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SAM SLOM
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The Senate

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CHIEF CLERK
CAROL TANIGUCHI

March 21, 2012

Mr. Sanjeev Bhagowalia

Re: Nomination as the Chief Information Officer in the Office of Information Management and Technology, GM 540

Dear Mr. Bhagowalia:

Congratulations on being nominated by Governor Neil Abercrombie to the Office of Information Management and Technology. To assist the Senate with its confirmation process, I request that the following information be submitted to my office by **Wednesday, March 28, 2012**:

- (1) A resume with a list of references
- (2) A written statement that addresses the following questions:
 - (a) Why do you wish to serve as the State of Hawaii Chief Information Officer?
 - (b) How do you perceive the role and responsibilities of the State's first CIO?
 - (c) Given your understanding of the role and responsibilities of the State CIO, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise, or knowledge that would aid in your decision-making ability as the State CIO.
 - (d) What do you hope to accomplish during your term of service?
 - (e) Name three qualities that best describe you and that would make you stand out. How would these qualities benefit Hawaii State Government particularly with respect to re-engineering state business processes, rebuilding the State's IT infrastructure and helping to modernize State Government operations?

- (f) Name one previous experience that would make you stand out. How would this benefit the State's restructuring of its IT operations, developing a cohesive network of IT professionals and encouraging collaborative problem-solving?
- (g) Can you foresee any possible conflicts of interests that could arise during your service as the State of Hawaii CIO?

Your prompt response in providing the above information will ensure that the Senate confirmation process can proceed in a timely manner. The committee is scheduling your confirmation hearing on Monday, April 2, 2012 at 1:15pm in Conference Room 016. Please contact Doris Lam or EDT Committee Clerk Ashley Advincula at 586-6890 if you have additional questions.

Sincerely,



Senator Carol Fukunaga, Chair
Senate Economic Development Committee

MAR 29 2012

NEIL ABERCROMBIE
GOVERNOR



SANJEEV "SONNY"
BHAGOWALIA
CHIEF INFORMATION
OFFICER

STATE OF HAWAII
OFFICE OF INFORMATION MANAGEMENT & TECHNOLOGY

P.O. BOX 119, HONOLULU, HAWAII 96810-0119

March 28, 2012

Senator Carol Fukunaga, Chair
Senate Committee on Economic Development and Technology
Hawaii State Capitol
415 South Beretania Street, Room 216
Honolulu, Hawaii 96813

Re: Nomination as Chief Information Officer in the Office of Information Management and Technology, GM 540

Dear Senator Fukunaga:

Thank you for the opportunity to be confirmed as the State of Hawaii's first Chief Information Officer (CIO). It is both an honor and a privilege to serve in this capacity and I look forward to adding my contributions to our great state.

A Resume/Curriculum Vitae (CV) reflecting my 25+ years of award-winning Industry and Government experience is attached with a list of references. I have not updated the CV with my State of Hawaii experience for the past year. I have also attached three key recognitions received in the past year from the United States (U.S.) Federal Chief Information Officer (CIO), U.S. Federal Chief Technology Officer (CTO) and Administrator of the U.S. General Services Administration (GSA) for my key contributions to national programs for the U.S. Government along with the White House Champions of Change Award in 2011. My team and I were also slated to receive the prestigious CIO 100 Award for Open Data/Government after I joined Hawaii on July 6, 2011.

Serving the State of Hawaii

My journey to Hawaii comes after a long history of leading efforts in complex, multi-faceted, and world-class organizations in Industry and Government. These experiences have taught me many lessons, some the easy way and others the hard way. But through those experiences I have come to see the value a Chief Information Officer can play in building more efficient, effective organizations, liberating their people to focus on the mission outcomes that are truly valuable. Now, Hawaii has offered me a nearly unprecedented opportunity: to design and build an information environment – policies, processes, organizations, and technology - from scratch, to do it the way it ought to be done. I have been truly inspired by the vision and support of the Governor, the Administration, and Legislature. It is rare to see the level of commitment among senior leadership to the scale and scope of changes we will need to make in Hawaii, but I have been continually impressed by the support I have received so far. The energy and support from state employees, citizens and those in Industry in Hawaii is also evident in numerous conversations I have had in making the case for change.

On a more personal level, as both an immigrant to our great country and the former CIO of Bureau of Indian Affairs, I feel a special kinship and responsibility to native peoples – the opportunity to use my knowledge, skills, and abilities to bring change and help the Native Hawaiian people played no small part in my decision to come here. The “*aloha*” spirit that I have experienced firsthand since moving to Hawaii by all citizens of Hawaii is unmatched by any location in the world. I hope to augment that spirit of “*aloha*” throughout the State with efficiency, excellence and “*keuleana*” in Information Resource Management (IRM) and Information Technology (IT) within all State Government operations.

Roles and Responsibilities of a CIO

Many people think of “technology” when they hear “CIO.” But what drives a CIO, and what makes him or her effective, is a focus on the “I” in CIO - information. Information is the lifeblood of an organization - it is how we monitor whether we are delivering effective education to our “*keiki*”; it is how we track expenditures and manage to the State’s budget; it is how we warn citizens of looming tsunamis. In the past, information was shared mostly by talking and writing on paper. Today, that exchange of information now relies on technology systems. These systems are not a luxury or a “nice to have” – they are at the very core of our mission. We need to provide our people the means to access, analyze, and share information all day, every day, without fail, like a utility, allowing them to do their jobs without worry. Unfortunately, this is not the case in Hawaii today. Ensuring that information is accurate and reliable and can be easily shared with those who need it (while preventing access in those cases where it is appropriate) is a vital function of the CIO, and the programs and policies I intend to implement will do just that.

Achieving our goal will take time, dedication, and support, not only from me, but from the Administration, the Executive Branch, and the Legislature. Any change is difficult, and a change of the magnitude we face inevitably encounters roadblocks along the way especially in required restructuring of resources and authority. As CIO, I am responsible for being a champion of the necessary changes, from modernizing our infrastructure and our governance and management practices, to improved business processes, revised statutes, and new organization structures. Leading this change takes dedication and fierce resolve – characteristics that underlie everything I have accomplished in my entire career.

The responsibilities of the CIO go beyond the transformation that lies before us. Even if all our transformational efforts were to come to fruition overnight, the role of the CIO would be no less important. The CIO needs to keep expanding the possibilities of using information to enable decision-making, to deliver service, to provide value. The CIO must instill a spirit of continuous improvement, customer service, integrity, respect, and transparency. New technologies and new ways of doing business are constantly being developed – the CIO must be constantly on the lookout for ways to improve the efficiency and effectiveness of the State Government. Information management is making possible great advances in every field. Hawaii needs a CIO who can take advantage of those advances to anticipate and respond to the needs of State employees and citizens. Faster, more reliable, and more secure access to more and better quality information can enable better decision-making, not just with respect to our investments in information technology and business processes, but all our investments. If we can know our citizens and their needs better, and know our resources and capabilities better, we can find better ways, faster ways, and on balance, cheaper ways to provide the critical services our people depend on. And, we can leverage the improved technology as a platform to help businesses in Hawaii, provide high-paying jobs, and keep our best “*keiki*” here after they graduate to keep Hawaii on the forefront of technology.

Skills and Expertise for Best Decision-Making

A great asset in any change effort is the ability to inspire – to paint a compelling vision of the future, change the minds of the doubters and naysayers, and move the team forward towards that future by implementing programs in an agile manner and continuously improving operations. My experience has provided me with the opportunity to both build that vision and lead my organization to successfully execute it – that experience will enable me to help steer the State towards making the right decisions about where to go in the future, even (or especially) when those decisions are most difficult. The ability to weigh a decision's impact, risk, and value and make smart tradeoffs is essential for any CIO.

I have demonstrated technical, management and executive leadership ability in achieving change in five key organizations of similar or larger size, scope and complexity as the State of Hawaii. These include: The Boeing Company, National Aeronautics and Space Administration (NASA) *in contractor capacity*, Federal Bureau of Investigation, U.S. Department of the Interior, and the U.S. General Services Administration (managing White House Programs). My success at implementation and operations were recognized by top awards including the Boeing Technical Excellence Fellowship program, Presidential Rank Award for Meritorious Senior Executive Service, two Federal 100 awards, NASA Award of Merit and numerous other awards.

Furthermore, I have advanced degrees in engineering and management, distinguished federal government CIO certifications, and training in technical, management, and executive leadership.

Achieving New Vision for State Government

My goal as CIO is to enable the State to achieve a true transformation of how we do government, bringing Hawaii's technology infrastructure to the 21st century and making Hawaii a leading state for government effectiveness and efficiency. Since the State lacked the leadership and direction of a full-time CIO for so many years, investment in IT has become uncoordinated, haphazard, and "siloed", leading to costly duplication, unnecessary complexity, inefficient processes, and obsolete technology. Our first step is to build a compelling vision for the future of Hawaii that includes common standards and statewide governance. This will establish the foundation for high quality, coordinated decisions that put taxpayer dollars to the most effective use for this year and decades to come.

During my term, my objectives are to:

- Unite the currently fragmented IT/IRM organization across all departments through an integrated process, governance, and technology approach;
- Transform Hawaii to be the best "digital state" in the nation as measured by industry leaders and fellow state CIOs;
- Help agencies transform the way government delivers programs and services more efficiently through business process reengineering; and
- Implement programs that achieve transformative outcomes by delivering products and services more efficiently to the citizens of Hawaii in an open and transparent manner.

Core Qualities

I subscribe to the five principles of leadership: Values, Credibility, Discipline, Empowerment and Accountability. When reflecting on my personal qualities that benefit the State of Hawaii with

respect to re-engineering state business processes, rebuilding the State's IT infrastructure, and helping to modernize State government operations, three qualities in particular come to mind:

- **Vision** – The ability to identify what the future can and should be, to set the goals of excellence and change for the future state, and to paint a picture of that future that resonates with our employees, business partners, and citizens is vital in building the necessary support. As with any epic journey, you need a north star or a compass to provide direction to ensure that you don't veer off course. Building a strong vision for the future of Hawaii provides us this much needed direction.
- **Collaboration** – A transformation of this scope effects processes across many departments and requires involvement from numerous stakeholders – employees, other branches of government, business partners, citizens, and more. I approach efforts with a collaborative style that encourages participation from many parties and is very open throughout the process. By developing and implementing the strategic plan for Hawaii in this fashion, we build ownership leading to far greater success
- **Results-oriented** – The transformation will not be without its share of roadblocks, as with anything truly great ever accomplished. It is important to recognize this upfront and persevere through the challenges that may arise. I will bring discipline and accountability to implement programs and improve operations that successfully deliver and manage products and services for customers with highest measures of excellence. My ability to continue through adversity and never stop fighting for what is best for all of Hawaii's citizens will yield many benefits and will help us along the journey.

Proven and Experienced Leader

As the CIO of the U.S. Department of the Interior, I collaborated with 13 bureaus and office CIOs to create a new unifying vision with aligned mission, goals and objectives. A key achievement was the joint formulation, approval and signature of the first unified plan called OneDOI²⁰¹² to unify all DOI agencies under one integrated Plan. We were able to turn around the team with a fragmented and un-collaborative culture to a synergistic enterprise that was noted by many in DOI as "one of the most positive changes in DOI IT history." Although this effort was morphed into a new plan by the new leadership, I also served as the first executive coordinator for the DOI IT efficiencies and innovations team (supporting the new leadership team). The team and I were able to identify \$323 Million in cost savings over 5 years by transforming the organization and using a virtuous cycle of innovation. I have led similar efforts by unifying teams across organizational lines in executing mission-critical and/or national programs in the FBI, BIA/DOI, and GSA (for the White House).

The Journey Ahead

Over my long career, I have engaged with and unified fragmented organizations both within and outside my agencies in joint efforts to shape policy and deliver improvements in process, product and service delivery, and implement key new capabilities. I look forward to doing the same for the State of Hawaii. I do not foresee any possible conflicts of interest that could arise during my service as the CIO. *Mahalo* for your consideration. I look forward to your decision on my confirmation.

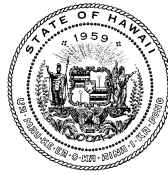


Sanjeev "Sonny" Bhagowalia

GM 540

Mr. Sanjeev Bhagowalia
Office of Information Management and Technology

EDT



**STATE OF HAWAII
DEPARTMENT OF ACCOUNTING
AND GENERAL SERVICES**

P.O. BOX 119
HONOLULU, HAWAII 96810-0119

TESTIMONY
OF
DEAN H. SEKI, ACTING COMPTROLLER
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
TO THE
SENATE COMMITTEE
ON
ECONOMIC DEVELOPMENT AND TECHNOLOGY
ON
April 2, 2012

GOVERNOR'S MESSAGE 540

SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS CHIEF
INFORMATION OFFICER TO THE OFFICE OF INFORMATION MANAGEMENT
AND TECHNOLOGY, SANJEEV BHAGOWALIA

Chair Fukunaga and members of the Committee, thank you for the opportunity to testify on G.M. 540. The Department of Accounting and General Services (DAGS) strongly supports Mr. Sanjeev ("Sonny") Bhagowalia's confirmation as Chief Information Officer (CIO) for the State of Hawai'i.

Sonny commenced serving as the State's CIO on July 6, 2011. His primary function is to work collaboratively with all agencies in State government to transform the Information Technology and Information Resource Management to meet the needs of the State government and the citizens of Hawai'i.

Prior to Hawai'i, Sonny served as Deputy Associate Administrator, Office of Citizen Services and Innovative Technologies (OCSIT), U.S. General Services Administration (GSA) from May 24, 2010 until July 5, 2011. In this capacity, he served as the Senior Executive leading GSA's efforts in helping the U.S. Government's Federal

CIO and CTO implement Government-wide e-Government (“e-Gov”) and Open-Government (“Open-Gov”) programs in an agile, secure and reliable manner. This portfolio includes GSA’s Open Government Directive (OGD) Program, Data.gov, Federal Cloud Computing Initiative, FEDSPACE – Government-wide Collaboration, Mobile Applications, Federal Data Center Consolidation Initiative, and FEDRAMP – Government Cloud Security. These programs serve as a foundation for the White House/OMB’s 25-point IT Reforms Plan and the OGD. He co-established (with Federal Acquisition Service) a new GSA Cloud Computing Line-of-Business; and has laid the foundational vision/plans for Innovation.gov, an innovation platform for Government.

Prior to GSA, Sonny served as CIO of the U.S. Department of the Interior (DOI), a large cabinet agency, from December, 2008 until May, 2010, overseeing an IT Portfolio of \$1 billion. Sonny led a cross-agency team to modernize and unify DOI’s diverse IT environment under its top-rated Enterprise Architecture Program and in compliance with an IRM framework compliant with the Clinger-Cohen Act. Sonny also served as CIO for Indian Affairs, a \$2.3 billion, 10,000 user, sub-agency within the U.S. DOI from August, 2007 to December, 2008.

Sonny has served as a member of the Federal CIO Council Executive Committee, co-chairing its Architecture and Infrastructure Committee, Best Practices Committee and the Inter-Agency Management Council for the \$1.2 billion GSA “NETWORX” program unifying IT Infrastructure for the Federal Government. Sonny has also served with distinction in the Federal Bureau of Investigation (FBI) in the U.S. Department of Justice as an Information Technology Program Management Executive for eight years from July, 1999 through August, 2007, overseeing and transforming a \$1 billion IT portfolio and upgrading the secure IT Infrastructure for FBI’s mission needs. Finally, Sonny also served with distinction in Industry for 14 years at Boeing, a Fortune 50 company, from

July, 1985 until July, 1999, as a Senior Principal Engineer in the prestigious Boeing Technical Excellence Fellowship Program in support of Systems Integration and Business Development for U.S. Government Civilian, Defense & Intelligence Community Clients. At Boeing, he spent nine years establishing a secure, reliable global IT infrastructure and another year architecting a comprehensive Consolidated Space Operations solution for NASA.

Sonny has a Masters' of Science (MS) in Information Resource Management (IRM) from Syracuse University, a MS and a Bachelors of Science in Electrical Engineering from Louisiana State University. Sonny is also a Distinguished Graduate (twice) from the National Defense University with a Federal CIO Certificate and an IRM Diploma.

His numerous awards from U.S. Government and Industry include the Presidential Rank Award for Meritorious Executive Service, DOI Secretary's Gold Executive Award, NASA Award of Merit, NASA Silver Snoopy Award, two Federal 100 Awards, the Boeing Technical Excellence Fellowship Program and Boeing Computer Support Services Employee of the Year. He has also been named by Information Week as one of the Top 50 CIO leaders in the Federal, State, and Local Government. In 2011, he won the CIO 100 award, was part of the OCSIT team that won the 2011 AFFIRM Leadership Award for the Advancement of Open Government and his team was an Excellence in Government Finalist for Open Government. He has received numerous commendations from top leaders including the Federal CIO, Federal CTO, the GSA Administrator and several other leaders.

Based on the foregoing, DAGS strongly supports the confirmation of Sanjeev "Sonny" Bhagowalia as Chief Information Officer for the State of Hawai'i.

Thank you for the opportunity to testify on this matter.



**DEPARTMENT OF BUSINESS,
ECONOMIC DEVELOPMENT & TOURISM**

NEIL ABERCROMBIE
GOVERNOR

RICHARD C. LIM
DIRECTOR

MARY ALICE EVANS
DEPUTY DIRECTOR

No. 1 Capitol District Building, 250 South Hotel Street, 5th Floor, Honolulu, Hawaii 96813
Mailing Address: P.O. Box 2359, Honolulu, Hawaii 96804
Web site: www.hawaii.gov/dbedt

Telephone: (808) 586-2355
Fax: (808) 586-2377

Statement of
RICHARD C. LIM
Director

WRITTEN ONLY

Department of Business, Economic Development, and Tourism

before the
SENATE COMMITTEE ON ECONOMIC DEVELOPMENT AND TECHNOLOGY

Monday, April 2, 2012
1:15 p.m.
State Capitol, Conference Room 016

in consideration of
GM 540
**SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS CHIEF
INFORMATION OFFICER TO THE OFFICE OF INFORMATION MANAGEMENT
AND TECHNOLOGY, GUBERNATORIAL NOMINEE, SANJEEV BHAGOWALIA**

Chair Fukunaga, Vice Chair Wakai and Members of the Committee.

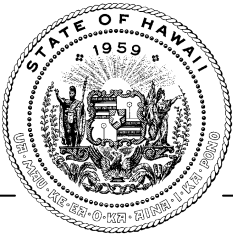
I respectfully urge your **strong support** for confirmation of Sanjeev “Sonny” Bhagowalia as Chief Information Officer of the Office of Information Management and Technology.

As the lead for the Administration on the Hawaii Broadband Initiative, I am committed to the principle of leading by example. In order to create the infrastructure for a knowledge economy in Hawaii, we need government to integrate and upgrade its current information technology. To do that, we need an experienced IT professional with strong leadership skills.

Sonny Bhagowalia has demonstrated technical, management and executive leadership ability. If confirmed, Sonny will help agencies have the ability to access, analyze, and share information to transform the way government delivers programs and services.

I respectfully urge your favorable consideration of the nomination of Sonny Bhagowalia as CIO of the Office of Information Management and Technology.

Thank you for the opportunity to comment.



DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT & TOURISM

NEIL ABERCROMBIE
GOVERNOR
RICHARD C. LIM
DIRECTOR
MARY ALICE EVANS
DEPUTY DIRECTOR
JESSE K. SOUKI
DIRECTOR
OFFICE OF PLANNING

OFFICE OF PLANNING

235 South Beretania Street, 6th Floor, Honolulu, Hawaii 96813
Mailing Address: P.O. Box 2359, Honolulu, Hawaii 96804

Telephone: (808) 587-2846
Fax: (808) 587-2824

Statement of
JESSE K. SOUKI
Director, Office of Planning
Department of Business, Economic Development, and Tourism
before the
SENATE COMMITTEE ON ECONOMIC DEVELOPMENT AND TECHNOLOGY

Monday, April 2, 2012
1:15 PM
State Capitol, Conference Room 016

in consideration of
GM 540.

Chair Fukunaga, Vice Chair Wakai, and Members of the Senate Committee on Economic Development and Technology.

The Office of Planning strongly supports the nomination of Sanjeev Bhagowalia to serve as the Chief Information Officer (CIO) in the State Office of Information Management and Technology (OIMT). Our office has had the opportunity to work with Mr. Bhagowalia on two key initiatives and we have found him to be a knowledgeable, enthusiastic partner in both cases.

Our State Geographic Information System (GIS) Program has been working with Sonny and his staff on a Hawaii State GIS Strategic Plan, which will be incorporated into his State Information Management and Technology Strategic Plan. Sonny's knowledge of the GIS technology in use today, his vision for GIS in the state in the future, and his clear understanding of the basic building blocks required for a successful enterprise GIS have truly energized and inspired the GIS community in Hawaii, both within and outside of state government. Because of

his leadership and inclusive style, users of GIS technology in State agencies have come together to enthusiastically participate in the planning process.

The Office of Planning has also been working with Sonny on a State government Strategic Planning effort that will engage department directors and deputies in creating one cohesive statewide long range plan to guide further the work of the administration and to operationalize the Governor's New Day Vision. Sonny truly recognizes the value of clearly articulating our goals and objectives in support of that plan, and transparently measuring our progress against the plan.

Thank you for the opportunity to testify.

NEIL ABERCROMBIE
GOVERNOR



BARBARA A. KRIEG
INTERIM DIRECTOR

LEILA A. KAGAWA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT
235 S. BERETANIA STREET
HONOLULU, HAWAII 96813-2437

March 22, 2012

Testimony of
Barbara A. Krieg, Interim Director
Department of Human Resources Development
before the
Senate Committee on Economic Development and Technology
Monday, April 2, 2012
1:15 p.m., Conference Room 016
in consideration of

Governor's Message 540
Relating to the Consideration and Confirmation of
Gubernatorial Nominee, Sanjeev Bhagowalia
for
Chief Information Officer, Office of Information Management & Technology

TO CHAIRPERSON CAROL FUKUNAGA, VICE CHAIR GLENN WAKAI AND
MEMBERS OF THE COMMITTEE:

Thank you for this opportunity to provide testimony in **strong support** for the confirmation of Mr. Sanjeev "Sonny" Bhagowalia as the Chief Information Officer of the Office of Information Management & Technology (OIMT).

Since July 2011, I have worked closely with Sonny and have been impressed by his knowledge, energy, and vision. The wealth of knowledge he possesses in the industry and the 25+ years of government and private sector experience he brings to the State of Hawai'i are immeasurable. In just a few short months, under his direction, OIMT was able to complete the first-ever baseline assessment of the State's services and information technology environment. This baseline report laid the foundation for developing a statewide strategic government and IT transformation plan, which has been circulated to all stakeholders for review. His ability to communicate his ideas and vision, and work collaboratively with all stakeholders is the reason these deliverables were completed in a relatively short time and ahead of schedule.

Mr. Bhagowalia's experience and service in the private and public sectors are a testament to his dedication and personal work ethic. The path to IT Transformation will be a long and involved process. I am certain that Sonny's experience, expertise, and dedication will be an asset to the State as we forge ahead to transform the State's antiquated IT system.

As such, I humbly and respectfully ask for your favorable consideration and confirmation of Mr. Sanjeev Bhagowalia as the Chief Information Officer of the Office of Information Management & Technology.

NEIL ABERCROMBIE
GOVERNOR

BRIAN SCHATZ
LT. GOVERNOR



FREDERICK D. PABLO
DIRECTOR OF TAXATION

RANDOLF L. M. BALDEMOR
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF TAXATION
P.O. BOX 259
HONOLULU, HAWAII 96809
PHONE: (808) 587-1510
FAX: (808) 587-1560

March 23, 2012

The Honorable Carol Fukunaga
Chair, Senate Committee on Economic Development and Technology
Hawaii State Senate
State Capitol
Honolulu, Hawaii 96813

Re: **Governor's Message 540 – Testimony in Support of SANJEEV BHAGOWALIA**
Chief Information Officer, Office of Information Management and Technology

Dear Chair Fukunaga and Committee Members:

I am pleased to offer testimony in support of Sanjeev "Sonny" Bhagowalia for your consideration as Chief Information Officer in the Office of Information Management and Technology.

I have known "Sonny" since July 2011, and in my position as Director of the Department of Taxation (DOTAX), I have frequently sought his advice in our modernization efforts for DOTAX. Sonny has always been responsive to our department's concerns. His knowledge of current innovations in the field of information technology has advanced our strategic plan toward a more efficient collection of revenue for the State of Hawaii.

For example, over the past several months, Sonny has assisted the department in exploring the use of technology to improve management of the increasing inventory of delinquent tax accounts. His knowledge and resourcefulness has been helpful in guiding the department to identify how computer analytics can identify the most productive collection cases.

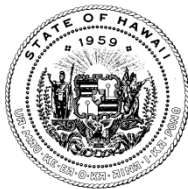
I also consult with Sonny on identifying ways to improve the Department's annual processing of over 3.5 million tax returns and over \$5 billion in tax revenue. DOTAX will also seek his advice in other areas needing technological improvements, including the matching of data to identify tax returns for audit, as well as the storing and retrieval of data for statistical reports to the Legislature.

I respectfully request your favorable consideration and confirmation of Sonny Bhagowalia as Chief Information Officer of the Office of Information Management and Technology.

Sincerely,

A handwritten signature in black ink, appearing to read "Frederick D. Pablo".

FREDERICK D. PABLO
Director of Taxation



STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
869 PUNCHBOWL STREET
HONOLULU, HAWAII 96813-5097

April 2, 2012

TESTIMONY OF THE DEPARTMENT OF TRANSPORTATION

GOVERNOR'S MESSAGE 540

RELATING TO CONFIRMATION OF THE CHIEF INFORMATION OFFICER

COMMITTEE ON ECONOMIC DEVELOPMENT AND TECHNOLOGY

The Department of Transportation (DOT) supports the confirmation of Mr. Sanjeev Bhagowalia as Chief Information Officer for the State of Hawaii.

This moment has long been awaited by the State's information technology managers; in fact, over fifteen years have passed since the first proposal for a champion of information technology (IT) at the state level. Mr. Bhagowalia has the skills, ability, knowledge and talent to be able to bring the State of Hawaii to the level of technology needed for the challenges at hand right now. His achievements in the federal arena and the resources available to him from there will carry Hawaii to where we all want to be - where we all need to be. When all is said and done, we will have information when and where we need it, every state government worker will be using technology in the most cost-effective and efficient way possible, and thus we will be making the best use of taxpayer money in as economical a manner as possible.

Mr. Bhagowalia has an amazingly expansive knowledge of IT, and is able to demonstrate mastery of multiple subjects in a single sitting; but he also has demonstrated a keen ability to identify people with abilities needed for this long-haul effort, and create teams who can ably assist in the formulation and/or augmentation of his visions for the State's future. He brings new energy and ideas to Hawaii, and is able to convey this energy and new ideas to others in a positive, collaborative manner.

In the short time that he has been working in our state framework, Mr. Bhagowalia has been instrumental in setting goals and pointing key players towards these goals. He has the support of CIO's and IT managers throughout the Executive and Judicial Branches. For the reasons stated above, the DOT asks that Mr. Sanjeev "Sonny" Bhagowalia be confirmed as the State of Hawaii's first Chief Information Officer.



Date: 4/2/2012

Committee: Senate Economic Development
and Technology

Department: Education

Person Testifying: Kathryn S. Matayoshi, Superintendent

Title of Bill: GM 540, Submitting for Consideration and Confirmation as Chief Information Officer to the Office of Information Management and Technology, Gubernatorial Nominee, SANJEEV BHAGOWALIA.

Purpose of Bill: To consider and confirm Sanjeev Bhagowalia as Chief Information Officer to the Office of Information Management and Technology.

Department's Position:

The Department of Education supports the confirmation of Sanjeev Bhagowalia as Chief Information Officer of the Office of Information Management and Technology.

We respectfully request your support and consideration in confirming Mr. Bhagowalia.

Thank you for the opportunity to testify in support of Mr. Bhagowalia.

DEPARTMENT OF INFORMATION TECHNOLOGY
CITY AND COUNTY OF HONOLULU

650 SOUTH KING STREET, 5TH FLOOR
HONOLULU, HAWAII 96813
Phone: (808) 768-7684 # Fax: (808) 768-7807 # Internet: www.honolulu.gov

PETER B. CARLISLE
MAYOR



GORDON J. BRUCE
DIRECTOR & CIO

FOREST A. FRIZZELL
DEPUTY DIRECTOR

TESTIMONY
of
GORDON J. BRUCE, DIRECTOR and CHIEF INFORMATION OFFICER
Department of Information Technology
City and County of Honolulu
before the
COMMITTEE ON ECONOMIC DEVELOPMENT AND TECHNOLOGY
on
Monday, April 2, 2012
1:15 p.m.
State Capitol, Conference Room 016
In consideration of

**GOVERNOR'S MESSAGE NO. 540, SUBMITTING FOR CONSIDERATION
AND CONFIRMATION AS CHIEF INFORMATION OFFICER TO THE
OFFICE OF INFORMATION MANAGEMENT AND TECHNOLOGY,
GUBERNATORIAL NOMINEE, SANJEEV BHAGOWALIA**

Chair Fukunaga, Vice Chair Wakai and Members of the Committee:

My name is Gordon Bruce, and I am the Director for the Department of Information Technology and the Chief Information Officer for the City and County of Honolulu.

This letter is submitted in support of Mr. Sanjeev "Sonny" Bhagowalia's appointment to Chief Information Officer for the State of Hawaii.

I have had the pleasure of meeting with Mr. Bhagowalia on many occasions since his arrival in Honolulu. He is well versed in the communications and information technology field.

I find him to be open, a consensus builder and willing to share his knowledge. He sees the potential of sharing technology resources across all levels of government. He has demonstrated this with active participation in numerous programs including City and County of Honolulu sponsored City Camp and Code for America.

Committee on Economic Development and Technology
Monday, April 2, 2012
1:15 p.m.
State Capitol, Conference Room 016

I can appreciate the incredible challenge that Mr. Bhagowalia has before him, not only in the deployment of technology, but in working through incredible maze of state procurement. His success will necessitate courage, vision, risk, and execution. He will need the support of not only the governor, but the governor's department heads, legislators and career civil servants. He has a huge task ahead of him, and he must be given the opportunity to execute.

My past seven years as the CIO of the City and County of Honolulu proved that centralization and consolidation of technologies are essential. Individual technology information silo management systems, that are incapable of reciprocal operations with other related management systems, can no longer be afforded. This enterprise-wide change will require not only Mr. Bhagowalia's leadership and expertise but action on the part of all within state government to work together to solve the problems not just re-arrange them.

Thank you for the opportunity to provide testimony.

Respectfully submitted,



Gordon J. Bruce
Director and Chief Information Officer



HAWAI'I COMMUNITY FOUNDATION

March 28, 2012

Board of Governors

Paul Kosasa
Chairman

Cathy Luke
Vice Chair

Gary Caulfield
Secretary

Charlie King
Treasurer

The Honorable Carol Fukunaga, Chair
Committee On Economic Development and Technology
State Capitol
Honolulu, HI 96813

Dear Chairperson Fukunaga and Committee Members:

GM 540 – Confirmation as Chief Information Officer, Sanjeev Bhagowalia

Robert R. Bean
Deborah Berger
Mary G.F. Bitterman
Margaret B. Cole
Elizabeth Rice Grossman
Richard W. Gushman, II
Robert S. Harrison
Honey Bun Haynes
Peter Ho
Micah A. Kane
Bert A. Kobayashi, Jr.
Colbert Matsumoto
Jennifer Sabas
Barry K. Taniguchi
James Wei
Eric K. Yeaman

Hawai'i Community Foundation supports the nominations of SANJEEV "SONNY" BHAGOWALIA as the Chief Information Officer to the Office of Information Management and Technology. The Foundation has been pleased to provide start-up funding of \$4.1 million to establish the Office of Information Management and Technology, build its leadership team and develop a road map for business process and technology transformation. As part of this effort, we have had the privilege of working with Sonny from the inception and we are very supportive of his leadership.

Sonny's 25 years of management and leadership experience in the IT industry in both the public and private sectors clearly provide him with the necessary skills to lead the State's technology transformation initiative as its Chief Information Officer. He understands the challenges and opportunities that an effort like this entails, having managed similar initiatives in the federal government. He also brings a tremendous network of contacts in other government agencies and the private sector with him that can help our state.

Moreover, Sonny is an enthusiastic leader for this effort; one who is visionary and articulate about how our government can better serve our citizens. He has been a tireless crusader on behalf of the initiative and has worked hard to reach out to all levels of the government as well as the broader public.

We respectfully ask that your committee support the confirmation of Sonny as Chief Information Officer and endorse and support his leadership.

Aloha,

Kelvin Taketa
President & CEO

Neighbor Islands:

Hawai'i:
65-1279 Kawaihae Road
Parker Square, Room 203
Kamuela, Hawai'i 96743
Phone: 808-885-2174
Fax: 808-885-1857

Kaua'i:
4139 Hardy Street
Suite C
Lihule, Hawai'i 96766
Phone: 808-245-4585
Fax: 808-245-5189

Maui:
2241 B Vineyard Street
Wailuku, Hawai'i 96793
Phone: 808-242-6184
Fax: 808-242-1505

March 30, 2011

Senator Carol Fukunaga, Chair
Committee on Economic Development and Technology
Hawaii State Legislature
2012 Session

Re: Governor's Message No. 540
Testimony in Support of Sanjeev Bhagowalia
Chief Information Officer, State of Hawaii

Dear Chair Fukunaga, Vice Chair Wakai and Members of the Committee:

Please accept this written testimony in support of the confirmation of Sanjeev "Sonny" Bhagowalia as the Chief Information Officer, State of Hawaii.

I have been working with Sonny for the last 9 months. In that time, I have found him to be a man of tremendous character and integrity. He genuinely cares about the people of Hawaii and is committed to providing the state with all of the opportunities that other government entities have enjoyed through a leading-edge, sophisticated information management and technology program.

Additionally, Sonny possesses a standard of excellence that he expects out of himself, his team, and ultimately his work product. This standard is derived from his 20-plus years of experience in the information technology and management industry, for both the public and private sector. Sonny has served as the Deputy Associate Administrator, Office of Citizens Services and Innovative Technologies, U.S. General Services Administration; the Chief Information Officer of the U.S. Department of the Interior; co-chair of the Architecture and Infrastructure Committee for the Federal CIO Council Executive Committee; Information Technology Program Management Executive for the Federal Bureau of Investigation; and Senior Principal Engineer for Boeing.

The State of Hawaii is fortunate to be in a position to benefit from the wealth of experience and credentials possessed by Sanjeev Bhagowalia.

Sincerely,



Jan S. Gouveia

fukunaga2 - Ashley-Jane

From: mailinglist@capitol.hawaii.gov
Sent: Friday, March 23, 2012 12:20 PM
To: EDTTestimony
Cc: randybaldemor@gmail.com
Subject: Testimony for GM540 on 4/2/2012 1:15:00 PM

Testimony for EDT 4/2/2012 1:15:00 PM GM540

Conference room: 016
Testifier position: Support
Testifier will be present: No
Submitted by: Randolph Baldemor
Organization: Individual
E-mail: randybaldemor@gmail.com
Submitted on: 3/23/2012

Comments:

I write in strong support of the confirmation of Sanjeev ("Sonny") Bhagowalia as Chief Information Officer to the Office of Information Management and Technology.

As Deputy Director of the Department of Taxation, I have had the opportunity to work closely with Sonny to identify and implement various improvements within the department. Based upon my experiences working with him, as well as his other public and private sector experiences, I firmly believe he possesses the skills, knowledge and experience to lead the development and implementation of a technology transformation that will positively serve the State of Hawai'i.

For these reasons, I respectfully request that you confirm Sonny as Chief Information Officer. Should the Committee need further information, please do not hesitate to contact me.

Mahalo for your time and consideration.

MAR 29 2012

March 29, 2012

Honorable Senator Carol Fukunaga, Chair
Senate Committee on Economic Development and Technology
Twenty-Six State Legislature
415 South Beretania Street
State Capitol, Room 216
Honolulu, Hawaii 96813

Dear Senator Fukunaga:


Subject: GOVERNOR MESSAGE (GM) 540
Mr. Sanjeev Bhagowalia Confirmation for Chief Information Officer in the Office
of Information Management and Technology

I am writing in support of Mr. Sanjeev "Sonny" Bhagowalia's confirmation as the Chief Information Officer in the Office of Information Management and Technology. Sonny has over twenty-five (25) years of experience in the area of information management and technology.

Sonny has an extensive background and a highly positive demeanor that will be necessary to move the State of Hawaii into the 21st century.

Sonny will make positive impacts for the State of Hawaii and assist in the Administration's New Day in Hawaii Plan with regard to technology development and enhancement. I highly recommend his confirmation.

Yours Very Truly,


JADINE Y. URASAKI, P.E., LEED AP
Deputy Director of Transportation

March 16, 2012

The Honorable Clayton Hee
and Members of the Senate Committee on Judiciary and Labor
The Twenty-Sixth Legislature
State Capitol, Room 016
Honolulu, HI 96813

I am writing in strong support of Sanjeev "Sonny" Bhagowalia for the State Chief Information Officer (CIO).

As the Administrator of the Hawaii Criminal Justice Data Center (HCJDC), Department of the Attorney General, I have the responsibility for the statewide criminal history information system (CJIS-Hawaii), the statewide Automated Fingerprint ID System (AFIS), the Sex Offender Registry, the State ID program and the FBI's National Crime Information Center (NCIC). Most recently, HCJDC is the primary supporting agency for the new statewide information sharing initiative, the Hawaii Integrated Justice Information Sharing (HIJIS) program.

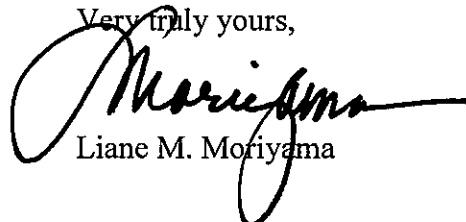
While Sonny has only been here in the islands as CIO since June 2011, in this short time, he has truly re-energized the State IT community with his bold and fresh ideas and his commitment to the task at hand. He is trying to unify appropriate IT services to maximize economies of scale in these times of budget tightening; however, he understands that a partnership with the departments is tantamount to the success of such a cross walk of services from disparate state business functions. He is assembling a top-notch Office of Information Management (OIMT) staff and already has many projects underway. He has reached out and been inclusive in his sharing of his vision, and his full disclosure of initiatives has been unheard of but so welcome!

I currently serve on the legislatively appointed IT Steering Committee (Act 200, SLH 2010) and as the Department's representative on the CIO Council. Many other HCJDC and Department staff are serving on other OIMT-led transformation committees. This effort is above and beyond our daily responsibilities, but I believe that we all understand that this may be our best chance to make a difference in IT for the State of Hawaii.

Sonny is dedicated to this mission as can only be evidenced by his willingness to be here in Hawaii while his family is on the East Coast. He has embraced Hawaii's culture in his aloha attire and learning as many Hawaiian local words as he can. However, beyond his attire, Sonny has shown that he understands the uniqueness of Hawaii and its people in the manner in which he conducts himself by "living aloha".

I am very honored to be able to submit this letter of support for Sonny as our State CIO and humbly ask your support of his nomination.

Very truly yours,



Liane M. Moriyama

TO THE SENATE COMMITTEE ON
ECONOMIC DEVELOPMENT AND TECHNOLOGY

Monday, April 2, 2012

1:15 p.m.

State Capitol

Room 016

GM540

TESTIMONY OF

NORA ALISON CRISPE-SMITH

Chair Senator Carol Fukinaga, Vice Chair Senator Glenn Wakai, and members of the committee. Ma'am and Sir, thank you for the opportunity to testify on Sanjeev "Sonny" Bhagowalia's confirmation hearing as the State's Chief Information Officer.

I strongly support Sanjeev "Sonny" Bhagowalia's nomination for the State's Chief Information Officer. Sanjeev "Sonny" Bhagowalia is the best thing that ever happened to the State of Hawaii Information Technology (IT).

Most of us know what effective leadership is and we do acknowledge and respect strong leaders when we are given the opportunity to work with them. I have the highest respect for Sonny's leadership and I strongly believe he will transform Information Technology in the State of Hawaii. In my testimony, I am borrowing heavily from the author Paul Taffinder.

Sonny is a transformational leader. A leader who can transform the commitment levels of the people around him.

I believe Sonny has deep conviction about his goals for the State of Hawaii and has a very strong determination to execute his vision and plans. It is this conviction and the ability to communicate with others with confidence that attract people and energy to him. I believe this confidence was the result of education, training and work experience. He is a charismatic leader.

To start the State's transformation, he created various working committees so that employees themselves could define where they want the State of Hawaii IT to be, five or ten years from now. Sonny did not dictate to us what he wants. He provided direction and guidance. I am a member in a couple of those committees and I personally witnessed people's positive reaction to him. I am amazed at the State employees' reception of his call for volunteers. All working committees have so many volunteer managers, supervisors and other employees who believe in Sonny's vision. I believe they all have faith in his leadership and want to work with him and together transform Hawaii's IT. These employees are busy and have their hands full but were willing to accept additional responsibilities because they have faith in his leadership.

Sonny inspires me as I believe he inspires others in the State. He inspires State employees to share

knowledge, time and energy for the State's IT transformation. He inspires those employees who used to believe that the State's IT was hopeless. As Paul Taffinder said, "Inspiring individual action, though important, is not enough to create large-scale change. As a leader, one must generate critical mass by turning knowledge into action and influencing people in a way that: channels their energy into the appropriate activities; mobilizes them to work together in a coordinated way; creates a culture of human development; and makes things happen." That is Sonny.

He inspires people like me to go the extra mile and to believe that there is a place for the State of Hawaii IT among the nation's leading IT States. Based on his previous leadership records, I believe Sonny can make it happen. He can move people to work together and generate results.

Sonny came here to Hawaii from the Federal government bringing with him knowledge, expertise and experience on what makes a successful IT and how to provide better service to the people of Hawaii. I believe he understands the risks of coming here as well as sees the opportunities for improvements.

One of the things that impressed my husband about Sonny is he wants everyone - the government employees and the people of Hawaii - to be all involved in this transformation. He wants input from everybody and subscribes to open government where information is shared with the citizens whenever possible.

Sonny understands IT. He understands people. He provides a clear sense of direction, outlines what the important objectives are and how these could be achieved with everyone working together. He effectively enlists the participation of rank and file, supervisors, and heads of offices from the different branches of the State government to work together, collaborate and move towards a common goal.

The State of Hawaii IT has been in critical need of a leader with a vision and has the experience and passion to implement that vision and make it our reality.

As a State civil servant, I thought I would leave the service giving up hope that something good may happen to the State's IT. With Sonny, I found hope.

I believe Sonny is an excellent choice because of his in-depth knowledge of Information Technology, his vast experience in IT, and his superior ability to work well with others. He is diplomacy personified.

Thank you for the opportunity to testify in support of Sonny Bhagawalia's confirmation as the State's Chief Information Officer.

Respectfully,

Nora A. Crispe-Smith

March 31, 2012

MEMORANDUM

TO: The Honorable Carol Fukunaga, Chair
Senate Committee on Economic Development and
Technology

FROM: Pankaj Bhanot

SUBJECT: G.M. 540, Submitting for consideration and confirmation as
Chief Information Officer to the Office of Information Management
and Technology, Gubernatorial Nominee, SANJEEV BHAGOWALIA

Hearing: Monday, April 2, 2012, 1:15 p.m.
Room 211, State Capitol

Good afternoon Chair Fukunaga, Vice Chair Wakai and members of the Senate Committee on Economic Development and Technology. My name is Pankaj Bhanot and I am submitting this testimony as a private citizen and public servant (Division Administrator of Benefit , Employment and Support Services Division, Department of Human Services) in support of Sanjeev “Sonny” Bhagowalia’s nomination and confirmation as the first Chief Information Officer of State of Hawai’i.

It is a moment of great pleasure and honor for me to testify in support of Sonny’s nomination and confirmation. His academic credentials, professional achievements, personality, credibility, character and integrity are testament to his ability to get the job done in a first class and award winner manner. Our Honorable Governor could not have found a better person than Sanjeev “Sonny” Bhagowalia to lead the information and technology transformation in Hawai’i, which is a much needed reform to ensure Hawai’i’s successful future.

Honorable Carol Fukunaga, Chair
Senate Committee on EDT
Hearing on GM 540

March 31, 2012

Page 2

I am absolutely convinced that Sonny will:

- Unite the currently fragmented information and technology systems across all departments through an integrated process, governance, and technology approach;
- Transform Hawaii to be the best “digital state” in the nation as measured by industry leaders and fellow state CIOs;
- Help agencies transform the way government delivers programs and services more efficiently through business process reengineering; and
- Implement programs that achieve transformative outcomes by delivering products and services more efficiently to the citizens of Hawaii in an open and transparent manner.

I have the pleasure of meeting and working with Sonny in work groups and attended various meetings with him over the last nine (9) months to determine how the Department of Human Services and the Benefit Employment and Support Services Division can transform its IT infrastructure to ensure a streamlined service delivery model that is uncomplicated and efficient and based on industry standards and statewide governance. Throughout these meetings Sonny’s vision, willingness to collaborate with all involved and result oriented approach to solutions was clearly evident.

Chair, Vice Chair, and members of the Committee, Hawai’i is in a dire need of a leader like Sonny to help re-engineer state business processes, rebuild the State’s IT infrastructure, and to modernize State government operations.

I respectfully urge you to confirm Sanjeev Bhagowalia as the first CIO of our great State of Hawai’i.

Thank you for the opportunity to testify on GM 540.