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Testimony of  
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Before the

HOUSE COMMITTEE ON WATER, LAND & HAWAIIAN AFFAIRS  
Wednesday, March 13, 2019

SENATE BILL NO. 695, SD2  
RELATING TO THE HAWAIIAN HOMES COMMISSION ACT

Dear Chair Yamane, Vice Chair Todd and members of the committee:

The Office of the Enterprise Technology Services (ETS) supports the intent of Senate Bill No. 695, SD2, Relating to the Hawaiian Homes Commission Act, which requires the Department of Hawaiian Homes Lands to digitize its applicant, beneficiary, and lessee records as long as it doesn't affect the priorities identified in the Governor's Executive Budget request.

ETS has been collaborating with the Department of Hawaiian Homelands on projects underway that would organize and make beneficiary information eventually accessible through a database. We will continue to provide governance and technological guidance on the project.

ETS looks forward to continuing to work with the Department of Hawaiian Homes Lands in improving access to its beneficiary information.

Thank you for this opportunity to provide testimony on this bill.

DAVID Y. IGE  
GOVERNOR  
STATE OF HAWAII

JOSH GREEN  
LT. GOVERNOR  
STATE OF HAWAII



JOBIE M. K. MASAGATANI  
CHAIRMAN  
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WILLIAM J. AILA, JR.  
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**TESTIMONY OF JOBIE M. K. MASAGATANI, CHAIRMAN  
HAWAIIAN HOMES COMMISSION  
BEFORE THE HOUSE COMMITTEE ON WATER, LAND & HAWAIIAN AFFAIRS  
HEARING ON MARCH 13, 2019 AT 10:00AM IN CR 325**

**SB 695, SD2 RELATING TO THE HAWAIIAN HOMES COMMISSION ACT**

March 13, 2019

Aloha Chair Yamane, Vice Chair Todd and members of the Committee:

Thank you for the opportunity to testify on Senate Bill 695, SD2. This bill requires the Department of Hawaiian Home Lands (DHHL) to digitize its applicant, beneficiary, and lessee records. The Department supports the intent of this measure, but it may be unnecessary since DHHL can address this administratively.

DHHL began implementing an electronic document imaging system in June 2013 that converted applicant and lessee records to digital media. Staff training was recently held to allow staff on Oahu and the neighbor island offices to have access to DHHL's electronic record system. This will significantly improve accessibility and inquiry response times. The primary purpose of the document management system is to easily store, access, track, and share documents from a secure and central location. The goal is to provide better customer service and create a more efficient use of staff time. It will also allow for the preservation of the original documents.

DHHL will also launch a new Contact Center to improve the beneficiary experience and agency efficiency. The Contact Center will utilize two platforms, which will function as a database management tool with case tracking mechanisms and assist in call response times to beneficiaries.

Finally, DHHL is in the beginning stages of looking to integrate GIS into its day-to-day operations. These existing efforts that are underway should begin to address what is requested in this bill. DHHL requests that any requirement to have the digital database completed by a date certain provide sufficient time to update the database because most of the information requested in the bill is currently in the database with the exception of number of deferrals and history of whether the individual obtained a lease as an applicant or as a successor, which will require additional time and staff to update electronically.