EXECUTIVE CHAMBERS

HONOLULU

NEIL ABERCROMBIE
GOVERNOR

September 29, 2011

ADMINISTRATIVE DIRECTIVE NO. 11-02

TO: All Executive Branch Department Heads

FROM: Neil Abercrombie
Governor

SUBJECT: Cancellation of Administrative Directive No. 77-02

Discussion:

Rapidly changing technology and increasing citizen expectations have made the effective and efficient use of information technology (IT) and information resource management (IRM) critical elements of government services. IT is now defined as any equipment or interconnected system or subsystem of equipment used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. IT includes computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources. IRM is now defined as the process of managing information resources throughout the lifecycle to accomplish government missions. The term encompasses both information itself and related resources such as personnel, equipment, funds, and information technology.

IT and IRM provide a powerful tool that can transform the ability of citizens and businesses to access government information and services, and thereby improve the quality of those services.

The role of chief information officer is established under section 27-43 of the Hawaii Revised Statutes, to organize, manage, and oversee statewide information technology governance

for the State of Hawai'i, reporting directly to the Governor. The State of Hawai'i needs to be fully committed to leveraging a common technology platform and shared services in order to make state government more transparent, accessible and accountable, enhance the quality of services to residents and businesses, ensure the security and reliability of the state's information systems, protect the privacy of information and data, promote emerging technologies, and develop and deploy enterprise applications with standard interfaces for increased business value. Leveraging shared services and consolidating IT, IRM, and telecommunications equipment, resources and investments have been proven to achieve greater efficiency, cost-effectiveness and environmental sustainability in IT, IRM, and telecommunications operations. Reengineered government business processes, coupled with IT and IRM solutions, will provide greater government efficiencies.

Directive:

1. Effective immediately, Administrative Directive No. 77-02 dated September 15, 1977, is hereby formally cancelled.

2. Effectively immediately, the Comptroller's roles and responsibilities in all IT/IRM-related governance boards, committees, and investment oversight and approvals for the State are transferred to the CIO.

3. With the exception of the University of Hawai'i, the Department of Education, and the Office of Hawaiian Affairs, the State Chief Information Officer (CIO) and the Office of Information Management and Technology (OIMT) shall have authority over the design and implementation of all Executive Branch IT infrastructure, IRM, and shared services, including, but not limited to, the following: data and telecommunications networks; data center services, including all equipment (e.g., servers, storage, switches, routers, security devices, and mainframes) necessary to operate mission-critical, back-office and public-facing applications hosting of mission-critical, back-office and public-facing applications; shared enterprise services (e.g., e-mail and directory); IT/IRM programs/projects; and all other software applications and services used to conduct the State's operations.

4. The Deputy Comptroller is hereby designated the Business Transformation Executive (Executive) to support the development and implementation of the Governor's vision of government business transformation.

The Executive shall:

a. Recommend business process reengineering (BPR) projects to the Governor with the overall goals of streamlining business processes, increasing efficiencies, reducing duplication of efforts and improving delivery of services.

b. Work with Department Directors to identify, develop and implement their department's BPR projects.

c. Coordinate IT and IRM needs related to BPR projects with the CIO.

5. Beginning in fiscal year 2013, and annually thereafter, with the exception of the University of Hawai'i, the Department of Education, and the Office of Hawaiian Affairs, each agency under my executive authority shall submit, as instructed by the CIO, a summary of its actual and projected IT, IRM and telecommunications portfolio costs, including personnel, for the past year, current year, and budget year in a format prescribed by the CIO in order to capture all statewide IT expenditures in the State's IT and IRM portfolio. These include all investments in Development, Modernization and Enhancement (DME) projects or Steady-State (SS) Operations and Maintenance (O&M) systems, networks, applications and databases throughout the information lifecycle.

6. With the exception of the University of Hawai'i, the Department of Education, and the Office of Hawaiian Affairs, the CIO shall coordinate Executive Branch Departments' IT and IRM investment planning throughout the lifecycle by:

a. Reviewing and approving all Departments' IT and IRM procurement plans and setting timeframes for infrastructure consolidation;

b. Reviewing and, in conjunction with the Director of Finance, approving all Department IT and IRM budget requests and establishing IT and IRM budget priorities, including all significant IT and IRM projects regardless of funding source;

c. Developing a comprehensive multi-year strategic plan for IT and IRM for the Executive Branch and Departments, which addresses the design, implementation and operation of IT and IRM to improve the quality and cost of services provided by the Branch and Departments to its citizens;

d. Issuing policies, standards and guidelines governing all IT and IRM procurement, DME projects and O&M investments; and

e. Identifying and executing opportunities for cost savings and efficiencies based on standardization, cross-agency collaboration, increased use of shared services, enterprise buys for hardware, software products and support services and centralization of resources, as required.

7. Department Directors shall be responsible for overseeing the IT portfolio and IT services within their department through the operational oversight of IT budgets of constituent divisions, boards, agencies and offices. However, all of these investments shall be registered, updated, maintained and coordinated with the CIO.

8. Department Directors shall be directly responsible for all IT, IRM and telecommunications activities within their respective department, including all administratively attached boards, commissions, agencies or offices, including, but not limited to: all IT, information security, and telecommunications personnel and contractors, systems, assets, projects, purchases, and contracts. Directors shall ensure conformity with state IT, IRM and telecommunications policy and enterprise architecture standards in close coordination with the CIO.

9. Department Directors shall be responsible for developing the enterprise architecture and IT and IRM Strategic

Plans for their respective departments, subject to the review and approval of the OIMT, to rationalize, standardize, and consolidate IT and IRM applications, assets, infrastructure, data, and procedures for all divisions, boards, commissions, agencies and offices within their Departments. Directors shall ensure that all divisions, boards, commissions, agencies and offices within their Departments are in compliance with state IT and IRM policy and standards in close coordination with the CIO.

10. Department Directors under my executive authority shall develop and maintain enterprise architecture, and an IT/IRM Strategic Plan in compliance with the statewide enterprise architecture policies and standards and IT/IRM Strategic Plan as established by the OIMT. All IT, IRM, and telecommunications hardware, software and support services acquisitions and portfolio shall be consistent with the defined enterprise architecture and IT/IRM Strategic Plan for the State and any deviations shall require the approval of the CIO.

11. Although the University of Hawai'i, the Department of Education, and the Office of Hawaiian Affairs enjoy a certain degree of independence from the Governor's oversight, it is in the State's interest and is a matter of statewide concern that they cooperate fully with the CIO and OIMT and comply with all of the provisions of this administrative directive, and they are requested and strongly encouraged to do so, in order that the State can achieve greater efficiency, cost-effectiveness and environmental sustainability in IT, IRM, and telecommunications operations.

NEIL ABERCROMBIE