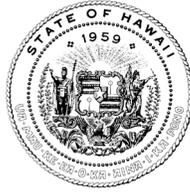


JOSH GREEN, M.D.
GOVERNOR



DOUGLAS MURDOCK
CHIEF INFORMATION
OFFICER

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

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Written Testimony of
DOUGLAS MURDOCK
Chief Information Officer
Enterprise Technology Services

Before the
SENATE COMMITTEE ON GOVERNMENT OPERATIONS AND THE COMMITTEE ON LABOR
AND TECHNOLOGY
THURSDAY, FEBRUARY 15, 2024

SENATE BILL 2526
RELATING TO INFORMATION TECHNOLOGY

Dear Chairs McKelvey and Aquino, and Vice Chairs Gabbard and Moriwaki, and members of the committees:

The Office of Enterprise Technology Services (ETS) **supports** this bill to extend the Technology Services Consolidation Working Group through 2028 as it assists ETS in working with certain state agencies to ensure critical state IT systems and data are hosted in a facility with the redundancy necessary to continue to operate even if one redundant component fails, preventing downtime and safeguarding the availability of critical government services.

SB 2526 amends Act 179 (2022) to allow ETS to partner with private providers and carriers; to inventory and categorize the business criticality of each major state information technology systems or data set; and determine the appropriate data center or hosting facility requirements based on the business criticality level of the system or data set.

The working group will submit a report of its findings and recommendations to the legislature each year until 2028.

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



February 14, 2024

**SUPPORT THE INTENT OF SB 2526
RELATING TO INFORMATION TECHNOLOGY**

Senate Committee on Labor and Technology
The Honorable Henry J.C. Aquino, Chair
The Honorable Sharon Y. Moriwaki, Vice Chair

Senate Committee on Government Operations
The Honorable Angus L.K. McKelvey, Chair
The Honorable Mike Gabbard, Vice Chair

Thursday, February 15, 2024; 3:10 p.m.
Conference Room 225 & Videoconference
Hawaii State Capitol; 415 South Beretania Street

Chairs Aquino and McKelvey, Vice Chairs Moriwaki and Gabbard, and members of the Committees,

Thank you for this opportunity to offer our support for SB 2526, Relating to Information Technology. My name is Richard Zheng, President and CEO of Servpac.

As a locally owned company established in 2004, Servpac has evolved from a Hawaii telecommunications provider to an all-in-one cloud-based technology solution, offering high speed fiber internet, VoIP phones, cloud computing, data center colocation and managed IT services. We understand the unique challenges that Hawaii's businesses face and we provide customized solutions to keep them connected in a mission-critical world.

Data centers and fiber optic networks are key contributors to the development and expansion of Hawaii's high-tech sector. These infrastructures facilitate the creation of high-paying jobs in the technology industry, thereby diversifying Hawaii's economy.

Ultimately, we see value in data facilities having system backup which includes dual-powered, redundant electrical, distribution and storage system, and highly redundant server and network architectures.

Mahalo for allowing Servpac to share our perspectives on SB 2526.