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**STATE OF HAWAII**  
**DEPARTMENT OF TRANSPORTATION**  
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January 27, 2022  
9:30 A.M.  
State Capitol, Teleconference

**S.B. 1016, S.D. 1**  
**RELATING TO THE DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**

Senate Committee on Judiciary

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The Department of Transportation (DOT), **strongly supports** this bill that proposes for the Office of Enterprise Technology Services (ETS) to establish policies in collaboration with departments and agencies to provide infrastructure and resources to permit authorized employees to securely access remote computing services.

Currently, thirty percent (30%) of the Highways Division works remotely. A vast majority of which utilize their own personal devices to perform their duties. After researching different remote work computing services, it was determined that the Virtual Desktop Infrastructure (VDI) would meet our division's needs. Close coordination and cooperation between Highways Division and ETS staff allowed for the rapid roll out of this technology. This secure remote work technology allowed for remote work, as well as allowing for improvements to our workflow both internally and externally with other departments.

For example, our internal processing of vendor payments changed from a manual paper process to an automated process. We apprised vendors for submission of contract and purchase order invoices electronically and submitted payment processing to the Department of Accounting and General Services electronically. Through the VDI we were able to access the Hawaii Financial Accounting and Management Information System (FAMIS). Prior to the use of VDI, the only way to externally access state systems such as FAMIS and DataMart was a cumbersome and often problematic method requiring the user to first access the state network via an individual virtual private network, then navigating to the desired application.

Because this process required special software and had security concerns it required the external user to use a State issued laptop. This greatly limited the number of employees that could be accommodated, and how quickly it could be deployed. Within the VDI virtual workspace, access is already available to these state applications, so

employees would just need to open their VDI instance on any home device to have access to these resources. This automation expedited vendor payments.

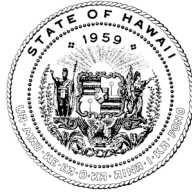
The Administration Division currently supports 50% of our employees through VPN (Virtual Private Networking) and VDI technologies managed by DOT. VPN allows employees with state issued laptops to access state resources remotely, while VDI allows employees utilizing their own equipment to connect to a virtual desktop in our DOT Data Center that then gives them access to state resources from anywhere in the world.

The Administration Division was able to quickly respond to the pandemic with technologies in place to support our employees while they worked at home. It was during this time that the Computer Systems and Services Office was able to pilot and then move to production, our VDI solution. This new VDI solution allows authorized employees the ability to work from anywhere, from any device, while maintaining the security of state resources and information.

DOT recommends that additional funding be authorized for ETS so that more electronic devices can be used by staff to continue remote work and that policies and procedures can be created to allow staff to continue to telework securely.

Thank you for the opportunity to provide testimony.

DAVID Y. IGE  
GOVERNOR



DOUGLAS MURDOCK  
CHIEF INFORMATION  
OFFICER

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Testimony of  
DOUGLAS MURDOCK  
Chief Information Officer  
Enterprise Technology Services

Before the

SENATE COMMITTEE ON JUDICIARY  
Thursday, January 27, 2022

SENATE BILL NO. 1016, SD1  
RELATING TO THE DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES.

Dear Chair Rhoads, Vice Chair Keohokalole, and members of the committee:

The Office of Enterprise Technology Services (ETS) thanks the Senate Committee on Government Operations for accepting our suggested changes to the bill. ETS supports this measure as written in the SD1.

Thank you for the opportunity to provide testimony on this measure.

DAVID Y. IGE  
GOVERNOR



CURT T. OTAGURO  
COMPTROLLER  
AUDREY HIDANO  
DEPUTY COMPTROLLER

**STATE OF HAWAII**  
**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**  
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

WRITTEN TESTIMONY  
OF  
CURT T. OTAGURO, STATE COMPTROLLER  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
TO THE  
COMMITTEE ON JUDICIARY

THURSDAY, JANUARY 27, 2022, 9:30 A.M.  
VIA VIDEOCONFERENCE, STATE CAPITOL

S.B. 1016

RELATING TO THE DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES.

Chair Rhoads, Vice Chair Keohokalole, and members of the Committee, thank you for the opportunity to testify on S.B. 1016.

The Department of Accounting and General Services (DAGS) supports the intent of this bill and endorses the collaboration of departments and agencies to provide infrastructure and resources to permit authorized employees to securely access remote computing services. The DAGS defers to the subject matter experts within the Office of Enterprise Technology Services (ETS) to define parameters to strengthen State employees ability to securely perform remote work.

Thank you for the opportunity to testify on this matter.



January 27, 2022

Senator Karl Rhoads, Chair  
Senator Jarrett Keohokalole, Vice Chair  
SENATE COMMITTEE ON JUDICIARY  
Via Videoconference

RE: COMMENTS ON SB 1016, SD1, RELATING TO THE DEPARTMENT OF  
ACCOUNTING AND GENERAL SERVICES

Aloha Chair Rhoads, Vice Chair Keohokalole, and committee members:

My name is Christine Sakuda and I serve as the executive director of Transform Hawai'i Government (THG), a coalition of organizations and individuals who advocate for an accessible, accountable and responsive state government that leverages technology to help citizens, communities, and businesses throughout Hawai'i to thrive. We provide a consistent and persistent voice to keep modernization a top priority of state government.

Senate Bill 1016, SD1 would require the Office of Enterprise Technology Services (ETS) to establish policies, in collaboration with departments and agencies to provide infrastructure and resources to permit authorized employees to securely access remote computing services. THG supports the intent of this bill, provided that ETS is given sufficient funding to support additional responsibilities.

The pandemic has revealed insights into the future of work. Telework has shown to be an important aspect of government modernization, namely, the State's ability to function efficiently with limited resource during a crisis.

The pandemic has shown how having good data can help to address complex policy decisions that require inter-organizational collaboration and coordinated responses. Governments have had to figure out ways to restore their economy affected by COVID-19. However, work resumption is accompanied by the risk of epidemic rebound. Long-term restrictions, therefore, can extend economic downturn and other unpredicted problems. It is necessary to make appropriate decisions to balance the two contradictory forces of work resumption and epidemic rebound.<sup>1</sup>

It is time to commit resources and develop a long-term vision for all branches and departments of our State government to work in a coordinated fashion and establish an open data strategy. Telework can and must be a part of this vision. Telework has proven to be invaluable, during times of crisis, in facilitating vital information sharing between State agencies.

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<sup>1</sup> Yu, S., Qing, Q., Zhang, C., Shehzad, A., Oatley, G., & Xia, F. (2021). Data-Driven Decision-Making in COVID-19 Response: A Survey. IEEE Transactions on Computational Social Systems.

Data shared across agencies contributes to the effective, efficient, and transparent delivery of information resources and services.

Access to data is essential to providing information to decision-makers, both within and external of government, so they can make informed decisions. SB 1016 SD1 will help towards the goal of making information accessible and to decision-makers and data users, as intended under Section 27-44.3, Hawai'i Revised Statutes.

Respectfully submitted,



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