
SENATE RESOLUTION

REQUESTING THE OFFICE OF ENTERPRISE TECHNOLOGY SERVICES TO
CONDUCT A FEASIBILITY STUDY ON THE DEVELOPMENT OF A
STATEWIDE INTERAGENCY SYSTEM FOR FILING AND MAINTAINING
DOCUMENTS REQUIRED OF INDIVIDUALS AND ORGANIZATIONS
ACCESSING GOVERNMENT SERVICES ONLINE.

1 WHEREAS, today, many government services and programs are
2 provided online and reliance on the online method of delivery
3 has increased due to the coronavirus disease 2019 (COVID-19)
4 pandemic; and

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6 WHEREAS, many government services and programs require
7 personal information for online access privileges and require
8 documentation to be uploaded in certain instances; and

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10 WHEREAS, oftentimes the same information and same
11 documentation must be uploaded numerous times to access the
12 online services at different times or to access different
13 services; and

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15 WHEREAS, this redundant input and upload exercise wastes
16 time, causes user frustration, and likely contributes to less
17 utilization of online services than would be the case if the
18 process were streamlined; and

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20 WHEREAS, a statewide interagency system for the filing and
21 maintenance of documents required of individuals and
22 organizations accessing government services online would improve
23 efficiency and user experience; and

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25 WHEREAS, one program that would particularly benefit from a
26 statewide interagency system for the filing and maintenance of
27 documents required of individuals and organizations accessing
28 government services online is the grant-in-aid program; and
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1 WHEREAS, other areas that could benefit from a statewide
2 interagency filing system are taxation, regulatory compliance,
3 government assistance programs, and occupational licensing; and
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5 WHEREAS, the Judiciary, for example, has implemented a
6 statewide online filing system for nearly the entire court
7 system, including district, circuit, and appellate courts, which
8 has streamlined the process for filing and retrieving court
9 documents, lowered the barriers to accessing the courts in many
10 respects, and immeasurably prepared the Judiciary to deliver
11 critical services throughout the COVID-19 pandemic; and
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13 WHEREAS, the success of the Judiciary's statewide filing
14 system demonstrates the untold potential of a statewide
15 interagency system for the filing and maintenance of documents
16 required of individuals and organizations accessing government
17 services online; and
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19 WHEREAS, the Office of Enterprise Technology Services
20 provides governance for executive branch information technology
21 projects and is uniquely positioned to study and implement a
22 statewide interagency filing system; now, therefore,
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24 BE IT RESOLVED by the Senate of the Thirty-first
25 Legislature of the State of Hawaii, Regular Session of 2022,
26 that the Office of Enterprise Technology Services is requested
27 to conduct a feasibility study on the development of a statewide
28 interagency system for filing and maintaining documents required
29 of individuals and organizations accessing government services
30 online; and
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32 BE IT FURTHER RESOLVED that the Office of Enterprise
33 Technology Services is requested in the feasibility study to
34 identify the types of information to be included to improve
35 government efficiency and coordination of services, reduce
36 redundant reporting, and address privacy and security concerns
37 related to personal information; and
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39 BE IT FURTHER RESOLVED that the Office of Enterprise
40 Technology Services is requested to submit a report of its
41 findings and recommendations, including any proposed



1 legislation, to the Legislature no later than twenty days prior
2 to the convening of the Regular Session of 2023; and

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4 BE IT FURTHER RESOLVED that a certified copy of this
5 Resolution be transmitted to the Chief Information Officer.

