

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES
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Program ID/Title: AGS-131
Information Processing & Communication Services (ICSD)

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I. Goals (ICSD)

To provide efficient, effective, and available information technology (IT) services in the areas of computing, telecommunications, application development, and web-based services for the purpose of assisting State government agencies in fulfilling their current and future business mission and objectives. To support and implement the principles, policies, and technologies within the Business and IT/IRM Transformation Plan developed by the Office of Information Management and Technology (OIMT), to improve the delivery of government services and increase transparency in State government operations.

II. Objectives and Policies (ICSD)

- A. Deliver accurate and available IT Services to enable state agencies to meet their business objectives
- B. Expand IT service offerings to meet increased state agencies demand for computing, storage, and network connectivity
- C. Secure and protect the IT assets and resources residing in the state's Data Center and the state's electronic data transmitted through the state's data networks

III. Action Plan with Timetable (ICSD)

- A. Objectives and Policies #1 - Deliver Accurate and Available IT Services to Allow State Agencies to Meet their Business Objectives
 - 1. Past Year Accomplishments
 - a. Generated 86,354 W-2 Wage and Tax Statement forms for calendar year 2013 for employees of the State Branches of government consisting of Executive Branch Departments, the Department of Education, Hawaii State Public Library System, Office of Hawaiian Affairs, Hawaii Health Systems Corporation, the Judiciary Branch, the Legislative Branch, and the University of Hawaii.

- b. Implemented bargaining unit contract pay increases and retro-active payments for the Executive Branch, Judiciary, Hawaii Health Systems Corporation, and the Department of Education employees.
- c. Processed 9,808 Hawaii Government Employee Association (HGEA) and United Public Workers' (UPW) employee retro-active medical refunds. Generated 514 medical refunds for HGEA members who terminated their employment with the State but were due a refund. These refunds were needed because prior to the contract being settled, employees were being assessed at a higher rate. Medical refunds are being worked on for terminated UPW employees.
- d. Provided the following computer programming services to the Accounting Division of the Department of Accounting and General Services:
 - Implemented federal operating account code changes which allow the State to lapse federal funds over multiple years.
 - Converted the employer's and Department of Taxation's copy of employee W-2s from microfiche to portable document format (PDF).
 - Converted the University of Hawaii Federal Credit Union (UH FCU) hard copy Payroll Assignment Registers to PDF thereby reducing the amount of paper used.
- e. Provided the following computer programming services to the Campaign Spending Commission:
 - Candidate Committee Filing System (CFS)
Implemented system modifications for the addition of new "Authorized" fields for "Schedule B-Expenditures" and "Schedule E-Unpaid Expenditures". This new field will enable the Campaign Spending commission (CSC) to better ensure compliance of spending rules by Candidate Committees, as well as, increased transparency.
 - Candidate Committee Filing System (CFS) and Non-candidate Committee Filing System (NCFS)
Completed multiple processes to extract and export CFS and NCFS contribution and expenditure data to the Campaign Spending Commission's Socrata site. As a part of the Open Data Initiative, the data was made available for the public to view and download. Also, the project team created layouts which were used in visualization applications created by Socrata. The application, accessible by the public, uses the extracted data and layouts to

create visual representations of data in the form of pie charts and graphs.

- f. Provided the following computer programming services for the Unemployment Insurance Division of the Department of Labor and Industrial Affairs:
- Implemented the Unemployment Insurance State Information Data Exchange System (SIDES) and E-response systems. These systems consist of sending requests for claimant separation information to participating employers via a broker through an automated system instead of sending requests on paper via mail.
 - Implemented the Electronic Low Earnings Report Management (ELERM) System. The ELERM is an internet filing system providing information on employers with missing and/or delinquent low earnings reports. The file will be used to create form letters to affected employers.
 - Implemented the 15 percent penalty program which assesses penalties to claimants who fraudulently collected benefits.
 - The first phase of a new procedure using electronic transactions provided by the National Council on Compensation Insurance (NCCI) was implemented. This replaces the manual process of inputting the Workers' Compensation Notice of Insurance records. The NCCI transaction file is digitally pre-edited and processed to update the DCIS computer system files.
- g. Provided the following computer programming services for the Budget Planning Program Management Division of the Department of Budget and Finance:
- Implemented enhancements to the electronic Budget (eBUDDI) web-based and mainframe applications to reduce paper consumption by providing the option to generate budget reports in PDF (portable document format) on the FTP (File Transfer Protocol) server. This in turn has allowed for quicker turn-around for statewide budget balancing.
 - Implemented enhancement to the Division's electronic Capitol Improvement Program's (eCIP) web-based application to produce

an Over Expended Report. This report identifies projects where expenditures exceed appropriations.

- Implemented changes to support Act 134, SLH 2013, which allows authorized federal fund appropriations to not lapse at the end of the fiscal year for which the appropriation is made.
- h. Provided the following computer programming services for the Financial Administration Division of the Department of Budget and Finance:
- Generated 1099-INT and 1099-MISC forms for calendar year 2013 for the Financial Administration Division's Unclaimed Properties and Administrative Research offices.
 - Assisted the Financial Administration Division with processing 2-1/2 years of catchup with the Cash Management Information System which requires that the State minimize the time between the drawdown of funds from the Federal Government and their disbursement for program purposes. The Cash Management Improvement Act of 1990 imposes a requirement to pay interest where transfers are not made in a timely fashion.
- i. Provided the following computer programming services for the Professional and Vocational Licensing Division of the Department of Commerce and Consumer Affairs:
- Implemented enhancements to accept and process insurance transactions submitted through a web-based application developed by the State's internet portal vendor. This provides another option to accept transactions, frees staff from initial data entry, and speeds up processing these transactions.
 - Implemented a new scheme to generate file folder labels for select new licensees and address labels for mailing wall certificates rather than generating both labels for all new licensees. File folder labels became obsolete for most new licensees since digitizing licensee documents.
- j. Created 250 virtualized servers to host Hawaii department applications. Partnered with over a dozen departments/agencies in identifying infrastructure requirements and began migrating applications over to the Cloud. According to the Uptime Institute,

decommissioning a single physical rack server can annually save \$500 in energy, \$500 in operating system licenses, and \$1500 in hardware maintenance costs.

- k. Completed the consolidation of Lotus email license renewals across State departments for fiscal year 2015 while providing the option for these State departments to migrate to cloud-based email.
- l. Completed the migration of OIMT, ICSD, Governor's Office, Lt. Governor's office and the Office of Elections to cloud email.

2. One Year

- a. Implement a Change Management System (N20) that will control migrations of computer programs into a production environment, verify and ensure proper changes and approval testing, assist in archiving and recovery of programs, and maintain complete audit trails and compliance.
- b. Participate in the Unemployment Insurance Benefits web modernization and launch of mobile applications for the claimant framework and task list, claimants' initial and reactivation claims and filing of weekly claim certificates.
- c. Create a task force to identify areas that can reduce paper consumption, investigate alternatives to paper such as PDF (portable document format) reports, and pilot viable alternatives. Despite the delay from last year in creating the group, progress has been made in this area. Department of Taxation's employee W-2s were converted from microfiche to PDF and UH FCU hard copy Payroll Assignment Registers are now available in PDF (see III.A.1.d). In addition, eBuddi has the option to generate budget reports in PDF (see III.A.1.g).
- d. Improve the Secure File Transfer Facility to improve reliability, security and efficiency through the upgrade of both hardware and software and taking advantage of improvements in networking technology.

3. Two Years

- a. Install and implement N20 in the test region for the Unemployment Tax and Quarterly Wage systems. The next phase will include the Unemployment Insurance Benefits and Disability Compensation

systems. All systems will follow a test and acceptance plan to promote a move to production.

- b. For the Unemployment Insurance Benefits web modernization and Mobile Applications project, review and implement the modernization framework, initial entry screen and task lists.
- c. Reduce paper consumption by implementing best of breed technology identified by pilot projects.

4. Five Years

- a. Finalize N20 system and operational documentation and monitor N20 and review audit reports in the production and test environments.
- b. For the Unemployment Insurance Benefits web modernization and Mobile Applications project, review and implement initial claims and claim certification. Implement the Unemployment Insurance Benefits modernized website.
- c. The program will continue to refine objectives that were previously identified and follow-up on unfinished objectives and any new initiatives that may have been identified.

B. Expand IT Service Offerings to Meet Increased State Agencies Demand on Computing, Storage, and Network Connectivity

1. Past Year Accomplishments

- a. ICSD is assisting with the execution of OIMT's Business Transformation and Information Technology Strategic Plan, providing resources for planning, procuring, implementing, and maintaining OIMT-defined projects.
- b. The Data Center's core network infrastructure (for the Government Private Cloud) has been completed and now supports connectivity speeds of 1, 10 and 40 Gbps (Gigabits per second).
- c. The 10 Gbps backbone upgrade to all buildings in the downtown Civic Center has been completed.
- d. The State's communication network is more reliable due to establishing back-up circuits on Oahu (West Oahu, Windward and

East Oahu) and establishing redundant circuits in Hilo, Kona, Maui, and Kauai.

- e. High availability colocation data and telecom centers have been procured to provide dedicated sites for greater network reliability.
- f. A WiFi pilot project has been completed in offices of interested State Directors and some common conferences and meeting rooms, such as at the Kalanimoku Building and State Office Tower.
- g. ICSD is continuing efforts to procure the hardware and software for the Government Private Cloud (GPC) core infrastructure at the State's Data Center, the interim Disaster Recovery site and at telecom centers. This past year, hardware and software network infrastructure was procured for the existing data center and the colocation facility.
- h. Procurement of the replacement of leased mainframes continues. Significant issues dealing with RFP discussions were resolved and the RFP was released.
- i. The upgrade of automation appliances for the State's Domain Name Service (DNS) has been completed.

2. One Year

- a. Continue work with the CIO and OIMT on expanding IT service offerings that are in line with the New Day Initiatives and/or the Business Transformation and Information Technology Strategic Plan.
- b. Maintain and upgrade the data center core infrastructure in the State's Data Center for the Government Private Cloud (GPC) as necessary to maintain product support.
- c. Continue the build of the GPC infrastructure to allow automated self-service server cloud provisioning instead of relying on manual and human-based provisioning of servers.
- d. Continue the deployment of network backup circuits and implement network topology changes to support greater network reliability.
- e. Complete implementation of telecom and data centers resulting in secure and improved computer and network infrastructure.
- f. Continue implementation of WiFi access in State Buildings.

- g. Continue the implementation of the GPC infrastructure disaster recovery site and telecom centers.
- h. Continue work on the replacement of leased mainframes.

3. Two Years

- a. Continue to work with the CIO and OIMT on expanding IT service offerings that are in line with the New Day Initiatives and/or the Business Transformation and Information Technology Strategic Plan.
- b. Continue the build of the GPC infrastructure to allow automated self-service server cloud provisioning.
- c. Continue expanding the deployment of backup circuits and implementing network topology changes to support greater network reliability.
- d. Maintain and upgrade the telecom and data centers infrastructure as necessary to maintain product support.
- e. Continue implementation of WiFi access in State buildings.
- f. Continue the implementation of the GPC infrastructure disaster recovery site and telecom centers.

4. Five Years

- a. The program will continue to refine objectives that were previously identified and follow-up on unfinished objectives and any new initiatives that may have been identified.

C. Secure and Protect the IT Assets and Resources Residing in the State's Data Center and the State's Electronic Data Transmitted through the State's Data Networks

1. Past Year Accomplishments

- a. ICSD procured and deployed a new Intrusion Prevention System (IPS) to replace IPS equipment that had reached end of support, and procured new firewalls to replace equipment reaching end of support.
- b. On February 2014, opened the State's Security Operations Center (SOC) which increases the State's cyber security posture by employing technology tools to detect and prevent cyber attacks on the State's network. The SOC instituted a Cyber Threat Intelligence

program which provides information on the current threats to the State's data and network services; developed a Cyber Incident Response Plan which provides departments with detailed incidents reports for remediation; and established a SOC Partnership Program with State departments to increase visibility.

- c. Continued to ensure that systems and equipment maintenance continue. Replace or upgrade systems and equipment that reach end-of-life or are no longer supported by manufacturer.
- d. Completed the upgrade of mainframe software for the Child Support Enforcement Agency of the Department of the Attorney General.

2. One Year

- a. Work with the CIO and OIMT on planning and implementing security programs relating to the New Day initiatives and/or Business Transformation and Information Technology Strategic Plan.
- b. Deploy new firewalls and IPSs at new colocation facilities.
- c. Continue to develop and expand the SOC into a mature program.
- d. Continue to ensure that systems and equipment maintenance continue. Replace or upgrade systems and equipment that reach end-of-life or are no longer supported by the manufacturer.
- e. Continue working on the upgrade of mainframe software to address the Department of Education and the systems supporting government wide operations such as payroll and FAMIS.

3. Two Years

- a. Continue to work with the CIO and OIMT on planning and implementing security programs relating to the New Day initiatives and/or Business Transformation and Information Technology Strategic Plan.
- b. Maintain and upgrade firewalls as necessary to maintain product support.
- c. Continue to develop the SOC into a mature program.

- d. Continue to ensure that systems and equipment maintenance continue. Replace or upgrade systems and equipment that reach end-of-life or are no longer supported by the manufacturer.

4. Five Years

- a. The program will continue to refine objectives that were previously identified and follow-up on unfinished objectives and any new initiatives that may have been identified.

IV. Performance Measures (ICSD)

- A. Customer Satisfaction Measure – If there are suggestions and/or complaints, an annual written survey for departments/agencies affected by the division will be developed and distributed. The results will be evaluated and significant areas of concern identified by users will be addressed.
- B. Program Standard Measure – Monitor and evaluate the division's Measures of Effectiveness for delivery of service.
- C. Cost Effectiveness Measure – Annual costs will be monitored and any significant variance in expenditures will be evaluated and corrective measures implemented, as needed.