DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES
January 2014

Program ID/Title: AGS-131
Information Processing & Communication Services (ICSD)

Contact Person/Phone: Sharon Wong (ICSD)/586-1910

II. Goals (ICSD)

To provide efficient, effective, and available information technology (IT) services in the areas of computing, telecommunications, application development, and web-based services to assist 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 Allow State Agencies to Meet Their Business Objectives

B. Expand IT Service Offerings to Meet Increased State Agencies Demand on 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. Deliver Accurate and Available IT Services to Allow State Agencies to Meet their Business Objectives

1. Past Year Accomplishments
   a. The Production Services Branch (PSB) added a third shift (midnight) by reorganizing and hiring new computer operators. The third shift allowed the State's Data Center to be staffed 24 hours a day, 7 days a week, to meet departmental computer processing and printing deadlines. The third shift also extended the available hours of the Department of Labor and Industrial Relations, Unemployment Insurance Division's interactive voice response (IVR) system which is used by the public to file unemployment claim certifications.

   b. Improved the Secure File Transfer Facility that allows electronic files to be transferred between the State and other entities in a secure manner.

Improvements included equipment upgrades to permit automatic recovery in the event of a hardware failure and the addition of security features to permit secured certificate authentication and more complex passwords.

c. Enhanced the State Financial Datamart by upgrading the operating software to the current level, instituting enhanced user interface security, modifying program code to reduce vulnerable coding practices, and redesigning the user interface to conform to State's web page standards.

d. Completed the consolidation of Lotus Notes email license renewals across State departments for Fiscal Year 2014 while providing the option for these State departments to migrate to cloud-based email.

e. Installed eleven Domain Name System (DNS) appliances to provide automated management of the State's DNS system.

f. Generated 85,165 W-2 Wage and Tax Statement forms for calendar year 2012 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.

g. Provided the following computer programming services for the Accounting Division of the Department of Accounting and General Services:
   - Implemented § 6051(a)(14) of the Internal Revenue Code, enacted as part of the Patient Protection and Affordable Care Act of 2010 (the Affordable Care Act) that required employers to report to employees the cost of their employer-sponsored group health coverage on their W-2 Wage and Tax Statement form.
   - Implemented State tax withholding programming changes to support the recognition of Civil Unions in the State of Hawaii, since Civil Unions are not recognized under federal law.
   - Implemented the "Favored Nations Clause" which allows Hawaii Government Employee Association (HGEA) members to receive the same benefits as another union if a better agreement is reached between that union and the State. As a result, 24,961 medical reimbursement checks were generated to HGEA members since the United Public Workers (UPW) received a more advantageous medical premium percentage "split" than the HGEA had originally received.

h. Provided the following computer programming services for the Unemployment Insurance Division of the Department of Labor and Industrial Affairs:
   - Implemented the Federal Unemployment Insurance Tax, Wage Reporting Interchange System (WRIS) Distributed Data Base Index (DDBI) to allow all states to access and share information from other states on reported wages via electronic requests.

- Implemented the Treasury Offset Program (TOP), which is a debt matching and payment offset system developed by the U.S. Treasury Department that allows database matches of delinquent debtor records owed to various Government agencies against Government payments to the debtor so that payments can be intercepted and delinquent debts can be offset in whole or in part.
- Implemented the Direct Deposit of Unemployment Benefits for claimants to provide a secure and faster turnaround method of payment for claimants while reducing paper and postage costs to the State.

i. Provided the following computer programming services for the Budget Planning Program Management Division of the Department of Budget and Finance:
   - Enhanced the Division's electronic Capital Improvements Program (eCIP) web-based application to support HRS 37-72 by generating Form S – Department Summary of Proposed CIP Lapses and new CIP Requests for the supplemental budget for use by all State departments and agencies.

j. Provided the following computer programming services relating to specific legislation relating to the Employee Retirement System and retirement contribution rates:
   - Implemented changes to support Act 152, SLH 2012 which amended the definition of "compensation" for Employee Retirement System members hired after June 30, 2012 for the purpose of benefit calculations, where compensation is defined as normal periodic payments including shortage differentials; and does not include overtime, supplemental payments, bonuses, lump sum salary supplements, and other types of differentials.

   - Implemented changes to support Act 163, SLH 2011 which changed the retirement contribution rates for both employee and employer for those employees hired after June 30, 2012, where there are now two different employee and employer contribution rates based on an employee's hire date.

k. Provided the following computer programming services for the Campaign Spending Commission:
   - Provided improved access and search features for the public to find information on candidate and non-candidate committee contributions and expenditures through the use of the State's Data.Hawaii.Gov site.
   - Implemented changes to support Act 112, SLH 2013 to capture expenditures for non-candidate independent expenditure-only committees (i.e. "Super PACS") so that the public can find names of candidates who are being supported or opposed by Super PACS.

2. One Year

a. 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.

b. Migrate the OIMT, ICSD, Governor's Office, Lt Governor's Office and other agencies from the Lotus Notes "on premise" email system to email in the cloud.

c. Create a work group to identify areas that can reduce paper consumption, investigate alternatives to paper such as PDF (portable document format) reports, and pilot viable alternatives.

d. Install and configure cloud services to provide faster turn-around time for server hosting.

e. Work with the Chief Information Officer (CIO) and OIMT to identify areas within the division that will support New Day initiatives and/or the Business Transformation and Information Technology Strategic Plan, while developing plans to ensure that operations will be continued at the same level of support.

3. Two Years
   a. 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.

   b. Reduce paper consumption by implementing best of breed technology identified by pilot projects.

   c. Continue to enhance the cloud services to provide faster turn-around time for server hosting.

   d. Continue to work with the CIO and OIMT to identify areas within the division that support New Day initiatives and/or the Business Transformation and Information Technology Strategic Plan while developing plans to ensure that operations will be continued at the same level of support.

4. Five Years
   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. Eliminated single points of network communication failure and increased network communication capacity to critical systems within the State Data Center.

b. Completed approximately 75% of a 10 Gbps backbone upgrade to the downtown Civic Center to provide a high speed backbone for new services requiring increased bandwidth.

c. Completed the installation of interisland backup network circuits to State Office Buildings in Lihue, Maui, and Hilo for redundant paths back to Oahu to support increased network reliability.

d. Upgraded the State Datacenter network infrastructure to support increased speeds of 10 Gbps and 40 Gbps for data, network storage, and backup.

e. Procured the hardware and software for the Tier 2 core infrastructure in the State's Data Center for the Government Private Cloud (GPC) initiative.

2. One Year
   a. 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 to complete the installation of the Tier 2 and Kalanimoku core infrastructure in the State's Data Center for the Government Private Cloud (GPC).

   c. Enhance the Government Private Cloud infrastructure to allow automated self-service server cloud provisioning.

   d. Replace current leased mainframe computers with more cost effective and efficient models while consolidating computing infrastructure across State departments and other governmental jurisdictions.

   e. Complete the 10 Gbps backbone upgrade to all buildings in the downtown Civic Center

   f. Expand the deployment of network backup circuits and implement network topology changes to support greater network reliability.

   g. Identify locations and implement telecom and data centers with hardened/improved infrastructure (power, cooling, etc.) than existing facilities.

   h. Start implementation of WiFi access in State buildings.

   i. Continue to procure the hardware and software for the Government Private Cloud Infrastructure core infrastructure at the State's Data Center, the Disaster Recovery site at the Maui Research & Technology Center (MRTC) and a cold backup infrastructure at the University of Hawaii (UH).

j. Complete the upgrade and automation appliances for the State's Domain Name Service (DNS) services.

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 Government Private Cloud infrastructure to allow automated self-service automated server cloud provisioning.

   c. Continue expanding the deployment of backup circuits and implementing network topology changes to support greater network reliability.

   d. Implement telecom and data centers with hardened/improved infrastructure (power, cooling, etc.).

   e. Continue implementation of WiFi access in State buildings.

   f. Continue the implementation of the Government Private Cloud infrastructure disaster recovery site in the Maui Research & Technology Center (MRTC) and a cold backup infrastructure at the University of Hawaii.

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. The Production Services Branch replaced the antiquated door access and video surveillance systems in the State's Data Center.

   b. Participated in the annual October is "Cyber Security Awareness Month" program sponsored by the MS-ISAC, The National Cyber Security Division, and the National Cyber Security Alliance to raise cyber security awareness among the government work force, and hosted a cyber-security awareness presentation that was opened to interested staff in all State departments.

   c. Deployed new Intrusion Prevention System (IPS) devices at the Internet border to identify and log malicious cyber events, and to take action to block and report the malicious events.

d. Investigated and notified users of 262 security events on a statewide basis - a 188% increase over the previous year. Security events are identified using internal security devices and through trusted external sources.

e. Upgraded the Data Loss Prevention (DLP) system, including an email solution, to work seamlessly with the State's network.

f. Upgraded the Security Information and Event Management (SIEM) system to log and correlate network events to higher events per seconds (EPS) rate.

g. Researched, tested and procured a File Integrity Management (FIM) solution to monitor servers for unauthorized changes to core files within the servers. The FIM solution will provide information of any changes to the core files and display exactly what was changed, and also prevent files from being changed.

h. Implemented an automated software patch management system to install security patches from various software manufacturers into ICSD computer systems.

i. Installed cameras and alarm systems at select radio and microwave installations to deter/detect vandalism and theft.

j. Consolidated and upgraded email security appliances to provide State departments with improved anti-spam, anti-virus, and anti-phishing protection and encryption capability in the same hardware for selected departments.

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. Replace the State Datacenter's halon-based fire suppression system with a system using current technology.

   c. Upgrade the IBM mainframe software to provide improved features, functionality, increased password complexity, and to fix software "bugs".

   d. Replace network security devices nearing end of support.

   e. Implement the File Integrity Management (FIM) solution.

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.

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.