DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES
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Program ID/Title:            AGS-130
                             Information Management & Technology Services (OIMT)

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I.      Goals

        The Office of Information Management and Technology (OIMT) has prepared The
        State of Hawai'i Business and Information Technology / Information Resource
        Management Transformation Strategic Plan to ensure that the necessary information
        services are appropriately planned, invested in, and implemented based on mission
        requirements identified in the plan.

        OIMT's charge is to architect, invest, and implement services and solutions that
        achieve the objectives in the plan.

II.     Objectives and Policies

        A. Establish governance processes, policies, and methodologies that guide the
           management and oversight of the state's IT/IRM investments, acquisitions, and
           projects (including system development, BPR, and infrastructure improvements).

        B. Identify opportunities for business process re-engineering (BPR) and initiate
           projects that will directly benefit the public and state employees through the
           modernization of lines of business (LOBs).

        C. Institute enterprise shared services and a consolidated IT/IRM infrastructure to
           address internal-facing, shared support services, data management services,
           infrastructure and systems on an enterprise-wide basis as the technology
           foundation for future work.

III.    Action Plan with Timetable

        A. Establish governance processes, policies, and methodologies that guide the
           management and oversight of the state's IT/IRM investments, acquisitions, and
           projects (including system development, BPR, and infrastructure improvements).

           1. Past Year Accomplishments (FY2013)

              a. Hire Professional Services Consultant to plan, develop, and establish
                 Statewide IT/IRM Governance (GOV), Enterprise Architecture (EA) and
                 Enterprise Portfolio Management (PfM) for the State of Hawaii.

                 • July 2012 (FY13) Budget Request approved for GOV, EA, PfM
                   consultants

- August 2012 Plan Request For Proposal (RFP) to solicit for consultant services
- September 2012 Develop RFP
- October 2012 Finalize RFP
- November 2012 State Procurement Office (SPO) Issues RFP
- December 2012 Bidder response period
- January 2013 SPO receives bids
- February 2013 Bid Evaluations
- March 2013 RFP Award
- April 2013 Issue Award Notice
- May 2013 Contract Negotiations
- June 2013 Contract Finalization
- July 2013 Issue Consultant Notice To Proceed

    b. Reviewed numerous requests for hardware and/or software (ICSD-205) and requests for consultant/professional services.

2. One Year (FY2014)

    a. Ensure that governance projects and initiatives continue.

    b. Initiate project to identify and review all policies and procedures related to governance.

    c. Initiate Project Kick-off for IT/IRM Governance (GOV), Enterprise Architecture (EA) and Portfolio Management (PfM) with Consultant.

    d. Initiate Executive Branch Agencies participation on all GOV, EA, PfM related initiatives via CIO/EA Working Group (EAWG).

    e. Establish Charter for GOV, EA and PfM, roles, responsibilities, engagement rules and objectives, and deliverables for FY14.

    f. Establish priority GOV, EA and PfM policies, standards and procedures for statewide adoption.

    g. Establish enterprise Life Cycle Management principle of Architect, Invest, Implement and Operate (Capital Planning and Investment Control (CPIC).

    h. Establish a Statewide automated solution for Executive Branch Agencies to request IT/IRM investment approvals via electronic forms with workflows to retire paper-based processes currently utilized.

    i. Establish organizational structure, staffing and resources to sustain GOV, EA and PfM operational activities.

3. Two Years

    a. Continue to refine, mature and evolve the above mentioned statewide processes, procedures and solutions. Ensure sustainability of those initiatives set forth for IT/IRM Governance, EA and PfM objectives.

     b.  Continue to ensure that governance projects and initiatives continue.

     c.  Replace or upgrade existing governance policies and procedures that have reached end-of-life or are no longer applicable.

4.  Five Years
     a.  Continue to refine, mature and evolve the above mentioned statewide processes, procedures and solutions. Ensure sustainability of those initiatives set forth for IT/IRM Governance, EA and PfM objectives.

B.  Expand IT Identify opportunities for business process re-engineering (BPR) and initiate projects that will directly benefit the public and state employees through the modernization of lines of business (LOBs).

1.  Past Year Accomplishments (FY2013)
     a.  Initiated the following IT projects to improve business processes:
- Treasury Deposit Receipts
- Payroll Change Schedule
- Department of Human Resource Development Process Improvement

     b.  Initiated Enterprise Resource Planning (ERP) assessment. A consultant to provide ERP enterprise architecture support was selected and has started work.

     c.  Initiated Collaboration/PMIS Project. Selected a consultant to provide services to develop a portfolio, program, and project management information system (PMIS) for use by OIMT, programs, and projects that are managed, overseen, or reported through OIMT.

     d.  Started phase I of the Health Information Technology (HIT) project.

     e.  Continued work on DoTax Modernization Project that was initiated in fiscal year 2012.

     f.  Started State website modernized project. Working in conjunction with a vendor. State websites were upgraded.

     g.  Developed standards for dashboard websites.

     h.  Initiated Open Data Project.

     i.  Implemented web site visitor interactive surveys and analysis on selected web sites.

2.  One Year (FY2014)
     a.  Continue work on DoTax Modernization Project.

    b.  Issue Request for Proposals for ERP Project.

  3.  Two Years
    a.  Select vendor, award contract, and start work on DoTax Modernization Project.

    b.  Select vendor, award contract, and start work on ERP Project.

  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. Institute enterprise shared services and a consolidated IT/IRM infrastructure to address internal-facing, shared support services, data management services, infrastructure and systems on an enterprise-wide basis as the technology foundation for future work.**

    **Refer to AGS-131 Information Processing & Communication Services (ICSD) Annual Report on Goals, Objectives, and Policies for additional information.

  1.  Past Year Accomplishments (FY2013)
    a. Commenced work on the Hawaii Broadband Initiative. The project requires technical engineering analysis that identifies and assesses alternative courses of action for sustaining critical broadband communications capabilities that are employed in support of Hawai'i's overarching Broadband Initiative. Contractor has started assessment.

    b.  Conducted security assessment. Results indicate that State IT resources are at risk.

    c.  Developed goals and objectives for One Net Project.

    d.  Initiated data center planning project.

    e.  Launched gis.hawaii.gov for geospatial information services and publicly available map layers.

  2.  One Year (FY2014)
    a.  Started Phase 1 of the One Net Project.

    b.  Pilot VOIP.

  3.  Two Years
    a.  Implement One Net.

    b.  Implement VOIP.

  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

    A. Customer Satisfaction Measure – Implemented software to facilitate customer feedback, such as web site visitor interactive surveys and analysis on selected web sites. The results will be evaluated and significant areas of concern identified by customers will be addressed.

    B. Program Standard Measure – Monitor and evaluate OIMT'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.