

DAVID Y. IGE
GOVERNOR



TODD NACAPUY
CHIEF INFORMATION
OFFICER

STATE OF HAWAII
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

P.O. BOX 119, HONOLULU, HI 96810-0119
Ph: (808) 586-6000 | Fax: (808) 586-1922
ETS.HAWAII.GOV



Testimony of
TODD NACAPUY
Chief Information Officer, State of Hawai'i

Before the

SENATE COMMITTEE ON HUMAN SERVICES
Friday, February 2, 2018
1:20 P.M.
State Capitol, Conference Room 414

SENATE BILL NO. 2960
RELATING TO INFORMATION TECHNOLOGY

Dear Chair Wakai, Vice Chair Taniguchi and members of the committee:

I am Todd Nacapuy, Chief Information Officer of the State of Hawai'i and head of the Office of Enterprise Technology Services (ETS), testifying in **support**, with comments, of Senate Bill No. 2960, Relating to Information Technology, where the Information Technology Steering Committee (ITSC), rather than the Governor, appoints the State Chief Information Officer.

This bill seeks to provide long-term continuity of leadership for Executive Branch information technology programs. Over the past three years, this administration, with critical support from the legislature, has built a strong foundation of information technology plans, statutes, and staffing to address the State's ever more complex business environment. These short- and long-term technology solutions now require adequate time to take root and mature. As noted in the [ETS Annual Report](#) and [accompanying dashboards](#), major State IT projects span many departments over multiple years.

According to the National Association of State Chief Information Officers (NASCIO), the average tenure of a state CIO is 20 months. "This is partially because, in most states, the CIO is an appointed position, meaning state CIOs typically lose their job when there's a change in power," NASCIO explained.

From 2010 to 2016, this State witnessed a high turnover of CIOs and top IT managers. Each CIO changed the direction of major initiatives their predecessors had put into place. While some changes may have been necessary to meet project needs and financial constraints, the constant rip and replace of IT programs did not serve this State well. Such IT churn did not provide for the effective adoption of technology and caused the State to have numerous failed IT projects and waste hundreds of millions of tax payers' dollars.

CIOs need sufficient time to look into the future, to plan, and to implement their strategies to meet new IT service delivery models, innovative technology solutions, and increasing demands. And CIOs must be accountable for what they put into place and ultimately deliver. This proposed CIO appointment and review structure will accomplish that.

We expect this collaborative governance structure and increased accountability for both the CIO and the ITSC will lead to increased pooling of shared resources among jurisdictions; added buying power; improved cross jurisdiction security and privacy; reduced redundant spending in technology, business processes and organization structures; and significant gains in the quality of service within government and to the citizens it serves.

Lastly, adding new appointment and review roles to the ITSC suggests that a more rigorous member appointment and credentialing structure may be necessary. We will work with your committees to review what other appointment processes may be appropriate for a now higher profile and accountable ITSC.

Thank you for this opportunity to testify in support of this bill.



LATE

Written Statement of
Robbie Melton
Executive Director & CEO
Hawaii Technology Development Corporation
before the
Senate Committee on Economic Development, Tourism, and Technology
And
Senate Committee on Labor
Friday, February 2, 2018
1:20 p.m.
State Capitol, Conference Room 414

In consideration of
SB2960
RELATING TO INFORMATION TECHNOLOGY

Chairs Wakai and Tokuda, Vice Chairs Taniguchi and English, and Members of the Committees.

The Hawaii Technology Development Corporation (HTDC) **supports** SB2960 that makes the state chief information officer subject to hiring and dismissal by the information technology steering committee, rather than the governor, and removes the chief information officer as chair of the information technology steering committee.

HTDC appreciates and supports efforts to make government more efficient through the use of technology. Over the past three years, the ETS team has built a strong foundation of information technology plans, statutes, and staffing to address the State's ever more complex business environment. HTDC comments that the bill provides continuity in leadership to allow solid information technology projects to be completed. HTDC looks forward to continue working with the ETS team.

Thank you for the opportunity to offer these comments.