Include language allowing a federated approach to structuring IT employees where departmental information technology (IT) staff remain at the agency (DLNR) and work in partnership with the central IT organization to support the departmental mission and goals for efficient and effective management of technology.

- Keeping the IT staff at the state agency like the DLNR, supports the ability to respond to technology more quickly and timely across functional units.

- Engage inter-operation of departmental IT and central IT units to share expertise and synergies that recognizes the combined knowledge necessary for effective decision making.

Thank you for the opportunity to comment on this measure.

February 1, 2022

Senator Sharon Moriwaki, Chair
Senator Donovan Dela Cruz, Vice Chair
SENATE COMMITTEE ON GOVERNMENT OPERATIONS
Via Videoconference

RE: SUPPORT FOR SB 3284, RELATING TO INFORMATION TECHNOLOGY SERVICES

Aloha Chair Moriwaki, Vice Chair Dela Cruz, 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.

Senate Bill 3284 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 techonology 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.[1] 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 SB 3284.

Respectfully submitted,

Christine Sakuda
Executive Director
Transform Hawai'i Government
email: csakuda@TransformHawaiiGov.org | phone: (808) 321-2811
web: www.TransformHawaiiGov.org

---

[1] 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