

MAR 08 2022

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# SENATE CONCURRENT RESOLUTION

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REQUESTING THE OFFICE OF ENTERPRISE TECHNOLOGY SERVICES TO  
CONDUCT A FEASIBILITY STUDY ON THE DEVELOPMENT OF A  
STATEWIDE INTERAGENCY SYSTEM FOR FILING AND MAINTAINING  
DOCUMENTS REQUIRED OF INDIVIDUALS AND ORGANIZATIONS  
ACCESSING GOVERNMENT SERVICES ONLINE.

1 WHEREAS, today, many government services and programs are  
2 provided online and reliance on the online method of delivery  
3 has increased due to the coronavirus disease 2019 (COVID-19)  
4 pandemic; and

5  
6 WHEREAS, many government services and programs require  
7 personal information for online access privileges and require  
8 documentation to be uploaded in certain instances; and

9  
10 WHEREAS, oftentimes the same information and same  
11 documentation must be uploaded numerous times to access the  
12 online services at different times or to access different  
13 services; and

14  
15 WHEREAS, this redundant input and upload exercise wastes  
16 time, causes user frustration, and likely contributes to less  
17 utilization of online services than would be the case if the  
18 process were streamlined; and

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20 WHEREAS, a statewide interagency system for the filing and  
21 maintenance of documents required of individuals and  
22 organizations accessing government services online would improve  
23 efficiency and user experience; and

24  
25 WHEREAS, one program that would particularly benefit from a  
26 statewide interagency system for the filing and maintenance of  
27 documents required of individuals and organizations accessing  
28 government services online is the grant-in-aid program; and  
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1 WHEREAS, other areas that could benefit from a statewide  
2 interagency filing system are taxation, regulatory compliance,  
3 government assistance programs, and occupational licensing; and  
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5 WHEREAS, the Judiciary, for example, has implemented a  
6 statewide online filing system for nearly the entire court  
7 system, including district, circuit, and appellate courts, which  
8 has streamlined the process for filing and retrieving court  
9 documents, lowered the barriers to accessing the courts in many  
10 respects, and immeasurably prepared the Judiciary to deliver  
11 critical services throughout the COVID-19 pandemic; and  
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13 WHEREAS, the success of the Judiciary's statewide filing  
14 system demonstrates the untold potential of a statewide  
15 interagency system for the filing and maintenance of documents  
16 required of individuals and organizations accessing government  
17 services online; and  
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19 WHEREAS, the Office of Enterprise Technology Services  
20 provides governance for executive branch information technology  
21 projects and is uniquely positioned to study and implement a  
22 statewide interagency filing system; now, therefore,  
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24 BE IT RESOLVED by the Senate of the Thirty-first  
25 Legislature of the State of Hawaii, Regular Session of 2022, the  
26 House of Representatives concurring, that the Office of  
27 Enterprise Technology Services is requested to conduct a  
28 feasibility study on the development of a statewide interagency  
29 system for filing and maintaining documents required of  
30 individuals and organizations accessing government services  
31 online; and  
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33 BE IT FURTHER RESOLVED that the Office of Enterprise  
34 Technology Services is requested to submit a report of its  
35 findings and recommendations, including any proposed  
36 legislation, to the Legislature no later than twenty days prior  
37 to the convening of the Regular Session of 2023; and  
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39



# S.C.R. NO. 27

1 BE IT FURTHER RESOLVED that a certified copy of this  
2 Concurrent Resolution be transmitted to the Office of Enterprise  
3 Technology Services.

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6 OFFERED BY:

Benjamin J. Mendenhall

