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December 16, 2022

The Honorable Ronald D. Kouchi,
President, and Members of the Senate
Thirty-Second State Legislature
State Capitol, Room 409
Honolulu, Hawai'i 96813

The Honorable Scott K. Saiki, Speaker
and Members of the House of
Representatives
Thirty-Second State Legislature
State Capitol, Room 431
Honolulu, Hawai'i 96813

Dear President Kouchi, Speaker Saiki, and Members of the Legislature:

For your information and consideration, I am transmitting a copy of the Preliminary Status Report on the Consolidation of Information Technology Services pursuant to Act 179, SB3284 SD2 HD2 CD1.

In accordance with Section 93-16, Hawaii Revised Statutes, this report will be posted on the Department of Accounting and General Services website at <http://ags.hawaii.gov/reports/legislative-reports/>.

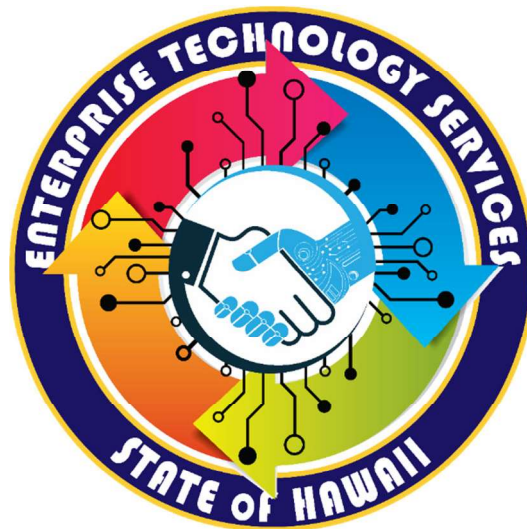
Sincerely,


Douglas Murdock (Dec 20, 2022 10:35 HST)

DOUGLAS MURDOCK
Chief Information Officer

Attachment

Act 179 IT Consolidation
2022 Preliminary Status Report for
the State of Hawai'i Legislature



Prepared by the Office of Enterprise Technology Services

For questions, please contact ETS@hawaii.gov

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Executive Summary

The Office of Enterprise Technology Services (ETS) is submitting its first interim report in compliance with Act 179. ETS has initiated the planning for how Executive Branch IT consolidation might occur, identifying key considerations and decisions points, gathering feedback from the rest of the Executive Branch, and forming initial recommendations to align with the strategic goals of Act 179 – more efficient, cost-effective, and secure use of technology in State government.

This initial report provides information on overall strategy, formation of the working group, areas where further planning is needed, and data collected to inform the process.

The state has already successfully consolidated many IT shared services and capabilities under ETS and its predecessors. For example, the Executive Branch mainframe system has been in use over 40 years, shared by many departments but run by ETS and its predecessors. The mainframe is still in use but recently has been modernized to work in a cloud-like as-a-service environment. Similarly, the Executive Branch shares a networking system called the Next Generation Network (NGN). Other great examples of shared services include the FAMIS financial management system, the payroll system, and the Microsoft 365 system.

ETS and the Consolidation Working Group believes the best way to implement consolidation is to continue to develop shared services that meet the needs of the Executive branch. These may include new IT procurement tools, IT recruiting and training for state staff, and shared program management. This is the best way to implement consolidation without negatively impact departments or the citizens and beneficiaries they serve.

The IT consolidation effort will be complimentary to ETS’ objectives for the digital transformation of State government.

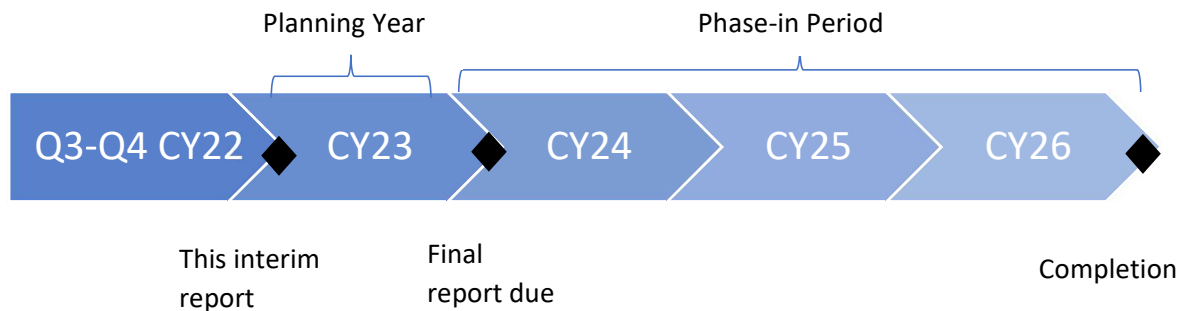


ETS will need to be stronger to lead the state through consolidation. Filling vacant positions, reclassifying legacy positions to more modern IT positions, and transforming ETS philosophy will be necessary for IT consolidation to be possible. ETS must be a great role model and a place that all state workers would like to work.

Background

Senate Bill 3284 SD2 HD2 CD1¹ establishes a technology services consolidation working group to develop a plan for the phased consolidation of all state executive branch information technology services and staff, under the ETS. The phased consolidation, where determined practicable by the working group, will exclude the Department of Education, Hawaii Health Systems Corporation, University of Hawaii, and Office of Hawaiian Affairs, and the phase-in period will be five (5) years. The plan must include the working group’s recommendations to attract high-quality information technology professionals to the State. A report to the Legislature is required twice -- an interim and a final report -- before the 2023 and 2024 legislative sessions respectively. The bill dissolves the working group on 12/31/2023 (CD1). Act 179 was approved by Governor David Y. Ige on June 27, 2022.

Timeline



¹ https://www.capitol.hawaii.gov/session2022/bills/SB3284_CD1_.htm

Process

Act 179 provided that the working group would be comprised of each principal Executive Branch department or that person's designee, excluding the Department of Education, Hawaii Health Systems Corporation, University of Hawaii, and Office of Hawaiian Affairs. In Q3 of calendar year 2022, ETS formed the working group by asking each Executive Branch Department's Director/Chairperson to identify who would be participating in the working group. Each Executive Branch department's principal chose to designate one or more individuals. Most designees are representatives of their department or division's IT office.

5 Year Consolidation Plan

Planning year (CY23)

Committees of Consolidation Working Group members supported by ETS staff will have the responsibility to set formal deliverables as they see fit and agree to a finalized list of anticipated deliverables prior to the start of their planning work. ETS will make the following committee scope recommendations for the Planning Year.

Human Resources Plan

Determine the scope of positions within the IT consolidation effort, factoring in any constraints such as federally funded positions that cannot be moved. Identify each position within the scope of consolidation. Analysis of existing staff – staffing levels, job titles, benchmarks, key strengths, gaps, and challenges. Determine future state roles and functions, standardization of positions, and staffing levels. Recommend an approach to filling skills gaps.

Governance Structures

Assess HRS, HAR, Executive Orders, and other policies and procedures on IT governance, determine if additional changes are necessary to adopt additional centralized shared services, and make formal recommendations if so. Review ETS governance structures against any available in sister states, and as necessary, define new roles, responsibilities, and oversight groups to provide future state leadership.

Organizational Structures

Review existing organizational structures. Identify challenges and pain points in the current organizational structures where IT positions exist. Analyze organizational models of sister states and benchmark. Recommend optimal organizational structures to be utilized by ETS post-consolidation.

Sourcing and Procurement Strategy

Identify pain points in the current IT procurement process. Recommend a model to be able to leverage economies of scale for IT procurement by having ETS act as a broker for IT procurement transactions, including those that fall under the scope of shared services. Identify other opportunities to capture cost savings and efficiencies by assessing current spend across the executive branch, reviewing procurement policies, identifying any policy changes, and recommended consolidation of future contracts.

Financial Model

Analysis of current state funding approaches for IT expenditures. Are they effective and do they support a shared services model? Study possible funding models and determine the pros/cons of each option and make a recommendation for the best model/method available. Ensure sustainability of ETS' budget to deliver on shared services.

Project and Portfolio Management Strategy

Analysis of existing Executive Branch IT projects and portfolios of IT applications. Recommend a portfolio management strategy that will enable better investments in future projects and more successful business outcomes. Determine existing project organization structures, what project controls are in place, and recommend any necessary changes.

Change Management Plan

Identify all key stakeholder groups with respect to IT consolidation, including their level of influence and their level of influence and interest. Formalize a plan to ensure that all stakeholders are informed of changes and engaged, the timing of those changes, and the

level of readiness stakeholders should have to prepare for the IT consolidation effort. Identify any considerations for transition, with an emphasis on staff retention and satisfaction.

Communication Plan

Develop a formal plan for communications between ETS and other departments, including key stakeholders such as vendors, central state offices, legislators, unions, etc. Determine the key factors to communicate with respect to the consolidation, the means of communication, and the timing. Define the communication process, including who should sign off on communications.

Provider (or Vendor) Management Plan

Analysis of services currently provided either internally or externally (via vendor) to executive branch departments. Perform baseline user satisfaction surveys. Determine whether services currently provided are adequate and meet the needs of the “customer”. Identify any areas that require future vendor sourcing by completing a make/buy assessment and recommend a sourcing method. Finalize list of shared services to be included in the IT consolidation effort.

Facilities Strategy and Management Plan

Assess the State’s current footprint for people and physical assets, including data center utilization, and any future plans for cloud utilization and third-party Infrastructure-as-a-Service (IaaS). Recommend a strategic plan for the optimization of office space and data centers. Identify current pain points and cost inefficiencies and recommend steps to address those.

IT Network and Communications Plan

Assess the State’s current network utilization and network infrastructure assets (voice, video support, telecommunications, etc.) and identify any opportunities for third party management. Recommend a strategic plan for the optimization of network infrastructure. Identify current pain points and cost inefficiencies and recommend steps to address those.

Service Utilization Management Plan

Analyze current use of resources, planned use, forecast future use and develop models to best utilize available resources. Determine how to use existing assets more efficiently and effectively as well as to plan for more effective future uses of shared services. Identify any opportunities to leverage alternative models such as managed services, pooled storage, and virtualization.

Workforce Development and Recruiting

With an eye on attracting and retaining key skill sets in State government, develop a multi-faceted plan. Analyze current pay practices for exempt employees and compare to local market rates and rates of sister states and make recommendations for pay adjustments. Analyze available recruitment methods and make recommendations for new recruitment methods. Recommend development opportunities for existing staff with a focus on desired skill sets for a future workforce. Recommend new career pathways for advancement in IT.

Appendices A-D contain information on the membership of the working group, survey results, and meeting minutes.

The Departments of Agriculture and Human Services do not have volunteers to participate in the IT consolidation planning committees currently.

The work of the Communications Plan committee may be combined Change Management due to a low level of participation.

Execution years 1-3 (CY24-26)

At the conclusion of the planning year, a full project plan including but not limited to costs, schedule, and scope will be compiled by ETS and given to the working group for review and comment, and then finalized for execution during calendar years 2024 through 2026.

Scope and Assumptions

ETS' Preliminary Proposal

ETS has formulated a preliminary proposal for discussion by the Consolidation Working Group as a model of what a successful IT consolidation might look like. The proposal is based on a “Shared Services” model which many other State governments have successfully adopted.

Shared services differ from centralized services. Whereas centralized services focus on consolidating work in a single location, shared services are provided by ETS to other departments as a part of a service offering to keep the department's overhead lower. Shared Services are a way to gradually gain additional economies of scale just as other State governments have done over time. One example of a Shared Service is the central procurement, provisioning, and management of Microsoft licenses for Executive Branch personnel.

A future expansion of the Shared Services model might include:

- Teams Calling
- Internet/network inside departments
- Common VPN/VDI
- Help Desks
- PC and device purchasing and support
- Cloud Contracts
- Baseline User Satisfaction for future projects
- Centralized design, development, and implementation (DD&I) processes
- Centralized project management for major existing systems

The benefits of expanding the Shared Services model are:

- Cost/process efficiency
- Consistent, dependable services

- Increased responsiveness
- Lessen disruption to business units

Appendix E contains ETS' preliminary recommended statutory changes that may be finalized after the planning year is complete. Appendix F contains various models for IT organizations in sister states.

Strategies

IT consolidation planning will seek to determine if any of the following are viable strategies:

- ETS becomes Broker for Vendor Services
- Vendor Management with Contracts for Projects
- Change Special Fund Use from Personnel Costs to Innovation
- Create Software Factory to Build Prototypes and Pilots
- Create Data Office to Help New Chief Data Officer
- IT Training, Career Tracks, funding for professional certifications
- Creation of a CIP project reinvestment fund
- Creation of a special fund for IT consolidation, workforce development, training, certification, workforce position description modernization
- Centralized funding of all IT hardware and software
- Centralized management of all IT positions

IT consolidation planning will leverage the following:

- Budget and occupied/empty position count/type analysis of departmental IT
- Authority and process for budget and position transfer
- Reorganized ETS structure

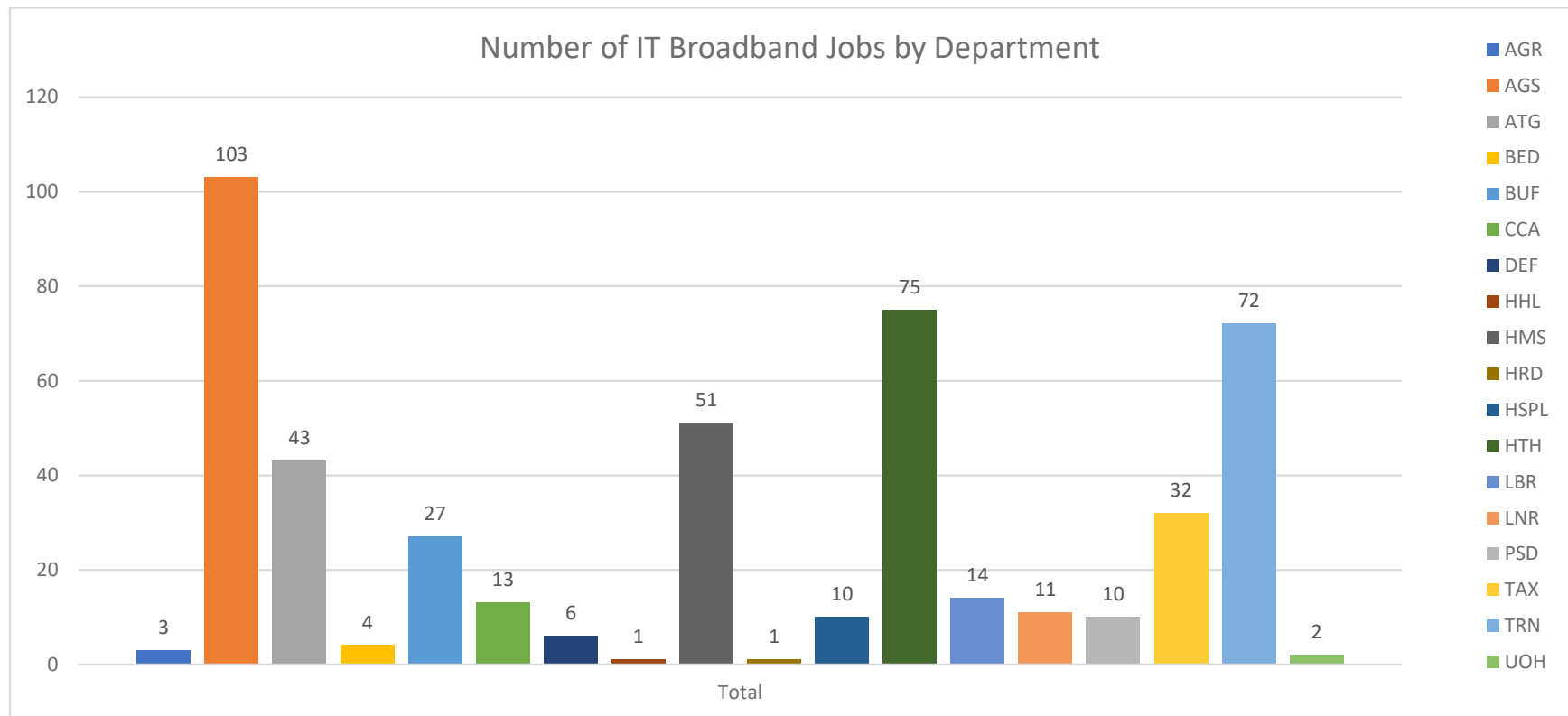
- Enhanced consolidated HR Position Descriptions & Recruitment Plan
- Departmental IT Services Manager Position Description
- Departmental IT Governance and strategic planning
- Memorandums of Agreement/Understanding
- Standards such as a Service Catalog, Work Breakdown Structure and RACI Charts
- IT Product & Service Catalog and Procedure
- Service Level Agreements & User Satisfaction Surveys
- Location decisions (central or decentralized)
- Procurement vehicles for brokering and vendor management

In that model, that which is *not* an ETS core competency will stay with the appropriate subject matter departments/agencies.

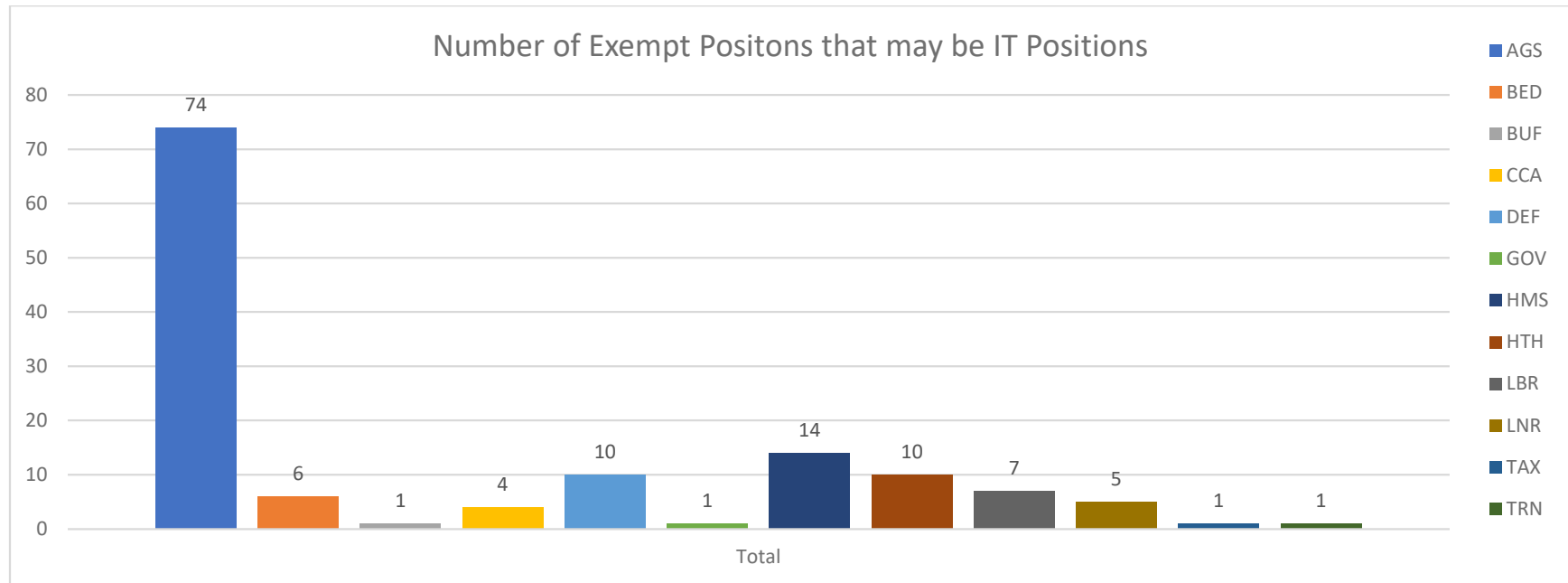
ETS may also expand professional shared services to departments through the IT consolidation effort. Certain existing or planned areas of ETS such as the Project Management Branch, Enterprise Architecture, IT Governance, or the services of the Chief Data Officer may become “expert hubs” providing a broad range of professional IT services.

People

Currently, there are 478 positions in the Executive Branch with the IT “broadband” job classification. At 103, Department of Accounting and General Services (“AGS”) has the highest number because Enterprise Technology Services is a division within AGS. See Attachment D for a listing of non-exempt broadband positions. Research will be required to identify positions whose job descriptions cannot be changed because of limitations imposed by the federal funding which funds the positions.



The following is a chart showing positions that are exempt and may be classified as IT positions. The list includes ETS positions under “AGS”. Non-ETS positions listed may not be IT positions and research will be required for each position, to determine if each position is an IT position or not. See Attachment E for a listing of 134 exempt positions.



ETS’ philosophy is that the State of Hawaii should not look to reduce IT personnel, but instead make changes to the re-skill the existing workforce to meet the demands of modernization where necessary and create incentives for its people to stay in State government which may take the form of skills training and workforce development, re-deployment to where needs are the greatest, and an identified career track for advancement.

Procurement

One area being evaluated by the IT Consolidation Working Group is further consolidation of IT Procurement. The State Procurement Office (SPO) procures and manages price list and vendor list contracts on behalf of Executive branch agencies, and any of the other twenty chief procurement officer (CPO) jurisdictions, including the Judiciary and the Legislative branches and the counties that commit to participate in the contracts issued by the SPO.²

Participating jurisdictions and agencies benefit by obtaining price discounts and other leveraged concessions through volume purchases. In addition, there are the efficiency savings – the administrative, procurement and contract management realized by each agency or jurisdiction, rather than having to solicit individual contracts, resulting in multiple contracts for the same commodity or service. Instead, these processes are managed by the SPO, and all participating jurisdictions and agencies are the beneficiaries of cooperative purchasing.

Attachment C contains a list of IT-related price and vendor lists managed by SPO, and ETS' involvement is noted within each. The State of Hawai'i is a member of the National Association of State Procurement Officials (NASPO), and the Chief Information Officer is a signatory to two NASPO contracts, 17-18 and 23-08.

The GSA (General Services Administration) MAS, formerly known as the GSA IT Schedule 70, may be used for IT SERVICES ONLY³. More information and procedures to use the GSA MAS is available in this document.

Departments are not permitted to purchase from a GSA contract if there is another active SPO statewide contract for that service. If a department believes it can negotiate better value using the GSA contract, it must include an analysis and justification in written notification to the attention of the CIO. The CIO may negotiate with existing statewide contractors to “meet or beat” the other contract terms, if possible. If CIO determines that “best value” for a department can only be obtained through the GSA contract, they may recommend approval, in writing, on a case-by-case basis.

² <http://spo.hawaii.gov/for-vendors/contract-awards/price-vendor-lists/>

³ <https://spo.hawaii.gov/wp-content/uploads/2016/12/2017-06-GSA-IT-Services.pdf>

Assumptions

The following table includes some of the current assumptions about the consolidation effort.

Table 1: Assumptions

| | |
|----|---|
| 1 | With the change of administration, incoming Directors and Chairpersons will not want changes in how their departments are represented by the working group, and membership will remain relatively stable. |
| 2 | ETS will remain an organization that is staffed with a combination of personnel exempt from HRS §§ 76 and 89 and personnel who are not exempt from HRS §§ 76 and 89. |
| 3 | IT personnel in the Executive Branch are, for the most part, not exempt from HRS §§ 76 and 89, and union consult will be required regarding non-exempt personnel regarding all personnel matters subject to HRS § 89-9 ⁴ . |
| 4 | The Department of Human Resources Development's Labor Relations Branch will lead union consult activities on behalf of the Executive Branch as an employer. |
| 5 | Applicable labor unions will approve any changes that the employer presents for union consult. |
| 6 | IT position counts will remain the same and the Legislature will not agree to fund new positions. |
| 7 | The Legislature will provide funding for additional resources (e.g., contracts) and special project positions for ETS to manage the project. |
| 8 | Additional room at ETS' headquarters in the basement of Kalanimoku Building will not be sufficient to house additional ETS personnel. |
| 9 | Corresponding department budgets for personnel, systems, and projects that will be identified for consolidation will be moved to ETS. |
| 10 | ETS will manage the conversion of positions that are not exempt from HRS §§ 76 and 89 to exempt through natural attrition. |
| 11 | The Legislature will enact recommended statutory changes necessary to support the effort. |

⁴ https://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0089/HRS_0089-0009.htm

Workforce Enhancement

An important component of Act 179 was the requirement to make recommendations to attract high-quality information technology professionals to the State, including the use of internships, and assess the feasibility of exempting certain positions from the requirements of HRS §§ 76 and 89. ETS already utilizes an internship program with University of Hawaii West Oahu. Additionally, the following draft strategies will be fleshed out by the committees in 2023, as applicable:

- Aligning IT job titles, classifications, and descriptions more closely to the private sector
- Reskilling current employees to meet modern IT demands
- Streamlining the hiring process and reducing time to hire
- Expanding flexible work schedules
- Increasing remote work options
- Promoting non-salary benefits like greater stability and diversity of experience
- Call to public service
- Building talent pipelines (e.g., partnering with local colleges/universities/technical schools)
- Sponsoring community awareness events
- Opportunity to work in capital city
- Expanding flexible/remote work
- Hiring employees residing out of state
- Targeting non-traditional communities (veterans, non-degreed, etc.)
- Modifying job pre-requisites (e.g., education requirements)
- Public/private partnerships

Project Cost Estimates

The working group will be disbanded at the end of 2023 and recommendations will become final. To execute three years of IT consolidation work recommended by the working group, a team will also be required. Below are estimated figures for anticipated special project positions.

| | FY24 (Q3-Q4) | FY25 | FY26 | FY27 (Q1-Q2) |
|-----------------------------------|--------------|-------------|--------------------|--------------------|
| HR Assistant | \$32,500 | \$65,000 | \$65,000 | \$32,500 |
| HR Assistant | \$32,500 | \$65,000 | \$65,000 | \$32,500 |
| HR Assistant | \$32,500 | \$65,000 | \$65,000 | \$32,500 |
| HR Assistant | \$32,500 | \$65,000 | \$65,000 | \$32,500 |
| HR Assistant | \$32,500 | \$65,000 | \$65,000 | \$32,500 |
| Technical Analyst | \$36,000 | \$72,000 | \$72,000 | \$36,000 |
| Technical Analyst | \$36,000 | \$72,000 | \$72,000 | \$36,000 |
| Technical Analyst | \$36,000 | \$72,000 | \$72,000 | \$36,000 |
| Technical Analyst | \$36,000 | \$72,000 | \$72,000 | \$36,000 |
| Procurement Specialist | \$42,500 | \$85,000 | \$85,000 | \$42,500 |
| Project Manager | \$57,500 | \$115,000 | \$115,000 | \$57,500 |
| Project Assistant | \$27,500 | \$55,000 | \$55,000 | \$27,500 |
| Organizational Change Coordinator | \$35,000 | \$70,000 | \$70,000 | \$35,000 |
| Communications Manager | \$32,500 | \$65,000 | \$65,000 | \$32,500 |
| YR Totals | \$501,500 | \$1,003,000 | \$1,003,000 | \$501,500 |
| | | | Grand Total | \$3,009,000 |

HR Assistants are needed to review and update position descriptions and organization charts for potentially hundreds of employees, and to administer any potential compensation changes. Technical Analysts are needed to review all systems and services identified

for consolidation and determine what changes are needed because of consolidation. A Procurement Specialist is needed to review and amend all affected State contracts. A Project Manager and Project Assistant are needed to coordinate all the consolidation activities across the State. An Organizational Change Coordinator is needed to assess stakeholder impacts and implement people-focused changes. A Communications Manager is needed to manage all project communications, both internal and external, to employees, department heads, vendors, unions, etc.

Appendices

Appendix A: IT Consolidation Working Group Membership

| | First Name | Last Name | Title | Department / Affiliation |
|----|------------|-----------------|--------------------------|--|
| 1 | Derek | Sodetani | System Analysis Manager | Accounting and General Services |
| 2 | Jason | Azus-Richardson | IT Specialist | Agriculture |
| 3 | Kevin | Richardson | Deputy Attorney General | Attorney General - Education Division |
| 4 | Susan | Yonemura | HCJDC DP Systems Manager | Attorney General - HCJDC |
| 5 | Lynne | Youmans | Deputy Attorney General | Attorney General - HHSD |
| 6 | Blair | Goto | Deputy Attorney General | Attorney General - HHSD |
| 7 | Tracy | Ban | Deputy Director/ASO | Budget and Finance |
| 8 | Wade | Kamikawa | DP Systems Analyst | Business, Economic Development and Tourism |
| 9 | Robert | Hiltner | ISCO IS Manager | Commerce and Consumer Affairs |
| 10 | Tony | Querubin | CIO | Defense |
| 11 | Linda | Inouye | ASO I&CS - IT Band B | Hawaiian Home Lands |
| 12 | Steve | Sakamoto | HISO Chief | Health |
| 13 | David | Keane | IT Manager | Human Resources Development |
| 14 | Ryan | Shimamura | CIO | Human Services |
| 15 | William | Kunstman | PIO | Labor and Industrial Relations |
| 16 | Lila | Loos | IT Administrator | Land and Natural Resources |
| 17 | Judy | Yamada | ITS IT Supervisor | Public Safety |
| 18 | Corey | Higa | IT Manager | Taxation |
| 19 | Darren | Cantrill | IT Manager | Transportation - Administration |
| 20 | Amy | Saito | IT Specialist | Transportation - Airports |
| 21 | Lena | Wang | IT Specialist | Transportation - Harbors |
| 22 | Bob | Sequeira | Engineer | Transportation – Highways |

Appendix B: IT Consolidation Working Group Facilitation and Survey

The ETS Chief Information Officer presented draft plans that emphasize an expansion of a Shared Services model to the working group for their consideration. To encourage candor, ETS solicited anonymous feedback on the Chief Information Officer's draft plan. 11 people out of the 22-member working group contributed:

1. How well do you feel you understand the goals of Act 179? (5 = Really well; 1 = Not well at all)

Answers:

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2. What challenges do you foresee for you or your organization?

Answers:

Our department has some programs and some attached agencies with very specialized and complicated IT needs. The attached agencies in particular have their own dedicated IT staff and also contract out IT support and maintenance services. These attached agencies would have concerns if their IT resources were no longer under their direct control. That would also apply to the program level IT staffing and resources. I also see a need to improve the ability to find qualified IT staff to fill out vacancies when those occur and to support staff development, training and opportunities for advancement as incentives.

- 1) Effects on federally funded positions as they are only required to work on a special project
- 2) Responsiveness by the centralized IT may be delayed in supporting the end-user

| |
|--|
| 3) Lack of technical expertise to support complex mission critical applications as consolidation may transfer IT staff who will need to support other applications |
| We are a very small IT shop of 2 and could use the added assistance of expanding shared services |
| The department/agency IT staff are developers that specialize in the support of a proprietary system. This system is one of the larger state systems today and the developers all have years of knowledge in the systems' business rules. In a consolidation effort, we do not want to negatively affect the Business responsibilities of the department/agency in any way. |
| We will also need to understand how the program's funding may affect the effort. The department/agency personnel are all federally funded. All the hardware, software, and infrastructure are also federally funded. |
| Complicated business domain knowledge to support siloed organization; development and support for business units; complications of funding and assignment of resources. |
| Our operation is different in many ways including our users, understanding the business environment and nonstandard time of operation. I foresee limited support for our users since our users align with our business. |
| <ul style="list-style-type: none"> • Ensuring that shared services meet unique departmental requirements. For example, if one department has additional federal security requirements, can the shared service(s) be modified for the single department. • Time to implement or update services. New or updated services will have to be tested and approved by all departments before they can be implemented, likely leading to longer timelines. • IT resource reduction in departments. If IT resources are reduced as part of the consolidation, then it will impact departments' ability to have adequate staffing coverage when staff are absent or resources need to be shifted to meet increased demand. • Multiple service desks - Users may be confused on who to contact (Department or ETS) for services. Issue resolution may be slower since ETS may not understand department set up. • Funding - How will situations be handled when there is a lack of funding? In a decentralized model, department can choose which service to drop or move funds around within the department to covered required services. In a centralized model, how will decisions be made on which service to drop or find funds where actual costs are higher than budgeted costs. • Will ETS/Centralized IT have the expertise/resources to execute successfully. Failures or delays will have a widespread impact. There have been challenges with the FAMIS replacement project and Adobe licensing recently. |
| staff pushback; staff fears of having to move departments and/or change job duties |
| Not enough resources (people, experience, etc.), time, and money. Too much demand and unreasonable expectations for service delivery and reliability. |
| <ol style="list-style-type: none"> 1. The disruption of our current IT staff to continue effective work for our department IT. 2. Sudden vacancies of an effective IT staff due to threats of work reassignment. |
| We have several challenges to achieve the goals of the bill. One of the bigger hurdles is lack of standardization... not all of the department offices are on or integrated into the EAD. Many still operate stand-alone networks and independent domains. Some |

systems don't currently conform to the ETS secure device standards. This is due to lack of staff to implement changes and the internal authority to do so. Due to lack of staff a few agencies have to rely on 3rd party assistance for IT matters. Additionally, personnel have concerns of the potential that local IT support being taken away thus causing the time for IT assistance request remediation increasing. There is also the fear of outside IT not understanding department culture, internal processes, as well as chain of command and directives/goals for each agency.

3. What key considerations would you include in planning the consolidation work?

Answers:

Careful review and consideration regarding what actually would be feasible and most beneficial overall given the unique situations that exists as it pertains to the different departments and agencies

- 1) Consolidate IT areas that make sense - data center, networking, cybersecurity, procurement, cloud computing
- 2) Consolidation is being done for 17 departments so one size does not fit all so be open to making exceptions
- 3) Communicate often and keep each department's leadership informed of the plans

Small shops like ours may be affected differently from the larger departments as we service our users Statewide and tend to be generalists (other than our departmental applications).

Some thoughts....

- 1) UNDERSTAND THE CURRENT ROLES, DUTIES, AND SCOPE OF IT WITHIN EACH DEPARTMENT/AGENCY. GATHER SIMILAR DATA AS WHAT IS LISTED IN THIS SECTION BELOW. VERY IMPORTANT TO UNDERSTAND HOW CONSOLIDATION CAN ACCOMMODATE.

Examples of what is performed today in our situation:

Design, develop, and support of "unique" major mission critical systems/applications. Know and understand the business rules and functional process of the systems/applications.

Plan, coordinate, and communicate any systems/applications changes with/to all external entities involved with interfaces and data exchanges. This works both ways, so all systems accommodate expected changes.

Design, develop, implement, and support of internal network and network security compliance.

Design, develop, implement, and support of ancillary systems. Ex - AWS GovCloud environment(s) – customer and agency ports, IVR, and analytics

Provide the needed segmentation and labeling of confidential data within systems, hardware, and network.

Perform monthly security assessments on all internal and external hardware, software, and data that fall within scope. Perform remediation to resolve any findings.

Develop and maintain the IT Security Policy and Procedure documents. Targeted to meet highest level audits. To include DR and Contingency planning documents.

Maintain and support all on premise computing devices – computers, printers, virtual infrastructures, scanning devices. Ensure these devices are security compliant by developing the needed automated policies.

Ensure all hardware and software lifecycles are compliant and supported by issuers, else research and procure to remain compliant.

Support all data security audits and provide remediation.

Develop 3-5 year IT plans that will accommodate the department's/agency's needs as described within its strategic plans.

Continue the training and knowledge transfer programs to enhance the “upward mobility” philosophy within the department/agency.

2) UNDERSTAND THE OVERALL FUNDING STRUCTURE OF EACH DEPARTMENT/AGENCY

Departments can have different funding structures. Identify differences and document how funding occurs...by function, program, activity, project, or overall?

Federal %

Special %

Grant %

General %

How is funding controlled?

3) IDEAS ON HOW CONSOLIDATION CAN HELP

IMPLEMENT SHARED/ENTERPRISE SERVICES, APPLICATIONS, AND INFRASTRUCTURE

SERVICES

Procurement:

LeanIX – IT purchasing/project roadmap and approval system.

Central IT purchasing

Volume software licenses

Expand SPO Price List scope for IT products and services. The “Agreements” within each price list per vendor is an important tool that helps protect the departments/agencies.

Project Management and other specialized services:

Provide seasoned PM’s to departments/agencies if/when justified.

Provide standardized PD's for IT positions

Help Desk:

For consolidated services (consolidated services to be determined)

State IT security posture:

IT Security Compliance

Security Documentation - State of Hawaii IT Security Policy and Procedures. Two or three “level” releases

Security Services

Cyber security

Infrastructure/Network Security

Data security

Federal Compliance

There were many other IT services gathered in the 4-day discussion on common services. Present the results to those involved.

APPLICATIONS

Document Management System

Databases:

Must meet highest level of compliance

Continue:
Office365
Adobe DC
SentinelOne (Endpoint security)
Tanium (Endpoint mgnt)

INFRASTRUCTURE

GPC/MFaaS/Cloud/etc:
Meet security compliance for all departments
Develop proper MOAs and SLAs
Provide steady cost structure

Network:
NGN (iNet?)
Continue – this is an excellent example of a successful consolidated service, thanks to all those who continue the effort throughout the years.
Provide robust/redundant connectivity to GPC/MFaaS/Cloud.
Continue to provide remote entry into state network.
Acceptable compliance levels.
Robust perimeter security.

Cross-cutting services that can be provided with economies of scale or with centers of excellence; procurement and vendor/contract management where buying clout can make a material difference; expanded/enhanced price list; discounted licenses.

The Departments need an in-house IT section to help support their business operation, this should be a key consideration for planning the consolidation work.

- Each department needs dedicated staff from the centralized IT organization that understands the details of the department operations and the business needs of the department. Without the dedicated staff, the departments and centralized IT will not be able to understand the impact of changes due to a lack of knowledge of each other's operations.
- Need to define or understand how funding will be allocated. There seems to be a desire from the legislature to have ETS manage or approve all IT funds. The departments need flexibility in managing their budget to meet unexpected needs, such as equipment failure or implementation of new laws.
- Who will be responsible for managing department IT audits? Will there be positions created in the centralized IT to support audit responses and remediations.

- Every department and department IT groups operate very differently. How do we really understand what each department IT group is doing and are resources available within the department and ETS to properly document that as part of this working group.
- There are currently gaps in services within department (i.e., cybersecurity, data governance, procurement management) so some of what is being "consolidated" is really adding additional services. Therefore, the total resources needed to support the "consolidation" will be greater. We need to make sure we don't cut necessary resources under the belief that there should be a reduction due to the consolidation.

Can ETS scale properly when there are a lot of projects going on at the same time? Or will departments just have to wait until ETS resources are available to support a project.

assessing the responsibilities of the department/divisions, mandated policies of the department, current situations including personnel, state of equipment/systems, future plans or plans already in progress;

Include all IT professionals in the critical and ongoing discussions. Engage in ongoing dialog that encourages all to speak to what's on their minds.

1. Prioritize assisting the departments that lack sufficient IT staff to provide effective IT services.
2. Recognize the importance of institutional knowledge and how departments are currently structured to support business applications and services.

Keep in mind that for the State there is no one size fits all solution. Each department operates somewhat differently. It is easy to say consolidate everything in a few years but, each department has been running fairly independently since the early 90's with sporadic influence of ICSD (predecessor to ETS). That being said, no department does things exactly the same. This makes the one size option not really possible to implement rapidly. We are more in favor of the ETS setting policy and standards with each department retaining their IT to implement. We find this option to be the least disruptive. Existing IT knows the department's landscape to implement policy quicker. I understand this would be similar to how procurement consolidation is being handled. Central spo office to set policy/procedure with central department procurement offices for implementation. However, ETS needs to be a bit more forceful in implementing policies. Do keep the opt-out option and have a formal process for exemption. From our standpoint current ETS policies are more viewed as optional by department upper management.

4. What impacts do you foresee as a result of the consolidation work?

Answers:

Keeping an open mind. I hope to see improved efficiency, leveraging of resources, increased communication, improvements in the recruitment of qualified IT staff, training efforts and opportunities to keep up skills up to date in support of the organization and end users.

- 1) Business units within the department may lack the technical expertise required to support a complex application so business unit may have reduced confidence in IT

| |
|---|
| <p>2) Some centralized software tools may not be the best fit to support a department's needs</p> <p>3) There may be little flexibility in deviating from the norm</p> |
| <p>The transition would be the hardest so we need a lot of buy in from the IT staff and how this change will help them and the State.</p> |
| <p>We need to avoid a "drop" in performance in any of the IT areas that could be consolidated. Be aware of the federal/Special/Grant funded positions and programs. These areas bring "new" money into the state of Hawaii economy.</p> |
| <p>I think it will be hard to get right and will cause significant disruption and extra expense in the short and medium term, with savings beginning to arrive in time for the pendulum to swing back toward distributed services. Not to be overly cynical, but this degree of change is obviously fraught with challenge and risk.</p> |
| <p>The effectiveness of the business would be very inefficient without direct support from IT staff that understand the functionality of the Department.</p> |
| <p>I foresee some of the same issues that we have with centralized HR:</p> <ul style="list-style-type: none"> -Centralized body can't meet the demand of all the departments. -Centralized body can't adjust to department needs or are slow to change standards and policies. Departments are unable to keep current with standards or technology. -Additional step to get approval from both internal HR and centralized HR. -Focus has shifted to making the job of the centralized body easier and not on meeting the needs of the departments. -Slow response to correct issues. Centralized body doesn't understand when needs are urgent or is unwilling to expedite work. |
| <p>possibility of having a designated ETS staff member(s) assigned to our department/division, makes for easier communication; possibility of building a state computing center at a new location with reliable power, ideal physical location, where multiple departments can utilize and house systems</p> |
| <p>Widespread confusion, fear and trepidation because of changes being made to an entrenched structure that struggles to provide reliable service, cost effective solutions, and standard enterprise-wide policies.</p> |
| <ol style="list-style-type: none"> 1. Increased and better defined IT shared services. 2. Increased communication from ETS. 3. Hopefully not the helpdesk black hole for departments that already have a working ticket system. |
| <p>Impacts to the department would vary depending upon what "solution" is selected. The central planning/decentral implementation would cause the least disruption. Centralizing everything would create the most havoc. Undoing almost 30 years of independence in such a short time span without major funding and staff would be extremely difficult. Even if going with the central/decentral option it will already take a long time to get to all of the ETS standards. There is currently no funding and staffing to implement such changes such as integration of independent networks into EAD. This is only speaking to the physical aspects of network and computing. It does not speak to issues like how things are acquired, projects are consulted on and approved within departments as well as other duties performed by local IT staff.</p> |

5. What opportunities do you foresee for you or your organization?

Answers:

| |
|--|
| Perhaps better leveraging of resources enterprise wide and enhanced abilities to move the needle on improvement projects that has suffered from limited resources and staff bandwidth. |
| <ol style="list-style-type: none"> 1) Resources such as project management may be available 2) Reduced costs (software, cloud hosting, etc.) 3) Implement newer technology quicker 4) Access to more shared services |
| I like the idea of ETS becoming the Broker for Vendor services and the creation of a software factory for pilots and prototypes. The expanded help desk would greatly assist our users with their general questions on hardware/software and give us more time to work on department specific questions. |
| Better support for general area, which should include: services, applications, and infrastructure. |
| There could be cost savings overall in certain areas where the state can use the volume concept for purchases. |
| Centers of excellence and a la cart offerings for cross-cutting services (rdbms, crm, travel, cms, erp, accounting management tools). |
| A broader view of how other State Departments work. |
| <ul style="list-style-type: none"> -Support from more experienced staff than departments are able to hire internally. -Easier to implement centralized services -Reduction in licensing costs -Better governance and IT controls |
| None at this point. |
| <ol style="list-style-type: none"> 1. The opportunity to contribute to the committees to strengthen shared services. 2. The opportunity to have the discretion to organize our department IT required by the department's mission. 3. The opportunity to voice my department's suggestions for reorganization. |
| Once full standardization is achieved I can see the potential for easier movement between departments. It should take less time for staff to “get used” to the new environment. I’m sure that there will be more opportunities to provide consolidated service options like office365 and Adobe. These are very helpful as it allows us to provide services that we would under normal circumstances couldn’t afford due to economies of scale. On going training would be a plus as well. |

6. How would you like to receive progress reports regarding the IT Consolidation effort?

Answers:

| |
|---|
| Meetings/Presentations; Email Blasts |
| Meetings/Presentations; Website; Email Blasts |
| Website; Email Blasts |
| Meetings/Presentations; Website; Email Blasts |
| Meetings/Presentations; Email Blasts; |
| Website; Meetings/Presentations; Email Blasts |
| Meetings/Presentations; Website; Email Blasts |
| Email Blasts |
| Meetings/Presentations; Website; Email Blasts |
| Meetings/Presentations; Website; Email Blasts |
| Meetings/Presentations; Email Blasts |

7. How willing would you be to join a committee to help steer the consolidation? (5 = Very Willing; 0 = Not Willing)

Answers:

| |
|---|
| 4 |
| 5 |
| 2 |
| 5 |
| 5 |
| 4 |
| 5 |
| 3 |
| 4 |
| 5 |
| 3 |

ETS envisions forming multiple committees to formulate the final plan due at the end of 2023. The following is a list of the committees. Each committee will have specific objectives that they are expected to meet and turn in their final work for the overall IT consolidation plan. Working group members were asked to volunteer for one or more of these committees, which will be chaired by an ETS employee responsible for facilitating the group’s decisions.

Proposed Committees

| Committee Name | Number of Volunteers from Working Group |
|---|--|
| Human Resources Plan | 10 |
| Governance Structures | 5 |
| Organizational Structures | 10 |
| Sourcing and Procurement Strategy | 6 |
| Financial Model | 8 |
| Project and Portfolio Management Strategy | 4 |
| Change Management Plan | 5 |
| Communication Plan | 0 |
| Provider (or Vendor) Management Plan | 6 |
| Facilities Strategy and Management Plan | 6 |
| IT Network and Communications Plan | 6 |
| Service Utilization Management Plan | 4 |
| Workforce Development and Recruiting | 5 |

The work of the Communications Plan will be combined a Change Management Plan with due to a lack of participation.

Of the 22 working group members, 19 members are willing to be on committees.

Committee Membership

| No. | Member's Department | What committee(s) are you interested in participating in? |
|-----|---|---|
| 1 | Dept of Transportation, Administration | IT Network and Communications Plan; Facilities Strategy and Management Plan; Service Utilization Management Plan |
| 2 | Dept of Budget and Finance | Human Resources Plan; Governance Structures; Sourcing and Procurement Strategy; Provider (or Vendor) Management Plan; Workforce Development and Recruiting; Financial Model |
| 3 | Dept of Transportation, Airports | Human Resources Plan; Organizational Structures; Financial Model; Facilities Strategy and Management Plan |
| 4 | Dept of Transportation, Highways | Human Resources Plan; Organizational Structures; Financial Model; Facilities Strategy and Management Plan |
| 5 | Dept of Health | IT Network and Communications Plan; Governance Structures; Project and Portfolio Management Strategy; Change Management Plan; Workforce Development and Recruiting |
| 6 | Dept of Business, Econ. Dev., and Tourism | Governance Structures; Organizational Structures; Project and Portfolio Management Strategy; Service Utilization Management Plan; Change Management Plan; Human Resources Plan; Sourcing and Procurement Strategy; Provider (or Vendor) Management Plan |
| 7 | Dept of Labor and Industrial Relations | Workforce Development and Recruiting; Governance Structures |
| 8 | Dept of Commerce and Consumer Affairs | Project and Portfolio Management Strategy; Financial Model; Change Management Plan |
| 9 | Dept of Public Safety | Provider (or Vendor) Management Plan; Change Management Plan |
| 10 | Dept of Taxation | Project and Portfolio Management Strategy; Organizational Structures |

| | | |
|-----------|--------------------------------------|--|
| 11 | Dept of Hawaiian Home Lands | Organizational Structures |
| 12 | Dept of Attorney General | Organizational Structures; Sourcing and Procurement Strategy |
| 13 | Dept of Human Resources Dev | Workforce Development and Recruiting; Human Resources Plan; Facilities Strategy and Management Plan; Organizational Structures |
| 14 | Dept of Land and Nat Resources | Human Resources Plan; Provider (or Vendor) Management Plan |
| 15 | Dept Accounting and General Services | Organizational Structures; IT Network and Communications Plan; Human Resources Plan |
| 17 | Dept of Defense | Workforce Development and Recruiting; IT Network and Communications Plan; Sourcing and Procurement Strategy; Financial Model |
| 18 | Dept of Attorney General | Provider (or Vendor) Management Plan; Human Resources Plan; Sourcing and Procurement Strategy; Financial Model; IT Network and Communications Plan; Service Utilization Management Plan |
| 19 | Dept of Human Services | Human Resources Plan; Organizational Structures; Sourcing and Procurement Strategy; Financial Model; Change Management and Communications Plan; Service Utilization Management Plan; Facilities Strategy and Management Plan; IT Network and Communications Plan; Provider (or Vendor) Management Plan |
| 19 | Dept of Transportation, Harbors | Human Resources Plan; Organizational Structures; Financial Model; Facilities Strategy and Management Plan |

Of the 16 departments, 15 have agreed to participate in committee work. Representation by Agriculture was not yet received as of the time of this report. Law Enforcement currently does not have representation, and contact will be established once the new department is operational.

Appendix C: Studies and Analysis

Analysis on consolidation efforts and various shared services models utilized by sister states will be included in the in the scope of planning year and the work of the committees. ETS has data on what Minnesota, North Carolina, Maryland, and Louisiana have done that can be studied and possibly leveraged. The CIO's affiliation with the National Association of State CIO's (NASCIO) will be helpful in conducting further research and informing the work of committees.

Appendix D: Working Group Meeting Minutes

Act 179 Working Group Meeting 10/7/22

Attended: Doug Murdock (*initials DM*), Jennifer Halaszyn (*initials JH*), Darren Cantrill, Ryan Shimamura, David Keane, Wade Kamikawa, Linda Inouye, Joan Delos Santos, Linda Inouye, Jason Azus-Richardson, Judy Yamada, Lynn Youmans, Corey Higa, Lila Loos, Susan Yonemura, Blair Goto, Tracy Ban, Dexter Lee, Todd Omura, Antonio Querubin, Jussi Sipola, Kevin Richardson, Bob Hiltner, Amy Saito, Steve Sakamoto, Robert Sequeira, Derek Sodetani, Susan Yonemura.

DM provided a slide deck presentation How to attract high quality info technology professionals to the State. (See also Attachment A, "CIO's Preliminary Proposal.")

- Slide: Background
- Slide: Consolidation models-expand shared services model
- Slide: Working group plan
- Slide: Year 0: ETS' current activities
- Slides Yr. 1, 2, 3: Combine resources in the same building. DAGS, DLIR, ETS
- Slide: Open Questions
- Slide: Plan Contents draft
- Slide: Enablers
- Slide: Work breakdown schedule. Provide real practical advice for tools and training to depts so they can run their own projects and process improvement events.
- Slide: Workforce Recruiting & Development. Working group can discuss list of possible opportunities.
 - How to attract high quality info technology professionals to the State.
 - How do we create better position descriptions?
 - How do we enhance mobility?
 - There may be careers that don't require a college degree.
 - Should we have a career depts. Starts in ETS go out. Or start in Depts and come into ETS.
- Slide: Guiding principles. Only one CIO but there can be other IT directors/IT managers.
- Slide: Statutory changes to HRS 27-43? Possibly change dept name.

- Comment from attendee: Like capturing savings. It is important to getting anything done.
- DM: Provide real practical advice for tools and training to depts so they can run their own projects and process improvement events.
- DM: Replied that he recently met with Sen. Moriwaki who wants to reduce people to save money. My response was that IT is already under-staffed and under-funded. Sen. Moriwaki brought up example of an attached agency having issues. That agency only has 1 or 2 people, who already can't support the dept and all agencies under it.
- DM: Need to not just shave costs continually, need to be able to reinvest. This will be a high priority. Don't want to lose people and lose money. Don't want to do anything that will make things worse. Anything we do should make things better.
- DM: I want to emphasize that the Leg expects ETS to do something. The Working Group cannot choose to do nothing. Unless we come up with significant activities to make things better, that will lead to Leg consolidating IT to one dept if you don't participate. Want to avoid having something done to us that is something that we don't want to have happen.

DM exits to allow Working Group to have a feedback session. JH facilitates the rest of the meeting.

Feedback/Discussion

- JH: Now that CIO provided the background and vision for IT consolidation, we want to launch this group and include all the necessary stakeholders. Will do several things.
 - Share DM's PowerPoint slides
 - Collect anonymous stakeholder feedback
 - Collect committee sign ups
- JH: Stakeholder feedback form is to help the working group form a plan and will become an appendix to the legislative report. Want to encourage candor. Collect thoughts outside of the meeting. Any discussion will be anonymous and consolidated.
- Comment from attendee: Are we using the feedback process to come up with a plan? Do we have a plan already? i.e., One area is shared services. What is the strategy?
- JH: The feedback form is not necessarily designed to come up with a strategy. It's to collect key considerations for committees to use to come up with a strategy. Recommendation is to use the shared services model. Committees to validate the strategy or does it need to be tweaked.

- Comment from attendee: Do we know where the pain points are now?
- JH: Baseline user surveys is what CIO was referencing. Data needs to be collected.

- Comment from attendee: Confirming we don't have an inkling of a plan yet?
- JH: Want to start from studying the information.

- Comment from attendee: Feedback form requires logon to Office 365. Will the form collect your name?
- JH. It is truly anonymous.

- Comment from attendee: Due date for report, very little time to get the report done. Any idea what elements on what will be in interim report on how shared services be implemented?
- JH: CIO has provided some information and direction. He will elaborate it, has ideas on what the strategy will look like. A plan on how to study it will necessary and then we can determine if it is in or out of scope.

- Comment from attendee: When are the surveys due?
- JH: End of October

- JH showed the survey and went over 7 questions. Baseline survey on how we want to formulate some of the issues and concerns and how we want to drive them to the working group.

- Comment from attendee: Many are federally funded in IT depts. What consideration will be made to integrate or not integrate these positions into consolidation?
- JH: DM brought this to the Leg's attention. Might be restrictions on federally funded projects, and that might not be in scope. We have flagged it as an issue and barrier. The committees need to look at and make a recommendation on what is out of scope.

- Comment from attendee: Wants slide deck.

- Comment from attendee: There are 13 committees. What's the time commitment?

- JH: The planning year is all of 2023 and committees will be responsible to meet to come up with a plan for their specific topic. I'd suggest a cadence of 1 meeting month per month. Committees can determine. May consolidate the committees depending on level of engagement. Fixed period to get first draft. ETS will prepare the first draft and then distribute for comment.
- Comment from attendee: Draft doesn't exist yet?
- JH: No. It's sketched out at a high level in CIO's slides. It requires being put in a report format with more elaboration.
- Comment from attendee: when can we see first draft.
- JH: Mid-November. Then working group have several weeks to review and revise. So final first report needs to be done by about December 20th.

Follow-up

- Distribute DM's slides.

Appendix E: Recommended Statutory Changes

ETS as an Executive Branch Department

Per HRS § 27-43, ETS is currently established within the Department of Accounting and General Services, and the Chief Information Officer is also a cabinet-level appointed position. Department of Accounting and General Services has approximately 700 positions, which includes 194 ETS positions. ETS currently does not have autonomy for human resources, budget management, or office space which are controlled by Department of Accounting and General Services. If a consolidation of IT staff across the Executive Branch were to include all IT positions, ETS would grow from 150 positions to between 700 and 800 positions approximately, making it larger than the Department of Accounting and General Services' 500 position count if ETS' positions were excluded from that count. Autonomy for the Executive Branch's central IT organization would facilitate faster administrative decisions, hiring, and the ability to scale services more easily.

Recommendation 1: Amend HRS § 27-43 and § 26 to establish ETS as its own Executive Branch Department, independent of the Department of Accounting and General Services.

Recognize autonomy of UH, DOE, OHA and HHSC

The University of Hawaii, Department of Education, Office of Hawaiian Affairs, and Hawaii Health Systems Corp. currently have their own IT offices and substantial autonomy for governance of IT systems and personnel without ETS oversight. HRS § 27-43 does include a carve out provision for what is not within the scope of the Chief Information Officer.

Recommendation 2: Amend HRS § 27-43 to specify that the Chief Information Officer is not responsible for University of Hawaii, Department of Education, Office of Hawaiian Affairs, and Hawaii Health Systems Corp.

New Name to Reflect Growing Needs of State Government

Trends in both the private and public sectors are to re-brand the traditional role of “Chief Information Officer” as the “Chief Innovation Officer” and to re-focus technology teams away from simple services to development operations (DevOps) centers of innovation. This reflects the increasing perceived value of IT work not as merely services to manage your data (i.e., information) but rather value-creation services. To bring ETS in-line with market standards and to increase attractiveness as an employer, the CIO should be renamed and ETS should be internally referred to differently.

Recommendation 3: Amend HRS § 27-43 to identify the “Chief Innovation Officer” instead of “Chief Information Officer”.

Information Technology Steering Committee

Per HRS § 27-43, the CIO is assisted by an Information Technology Steering Committee (ITSC) that is comprised of thirteen (13) members who are appointed by the Senate, House, and Chief Justice, Governor, Superintendent, and UH President. As the ITSC’s current composition is highly concentrated within government, to encourage public investment in government infrastructure, and to align with private sector trends, the composition of the ITSC should be changed to a board/commission governed under HRS § 26. This will empower this governance body to have formal decision-making authority that is balanced with the Governor’s agenda for State IT and give ETS additional continuity.

Recommendation 4: Amend HRS § 27-43(b) – (e) to refer to an Information Technology Steering “Board” governed by HRS § 26, instead of “Committee”.

Executive Order(s)

Future plans may include recommendations for certain Executive Orders to operationalize changes such as funding streams and new policies governing for IT systems and personnel.

Appendix F: Explanation of IT Organization models

Here are some of the IT consolidation models seen in various sister states:

- Centralized Planning (Governance) – Decentralized Execution
- Reserved Rights
- Decentralized Planning – Decentralized Execution
- Centralized Planning – Centralized Execution
- Shared Services

Hawaii proposes using the Shared Services model.

Attachments

Attachment A: CIO's Preliminary Proposal



Consolidation: Senate Bill 3284 SD2 HD2 CD1



- Establishes a technology services consolidation working group
- To develop a plan for the **phased consolidation** of all state executive branch information technology services and staff,
- Under the Office of Enterprise Technology Services.
- **Where determined practicable** by the working group,
- Excluding those of the Department of Education, Hawaii Health Systems Corporation, University of Hawaii, and Office of Hawaiian Affairs,
- Requires the working group to recommend ways to **attract high-quality information technology professionals** to the State
- And **report to the Legislature 2 times**, interim and final, before 2023 and 2024 sessions.
- Dissolves the working group on 12/31/2023. (CD1)
- Five years phase-in period
- https://www.capitol.hawaii.gov/session2022/bills/SB3284_CD1_.htm

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Phasing over 5+ years

2



Consolidation: MODELS



- Centralized Planning – Decentralized Execution
 - Reserved Rights (County Option)
- Wild West (Decentralized Planning –Decentralized Execution)
- Centralized Planning –Centralized Execution
- Shared Services



Consolidation: CURRENT SHARED SERVICES



- Microsoft365 (Outlook, Teams, SharePoint, OneDrive, etc.)
- Adobe eSign
- ESRI ArcGIS
- Peoplesoft HRMS, Payroll, T&L
- FAMIS/Datamart Financials
- Azure Active Directory & B2C
- LeanIX Architecture & Inventory
- Open Data Platform (OpenGov)
- State Portal and Access Hawaii Committee
- AlertMedia
- Mainframe-as-a-Service (MFaaS)
- Government Private Cloud
- Power Series Server
- Internet & NextGen Network
- High-Speed Bulk Printing
- Cybersecurity of Next Gen Network
- Endpoint Detection and Response
- Advanced Endpoint Prevention
- HiWIN Radio System & Anuenue system

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Philosophy: Expand the Shared Service Model

4



Consolidation: WORKING GROUP PLAN



- Working Group
 - In Legislation
 - CIO
 - Department Head or Designee
 - Other Stakeholders
 - ITSC & IPSC
 - Access Hawaii Committee
 - Legislature
 - ETS Staff & State Employees
 - Public
- *ETS IT Governance & Strategy Office Will Manage the Process*
- *Reports before next 2 sessions*
 - *2023 Preliminary Status Report*
 - *Findings & Recommendations*
 - *Proposed Legislation*
 - *Funding Requirements*
 - *2024 Final*
 - *Findings & Recommendations*
 - *Plan for Phased Consolidation*
 - *Recommendation to Attract High-Quality Talent*
 - *Proposed Legislation*

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Meeting Soon

WORKING DRAFT

5



Consolidation: YEAR 0 (23/24) EXPANDED SHARED SERVICES



- Establish IT Governance Process in Each Department
- Cybersecurity Inside Departments
- MyHawaii ID Program
- Chief Data Officer
- Workforce Consolidation Development & Training Plan
- IT Purchase Agreements
- Standards
- Baseline User Satisfaction For Next Year Projects
- Data Center & Cloud

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These projects are underway

6



Consolidation: WORKFORCE RECRUITING & DEVELOPMENT



- New Position Descriptions
 - Enhanced for modern terminology and duties
 - Consolidated state-wide
- Formalized Internship Program
- Exempt Positions (See HRS 27-43 and SB 3284 Sec 2a2)
- Qualifications other than College Degree
- Training Program
- Career Path thru Departments and ETS

Digital Transformation of SOH Government



| | | | | |
|--|---|---|--|--|
| <p>01</p> <p>TRANSFORM ETS Change focus from services to transformation</p> | <p>02</p> <p>TRANSFORM SYSTEMS Modernize Major IT Systems for better mission execution</p> | <p>03</p> <p>TRANSFORM IDENTITY Unify digital identity of state citizens and beneficiaries</p> | <p>04</p> <p>TRANSFORM EXPERIENCE Engage interactive automation such as AI/ML chatbots and <u>voicebots</u></p> | <p>05</p> <p>TRANSFORM DATA Collect and analyze data to make it more decision ready</p> |
|--|---|---|--|--|

TRANSFORMATION IS A CONTINUOUS PROCESS



10/24/2022

WORKING DRAFT

8



Consolidation: ETS TRANSFORMATION



- ETS becomes Broker for Vendor Services
 - Vendor Management with Contracts for Projects
- Change Special Fund Use from Personnel Costs to Innovation
- Create Software Factory to Build Prototypes and Pilots
- Create Data Office to Help New Chief Data Officer
- IT Training, Career Tracks, funding for Certs (Need High Level HR Staff)



Consolidation: PLAN CONTENTS



- Executive Summary
 - Background
 - Scope and Assumptions
 - Process
 - Workforce Enhancement
 - 5 Year Consolidation Plan
- Attachments
 - Studies & Analysis
 - Workgroup Meeting Minutes
 - Recommended Statutory Changes
 - Organization Charts
 - Executive Order
 - IT Personnel Counts by Department
 - IT Contracts funded by Department

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WORKING DRAFT

10



Consolidation: ENABLERS



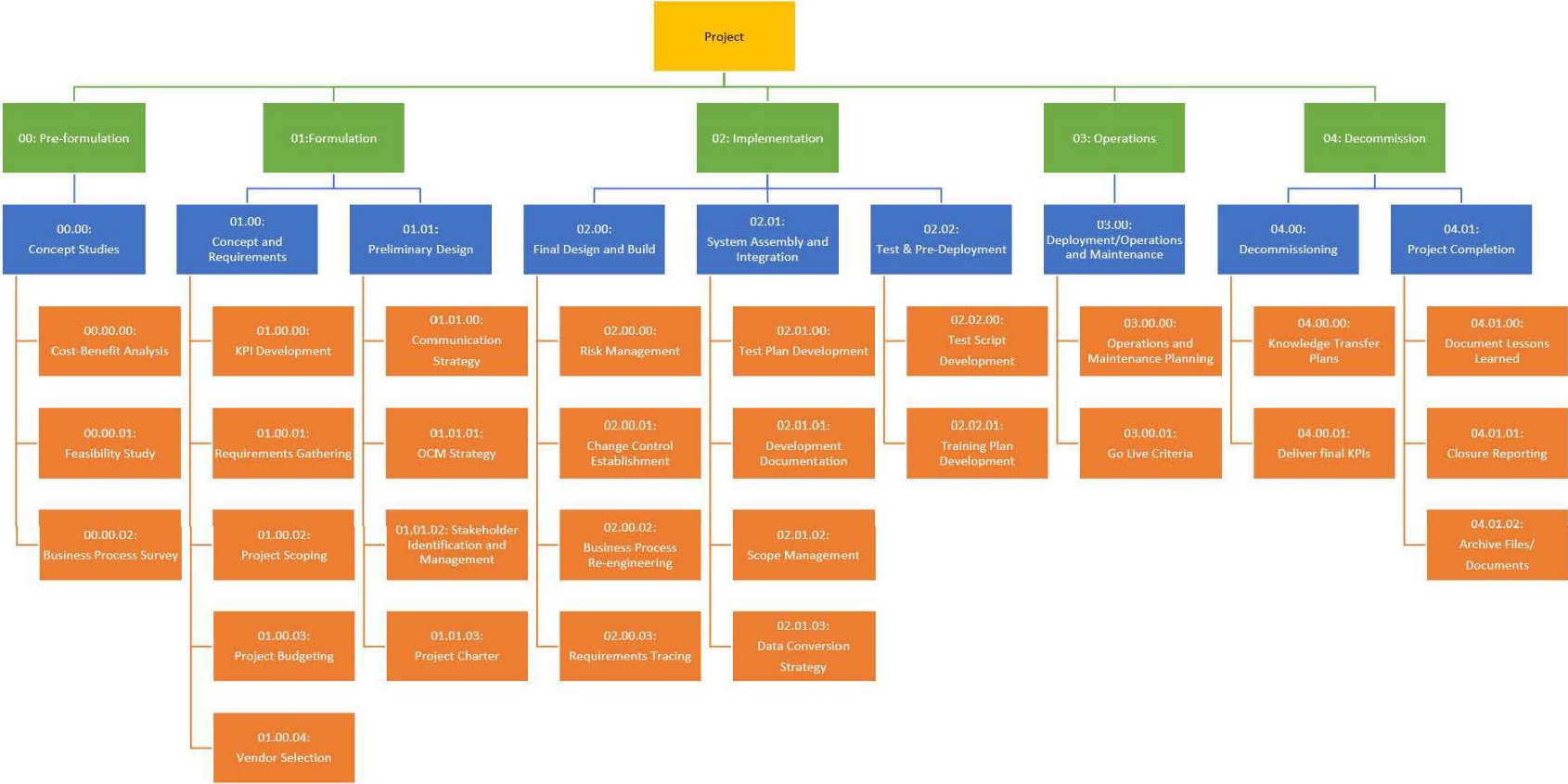
- Budget and occupied/empty position count/type analysis of departmental IT
- Authority and process for budget and position transfer
- Reorganized ETS structure
- Enhanced consolidated HR Position Descriptions & Recruitment Plan
- Departmental IT Services Manager Position Description
- Departmental IT Governance and strategic planning
- Memorandums of Agreement/Understanding
- Service Catalog, Work Breakdown Structure and RACI Charts
- IT Product & Service Catalog and Procedure
- Service Level Agreements & User Satisfaction Surveys
- Location decisions (central or decentralized)
- Procurement vehicles for brokering and vendor management

10/24/2022

WORKING DRAFT

11

Statewide Project Management Office Work Breakdown Structure



10/24/2022

12



Consolidation: WORKFORCE RECRUITING & DEVELOPMENT



- Aligning IT job titles, classifications and descriptions more closely to the private sector
- Reskilling current employees to meet modern IT demands
- Streamlining the hiring process and reducing time to hire
- Expanding flexible work schedules
- Increasing remote work options
- Promoting non-salary benefits like greater stability and diversity of experience
- Call to public service
- Building talent pipelines (e.g., partnering with local colleges/universities/technical schools)
- Sponsoring community awareness events
- Opportunity to work in capital city
- Expanding flexible/remote work
- Hiring employees residing out of state
- Targeting non-traditional communities (veterans, non-degreed, etc.)
- Modifying job pre-requisites (e.g. education requirements)
- Public/private partnerships



Consolidation: YEAR 0 (22/23) LEGISLATIVE AGENDA



- Status Briefings
- Disaster recovery and Business continuity analysis
- ETS Statutory Change Recommendations
- Digital Service Recommendations
- Any Changes to Consolidation Statute
- Expedited Procurement Tools
 - Piggy-backing
 - ETS Authority
 - CIO as HOPA

10/24/2022

WORKING DRAFT

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Consolidation: YEAR 1 (23/24) EXPANDED SHARED SERVICES



- Teams Calling
- Internet/network inside departments
- Common VPN/VDI
- Help Desks
- PC and device purchasing and support
- Small Department option
- Cloud Contracts
- Baseline User Satisfaction For Next Year Projects



Consolidation: YEAR 2 (24/25) EXPANDED SHARED SERVICES



- PM of Systems in design, development and implementation (DD&I) process
- Baseline User Satisfaction For Next Year Projects



Consolidation: YEAR 3 (25/26) EXPANDED SHARED SERVICES



- Transition PM of Existing Major Systems



Consolidation: Guiding Principles



- One CIO
- Baseline User Satisfaction
- No Chargeback unless driven by funding source
- Efficiency savings invested in IT
- Technical debt tracked and prioritized
- Advisory and Assistance Services



Consolidation: STATUTORY CHANGES TO HRS 27-43?



- Researching options, could be all new or modification
- ETS as Department, Attached Agency, or status quo in DAGS
- ITSC as advisory committee or change to board or commission
- Departments with autonomy (UH, DOE, HHSC, OHA)
- New Name
- Funding
 - Resource Study
 - Investment Fund
 - Special Fund
 - Fee for Service

Attachment B: Existing Expedited Procurement Methods

The following is a list of IT-related price and vendor lists managed by SPO, and ETS' involvement is noted within each. The State of Hawai'i is a member of the National Association of State Procurement Officials (NASPO), and the Chief Information Officer is a signatory to two NASPO contracts, 17-18 and 23-08.

| | |
|--|------------------------|
| 08-13 Internet Portal Manager and Service Provider | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | January 3, 2025 |
| Effective | May 1, 2022 |
| <p><u>Summary:</u></p> <p>Internet Portal Services is a self- supporting and cost-effective Internet Portal that provides enhanced access to public information and services. The key components of the Portal system are a "home page" that is designed from a customer or citizen point of view, applications that support on-line processing of licenses, filings, permits, applications, renewals, and database searches, and presentation of information to citizens and businesses.</p> <p>Primary funding for the portal comes from transaction costs or additional portal fees for enhanced or value-added services. Under the self-supporting model, multiple revenue sources are identified and established by the Access Hawaii Committee (AHC) to fund the enterprise portal initiative.</p> <p>This contract is for front-end Web applications to deliver information and services, including:</p> <ul style="list-style-type: none"> · Web site and application development; · Web site and application maintenance; · Web site and application hosting; · Marketing; · Customer service; · Payment portal and account management; · Portal development and maintenance; and | |

- Mobile web applications

To facilitate the integration of application development with State and County systems, the Contractor will provide the following at no additional expense:

- Data conversion to port data from the existing back-end systems or other data sources to the Portal at the Contractor’s expense; and
- Development, maintenance, and troubleshooting interfaces to transfer information bi-directionally between the Portal Partner’s system and the Portal. Unless separately negotiated between the Portal Manager and a Portal Partner, any computer and/or communications hardware, software, or service required to implement these interfaces shall be at Contractor’s expense, inclusive of all onetime and recurring costs.

12-12 Network and Telecommunications Services, Furnish, Deliver, Install, and Manage

ETS Involvement: CIO approves IT Purchases >\$100,000

| | |
|----------------|-------------------------|
| Expires | January 31, 2023 |
|----------------|-------------------------|

| | |
|------------------|-------------------------|
| Effective | October 07, 2022 |
|------------------|-------------------------|

Summary:

Network and Telecommunication Services includes but is not limited to:

- Broadband Ethernet (Layer 2 and Layer 3)
- Digital Subscriber Line (DSL)
- Frame Relay
- Point-to-Point
- Internet Service Provider (ISP)
- Managed Network Services

Services covered by the contract reflect current needs of the State as well as existing service offerings of the vendors.

| | |
|--|---------------------------|
| 15-05 NASPO ValuePoint Computer Equipment Including Related Peripherals & Services | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | February 28, 2023 |
| Effective | September 23, 2022 |
| <u>Summary:</u> | |
| <p>**NOTE** Summary only. Please be sure to reference latest published price list for configuration dollar limits, restrictions and other details.</p> <p>BAND 1: DESKTOP - A desktop computer is a personal computer intended for regular use at a single location. A desktop computer typically comes in several units connected together during installation: 1) the processor, 2) display monitor and 3) input devices usually a keyboard and a mouse. All operating systems for tablets are allowed. Zero Clients, Thin Clients, all in ones and workstations will also be included under desktops. Ruggedized equipment may also be included in the Product and Service schedule for this band.</p> <p>BAND 2: LAPTOP - A laptop computer is a personal computer for mobile use. A laptop includes a display, keyboard, point device such as a touchpad and speakers into a single unit. A laptop can be used away from an outlet using a rechargeable battery. All operating systems for tablets are allowed. Laptops will include notebooks, ultrabook, mobile thin clients, chromebooks and netbooks. Computers with mobile operating systems will also be included under laptops. Tablets that have the option to be utilized with a keyboard can be sold in this band. Ruggedized equipment may also be included in the Product and Service Schedule for this band.</p> <p>BAND 3: TABLET - A tablet is a mobile computer that provides a touchscreen which acts as the primary means of control. All operating systems for tablets are allowed. Ruggedized equipment may also be included as a category in the Product and Service Schedule for this band.</p> | |

BAND 4: SERVER - A server is a physical computer dedicated to run one or more services or applications (as a host) to serve the needs of the users of other computers on a network. This band also includes server appliances. Server appliances have their hardware and software preconfigured by the manufacturer. It also includes embedded networking components such as those found in blade chassis systems. Ruggedized equipment may also be included in the Product and Service Schedule for this band.

BAND 5: STORAGE - Storage is hardware with the ability to store large amounts of data. This band includes SAN switching if necessary for the proper functioning of the storage environment. Ruggedized equipment may also be included in the Product and Service Schedule for this band.

16-18 NASPO ValuePoint Software Value Added Reseller

ETS Involvement: CIO approves IT Purchases >\$100,000

| | |
|------------------|---------------------------|
| Expires | December 31, 2022 |
| Effective | September 22, 2022 |

Summary:

SOW ITEM 1: Software Value-Added Reseller (Reseller or SVAR) - SVAR shall be a large account reseller authorized to sell products direct from Key Software Publishers or authorized Distributors. Please refer directly to the SPO Vendor Price List for specific offerings/scope of work from SVARs

SOW ITEM 2: Commercial Off-The-Shelf (COTS) products

Software which requires little or no services

| | <u>IN SCOPE OFFERINGS ALLOWED</u> | | <u>OUT OF SCOPE NOT ALLOWED</u> |
|--|---------------------------------------|--|---|
| LICENSING TYPE | COTS | Individual Licensing Volume Licensing Enterprise Licensing | Custom/Customized |
| LICENSING PERIOD | Perpetual | Subscription | <i>none</i> |
| Delivery | Shrink-Wrap | Download | none |
| HOSTING as part of delivery & use | On Premise | Off Premise | <i>Managed Service Managed Services means the proactive management of an IT (Information Technology) asset or object, by a third party typically known as a MSP, on behalf of the customer.</i> |

SOW ITEM 3: Services

Services

| | <u>IN SCOPE SERVICES ALLOWED</u> | | <u>OUT OF SCOPE NOT ALLOWED</u> |
|--|--|---------------------|--|
| SOFTWARE & LICENSING TYPE | COTS | Volume Licensing | Custom/Customized |
| LICENSING PERIOD | Perpetual | Subscription | Not Applicable |
| Delivery | Shrink-Wrap | Download | Not Applicable |
| HOSTING as part of delivery & use | On-Premise | Off-Premise | Managed Services |
| SERVICES | Basic Installation, Training and Maintenance <i>Means that activity which <u>does</u> <u>not require</u> Consulting, Configuration, Engineering, Design or any other type of service specific to a Purchasing Entity requiring description of tasks and deliverables and agreement by the parties (Statement of Work).</i> | | Consulting, configuration, engineering, design, etc., any type of service specific to a Purchasing Entity requiring description of tasks and deliverables and agreement by the parties. |

SOW ITEM 4: Training

- Training shall be available in the form of tutorials for basic installation and web-based training for software operation, basic phone support.
- Provision of information on how to access a Software Publisher’s “Help Desk” (either telecom or web-based) for basic use questions.

SOW ITEM 5: Customer Service and Representation

- Dedicated Representation and Timely Response. Reseller shall provide a dedicated representative for each Participating State. Such representative will become familiar

with the State and its cooperative partners, provide a single point as needed for quote assistance, offer software recommendations, track and report on renewal deadlines, and serve as a contact point for the LSCA. Reseller must commit to returning phone calls or responding to emails within two (2) business days.

| | |
|---|------------------------|
| 17-02 Office Supplies and Printer Cartridges | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | May 04, 2024 |
| Effective | August 04, 2022 |
| <u>Summary:</u> | |
| Agencies can purchase items on the published vendor price list (pgs 13-20) without obtaining additional quotes. | |
| GROUP 1: General Office Supplies --- Not awarded, go to "Vendor List Instructions" on page 21 of the vendor price list. | |
| GROUP 2: Recycled Office Paper --- Page 13 of the vendor price list. | |
| GROUP 3: OEM Printer Cartridges --- Page 15 of the vendor price list. | |
| GROUP 4: Dated Products --- Page 20 of the vendor price list. | |

| | |
|---|-------------------------|
| 17-16 CENTREX Telephone and Telephone Cabling Services | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | May 31, 2023 |
| Effective | October 13, 2022 |
| <u>Summary:</u> | |

The general scope of this price list contract covers two (2) categories, Centrex Telephone (Section Three) and Telephone Cabling (Section Four) services statewide.

The first category (Section Three) is Centrex Telephone which covers Centrex single line and multi-line telephone service statewide. Abbreviated five digits and toll-free 8-1-808 dialing should be provided between State users on all islands. Access must be provided to all local, wireless, long distance, and international telephone systems. Associated telephone services like voicemail, Automatic Call Distribution, ISN BRI (for multi-line service in 5ESS central offices), and telephone instruments must be provided. Also, simple installation and complete repair service for structured cabling (telephone and data), as well as the materials needed to provide the services shall be included. This service was awarded to Hawaiian Telcom, Inc.

The second category (Section 4) is for cabling only and not for installation, repair, or provisioning of Centrex service which is covered by Section 3. Participating jurisdictions will have the option of utilizing either Section Three or Section Four for installing cabling; however, it is expected that Section 4 will principally be used for large cabling project (10 lines and over). This service is awarded to Communication Consulting Services, Inc. for the island of Oahu to Hawaiian Telcom, Inc. for the island of Hawaii, Maui, Kauai, and Molokai/Lanai.

| | |
|---|---------------------------|
| 17-18 NASPO ValuePoint Cloud Solutions | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 and CIO signs NASPO addendum | |
| Expires | September 15, 2026 |
| Effective | October 3, 2022 |
| Summary: **NOTE** Summary only. Please be sure to reference latest published price list for configuration dollar limits, restrictions and other details. The purpose of this contract is to provide Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). During the term of the contract, awarded | |

vendors may request for inclusion of new and improved technology products pending approval from the Lead State Contract Administrator.

Infrastructure as a Service (IaaS) - is defined the capability provided to the end user to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications. The end user does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, deployed applications; and possibly limited control of select networking components (e.g. host firewalls).

Platform as a Service (PaaS) - is defined as the capability provided to the consumer to deploy onto the cloud infrastructure end user created or-acquired applications created using programming languages and tools supported by the provider. This capability does not necessarily preclude the use of compatible programming languages and tools supported by the provider. This capability does not necessarily preclude the use of compatible programming languages, libraries, services, and tools from other sources. The end user does not manage or control the underlying cloud infrastructure including, network, servers, operating systems, or storage, but has control over the deployed applications hosting environment configurations. Cloud Solutions 6 SPO Vendor List Contract No. 17-18 07/07/2017 to 09/15/2026

Service Level Agreement (SLA) - means the SLA obligations the service provider publishes in its service terms or a written agreement between both the Purchasing Entity and the Contractor that is subject to the terms and conditions and relevant Participating Addendum unless otherwise expressly agreed in writing between the Purchasing Entity and the Contractor. SLA's should include: (1) the technical service level performance promises, (i.e. metrics for performance and intervals for measure), (2) description of service quality, (3) identification of roles and responsibilities, (4) remedies, such as credits, and (5) an explanation of how remedies or credits are calculated and issued.

Software as a Service (SaaS) - is defined as the capability provided to the consumer to use the service providers, Contractor's or third party applications available in the service provider's marketplace running on a Contractor's infrastructure (commonly referred to as "cloud infrastructure). The applications are accessible from various client devices through a thin client interface such as a Web browser (e.g., Webbased email), or a program interface. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

Fulfillment Partner - means a third-party contractor qualified and authorized by Contractor, and approved by the Participating State under a Participating Addendum, who may, to the extent authorized by Contractor, fulfill any of the requirements of this Master Agreement including but not limited to providing Solutions under this Master Agreement and billing Customers directly for such Solutions.

| | |
|--|--------------------------|
| 18-03 Mailroom Equipment, Supplies, and Maintenance - STATEWIDE | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | December 31, 2022 |
| Effective | May 13, 2022 |
| <u>Summary:</u> | |
| <p>Currently, there are three contractors listed on this vendor list contract. Agency shall obtain written quotes from all vendors in that category.</p> <p>Agency chooses the option that works best for their situation. Personnel utilizing this Vendor List Contract may use the form SPO-010, Record of Procurement, which is available on the SPO website: http://spo.hawaii.gov; click on Forms on the SPO homepage.</p> <p>Contract categories:</p> <ul style="list-style-type: none"> • Postage Meter Rental • Pressure Sealing | |

- | | |
|--|--|
| <ul style="list-style-type: none"> • Mailing Systems • Mailing Equipment • Mailing Systems • Integrated Postal Scales • Letter Openers • Letter Folders • Inserters, Production • Folder/Inserters • Software (PC Postage) • Envelope Addressing System • Tabbers | <ul style="list-style-type: none"> • Pre-Sorting Equipment • Extractors • Mailing Specific Furniture • Software, License and Subscription • Software Consulting • Training • Design Production • Install Assembly Production • Relocation Services • Equipment Lease • Equipment Rental |
|--|--|

| | |
|--|------------------------|
| 18-08 NASPO ValuePoint Security & Fire Protection Service | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | July 30, 2023 |
| Effective | August 15, 2022 |
| <u>Summary:</u> | |
| <p>For purchases under \$5,000 a minimum of one (1) written price quote must be obtained from a contractor or authorized reseller. Form SPO-010 is optional.</p> <p>For purchases over \$5,000 a written price quote from two different contractors must be obtained and Form SPO-010 must be completed.</p> <p>Award can be made on best value.</p> <p>There are nine (9) categories. Detailed scope of work for each category can be found on page 6-10.</p> | |

- Category 1: Access Control Systems - Installation
- Category 2: Burglar Alarms - Installation
- Category 3: Surveillance Services & Equipment - Installation
- Category 4: Portable Fire Extinguishers - Installation
- Category 5: Fire Extinguishing Systems - Installation
- Category 6: Fire Sprinkler Systems - Installation
- Category 7: Fire Alarm/protective Signaling Systems - Installation
- Category 8: High Security Control Systems - Installation
- Category 9: Inspection & Monitoring
 - Fire Extinguishing Systems
 - Fire Sprinkler Systems
 - Alarm Monitoring
 - Fire Alarm/protective Signaling Systems

| | |
|---|-----------------------|
| 18-11 Long Distance Telephone Services | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | March 17, 2023 |
| Effective | May 27, 2022 |
| <u>Summary:</u> | |
| <p>Hawaiian Telcom, Inc. is the authorized contractor to provide Long Distance Telephone Services to the State of Hawaii. Inter-island and inter-state long distant telephone rates, regulatory fees, and international long-distance telephone rates, and miscellaneous services are listed.</p> | |

| | |
|--|---------------------|
| 19-19 NASPO ValuePoint Procurement of Acquisition Support Services (PASS) | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | June 5, 2023 |
| Effective | June 6, 2022 |

Summary:

The following 13 categories are included in this contract for acquisition support services.

(1) Specifications/Scope of Work Review - This category of services is for the review and/or assistance in development of a scope of work (SOW) or specification(s). Services within this category are as follows:

- Review Services
- Requirement Analysis
- Specification Writing (Technical)

(2) Procurement Strategy/Acquisition Strategy Plan - Contractor shall provide advice and recommendation for all elements in acquisition plans, including approaches, options, strategies, risks, contracting methods, competition, sources, cost, milestone schedule, etc. Contractor shall research existing Government-wide contracts for available products and services, evaluate different approaches to and sources for acquisition support, and research available suppliers and compare services and costs of obtaining support from the different providers

(3) Independent Government Cost Estimate - An Independent Government Cost Estimate (IGCE) is a tool developed by government personnel to estimate the costs incurred by a Contractor in the performance of a contract. The IGCE is an unbiased realistic cost estimate that reflects a clear understanding of all the requirements. Services within this category include:

- Data Collection
- Sufficiency Review
- Data Analysis
- Results Reporting

(4) Market Research - Market research refers to the examination of available sources to find the available sources of supply which may identify critical business requirement.

(5) Cost & Pricing Analysis - A Cost & Pricing Analysis conducted before a Request for Proposal (RFP) is released will assist a State in determining how to capture all costs related to a project, determine which method is best for evaluating cost, and if the budget for said project is realistic.

(6) Solicitation Review or Preparation - The solicitation document is the official document inviting the vendor community to respond to the needs of the government entity. Services within this category would be review services and RFP development.

(7) Source Selection - Source selection planning entails: preparing to receive bids or proposals, preparing to apply evaluation criteria, and determining standards to select a Contractor. The Source Selection Plan (SSP) should include: evaluation criteria, evaluation standards, weighting system, screening system, and source selection process.

(8) Cost Realism Analysis - Cost Realism Analysis may be requested by States to determine if all components of cost have been contemplated from all vendors. Determining if cost proposals are acceptable and fair will assist States in a successful evaluation and award of a contract which is in the best interest of the State. Cost realism is about the system of logic, the assumptions about the future, and the reasonableness of the historical basis of the estimate. It's about the estimating information (cost data) that makes up the foundation of the estimate.

(9) Contract Development/Contract Formation - Contractor shall provide assistance to the government entity in the formulation of the contract between the awarded vendor and government entity.

(10) Contract Management - Contract management refers to post-award type activities, such as contract implementation, contract administration, measurement of work completion and payment computation. Moreover, it involves the monitoring of a contract, making important changes and modifications to the contract and dealing with related problems. Activities in contract management facilitate a positive working relationship between the government

customer, procurement staff, and the contractor for the successful implementation of the contract award. Acquisition consultants can assist the government procurement staff and program managers in various capacities of administration and facilitation with the contractor, not including any inherent governmental duties. Service categories include:

- Contract Administration
- Vendor Performance Plan Development/Review
- Contract Modifications

(11) Vendor Performance Evaluation Program - Contract closeout involves several activities. Unlike a purchase order where receipt of the items ordered and subsequent payment constitute closure, a contract requires documentation to the contract file that includes a written report with the description and analysis of the Contractor's performance. A quality vendor performance review (aka performance evaluation) assesses how the vendor is performing against Key Performance Indicators (KPI)'s and Service Level Agreements (SLA)'s established in the vendor's contract. However, it can also show noncontractual performance issues, such as incidents that aren't measured by a service level. This does not include vendor performance evaluation for construction contracts.

(12) Procurement Policy - Procurement planning is part of the annual budgeting process. Each departmental head is responsible for planning his/her project's estimated procurement needs on an annual basis through the use of the annual procurement plan (APP), which indicates the items to be bought in the various quarters of the year.

(13) Category Management - Category management is a strategic approach to purchasing that allocates a government's procurement resources into specific categories of spending to be analyzed by category managers and aligned with the marketplace through in-depth spend and market analyses. Services within this category are as follows:

- Data Analysis
- Supplier Analysis
- Action Plan Development
- Organizational Restructure

- Product and Service Catalogs

| | |
|--|---------------------------|
| 20-07 NASPO ValuePoint Copiers & Managed Print Services | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires: | September 30, 2026 |
| Effective: | December 16, 2021 |
| <u>Summary:</u> | |
| <p>The purpose of this contract is to provide digital print and quick copying services such as black and white copies; color copies; binding; envelope; lamination services; oversize copies; file copying; transparencies; optional binding and business cards.</p> <p>EXCLUDED ITEMS:</p> <ul style="list-style-type: none"> • Office supplies, • Large format exceeding 24 x36, offset and web printing • Graphic design | |

| | |
|--|-------------------------|
| 20-08 NASPO ValuePoint Unmanned Aerial System Services | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires: | October 31, 2022 |
| Effective: | December 1, 2021 |
| <u>Summary:</u> | |
| <p>The purpose of this contract is to provide service to the following categories: Emergency Support Services, Law Enforcement Support Services, Aerial Inspection or Data Mapping Services, Agricultural and Gaming Support Services and Agency Media Relations and Marketing Services.</p> <p>CONTRACTOR REQUIREMENTS:</p> | |

- All Contractors and subcontractors which perform UAS flight missions are 14 CFR Part 107 Certified and provide proof upon request.
- Upon request, provide detailed information on equipment, sensors, attachments and their capabilities for UAS missions.
- Contractor shall specify which service categories the equipment they currently own or can deploy is able to support.
- Provide examples of missions. ☐ Purchasing department may require drone operator to receive training from the State or local emergency officials in order for them to provide support in the event of a declared emergency.

NOT INCLUDED:

- Purchase of any UAS product.
- Travel expense not included in pricing. When applicable, negotiated between the Purchasing Department and Contractor.

| | |
|---|--------------------------|
| 20-11 NASPO ValuePoint Data Communications Products & Services | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires: | October 1, 2024 |
| Effective: | February 10, 2020 |
| <u>Summary:</u> | |
| <p>This contract offers data communication products and services in five categories. They are Unified Communications, Networking, Routers, Switches, Security and Storage Networking, Wireless and Facility Management, Monitoring and Control.</p> <p>Contractors who offer various products in this space:</p> <ul style="list-style-type: none"> • Cisco Systems, Inc. • Cradlepoint, Inc. • Extreme Networks Inc • Hewlett Packard Enterprise | |

- Juniper Networks (US) Inc
- NEC Corporation of America
- Palo Alto Networks, Inc

Expenditures:

1. For purchases under \$5,000:
 - a. Obtain a minimum of one (1) written price quote from a Contractor or authorized reseller.
 - b. Form SPO-010 is optional. c. Award is based on best value.
2. For purchases \$5,000 or greater:
 - a. Obtain a written price quote from two or more different Contractors, or
 - b. Select one Contractor that lists two or more authorized resellers and obtain a written price quote from the manufacturer and/or their authorized resellers.
 - c. Complete form SPO-010.
 - d. Award is based on best value.

20-17 NASPO ValuePoint On-Demand Remote Interpreting (OPI and VRI) and Document Translation

ETS Involvement: CIO approves IT Purchases >\$100,000

Expires: November 3, 2023

Effective: May 1, 2020

Summary:

The purpose of this contract is to provide On-Demand Over the Phone Interpreting (OPI) and Video Remote Interpreting (VRI) language interpreter services and Document Translation for agencies and their clients who need immediate interpreter assistance. These services are required to assist Limited English Proficiency (LEP) clients uncomfortable speaking English, or whose English is not clearly understood. Immediate Telephone Based Interpreter Services will

facilitate communication between clients and customers at a service provider facility when an onsite interpreter is not available

20-18 NASPO ValuePoint Audio Video Equipment and Supplies

ETS Involvement: CIO approves IT Purchases >\$100,000

Expires: September 30, 2023

Effective: January 11, 2021

Summary:

The primary purpose of this contract is for "box sales" (online or catalog sales) and delivery. Services such as installation services or repair services outside of the warranty, setup services, or basic training services, etc.

The following Contractors have agreed to the FEMA special provisions:

1. Audio Enhancement Inc
2. B&H Foto and Electronics Corp DBA B&H Photo Video

CATEGORY DESCRIPTION

1. CATEGORY 1: AUDIO EQUIPMENT includes but not limited to Audio Mixers, Speaker Systems, Stereo Receivers/Equalizers, Compact Disc Players, MP3 Players, AM/FM Radio, Public Address Systems (including Portable), Portable Sound Systems,

Wireless

Microphone Systems, Amplifiers, Audio Cassette Recorder/Players.

2. CATEGORY 2: VIDEO EQUIPMENT includes but not limited to Equipment for Videoconferencing, Studio Production, Video Recording, Digital Video Disc Players, Televisions, Plasma Screen Televisions, Television Monitors/Monitor Receivers,

TV/VCR

Combo Units, Camcorders, Digital Video Recorders, High-Definition Cameras (NON-

Security

Related), Digital Video Editing Systems, TelePrompTers, Blu Ray Players/Recorders.

3. CATEGORY 3: PROJECTION EQUIPMENT includes but not limited to Video Projection Systems, Video Presentation Boards, Projectors: LCD, DLP (Digital Light Processing), Overhead, Slide.
4. CATEGORY 4: PHOTOGRAPHIC EQUIPMENT includes but not limited to Cameras, Digital Cameras, Digital Imaging, Camera Lenses, Stand Alone Printers for Digital Camera Printing only, SLR (small, medium & large format), Film Holders, Slide Printers, Lens Accessories, Digital Memory Cards.
5. CATEGORY 5: SCREENS/DISPLAYS includes but not limited to Projection Screens including: Rear Projection, Motorized, Tripod, Portable & Wall, Video Plasma Displays, LCD Panels, Interactive Whiteboards.
6. CATEGORY 6 PERIPHERALS/ACCESSORIES Products in this category will include those used in relation with the above Product Categories 1-5 - Audio Video Carts, Projector Mounting Systems, Podiums, Lecterns, Stands, Equipment Cases, Racks and Rack Mounting Equipment, Test Equipment, Batteries, Chargers, Cables, Connectors, Adapters, Multimedia Consoles and Control Systems, Switchers, Routers, Camera Accessories: Tripods, Fluid Heads, Camera Support Equipment.

| | |
|---|------------------------|
| 21-07 NASPO ValuePoint Wireless Voice, Data & Accessories | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | August 11, 2024 |
| Effective | May 20, 2022 |
| <u>Summary:</u> | |
| The purpose of this contract is to provide wireless voice, data & accessories which includes cellular wireless services, equipment and accessories, turnkey wireless and IoT Solutions, and | |

alternative wireless transport options.

Cellular wireless services under this contract cover basic wireless transport services for voice, data, and messaging.

Products under this contract eligible as equipment and accessories include the following and may be expanded as technology advances:

- Basic cellular devices
- Smartphones – iOS, Android, Other
- Stand Alone, Integrated or USB Dongle Cellular Modems
- Wi-Fi/Cellular Routers
- Tablets that are cellular network connected
- Other equipment with a primary purpose for communicating over the cellular carrier network, currently including:
 - Sensors
 - Cellular-enabled Video cameras

Accessories:

- Replacement Batteries
- Cases & related accessories
- Screen Protectors
- Chargers
- Cords/cables
- Signal Boosters/antennae
- Headsets and speakers for use with wireless device

21-19 NASPO ValuePoint Information Technology Research and Advisory Services

ETS Involvement: CIO approves IT Purchases >\$100,000

Expires

January 18, 2024

Effective

April 29, 2022

Summary:

Contractors shall provide:

1. IT business advice, objective IT research, and IT data that is thematic, prescriptive, and executable, and that provides a comprehensive perspective on the rapidly changing IT environment.
2. Access to an online database containing IT research articles.
3. Response to over-the-phone inquiries regarding published articles and direction on other available resources.
4. Advisory services regarding strategic and tactical planning for customer's IT policy development.
5. On-site workshops, advisory engagements, and conferences on IT related topics.

IT topics may include, but are not limited to, the following:

- Planning and establishing IT policies, procedures, and best practices
- Establishing and implementing IT governance
- Review of new and emerging Information Technologies
- Assistance with acquisition decisions for IT hardware and software
- Software licensing and Asset Management
- Application/system development
- Data analytics, data management, and business intelligence
- Information security
- Strategic planning and Enterprise Architecture
- Evaluations of industry issues, products, and major trends in the marketplace
- IT Benchmarking
- Digital transformation and Digital Government Services
- IT talent, recruiting, and retention
- TelCom, IP telephony, and call center solutions
- Disaster recovery and business continuity
- Cloud computing

- Mobile device strategy and management
- Emergency response and radio communications
- Enterprise CRM

22-06 NASPO ValuePoint Public Safety Communication Products, Services and Solutions

ETS Involvement: CIO approves IT Purchases >\$100,000

Expires December 31, 2026

Effective May 23, 2022

Summary:

1. Radio (P-25)
 - a. Single-Band Portable Radio (P-25)
 - b. Single-Band Mobile Radio (P-25)
 - c. Single-Band Desktop Radio (P-25)
 - d. Multi-Band Portable Radio (P-25)
 - e. Multi-Band Mobile Radio (P-25)
 - f. Multi-Band Desktop Radio (P-25)
 - g. Base Station/Repeater (P-25)*
2. Conventional Analog Portable (Non-P25)
 - a. Conventional Analog Portable (Non-P25)
 - b. Conventional Analog Mobile (Non-P25)
 - c. Conventional Analog Desktop (Non-P25)
 - d. Conventional Analog Base Station/Repeater (Non-P25)
3. Vehicular Repeater System (VRS) P25*
4. Dispatch Consoles
5. Microwave Radio
 - a. Carrier Grade, Packet data (Native IP)
 - b. Network Grade
 - c. Native IP, Sub 5.925 GHz
 - d. Native IP, 900 MHz

- e. Carrier Grade, Native Time Division Multiplex (TDM)
- 6. Interoperability Gateway
- 7. Power Supply Products & Solutions
 - a. DC Power System
 - b. VRLA (Valve Regulated Lead Acid) Battery Systems Solutions
 - c. Rack-Mounted Distribution Panels
 - d. Converters/Inverters
- 8. Test Equipment
 - a. Multifunction Radio Test Set
 - b. Specialized RF Instruments
- 9. Monitoring & Alarm Equipment Not Available
 - a. Environmental
 - b. Radio Network
- 10. Furniture, Dispatch Console
- 11. Equipment Shelters
 - a. Ballasted
 - b. Concrete Sabre Communications Corporation
 - c. Fiberglass
 - d. Framed, Light Weight
 - e. Outdoor Cabinet
- 12. Towers
 - a. Tower Overall Specifications
 - b. Accessories & Appurtenances
 - c. Deployable/Temporary
 - d. Guyed
 - e. Guyed, Light
 - f. Lattice
 - g. Lattice, Light
 - h. Monopole
 - i. Passive Microwave Repeater

| | |
|---|---------------------------|
| 22-07 NASPO ValuePoint Digital Print and Quick Copy Services | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | September 30, 2026 |
| Effective | December 16, 2021 |
| <p><u>Summary:</u> The purpose of this contract is to provide digital print and quick copying services such as black and white copies; color copies; binding; envelope; lamination services; oversize copies; file copying; transparencies; optional binding and business cards.</p> <p>EXCLUDED ITEMS:</p> <ul style="list-style-type: none"> • Office supplies • Large format exceeding 24 x36, offset and web printing • Graphic design | |

| | |
|---|--------------------------|
| 22-09 NASPO ValuePoint Information Security Services | |
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | February 23, 2024 |
| Effective | April 22, 2022 |
| <p><u>Summary:</u> Purpose of this contract is to provide information security services in the following categories:</p> <ul style="list-style-type: none"> • Category 1 - Risk Assessment and Mitigation Services, • Category 2 - Incident Response Services, • Category 3 - Breach Coach Services <p><i>Category 1 – Risk Assessment and Mitigation Services</i></p> | |

The Contractor must perform vulnerability assessments, privacy impact and policy assessments, and evaluation and analysis of internal controls critical to the detection and elimination of vulnerabilities to the protection of Data, as defined by a Purchasing Entity.

Category 2 – Incident Response Services

The Contractor must provide a general call center that may be reached via toll free number twenty-four hours per day, seven days per week (24x7), every day of the year. If the incident requires an on-site Contractor presence, the Contractor must be on-site within one (1) business day of request, or as mutually agreed on the Order.

Because of the sensitive and confidential nature of information and communication surrounding an Incident, the Contractor must ensure all communication is through secure channels and disclosure of Incident information is limited to identified Purchasing Entity personnel and limited to a need to know basis (as defined by the Purchasing Entity) for all others.

Category 2 services include: containment services, eradication services, recovery services, forensic and analysis.

Category 3 – Breach Coach Services

The Contractor must ensure all Breach Response Specialists that provide services are trained experts in the field relevant to the services ordered, who possess the experience and qualifications identified in the Contractor's response to Category 3 Breach Response Specialist – Experience and Qualifications.

The Contractor must possess well-rounded knowledge of the Breach life cycle from start to finish including, but not limited to the investigation process, regulatory requirements, and consumer and business notification rules and expectations.

22-15 Document Shredding and Related Services

| | |
|--|------------------------|
| ETS Involvement: CIO approves IT Purchases >\$100,000 | |
| Expires | May 31, 2024 |
| Effective | August 30, 2022 |
| <u>Summary:</u> | |
| <p>Purpose of this contract is for the contractor to provide services to shred, incinerate, disintegrate, or otherwise destroy any type of paper items (white and/or NCR/color paper), microfilm, microfiche, x-rays, computer tape, CDs, VHA tapes, audio cassettes, computer hard drives and other storage media. The contractor can provide these services on-site and/or off-site for State agencies.</p> <p>Contractors will allow either scheduled pick-up, on-call service, or on an as-needed basis. Agencies shall specify whether they prefer scheduled or on-call service. Those agencies that only need service on an as-needed basis shall notify the Contractor when service is needed. Agencies using the scheduled pick-up option shall note what type of service plan they require. Agencies have the option to change their service plan within five (5) business days before their scheduled pick-up.</p> <p>If requested by the agency, the Contractor shall allow an agency representative to witness the shredding process. The Contractor shall perform all services to the sole satisfaction of the agency as specified herein. The Contractor shall understand that an agency representative may, at any time throughout the contract, accompany the Contractor during the collection, hauling and shredding being conducted by the Contractor. The Contractor shall not restrict in any way or limit the agency's right or ability to oversee shredding of the agency's confidential documents provided by the Contractor.</p> <p>The Contractor shall perform services during normal State working hours from 7:45 am to 4:30 pm, Monday through Friday, excluding official state holidays.</p> | |

| |
|---|
| 23-07 NASPO ValuePoint Citizen Engagement Platform |
| ETS Involvement: CIO approves IT Purchases >\$100,000 |

| | |
|---|---------------------------|
| Expires | September 14, 2026 |
| Effective | October 13, 2022 |
| <p><u>Summary:</u></p> <p>This portfolio covers a broad range of citizen engagement solutions in the following categories:</p> <ol style="list-style-type: none"> 1. Platform Management Software solutions offering a variety of applications to help public entities manage systems across platforms. This category includes solutions that answer questions and remember, remind, and respond to users. 2. Master Data Management Software solutions that provide the means to associate various records pertaining to an individual. This category includes technology to ensure uniformity and accuracy of master data assets and coordination of data across all platforms. These solutions also allow a public entity to create and manage a central, persistent system of record or index of record for master data and support ongoing master data stewardship and governance requirements through workflow-based monitoring and corrective-action techniques. 3. Chatbots and Customer Service: Software solutions that provide Robotic Process Automation (RPA) to assist government agencies by responding to frequently asked questions quickly to complete a transaction or find information. 4. Customer Engagement: Software solutions that provide a centralized platform to manage multiple interactions with customers. These solutions offer a platform for studying customer behavior through all channels and touchpoints of interaction such as by phone, in person, or online. 5. Social Listening: Software solutions that allow entities to view the “voice of the customer” across all input channels, such as through email, web forms, social media, and inbound calls. These solutions utilize a dashboard to effectively identify issues, | |

satisfaction, and needs.

6. In addition to the above, contractors in this portfolio may also offer additional value-add items and services, such as identity management, referral engines, user behavior analytics, digital wallets, web hosting, website and web app development, eCommerce services, and payment processing.
7. **Value Add Items/Services:** value added solutions may include, but are not limited to, solutions as - Citizen Engagement Platform 8 SPO Price List Contract No. 23-07 10/06/2022 to 09/14/2026 identity management, referrals engine, user behavior analytics, digital wallets, web hosting, Website & web app development, eCommerce services and payment processing, etc.

23-08 NASPO ValuePoint Software Value-Added Reseller (VAR)

ETS Involvement: CIO approves IT Purchases >\$100,000 and CIO signs NASPO addendum

| | |
|------------------|-------------------------|
| Expires | April 24, 2027 |
| Effective | November 9, 2022 |

Summary:

Software Value-Added Reseller refers to a company that resells software and offers value beyond order fulfillment. Non-SaaS cloud computing products such as Infrastructure as a Service (“IaaS”), Platform as a Service (“PaaS”), and Software provided by a Managed Services Provider are generally out of scope of this Contract.

Software Publisher Categories:

- **Category I – General Software:** Includes all software titles except Microsoft and Oracle
 - **Tier 1 – Key Itemized Publishers:** Adobe, CA Technologies, Cisco, Commvault, IBM, Red Hat, Splunk, Tableau, VEEAM, VMware
 - **Tier 2 – Other Itemized Publishers:** Autodesk, Barracuda Networks, BMC Software, Check Point Software, Cherwell, Citrix, CPI, CrowdStrike, Dell,

Delphix, Docusign, Dynatrace, Forcepoint, Fortinet, Google, Informatica, Ivanti, Knowbe4, McAfee, Micro Focus, Mulesoft, Netmotion, Okta, Opentext, Progress Software, Proofpoint, Quest Software, Rapid7, RSA Security, Salesforce, SAP, Solarwinds, Sophos, Spillman, Symantec, Tenable, Trend Micro, Varonis, Veritas, Zoho

- **Tier 3 – Non-Itemized Publishers:** All other publishers

- **Category II – Microsoft Reseller:** Restricted to only Microsoft software products

- **Category III – Oracle Reseller:** Restricted to only Oracle software products and VAR shall be a large account reseller, authorized by Oracle as a Licensing Solution Partner (LSP)

The GSA (General Services Administration) MAS, formerly known as the GSA IT Schedule 70, may be used for IT SERVICES ONLY⁵. More information and procedures to use the GSA MAS is available in this document.

Departments are not permitted to purchase from a GSA contract if there is another active SPO statewide contract for that service. If a department believes it can negotiate better value using the GSA contract, it must include an analysis and justification in written notification to the attention of the CIO. The CIO may negotiate with existing statewide contractors to “meet or beat” the other contract terms, if possible. If CIO determines that “best value” for a department can only be obtained through the GSA contract, it may recommend approval, in writing, on a case-by-case basis.

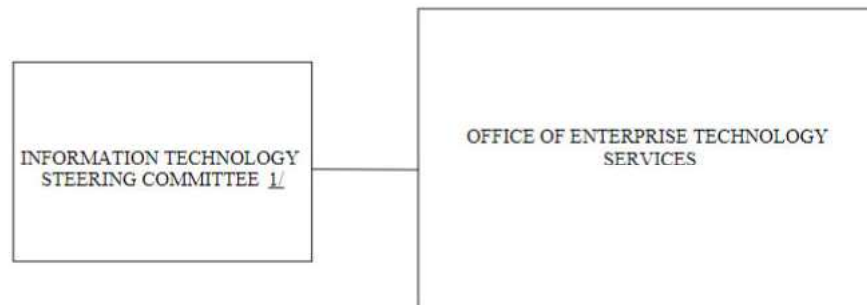
⁵ <https://spo.hawaii.gov/wp-content/uploads/2016/12/2017-06-GSA-IT-Services.pdf>

Attachment C: Organization Charts

The following organizational charts reflect current state at ETS (effective June 2022) and will be updated after planning year recommendations are finalized to reflect future state.

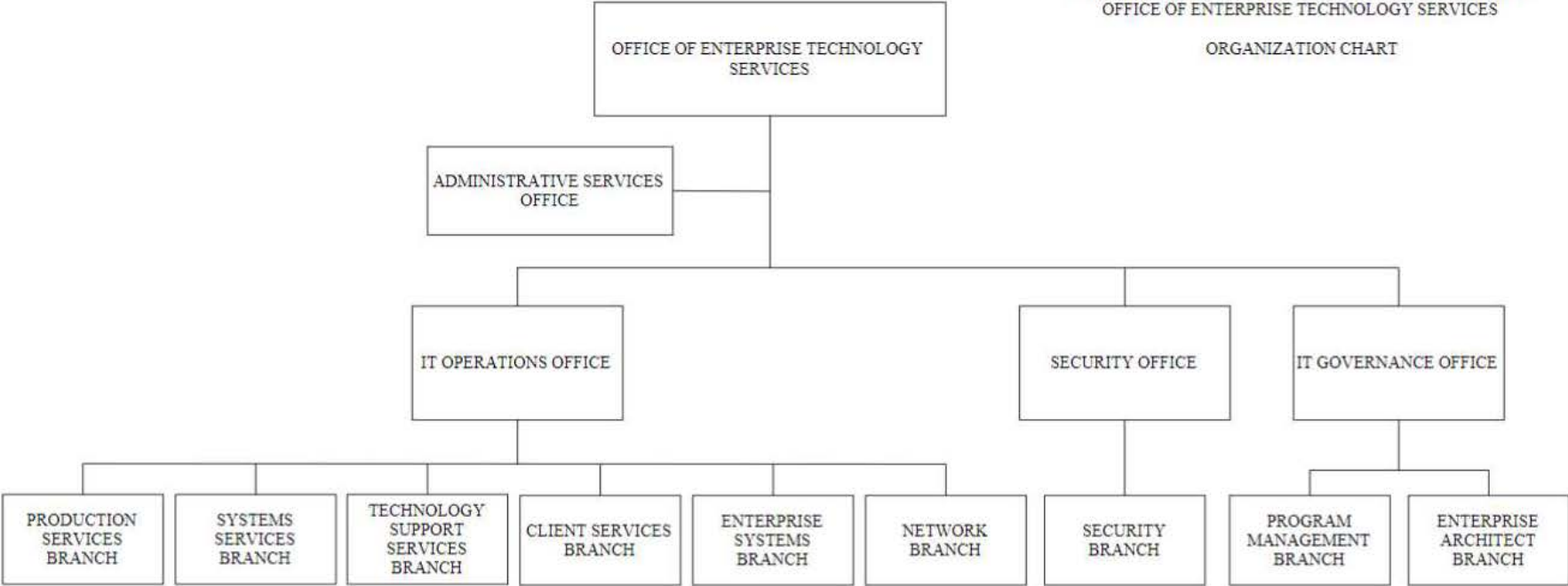
STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
AND
INFORMATION TECHNOLOGY STEERING COMMITTEE

ORGANIZATION CHART



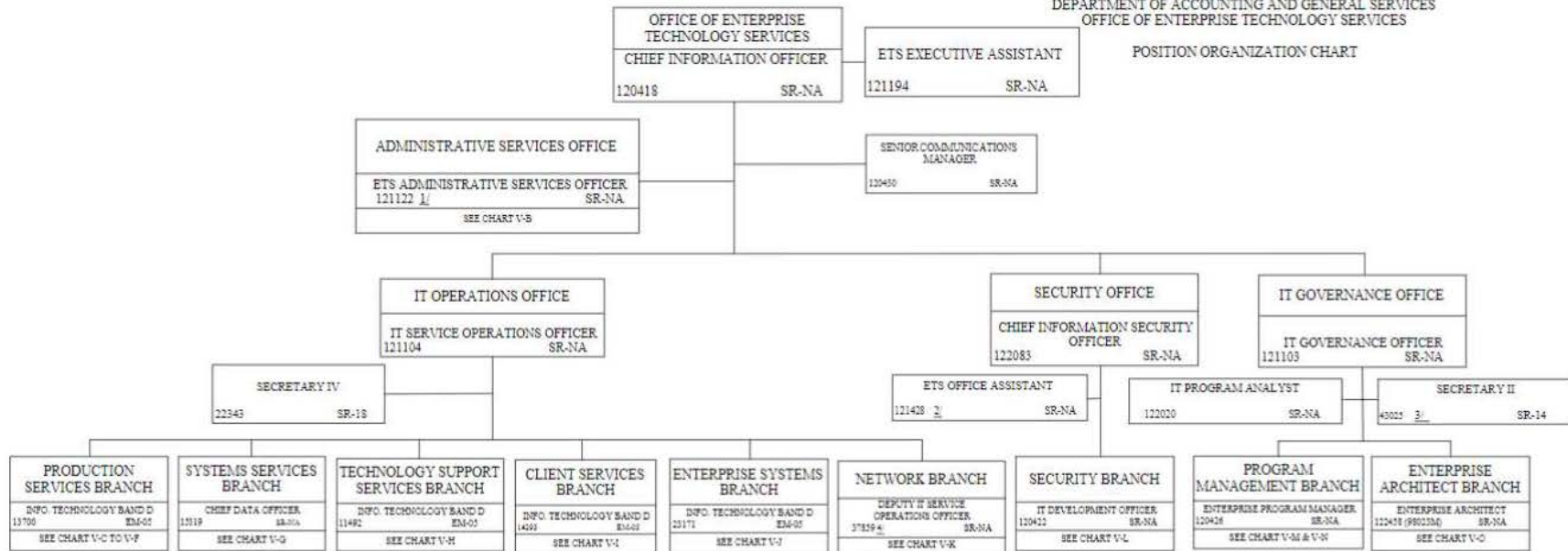
1/ ESTABLISHED TO ASSIST THE CHIEF INFORMATION OFFICER (CIO) IN DEVELOPING THE STATE'S INFORMATION TECHNOLOGY STANDARDS AND POLICIES. THE CIO CHAIRS THIS COMMITTEE.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
ORGANIZATION CHART



STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

POSITION ORGANIZATION CHART



- 1/ POSITION NO. 121122, ETS ADMINISTRATIVE SERVICES OFFICER, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
- 2/ POSITION NO. 121428, ETS OFFICE ASSISTANT, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
- 3/ POSITION NO. 43025, SECRETARY II, SR-14, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
- 4/ POSITION NO. 37859, RECLASSIFIED FROM IT BAND D, EM-05, TO DEPUTY IT SERVICE OPERATIONS OFFICER, SR-NA, EFFECTIVE 03/27/20.

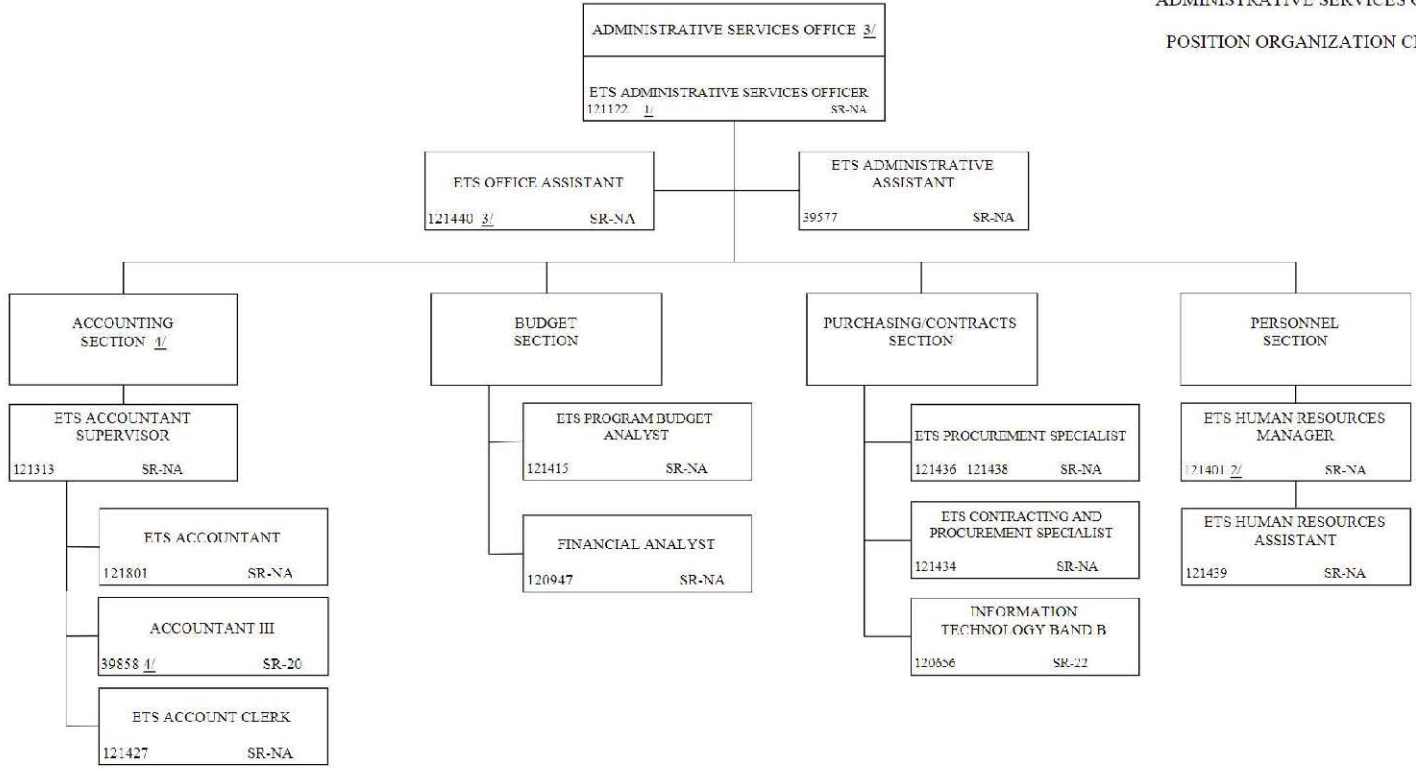
06/30/22

-19-

CHART V-A

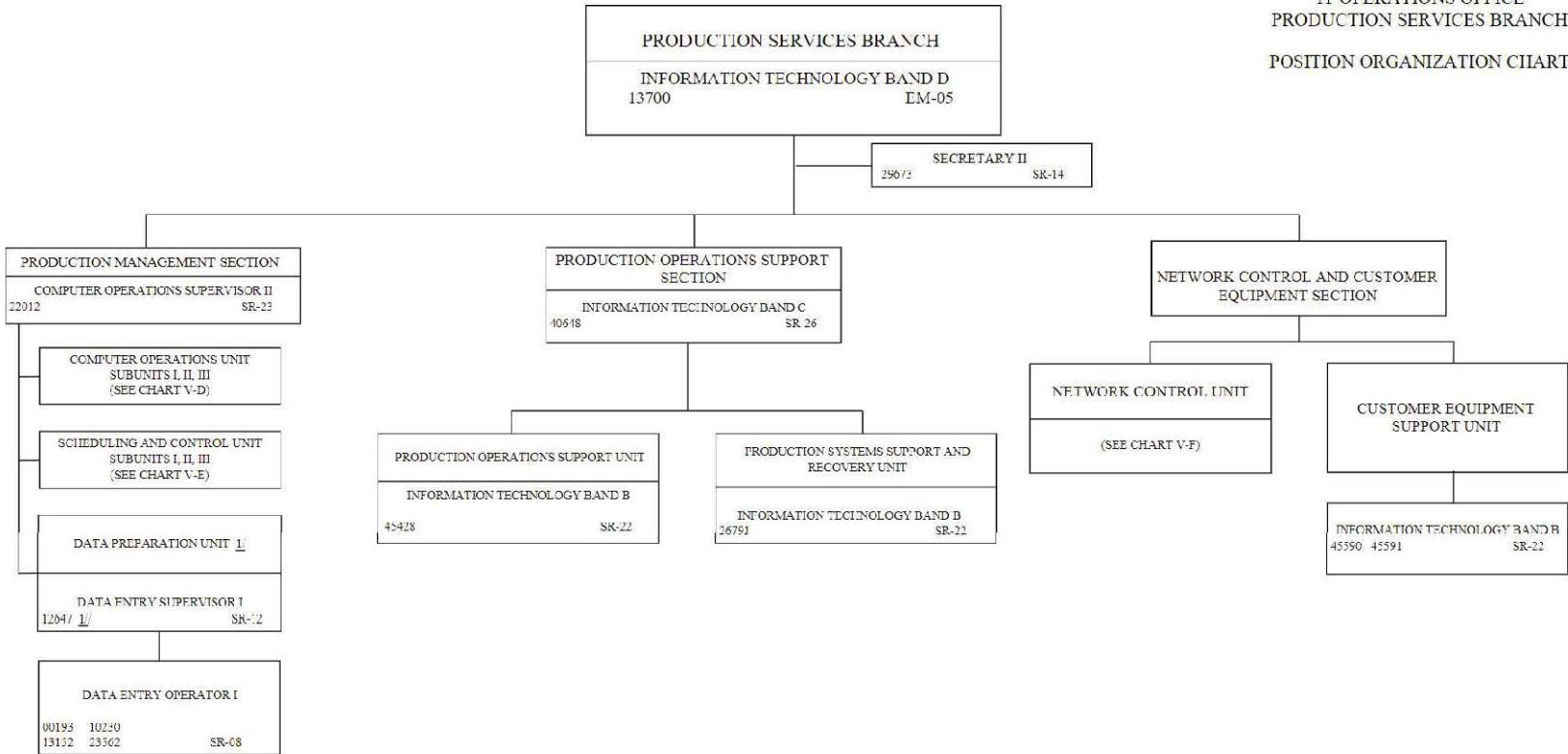
STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 ADMINISTRATIVE SERVICES OFFICE

POSITION ORGANIZATION CHART



^{1/} POSITION NO. 121122, ETS ADMINISTRATIVE SERVICES OFFICER, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
^{2/} POSITION NO. 121401, ETS HUMAN RESOURCES MANAGER, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
^{3/} POSITION NO. 121440, ETS OFFICE ASSISTANT, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
^{4/} POSITION NO. 39858, ACCOUNTANT III, SR-20, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

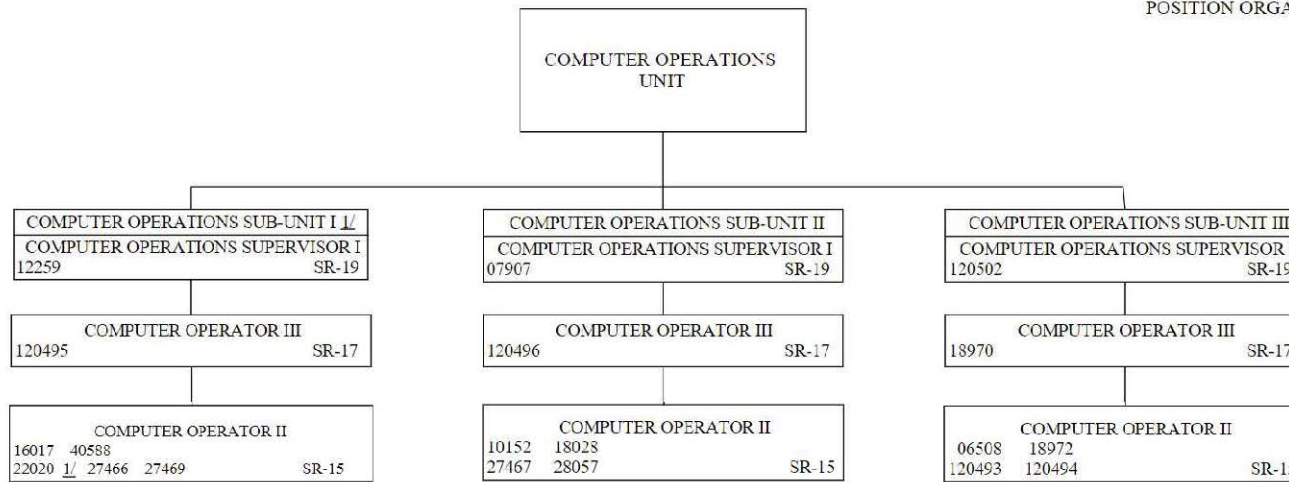
STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 IT OPERATIONS OFFICE
 PRODUCTION SERVICES BRANCH
 POSITION ORGANIZATION CHART



1/ POSITION NO. 12647, DATA ENTRY SUPERVISOR I, SR-12, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 IT OPERATIONS OFFICE
 PRODUCTION SERVICES BRANCH
 PRODUCTION MANAGEMENT SECTION
 COMPUTER OPERATIONS UNIT

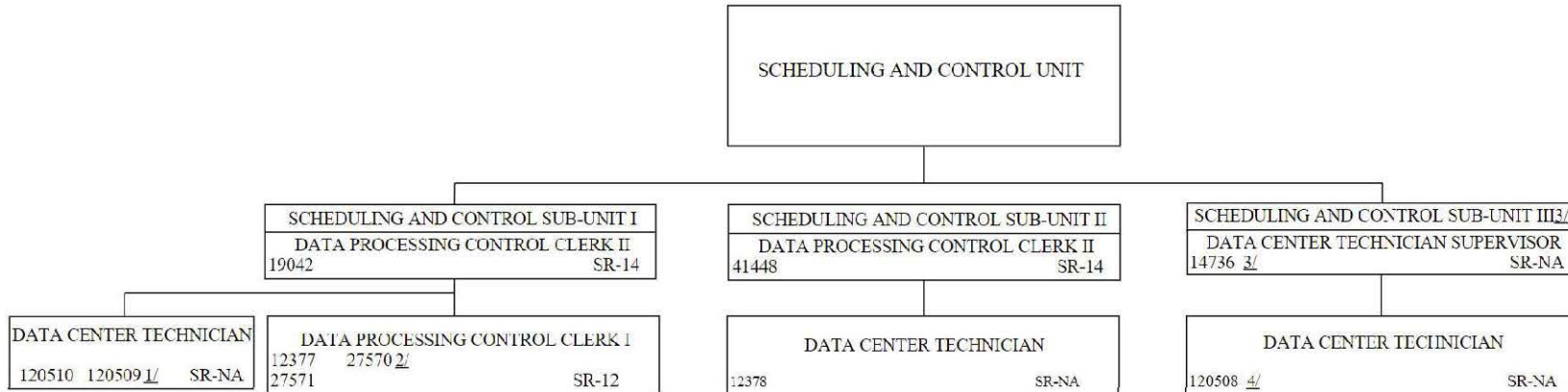
POSITION ORGANIZATION CHART



1/ POSITION NO. 22020, COMPUTER OPERATOR II, SR-15, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 IT OPERATIONS OFFICE
 PRODUCTION SERVICES BRANCH
 PRODUCTION MANAGEMENT SECTION
 SCHEDULING AND CONTROL UNIT

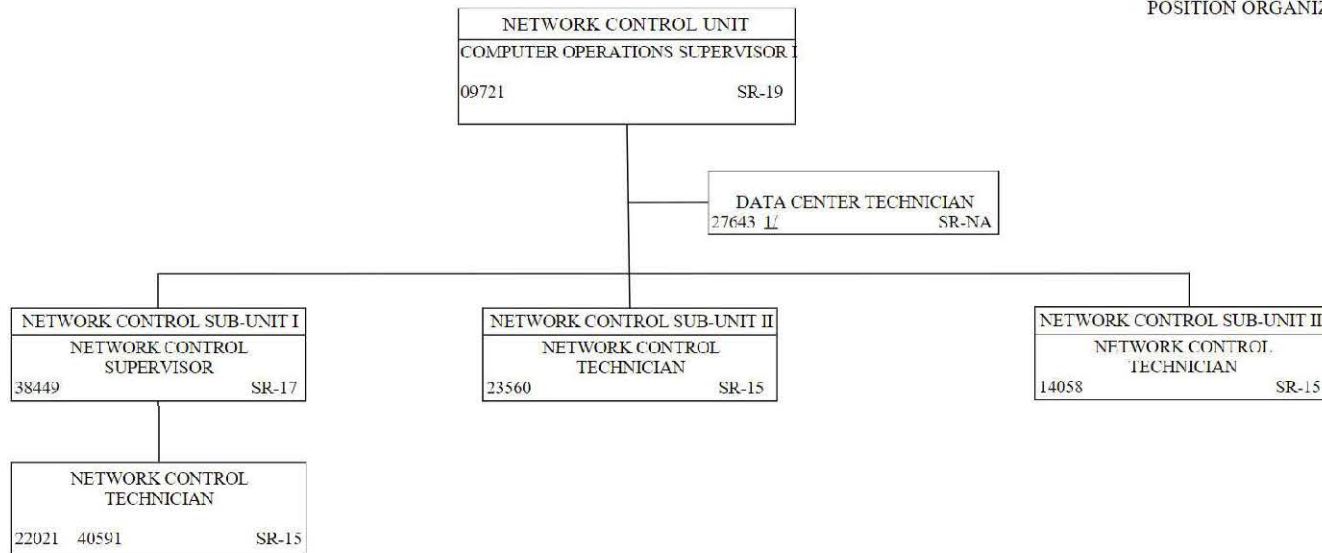
POSITION ORGANIZATION CHART



1/ POSITION NO. 120509, DATA CENTER TECHNICIAN, SR NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
2/ POSITION NO. 27570, DATA PROCESSING CONTROL CLERK I, SR-12, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
3/ POSITION NO. 14736, DATA CENTER TECHNICIAN SUPERVISOR, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
4/ POSITION NO. 120508, DATA CENTER TECHNICIAN, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 IT OPERATIONS OFFICE
 PRODUCTION SERVICES BRANCH
 NETWORK CONTROL AND EQUIPMENT SUPPORT SECTION
 NETWORK CONTROL UNIT

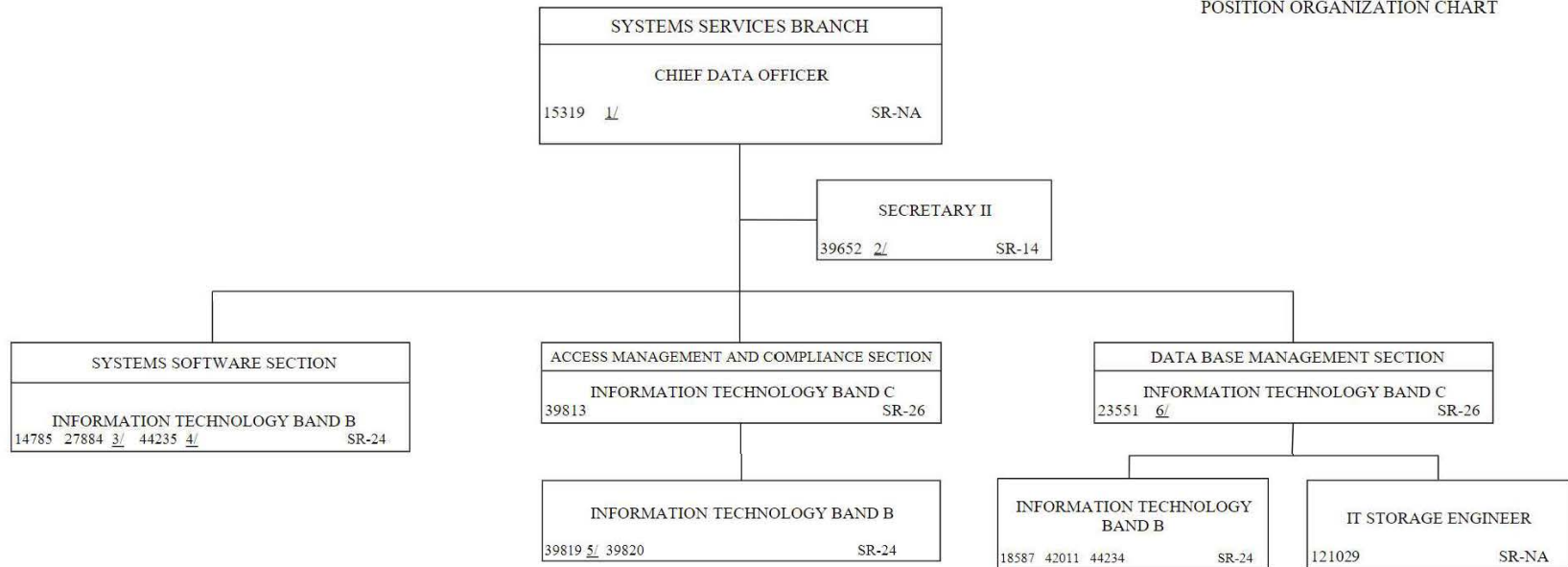
POSITION ORGANIZATION CHART



1/ POSITION NO. 27643, DATA CENTER TECHNICIAN, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
IT OPERATIONS OFFICE
SYSTEMS SERVICES BRANCH

POSITION ORGANIZATION CHART



1/ POSITION NO. 15319, CHIEF DATA OFFICER, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
2/ POSITION NO. 39652, SECRETARY II, SR-14, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
3/ POSITION NO. 27884, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
4/ POSITION NO. 44235, INFORMATION TECHNOLOGY BAND B, SR-24, DEFUNDED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
5/ POSITION NO. 39819, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
6/ POSITION NO. 23551, INFORMATION TECHNOLOGY BAND C, SR-26, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

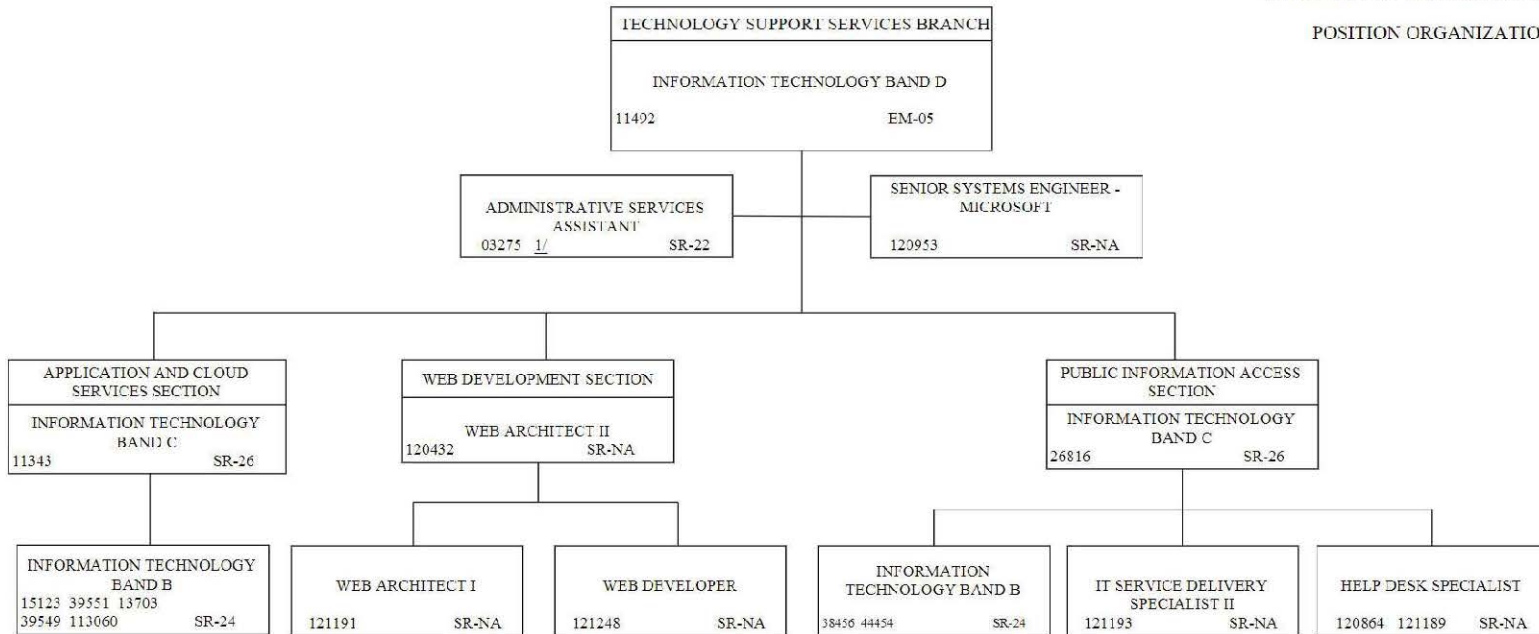
06/30/22

-25-

CHART V-G

STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 IT OPERATIONS OFFICE
 TECHNOLOGY SUPPORT SERVICES BRANCH

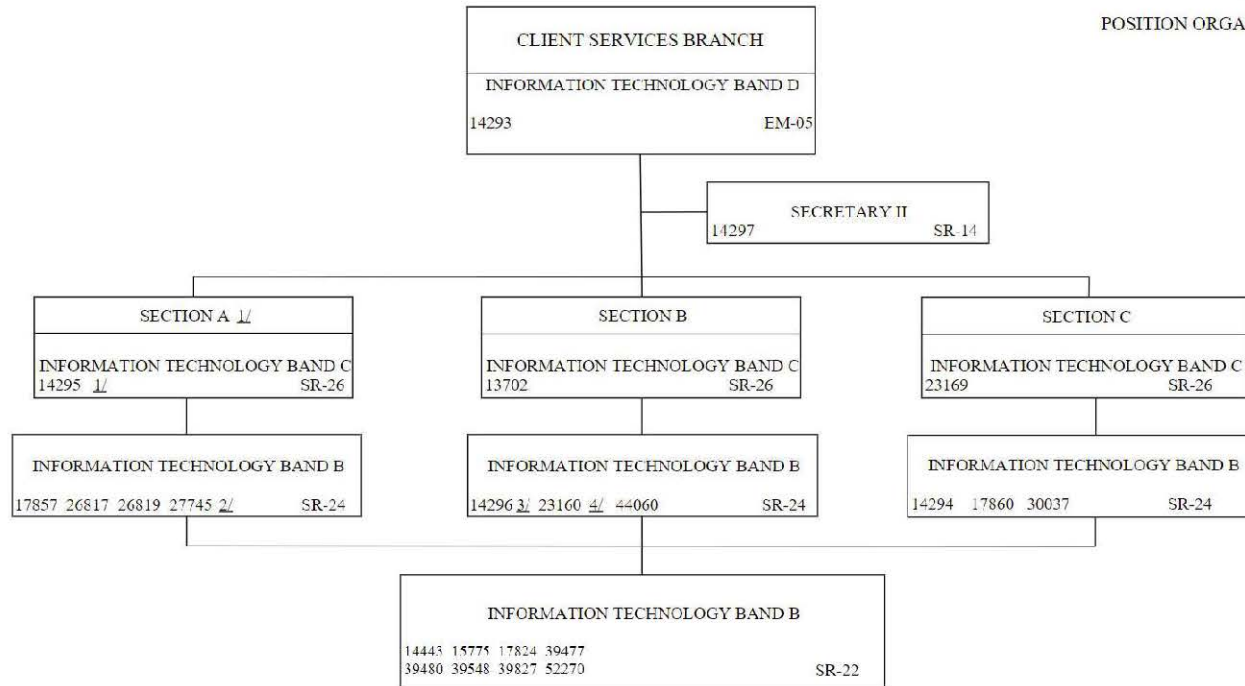
POSITION ORGANIZATION CHART



1/ POSITION NO. 03275, ADMINISTRATIVE SERVICES ASSISTANT, SR-22, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

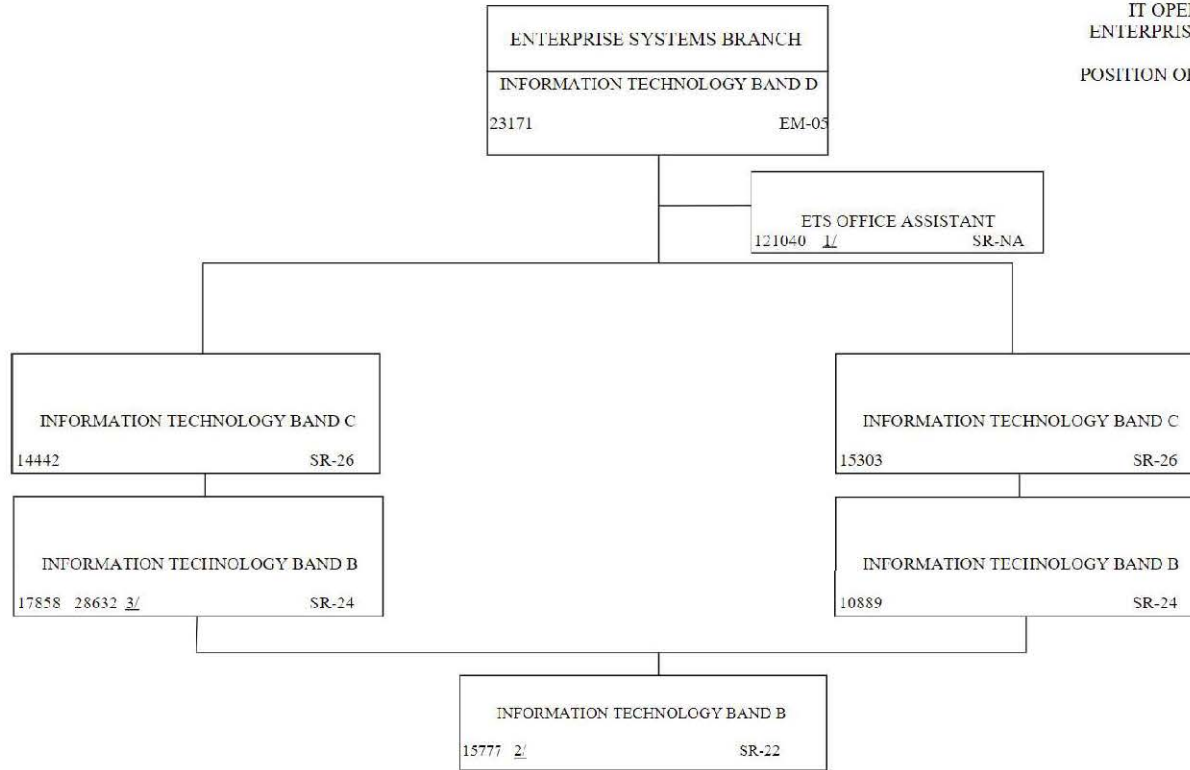
STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 IT OPERATIONS OFFICE
 CLIENT SERVICES BRANCH

POSITION ORGANIZATION CHART



1/ POSITION NO. 14295, INFORMATION TECHNOLOGY BAND C, SR-26, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/22.
2/ POSITION NO. 27745, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/22.
3/ POSITION NO. 14296, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/22.
4/ POSITION NO. 23160, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/22.

STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 IT OPERATIONS OFFICE
 ENTERPRISE SYSTEMS BRANCH
 POSITION ORGANIZATION CHART



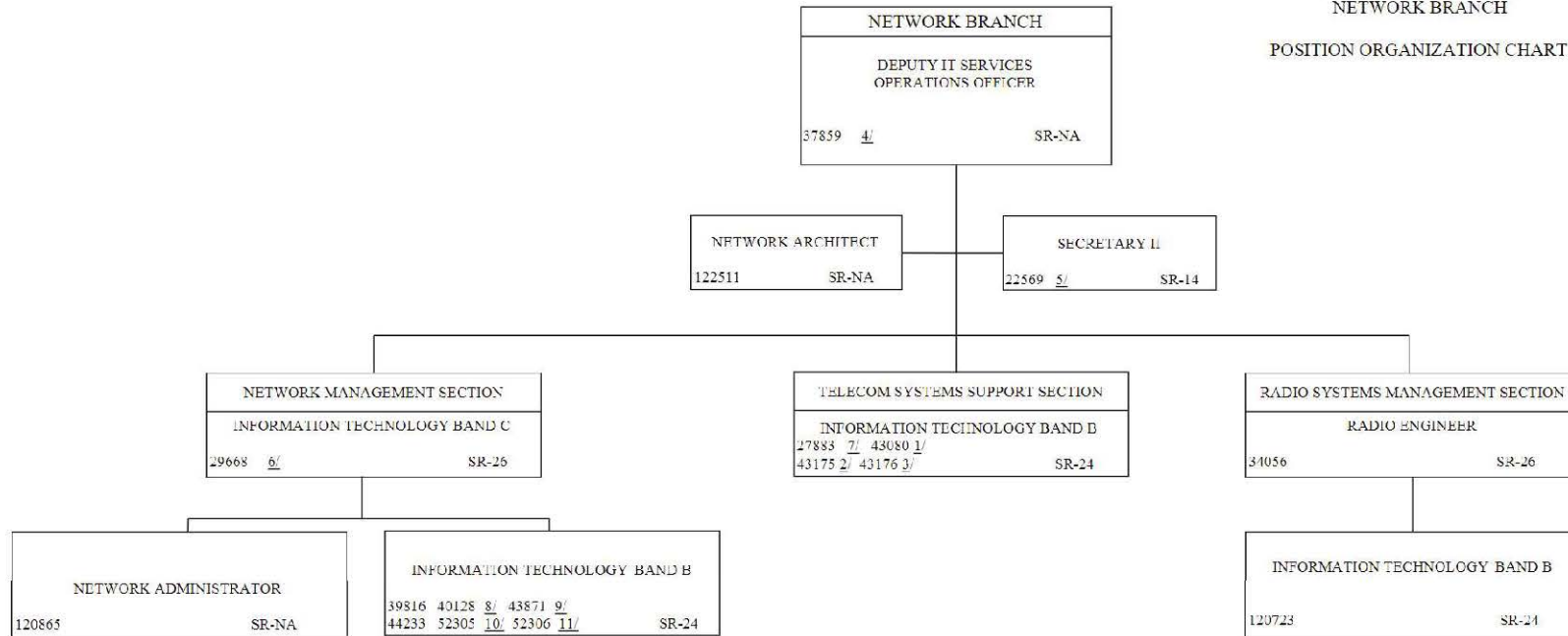
1/ POSITION NO. 121040, ETS OFFICE ASSISTANT, SR-NA, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

2/ POSITION NO. 15777, INFORMATION TECHNOLOGY BAND B, SR-22, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

3/ POSITION NO. 28632, REDESCRIBED FROM IT BAND B, SR-24, TO SYSTEMS ANALYST LEAD, SR-NA, EFFECTIVE 09/14/17. PENDING REORGANIZATION TO PLACE POSITION.

STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 IT OPERATIONS OFFICE
 NETWORK BRANCH

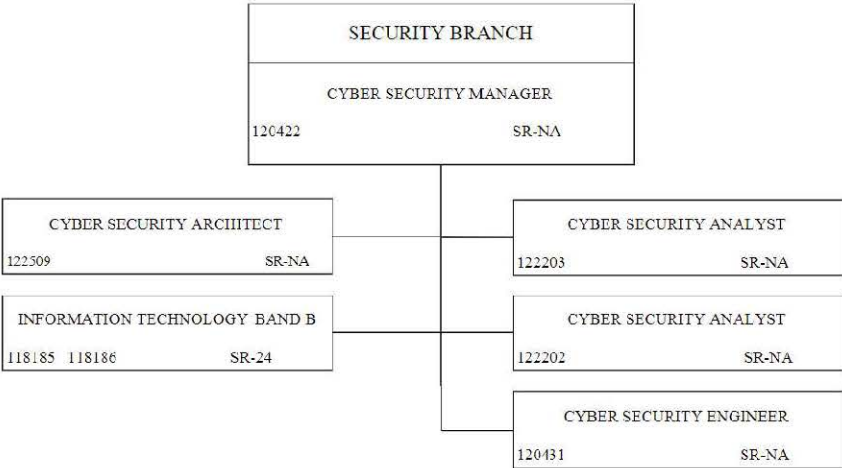
POSITION ORGANIZATION CHART



- 1/ POSITION NO. 43080 IS LOCATED ON KAUALI.
- 2/ POSITION NO. 43175 IS LOCATED ON MAUI.
- 3/ POSITION NO. 43176 IS LOCATED ON HAWAII.
- 4/ POSITION NO. 37859, RECLASSIFIED FROM AN INFORMATION TECHNOLOGY BAND D, EM-05, TO DEPUTY IT SERVICES OPERATIONS OFFICER, SR-NA, EFFECTIVE 03/27/20.
- 5/ POSITION NO. 22569, SECRETARY II, SR-14, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
- 6/ POSITION NO. 29668, INFORMATION TECHNOLOGY BAND C, SR-26, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
- 7/ POSITION NO. 27883, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
- 8/ POSITION NO. 40128, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
- 9/ POSITION NO. 43871, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
- 10/ POSITION NO. 52305, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.
- 11/ POSITION NO. 52306, INFORMATION TECHNOLOGY BAND B, SR-24, ABOLISHED PURSUANT TO ACT 88, SLH 2021, EFFECTIVE 07/01/21.

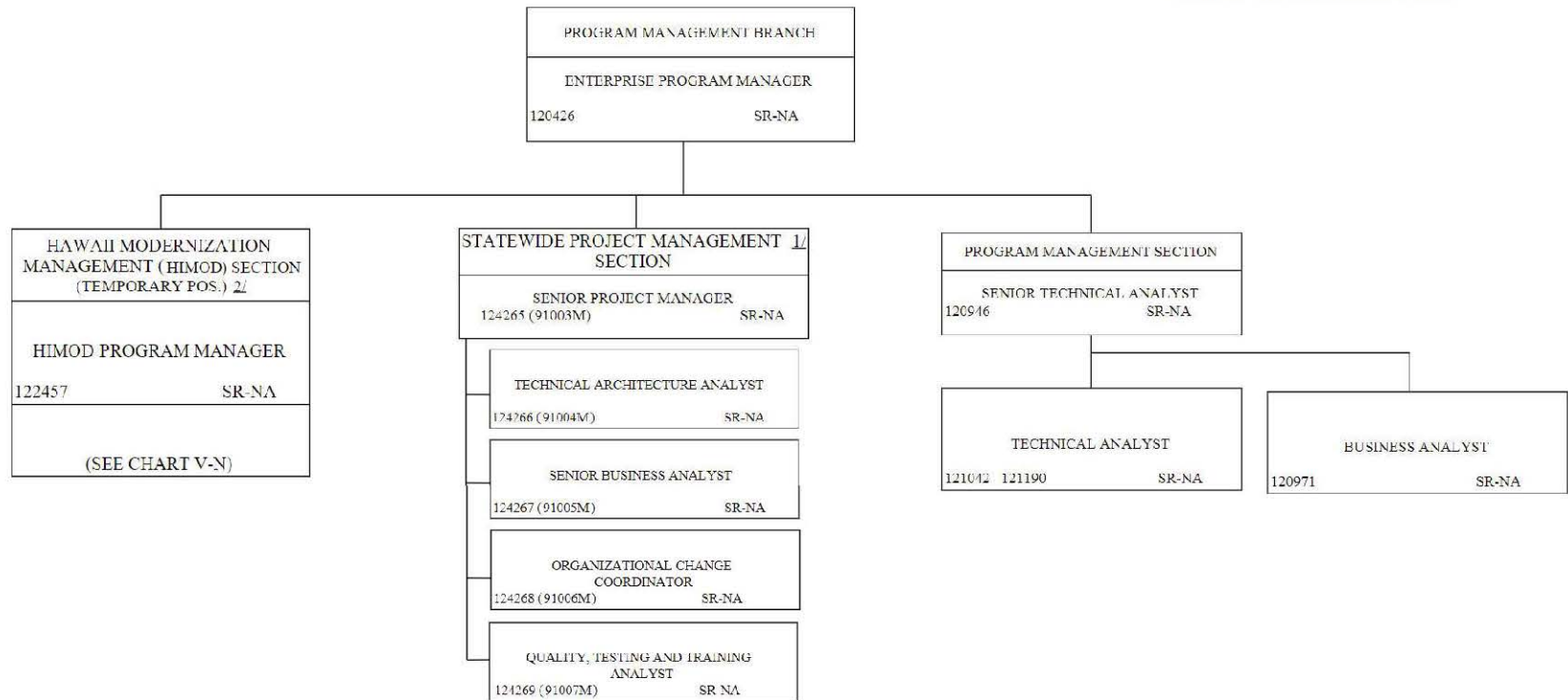
STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 SECURITY OFFICE
 SECURITY BRANCH

POSITION ORGANIZATION CHART



STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 IT GOVERNANCE OFFICE
 PROGRAM MANAGEMENT BRANCH

POSITION ORGANIZATION CHART



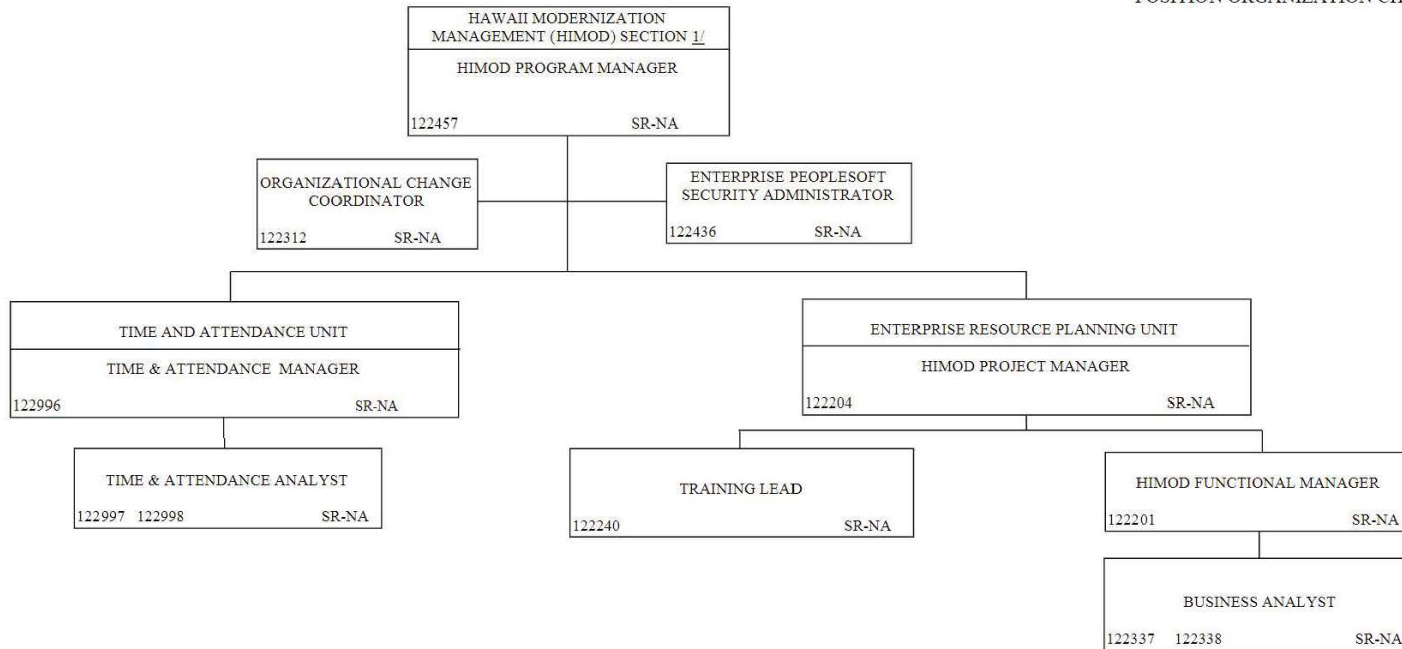
^{1/} DELEGATED REORGANIZATION TO ADD THE STATEWIDE PROJECT MANAGEMENT SECTION CONSISTING OF FIVE (5) TEMPORARY POSITIONS WAS APPROVED BY COMPTROLLER ON 12/03/21.

^{2/} DELEGATED REORGANIZATION TO TRANSITION THE PAYROLL SECTION TO THE HAWAII MODERNIZATION MANAGEMENT (HIMOD) SECTION WAS APPROVED BY COMPTROLLER ON 04/14/22.

06/30/22

STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 IT GOVERNANCE OFFICE
 PROGRAM MANAGEMENT BRANCH
 PAYROLL SECTION

POSITION ORGANIZATION CHART

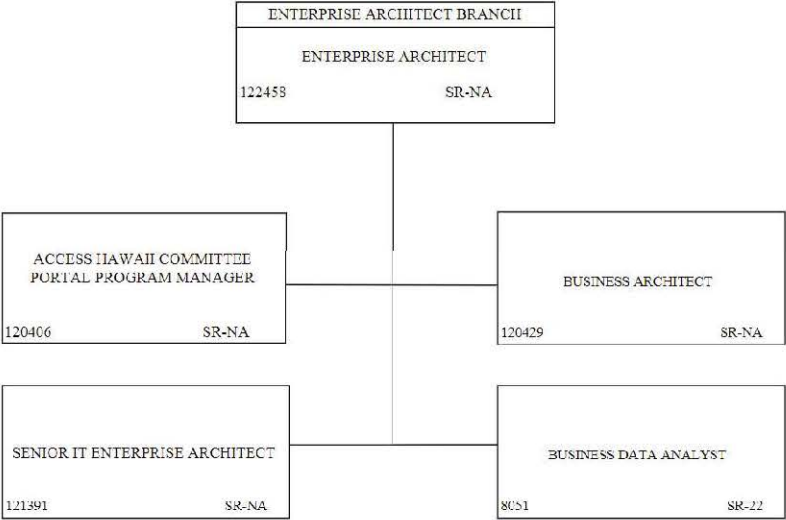


^{1/} DELEGATED REORGANIZATION APPROVED TO TRANSITION THE PAYROLL SECTION TO BECOME THE HAWAII MODERNIZATION MANAGEMENT (HIMOD) SECTION WAS APPROVED BY THE COMPTROLLER ON 04/14/22.

06/30/22

CHART V-N

STATE OF HAWAII
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
 IT GOVERNANCE OFFICE
 ENTERPRISE ARCHITECT BRANCH
 POSITION ORGANIZATION CHART



Attachment D: Positions within the IT Broadband Job Classifications

The following is a list of positions that utilize the IT “Broadband” Job classification system, organized by department. The list includes ETS positions.

| Position | Position Title | Dept Short Descr | Dept Descr |
|----------|-------------------------------|------------------|------------------------------|
| 00039020 | Information Technology Band B | AGR | AGR/ASO/Comp Svcs Stf |
| 00042739 | Information Technology Band B | AGR | AGR/ASO/Comp Svcs Stf |
| 00123142 | Information Technology Band B | AGR | AGR/PlantIndDiv |
| 00000193 | Data Entry Operator I | AGS | AGS/ETS/DataPreparationUnit |
| 00002759 | Duplicating Machine Optr III | AGS | AGS/LandSurvDiv |
| 00006508 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00007907 | Computer Operations Supvr I | AGS | AGS/ETS/ComputerOptnsUnit |
| 00009721 | Computer Operations Supvr I | AGS | AGS/ETS/NetworkControlUnit |
| 00010152 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00010230 | Data Entry Operator I | AGS | AGS/ETS/DataPreparationUnit |
| 00011343 | Information Technology Band C | AGS | AGS/ETS/App&CloudServicesSec |
| 00011492 | Information Technology Band D | AGS | AGS/ETS/TechSupportSvcsBr |
| 00012259 | Computer Operations Supvr I | AGS | AGS/ETS/ComputerOptnsUnit |
| 00012377 | Data Processing Control Clk I | AGS | AGS/ETS/Scheduling&ControlUn |
| 00013152 | Data Entry Operator I | AGS | AGS/ETS/DataPreparationUnit |
| 00013700 | Information Technology Band D | AGS | AGS/ETS/ProductionSvcsBranch |
| 00013702 | Information Technology Band C | AGS | AGS/ETS/ClientSvcsBr/SectnB |
| 00013703 | Information Technology Band B | AGS | AGS/ETS/App&CloudServicesSec |
| 00014058 | Network Control Technician | AGS | AGS/ETS/NetworkControlUnit |
| 00014293 | Information Technology Band D | AGS | AGS/ETS/ClientSvcsBr |
| 00014294 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr/SectnC |
| 00014442 | Information Technology Band C | AGS | AGS/ETS/ClientSvcsBrl/SectnA |
| 00014443 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr |
| 00014785 | Information Technology Band B | AGS | AGS/ETS/SystmsSoftwareSectn |

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|----------|--------------------------------|-----|-------------------------------|
| 00015123 | Information Technology Band B | AGS | AGS/ETS/App&CloudServicesSec |
| 00015303 | Information Technology Band C | AGS | AGS/ETS/ClientSvcsBrl/SectnB |
| 00015775 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr |
| 00016017 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00017824 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr |
| 00017857 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr/SectnA |
| 00017858 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBrl/SectnA |
| 00017860 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr/SectnC |
| 00018028 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00018587 | Information Technology Band B | AGS | AGS/ETS/DataBaseMgtSectn |
| 00018970 | Computer Operator III | AGS | AGS/ETS/ComputerOptnsUnit |
| 00018972 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00019042 | Data Processing Control Clk II | AGS | AGS/ETS/Scheduling&ControlUn |
| 00022012 | Computer Operations Supvr II | AGS | AGS/ETS/ProdcutioMgtSection |
| 00022021 | Network Control Technician | AGS | AGS/ETS/NetworkControlUnit |
| 00023169 | Information Technology Band C | AGS | AGS/ETS/ClientSvcsBr/SectnC |
| 00023171 | Information Technology Band D | AGS | AGS/ETS/EnterpriseSysBr |
| 00023560 | Network Control Technician | AGS | AGS/ETS/NetworkControlUnit |
| 00023562 | Data Entry Operator I | AGS | AGS/ETS/DataPreparationUnit |
| 00024407 | Information Technology Band C | AGS | AGS/Election Administration |
| 00026791 | Information Technology Band B | AGS | AGS/ETS/ProductOperSupport |
| 00026816 | Information Technology Band C | AGS | AGS/ETS/PublicInforAccessSect |
| 00026817 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr/SectnA |
| 00026819 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr/SectnA |
| 00027466 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00027467 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00027469 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00027571 | Data Processing Control Clk I | AGS | AGS/ETS/Scheduling&ControlUn |
| 00028057 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00030037 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr/SectnC |

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|----------|--------------------------------|-----|--------------------------------|
| 00035340 | Information Technology Band B | AGS | AGS/Sys&Proc/CmptrSysSuppSvcsA |
| 00035341 | Information Technology Band B | AGS | AGS/Sys&ProcOfc |
| 00038449 | Network Control Supervisor | AGS | AGS/ETS/NetworkControlUnit |
| 00038456 | Information Technology Band B | AGS | AGS/ETS/PublicInforAccessSect |
| 00039477 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr |
| 00039480 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr |
| 00039548 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr |
| 00039549 | Information Technology Band B | AGS | AGS/ETS/WebDevelopmentSec |
| 00039551 | Information Technology Band B | AGS | AGS/ETS/App&CloudServicesSec |
| 00039813 | Information Technology Band C | AGS | AGS/ETS/AccMgt&CompSectn |
| 00039816 | Information Technology Band B | AGS | AGS/ETS/NetworkMgtSection |
| 00039820 | Information Technology Band B | AGS | AGS/ETS/DataBaseMgtSectn |
| 00039827 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr |
| 00040588 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00040591 | Network Control Technician | AGS | AGS/ETS/NetworkControlUnit |
| 00040648 | Information Technology Band C | AGS | AGS/ETS/ProductOperSupport |
| 00041241 | Information Technology Band B | AGS | AGS/Sys&Proc/CmptrSysSuppSvcsA |
| 00041324 | Information Technology Band B | AGS | AGS/Sys&Proc/CmptrSysSuppSvcsA |
| 00041448 | Data Processing Control Clk II | AGS | AGS/ETS/Scheduling&ControlUn |
| 00042011 | Information Technology Band B | AGS | AGS/ETS/DataBaseMgtSectn |
| 00043080 | Information Technology Band B | AGS | AGS/ETS/TelecomPlan&ProgSec |
| 00043175 | Information Technology Band B | AGS | AGS/ETS/TelecomPlan&ProgSec |
| 00043176 | Information Technology Band B | AGS | AGS/ETS/TelecomPlan&ProgSec |
| 00044060 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr/SectnB |
| 00044233 | Information Technology Band B | AGS | AGS/ETS/NetworkMgtSection |
| 00044234 | Information Technology Band B | AGS | AGS/ETS/DataBaseMgtSectn |
| 00044235 | Information Technology Band B | AGS | AGS/ETS/SystemsSoftwareSectn |
| 00044454 | Information Technology Band B | AGS | AGS/ETS/PublicInforAccessSect |
| 00045428 | Information Technology Band B | AGS | AGS/ETS/ProductOperSupport |
| 00045590 | Information Technology Band B | AGS | AGS/ETS/CustomerEquipSupptUn |

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|----------|-------------------------------|-----|--------------------------------|
| 00045591 | Information Technology Band A | AGS | AGS/ETS/CustomerEquipSupptUn |
| 00048125 | Information Technology Band D | AGS | AGS/Sys&ProcOfc |
| 00052270 | Information Technology Band B | AGS | AGS/ETS/ClientSvcsBr |
| 00101156 | Information Technology Band B | AGS | AGS/Election Administration |
| 00113047 | Information Technology Band B | AGS | AGS/Sys&ProcOfc |
| 00113060 | Information Technology Band B | AGS | AGS/ETS/WebDevelopmentSec |
| 00118185 | Information Technology Band B | AGS | AGS/ETS/Plan&ProjMgtOffc |
| 00118186 | Information Technology Band B | AGS | AGS/ETS/Plan&ProjMgtOffc |
| 00120493 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00120494 | Computer Operator II | AGS | AGS/ETS/ComputerOptnsUnit |
| 00120495 | Computer Operator III | AGS | AGS/ETS/ComputerOptnsUnit |
| 00120496 | Computer Operator III | AGS | AGS/ETS/ComputerOptnsUnit |
| 00120502 | Computer Operations Supvr I | AGS | AGS/ETS/ComputerOptnsUnit |
| 00120656 | Information Technology Band B | AGS | AGS/ETS/Plan&ProjMgtOffc |
| 00120675 | Information Technology Band B | AGS | AGS/ArchivesDiv |
| 00120676 | Information Technology Band B | AGS | AGS/ArchivesDiv |
| 00120723 | Information Technology Band B | AGS | AGS/ETS/RadioSysMgmtSectn |
| 00121809 | Information Technology Band A | AGS | AGS/Election Administration |
| 00122064 | Information Technology Band A | AGS | AGS/ArchivesDiv |
| 00122348 | Information Technology Band C | AGS | AGS/Sys&Proc/CmptrSysSuppSvcsB |
| 00122351 | Information Technology Band B | AGS | AGS/Sys&Proc/CmptrSysSuppSvcsB |
| 00122352 | Information Technology Band B | AGS | AGS/Sys&Proc/CmptrSysSuppSvcsB |
| 00028466 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00029210 | Information Technology Band B | ATG | ATG/CSEA/InfoOfc |
| 00032941 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00032943 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00032944 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00032948 | Info Technology Support Tech | ATG | ATG/HICrJusDtCtr |
| 00032949 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00034963 | Information Technology Band B | ATG | ATG/CSEA/FITM |

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|----------|-------------------------------|-----|------------------|
| 00034964 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00036361 | Info Technology Support Tech | ATG | ATG/Aso |
| 00037594 | Info Technology Support Tech | ATG | ATG/HICrJusDtCtr |
| 00040287 | Information Technology Band C | ATG | ATG/Aso |
| 00040923 | Information Technology Band A | ATG | ATG/Aso |
| 00041119 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00041348 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00043995 | Information Technology Band C | ATG | ATG/HICrJusDtCtr |
| 00046348 | Information Technology Band B | ATG | ATG/Aso |
| 00046349 | Information Technology Band B | ATG | ATG/Aso |
| 00046454 | Information Technology Band B | ATG | ATG/Aso |
| 00047334 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00047335 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00047829 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00052132 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00107707 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00110030 | Info Technology Support Tech | ATG | ATG/CSEA/FITM |
| 00110031 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00110032 | Information Technology Band C | ATG | ATG/CSEA/FITM |
| 00110033 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00110034 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00110035 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00111876 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00112591 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00112593 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00112594 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00112595 | Information Technology Band B | ATG | ATG/CSEA/FITM |
| 00117159 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00117924 | Information Technology Band D | ATG | ATG/HICrJusDtCtr |
| 00118760 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |

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|----------|-------------------------------|-----|--------------------------------|
| 00118765 | Info Technology Support Tech | ATG | ATG/Aso |
| 00118770 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00119438 | Information Technology Band B | ATG | ATG/HICrJusDtCtr |
| 00119457 | Information Technology Band C | ATG | ATG/HICrJusDtCtr |
| 00121979 | Information Technology Band B | ATG | ATG/LglSvcBrCrJ |
| 00015759 | Information Technology Band C | BED | BED/ComAg&Oth/Plng&GeogInfoSys |
| 00035440 | Information Technology Band B | BED | BED/ASO/Info Technology Stf |
| 00036075 | Information Technology Band B | BED | BED/ASO/Info Technology Stf |
| 00049500 | Information Technology Band B | BED | BED/ASO/Info Technology Stf |
| 00015306 | Information Technology Band B | BUF | BUF/EmpRetireSys |
| 00017859 | Information Technology Band C | BUF | BUF/EmpRetireSys |
| 00019501 | Information Technology Band B | BUF | BUF/EmpRetireSys |
| 00027162 | Information Technology Band B | BUF | BUF/Admin&ResOfc |
| 00027886 | Information Technology Band B | BUF | BUF/HEUHLthBenTF |
| 00028673 | Information Technology Band B | BUF | BUF/HEUHLthBenTF |
| 00030036 | Information Technology Band A | BUF | BUF/EmpRetireSys |
| 00043081 | Information Technology Band A | BUF | BUF/EmpRetireSys |
| 00049343 | Information Technology Band C | BUF | BUF/Admin&ResOfc |
| 00111062 | Information Technology Band D | BUF | BUF/EmpRetireSys |
| 00112328 | Information Technology Band A | BUF | BUF/EmpRetireSys |
| 00112329 | Information Technology Band C | BUF | BUF/EmpRetireSys |
| 00116675 | Information Technology Band A | BUF | BUF/EmpRetireSys |
| 00116676 | Information Technology Band B | BUF | BUF/EmpRetireSys |
| 00117599 | Information Technology Band C | BUF | BUF/HEUHLthBenTF |
| 00118200 | Information Technology Band A | BUF | BUF/EmpRetireSys |
| 00118201 | Information Technology Band A | BUF | BUF/EmpRetireSys |
| 00119002 | Information Technology Band B | BUF | BUF/HEUHLthBenTF |
| 00119003 | Information Technology Band B | BUF | BUF/HEUHLthBenTF |
| 00120123 | Information Technology Band B | BUF | BUF/HEUHLthBenTF |
| 00120124 | Information Technology Band B | BUF | BUF/HEUHLthBenTF |

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|----------|-------------------------------|------|--------------------------------|
| 00121114 | Information Technology Band B | BUF | BUF/HEUHLthBenTF |
| 00121119 | Information Technology Band C | BUF | BUF/HEUHLthBenTF |
| 00121845 | Information Technology Band B | BUF | BUF/OfcPublicDef |
| 00122999 | Information Technology Band A | BUF | BUF/EmpRetireSys |
| 00123000 | Information Technology Band A | BUF | BUF/EmpRetireSys |
| 00124147 | Information Technology Band C | BUF | BUF/Admin&ResOfc |
| 00049527 | Information Technology Band B | CCA | CCA/Info Sys/Com/SolutionsBr |
| 00117097 | Information Technology Band B | CCA | CCA/PUC/OfcEO/Adm Sup Svc/Tech |
| 00119195 | Information Technology Band C | CCA | CCA/PUC/OfcEO/Adm Sup Svc/Tech |
| 00120561 | Information Technology Band A | CCA | CCA/Info Sys/Com/Infrastruc Br |
| 00120562 | Information Technology Band B | CCA | CCA/Info Sys/Com/SolutionsBr |
| 00120563 | Information Technology Band B | CCA | CCA/Info Sys/Com/SolutionsBr |
| 00120564 | Information Technology Band B | CCA | CCA/Info Sys/Com/Infrastruc Br |
| 00120565 | Information Technology Band B | CCA | CCA/Info Sys/Com/Infrastruc Br |
| 00120566 | Information Technology Band B | CCA | CCA/Info Sys/Com/SolutionsBr |
| 00120567 | Information Technology Band B | CCA | CCA/Info Sys/Com/SolutionsBr |
| 00120568 | Information Technology Band B | CCA | CCA/Info Sys/Com/SolutionsBr |
| 00120569 | Information Technology Band B | CCA | CCA/Info Sys/Com/SolutionsBr |
| 00122934 | Information Technology Band B | CCA | CCA/Info Sys/Com/SolutionsBr |
| 00040347 | Information Technology Band B | DEF | DEF/HIEMA/Logistics/TelcomIT |
| 00047519 | Information Technology Band B | DEF | DEF/HIEMA/Logistics/TelcomIT |
| 00117646 | Information Technology Band A | DEF | DEF/ArmyNGrd/Env/EnvTrngSupPr |
| 00117932 | Information Technology Band B | DEF | DEF/ArmyNGrd/Env/ConsProgram |
| 00118341 | Information Technology Band B | DEF | DEF/HIEMA/Logistics/TelcomIT |
| 00122295 | Information Technology Band B | DEF | DEF/OffAdjuntGen/SpclStaff/CIO |
| 00015147 | Information Technology Band C | HSPL | EDN/HSPLS/ElectronicSvcsSupSec |
| 00019324 | Information Technology Band A | HSPL | EDN/HSPLS/ElectronicSvcsSupSec |
| 00024943 | Information Technology Band B | HSPL | EDN/HSPLS/System Coordinators |
| 00026841 | Information Technology Band B | HSPL | EDN/HSPLS/System Coordinators |
| 00044656 | Information Technology Band B | HSPL | EDN/HSPLS/System Coordinators |

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|----------|-------------------------------|------|--------------------------------|
| 00124277 | Information Technology Band B | HSPL | EDN/HSPLS/System Coordinators |
| 00124278 | Information Technology Band B | HSPL | EDN/HSPLS/System Coordinators |
| 00124279 | Information Technology Band B | HSPL | EDN/HSPLS/System Coordinators |
| 00124280 | Information Technology Band B | HSPL | EDN/HSPLS/System Coordinators |
| 00124281 | Information Technology Band B | HSPL | EDN/HSPLS/System Coordinators |
| 00048313 | Information Technology Band B | HHL | HHL/ASO/Info&CommSysStf |
| 00014144 | Information Technology Band B | HMS | HMS/OIT/SysAnaly&DesSec2 |
| 00015304 | Information Technology Band C | HMS | HMS/OIT/Tcoms & Sys Net Stf |
| 00015305 | Information Technology Band C | HMS | HMS/OIT/ApplsDev&MtcStf |
| 00017461 | Info Technology Support Tech | HMS | HMS/VocRehab/Case Control |
| 00017861 | Information Technology Band B | HMS | HMS/OIT/CompPrgmSec |
| 00018588 | Information Technology Band B | HMS | HMS/OIT/CompPrgmSec |
| 00023222 | Information Technology Band B | HMS | HMS/OIT/OfcAut&CICompSvcsSec |
| 00025457 | Computer Operations Supvr I | HMS | HMS/OfcInfoTech/CompOprtnsStf |
| 00025463 | Information Technology Band B | HMS | HMS/OIT/SysAnaly&DesSec2 |
| 00026826 | Information Technology Band B | HMS | HMS/OIT/SysAnal&DesSec1 |
| 00026957 | Information Technology Band B | HMS | HMS/OIT/SysAnal&DesSec1 |
| 00027011 | Information Technology Band B | HMS | HMS/OIT/SysAnaly&DesSec2 |
| 00027012 | Information Technology Band B | HMS | HMS/OIT/TelecomSvcsSec |
| 00028228 | Information Technology Band B | HMS | HMS/OIT/CompPrgmSec |
| 00028229 | Information Technology Band B | HMS | HMS/OIT/NetPlng&MgmtSec |
| 00028230 | Information Technology Band B | HMS | HMS/OIT/SysAnaly&DesSec2 |
| 00028467 | Information Technology Band B | HMS | HMS/OIT/CompPrgmSec |
| 00034890 | Computer Operator III | HMS | HMS/OfcInfoTech/Operations Sec |
| 00035486 | Information Technology Band B | HMS | HMS/OIT/TelecomSvcsSec |
| 00035488 | Information Technology Band B | HMS | HMS/OIT/SysAnaly&DesSec2 |
| 00035489 | Information Technology Band B | HMS | HMS/OIT/OfcAut&CICompSvcsSec |
| 00035932 | Computer Operator II | HMS | HMS/OfcInfoTech/Operations Sec |
| 00036278 | Information Technology Band B | HMS | HMS/OIT/SysAnal&DesSec1 |
| 00037431 | Information Technology Band B | HMS | HMS/OIT/CompPrgmSec |

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|----------|-------------------------------|-----|--------------------------------|
| 00037432 | Information Technology Band B | HMS | HMS/OIT/SysAnal&DesSec1 |
| 00037686 | Computer Operator II | HMS | HMS/OfcInfoTech/Operations Sec |
| 00037687 | Computer Operator II | HMS | HMS/OfcInfoTech/Operations Sec |
| 00041261 | Information Technology Band B | HMS | HMS/OfcInfoTech/SysSecSec |
| 00041361 | Information Technology Band B | HMS | HMS/OIT/SysAnal&DesSec1 |
| 00043869 | Information Technology Band B | HMS | HMS/OIT/NetPIng&MgmtSec |
| 00043876 | Information Technology Band B | HMS | HMS/OfcInfoTech/SysMgmtSec |
| 00046592 | Computer Operator II | HMS | HMS/OfcInfoTech/Operations Sec |
| 00051806 | Information Technology Band B | HMS | HMS/OIT/SysAnaly&DesSec2 |
| 00051807 | Information Technology Band B | HMS | HMS/OIT/SysAnaly&DesSec2 |
| 00051808 | Information Technology Band B | HMS | HMS/OIT/CompPrgmSec |
| 00051809 | Information Technology Band A | HMS | HMS/OIT/CompPrgmSec |
| 00051811 | Information Technology Band B | HMS | HMS/OfcInfoTech/SysMgmtSec |
| 00051812 | Information Technology Band B | HMS | HMS/OfcInfoTech/SysMgmtSec |
| 00051813 | Information Technology Band B | HMS | HMS/OfcInfoTech/SysMgmtSec |
| 00051830 | Information Technology Band B | HMS | HMS/OIT/SysAnal&DesSec1 |
| 00106429 | Information Technology Band B | HMS | HMS/Hi PubHsAu/Info Tech Ofc |
| 00111095 | Information Technology Band B | HMS | HMS/OIT/NetPIng&MgmtSec |
| 00111151 | Information Technology Band B | HMS | HMS/OIT/SysAnaly&DesSec2 |
| 00112191 | Information Technology Band B | HMS | HMS/OIT/OfcAut&CICompSvcsSec |
| 00112192 | Information Technology Band B | HMS | HMS/OIT/TelecomSvcsSec |
| 00112193 | Information Technology Band B | HMS | HMS/OIT/OfcAut&CICompSvcsSec |
| 00112194 | Information Technology Band B | HMS | HMS/OIT/SysAnaly&DesSec2 |
| 00112199 | Information Technology Band B | HMS | HMS/OIT/ProjMgmt&PIngStf |
| 00112200 | Information Technology Band D | HMS | HMS/Ofc Info Tech |
| 00118570 | Information Technology Band B | HMS | HMS/OIT/TelecomSvcsSec |
| 00120319 | Information Technology Band B | HMS | HMS/Med-Q Dv/Optns Stf |
| 00049539 | Information Technology Band D | HRD | HRD/OfcofDir/Info Sys Ofc |
| 00002289 | Telephone Optr II | HTH | HTH/BHA/Hi State Hosp Branch |
| 00002308 | Telephone Optr III | HTH | HTH/BHA/Hi State Hosp Branch |

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|----------|-------------------------------|-----|------------------------------|
| 00004453 | Telephone Optr II | HTH | HTH/BHA/HI State Hosp Branch |
| 00015309 | Information Technology Band C | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00017856 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00023563 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00027320 | Information Technology Band D | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00027929 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00030357 | Information Technology Band C | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00030776 | Info Technology Support Tech | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00035764 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00038563 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00043134 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00043562 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00043563 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00046923 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00047166 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00048012 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00050521 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00050707 | Telephone Optr II | HTH | HTH/BHA/HI State Hosp Branch |
| 00050740 | Information Technology Band A | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00051086 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00052067 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00052069 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00110111 | Info Technology Support Tech | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00110112 | Info Technology Support Tech | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00110155 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00110176 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00110236 | Information Technology Band A | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00110238 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00110239 | Info Technology Support Tech | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00110240 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |

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| 00110356 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00110735 | Info Technology Support Tech | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00112350 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00112464 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00116351 | Info Technology Support Tech | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00116414 | Info Technology Support Tech | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00117074 | Info Technology Support Tech | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00117292 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00117401 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00117636 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00117921 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00118013 | Information Technology Band A | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00118131 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00118211 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00118810 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00119005 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00119200 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00120215 | Information Technology Band A | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00120261 | Info Technology Support Tech | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00120262 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00120263 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00120785 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00120794 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00120934 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00121560 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00121593 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00122067 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00122068 | Information Technology Band A | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00122069 | Information Technology Band C | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00122426 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |

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| 00122523 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00122578 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00123031 | Information Technology Band A | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00123055 | Information Technology Band C | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00123083 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00123122 | Information Technology Band C | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00123301 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00123302 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00123303 | Information Technology Band A | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00123331 | Information Technology Band B | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00123526 | Information Technology Band C | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00123558 | Telephone Optr II | HTH | HTH/BHA/HI State Hosp Branch |
| 00123559 | Telephone Optr II | HTH | HTH/BHA/HI State Hosp Branch |
| 00027822 | Information Technology Band B | LBR | LBR/ASO/Program Support Sec |
| 00027823 | Information Technology Band B | LBR | LBR/ASO/Program Support Sec |
| 00027824 | Information Technology Band B | LBR | LBR/ASO/General Support Sec |
| 00027825 | Information Technology Band B | LBR | LBR/ASO/Security Section |
| 00047959 | Information Technology Band B | LBR | LBR/ASO/Program Support Sec |
| 00047960 | Information Technology Band B | LBR | LBR/ASO/Program Support Sec |
| 00047961 | Information Technology Band B | LBR | LBR/ASO/General Support Sec |
| 00111028 | Information Technology Band A | LBR | LBR/ASO/General Support Sec |
| 00117714 | Information Technology Band B | LBR | LBR/ASO/Security Section |
| 00119282 | Information Technology Band A | LBR | LBR/ASO/General Support Sec |
| 00120958 | Information Technology Band B | LBR | LBR/ASO/Program Support Sec |
| 00121038 | Information Technology Band B | LBR | LBR/ASO/EDP Systems Stf |
| 00121652 | Information Technology Band C | LBR | LBR/ASO/EDP Systems Stf |
| 00122702 | Information Technology Band B | LBR | LBR/ASO/Security Section |
| 00039663 | Information Technology Band D | LNR | LNR/ITS Office |
| 00042809 | Information Technology Band C | LNR | LNR/ITS Office/Sys Dev Sec |
| 00046643 | Information Technology Band C | LNR | LNR/ITS Office/Netwk Mgmt Sec |

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| 00046644 | Information Technology Band B | LNR | LNR/ITS Office/Netwk Mgmt Sec |
| 00048167 | Information Technology Band B | LNR | LNR/ITS Office/Netwk Mgmt Sec |
| 00117198 | Information Technology Band B | LNR | LNR/ITS Office/Sys Dev Sec |
| 00117655 | Information Technology Band B | LNR | LNR/ITS Office/Netwk Mgmt Sec |
| 00117688 | Information Technology Band B | LNR | LNR/ITS Office/Netwk Mgmt Sec |
| 00118099 | Information Technology Band B | LNR | LNR/ITS Office/Telecom Section |
| 00118100 | Information Technology Band B | LNR | LNR/ITS Office/Sys Dev Sec |
| 00121036 | Information Technology Band B | LNR | LNR/ITS Office/Sys Dev Sec |
| 00024912 | Information Technology Band B | PSD | PSD/ASO/ITS |
| 00024946 | Information Technology Band B | PSD | PSD/ASO/ITS |
| 00025737 | Information Technology Band C | PSD | PSD/ASO/ITS/Telecom&SysNetwork |
| 00025807 | Information Technology Band A | PSD | PSD/ASO/ITS |
| 00029107 | Information Technology Band B | PSD | PSD/ASO/ITS/Telecom&SysNetwork |
| 00044180 | Information Technology Band C | PSD | PSD/ASO/ITS |
| 00118661 | Information Technology Band B | PSD | PSD/ASO/ITS |
| 00118666 | Information Technology Band B | PSD | PSD/ASO/ITS |
| 00118667 | Information Technology Band B | PSD | PSD/ASO/ITS |
| 00122838 | Information Technology Band B | PSD | PSD/ASO/ITS |
| 00001493 | Information Technology Band B | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00001502 | Information Technology Band B | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00001542 | Information Technology Band B | TAX | TAX/OfcofDir |
| 00001576 | Information Technology Band B | TAX | TAX/InfoTechSvcs/DataMgmtSvcs |
| 00003943 | Data Entry Supervisor II | TAX | TAX/TaxSvc&Pro/DatEntr&CntrlSc |
| 00011509 | Information Technology Band A | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00015291 | Information Technology Band B | TAX | TAX/InfoTechSvcs/SysNtwrkngStf |
| 00015797 | Information Technology Band D | TAX | TAX/InfoTechSvcs |
| 00023170 | Information Technology Band C | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00026311 | Information Technology Band C | TAX | TAX/InfoTechSvcs/DataMgmtSvcs |
| 00027600 | Information Technology Band B | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00028863 | Information Technology Band B | TAX | TAX/InfoTechSvcs/SysNtwrkngStf |

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|----------|-------------------------------|-----|----------------------------------|
| 00035765 | Information Technology Band C | TAX | TAX/InfoTechSvcs/SysNtwrkngStf |
| 00035767 | Information Technology Band B | TAX | TAX/InfoTechSvcs/SysNtwrkngStf |
| 00035768 | Information Technology Band B | TAX | TAX/InfoTechSvcs/SysNtwrkngStf |
| 00042923 | Information Technology Band B | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00042926 | Information Technology Band B | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00042927 | Information Technology Band A | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00049950 | Information Technology Band A | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00049955 | Information Technology Band A | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00049962 | Information Technology Band A | TAX | TAX/TaxSvc&Pro/Doc Prep Sec |
| 00111895 | Information Technology Band B | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00111896 | Information Technology Band B | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00120344 | Information Technology Band A | TAX | TAX/InfoTechSvcs/SysNtwrkngStf |
| 00120345 | Information Technology Band B | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00120346 | Information Technology Band B | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00120347 | Information Technology Band A | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00120348 | Information Technology Band B | TAX | TAX/InfoTechSvcs/SysNtwrkngStf |
| 00120349 | Information Technology Band A | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00120350 | Information Technology Band B | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00120404 | Information Technology Band C | TAX | TAX/InfoTechSvcs/ApplicDevStf |
| 00120871 | Information Technology Band B | TAX | TAX/InfoTechSvcs/SysNtwrkngStf |
| 00007457 | Information Technology Band C | TRN | TRN/Comp Sys&Svc/InfoRescsMgt |
| 00007915 | Airport Info Operator I | TRN | TRN/Air Div/Airport Info Ut |
| 00007916 | Airport Info Operator I | TRN | TRN/Air Div/Airport Info Ut |
| 00009751 | Information Technology Band C | TRN | TRN/Comp Sys&Svc/ComnNtwk&Adm |
| 00009752 | Information Technology Band B | TRN | TRN/Comp Sys&Svc/InfoRescsMgt |
| 00009753 | Information Technology Band B | TRN | TRN/Comp Sys&Svc/ComnNtwk&Adm |
| 00009754 | Information Technology Band B | TRN | TRN/Comp Sys&Svc/ComnNtwk&Adm |

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| 00009756 | Data Processing Control Clk I | TRN | TRN/Comp Sys&Svc/Cntrl Sec |
| 00010158 | Information Technology Band D | TRN | TRN/Comp Sys&Svc |
| 00010822 | Airport Info Operator I | TRN | TRN/Air Div/Airport Info Ut |
| 00010823 | Airport Info Operator I | TRN | TRN/Air Div/Airport Info Ut |
| 00010824 | Airport Info Operator II | TRN | TRN/Air Div/Airport Info Ut |
| 00011605 | Information Technology Band B | TRN | TRN/HwyDv/Info Data Proc Svcs |
| 00011973 | Duplicating Machine Optr III | TRN | TRN/BusMgtOfc/Repro Svcs |
| 00012124 | Computer Operations Supvr I | TRN | TRN/Comp Sys&Svc/CmptrOptnsStf |
| 00012478 | Information Technology Band B | TRN | TRN/HwyDv/Communic & PC Svcs |
| 00018858 | Airport Info Operator I | TRN | TRN/Air Div/Airport Info Ut |
| 00018896 | Airport Info Unit Supvr | TRN | TRN/Air Div/Airport Info Ut |
| 00022181 | Information Technology Band B | TRN | TRN/Air Div/Arpt MIS Ofc |
| 00022766 | Airport Info Operator I | TRN | TRN/Air Div/Airport Info Ut |
| 00022767 | Airport Info Operator I | TRN | TRN/Air Div/Airport Info Ut |
| 00023425 | Airport Info Operator I | TRN | TRN/Air Div/Airport Info Ut |
| 00023426 | Airport Info Operator II | TRN | TRN/Air Div/Airport Info Ut |
| 00023427 | Airport Info Operator II | TRN | TRN/Air Div/Airport Info Ut |
| 00023428 | Airport Info Operator II | TRN | TRN/Air Div/Airport Info Ut |
| 00023429 | Airport Info Operator II | TRN | TRN/Air Div/Airport Info Ut |
| 00023537 | Data Entry Operator I | TRN | TRN/Comp Sys&Svc/DataEntry Sec |
| 00032021 | Information Technology Band C | TRN | TRN/HrbDv/Mgt Info Sys Stf |
| 00032022 | Information Technology Band B | TRN | TRN/HwyDv/Info Data Proc Svcs |
| 00032023 | Information Technology Band B | TRN | TRN/Comp Sys&Svc/InfoRescsMgt |
| 00032426 | Information Technology Band B | TRN | TRN/Comp Sys&Svc/InfoRescsMgt |
| 00037743 | Computer Operator II | TRN | TRN/Comp Sys&Svc/Comp Optn Sec |
| 00041545 | Information Technology Band C | TRN | TRN/Air Div/Arpt MIS Ofc |
| 00046105 | Information Technology Band B | TRN | TRN/Air Div/Arpt MIS Ofc |
| 00046106 | Information Technology Band B | TRN | TRN/Air Div/Arpt MIS Ofc |
| 00046107 | Information Technology Band C | TRN | TRN/Air Div/Arpt MIS Ofc |
| 00047180 | Transportation Systms Optr II | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |

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| 00047181 | Transportation Systms Optr II | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00047182 | Transportation Systms Optr II | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00047183 | Transportation Systms Optr II | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00047184 | Transportation Systms Optr II | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00047185 | Transportation Systms Optr III | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00047186 | Transportation Systms Optr III | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00047187 | Transportation Systms Optr III | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00047188 | Transportation Systms Optr III | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00047189 | Transportation Systms Optr III | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00048880 | Transportation Systms Optr II | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00048881 | Transportation Systms Optr II | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00048882 | Transportation Systms Optr II | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00048883 | Transportation Systms Optr II | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00048884 | Transportation Systms Optr II | TRN | TRN/HwyDv/Traf Mgmt Ctr Ops Un |
| 00049261 | Information Technology Band B | TRN | TRN/Air Div/Arpt MIS Ofc |
| 00049714 | Information Technology Band C | TRN | TRN/HwyDv/Communic & PC Svcs |
| 00049715 | Information Technology Band C | TRN | TRN/HwyDv/Engr Info Tech Ofc |
| 00049719 | Information Technology Band B | TRN | TRN/Air Div/Arpt MIS Ofc |
| 00052860 | Information Technology Band B | TRN | TRN/HwyDv/Communic & PC Svcs |
| 00052861 | Information Technology Band C | TRN | TRN/HwyDv/Info Data Proc Svcs |
| 00052875 | Information Technology Band C | TRN | TRN/Comp Sys&Svc/OfcAutomtnStf |
| 00052876 | Information Technology Band B | TRN | TRN/Comp Sys&Svc/OfcAutomtnStf |
| 00110419 | Information Technology Band B | TRN | TRN/HrbDv/Mgt Info Sys Stf |
| 00110552 | Information Technology Band B | TRN | TRN/HwyDv/Info Data Proc Svcs |
| 00110994 | Information Technology Band B | TRN | TRN/HrbDv/Mgt Info Sys Stf |
| 00111032 | Information Technology Band C | TRN | TRN/Air Div/Arpt MIS Ofc |
| 00112492 | Information Technology Band C | TRN | TRN/HwyDv/Database Admin Svcs |
| 00112493 | Information Technology Band B | TRN | TRN/HwyDv/Database Admin Svcs |
| 00112933 | Information Technology Band B | TRN | TRN/Comp Sys&Svc/InfoRescsMgt |
| 00112934 | Information Technology Band B | TRN | TRN/Comp Sys&Svc/OfcAutomtnStf |

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| 00118382 | Information Technology Band B | TRN | TRN/HwyDv/Info Data Proc Svcs |
| 00118383 | Information Technology Band B | TRN | TRN/HwyDv/Info Data Proc Svcs |
| 00119455 | Information Technology Band B | TRN | TRN/HrbDv |
| 00121263 | Information Technology Band B | TRN | TRN/Air Div/Arpt MIS Ofc |
| 00122365 | Information Technology Band B | TRN | TRN/Air Div/Arpt MIS Ofc |
| 00018803 | Duplicating Machine Optr III | UOH | UOH/HCC/Educ Media Ctr/HCC |
| 00111918 | Info Technology Support Tech | UOH | UOH/AdminAff,UHH/ComputCtr |

Attachment E: Exempt Positions not within the IT Broadband Job Classifications

The following is a list of positions that are exempt. The list includes ETS positions. Non-ETS positions listed may not be IT positions and research will be required to determine if each position is an IT position or not.

| Position | Position Title | Dept Short Descr | Dept Descr |
|----------|--------------------------------|------------------|--------------------------------|
| 00120406 | Access HI Comm Portal Prog Mgr | AGS | AGS/ETS/EnterpriseArchBr |
| 00124206 | Application Developer | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00124210 | Application Security Manager | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00120971 | Business Analyst | AGS | AGS/ETS/PrgmMgmtBr/PrgmMgmtSec |
| 00122337 | Business Analyst | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00122338 | Business Analyst | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00124222 | Business Analyst (Acc/Fin) | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00124221 | Business Analyst (Acc/Fin) | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00124215 | Business Analyst (Budget) | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00124216 | Business Analyst (Budget) | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00120429 | Business Architect | AGS | AGS/ETS/EnterpriseArchBr |
| 00008051 | Business Data Analyst | AGS | AGS/ETS/EnterpriseArchBr |
| 00122083 | Chief Info Security Officer | AGS | AGS/ETS/AdminSvcsOfc |
| 00120418 | Chief Information Officer | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00124211 | Compliance Analyst | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00122203 | Cyber Security Analyst | AGS | AGS/ETS/SecurityBr |
| 00122202 | Cyber Security Analyst | AGS | AGS/ETS/AdminSvcsOfc |
| 00122509 | Cyber Security Architect | AGS | AGS/ETS/AdminSvcsOfc |
| 00120431 | Cyber Security Engineer | AGS | AGS/ETS/AdminSvcsOfc |
| 00120422 | Cyber Security Manager | AGS | AGS/ETS/AdminSvcsOfc |
| 00012378 | Data Center Technician | AGS | AGS/ETS/Scheduling&ControlUn |
| 00120510 | Data Center Technician | AGS | AGS/ETS/Scheduling&ControlUn |
| 00124212 | Data Governance Analyst | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |

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|----------|--------------------------------|-----|--------------------------------|
| 00037859 | Deputy IT Svc Operations Offcr | AGS | AGS/ETS/NetworkBranch |
| 00122436 | Enter. PeopleSoft Security Adm | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00122458 | Enterprise Architect | AGS | AGS/ETS/EnterpriseArchBr |
| 00120426 | Enterprise Program Manager | AGS | AGS/ETS/PrgmMgmtBr |
| 00121427 | ETS Account Clerk | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00121801 | ETS Accountant | AGS | AGS/ETS/AdminSvcsOfc |
| 00121313 | ETS Accountant Supervisor | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00039577 | ETS Administrative Assistant | AGS | AGS/ETS/AdminSvcsOfc |
| 00121434 | ETS Contract&ProcurementSpec | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00121194 | ETS Executive Assistant | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00121439 | ETS Human Resources Assistant | AGS | AGS/ETS/AdminSvcsOfc |
| 00121436 | ETS Procurement Specialist | AGS | AGS/ETS/AdminSvcsOfc |
| 00121438 | ETS Procurement Specialist | AGS | AGS/ETS/AdminSvcsOfc |
| 00121415 | ETS Program Budget Analyst | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00120947 | Financial Analyst | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00120864 | Help Desk Specialist | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00121189 | Help Desk Specialist | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00122201 | HIMOD Functional Manager | AGS | AGS/ETS/PMB/HIMODSec/ERPUt |
| 00122457 | HIMOD Program Manager | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00122204 | HIMOD Project Manager | AGS | AGS/ETS/PMB/HIMODSec/ERPUt |
| 00121103 | IT Governance Officer | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00122020 | IT Program Analyst | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00121193 | IT Service Delivery Spclt II | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00121104 | IT Service Operations Officer | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00120865 | Network Administrator | AGS | AGS/ETS/AdminSvcsOfc |
| 00122511 | Network Architect | AGS | AGS/ETS/AdminSvcsOfc |
| 00120957 | Open Data-Staff Attorney | AGS | AGS/Ofc of Info Practices |
| 00124268 | Organizational Change Coord | AGS | AGS/ETS/PrgmMgmtBr/SWPrjMgtSec |
| 00122312 | Organizational Change Coord | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00124208 | Organizational Change Manager | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |

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|----------|--------------------------------|-----|--------------------------------|
| 00124269 | Quality, Testing & Trng Anal | AGS | AGS/ETS/PrgmMgmtBr/SWPrjMgtSec |
| 00124267 | Senior Business Analyst | AGS | AGS/ETS/PrgmMgmtBr/SWPrjMgtSec |
| 00124214 | Senior Business Analyst (Bdgt) | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00120430 | Senior Communications Manager | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00121391 | Senior IT Enterprise Architect | AGS | AGS/ETS/EnterpriseArchBr |
| 00124265 | Senior Project Manager | AGS | AGS/ETS/PrgmMgmtBr/SWPrjMgtSec |
| 00120946 | Senior Technical Analyst | AGS | AGS/ETS/PrgmMgmtBr/PrgmMgmtSec |
| 00124220 | Sr Business Analyst (Acc/Fin) | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00120953 | Sr. Systems Engineer-Microsoft | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00028632 | Systems Analyst Lead | AGS | AGS/ETS/AdminSvcsOfc |
| 00010889 | Technical Analyst | AGS | AGS/ETS/ClientSvcsBr/SectnB |
| 00121042 | Technical Analyst | AGS | AGS/ETS/PrgmMgmtBr/PrgmMgmtSec |
| 00121190 | Technical Analyst | AGS | AGS/ETS/PrgmMgmtBr/PrgmMgmtSec |
| 00124266 | Technical Architecture Analyst | AGS | AGS/ETS/PrgmMgmtBr/SWPrjMgtSec |
| 00122240 | Testing & Training Lead | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00122998 | Time & Attendance Analyst | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00122997 | Time & Attendance Analyst | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00122996 | Time & Attendance Manager | AGS | AGS/ETS/PrgmMgmtBr/HIMODSec |
| 00121191 | Web Architect I | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00120432 | Web Architect II | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00121248 | Web Developer | AGS | AGS/Ofc of Info Mgmt & Tech |
| 00124288 | CEDS Project Analyst | BED | BED/ComAg&Oth/Special Plans Br |
| 00123506 | Data Science Specialist | BED | BED/Strat Indstr |
| 00121854 | HCATT Project Manager | BED | BED/ComAg&OthPr/HIElecVehDmPrj |
| 00120661 | HCATT Project Manager | BED | BED/ComAg&OthPr/HIElecVehDmPrj |
| 00124307 | HI CAP Program Manager | BED | BED/ComAg&Oth/HITechDevCorp |
| 00106428 | InfoTechnology Systms Anal | BED | BED/HHFDC/Ofc of Exe Director |
| 00113177 | EUTF Info Systems Chief | BUF | BUF/HEUHLthBenTF |
| 00102006 | Business Center Specialist I | CCA | CCA/BRegDv/Business Action Ctr |
| 00102769 | Information Systems Manager | CCA | CCA/Info Sys/Com |

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| 00113112 | ISCO IT Support Technician III | CCA | CCA/Info Sys/Com/Infrastruc Br |
| 00121797 | Senior Strategic Mgt Analyst | CCA | DCCA/PUC/Ofc of Policy & Res |
| 00117900 | Chief Information Officer | DEF | DEF/OffAdjuntGen/SpclStaff/CIO |
| 00117933 | Data Administrator (FMO) | DEF | DEF/ArNGrd/C&FMgmt/RescsMgmt |
| 00117812 | DEPA Systems Engineer | DEF | DEF/CivilDefense/EOCSupport |
| 00124064 | EMPG Information Technol Spclt | DEF | DEF/CD/Logistics/SupportSec |
| 00124063 | EMPG Information Technol Spclt | DEF | DEF/CD/Logistics/SupportSec |
| 00119368 | GIS Specialist (FMO) | DEF | DEF/ArmyNGrd/Plan&Programing |
| 00120915 | IT & ESS Assistant | DEF | DEF/ArNGrd/C&FMgt/FacsMgmt/ESS |
| 00123402 | LogSysSpecialist-IT (COVID-19) | DEF | DEF/CivilDefense/Logistics |
| 00108100 | Mgmt Info Sysys Spclt | DEF | DEF/YthChallPrg/Kalaeloa |
| 00122310 | Pgm Specialist (Siren Modern) | DEF | DEF/CD/TelC/Com&Warn/SirenProj |
| 00101001 | Specialist-Information Tech | GOV | GOV/LTG Professionals |
| 00043559 | Business/Tech Anal | HMS | HMS/SocSvcDiv |
| 00040893 | CCWIS Systems Project Manager | HMS | HMS/SocSvcDiv |
| 00122085 | Chief Innovation Officer | HMS | HMS/OfcofDir |
| 00120463 | ELIG SYSTEM ASST PROJ MGR | HMS | HMS/Med-Q Dv |
| 00120453 | Elig System Poject Mgr | HMS | HMS/Med-Q Dv |
| 00122241 | Elig Systems Asst Project Mgr | HMS | HMS/BESS Dv |
| 00121176 | Eligibility Sys Bus Analyst | HMS | HMS/BESS Dv |
| 00121063 | Eligibility Sys Proj Manager | HMS | HMS/BESS Dv |
| 00122713 | Enterprise Officer | HMS | HMS/OfcofDir |
| 00122738 | Graphic Designer/Art Director | HMS | HMS/OfcofDir |
| 00120466 | Health Info Tech Analyst | HMS | HMS/Med-Q Dv/Systems Ofc |
| 00121423 | Hlth Info Tech Project Mgr | HMS | HMS/Med-Q Dv |
| 00122451 | Info Secrty & Prvcy Compl Ofcr | HMS | HMS/OfcofDir |
| 00121315 | Info Tech Implementation Mgr | HMS | HMS/Ofc Info Tech |
| 00123869 | CAMHD Data to Wis Cln Data Dir | HTH | HTH/BHA/Chld&Adol MH Div |
| 00123849 | CAMHD Data to Wisd Soc Mkt Dir | HTH | HTH/BHA/Chld&Adol MH Div |
| 00123868 | CAMHD Data to Wisdom Cler Asst | HTH | HTH/BHA/Chld&Adol MH Div |

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| 00123857 | CAMHD Data to Wisdom Evaluator | HTH | HTH/BHA/Chld&Adol MH Div |
| 00123848 | CAMHD Data to Wisdom Proj Dir | HTH | HTH/BHA/Chld&Adol MH Div |
| 00113093 | CAMHD ITS Supervisor | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00123452 | ELC IT Specialist | HTH | HTH/EHA/State Lab Division |
| 00123505 | ELC IT Specialist | HTH | HTH/DDir-Hth/HlthInfSysOfc |
| 00116644 | HIPAA Security Officer | HTH | HTH/DDir-Hth/OfcPlnPol/PgmDev |
| 00123979 | Safe Travels Assistant | HTH | HTH/DDir-Hth |
| 00119385 | Mgmt Info Sys Specialist | LBR | LBR/Wdd |
| 00124156 | Modernization Business Analyst | LBR | LBR/UI Div/Prgm Develop Stf |
| 00123911 | UI COV Mdz Asst Prj Asst/Tech | LBR | LBR/UI Div/Prgm Develop Stf |
| 00123864 | UI COVID19 Mod Proj Coord | LBR | LBR/UI Div/Prgm Develop Stf |
| 00123899 | UI COVID-19 Modrn Tech Lead | LBR | LBR/UI Div/Prgm Develop Stf |
| 00123855 | UI COVID19 Technology Spclt | LBR | LBR/ASO/EDP Systems Stf |
| 00124155 | UI Project Test Lead | LBR | LBR/UI Div/Prgm Develop Stf |
| 00117431 | Access Specialist | LNR | LNR/Ofc of the Chairprsn |
| 00120503 | Applications/Systems Analyst | LNR | LNR/ITS Office/Sys Dev Sec |
| 00122938 | GIS Technical Assistant | LNR | LNR/StHisPresDv |
| 00116472 | GIS/LAN Specialist | LNR | LNR/Ofc of the Chairprsn |
| 00111074 | State Land Info System Manager | LNR | LNR/ITS Office/Sys Dev Sec |
| 00121602 | Business Analyst | TAX | TAX/OfcofDir/Rules Ofc |
| 00123271 | Project Manager-AccountingSys | TRN | TRN/HwyDv/Stf Svcs |

Attachment F: IT Applications by Department

This list reflects applications and projects maintained in the State of Hawaii's LeanIX application.

| Name | Description | Business Criticality | Production Hosting | User Groups |
|----------------------------------|--|----------------------|--------------------|--|
| Inventory Management | Keeps track of all inventory Statewide | businessOperational | MFaaS/Omaha | Accounting & General Services (Dept) |
| DAGS - Lease Accounting Software | | | | Accounting & General Services (Dept) / Accounting Division |
| Business Office System | Series of jobs used to transfer data between the mainframe and are used by the HR Applications to process payroll transactions on the VAX. | businessCritical | MFaaS/Omaha | Accounting & General Services (Dept) / Accounting Division |
| Central Warrant Writer | The Central Warrant Writer System (CWWS) is a daily production batch system. It generates checks for the Financial Accounting Management and Information System vendor payments, Housing and Community Development Corporation of Hawaii rent supplements, Department of Defense uniform allowances, jury payroll, election payroll, and tax refunds. Sub-functions of the system are the Tax Refund Intercept Process which allows State agencies to recover delinquent receivables from an individual's State tax refund and formatting of tax refund records for automated clearing house (ACH) processing. | businessCritical | MFaaS/Omaha | Accounting & General Services (Dept) / Accounting Division |

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| DAGS-DataMart | Archives and makes available on-line to the departments expenditure information from the DAGS, Financial Accounting & Management Information System (FAMIS) and Central Warrant Writer system. This information can be downloaded by the departments for their use. | businessCritical | MFaaS/Omaha | Accounting & General Services (Dept) / Accounting Division |
| DAGS-Enterprise Financial System (EFS) | | businessCritical | IaaS-AWS | Accounting & General Services (Dept) / Accounting Division |
| DAGS-FAMIS Financial Accounting & Management Information System | The on-line statewide Financial Accounting and Management Information System (FAMIS) is a comprehensive and flexible accounting system that was designed to meet the accounting and reporting requirements of the Department of Accounting and General Services (DAGS) as well as the financial requirements of the States' other operational agencies. Payments are inputted into FAMIS and must be processed in a timely manner to reduce the possibility of the State incurring additional interest charges and/or missed discounts. | businessCritical | MFaaS/Omaha | Accounting & General Services (Dept) / Accounting Division |
| DAGS-HiMod Time and Leave Management | | businessCritical | CoLo-DRFortress | Accounting & General Services (Dept) / Accounting Division |

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| General Ledger System (KLD) | | businessCritical | MFaaS/Omaha | Accounting & General Services (Dept) / Accounting Division |
| 1099 Reporting | Generates 1099-MISC forms annually | businessOperational | MFaaS/Omaha | Accounting & General Services (Dept) / Accounting Division |
| Bond Fund | Keeps account balances on all bond funds | businessOperational | | Accounting & General Services (Dept) / Accounting Division |
| Election Payroll | The purpose of the Election Payroll System is to maintain employee records and pay primary and general election workers. Information supplied by the Office of Elections is used to generate reports such as audit listings, cost distributions, and a transaction file for the Central Warrant Writer System (CWWS). Checks will be generated by CWWS from this transaction file. | businessOperational | MFaaS/Omaha | Accounting & General Services (Dept) / Accounting Division |
| FAMIS Annual Rpt. | Generates Annual FAMIS Reports | businessOperational | MFaaS/Omaha | Accounting & General Services (Dept) / Accounting Division |
| HISOK (HIS) | Download of FAMIS data to populate internal data bases and generate reports | businessOperational | MFaaS/Omaha | Accounting & General Services (Dept) / Accounting Division |
| Project Accounting | Tracks account balances, expenditures by project job number - [COBOL] | businessOperational | MFaaS/Omaha | Accounting & General Services |

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| | | | | (Dept) / Accounting Division |
| Warrant Reconciliation | This daily production batch system captures information on checks issued by the Central Warrant Writer, Welfare, Unemployment Insurance Benefits, and State Payroll check producing systems. This system reconciles the checks cashed at the banks. This system also tracks checks issued by the State. | businessOperational | MFaaS/Omaha | Accounting & General Services (Dept) / Accounting Division |
| DAGS-HiMod Statewide Payroll | The Statewide Payroll System records and maintains payroll information for all State government employees. Two processing cycles are run each calendar month to pay all employees of the State of Hawaii which includes the Executive Branch of government, Department of Education, University of Hawaii (excluding Research Center of the University of Hawaii), Office of Hawaiian Affairs, Judiciary, Hawaii Health Systems Corporation, and the Legislature (employees other than session workers). Documents generated during this process includes checks, registers, vouchers, inquiries, and a host of other payroll related documents, reports, and files, which are distributed to various State departments and agencies, to assignees and agents, and to the Comptroller's accounting staff. Data is processed in a batch environment on a daily basis. | missionCritical | CoLo-DRFortress | Accounting & General Services (Dept) / Accounting Division |

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| Archives Image Gallery | Hawai'i State Archives digital photograph collection. | businessCritical | CoLo-DRFortress/GPC | Accounting & General Services (Dept) / Accounting Division; Accounting & General Services (Dept) / Archives Division |
| Collateral and Securities Inventory | This system is used to account for securities pledged as collateral by financial institutions for State deposits. The system provides information for an annual audit performed by the Department of Accounting and General Services. The State requires all financial institutions in which State funds are deposited to provide collateral. | businessCritical | MFaaS/Omaha | Accounting & General Services (Dept) / Accounting Division; Budget & Finance (Dept) |
| DAGS-HiMod PeopleSoft HRMS | | missionCritical | CoLo-DRFortress | Accounting & General Services (Dept) / Accounting Division; Human Resources Development (Dept) |
| Archives Greenstone | | businessCritical | CoLo-DRFortress/GPC | Accounting & General Services (Dept) / Archives Division |
| Archives - Bamboo | Continuous integration software. | businessOperational | | Accounting & General Services (Dept) / Archives Division |

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| Archives - Bitbucket | Source code repository hosting service. | businessOperational | SaaS | Accounting & General Services (Dept) / Archives Division |
| Archives - Confluence | Collaboration software used for documentation and planning. | businessOperational | SaaS | Accounting & General Services (Dept) / Archives Division |
| Archives - Crucible | Collaborative code review software. | businessOperational | SaaS | Accounting & General Services (Dept) / Archives Division |
| Archives - Jira | Issue tracking and project management software. | businessOperational | SaaS | Accounting & General Services (Dept) / Archives Division |
| Campaign Spending Commission Candidate Filing | | businessCritical | CoLo-DRFortress/GPC | Accounting & General Services (Dept) / Campaign Spending Commission |
| Campaign Spending Commission Candidate Filing Public System | | businessCritical | | Accounting & General Services (Dept) / Campaign Spending Commission |
| Campaign Spending Commission Corporate Public System | | businessCritical | | Accounting & General Services (Dept) / Campaign Spending Commission |
| Campaign Spending Commission Mass Emailing System | | businessCritical | | Accounting & General Services (Dept) / Campaign |

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| | | | | Spending Commission |
| Campaign Spending Commission Non-Candidate Filing | | businessCritical | CoLo-DRFortress/GPC | Accounting & General Services (Dept) / Campaign Spending Commission |
| Campaign Spending Commission NonCandidate Filing Public System | | businessCritical | | Accounting & General Services (Dept) / Campaign Spending Commission |
| Campaign Spending Commission NonCandidate Import System | | businessCritical | | Accounting & General Services (Dept) / Campaign Spending Commission |
| Records Reporting System | | businessCritical | | Accounting & General Services (Dept) / Office of Information Practices |
| DAGS - SPO - Public Auction | Surplus Property Office online public auction. Members of the public can view and access items through the website. | businessCritical | CoLo-Endeavor/HIC | Accounting & General Services (Dept) / State Procurement Office |
| DAGS - SPO - WP - spo.hawaii.gov | This is the project for the State Procurement Office website built on the WordPress platform. | businessCritical | CoLo-Endeavor/HIC | Accounting & General Services (Dept) / State Procurement Office |

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| DAGS - SPO - HANDS - Hawaii Awards & Notices Distribution System | one-stop shop for doing business with the State of Hawaii and its municipalities | missionCritical | CoLo-Endeavor/HIC | Accounting & General Services (Dept) / State Procurement Office |
| DAGS - SPO - Hawaii Compliance Express (HCE) | One stop solution for vendors who are interested in doing business with the State to obtain compliance status with DCCA BREG, TAX, IRS and DLIR. | missionCritical | CoLo-Endeavor/HIC | Accounting & General Services (Dept) / State Procurement Office |
| DAGS - SPO - HiePRO (eProcurement System) | eProcurement System which promotes open competition and transparency when purchasing goods, services, and construction | missionCritical | IaaS-AWS/HIC | Accounting & General Services (Dept) / State Procurement Office |
| SPO-eMarketplace | | missionCritical | TBD - Future | Accounting & General Services (Dept) / State Procurement Office |

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| <p>HIEMA ReadyNexus</p> | <p>Customized Microsoft Dynamics365 applications that replaces an outdated self-developed Access based Division Purchase Order system and to provide additional integrated logistics features (e.g. Purchase authorization, vendor management, order tracking, inventory, warehouse, shipping, distribution, and Customer Relations Management) that are required for the expanded Logistics functions necessary to support COVID PPE distribution. The core ReadyNexus system was developed by https://www.aeonexus.com/government/ for the State of NJ and NY to support recovery assistance for Super Storm Sandy. This system will be shared by HI-EMA and SPO for purchasing and inventory management. The base system is a Dynamics365 set of Office365 and SQL modules connected by low-code PowerApp workflows and GUIs. The instance will be hosted on the Azure GPC employing the State AD for authentication. Implementation will be provided by consultants with follow-on end-user support by HI-EMA. This proposed system will provide a significant upgrade in the Purchasing, Receiving, and Accounting workflow and information management for the HIEMA Division Procurement allowing for timely accounting and reporting of Federal Grant expenditures. The larger essential business impact will be to enable the Logistics Branch to manage a large-scale multi-warehouse supply-chain program support the \$100M</p> | <p>businessCritical</p> | | <p>Accounting & General Services (Dept) / State Procurement Office; Defense (Dept) / Hawaii Emergency Management Agency</p> |
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| | <p>COVID PPE distribution program.</p> <p>Aeon Nexus annual support \$15795.53 Dynamics 365 and Power BI annual licensing \$4727.38</p> | | | |
| AGR Brand Database | Compilation of registered livestock brands mandated by law. Generates Brand Book. | administrativeService | @Department | Agriculture (Dept) |

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| AGR HDOA Inventory | Inventory records uploaded to DAGS allows inventory managers to indicate users, location, and/or actions regarding an item. | administrativeService | @Department | Agriculture (Dept) |
| AGR HDOA Property Management | Keeps track and saves telecom requests and disposal requests submitted to DAGS. | administrativeService | @Department | Agriculture (Dept) |
| AGR Department of Agriculture Website | Department's website: Hawai'i.gov/hdoa | businessCritical | @Kalanimoku | Agriculture (Dept) |
| AGR PESTREG | Registry of licensed pesticides in the State of Hawai'i. | businessCritical | @Kalanimoku | Agriculture (Dept) |
| AGR WINWAM | Taxi Cab Meters Inspection | businessCritical | @Department | Agriculture (Dept) |
| AGR ASO APPX | | businessCritical | @Kalanimoku | Agriculture (Dept) / Administrative Services Office |
| AGR Hawai'i Agricultural Food and Products Database | Searchable database of producers, wholesalers of Hawai'i's food and products | businessCritical | @Kalanimoku | Agriculture (Dept) / Agricultural and Market Development |
| AGR Agricultural Loan Management System (ALA) | | businessCritical | @Department | Agriculture (Dept) / Agricultural Loan |
| AGR Agriculture Resource Management Information System (ARMIS) | | businessCritical | @Kalanimoku | Agriculture (Dept) / Agricultural Resource Management |
| AGR Veterinary Laboratory Information System | Compiles data generated from tests performed at the Veterinary Laboratory. | businessCritical | @Kalanimoku | Agriculture (Dept) / Animal Industry |

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| AGR Animal Quarantine Information System (AQSIS) | | missionCritical | @Kalanimoku | Agriculture (Dept) / Animal Quarantine and Importation Control |
| AGR Plant Quarantine System | | missionCritical | PaaS-Salesforce | Agriculture (Dept) / Plant Industry |
| Account Information System (AIS) | Web portal | businessCritical | | Attorney General (Dept) |
| Document Management | | missionCritical | @Department | Attorney General (Dept) |
| HIJS query (firearms, agency systems) | | missionCritical | | Attorney General (Dept) |
| RAP Back | | missionCritical | | Attorney General (Dept) |
| ATG-CSEA Websphere HATS | Front-end of the KEIKI System. Provides online screens, document printing, and navigation tools. Also provides the utilities for the batch printing that occurs at the agency (appx 4000 forms/day). | missionCritical | @Department | Attorney General (Dept) / Child Support Enforcement Agency |
| ATG-CSEA Customer Website | https://csea.ehawaii.gov Developed, supported, and hosted by HIC. In transition to migrate to AWS GovCloud. | missionCritical | CoLo-Endeavor/HIC | Attorney General (Dept) / Child Support Enforcement Agency |

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| ATG-CSEA Decision Support System (DSS) | Decision Support Application to generate internal reports based on data extraction from the child support enforcement system. Custom, client/server from xls: SAP Business Objects Data Services 3.2 SAP Business Objects XII 3.1 SQL 2008 sp3 WinSCP 5.1.4 Ultra Edit 12.20 System houses FTI data. | businessCritical | @Department | Attorney General (Dept) / Child Support Enforcement Agency |
| ATG-CSEA Interactive Voice Response System (IVR) | Interactive Voice Response unit to deliver case information and forward callers to customer service representatives. | businessCritical | Custom 3rd-party Service | Attorney General (Dept) / Child Support Enforcement Agency |
| ATG-CSEA State Services Portal | On-premise proxy servers that access the Federal Office of Child Support Enforcement (OCSE) portal for data exchange. | businessCritical | Access to Federal Gov't site managed by CSEA (@Department) | Attorney General (Dept) / Child Support Enforcement Agency |
| ATG-CSEA DataCap/FileNet | Data Cap and FileNet are the core applications utilized in the agency's imaging system (central repository). Data Cap for intake and FileNet for the content management and workflow. The system is the central registry for the following type of documents in a digitized format: Client Applications Client/Agency Correspondence Enforcement Document | missionCritical | @Department | Attorney General (Dept) / Child Support Enforcement Agency |

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| | <p>Interstate Documents/Correspondence Court Orders Paternity Documents Financial Documents</p> <p>System houses FTI data.</p> | | | |
| <p>ATG-CSEA KEIKI Child Support Enforcement System</p> | <p>Managed and supported by the State of Hawaii/AG/CSEA.</p> <p>The KEIKI system automates various functions of the child support program including, but not limited to, the following:</p> <p>1) Case Management Services – KEIKI includes all phases of child support case administration. These phases include Case Initiation, Locate/Investigation, Paternity Establishment, Support Order Establishment, Enforcement and Case Closure.</p> <p>2) Financial Services – KEIKI facilitates financial oversight of the child support program. This involves receipt and disbursement of all State administered child support payments.</p> <p>3) Report Generation Services –KEIKI produces mainframe and desktop reports that monitor the performance and status of the child support program, including reporting requirements mandated by the Federal government.</p> <p>The KEIKI system consists of the following subsystems:</p> | <p>missionCritical</p> | <p>MFaaS/Omaha</p> | <p>Attorney General (Dept) / Child Support Enforcement Agency</p> |

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| | <p>1) Case Initiation and Management. 2) Locate. 3) Orders. 4) Paternity. 5) Financial. 6) Enforcement. 7) Interstate.</p> <p>System houses FTI data.</p> | | | |
| ATG-CSEA AWS GovCloud-Core Database | <p>The CSEA Child Support Enforcement Agency KEIKI system's database on MFaaS is replicated live to the CSEA AWS GovCloud. The replication is a two-step process which eventually converts ADABAS on MFaaS to PostgreSQL in the GovCloud. The PostgreSQL database supports the agency's customer portal, agency portal, and the analytics services in GovCloud.</p> <p>System houses FTI data.</p> | missionCritical | AWS GovCloud | Attorney General (Dept) / Child Support Enforcement Agency |
| ATG-CSEA AWS GovCloud-Agency Portal | <p>Agency Portal in AWS GovCloud will be used by agency staff to access their dashboards and reports which will be customized per the needs of their position/role. The customization is developed using the tools and services provided in AWS GovCloud. It will also provide the collaboration window to our customer portal. The customer forms workflow will be monitored through this agency portal and provide the review and approval process for our customers.</p> <p>System houses FTI data.</p> | missionCritical | AWS GovCloud | Attorney General (Dept) / Child Support Enforcement Agency |

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| ATG-CSEA AWS GovCloud-Customer Portal | <p>The CSEA Customer Portal in AWS GovCloud supports customer's case information needs by interfacing with a KEIKI database replica to provide customers' case information. Authenticated customers will be able to access one year of case information including financial payments, balances, statements, and bills. Due to the classification of data present in this environment (including FTI), IRS security compliant standards are in place, including multi-factor authentication for all customers. The customer portal will also exchange data and communicate with the agency portal, also in the AWS GovCloud.</p> <p>System houses FTI data.</p> | missionCritical | AWS GovCloud | Attorney General (Dept) / Child Support Enforcement Agency |
| NOTARY - Notary Application | <p>PUBLIC: Allows the public to submit renewals, new applications and make payments for applications and exams.</p> <p>ADMIN: Allows admins to enter new notary applications and update payment status.</p> | missionCritical | IaaS-AWS | Attorney General (Dept) / Civil Recoveries Division |
| NIBRS Statewide Repository | | businessCritical | | Attorney General (Dept) / Crime Prevention & Justice Administration Division |

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| <p>ATG-Juvenile Justice information System (JJIS)</p> | <p>The Juvenile Justice Information System is a statewide information system that consolidates data from the four county police departments, the four county prosecuting attorneys, the four circuits of the Family Court, the youth correctional facility and the Department of the Attorney General. Data from a juvenile’s initial contact with the police, through programs, prosecution, Family Court proceedings, detention and incarceration, provides the JJIS participating agencies with a timely, accurate and complete picture of a juvenile’s history in the juvenile justice system. Hawaii has a unique geography because the state is made up of several island counties. In the past, juveniles who were involved in the juvenile justice system would move from island to island. If agencies did not have a complete history of a juvenile, the juvenile may have been treated as a first time offender. The JJIS provides the complete history of the juvenile so agencies can make informed disposition decisions that ensure the best outcomes for the juveniles.</p> <p>JJIS also maintains case information related to missing and runaway juveniles with an automated interface to the FBI's NCIC. Mainframe</p> | <p>missionCritical</p> | | <p>Attorney General (Dept) / Crime Prevention & Justice Administration Division</p> |
| <p>Online Hawaii's Missing Children Search</p> | <p>http://hawaii.gov/ag/mcch Hosted by ICSD.</p> | <p>missionCritical</p> | | <p>Attorney General (Dept) / Crime Prevention & Justice</p> |

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| | | | | Administration Division |
| HCJDC - 2015 Symposium Conference website | hcjdcsymposium.ehawaii.gov HIC developed an informational website for the 2015 HCJDC Symposium conference. This project was completed in collaboration with the event registration system at HCJDC - Event Registration Home. | administrativeService | IaaS-AWS/HIC | Attorney General (Dept) / Hawaii Criminal Justice Data Center |
| Covered Offender Registry | Justice Web site. Search for covered offenders in Hawaii. | businessCritical | CoLo-Endeavor/HIC | Attorney General (Dept) / Hawaii Criminal Justice Data Center |
| eCrim - Limited Criminal History Search | Search for and purchase Hawaii criminal history records http://ecrim.ehawaii.gov Developed, supported, and hosted by HIC. | businessCritical | | Attorney General (Dept) / Hawaii Criminal Justice Data Center |
| ABIS - Automated Biometric Identification System | Hawaii system provides statewide fingerprint identification. | missionCritical | | Attorney General (Dept) / Hawaii Criminal Justice Data Center |
| Green Box | | missionCritical | | Attorney General (Dept) / Hawaii Criminal Justice Data Center |

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| HIJIS - Hawaii Integrated Justice Information Sharing | <p>hawaii.gov/hijis Hosted by ICSD. Federated Query System</p> <p>The HIJIS (Hawaii Integrated Justice Information Sharing) Federated Query system is an enterprise-wide information sharing system to:</p> <ul style="list-style-type: none"> - improve public safety and homeland security - enhance efficiency of operations - leverage national information sharing standards and best practices. <p>The search query was developed by SEARCH.org. HIC built the Shibboleth login and eBW adapter, integrated our eHawaii.gov login, and hosts the application for HCJDC.</p> | missionCritical | | Attorney General (Dept) / Hawaii Criminal Justice Data Center |
| Lights Out Transaction Controller (LOTC) | | missionCritical | | Attorney General (Dept) / Hawaii Criminal Justice Data Center |
| MFI Morpho Face Investigate | | missionCritical | | Attorney General (Dept) / Hawaii Criminal Justice Data Center |
| NCIC/Nlets | | missionCritical | | Attorney General (Dept) / Hawaii Criminal Justice Data Center |
| OpenFox System | | missionCritical | | Attorney General (Dept) / Hawaii Criminal Justice Data Center |

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| Sex Offender Bulk Covered Registry | https://www.ehawaii.gov/SecureDownload/s of Developed, supported, and hosted by HIC. Download bulk data on sex offenders and other covered offenders in the State of Hawaii | missionCritical | IaaS-AWS | Attorney General (Dept) / Hawaii Criminal Justice Data Center |
| Sex Offender Registry | Public facing | missionCritical | | Attorney General (Dept) / Hawaii Criminal Justice Data Center |
| CJIS Criminal Justice Information System | Maintains criminal information (mug shots, fingerprints, arrest record). | missionCritical | | Attorney General (Dept) / Hawaii Criminal Justice Data Center; Defense (Dept) / Administrative Support Office; Defense (Dept) / Hawaii Army National Guard; Defense (Dept) / Hawaii Youth Challenge Academy; Defense (Dept) / State Office of Homeland Security; Judiciary / Policy & Planning (Dept); Judiciary / Traffic Violation Bureau (TVB) |

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| iManage | Document management system used by Legal Services Division. Version: 8 COTS - 10% Customization | missionCritical | | Attorney General (Dept) / Legal Services |
| ProLaw | Case Management COTS - 10% Customization; Client/Server | missionCritical | | Attorney General (Dept) / Legal Services |
| Professional Fundraiser Registration System | <p>https://ag.ehawaii.gov/fundraiser/ Professional Fundraising Counsels and Solicitors may apply for and pay annual registration fees. The public may view a directory of registered organizations:</p> <ul style="list-style-type: none"> - Search for organizations, - Download publicly available reports regarding the Professional Fundraising Counsels and Professional Solicitors registered in Hawaii. <p>Professional Fundraisers and Solicitors Can:</p> <ul style="list-style-type: none"> - Initially register in the State of Hawaii. - Submit surety bonds and contracts. - Renew an existing registration. - Manage your Hawaii registration. - Receive registration renewal reminders. - Submit end of campaign reports. | administrativeService | IaaS-AWS | Attorney General (Dept) / Tax & Charities Division |

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| <p>Online Charity Registry and payment</p> | <p>http://ag.ehawaii.gov/charity Developed, supported, and hosted by HIC.</p> <ul style="list-style-type: none"> - Search for charitable organizations or charitable sales promotions - Pay annual filing fees or late payment fees - Submit an exemption application or a charitable sales promotion consent form <p>This service allows charities to pay annual registration fees online and apply for an exemption from registration. Also, the public can search to see the registered and exempt charitable organizations in Hawaii.</p> | <p>businessCritical</p> | <p>IaaS-AWS</p> | <p>Attorney General (Dept) / Tax & Charities Division</p> |
| <p>ARO Attorney and Witness Fees</p> | <p>Pursuant to Chapters 621, 802, and 836 of the Hawaii Revised Statutes, the Department of Budget and Finance provides witness and attorney fees for certain individuals while attending a State court or grand jury. This system will fulfill tax year information reporting requirements to these individuals and the IRS for compensation received throughout the year. The system will automate the printing and reporting of 1099 information to recipients as well as comply with required specifications in reporting tax year information to the IRS via magnetic media.</p> | <p>businessCritical</p> | <p>MFaaS/Omaha</p> | <p>Budget & Finance (Dept) / Administrative and Research Office</p> |

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| BUF - ARO - SMART Budget to Actuals | | businessOperational | CoLo- DRFortress/GPC | Budget & Finance (Dept) / Administrative and Research Office |
| Legislative Reconciliation | This system reconciles checks issued by the State Senate and State House of Representatives. | businessOperational | MFaaS/Omaha | Budget & Finance (Dept) / Administrative and Research Office |
| Employers Cost Allocation Plan | The Employers Cost Allocation Plan System produces reports on payroll fringe benefits costs incurred by State agencies. Data is captured for each fringe benefit type and summarized on a fiscal year basis through interfaces with the Payroll system. | | MFaaS/Omaha | Budget & Finance (Dept) / Budget, Program Planning and Management Division |
| BUF - BPPM - Budget Request System/eAnalyt | This system enables departments to update analytical information via e-ANALYT, a web-based application that resides on the State's intranet. Based off of Statutory Requirement. Manually have to input information into application. Performance Measures | businessCritical | @Kalanimoku | Budget & Finance (Dept) / Budget, Program Planning and Management Division |

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| BUF - BPPM - Budget Request System/eBuddi | The Budget Request System enables the Department of Budget and Finance (DB&F) to produce program memorandums, the executive budget, expenditure plans, and variance and revenue reports in accordance with Chapter 37 of the Hawaii Revised Statutes and Act 278 which was enacted in 1980. | businessCritical | @Kalanimoku | Budget & Finance (Dept) / Budget, Program Planning and Management Division |
| BUF - BPPM - Budget Request System/eTitles | This system enables the Department of Budget and Finance to update titles information via e-TITLES, a web-based application that resides on the State's intranet. | businessCritical | @Kalanimoku | Budget & Finance (Dept) / Budget, Program Planning and Management Division |
| BUF - BPPM - Budget Request System/eVar | This system enables departments to update variance information via e-VAR, a web-based application that resides on the State's intranet. | businessCritical | @Kalanimoku | Budget & Finance (Dept) / Budget, Program Planning and Management Division |
| BUF - BPPM - Budget Request System/eXwalk | This system enables departments to update analytical information via e-ANALYT, a web-based application that resides on the State's intranet. | businessCritical | @Kalanimoku | Budget & Finance (Dept) / Budget, Program Planning and Management Division |
| BUF - BPPM - eBuddi | Front-end to Budget Request System | missionCritical | CoLo-DRFortress/GPC | Budget & Finance (Dept) / Budget, Program Planning and Management Division |
| BUF - BPPM - Revenue System/eRev | This system enables departments to update revenue information via e-REV, a web-based application that resides on the State's intranet. | missionCritical | @Kalanimoku | Budget & Finance (Dept) / Budget, Program Planning |

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| BUF-BPPM-CIP Budget Summary / eCIP | The Capital Improvement Project (eCIP) Budget Summary System enables the Budget, Program Planning, and Management Division budget analysts to input their adjustments to the budget request line items on-line. The system calculates the resulting recommendation figures and summarization will be done at the program ID, department, and statewide levels. The system also generates all the worksheets needed for the budget hearings and produce reports notifying the departments of their adjusted budgets. | missionCritical | MFaaS/Omaha | Budget & Finance (Dept) / Budget, Program Planning and Management Division |
| BUF - ERS - Pension Administration System | | businessCritical | @Department | Budget & Finance (Dept) / Employee Retirement System |

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| BUF - ERS ServiceNow IT Service Management | IT Service Management (ITSM) is a Web Based Helpdesk Software as a Service (SaaS) System (HDS) is to replace the existing Helpdesk system, Altiris. It will be supported and provided by the vendor Hoike Inc. (Pacxa). Altiris is currently operating on an unsupported 2003 Windows server. The ITSM will benefit ERS as it helps consolidate tickets/knowledge into a single location in the cloud, improves productivity, increases efficiency, and reduces the cost of disruptions . | businessOperational | SaaS | Budget & Finance (Dept) / Employee Retirement System |
| BUF - ERS - Accounting System | | missionCritical | @Kalanimoku | Budget & Finance (Dept) / Employee Retirement System |
| BUF-ERS - Financial Management (Cloud) | | missionCritical | IaaS-Azure | Budget & Finance (Dept) / Employee Retirement System |
| BUF-ERS Pension Administration System (Cloud) | | missionCritical | IaaS-Azure | Budget & Finance (Dept) / Employee Retirement System |
| BUF-EUTF - Health Benefits Administration System (BAS) | | businessCritical | PaaS-Azure | Budget & Finance (Dept) / Employer-Union Health Trust Fund |
| BUF-EUTF - Health Benefits Administration System (BAS) (Modernized) | | businessCritical | IaaS-Azure | Budget & Finance (Dept) / Employer-Union Health Trust Fund |

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| BUF-EUTF-1099 MISC Reporting | Application to generate electronic 1099 MISC files to IRS | businessCritical | @Department | Budget & Finance (Dept) / Employer-Union Health Trust Fund |
| BUF-EUTF-Office Suite | Microsoft Office 365 used for word processing, spreadsheets, presentations. | businessOperational | @Kalanimoku | Budget & Finance (Dept) / Employer-Union Health Trust Fund |
| BUF-EUTF - Accounting System | EUTF's internal accounting system | missionCritical | @Department | Budget & Finance (Dept) / Employer-Union Health Trust Fund |
| BUF - FAD -Bond and Coupon Redemption System | Application to generate 1099-B reporting annually | administrativeService | @Department | Budget & Finance (Dept) / Financial Administration Division |
| B&F Reconciliation | This is a batch system that is run monthly. It matches the bookkeeping entries of the Department of Budget and Finance's Financial Administration Division against the monthly statements of deposits from various banks. | businessCritical | MFaaS/Omaha | Budget & Finance (Dept) / Financial Administration Division |
| Bond Allocation Tracking System | Pursuant to the Tax Reform Act (TRA) of 1986, the Bond Proceeds Tracking System was developed to monitor the amount of bond proceeds used for private activity use. This system tracks all bond fund proceeds which are appropriated and allocated to Capital Improvement Projects (CIP) and verifies that dollar amounts match what is recorded on the Bond Master file maintained by the Department of Accounting and General Services. | businessCritical | MFaaS/Omaha | Budget & Finance (Dept) / Financial Administration Division |

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| BUF - FAD - Bank Return & Miscellaneous Items | Track Inventory of returned checks and miscellaneous bank items | businessCritical | @Department | Budget & Finance (Dept) / Financial Administration Division |
| Interest Allocation | Act 119, Session Laws of Hawaii 1998, authorizes the State Treasury to allocate investment (interest) earnings to the respective general, special, bond and trust funds when these funds are participants of the Treasury investment pool. This Interest Allocation System centralizes all phases of the investment process under the direction of the Director of Finance. This allows the Director of Finance to invest any funds in the State Treasury in excess of immediate needs. | businessCritical | MFaaS/Omaha | Budget & Finance (Dept) / Financial Administration Division |
| BUF - FAD - Treasury Application | State Treasury cash and investment system. | missionCritical | CoLo-DRFortress/GPC | Budget & Finance (Dept) / Financial Administration Division |
| BUF - OFAM - Federal Awards Form Workflow | Application used by Departments to submit Federal award funding requests. | businessCritical | @Kalanimoku | Budget & Finance (Dept) / Office of Federal Awards Management |
| BUF - OPD - Legal Case Management | | missionCritical | SaaS | Budget & Finance (Dept) / Office of the Public Defender |
| BUF - FAD - Unclaimed Properties Application | Application to generate 1099-INT reporting annually | missionCritical | CoLo-DRFortress/GPC | Budget & Finance (Dept) / Unclaimed Property Program |

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| <p>Hawaii Defense Economy (HDE) Website</p> | <p>As part of a larger body of work associated with economic development initiatives around Hawaii's defense economy, DBEDT took possession of the website, Hawaii Defense Economy (HDE); this website was originally developed as part of a Phase One project at the State Department of Labor and Industrial Relations. DBEDT will now be in charge of Phase Two of this project and as a component of this we will be updating and enhancing the HDE website.</p> <p>As part of the RFP for Phase Two for a larger body of work funded by the Federal Office of Economic Adjustment, Department of Defense, the deliverables for the HDE website are listed in the attached document, "BDSO IT Roadmap Insert_HDE Website. Note, DBEDT would eventually like to port this website over to a State of Hawaii website for which we have already been in discussions with ETS.</p> | <p>missionCritical</p> | | <p>Business, Economic Dev & Tourism (Dept) / Business Development & Support Division</p> |
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| Hawaii Foreign-Trade Zone Information Processing System (HFTZIPS) Inventory Management System | IBM based system that is proprietary to our warehouse operations and approved by Customs and Border Protection due to the federal bond we have on our facility and the types of goods we handle. It handles inventory management, certain accounting functions related to our client's use of our facility, as well as producing all of the report generation necessary for Customs. | missionCritical | @Department | Business, Economic Dev & Tourism (Dept) / Foreign Trade Zone Division |
| FICS Commercial Loan Servicer | User-friendly software solution that provides complete automation and seamless dataflow for commercial loan servicing for complex structured loans. | businessOperational | | Business, Economic Dev & Tourism (Dept) / Hawaii Green Infrastructure Authority |
| Renewable Energy Permitting Wizard | Wizard to help with permitting requirements for development of renewable energy project on certain parcels of land. | businessCritical | CoLo-Endeavor/HIC | Business, Economic Dev & Tourism (Dept) / Hawaii State Energy Office |
| HAVEN | Visualization software for overlaying renewable energy resources capacity over a map. | businessOperational | @Department | Business, Economic Dev & Tourism (Dept) / Hawaii State Energy Office |
| Hawaii Clean Energy Initiative Website | Information regarding clean energy initiative | businessOperational | | Business, Economic Dev & Tourism (Dept) / Hawaii State Energy Office |
| Hawaii Renewable Energy Projects Directory | Interactive online map that identifies all large-scale renewable energy projects and innovative renewable energy projects in Hawaii. | businessOperational | CoLo-Endeavor/HIC | Business, Economic Dev & Tourism (Dept) / Hawaii State Energy Office |

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| Hawaii Tech Development Corp website - htdc.org | | businessCritical | IaaS-AWS | Business, Economic Dev & Tourism (Dept) / Hawaii Technology Development Corporation |
| HTDC Salesforce CRM | | businessOperational | PaaS-Salesforce | Business, Economic Dev & Tourism (Dept) / Hawaii Technology Development Corporation |
| HTA Website | | | | Business, Economic Dev & Tourism (Dept) / Hawaii Tourism Authority |
| geoportal.hawaii.gov | | businessCritical | | Business, Economic Dev & Tourism (Dept) / Office of Planning |
| MS Access Fiscal Management Database | Internal MS Access fiscal management database, which was initially developed for federal grant management/reporting, but now supports all of OP's internal requisitioning of program expenditures using general and federal funds. | missionCritical | | Business, Economic Dev & Tourism (Dept) / Office of Planning |
| ISCO - Solutions - ServiceDesk | DCCA ManageEngine Application that is replacing the Lotus Notes RFA | businessOperational | @Department | Commerce & Consumer Affairs (Dept) |
| ASO - Avolin 4Gov | | | | Commerce & Consumer Affairs (Dept) / Administrative |

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| | | | | Services Office (ASO) |
| ASO - Salesforce Payment System | Pacific Point Salesforce Application used by all divisions to process payments from individuals or businesses transacting with DCCA. | missionCritical | PaaS-Salesforce | Commerce & Consumer Affairs (Dept) / Administrative Services Office (ASO) |
| BREG - Mobile Business Suite | eHawaii Mobile Wrapper of Annuals & Business Name Search | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - My Business Alerts | eHawaii service that provides near real-time business activity monitoring of business registration filings, like amendments, name changes, and more. You'll receive an alert any time there's a change to your business registration record. MyBusiness Alerts cost \$25.00 for one year of alerts per business. MyBusiness Reminders send a reminder when your Hawaii annual business report is due with BREG. After you file, you'll also receive status updates on your submitted annual report. This service is free when you file your annual business report online. If you choose to sign up during any other part of the year, a cost of \$2.50 will be charged for one year of reminders per business. https://hbe.ehawaii.gov/documents/notify | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |

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| BREG - Registration for Frequent Filers | eHawaii online service ... | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - Agent Search | eHawaii online service that provides a list of Hawaii businesses that are represented by a given agent or set of agents. https://hbe.ehawaii.gov/agentsearch/search.html | businessOperational | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - Bulk Business Registration Data | eHawaii online service that allows weekly download of the DCCA BREG database. List includes data about all businesses registered in the State of Hawaii. https://www.ehawaii.gov/SecureDownload/br egbulk/ | businessOperational | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - Entity List Builder | eHawaii online service customized list builder of businesses registered in the State of Hawaii. Information provided includes all addresses, officers, trade names, trade marks, and service marks. https://hbe.ehawaii.gov/listbuilder/ | businessOperational | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - SEC - Investment Advisors / Broker Dealers / Mutual Funds / Franchises | DCCA Access Application that tracks licensing information for a business or person who sells stocks/bonds in Hawaii. | businessOperational | @UH | Commerce & Consumer Affairs (Dept) / Business Registration Division |

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| BREG - SEC - Reg D | DCCA Access Application that is a record of a specific type of securities offering filed under Federal Rule Regulation D. Companies that issue this type of investment product must file a Regulation D form in the State. | businessOperational | @UH | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - SEC - Solicitors Fund Raising Counsel | DCCA Access Application that is a record of professional solicitors and fund raising counsel that we have prior jurisdiction over. They would assist charities with their fund raising activities. | businessOperational | @UH | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - Search For Businesses & Buy Documents (Search & Buy) | eHawaii online service that allows the public to search all businesses registered in the State of Hawaii. Most documents and filings are available for purchase. https://hbe.ehawaii.gov/documents/search.html | missionCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - Annual Business Filings | eHawaii online service that allows businesses to file their annual report. https://hbe.ehawaii.gov/annuals/#/ | missionCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - Business Registration Information and Management System (BRIMS) | DCCA Oracle Application used by the Business Registration division. It maintains the business registry for all corporations, partnerships and TN/TM/SMs. | missionCritical | CoLo-DRFortress | Commerce & Consumer Affairs (Dept) / Business Registration Division |

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| BREG - Hawaii Business Express (HBE) | eHawaii online service that is a multi-agency government application providing one-stop registration to new and existing businesses. HBE helps individuals and entities meet the regulatory and permitting requirements for operating a business in the state of Hawaii. Government partners include the Hawaii Department of Commerce and Consumer Affairs, the Department of Taxation, and the Department of Labor and Industrial On-Relations. (No longer includes the Department of Labor and Industrial On-Relations.) https://hbe.ehawaii.gov/documents/search.html | missionCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - Purchase a Certificate of Good Standing | eHawaii online service that allows a business to purchase and print a certificate of good standing for its Hawaii business. (This service is part of Search & Buy App). https://hbe.ehawaii.gov/documents/search.html | missionCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - Purchase Business Registration Document | eHawaii online service that allows the public to purchase business registration documents. (This service is part of Search & Buy App). https://hbe.ehawaii.gov/documents/search.html | missionCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |

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| BREG - Records Document Processing and Management System (RDPMS) | DCCA OpenText Application used for workflow and document management system. | missionCritical | @UH | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - Register a New Business or Name | eHawaii online service that allows the registration of a business in the state of Hawaii. (This service is part of HBE App). https://hbe.ehawaii.gov/BizEx/start.eb | missionCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - SEB - Case Management Salesforce | Pacific Point Salesforce Application that is used to store and investigate complaints against individuals and businesses for possible violations of state securities and franchise laws. | missionCritical | PaaS-Salesforce | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - SEC - Investment Advisors / Broker Dealers / Mutual Funds / Franchises Salesforce | Pacific Point Salesforce Application that tracks licensing information for a business or person who sells stocks/bonds in Hawaii. This is a replacement for the Access Database. | missionCritical | PaaS-Salesforce | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| BREG - Trade Names & Marks | eHawaii online service that allows the registration of a Trade Name, Trade Mark or Service Mark. (This service is part of HBE App). https://hbe.ehawaii.gov/BizEx/trade-names.eb | missionCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Business Registration Division |
| CATV - Broadband - No Internet Service Mapping Tool | DCCA ArcGIS online service that allows the public to submit a "No Internet Service" complaint based on location. http://cca.hawaii.gov/broadband/no-internet-service-map/ | businessCritical | | Commerce & Consumer Affairs (Dept) / Cable Television Division |

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| CATV - INETS Request Online Coordination (IROC) | DCCA Ironspeed online service that provides a tracking system for INET service request. Follows Request from approval, price negotiations, installation, payments, between vendors, and government agencies, while sending email notifications to concern parties along each step. http://web.dcca.hawaii.gov/IROC/Security/SignIn.aspx?MasterPage=../Master%20Pages/HorizontalMenu.master&Target= | businessCritical | | Commerce & Consumer Affairs (Dept) / Cable Television Division |
| DO - Referral System Replacement | An ISCO Salesforce App that will replace the DO - Referral System. | | | Commerce & Consumer Affairs (Dept) / Director's Office |
| DO - Salesforce LeTS | DCCA Salesforce Application used for tracking relevant bills, the division's position and testimonies. It replaces LTS. | | SaaS | Commerce & Consumer Affairs (Dept) / Director's Office |
| DO - Referral System | DCCA Lotus Notes Application that stores, routes, and reports of citizen requests that come directly to DCCA or via the Governor's office. The system tracks receipt dates, allows for assignment to the appropriate division/office, provides due dates and nags for their responses. | businessCritical | @UH | Commerce & Consumer Affairs (Dept) / Director's Office |
| DO - Legislative Tracking System (LTS) | DCCA Lotus Notes Application used for tracking relevant bills, the division's position and testimonies. | missionCritical | @UH | Commerce & Consumer Affairs (Dept) / Director's Office |

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| DO - Personnel - Electronic Leave System (ELS) | DCCA Lotus Notes Application that allows the DCCA staff to submit and approve leaves eletranically and obtain the balances of the various leave types. | missionCritical | @UH | Commerce & Consumer Affairs (Dept) / Director's Office |
| DO - Personnel - PeopleSoft Time and Leave | An ETS PeopleSoft App that replaced the DCCA ELS. | missionCritical | | Commerce & Consumer Affairs (Dept) / Director's Office |
| DFI - Micropact Entellitrak FIMS Replacement | Micropact Entellitrak, a FIMS Replacement | businessCritical | | Commerce & Consumer Affairs (Dept) / Financial Institutions |
| DFI - NMLS Licensees | DCCA Access App | businessCritical | @UH | Commerce & Consumer Affairs (Dept) / Financial Institutions |
| DFI - Financial Institutions Management System (FIMS) | DCCA Oracle Application that assists the users to track and coordinate: issuance of licenses; collection of taxes, fees, and fines; review of rate and policy filings; investigation of complaints and disciplinary actions; evaluation of legal caseload; tracking of mail; workload of personnel. | missionCritical | CoLo-DRFortress | Commerce & Consumer Affairs (Dept) / Financial Institutions |
| INS - Captives - New Salesforce App | A Pacific Point Salesforce application to enhance the regulation of Captive Insurance companies in Hawaii. | | | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - Hawaii Insurance Division System (HIDS) Replacement | | | | Commerce & Consumer Affairs (Dept) / Insurance Division |

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| INS - Legal RFS | DCCA Lotus Notes Application is used by Insurance division staff to submit work requests to the legal branch. | businessCritical | @UH | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - License Search | eHawaii online search service on insurance licensees. http://insurance.ehawaii.gov/hils/ | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - NIPR - Appointments and Terminations | NAIC/NIPR online service for producer license appointments and appointment terminations. | businessCritical | IaaS-AWS | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - NIPR - Contact Change Request | NAIC/NIPR App online service for submitting changes in contact information. | businessCritical | IaaS-AWS | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - NIPR - Licensing Line of Authority Amendment | NAIC/NIPR App online service for amending line of authority. | businessCritical | IaaS-AWS | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - NIPR - Licensing Renewal | NAIC/NIPR App online service for renewing surplus line broker licenses and those producer licenses holding a surplus line broker license may renew. The rest are processed via the eHawaii.gov. | businessCritical | IaaS-AWS | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - Office Services RFS | DCCA Lotus Notes Application used by Insurance division staff to submit work requests to Office Services. | businessCritical | @UH | Commerce & Consumer Affairs (Dept) / Insurance Division |

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| DO - HPEAP - Online Transcript Ordering System | eHawaii online service that allows former students of Hawaii accredited, degree-granting post-secondary institutions, which are no longer active, to pay for student transcripts with the use of credit cards. | businessOperational | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - Legal Opinions Document Library | | businessOperational | | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - Continuing Education Information Submission | eHawaii online service for Insurance Continuing Education Information Submission System. https://www.ehawaii.gov/dcca/insprovider/exe/provider.cgi | missionCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - Hawaii Insurance Division System (HIDS) | DCCA Oracle Application that assists the users to track and coordinate: issuance of licenses; collection of taxes, fees, and fines; review of rate and policy filings; investigation of complaints and disciplinary actions; evaluation of legal caseload; tracking of mail; workload of personnel. | missionCritical | CoLo-DRFortress | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - HILS Insurance Renewals | eHawaii Insurance License Extension/Renewal System. The renewal payment for the following license types can be submitted online based on the renewal due date of the license. https://www.ehawaii.gov/dcca/hils/renew/exe/insrenew.cgi | missionCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Insurance Division |

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| INS - Licensee CE Verification | eHawaii online search designed to help insurance licensees review their current continuing education requirements and list of completed courses applied to their current CE due date. https://www.ehawaii.gov/dcca/insce/exe/ce.cgi | missionCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - Licensee Services | eHawaii online service that allows the public to view and print out their licenses. https://insurance.ehawaii.gov/diss/welcome.html | missionCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - NIPR - Licensing Application | NAIC/NIPR App online service that accept applications for certain types of licenses. | missionCritical | IaaS-AWS | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - RPA - Hawaii Insurance Rate Review (HIRR) | DCCA Infor App ... | missionCritical | CoLo-DRFortress/GPC | Commerce & Consumer Affairs (Dept) / Insurance Division |
| INS - RPA - SERFF | NAIC/SERFF online service App that accepts rate filings. | missionCritical | | Commerce & Consumer Affairs (Dept) / Insurance Division |

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| ISCO - Solutions - Computer Account Request (CAR) | DCCA Lotus Notes Application used by division representatives (IS contact) to request the creation, modification or termination of accounts for the various computer systems used by DCCA. CAR does not create, modify, or terminate accounts. Instead CAR sends email notifications to the responsible IT staff to take action on the account and serves as a repository of these actions. | businessCritical | @UH | Commerce & Consumer Affairs (Dept) / ISCO |
| ISCO - Solutions - Request for Action (RFA) | DCCA Lotus Notes Application used by DCCA's division representatives (IS contacts) to submit IT related work requests. Based on subject, the work requests or RFAs are automatically routed to the appropriate branch and subject experts. | businessCritical | @UH | Commerce & Consumer Affairs (Dept) / ISCO |
| ISCO - Infra - Doc Lib | DCCA Lotus Notes Application used by the ISCO Infrastructure staff to document solutions to common day to day problems. | businessOperational | @UH | Commerce & Consumer Affairs (Dept) / ISCO |
| ISCO - Solutions - In/Out Board | DCCA Lotus Notes Application used by the ISCO staff to report time in/out activities | businessOperational | @UH | Commerce & Consumer Affairs (Dept) / ISCO |
| OAH - Online Decisions | DCCA Ironspeed Application that makes available redacted decisions and orders. http://web.dcca.hawaii.gov/OAHdecisions/PDF_INDEX/Public_ShowPDF_INDEXTable.aspx | businessCritical | | Commerce & Consumer Affairs (Dept) / Office of Administrative Hearings (OAH) |

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| OAH - Salesforce Case Management | DCCA Salesforce Project | businessCritical | PaaS-Salesforce | Commerce & Consumer Affairs (Dept) / Office of Administrative Hearings (OAH) |
| PVL - COED | DCCA Access App ... | businessCritical | @UH | Commerce & Consumer Affairs (Dept) / Office of Administrative Hearings (OAH) |
| OCP - Mortgage Foreclosure Dispute Resolution (MFDR) | eHawaii online service that enables all parties to a foreclosure (including lender, owner, neutral and OAH staff) to resolve and record the dispute electronically. https://mfdre.hawaii.gov/ | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Office of Consumer Protection |
| OCP - Public Sale Notice | eHawaii online service that enables creditors to electronically file a notice of public sale. Also enables the public to search for upcoming sale events. https://mfdre.hawaii.gov/notices/index.html | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Office of Consumer Protection |
| RICO/OCP/BREG - SEB Tax Intercept | DCCA Oracle Application that provides RICO/OCP tax intercept data into the Central Warrant Writer System process. | businessCritical | MFaaS/Omaha | Commerce & Consumer Affairs (Dept) / Office of Consumer Protection |
| PVL - Bulk License Download | eHawaii service that allows download of all professional and vocational licensee non-private information downloadable in bulk electronic format | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |

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| PVL - Initial Licensing | eHawaii service that allows users to apply for initial licensing towards various licenses. https://pvl.ehawaii.gov/mypvl | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |
| PVL - Insurance Certificate Submittal (Surety) | eHawaii service that allows a licensed insurance agent to submit insurance coverage information for contractors and pest control operators. http://pvl.ehawaii.gov/inikua | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |
| PVL - License Advisory Board Members Database | DCCA Lotus Notes Application of name, phone, and license status of PVL board members. | businessCritical | @UH | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |
| PVL - License Renewals | eHawaii online service that allows licensees to renew their PVL license. https://pvl.ehawaii.gov/mypvl | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |
| PVL - License Search | eHawaii online service that allows users to search PVL License information. https://pvl.ehawaii.gov/pvlsearch | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |
| PVL - MyPVL Dashboard | eHawaii online service that allows PVL licensees to access information and services 24/7 from a single dashboard. https://pvl.ehawaii.gov/mypvl | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Professional & |

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| | | | | Vocational Licensing Division |
| PVL - REB - AOAO Condominium Association Registrations | eHawaii online service that allows associations with 5 or more units to register and renew. https://aouo.ehawaii.gov/public/identify-project.html;jsessionid=1E6C9337380CF4E5D1C6A5DC0F400CB3.prodapp1 (https://aouo.ehawaii.gov/) | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |
| PVL - REB - Condo Developers Public Reports | DCCA Ironspeed online service that allows the search and download of Condominium Public Reports. http://web.dcca.hawaii.gov/DPR.Net/Public/ShowPublicTable.aspx http://hawaii.gov/dcca_condo/ | businessCritical | | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |
| PVL - REB - Continuing Education System | eHawaii online service for continuing education allowing providers to submit course completion information on existing licensees accurately and efficiently. https://ce.ehawaii.gov/rece/app/welcome.html | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |
| PVL - REB - CPR | DCCA Access App ... | businessCritical | @UH | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |

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| PVL - REB - Real Estate Continuing Education (RECE) | eHawaii online service that manages all Continuing Education and Pre-license Education programs. The site provides up-to-date licensing information for Real Estate Sales Agents or Brokers as well as provides upcoming continuing education & pre-license course information. https://pvl.ehawaii.gov/rece/app/welcome.html (https://pvl.ehawaii.gov/rece) | businessCritical | CoLo-Endeavor/HIC | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |
| PVL - Applicant/ Licensee Integrated Automated System (ALIAS) | DCCA Oracle Application supported by ETS. ALIAS Salesforce Replacement is being developed to retire this app. Alias is used by PVL to register and renew licensees for professionals and vocations. | missionCritical | CoLo-DRFortress | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |
| PVL-HO`ALA Salesforce | Pacific Point Salesforce Project | missionCritical | PaaS-Salesforce | Commerce & Consumer Affairs (Dept) / Professional & Vocational Licensing Division |
| PUC-Case & Document Management System (CDMS) | DCCA/PUC Case & Document Management System (CDMS) to replace the existing Document Management System (DMS). | businessCritical | PaaS-Salesforce | Commerce & Consumer Affairs (Dept) / Public Utilities Commission (PUC) |
| PUC-Document Management System (DMS) | DCCA/PUC Docket & Document Management System | businessCritical | | Commerce & Consumer Affairs (Dept) / Public Utilities Commission (PUC) |

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| RICO - State Certified Arbitration Program Database (SCAP) | DCCA Access Application for complaints relating to Lemon Law | businessCritical | @UH | Commerce & Consumer Affairs (Dept) / Regulated Industries Complaints Office (RICO) |
| RICO/OAH - Citation Log | DCCA Lotus Notes Application that stores, retrieves and processes data on RICO citations. The Citation database is a paperless system that sends electronic documents and pre-recorded email messages. The | businessCritical | @UH | Commerce & Consumer Affairs (Dept) / Regulated Industries Complaints Office (RICO) |
| RICO/OCP - Complaint History Report | DCCA Iron Speed online service that allows the public to search RICO or OCP Data with complaints. https://web2.dcca.hawaii.gov/ocp/#/search https://web2.dcca.hawaii.gov/rico/#/search | businessCritical | | Commerce & Consumer Affairs (Dept) / Regulated Industries Complaints Office (RICO) |
| RICO/OCP - Impact | Voyager .Net Application that replaced the Oracle based Complaint Management System. | businessCritical | @Department | Commerce & Consumer Affairs (Dept) / Regulated Industries Complaints Office (RICO) |
| RICO/OCP/SEB/CATV/DFI - Complaints Management System (CMS) | DCCA Oracle Application. Originally built for RICO and OCP and subsequently used by REB, CATV and DFI, this Application used to investigate allegations of misconduct by licensees and unlicensed activity that may be occurring in the State. | missionCritical | CoLo-DRFortress | Commerce & Consumer Affairs (Dept) / Regulated Industries Complaints Office (RICO) |

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| Meltwater Social Media Monitoring | Social media monitoring tool used by DOD Public Affairs Office Annual license: \$3,141.36 | businessOperational | | Defense (Dept) |
| AlphaGen Accounting System | | businessCritical | CoLo-DRFortress/GPC | Defense (Dept) / Administrative Support Office |
| ARRO | Web-based system to manage, track, and report on National Guard State Active Duty and Title 32 activities and expenses. Software Vendor: ISF | businessCritical | SaaS | Defense (Dept) / Administrative Support Office;Defense (Dept) / Hawaii Air National Guard;Defense (Dept) / Hawaii Army National Guard |
| Microsoft 365 Generic User Licensing | Microsoft 365 licensing for generic accounts and non-state employee users. Funded by individual Division or Office (ETS funds licenses for individual state employees only). Annual total: 138 licenses x \$299 ~ \$40407 | businessCritical | SaaS | Defense (Dept) / Administrative Support Office;Defense (Dept) / Hawaii Emergency Management Agency;Defense (Dept) / Hawaii National Guard Joint Staff;Defense (Dept) / State Office of Homeland Security;Defense (Dept) / State |

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| | | | | Office of Veteran Services |
| PDQ | \$1800 Annual. Software tracking and deployment tool. | businessCritical | CoLo-DRFortress/GPC | Defense (Dept) / Chief Information Officer |
| Intermapper | Server plus 5 Intermapper Remote Access licenses. \$1129.59 Annual. Monitors switches, routers, and other network infrastructure. Maps out physical topology of network. Situational awareness of network infrastructure. | businessCritical | CoLo-DRFortress/GPC | Defense (Dept) / Chief Information Officer; Defense (Dept) / Hawaii Emergency Management Agency |
| Emergency Duty Orders Publishing System (EDOPS) | Current system for generating State Active Duty orders in support of emergency operations and interface to payroll system. Antiquated and needs to be replaced. Uses Dbase. | businessCritical | @Department | Defense (Dept) / Hawaii Air National Guard; Defense (Dept) / Hawaii Army National Guard; Defense (Dept) / Hawaii National Guard Joint Staff |

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| ArcGIS | | | | Defense (Dept) / Hawaii Emergency Management Agency |
| HIEMA Amplifund | The Amplifund grant management system will be used by Hawaii Emergency Management Agency (HI-EMA) Disaster Assistance, Hazards Mitigation, and Finance & Administration Sections to capture pertinent data and provide the comprehensive, flexible, end-to-end grants management functionality needed by the Public Sector, including States and State Agencies, to manage their grant programs. Amplifund is a purpose-built, commercial-off-the-shelf SaaS grants management solution that has been used by organizations since 2011. | | | Defense (Dept) / Hawaii Emergency Management Agency |
| AlertSense IPAWS Origination | | missionCritical | @Department | Defense (Dept) / Hawaii Emergency Management Agency |
| Blackboard Connect | Provides staff recall when required to respond to EOC or incident activations. Annual license: \$2,867.13 | missionCritical | @Department | Defense (Dept) / Hawaii Emergency Management Agency |
| VTC - Video Teleconferencing | | missionCritical | @Department | Defense (Dept) / Hawaii Emergency Management Agency |

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| WebEOC | <p>System for managing and tracking Requests For Information (RFI) and Requests For Assistance (RFA)</p> <p>Software Annual Maintenance and Support: \$27,270.00 Hosted Environment: \$28,483.00</p> | missionCritical | @Department | Defense (Dept) / Hawaii Emergency Management Agency; Defense (Dept) / Hawaii National Guard Joint Staff |
| iCal | Legacy calendar server by Brown Bear Software. | administrativeService | | Defense (Dept) / Hawaii Emergency Management Agency; Defense (Dept) / State Office of Veteran Services |
| Automated Indicator Sharing | <p>AIS enables the exchange of cyber threat indicators between the federal government and the private sector at machine speed. Threat indicators are pieces of information like malicious IP addresses or the sender address of a phishing email (although they can also be much more complicated).</p> | administrativeService | CoLo-DRFortress/GPC | Defense (Dept) / State Office of Homeland Security |

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| Darknet | <p>Capability to monitor dark websites Generic Wi-Fi capability through Verizon Laptop with basic Windows OS and Linux Tails OS with Tor search tool (bootable from thumb drive) Allows analysts to search dark web sites safely Generic cell phone account through Verizon for social media access Development process USSS, HIDTA, OHS, ETS, and HPD coordination Operating cost: Recurring monthly cost \$41.00 (mobile hotspot) \$30.00 (voice)</p> | businessOperational | | Defense (Dept) / State Office of Homeland Security |
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| <p>OHS - Office of Homeland Security - Website</p> | <p>DOD Office of Homeland Security websites(multiple). Main website: http://dod.hawaii.gov/ohs</p> <p>Safe Keiki – Hawaii Statewide School Security Partnership: The SafeKEIKI users are vetted via recommendation to the HSFC staff by current SafeKEIKI users who know the prospective registrant and their need to share security related information within the school security realm. All users must have an “organization” email address. We do not allow @gmail or @hotmail type email addresses except for circumstances in smaller schools where this is the only option. URL: https://safekeiki.org</p> <p>HIORCA – Hawaii Organized Retail Crime Alliance The HIORCA users are vetted by Tina Yamaki and John Norris of the Retail Merchants Association. URL: https://hiorca.org</p> <p>HHVISA – Hawaii Hotel and Visitor Industry Security Association The HHVISA users are vetted by Jerry Dolak of the Hawaii Hotel Visitor Industry Security Association. URL: https://hhvisa.org</p> <p>Operating Cost: \$2,000.00 annually. Web hosting vendor is NetSential.com, Inc. webhosting active: 07/01/19 - 06/30/20</p> | <p>businessOperational</p> | <p>IaaS-AWS/HIC</p> | <p>Defense (Dept) / State Office of Homeland Security</p> |
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| Thomson Reuters CLEAR | <p>Thomson Reuters CLEAR is a comprehensive, online investigative platform that allows investigators and analysts to easily access billions of public records, publicly available information, and proprietary data for investigation and due diligence.</p> <p>Operating cost: \$25,042.43 for 7 users licenses. Annual subscription as a service active from November 2019 to October 31, 2019</p> | businessOperational | SaaS | Defense (Dept) / State Office of Homeland Security |
| Homeland Security Grants Management | | missionCritical | CoLo-DRFortress/GPC | Defense (Dept) / State Office of Homeland Security |
| Hoakoa Libera Antesto Case Management | <p>Case management system for veteran's records.</p> <p>Annual maintenance: \$27000</p> | businessCritical | SaaS | Defense (Dept) / State Office of Veteran Services |
| ArkCase | <p>Case Management System</p> <p>https://www.arkcase.com</p> | missionCritical | | Defense (Dept) / State Office of Veteran Services |
| DOE Personnel | Series of jobs used to generate reports used by HR Applications to process pay increase transactions. | businessOperational | MFaaS/Omaha | Education (Dept) |
| DOE Financial Management System | | missionCritical | SaaS | Education (Dept) |
| Financial Management Module | Financial system used to process payments to HI DOE vendors | missionCritical | MFaaS/Omaha | Education (Dept) |

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| FMS Legacy DOE | | missionCritical | MFaaS/Omaha | Education (Dept) |
| Payroll from VAX | Payroll system used to process HIDEOE employee paychecks | missionCritical | MFaaS/Omaha | Education (Dept) |
| PeopleSoft HRMS DOE | | missionCritical | Hosted-Managed Service | Education (Dept) |
| ETS-Adabas | | | | Enterprise Technology Services |
| ETS-Natural | | | | Enterprise Technology Services |
| ETS - DNS Security Subscription | DNS Security Subscription: Cisco Umbrella is a Domain Naming System (DNS) software as a Service offering. It provides protection to the network by inspecting DNS queries and matching them to Vendor provided lists and content categories. | businessCritical | SaaS | Enterprise Technology Services |
| ETS - hacc.hawaii.gov | Hawaii Annual Code Challenge informational website. | administrativeService | | Enterprise Technology Services / CIO |
| ETS - ets.hawaii.gov | | businessOperational | | Enterprise Technology Services / CIO |
| ETS - Safe Travels | The State of Hawaii's intake system hosted on the Google Cloud Platform. | missionCritical | PaaS-GCP | Enterprise Technology Services / CIO |
| Scriptcase (for PHP) | | | | Enterprise Technology Services / Client Services Branch |

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| ETS - Time and Leave System (TLS) | ETS timesheet management system. | businessCritical | @Kalanimoku | Enterprise Technology Services / Client Services Branch |
| CSB S1 System (request mgmt) | | businessOperational | | Enterprise Technology Services / Client Services Branch |
| ETS - prp.hawaii.gov (Paper Reduction) | Mainframe Paper Reduction Project informational web site | businessOperational | | Enterprise Technology Services / Client Services Branch |
| ETS - ZIP + 4 Project (package) | Code-1 provides ZIP+4 information for address fields in data files. Mailstream Plus takes the ZIP+4 information and creates the necessary postal reports which allows departments to take advantage of lower cost bulk mailing. | missionCritical | @Kalanimoku | Enterprise Technology Services / Client Services Branch |
| ETS - tip.hawaii.gov (Internship) | Transformation Internship Program - Provides a framework for college students to earn academic credit while collaborating with state personnel to advance transformation initiatives, including organizational change management, business process re-engineering and/or modernization of information technology systems and solutions. | administrativeService | | Enterprise Technology Services / Enterprise Services Branch |
| ETS - HawaiiPay Help Desk (hipservice.hawaii.gov) | | missionCritical | | Enterprise Technology Services / Enterprise Services Branch |

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| ETS - Virtual Private Network | Cisco AnyConnect VPN | businessCritical | @Department | Enterprise Technology Services / Networking Branch |
| ETS - hiwin.hawaii.gov | Hawaii Wireless Interoperability Network - informational site. | businessOperational | | Enterprise Technology Services / Networking Branch |
| ETS - ETS - Data Networking Suite | This is an "umbrella" application to hold all the various data networking applications used to protect state infrastructure and its data. | missionCritical | @Department | Enterprise Technology Services / Networking Branch |
| ETS - Network Monitoring System | SolarWinds | missionCritical | SaaS | Enterprise Technology Services / Networking Branch |
| ETS - Exec Branch Public IT Roadmap Dashboard | | businessCritical | SaaS | Enterprise Technology Services / Office of IT Governance |
| ETS - LeanIX | Statewide Application Portfolio Management | businessCritical | SaaS | Enterprise Technology Services / Office of IT Governance |

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| ETS - Test KW | | businessCritical | @Department | Enterprise Technology Services / Office of IT Governance |
| ETS - Info-Tech Online Service | IT Research and advisory online service URL: https://www.infotech.com/ | businessOperational | SaaS | Enterprise Technology Services / Office of IT Governance |
| TechSmith Snagit and Camtasia | TechSmith Snagit and Camtasia software offers screen capture & screen sharing & screencasting & video tutorial creation. | | | Enterprise Technology Services / PMO |
| ETS - Laser Printer Forms | The Laser Printer Project monitors and maintains the libraries on two of ICSD's Xerox Electronic Printing Systems (Laser), creates special forms using the laser's Forms Description Language, and assists State agencies in converting IBM line printed output to laser printed output. | missionCritical | MFaaS/Omaha | Enterprise Technology Services / Production Services Branch |
| ETS - ipsc.hawaii.gov | | businessOperational | | Enterprise Technology Services / Security Branch |
| ETS - soc.hi.gov | | businessOperational | | Enterprise Technology Services / Security Branch |
| ETS - ETS - Cybersecurity Suite | This is an "umbrella" application to hold all the various cybersecurity applications used to protect state infrastructure and its data. | missionCritical | @Department | Enterprise Technology Services / Security Branch |

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| ETS - ITRS Helpdesk | | businessCritical | @Kalanimoku | Enterprise Technology Services / Systems Services Branch |
| ETS - KOMANDS Financial Management System | Used to generate billing for ETS and HAWI services | businessCritical | @Kalanimoku | Enterprise Technology Services / Systems Services Branch |
| ETS - Mainframe VPN | VPN to access the mainframe | businessCritical | @Department | Enterprise Technology Services / Systems Services Branch |
| ETS - RACF | IBM tool to help the installation manage access to critical mainframe resources. Controls both authentication and authorization. | businessCritical | @Kalanimoku | Enterprise Technology Services / Systems Services Branch |
| ETS - Spectrum Protect | IBM product for tape backup on the mainframe. | businessCritical | @Kalanimoku | Enterprise Technology Services / Systems Services Branch |
| ETS - CA Sort | Sorting utility on a mainframe. Called with JCL. | missionCritical | MFaaS/Omaha | Enterprise Technology Services / Systems Services Branch |
| ETS - SyncSort | Sorting utility on a mainframe. Called with JCL. | missionCritical | MFaaS/Omaha | Enterprise Technology Services / Systems Services Branch |

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| ETS - Time Accounting and Billing System | Internal ETS application which processes employee timesheet data which is used to generate invoices to selected federally funded departments for work performed by ETS. Verifies TLS data and passes a file to KOMANDS Financial Management system to generate billing invoices. | missionCritical | MFaaS/Omaha | Enterprise Technology Services / Systems Services Branch |
| ETS - Adobe Creative Cloud and Document Cloud | | | SaaS | Enterprise Technology Services / Technology Support Services Branch |
| ETS - ETS Hosted WordPress Web Sites | | | | Enterprise Technology Services / Technology Support Services Branch |
| ETS - Government Private Cloud (GPC) | | | | Enterprise Technology Services / Technology Support Services Branch |
| ETS - Brandwatch | Social media content monitoring software. | administrativeService | SaaS | Enterprise Technology Services / Technology Support Services Branch |

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| ETS - o365.hawaii.gov | Office365 FAQ and Training web site | administrativeService | | Enterprise Technology Services / Technology Support Services Branch |
| ETS - esign.hawaii.gov | Adobe Sign informational and training web site | businessCritical | | Enterprise Technology Services / Technology Support Services Branch |
| ETS - my.hawaii.gov | | businessCritical | IaaS-AWS | Enterprise Technology Services / Technology Support Services Branch |
| ETS - OpenGov Open Data Portal (data.hawaii.gov) | | businessCritical | SaaS | Enterprise Technology Services / Technology Support Services Branch |
| ETS - portal.ehawaii.gov (HIC) | | businessCritical | CoLo-Endeavor/HIC | Enterprise Technology Services / Technology Support Services Branch |
| ETS - SharePoint | | businessCritical | SaaS | Enterprise Technology Services / Technology |

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| | | | | Support Services Branch |
| ETS - Socrata Open Data Portal (data.hawaii.gov) | | businessCritical | SaaS | Enterprise Technology Services / Technology Support Services Branch |
| ETS - Box.com | Online file storage - used as preventative measure to reduce data leak | businessOperational | SaaS | Enterprise Technology Services / Technology Support Services Branch |
| ETS - creativecloud.hawaii.gov | | businessOperational | | Enterprise Technology Services / Technology Support Services Branch |
| ETS - Dropbox.com | Online file storage - used as preventative measure to reduce data leak | businessOperational | SaaS | Enterprise Technology Services / Technology Support Services Branch |
| ETS - Everbridge | Emergency notification system. Not in Production yet | businessOperational | SaaS | Enterprise Technology Services / Technology Support Services Branch |

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| ETS - Hootsuite | Social media management platform | businessOperational | SaaS | Enterprise Technology Services / Technology Support Services Branch |
| ETS - SiteImprove | <p>Siteimprove is a cloud-based service that will be used to scan our public facing websites for Accessibility, SEO, and Quality Assurance.</p> <p>Features of the service include:</p> <p>Accessibility - Check how compliant a site is with the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA Guidelines.</p> <p>Quality Assurance - Locate and highlight broken links, misspellings, and readability issues.</p> <p>SEO - Search engine optimization, higher rankings, and organic traffic.</p> <p>The Siteimprove service will allow ETS to gain oversight, awareness, and reporting capabilities to monitor our public websites for accessibility and Section 508 compliance. ETS intends to offer this service/tool to website developers and content administrators throughout the Executive Branch (minus UH and DOE) to assist with the efforts in creating and maintaining accessibility compliance for their websites.</p> | businessOperational | SaaS | Enterprise Technology Services / Technology Support Services Branch |

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| ETS - stayconnected.hawaii.gov | | businessOperational | | Enterprise Technology Services / Technology Support Services Branch |
| ETS - sustainability.hawaii.gov | | businessOperational | | Enterprise Technology Services / Technology Support Services Branch |
| ETS - transparency.hawaii.gov | Our democratic form of government requires active citizen participation. State government will share information with the public and listen to public concerns and ideas. | businessOperational | | Enterprise Technology Services / Technology Support Services Branch |
| ETS - wpwiki.hawaii.gov | Provides web content managers with how-to articles for managing their WordPress sites and content. | businessOperational | | Enterprise Technology Services / Technology Support Services Branch |
| ETS - Adobe eSign | eSign provides the flexibility to eSign from any device, anywhere, anytime. | missionCritical | SaaS | Enterprise Technology Services / Technology Support Services Branch |

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| ETS - Azure Active Directory | Azure Active Directory (Azure AD) is Microsoft's cloud-based identity and access management service, which helps your employee's sign in and access resources in -External resources, such as Microsoft Office 365, the Azure portal, and thousands of other SaaS applications. -Internal resources, such as apps on your corporate network and intranet, along with any cloud apps developed by your own organization. | missionCritical | SaaS | Enterprise Technology Services / Technology Support Services Branch |
| ETS-Office365 | | missionCritical | SaaS | Enterprise Technology Services / Technology Support Services Branch |
| Legacy APPX | | missionCritical | @Department | Hawaiian Home Lands (Dept) / Administrative Services Office (ASO) |
| Mortgage Loan | | missionCritical | @Department | Hawaiian Home Lands (Dept) / Fiscal Office (FO) |
| Recordation | | businessCritical | @Department | Hawaiian Home Lands (Dept) / Homestead Services Division |
| Utility Star Gold Version 9.0 | | businessCritical | @Department | Hawaiian Home Lands (Dept) / |

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| | | | | Homestead Services Division |
| ApplicationXtender Web Access | | businessOperational | @Department | Hawaiian Home Lands (Dept) / Homestead Services Division |
| Applicant/Lessee | | missionCritical | @Department | Hawaiian Home Lands (Dept) / Homestead Services Division |
| DHHL - Salesforce Contact Center | | businessCritical | PaaS-Salesforce | Hawaiian Home Lands (Dept) / Office of the Chairman (OCH) |
| DHHL - Talkdesk Contact Center | | businessCritical | SaaS | Hawaiian Home Lands (Dept) / Office of the Chairman (OCH) |
| DHHL - Oracle EBusiness Suite | Oracle EBusiness Suite includes General Ledger, Accounts Payable, Accounts Receivable, Purchasing, and Discoverer | missionCritical | @Department | Hawaiian Home Lands (Dept) / Office of the Chairman (OCH) |
| DOH GIS and Data Layer Services | Integrate selected GIS layers with environmental data in the Hawaii Health Data Warehouse. Services is also available for any Epidemiology requirements | administrativeService | SaaS | Health (Dept) |
| DOH Health Utilization Care System (HXA) | Download of Payroll data to populate internal data bases and generate reports | administrativeService | MFaaS/Omaha | Health (Dept) |
| DOH TB Screening / Registry (TIMS/TBMIS) | Tuberculosis screening, certification and tracking of confirm cases | businessCritical | IaaS-AWS/HIC | Health (Dept) |

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| DOH Hawaii Health Data Warehouse | System that accumulates health related data from various source to report on the health status of the state | businessOperational | SaaS | Health (Dept) |
| DOH Surveillance Systems | Behavioral Risk and Health Surveillance data is capture analyze and report on health status of the state and support the core functions of public health which is assessment, assurance, and policy development | businessOperational | @Department | Health (Dept) |
| DOH Virtual and Physical Servers Environment Support | Management and Maintenance support of Physical Server clusters and Virtual Machine environment. | missionCritical | @Department | Health (Dept) |
| DOH-ASO Tableau | | | SaaS | Health (Dept) / Administrative Services Office |
| DOH-ASO Contracts Management System | Use information from RPF/proposal award process as input to Contract Genie, the contact generator. Contract review and approval will be done through SharePoint workflow and electronic signature. | administrativeService | @Department | Health (Dept) / Administrative Services Office |
| DOH-ASO Document Management System | Documents submitted for review and approval by ASO HRO and Director's Office will me managed by SharePoint services by providing a portal to submit documents, workflow for review and approval, electronic signature to certify documents, and document storage to manage access to documents. | administrativeService | @Department | Health (Dept) / Administrative Services Office |
| DOH-ASO Electronic Travel System (eTravel) | Generate Travel approval request, Completion of Travel Forms, and request for reimbursement | administrativeService | @Department | Health (Dept) / Administrative Services Office |

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| DOH-ASO Employee and Position Management System (HRMS) | Employee and Position management system | administrativeService | @Department | Health (Dept) / Administrative Services Office |
| DOH-ASO Information Technology General Research and Strategy | General Information Technology Research and Strategy Development | administrativeService | | Health (Dept) / Administrative Services Office |
| DOH-ASO Purchase Order Generation and Pcard Reconciliation System | Track and print purchase order download Pcard transactions and generate expense reports. | administrativeService | @Department | Health (Dept) / Administrative Services Office |
| DOH-ASO FAMIS/ DataMart Financial Reporting System | Posting of financial data and report on account balances | businessOperational | MFaaS/Omaha | Health (Dept) / Administrative Services Office |
| DOH-ASO Legislative Tracking System (LTS) | Track legislative bills during session and support hearing | businessOperational | @Department | Health (Dept) / Administrative Services Office |
| DOH-BHA INSPIRE+ Case Management Solution for added divisions - Application | The INSPIRE+ system is to add on tracking and services for all ADAD customers for case management of clinical services, billing, administration, and clinical direct service provider management, The INSPIRE+ expansion is as a Medicaid MMIS module tied to the majority of ADAD customers that receive services as MedQUEST beneficiaries. | | PaaS-Dynamics365 | Health (Dept) / Behavioral Health Administration |
| DOH-BHA Alcohol Drug Abuse Division - Management Information System (ADAD) | WEB Information for Treatment Service (WITS), base system for the Alcohol Drug Abuse Management Information System, tracks contracts of and accounts for services provided by Purchase of Service contractors. | businessCritical | PaaS-Dynamics365 | Health (Dept) / Behavioral Health Administration |

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| DOH-BHA INSPIRE Case Management Solution for CAMHD & DDD (Application) | The INSPIRE system tracks all CAMHD and DDD customers for case management of clinical services, billing, administration, and clinical direct service provider management, The INSPIRE is a Medicaid MMIS module tied to the 95%+ of CAMHD & DDD customers that receive services as MedQUEST beneficiaries. | businessCritical | PaaS-Dynamics365 | Health (Dept) / Behavioral Health Administration |
| DOH-BHA Dental Health Case Management System | | businessOperational | TBD - Future | Health (Dept) / Behavioral Health Administration |
| DOH-BHA Adult Mental Health Division - Management Information System (AMHD) | Behavioral Health Management Information System track clients of the Adult Mental Health Division inpatient and outpatient services and manages providers of services (BHMIS/AVATAR/ECURA) | missionCritical | PaaS-Dynamics365 | Health (Dept) / Behavioral Health Administration |
| DOH-BHA Adult Mental Health Division - EHR Modernization (AMHD) | Behavioral Health - Electronic Health Record track clients of the Adult Mental Health Division for all inpatient and outpatient services and manages providers of services. New system modernization project associated with this. (note replaces prior BHMIS/AVATAR/ECURA). | missionCritical | PaaS-Dynamics365 | Health (Dept) / Behavioral Health Administration |
| DOH EHA SLD Envista Air Monitoring and Reporting System | | | @Department | Health (Dept) / Environmental Health Administration |

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| DOH-EHA Horizon LIMS | <p>A laboratory information management system. LIMS is software engineered to gain efficiencies in lab workflow, data collection and analysis, lab sample tracking, reporting, and overall lab operations.</p> <p>Horizon uses Oracle databases. Cloud based, SaaS</p> <p>https://horizonlims.com/</p> | | | Health (Dept) / Environmental Health Administration |
| DOH EHA Laboratory Information Management System (STARlims) | <p>Laboratory Management Information System to track all samples and specimens being tested and their results.</p> <p>https://www.starlims.com/</p> | businessCritical | @Department | Health (Dept) / Environmental Health Administration |

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| DOH-EHA Clean Air Branch (CAB) Information Management System | The CAB System is a web-based information management application system supporting the Clean Air Branch operations in their mission-critical objectives. Current capabilities include facility/site management, map-viewer, complaint intake, investigations, permits, compliance deliverables, inbox, tasks, electronic document management, document generation, report generation and data flow transmittals to support Environmental Protection Agency (EPA) ICIS-AIR regulatory compliance requirements. The CAB System is part of the EHA Enterprise of Systems and is hosted on the Amazon Cloud, utilizes Microsoft AD (EHA) for SSO, and has touchpoints to other EHA systems. Stakeholders include branch staff, division and administration staff, other agencies, federal partners and the general public. | businessCritical | | Health (Dept) / Environmental Health Administration |
| DOH-EHA Environmental Impact Statement (EIS) Management Information System | A reference library data base of every environmental impact statement in Hawaii. Public Health Domain: Permits and Licensing | businessCritical | @Department | Health (Dept) / Environmental Health Administration |

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| DOH-EHA Safe Drinking Water (SDWB) Information System | The Safe Drinking Water Branch (SDWB) Information System centralizes program functions to support drinking water initiatives. These include Sanitary Surveys, Underground Injection Control, Groundwater Contamination, Drinking Water Sampling, Permitting , Monitoring and Compliance activities and the regulatory commitment to share information with the National Safe Drinking Water Information System (SDWIS). | businessCritical | SaaS | Health (Dept) / Environmental Health Administration |
| DOH-EHA Solid Hazardous Waste Management Information System | Record, track and report on eWaste, Hazardous waste dumping, underground storage tanks, Underground Injection Control, and Beverage Deposit Accounting/Audit System | businessCritical | SaaS | Health (Dept) / Environmental Health Administration |

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| <p>DOH-EHA Web-based Wastewater Systems Geospatial Viewer</p> | <p>Project involves the development and implementation of a web-based application system for the Wastewater Branch (WWB). System functionality includes public dashboard to communicate cesspool prioritization results and to access publicly accessible datasets; an interactive mapping tool with the capability to compare weighting scenarios; and the inclusion of septic and aerobic treatment unit systems inventory data provided by the State. Project also includes development of public outreach infographics and informational videos detailing information about the cesspool prioritization web application and how prioritization values are calculated; outreach strategy recommendations; and quarterly status reports. Project dates are 1/1/2022 through 6/30/2023. The web-based application is a custom solution that will be developed by the University of Hawaii (UH). The data is being supplied by the Department of Health (DOH) and UH. ArcGIS will be used to display the data. This will be a completely new application and there is currently nothing in place that provides this functionality currently. When developed, the data will be accessed by DOH, UH and the general public.</p> | <p>businessCritical</p> | <p>@UH</p> | <p>Health (Dept) / Environmental Health Administration</p> |
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| DOH-EHA CAB State and Local Emissions Inventory System (SLEIS) | The SLEIS System is a web-based information management application system supporting the Clean Air Branch operations in their mission-critical objectives. SLEIS allows CAB regulatory audience (permittees) to provide compliance data directly to CAB through electronic data submittals, which the system validates and packages for data flow transmittals to support Environmental Protection Agency (EPA) SLEIS regulatory compliance requirements. SLEIS meets EPA federal electronic signature requirements and has been approved by EPA as a Cross-Media Electronic Reporting Rule (CROMERR) compliant information management system. Stakeholders include branch staff, division and administration staff, other agencies, federal partners and the general public. | missionCritical | @Department | Health (Dept) / Environmental Health Administration |
| DOH-EHA Clean Water - Water Quality & Pollution Control System | Application to monitor water quality at beaches and manage Pollutant elimination systems and Water Quality Certification including permit, complaints, inspections, and enforcement processing. | missionCritical | @Department | Health (Dept) / Environmental Health Administration |

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| <p>DOH-EHA Clean Water Branch (CWB) Information Management System</p> | <p>The CWB System is a web-based information management application system supporting the Clean Water Branch operations in their mission-critical objectives. Current capabilities include beaches, monitoring locations, projects, facility/site management, map-viewer, water quality advisories and alerts, complaint intake, investigations, electronic document management, advisory/alert email subscription, faqs, public landing page, map viewer data exports and polluted runoff control features to support Environmental Protection Agency (EPA) compliance requirements. The CWB System is part of the EHA Enterprise of Systems and is hosted on the Amazon Cloud, utilizes Microsoft AD (EHA) for SSO, and has touchpoints to other EHA systems. Stakeholders include branch staff, division and administration staff, other agencies, federal partners and the general public.</p> | <p>missionCritical</p> | <p>IaaS-AWS</p> | <p>Health (Dept) / Environmental Health Administration</p> |
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| DOH-EHA CWB Water Quality Monitoring Sample Schedule and Results System | The CWB Water Quality Monitoring Sample Schedule and Results System allows CWB Monitoring section to schedule the collection and testing of water quality monitoring samples, and for SLD to test and record results. System data is source for WQX and BEACHES data flows - regulatory compliance requirements with EPA. | missionCritical | IaaS-Azure | Health (Dept) / Environmental Health Administration |
| DOH-EHA Hawaii Exchange Network (EN) Node - CLOUD | The Hawaii Exchange Network (EN) Node allows EHA to process EPA compliance data flow submittals from EHA program source systems to EPA through the federal Exchange Network (EN) and Central Data Exchange (CDX). The HI EN Node utilizes OpenNode2 software and federal data schemas and plug-ins outlined by EPA for regulatory compliance. | missionCritical | @Department | Health (Dept) / Environmental Health Administration |
| DOH-EHA Hazard Evaluation and Emergency Response (HEER) Information Management System | Core information management system for Hazard Evaluation and Emergency Response (HEER) Office. Cloud-hosted web-based externally accessible application system with incident management, site discovery and remediation management, document handling, and spatial-based viewer functionality. System is accessible by the public for self-service public records access. | missionCritical | | Health (Dept) / Environmental Health Administration |

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| DOH-EHA Web-based Food Safety Inspection System | <p>The Food Safety Inspection System was implemented in 2014. This web-based application information system is software-as-a-service (SAAS) provided by Tyler Technologies, Inc. The Food Safety Inspection System provides paperless inspection, billing, permitting, inspection data management tools and inspection scheduling functionality for the Food Safety Branch. The system is being used with mobile tablets and hotspots to provide for real time reporting to the public website. The system provides a public portal and search tool to allow the general public the ability to view inspection results online for any food establishment in the state. This application provides a fully transparent regulatory food safety program per Governors' goals.</p> | missionCritical | SaaS | Health (Dept) / Environmental Health Administration |
| EHA - ePermitting Portal | <p>The ePermitting Portal is an online form submission system that allows staff to design and publish online forms for application use by regulated entities for permitting and compliance purposes. Additional features include online payments, document repository and submission, submission workflows and version comparison. The ePermitting Portal is CROMERR compliant.</p> | missionCritical | @Department | Health (Dept) / Environmental Health Administration |

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| DOH Assessment and Control of Health Care Delivery System | Report on availability of health care resource from specialize equipment, services, and hospital beds. Review and approve Certificate of Need (CONS) | administrativeService | | Health (Dept) / Health Resources Administration |
| DOH Child Death Review | Surveillance system to reduce preventable deaths to infants, children and youth up to 18 years old | administrativeService | @Department | Health (Dept) / Health Resources Administration |
| DOH Professional and Vocational Licensing and Certification | Certify and licensing of laboratory technicians, trainers, inspectors | administrativeService | @Department | Health (Dept) / Health Resources Administration |
| DOH Children w/Special Health Needs | Provide services to children with abnormal condition that require intervention to return to normal life | businessCritical | @Department | Health (Dept) / Health Resources Administration |
| DOH Early Intervention Services | Tracks infants and toddler with developmental delay in certain developmental area as far as service delivery activities, performance reporting, and billing and reimbursements | businessCritical | PaaS-Dynamics365 | Health (Dept) / Health Resources Administration |
| DOH Electronic Communicable Disease Reporting (ECDR) | Clinician Portal to submit information on patients with suspected reportable disease. Public Health Domain: Disease Outbreak Control & Emergency Preparedness and Response | businessCritical | @Department | Health (Dept) / Health Resources Administration |
| DOH Electronic Disease Surveillance System | Provides disease monitoring, surveillance and reporting as well as outbreak management. Public Health Domain: Disease Outbreak Control & Emergency Preparedness and Response | businessCritical | @Department | Health (Dept) / Health Resources Administration |

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| DOH Electronic Lab Reporting (ELR) | Provides electronic transfer of lab results from the various commercial labs. Lab results are used by Disease Surveillance system called MAVEN to confirm cases of a disease outbreak. | businessCritical | @Department | Health (Dept) / Health Resources Administration |
| DOH Hansen's STD/Aids Registry/Tracking System | Tracking of clients that have Hansen's disease and are HIV positive or have contracted sexual transmitted disease (STDR/HPMMS). | businessCritical | SaaS | Health (Dept) / Health Resources Administration |
| DOH Health Care Facilities Management System | Certify works and inspect care homes and respond to complaints | businessCritical | PaaS-Dynamics365 | Health (Dept) / Health Resources Administration |
| DOH Medical Marijuana client registry | Tracks all applicants and clients that have been medically certified to use marijuana for treatment | businessCritical | IaaS-AWS/HIC | Health (Dept) / Health Resources Administration |
| DOH Public Health Nursing Client/Service Tracking System | Public Health Nursing Tracking System that track activities and service provided by DOH Public Health nurses. | businessCritical | PaaS-Dynamics365 | Health (Dept) / Health Resources Administration |
| DOH Birth Defects Registry | Track genetic disorders in the state | businessOperational | @Department | Health (Dept) / Health Resources Administration |
| DOH Elderly care Information System | Reference and Directory web site to support the elderly | businessOperational | | Health (Dept) / Health Resources Administration |
| DOH Emergency Response Support Systems | Systems include Alert Notification, Incident command communications and collaboration, Volunteer management and Learning Management system | businessOperational | SaaS | Health (Dept) / Health Resources Administration |
| DOH Executive Office of Aging Client Management System | Client management system to track long term services and supports for older adults family members and individuals with disabilities statewide | businessOperational | SaaS | Health (Dept) / Health Resources Administration |

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| DOH Inventory Management and Track System (IMATS) | Inventory Management system for all supplies and equipment needed to response to a disaster or disease outbreak | businessOperational | SaaS | Health (Dept) / Health Resources Administration |
| DOH Medical Marijuana Inventory Tracking System | Provide tracking and audit capabilities of the full production of Marijuana from seed to sale. | businessOperational | SaaS | Health (Dept) / Health Resources Administration |
| DOH New Born Screening (Metabolic and Hearing) | New Born Metabolic/Hearing Screening. Public Health Domain: Genetic Disorder; Women & Children Services. | businessOperational | @Department | Health (Dept) / Health Resources Administration |
| DOH Pregnancy Risk Assessment Monitoring System (PRAMS) | Pregnancy Risk Assessment Monitoring System Public Health Domain: Genetic Disorder; Women & Children Services | businessOperational | @Department | Health (Dept) / Health Resources Administration |
| DOH Telehealth Initiatives | Application Solutions Related to Telehealth Initiative | businessOperational | TBD - Future | Health (Dept) / Health Resources Administration |
| DOH Trauma Registry | Maintains data base of trauma injuries in the state. Incidents and patients data are maintained on a system called ImageTrend. | businessOperational | SaaS | Health (Dept) / Health Resources Administration |
| DOH Electronic Birth Reporting System (EBRS) | Electronic Birth events reported by Hawaii birthing centers | missionCritical | @Department | Health (Dept) / Health Resources Administration |
| DOH Electronic Death Reporting System (EDRS) | Electronic Death event reporting and update by Mortuaries, Physicians, Medical Examiner | missionCritical | IaaS-AWS/HIC | Health (Dept) / Health Resources Administration |
| DOH Electronic Marriage Application and License Reporting System | Electronic Marriage application capture system to generate marriage licenses and certificates. | missionCritical | IaaS-AWS/HIC | Health (Dept) / Health Resources Administration |

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| DOH Hawaii Immunization Registry (HIR) | Managing the inventory of federal supplied vaccine and clients that have been administered vaccines. | missionCritical | @Department | Health (Dept) / Health Resources Administration |
| DOH HI Emergency Medical Svc Info Management System (HEMIS) | Records and tracks all ambulance dispatches, response activities including patient condition and hospital disposition. Process ambulance service billing and reimbursement. | missionCritical | SaaS | Health (Dept) / Health Resources Administration |
| DOH Vital Statistics - ITOP | Data entry, processing of vital records (ITOP) | missionCritical | MFaaS/Omaha | Health (Dept) / Health Resources Administration |
| DOH Vital Statistics System (VSS) | Vital Statistics System that maintains a registry of all birth marriage and deaths in Hawaii. Issues Certified copies via an order tracking system | missionCritical | @Department | Health (Dept) / Health Resources Administration |
| DOH WIC electronic benefits transfer (eWIC) | Women, Infant, Child (WIC) food voucher issuing and vendor management system Public Health Domain: Genetic Disorder; Women & Children Services The back office accounting system that interfaces with the front end. | missionCritical | SaaS | Health (Dept) / Health Resources Administration |
| DOH Women, Infant Child (WIC) Food vouchering system (HiWIC) | Consolidate numerous disconnected applications and paper processes with one integrated environment. This project is seeking the services of a Systems Integrator to design and implement a comprehensive case management solution. WIC front end, where the system issues benefits to the clients. | missionCritical | SaaS | Health (Dept) / Health Resources Administration |

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| Personnel Records System | Series of jobs used to generate reports. | | MFaaS/Omaha | Human Resources Development (Dept) |
| Adobe Legacy LMS | | businessCritical | SaaS | Human Resources Development (Dept) / Employee Relations Division |
| Enterprise Learning Management System (LMS) | business owner: Patricia McDonald | businessCritical | SaaS | Human Resources Development (Dept) / Employee Relations Division |
| NeoGov | Recruiting software as a service sponsored by State Recruiting Office to support recruiting across the State. Enhancement to work file integration with ERP HR. | businessCritical | SaaS | Human Resources Development (Dept) / Employee Staffing Division |
| Enterprise Workload Manager | The enterprise workload manager allows for statewide workflow management of public assistance eligibility processing. This application is a hosted, cloud-based solution, so there is no incurred costs of hardware, office space, utilities, or other related costs associated with equipment installation and maintenance. | | | Human Services (Dept) / Benefits Employment and Support Services Division |

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| <p>DHS-BESSD HANA</p> | <p>Hawaii Automated Network for Assistance Application</p> <p>HANA is the system of record for the employment and child care services programs. HANA is an online, interactive and integrated system used by staff to perform intake, orientation, assessment, and planning of services for families who are required to participate in the work program. In addition, HANA maintains licensing and certification information for childcare providers and eligibility and issuance information for child care subsidy. HANA is designed to provide online client tracking, case management, payment and process automation. There are more than 300 users who access HANA functionality to support the related business processes.</p> <p>HANA is a 3-tier, J2EE application which shares its data tier on ADABAS on the Mainframe with the Hawaii Automated Welfare Information (HAWI) system which supports the financial assistance programs and the Supplemental Nutrition Assistance Program (SNAP). There are over 40 shared tables with HAWI, and all data manipulation logic is implemented in Natural. HANA uses Software AG's EntireX product to access the data on the mainframe, and maintains key reference data (e.g., code tables) on a DB2 database running in Linux. The developers use Apache</p> | <p>businessCritical</p> | <p>CoLo-DRFortress</p> | <p>Human Services (Dept) / Benefits Employment and Support Services Division</p> |
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| | <p>Subversion for source code management and version control.</p> <p>There are also two portals that allow browser based access for internal and external users. The portal provides designated service providers access to manage their bank account information and view their direct deposit payment history. It also provides the general public with information about BESSD services and secured access for recipients to view their benefit information. Changes to the HANA system may impact the DHS Portal.</p> | | | |
| DHS-BESSD P-EBT Status Portal | | businessCritical | CoLo-DRFortress | Human Services (Dept) / Benefits Employment and Support Services Division |
| DHS-BESSD Benefits Eligibility System (BES) | Eligibility determination system for TANF, SNAP, GA, etc. programs | missionCritical | CaaS | Human Services (Dept) / Benefits Employment and Support Services Division |
| DHS-BESSD HAWI Legacy Benefits Eligibility System | Eligibility determination system for TANF, SNAP, GA, etc. programs | missionCritical | MFaaS/Omaha | Human Services (Dept) / Benefits Employment and Support Services Division |
| DHS DSSA Financial and Accounting System (KBF) | A process used to utilize data (files) we get from FAMIS to provide information (reports) to the DHS Accountants and others. | businessCritical | MFaaS/Omaha/DHS | Human Services (Dept) / Director's Office |

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| DHS CaseExpert | Tyler Technologies, Inc., CaseExpert Case Management System designed for process of Social Security Disability claims. Application runs on the IBM iSeries and is supported by desktop and server based applications (for letter creations and interfaces with other SSA components). Each DDS Office runs an instance of the Case Tracking Software or CaseExpert customized for that specific site. | | | Human Services (Dept) / Division of Vocational Rehabilitation |
| DHS Case Service/Client Demographic System | VRISS: Vocational Rehabilitation Information Statistical System | businessOperational | MFaaS/Omaha/DHS | Human Services (Dept) / Division of Vocational Rehabilitation |
| DHS Vocational Rehabilitation | | missionCritical | SaaS | Human Services (Dept) / Division of Vocational Rehabilitation |
| DAGS-DHS-MQD KOLEA | | businessCritical | CoLo-DRFortress | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD Reporting | | businessCritical | CoLo-DRFortress | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD Cross Match of DHS & UI Wage & Employment Data | The system was designed to match social security numbers obtained from the Department of Human Services (DHS) against SSN's in the Unemployment Insurance wage record and employment data bases. | businessCritical | MFaaS/Omaha | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD DSSH/UI Interface | DHS and Unemployment/SWICA Interface | businessCritical | MFaaS/Omaha/DHS | Human Services (Dept) / Med-QUEST Division |

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| DHS-MQD Federal DEERS Database | | businessCritical | Custom 3rd-party Service | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD Federal Hub | | businessCritical | Custom 3rd-party Service | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD Federal Medicare Database | | businessCritical | Custom 3rd-party Service | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD Federal PARIS Database | | businessCritical | Custom 3rd-party Service | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD HPMMIS | | businessCritical | SaaS | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD HSAG Database | | businessCritical | Custom 3rd-party Service | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD Integrated Data and Analytic Platform | | businessCritical | SaaS | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD Benefits Portal | | missionCritical | CoLo-DRFortress | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD Business Rules (OPA) | | missionCritical | CoLo-DRFortress | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD Case Management (Siebel) | | missionCritical | CoLo-DRFortress | Human Services (Dept) / Med-QUEST Division |

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| DHS-MQD Adobe Portal | | missionCritical | CoLo-DRFortress | Human Services (Dept) / Med-QUEST Division |
| DHS-MQD AHCCCS MMIS | <p>AHCCCS is the developer and operator of its MMIS. The MMIS was built on 1980s technology (CA IDEAL using CA DATACOM database) and took more than five years to design, develop and implement. The MMIS first went live in 1990 and has been modified throughout the years to accommodate changes in Medicaid and Arizona's approach to healthcare for its members. In 200X, Arizona and Hawaii entered into an agreement where Arizona would provide MMIS services for Hawaii.</p> <p>The MMIS consists of the following functions (modules) that are part of the mainframe architecture:</p> <ul style="list-style-type: none"> · Financials · Reference · Provider · Case Management · Prior Authorization · Claims · Encounter and Reinsurance processing · Recipient · Eligibility and Enrollment · Data Warehouse · EDI · SFTP · Web processes | missionCritical | Hosted-Managed Service | Human Services (Dept) / Med-QUEST Division |

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| | <p>The MMIS currently operates out of the IBM cloud under a contract managed by the Arizona Department of Administration. Given the age of the technology, AHCCCS is finding it increasingly difficult to maintain and enhance to meet the states' growing business needs.</p> | | | |
| DHS-MQD healthcare.gov | Federal ACA enrollment application | missionCritical | SaaS | Human Services (Dept) / Med-QUEST Division |
| Boomi | Boomi provides cloud integration solutions via a SaaS-based AtomSphere platform for providers to stay connected with their consumers. | businessCritical | | Human Services (Dept) / Office of Information Technology |

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| RiteTrack | <p>RiteTrack</p> <p>The RiteTrack Juvenile Facility Solution is a web-based software application developed specifically for juvenile facilities. RiteTrack is designed to meet our needs here at Hawaii Youth Correctional Facility. This system is designed for juvenile facilities and managers information on the youths here at intake through discharge. This system will track incident tracking, room confinement room assignments, and tracking of youth's property directly into the interface. Hawaii Youth Correctional Facility will also be able to customize our dashboards. The case management functionality incorporates the required documentation of juvenile facility directly into the system. We are able to utilize enhanced case management features like embedding pictures and video into incident reports and tracking who is approved for phone calls and visitation with a youth. RiteTrack also enables scanning and storage of paper documents that are attached to a youth's record; which would end us in having to obtain storage of our youths' case files and eliminate the use of paper for the government.</p> | | CoLo-DRFortress | Human Services (Dept) / Office of Youth Services |
| DHS HYCF Legacy Case Mgmt | Hawaii Youth Correctional Facility is looking to replace this system. | businessOperational | @Department | Human Services (Dept) / Office of Youth Services |

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| DHS-SSD License Resource File System | LFR is part of CPSS | businessOperational | MFaaS/Omaha/DHS | Human Services (Dept) / Social Services Division |
| DHS-SSD Title XX Reporting System | Title XX Reporting is part of CPSS | businessOperational | MFaaS/Omaha/DHS | Human Services (Dept) / Social Services Division |
| DHS-SSD Child Protective Services (CPSS) Case Management System | Case management application for Child and Adult Welfare and Abuse Programs | missionCritical | MFaaS/Omaha/DHS | Human Services (Dept) / Social Services Division |
| DHS-SSD CPSS Payment System | | missionCritical | MFaaS/Omaha/DHS | Human Services (Dept) / Social Services Division |
| DHS-SSD IT Modernization | | missionCritical | TBD - Future | Human Services (Dept) / Social Services Division |
| DHS-SSD SHAKA | | missionCritical | @UH | Human Services (Dept) / Social Services Division |
| Jury Payroll Reporting System | This system updates the Jury Payroll Master file using the jurors payment file sent from a circuit court via FTP to ETS. The system also produces annual lists of amounts paid to jurors so that the jury clerk can provide information on income for the jurors' income tax purposes. | | MFaaS/Omaha | Judiciary;Judiciary / Policy & Planning (Dept);Judiciary / Traffic Violation Bureau (TVB);Judiciary / Volunteer in Public Services (VIPS) |
| DLIR-ASO Cost Accounting System (CAS) | | businessCritical | CoLo-DRFortress | Labor and Industrial Relations (Dept) / Administrative Services Office (ASO) |

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| DLIR-ASO SESA | DLIR State Accounting System | businessCritical | SaaS | Labor and Industrial Relations (Dept) / Administrative Services Office (ASO) |
| DLIR-DCD FileNet | Content Management | businessCritical | IaaS-AWS | Labor and Industrial Relations (Dept) / Disability Compensation Division |
| DLIR-DCD Disability Compensation Information System (DCIS) | The Disability Compensation Information System (DCIS) is a mainframe application that maintains case, claimant, entity, insurance and employer information for the Workers' Compensation (WC), Temporary Disability Insurance (TDI), and Prepaid Health Care (PHC) programs. The DCIS shares an employer data base with the information processing systems of the Unemployment Insurance (UI) Division. The DCIS addresses additional functions to include vocational rehabilitation, enforcement, TDI denials, PHC denials, and expanded process logging. | missionCritical | MFaaS/Omaha | Labor and Industrial Relations (Dept) / Disability Compensation Division |
| DLIR-DCD eCMS | Electronic Case Management System (eCMS) | missionCritical | PaaS-Salesforce | Labor and Industrial Relations (Dept) / Disability Compensation Division |

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| DLIR-DCD Case Management | | missionCritical | PaaS-Salesforce | Labor and Industrial Relations (Dept) / Disability Compensation Division |
| DLIR-HCRC Database Application | | businessCritical | @Department | Labor and Industrial Relations (Dept) / Hawaii Civil Rights Commission Division |
| DLIR Inspection and Permitting System | Allows elevator installation applications to be submitted online along with payment. | businessCritical | CoLo-Endeavor/HIC | Labor and Industrial Relations (Dept) / Hawaii Occupational Safety and Health |
| DLIR-Hoisting Machine Operator Certification | Allows users to submit an application or renew their hoisting machine operator certification. The public can also search for hoisting machine operators. | businessOperational | CoLo-Endeavor/HIC | Labor and Industrial Relations (Dept) / Hoisting Machine Operators Advisory Board |
| DLIR-Research and Statistics Green LMI | Search the online directory of green employers in Hawaii. Hawai`i Directory of Green Employers - The Directory of Green Employers features information on local green employers. Employers themselves are able to post and update profiles that describe their operations, specify their core occupations, and describe the skills and education they want in employees. The web site is hosted by the Hawai`i Information Consortium (HIC). | administrativeService | CoLo-Endeavor/HIC | Labor and Industrial Relations (Dept) / Research and Statistics Office |

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| DLIR-Research and Statistics Career Kokua | Career Kokua, the Hawai'i Career Information Delivery System - Career Kokua is the State's statutorily authorized career information delivery system. It provides localized career and related educational information for career planning and career decision making. Career Kokua's information and assessments are used by over 230 schools and agencies statewide | businessOperational | @Department | Labor and Industrial Relations (Dept) / Research and Statistics Office |
| DLIR-Research and Statistics ES-202 Employment and Wages Program | The Unemployment Insurance (UI) Research Data base system extracts information from the UI Benefits System files. This database is used to conduct studies to determine the effectiveness and adequacy of the Employment Security Law, evaluate Legislative proposals and project future benefit costs of Hawaii's UI program. | businessOperational | MFaaS/Omaha | Labor and Industrial Relations (Dept) / Research and Statistics Office |
| DLIR-Research and Statistics ES-203 Unemployment Insured Characteristics Research | The ES-203 system is a federally mandated program of the Research and Statistics Office of the Department of Labor and Industrial Relations (DLIR). This system extracts base information from the Unemployment Insurance (UI) Benefits system. The information is then used to produce tables used in reporting on the characteristics of the insured unemployed. | businessOperational | MFaaS/Omaha | Labor and Industrial Relations (Dept) / Research and Statistics Office |

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| <p>DLIR-Research and Statistics ETA-204 Research and Statistics System</p> | <p>The ETA-204 system is a federally mandated program of the Research and Statistics Office of the Department of Labor and Industrial Relations (DLIR). This system provides the Research and Statistics Office with various reports concerning employer information such as total taxable wages earned, taxes paid, benefit payments made, total covered employees, and the employer's status. Also, reports showing employers categorized statewide by account number, industry code, and island are generated.</p> | <p>businessOperational</p> | <p>MFaaS/Omaha</p> | <p>Labor and Industrial Relations (Dept) / Research and Statistics Office</p> |
| <p>DLIR-UI Child Support Enforcement Intercept</p> | <p>The Child Support Enforcement Intercept gathers information which will be used by the Department of the Attorney General, Child Support Enforcement Agency (CSEA). The project crossmatches the DLIR-UI Benefit Master file against a CSEA individual file. The extract information is written to an extract file which is used by CSEA.</p> | <p>businessCritical</p> | <p>MFaaS/Omaha</p> | <p>Labor and Industrial Relations (Dept) / Unemployment Insurance Division</p> |

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| DLIR-UI Workforce Management Information System (HireNet) | Hirenet Hawai'i is designed with Hawai'i's businesses in mind. Employers are able to post their job openings, search through resumes for possible candidates, access industry statistics and much more. Employer may also receive direct referrals from HireNet Hawai'i's virtual recruiter to assure they get the best match for their positions. Most importantly, all of these services are available at not cost. | businessCritical | SaaS | Labor and Industrial Relations (Dept) / Unemployment Insurance Division |
| DLIR-UI Disaster Unemployment Assistance (DUA) | | businessOperational | @Department | Labor and Industrial Relations (Dept) / Unemployment Insurance Division |
| DLIR-UI Re-employment Trade Adjustment Assistance (RTAA) | | businessOperational | @Department | Labor and Industrial Relations (Dept) / Unemployment Insurance Division |

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| DLIR-UI Benefits System (UIB) | The Unemployment Insurance (UI) Benefits system is a fully integrated system featuring extensive on-line update and inquiry facilities. This system automates most of the tasks involved in keeping track of UI Benefit claims. The system is designed to allow complex on-line inquiries, as well as the editing and validation of data before updating the files. All these activities can be done simultaneously by many users thus providing the most up-to-date information. The system also has batch jobs that perform functions such as the printing of the unemployment checks, generation of reports, and file updates. | missionCritical | MFaaS/Omaha | Labor and Industrial Relations (Dept) / Unemployment Insurance Division |
| DLIR-UI Hawaii Unemployment Insurance (HUI) Express | Hawaii Unemployment Insurance system offers free Quarterly Wage Reporting System (QWRS) software program to prepare your Quarterly Wage, Contribution and Employment and Training Assessment Report (UC-B6) and make payment online. Hawai`i Unemployment Insurance Express (Quarterly Wage Reports) - http://hui.eHawai`i.gov/hui/app/ Developed, supported, and hosted by HIC. | missionCritical | CoLo-Endeavor/HIC | Labor and Industrial Relations (Dept) / Unemployment Insurance Division |
| DLIR-UI Huiclaims - unemployment claims web-based intake | | missionCritical | | Labor and Industrial Relations (Dept) / |

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| DLIR-UI Interstate Benefit Internet | <p>This application is part of a nationwide network. The system was designed as a vehicle for participating states to transmit Interstate Benefits (IB) Internet data from one state to another. It provides a means for Hawaii and other states to receive claimant's information from each other. When Hawaii wants to verify a claimant's claim that he worked in another state, Hawaii would generate a computerized request transaction and send it to their regional center (Florida) for distribution to the state that the claimant worked. The request transaction is then processed in that state's computer and the information gathered for the claimant is then routed back to Hawaii via the regional center for Hawaii's processing.</p> | missionCritical | MFaaS/Omaha | Labor and Industrial Relations (Dept) / Unemployment Insurance Division |

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| DLIR-UI Quarterly Wage Reporting System (QWRS) | The Quarterly Wage Reporting System services the Unemployment Insurance (UI) Division of the Department of Labor and Industrial Relations. The primary function of this system is the capture and maintenance of employee quarterly wage data for use and distribution by the UI Benefit and UI Tax systems. Other functions include controlled distribution to other qualifying agencies, penalizing non-compliant employers, and providing summary data for statistical evaluations. This system is primarily an on-line oriented system with batch processing for functions which require large system resources such as mass updates to the data base, extensive searches, and large scale report generation. | missionCritical | MFaaS/Omaha | Labor and Industrial Relations (Dept) / Unemployment Insurance Division |
| DLIR-UI Quarterly Wage Reports System (QWRS) | Backend system to keep tracks of Hawaii Unemployment Insurance system's Quarterly Wage Reporting System (QWRS) . Example: tape info received from employer | missionCritical | @Kalanimoku | Labor and Industrial Relations (Dept) / Unemployment Insurance Division |
| DLIR-UI Tax System | The Unemployment Insurance (UI) Tax System maintains the UI employer data base, track the accounting and collection of UI taxes, penalize delinquent employers, assist in the tracking of audits, assist the auditors in their functions, and maintain statistics for Federal and State reports. | missionCritical | MFaaS/Omaha | Labor and Industrial Relations (Dept) / Unemployment Insurance Division |

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| DLIR-Wage Standards Division Information Management System (WSDIMS) | | businessCritical | @Department | Labor and Industrial Relations (Dept) / Wage Standards Division |
| DLIR-Wage Standards Certificate of Age Registration System (CARS) | Certificate of Age Registration System - Certificate of Age Registration System is operated from the director's server and is a MySQL based program to take in requests and issue Child Labor Work Permits for minors ages 16 to 17. | missionCritical | @Department | Labor and Industrial Relations (Dept) / Wage Standards Division |
| DLIR Referral System | Client intake to relay to interface with other systems to determine eligibility. | businessOperational | PaaS-Salesforce | Labor and Industrial Relations (Dept) / Workforce Development Council |
| DLIR-Workforce Development Apprentice Cards | | administrativeService | @Department | Labor and Industrial Relations (Dept) / Workforce Development Division |
| DLIR-Workplace Development Eligible Training Providers | Upgrading to HireNet | businessCritical | @Department | Labor and Industrial Relations (Dept) / Workforce Development Division |
| DLIR Work Opportunity Tax Credit (WOTC) | | businessOperational | @Department | Labor and Industrial Relations (Dept) / Workforce Development Division |

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| DLIR WOTC eApplication | Online intake of Work Opportunity Tax Credit (WOTC) requests by employers/consultants. Secured portal for employers/consultants to check status of requests, and download tax credit certification form. Secured portal for DLIR/WDD staff that provides for a centralized workflow, a display of status per requests, quarterly reporting, and a central database of requests. | businessOperational | @Department | Labor and Industrial Relations (Dept) / Workforce Development Division |
| DLIR-Workforce Development Apprenticeship Data Management System (ADMS) | | businessOperational | @Department | Labor and Industrial Relations (Dept) / Workforce Development Division |
| DLIR-Workforce Development Employment Training Fund (ETF) | | businessOperational | @Department | Labor and Industrial Relations (Dept) / Workforce Development Division |
| Public Land Trust Information System | | administrativeService | @Kalanimoku | Land & Natural Resources (Dept) |
| Water Resource Information Management System | A system that provides regulatory status about the use of Hawaii's water resources, under Article XI, Section 7, of the State Constitution. | businessCritical | CoLo-Endeavor/HIC | Land & Natural Resources (Dept) |
| Commission on Water Resource Management Hydrologic Analysis | | businessOperational | | Land & Natural Resources (Dept) |
| Aquatic Resources Geo-Referenced Database | | businessOperational | PaaS-Azure | Land & Natural Resources (Dept) / |

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| Aquatics Special Activity Permit System | | businessOperational | CoLo-DRFortress/GPC | Land & Natural Resources (Dept) / Aquatic Resources (DAR) |
| DLNR Boating Yardi Management Application | | | SaaS | Land & Natural Resources (Dept) / Boating and Ocean Recreation (DOBOR) |
| Boating Accounts Receivable System | | businessCritical | | Land & Natural Resources (Dept) / Boating and Ocean Recreation (DOBOR) |
| Bureau of Conveyances Land Records Management System | | missionCritical | PaaS-Azure | Land & Natural Resources (Dept) / Bureau of Conveyances |
| Conservation & Resources Enforcement Records Management System | | businessCritical | CoLo-DRFortress/GPC | Land & Natural Resources (Dept) / Conservation and Resources Enforcement (DOCARE) |
| Conservation & Resources Enforcement Hawaii Hunter Education Safety Courses | | businessOperational | CoLo-Endeavor/HIC | Land & Natural Resources (Dept) / Conservation and Resources Enforcement (DOCARE) |

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| Engineering Regulated Dam Safety Program | | businessCritical | @Kalanimoku | Land & Natural Resources (Dept) / Engineering Division (ENG) |
| National Flood Insurance Program Flood Hazard Assessment Tool | | businessCritical | @Kalanimoku | Land & Natural Resources (Dept) / Engineering Division (ENG) |
| Forestry GIS Collection Permit Database | Migration of forest data to ArcGIS online. | administrativeService | | Land & Natural Resources (Dept) / Forestry and Wildlife (DOFAW) |
| Forestry Hawaii Mobile Hunting & Trails Recreation Application | | businessOperational | | Land & Natural Resources (Dept) / Forestry and Wildlife (DOFAW) |
| Historic Preservation Integrated Management System | | missionCritical | PaaS-Azure | Land & Natural Resources (Dept) / Historic Preservation Division (SHPD) |
| DLNR-State Land Information Management System | | businessCritical | @Kalanimoku | Land & Natural Resources (Dept) / Land Division (LAND) |
| State Land Information Management System 2.0 (Voyager) | | missionCritical | | Land & Natural Resources (Dept) / Land Division (LAND) |
| OHA-Financials | | businessCritical | SaaS | Office of Hawaiian Affairs |

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| PSD Crime Victim Compensation Commission | Provide current information for crime victims. | businessCritical | CoLo-DRFortress/GPC | Public Safety (Dept) |
| PSD Website | http://dps.hawaii.gov/ Provide access to law enforcement information to citizens of Hawai'i. | businessOperational | | Public Safety (Dept) |
| PSD-Admin Personnel Operations Employee Management System (POEMS) | Personnel Operations Employee Management System - imports info from HRMS (DHRD). | administrativeService | @Kalanimoku | Public Safety (Dept) / Administration Division (PSD) |
| PSD-Admin FIS | Financial Information System (Purchase Order Management) | businessCritical | @Kalanimoku | Public Safety (Dept) / Administration Division (PSD) |
| PSD-Corrections Inmate Trust Account System | Individual inmate monetary accounts - Oracle 9 | businessCritical | @Kalanimoku | Public Safety (Dept) / Corrections Division |
| PSD-Corrections Intake Service Center System | Offender intake data capture, evaluation, and selective tracking - SQL DB C/S. | businessCritical | @Department | Public Safety (Dept) / Corrections Division |
| PSD-Corrections Statewide Automated Victim Information Notification (SAVIN) | Victims can register to receive notifications of when an inmate is moved or released, the system uses automatic emails, and notifies data owners if their data has not been updated in a timely manner. | businessCritical | SaaS | Public Safety (Dept) / Corrections Division |
| PSD-Corrections Time & Attendance | Time & Attendance systems. Includes: TAU-OCCC, TAU-HCF, TAU-WCCC, TAU-HCCC, TAUCPS | businessCritical | @Kalanimoku | Public Safety (Dept) / Corrections Division |
| PSD-Corrections Offendertrak | | businessOperational | @Kalanimoku | Public Safety (Dept) / Corrections Division |

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| PSD-Corrections Clinical Works | Electronic Medical Records system. | missionCritical | @Kalanimoku | Public Safety (Dept) / Corrections Division |
| PSD-Corrections Collaboration System (Upcoming) | This will be a new application to consolidate most of Corrections databases into a system that will identify defendants and all their files and records. | missionCritical | TBD - Future | Public Safety (Dept) / Corrections Division |
| PSD-Law Enforcement Records Management System | Records Management System | businessCritical | @Department | Public Safety (Dept) / Law Enforcement Division |
| PSD-NED Controlled Substance Registration System | Application is designed to allow the renewal of controlled substance registration issued by the State of Hawaii. | businessOperational | @Department | Public Safety (Dept) / Narcotics Enforcement Division |
| Social Security Admin Database | | businessCritical | SaaS | Social Security Administration |
| Remi Tax-PI Software | | businessOperational | @Department | Taxation (Dept) |
| TAX Genesys Call Center Software | Genesys Call Center Software is an omnichannel contact center and communications solution | missionCritical | CoLo-DRFortress | Taxation (Dept) |

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| TAX OpenText Captiva Capture | OpenText Captiva Capture is an enterprise capture platform, providing omni-channel capabilities for collecting everything from scanned paper to chatbots. It is not just for organizing content at the front door, but automating processes across the enterprise. It can automate processes for standard documents, such as Financial Accounts Payable and Accounts Receivable, or complex documents, such as contracts or partner requests that require action based on the document's content. | missionCritical | | Taxation (Dept) |
| TAX-GenTax Integrated Tax Processing Application | GenTax is a COTS application developed, sold, and maintained by FAST Enterprises. This application is in essence the ERP application for the Department of Taxation. GenTax is a complete, integrated tax processing software package designed to support an agency implementing multiple taxes. It adapts to diverse revenue agency requirements through configuration, not customization. | missionCritical | CoLo-DRFortress | Taxation (Dept) |
| DOT FACS e-construction | | businessCritical | | Transportation (Dept) |
| ServiceNow | A cloud computing platform to help companies manage digital workflows for enterprise operations. | | SaaS | Transportation (Dept) / Admin Division |

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| DOT-ADMIN DOT Document Management System (FY22) | The Document Management System for the Department of Transportation. Each Division stores data document. This system contains the repository of Project, Contracts, AS-BUILTS, Financial, correspondence documents. System runs a virtual servers running Windows 2012, FileNet 5.2.1, and Oracle 11g. Upgrade to FileNet 5.5.1 and Oracle 12c. It has an interface with AIRMIS 21 and the Harbors ARCGIS application. | businessCritical | @Department | Transportation (Dept) / Admin Division |
| DOT-ADMIN DOT Operations and Management Budget System | This application is use to consolidate the operational budget for the entire DOT. | businessCritical | @Department | Transportation (Dept) / Admin Division |
| DOT-ADMIN Legacy Lotus Notes/Domino Applications | The Administration Division maintains the Lotus Notes Applications for the Administration, Harbors and Highways Division. Users are from these organizations that request support both at the programming and administration. The individual applications may show up in other Divisions. | businessCritical | @Department | Transportation (Dept) / Admin Division |

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| <p>DOT-ADMIN B2G (OCR Software Renewal)</p> | <p>Since April 2016, the web-based B2G software is used by the Hawaii DOT to perform and manage Disadvantaged Business Enterprise (DBE) certifications on a daily basis. It allows applicants to apply and renew DBE certifications online. The U.S. DOT mandates all state DOTs to perform eligibility determinations within 90 days. The B2G software ensures that Hawaii DOT complies with this time frame. The software also provides for contractors to report payments to their subcontractors. Hawaii DOT is mandated by the U.S. DOT to monitor payments of prime contractors to their subcontractors. This system allows Hawaii DOT to accurately track such payments. The annual subscription fee is \$23,900. If the funding is not received, Hawaii DOT will be required to revert to paper applications, and hard copy payment verifications for DBE certifications and contract compliance, respectively. This will result in significant delays in processing of DBE certifications and prompt payment verifications, which may result in noncompliance with the above stated mandates.</p> | <p>missionCritical</p> | <p>SaaS</p> | <p>Transportation (Dept) / Admin Division</p> |
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| DOT-AIR AutoVue 2D Professional | Oracle's AutoVue 2D Professional provides extended teams with access to critical project and asset information contained in 2D CAD and Office documents. Its native document viewing, markup, and real-time collaboration capabilities deliver the foundation for an efficient document collaboration process. Oracle Autovue is used for viewing, reviewing and collaborating on product, asset and engineering documents and information across the global enterprise. Oracle Autovue is required with any Unifier subscription. Oracle cannot sell Unifier without Autovue, it is a component of the Unifier installation. | | | Transportation (Dept) / Airports Division |
| DOT-AIR Adobe Creative Cloud Acrobat Pro | Software used to edit acrobat file format | businessCritical | @Department | Transportation (Dept) / Airports Division |
| DOT-AIR AIRFAMIS | Department of Transportation, Airports Division's financial accounting system which passes data to the DAGS, FAMIS system. | businessCritical | SaaS | Transportation (Dept) / Airports Division |
| DOT-AIR AIRMISO (Management Information System for Operations) | Hosted SAAS, vendor Veoci | businessCritical | SaaS | Transportation (Dept) / Airports Division |
| DOT-AIR ANOMS | | businessCritical | SaaS | Transportation (Dept) / Airports Division |
| DOT-AIR Operations Identity Management System | System | businessCritical | SaaS | Transportation (Dept) / Airports Division |

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| DOT-AIR HNL Materials and Supplies Inventory System | Provide material and supplies inventory control for AIR-OM warehouse. | businessOperational | @Department | Transportation (Dept) / Airports Division |
| DOT-AIR Genetec Security Center | System | businessOperational | SaaS | Transportation (Dept) / Airports Division |
| DOT-AIR HNL Baseyard Fuel System | To help automotive section manage their fleet and work orders and an automatic fueling system that interfaces with Asset works. COTS backend | businessOperational | @Department | Transportation (Dept) / Airports Division |
| DOT-AIR Primavera Unifier Project Controls | Cloud service system that supports collection and reporting of engineering projects from planning to closing. | businessOperational | SaaS | Transportation (Dept) / Airports Division |
| DOT-AIR WINGS | Wings is a Geographic Information System. The Application aids Property Management, Engineering Section, etc. GIS on an Oracle backend | businessOperational | @Department | Transportation (Dept) / Airports Division |
| DOT-AIR NEC Thermal Scanning System | NEC Digital Platform (NDG) version 1.0.2-k-ts includes the Scene Processing or Live View functionality to observe the thermal cameras within the control rooms and handles the EBT image enrollments, as well as all of the configurations controlling the suite of services, cameras and the like. NEC NeoCenter version 1.1 | missionCritical | @Department | Transportation (Dept) / Airports Division |
| DOT-AIR AIRMIS21 | Airports Accounts Receivable/Billing/Contract Mgmt | missionCritical | @Department | Transportation (Dept) / Airports Division |
| DOT-AIR Duty Manager Log | Custom Notes Database to collect daily activities of Airport Operations | missionCritical | @Department | Transportation (Dept) / Airports Division |

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| DOT-AIR Everbridge Emergency Notification | | missionCritical | SaaS | Transportation (Dept) / Airports Division |
| DOT-AIR Security Access Control and Badging System | | missionCritical | @Department | Transportation (Dept) / Airports Division |
| DOT-HAR Asset Management System (AMS) | The Harbors Division requires ongoing maintenance of its Geographic Information System (GIS) and its recently implemented Asset Management System (AMS). The AMS, which manages assets ranging from stormdrain inlets to tenants, relies heavily on GIS, which maps such assets. Together, the AMS and GIS enable Harbors Division to be compliant with EPA Consent Decree requirements for storm water management throughout its facilities. Such environmental requirements, as well as advancements in information technology, can evolve as environmental laws and information technology become more complex. Therefore, it is imperative that the capabilities of the GIS and AMS are empowered to evolve accordingly. | | | Transportation (Dept) / Harbors Division |

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| DOT-HAR CIDS/PHIMS | DOTH uses CIDS to provide the majority of DOTH operational and financial information. CIDS – Accounts receivable, General Ledger, Agent to Accounts Receivable, Parking, Harbormaster, Property Manager, Engineering Project Manager. Integrated Financial Accounting and financial information system including required subsidiary ledgers (such as AR billing system, fixed Asset system and Capital Projects system) and electronic interface with DAGS FAMIS system | businessCritical | @Department | Transportation (Dept) / Harbors Division |
| DOT-HAR Geographic Information System (GIS) | | businessCritical | | Transportation (Dept) / Harbors Division |
| DOT-HAR Project Management Software Solution for HAR-E | The Dept. of Transportation, Harbors Division, Engineering Branch requests permission to procure a project management software solution to better manage our planning, CIP, and maintenance projects. The GSA procurement process will be used to solicit and select the appropriate implementation solution, and NASPO 16-18 will be used to procure the software licenses. Please see the attached Request for Quotes/Scope of Work that will be used to solicit proposals from the GSA list. The above cost is an estimated maximum at this time, as the GSA and NASPO procurement processes will determine the final cost. | businessCritical | | Transportation (Dept) / Harbors Division |

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| <p>DOT-HAR Vehicle Inspection and Personnel Electronic Registration System (VIPERS)</p> | <p>This system capability will provide security awareness and resilience to the harbors facilities and the operational mission. The Vehicle Inspection and Personnel Electronic Registration System will enhance and utilize existing Transportation Worker Identification Credential (TWIC) hand-held card readers purchased by the 2007 PSGP. In addition to tracking personnel entering the Harbors, VIPERS will record vehicle access into and out of the port. TWIC readers will be upgraded to the newest software and work on a cloud system compatible with the TSA Canceled Card List. In conjunction with being able to scan TWIC cards we will be able to scan driver's license (DL) from every state to ensure validity and that the DL holder is not wanted. The basic use of the VIPERS will be for vehicle passes/hang tags (parking stickers) that will integrate all the districts. The passes can be placed on the windshield and scanned with the TWIC reader which will bring up information on the vehicle.</p> | <p>businessCritical</p> | | <p>Transportation (Dept) / Harbors Division</p> |
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| DOT-HAR Port Hawaii Information Management System (PHIMS) | PHIMS works in conjunction with the original CIDS database system and eCIDS, new functions introduced include: <ul style="list-style-type: none"> • Improved CIDS month end closing processes • Tariff Rate Schedule Maintenance Including Review and Approval Processes, • Completion of the Agent to AR Electronic Self Reporting of Wharfage, Promised by KSG, but Not Delivered by KSG • Self-reporting – Accounts Receivable interface | missionCritical | @Department | Transportation (Dept) / Harbors Division |
| DOT-HWY AutoDesk | | | | Transportation (Dept) / Highways Division |
| DOT-HWY Blynscy Payver | | | SaaS | Transportation (Dept) / Highways Division |
| DOT-HWY Socrata | | | | Transportation (Dept) / Highways Division |
| DOT-HWY AS/400 | District-Level financial system used to maintain budgets, generate and approve purchase orders, track vehicle maintenance costs, and employee timesheets. | businessCritical | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Bentley Select server for CADD | server for CADD program licenses | businessCritical | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Design Branch As Built Log | Manages documents and drawings as they are entered into the As Built System. Access Final plans as delivered. | businessCritical | @Department | Transportation (Dept) / Highways Division |

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| DOT-HWY InRoads/InRoads Survey | Highway Design software | businessCritical | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Intergraph map software | GIS software | businessCritical | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY InterPlot Server/ InterPlot Client | CADD Plotting solution | businessCritical | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Microstation | Computer Aided Design and Drafting (CADD) Software | businessCritical | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY SHACA | | businessCritical | SaaS | Transportation (Dept) / Highways Division |
| DOT-HWY TARS | | businessCritical | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Transaction History Database (HWYAC Online) | database (MS-SQL Server) allowing the querying of HWYAC Transaction History | businessCritical | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Web Site | ICSD Hosted | businessCritical | CoLo- DRFortress/GPC | Transportation (Dept) / Highways Division |
| DOT-HWY 3D TopoQuads | GIS type reader with USGS Topoquad data (replaced by Topo North America on Windows7 machines) Database of maps | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Branch Mail Logs | Access based. Tracking incoming/outgoing mail. | businessOperational | @Department | Transportation (Dept) / Highways Division |

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| DOT-HWY Bridge Database | Record bridge inspection report. Access, Dreamweaver | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Budget Expend Plan | This database provides the Highways Division of the Department of Transportation a budget expenditure plan. This database is a tool to create a budget expenditure plan and communicate this plan between the PPB Management Office and the Highways Division. Notes application Contract | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Business Intelligence System | Tracking lane miles, conditions (for example) and based on that analysis, will determine the projects. | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Complaint Log | MS access | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY CPMS | construction management (formally CMS), MS Access | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY CSI Bridge Advanced | structural engineering program | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Design Cadastral database | Manages design cadastral information. Access | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Hilti Profis Anchor | Structural Calcs for base plates/anchors of | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Letter Log | Highways Letter Log Notes Application Contract Clerical application | businessOperational | @Department | Transportation (Dept) / Highways Division |

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| DOT-HWY Maintenance Management System | | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Motor Vehicle Safety MCV Card database | Manages Motor Carrier Vehicle Card data. Access | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Motor Vehicle Safety Office Drivers Education Instructors Database | Manages Driver Education Instructor information, certification information and certificates issued. Reporting to DMV, emailing to specific or all instructors. Access | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Pavement database | Manages Testing Lab pavement data Access | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Permit Log | Tracks permit applications submitted to Highways Division. Notes application Contract | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Personnel Employee Training database | Manages employee training information. Access | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Personnel Temporary Assignment database | Manages Temporary Assignment information of each employee. Access | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Planning Branch Land Use Review Log | Document Management System to manage Planning communication. Access, FrontPage | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Sample Log | Manages Testing Lab samples. Access | businessOperational | @Department | Transportation (Dept) / Highways Division |

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| DOT-HWY Traffic Work Order Log | Create and track work orders for Highways Division Traffic Branch. Notes application Contract | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Traverse PC | survey program | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Trimble TGO Office | communicates(exports/imports) survey data with other software | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Unit Price Summary | Collects bid price data for Highways projects. Access | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Visual Urban | Urban Hydraulic Modeler/Calcs | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY WinSTRUDL | 2D/3D Finite Element Analysis | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY WinTR55 | Small Watershed Hydrology Modeler/Calcs | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY WMS | Watershed Modeling System | businessOperational | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Build | | missionCritical | SaaS | Transportation (Dept) / Highways Division |
| DOT-HWY Headlight | | missionCritical | SaaS | Transportation (Dept) / Highways Division |

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| DOT-HWY IBM Personal Communications version 5 /Client Access | Interface to allow AS400 access | missionCritical | @Department | Transportation (Dept) / Highways Division |
| DOT-HWY Legacy Financial System | Department of Transportation, Highways Division's financial accounting system which passes data to the DAGS, FAMIS system. | missionCritical | MFaaS/Omaha | Transportation (Dept) / Highways Division |
| DOT-HWY Replacement Financial System | Department of Transportation, Highways Division's financial accounting system which passes data to the DAGS, FAMIS system. | missionCritical | IaaS-AWS | Transportation (Dept) / Highways Division |
| eClinical Works | | | | N/A |
| Enterprise Notification System (ENS) | | | | N/A |
| Finance Service | Finance Service - 10.5 | | | N/A |
| Hawaii- Liquor Control- Gross Liquor Sales Percentage Fee | | | | N/A |
| HR Service | HR Service - 1.8.4 | | | N/A |
| IntelliGrants | | | | N/A |
| PDQ Deploy | PDQ Deploy is a software deployment tool built to help automate patch management. It assists from updating 3rd party software to deploying scripts, to making useful system changes in almost no time. | | | N/A |
| Bugzilla 4.4.6 | Issue Tracking Linux Unbuntu 14.04 MySQL 14.14, dist 5.5.40 Apache 2.4.7 Perl 5.18.2 | businessCritical | @Department | N/A |

| | | | | |
|--|--------------------------------------|------------------|--|-----|
| Vulnerability Scanner | Tenable Nessus Vulnerability Scanner | businessCritical | | N/A |
| vCenter (Currently planning upgrade) | | missionCritical | | N/A |
| Xerox Corporation | | | | N/A |