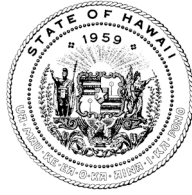


JOSH GREEN, M.D.  
GOVERNOR



DOUGLAS MURDOCK  
CHIEF INFORMATION  
OFFICER

## OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

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

Written Testimony of  
DOUGLAS MURDOCK  
Chief Information Officer  
Enterprise Technology Services

Before the  
SENATE COMMITTEE ON LABOR AND TECHNOLOGY  
MONDAY, FEBRUARY 5, 2024

SENATE BILL 2879  
RELATING TO TECHNOLOGY

Dear Chair Aquino, Vice Chair Moriwaki, and members of the committees:

The Office of Enterprise Technology Services (ETS) **supports** this bill to establish and appropriate funds for an artificial intelligence government services pilot program.

ETS is currently working on a proof of concept to incorporate artificial intelligence technology into our current websites and portal. This technology should allow citizens to interact with the website using natural language queries.

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



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The Thirty-Second Legislature, State of Hawaii  
The Senate  
Committee on Labor and Technology

Testimony by  
Hawaii Government Employees Association

February 5, 2024

S.B. 2879 — RELATING TO TECHNOLOGY

The Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO strongly opposes the purpose and intent of S.B. 2879 which establishes and appropriates funds for an artificial intelligence government services pilot program to provide certain government services to the public through an internet portal that uses artificial intelligence technologies.

Unemployment services, issuance of death certificates, building permits, and drivers licenses are services that are/have been traditionally performed by civil servants – our union members. This measure goes against civil service law and the merit principles. Although only a pilot project, we view this as a form of partially privatizing four essential government functions which could eventually displace hundreds of employees who perform duties within the scope of government services listed in this bill. According to a recent report from Goldman Sachs, they estimate that **“roughly two-thirds of current jobs are exposed to some degree of AI automation, and that generative AI could substitute up to one-fourth of current work. Extrapolating our estimates globally suggests that generative AI could expose the equivalent of 300 mn full-time jobs to automation”**. Locally, we fear that allowing the use of artificial intelligence (AI) for essential government services may eventually displace thousands of jobs – jobs that local families here in Hawaii depend on. Furthermore, we don't yet understand the full scope of AI and its capabilities. Specifically, the accuracy of AI, the cost-effectiveness, prone to biases, among others. AI is new and we are in uncharted territory – it would be irresponsible for government to implement AI when we may not know its full capabilities and impact. This pilot project is a ‘slippery slope’ that we will not entertain.

Thank you for the opportunity to submit testimony in strong opposition to S.B. 2879.

Respectfully submitted,

Kauanui Sabas  
Legislative Specialist



Randy Perreira  
President

# HAWAII STATE AFL-CIO

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The Thirty-Second Legislature, Hawaii  
The Senate  
Committee on Labor and Technology

Testimony by  
Hawaii State AFL-CIO

February 5, 2024

## TESTIMONY ON SB 2879 - RELATING TO TECHNOLOGY

Chair Aquino, Vice Chair Moriwaki, and members of the committee:

The Hawaii State AFL-CIO is a federation of 74 affiliate labor organizations who represent over 68,000 union members within the State of Hawaii. The Hawaii State AFL-CIO serves its affiliates by advocating for workers and their families before the state legislature and other branches of state and county government.

The Hawaii State AFL-CIO **strongly opposes** SB 2789. We believe that while embracing technological advancements is essential, it must be done thoughtfully, taking into consideration the well-being of the workforce.

One of our primary concerns with this bill is the potential for significant job displacement in government services. We acknowledge the potential benefits of incorporating artificial intelligence (AI) technology, but we must also address the impact on the affected employees. Additionally, most of the potential affected employees are covered under collective bargaining agreements which would subject the introduction of new technology to negotiation.

We urge the committee to carefully consider the potential consequences for workers in government positions and explore ways to safeguard their job security and rights before the implementation of AI technology. It is essential to strike a balance between technological progress and protecting the interests of our workforce.

Respectfully submitted,

/s/ Randy Perreira  
Randy Perreira  
President

**SB-2879**

Submitted on: 2/3/2024 8:48:57 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Andrew Crossland	Individual	Oppose	Written Testimony Only

Comments:

I **oppose** this Bill. It is too vague and does not allow anyone to understand to what extent that AI would be implemented for these services.

**SB-2879**

Submitted on: 2/3/2024 11:56:45 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
L Toriki	Individual	Oppose	Written Testimony Only

Comments:

I strongly oppose this bill.

AI is too easy to manipulate with potential fraud.

**SB-2879**

Submitted on: 2/3/2024 1:06:33 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Jadine L Brown	Individual	Oppose	Written Testimony Only

Comments:

I oppose this bill because if tech is going to be used in gov., it needs to be spelled out more understandably so all can understand it clearly. This bill does not meet that criteria.

**SB-2879**

Submitted on: 2/3/2024 1:06:38 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Amy Yang	Individual	Oppose	Written Testimony Only

Comments:

I oppose SB 2879. It is hurtful to our society in large. It shouldn't be brought up in the first place.

**SB-2879**

Submitted on: 2/3/2024 1:16:23 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Kimo Sinh	Individual	Oppose	Written Testimony Only

Comments:

I oppose SB2879.



**SB-2879**

Submitted on: 2/3/2024 1:29:45 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Luna Chow	Individual	Oppose	Written Testimony Only

Comments:

I oppose SB2879.

**SB-2879**

Submitted on: 2/3/2024 4:04:06 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Rami Donahoe	Individual	Oppose	Written Testimony Only

Comments:

This bill is very vague. AI is growing very quickly to the point they are starting to have their own intelligence. We are in the wild west here- we are not up to speed enough to deal with ramifications of quick implementation of AI. This should be analyzed more deeply with correct wording.

**SB-2879**

Submitted on: 2/3/2024 7:37:54 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Yvonne Alvarado	Individual	Oppose	Written Testimony Only

Comments:

I, Yvonne Alvarado Oppose Bill SB2879

**SB-2879**

Submitted on: 2/3/2024 8:45:09 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Laurie Langton	Individual	Oppose	Written Testimony Only

Comments:

Aloha,

I am writing in opposition of SB2879. The state has not made clear its intent or extent of the use of AI. Who will make these decisions? Will the people be notified prior to implementation? What services will utilize AI.

This bill is far too vague to be comfortable with it. We need more clarification and more transparency.

Please support the will of the people- who pay your salary- and vote no on this bill..

Regards,

Laurie Langton

**SB-2879**

Submitted on: 2/3/2024 9:23:46 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
CHESTER LUM	Individual	Oppose	Written Testimony Only

Comments:

Thank you for allowing me to submit testimony opposing this bill.

Artificial Intelligence (AI) is still in the development stages with research on-going.

SB2879 should be tabled.

Once again, thank you for allowing me to submit testimony opposing this bill.

Chester Lum

**SB-2879**

Submitted on: 2/3/2024 9:32:16 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
ronelle	Individual	Oppose	Written Testimony Only

Comments:

I strongly oppose SB2879, the wording is much too vague to understand how and why AI would be used.

**SB-2879**

Submitted on: 2/4/2024 9:31:16 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Amanda Scardilli	Individual	Oppose	Written Testimony Only

Comments:

OPPOSE THIS BILL : due to the ways that AI could potentially be used to take job away from the people. I say potential because this bill is not well written and very vague for my imagination to fill in the blanks in which the AI would be used.

OPPOSING DUE TO : AI SHOULD NOT BE USED FOR STATE GOVERNMENT SERVICES.

Thank you,

Amanda Scardilli

**SB-2879**

Submitted on: 2/4/2024 11:02:52 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Anne Kamau	Individual	Oppose	Written Testimony Only

Comments:

I oppose this bill. Mahalo.



**SB-2879**

Submitted on: 2/4/2024 11:12:04 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Kehaulani Feleciano	Individual	Oppose	Written Testimony Only

Comments:

I oppose bill is to vague on how and why the bill is being used.

**SB-2879**

Submitted on: 2/4/2024 11:34:56 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Jeffrey F Mizuno	Individual	Oppose	Written Testimony Only

Comments:

Oppose

**SB-2879**

Submitted on: 2/4/2024 2:52:47 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Scott Shedko	Individual	Oppose	Written Testimony Only

Comments:

I oppose SB2879.

I do not trust AI!

**LATE**

**SB-2879**

Submitted on: 2/5/2024 7:22:33 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
julie schaus	Individual	Oppose	Written Testimony Only

Comments:

I oppose sb 2879

artificial intelligence is anti humankind

**LATE**

**SB-2879**

Submitted on: 2/5/2024 6:32:41 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Rosemarie Vailisale	Individual	Oppose	Written Testimony Only

Comments:

I, Rosemarie Vailisale, on behalf of We the People oppose and does not support such bill.

**LATE**

**SB-2879**

Submitted on: 2/5/2024 12:24:36 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Manulani Garcia	Individual	Oppose	Written Testimony Only

Comments:

Oppose

**LATE**

**SB-2879**

Submitted on: 2/4/2024 11:10:11 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Cheryl Rzonca	Individual	Oppose	Written Testimony Only

Comments:

AI is still too new and is reliant on human input to the system therefore subject to human error as well as system error. Our State & City systems are not capable of handling the current data and to add AI to it will not be an improvement. This is a data disaster waiting to happen.

Please oppose!

**LATE**

**SB-2879**

Submitted on: 2/4/2024 11:09:53 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Debbie Wyand	Individual	Oppose	Written Testimony Only

Comments:

I strongly oppose using Artificial

Intelligence. The wording in this bill is vaguely worded so it is difficult that understand how abc why it would be used. Vote no



**LATE**

**SB-2879**

Submitted on: 2/4/2024 10:40:28 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Ruben Ongos	Individual	Oppose	Written Testimony Only

Comments:

I OPPOSE THIS BILL!!

**LATE**

**SB-2879**

Submitted on: 2/4/2024 7:08:22 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Elizabeth Clapper	Individual	Oppose	Written Testimony Only

Comments:

The use of AI is not a safe way to operate and should not be used .

**LATE**

**SB-2879**

Submitted on: 2/4/2024 7:13:17 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Monique Perreira	Individual	Oppose	Written Testimony Only

Comments:

Need to be a more transparent bill. To vague.

**LATE**

**SB-2879**

Submitted on: 2/4/2024 7:25:22 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Rita Wong	Individual	Oppose	Written Testimony Only

Comments:

I Oppose SB2879

The wording is much too vague to understand how and why AI would be used

**LATE**

**SB-2879**

Submitted on: 2/4/2024 8:09:13 PM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Magoon Ohana	Individual	Oppose	Written Testimony Only

Comments:

Oppose as it is-- Although it could have some positive aspects, the Bill seems vague and appears it could be manipulated easily to suit those in power.

**LATE**

**SB-2879**

Submitted on: 2/5/2024 8:31:09 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Sam schaus	Individual	Oppose	Written Testimony Only

Comments:

I oppose sb2879  
artificial intelligence will be used fraudulently

**LATE**

**SB-2879**

Submitted on: 2/5/2024 8:37:29 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Ryan Willis	Individual	Oppose	Written Testimony Only

Comments:

I strongly oppose

**LATE**

**SB-2879**

Submitted on: 2/5/2024 8:41:22 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Kanoë Willis	Individual	Oppose	Written Testimony Only

Comments:

I strongly oppose



**LATE**

**SB-2879**

Submitted on: 2/5/2024 8:51:31 AM

Testimony for LBT on 2/5/2024 3:10:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Greg schaus	Individual	Oppose	Written Testimony Only

Comments:

I oppose sb2879

no to artificial intelligence. It will be mis used.