

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 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 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. Replaced two high speed laser printers that were attached to the IBM mainframe in the State's data center. These printers generated over 864 million print lines in fiscal year 2012.
 - b. Started the process to reorganize the Production Services Branch (PSB) and establish the new positions authorized by the Legislature. These positions will allow the PSB to staff the State's data center 24 hours a day/7 days a week.

- c. Implemented the State's bank positive pay process for the Executive Branch and the Legislature. The State's bank will now be able to match all checks that are cashed against checks issued by the Comptroller and Legislature to detect forgeries, early cashing, duplicates, scanning inaccuracies, etc.
 - d. Implemented the "Favored Nations Clause" which allows the 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. In this case, the United Public Workers (UPW) received a better agreement thus the HGEA was entitled to the same. The changes implemented brought HGEA member benefits to the same level as the UPW.
 - e. Generated over 80,000 W-2s for calendar year 2011.
 - f. Implemented the "Temporary Payroll Tax Cut Continuation Act of 2011" and the Middle Class Tax Relief and Job Creation Act of 2012. These Acts extended the current social security tax rate of 4.2%. Without the extension, workers would have been taxed at 6.2% and their paychecks would be reduced.
 - g. Implemented an Automated Clearing House to transmit funds to banks and credit unions in a timely manner such that the funds are available to the institution on pay day.
 - h. Completed the ICSD conversion from Novell Netware to Active Directory as the first phase in a statewide implementation of Active Directory.
 - i. Added additional high capacity network connectivity to sites on Oahu, Maui, Kauai, and the Big Island to support departmental user requirements.
 - j. Completed upgrades to various microwave radio facilities to replace aging facilities/equipment.
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. Install and implement the new email servers acquired in the prior year. The new equipment will benefit over 30,000 email users by increasing storage and improving speed and reliability.
 - c. Complete the reorganization of the PSB. These positions will allow the PSB to staff the State's data center 24 hours a day/7 days a week.
 - d. Research alternatives to implement Active Directory on non-Windows platforms. Once put into place, the State will have a complete solution based on one technology which will simplify maintenance and future enhancement.
 - e. Work with the CIO and OIMT to identify areas within the division that will be impacted by New Day initiatives and/or the Business Transformation and Information Technology Strategic Plan then develop alternatives and options to best implement changes.
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. Produce an internal review process for the data center to identify areas (e.g., electrical power, UPS load, air conditioning, floor space) that require attention before they become problems.
 - c. Implement software that encrypt and transport data from the IBM mainframe to the ICSD's secure transport facility (STF). The STF will transmit data to entities ranging from financial institutions to other governmental organizations. Having this additional level of protection will better position the State to meet security and audit standards from federal and financial auditors.
 - d. Complete full implementation of the Electronic Payroll Change Schedule (ePCS) system. This system will replace the current paper bound process and give users the capability to enter changes to an employee's pay online.
 - e. Continue adding additional high capacity connectivity to remote sites on Oahu, Big Island, Maui, and Kauai to support increasing demands.
 - f. Continue to upgrade interisland HAWAIIAN microwave backbone due to age and obsolesce of equipment.

- g. Add new microwave radio stations on the Big Island and Oahu to support greater coverage.
- h. Continue to work with the CIO and OIMT to identify areas within the division that will be impacted by New Day initiatives and/or the Business Transformation and Information Technology Strategic Plan then develop alternatives and options to best implement changes.

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. Began a multi-phase Domain Name System (DNS) upgrade project and installed new DNS hardware/software which has resulted in improved performance, maintainability, and security.
- b. Replaced the old mainframe tape library system with a virtual tape system. The old tape system utilized a mechanical “robot” to manipulate tape cartridges. This process resulted in many failures and calls for technical support. The new virtual tape system is faster and less prone to failure. This has resulted in less calls for technical support and improvements in processing time.
- c. Upgraded the IBM mainframe software to provide improved features, bug fixes, and better support from vendors.
- d. Added additional microwave radio links to support public safety radio.

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. Redesign the OIMT and 18 main department websites and State portal page using the new state website template that uses a “mobile-first” strategy.

- c. Continue to install Domain Name System (DNS) hardware/software which will result in improved performance, maintainability, and security.
 - d. Develop mobile applications to support various aspects of the Business Transformation and Information Technology Strategic Plan.
 - e. Improve the connection between the State and City mainframes by replacing old telecommunication devices.
 - f. Upgrade the software used by the State's Financial Datamart to current versions. The datamart is used by the departments to obtain up-to-date information online instead of waiting for reports. Its functions facilitate research and problem resolution.
 - g. Deploy high capacity redundant circuits to the neighbor islands to support increased reliability for critical business applications, upgrade downtown Oahu's network backbone to 10Gbps to support increasing demands from user agencies, and add additional high capacity connectivity to sites on Oahu, Maui, Kauai, and the Big Island to support increasing user needs.
 - h. Implement Internet Service Provider (ISP) link to support greater reliance on the Internet to provide public services as well as to support internal business applications.
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. Redesign the websites of the attached agencies.
 - c. Continue adding additional high capacity redundant network links throughout the state.
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. Acquired and installed two security devices which are capable of monitoring and analyzing cyber traffic for malicious threats and activity. Working together with the Multi-State Information Sharing and Analysis Center (MS-ISAC), Hawaii is one of twelve states using this technology.
 - b. Working with the Office of Information Management and Technology (OIMT), acquired and installed a Data Loss Prevention system to protect the State of Hawaii's electronic assets.
 - c. Because of access to new tools and data, the Cyber Security Team (CST) investigated 139 incidents in the year, a 280% increase in investigations over the previous year.
 - d. 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.
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. Improve the confidentiality, integrity, and availability of the State's security infrastructure by implementing facilities to analyze network traffic, monitor hardware/software changes, and collect data (e.g., database for future analysis.
 - c. Install new Intrusion Prevention System to protect the State's network from the Internet.
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. Develop a uniform resource locator (URL) filtering criteria that includes URL standards, auditing, and enforcement.
 - c. Replace aging firewalls with second generation firewalls.

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.