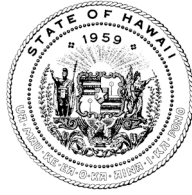


DAVID Y. IGE
GOVERNOR



DOUGLAS MURDOCK
CHIEF INFORMATION
OFFICER

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

P.O. BOX 119, HONOLULU, HI 96810-0119
Ph: (808) 586-6000 | Fax: (808) 586-1922
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Testimony of
DOUGLAS MURDOCK
Chief Information Officer
Enterprise Technology Services

Before the

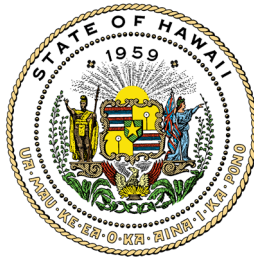
SENATE COMMITTEE ON GOVERNMENT OPERATIONS
Thursday, March 24, 2022

SENATE CONCURRENT RESOLUTION 198
SENATE RESOLUTION 191

Dear Chair Moriwaki, Vice Chair Dela Cruz, and members of the committee,

The Office of the Enterprise Technology Services (ETS) supports this measure, which requests the auditor to conduct an audit of the Department of Health and Department of Public Safety's implementation of the Hawaii Information Portal.

Thank you for allowing us to provide testimony.



SENATE COMMITTEE ON GOVERNMENT OPERATIONS
The Honorable Sharon Y. Moriwaki, Chair
The Honorable Donovan M. Dela Cruz, Vice Chair

**S.C.R. NO. 198 REQUESTING THE AUDITOR TO CONDUCT AN AUDIT OF THE
DEPARTMENT OF HEALTH AND DEPARTMENT OF PUBLIC SAFETY'S
IMPLEMENTATION OF THE HAWAII INFORMATION PORTAL**

**S.R. NO. 191 REQUESTING THE AUDITOR TO CONDUCT AN AUDIT OF THE
DEPARTMENT OF HEALTH AND DEPARTMENT OF PUBLIC SAFETY'S
IMPLEMENTATION OF THE HAWAII INFORMATION PORTAL**

Hearing: Thursday, March 24, 2022, 3:00 p.m.

The Office of the Auditor appreciates the opportunity to testify on S.C.R. No. 198 and S.R. No. 191, requesting the auditor to conduct an audit of the Department of Health and Department of Public Safety's implementation of the Hawai'i Information Portal, and offers the following comments.

First, we strongly suggest that the committee identify the specific programs or activities that it wants assessed to ensure that our report covers the issues that the Legislature is most interested in having us examine. We conduct performance audits in accordance with generally accepted government auditing standards. Those standards require us to properly plan, document, and carry out work necessary to address "audit objectives" that we identify during the planning phase of our audit work. Without more specific direction we may develop audit objectives that may be different from those envisioned by the Legislature, and for that reason, the report may offer less value to the Legislature.

We would also note that the HIP system modernization project was only recently completed in January 2019 and that an audit this soon may be premature. We regularly conduct follow-up reviews of our audit recommendations from prior years and have found that it often can take time for an agency to plan for new software, consult with the attorney general or Department of Human Resources Development on changes in policy, and to train employees on improvements or upgrades. If a performance audit is conducted prematurely, we risk examining a program or process that has not yet been implemented or is only partially implemented during our fieldwork.

Thank you for considering our testimony related to S.C.R. No. 198 and S.R. No. 191.

SCR-198

Submitted on: 3/22/2022 3:39:06 PM

Testimony for GVO on 3/24/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Vincent Tomas	Individual	Support	Written Testimony Only

Comments:

Aloha,

I'm writing in strong support of this bill.

Mahalo,

VincentTomas, Deputy Sheriff II

SCR-198

Submitted on: 3/22/2022 3:46:43 PM

Testimony for GVO on 3/24/2022 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Scott Brandao	Individual	Support	Written Testimony Only

Comments:

Aloha,

I am in strong support of this bill. I am an employee of the Department of Public Safety Sheriff's Department. When the HIP System was implemented it was not suited for 24 hour operating sections due to the way it was set up. I was not paid any overtime or special pay from August of 2021 to January of 2022. I have submitted screenshots of HIP, print outs of my pay stubs and filed a grievance with the union. As of the submission of this testimony I still have not been paid. I requested assistance from the Labor Division of the federal government through the Union as well. The HIP system needs to be fixed and people need to be paid what they are owed. Mahalo for your time and consideration in this matter.



HAWAII GOVERNMENT EMPLOYEES ASSOCIATION

AFSCME Local 152, AFL-CIO

RANDY PERREIRA, Executive Director • Tel: 808.543.0011 • Fax: 808.528.0922

The Thirty First Legislature, State of Hawaii
The Senate
Committee on Government Operations

LATE

Testimony by
Hawaii Government Employees Association
March 24, 2022

S.C.R. 198/S.R. 191 – REQUESTING THE AUDITOR TO CONDUCT A
PERFORMANCE AUDIT OF THE DEPARTMENT OF HEALTH
AND DEPARTMENT OF PUBLIC SAFETY’S IMPLEMENTATION
OF THE HAWAII INFORMATION PORTAL

The Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO strongly supports the purpose and intent of S.C.R. 198 and S.R. 191 which requests that the Auditor conduct a performance audit of the Departments of Health and Public Safety’s implementation of the Hawaii Information Portal.

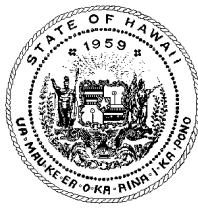
Since the transition to the new HIP payroll system, we have received a plethora of complaints from our members that run the gamut of underpayments, overpayments and subsequent inaccurate corrections over the course of several pay periods to recapture then repay wages, missing and incomplete hourly differential payments, and erroneous vacation and sick leave balances. As these issues arise and compound paycheck over paycheck, employees must manually calculate the discrepancies and file numerous claims to fix their payment issues. This disproportionately shifts the responsibility of recordkeeping upon the employee to constantly check and recalculate their wages and accumulated leaves, which defeats entirely the purpose of having an expensive electronic payroll system. Some miscalculations span several pay periods and remain unresolved for months. In the most egregious cases, some employees work the full pay period with hourly differentials yet are only paid the differentials and not their actual salary, or an employee has accumulated hundreds of hours of leave, only to see it all vanish in a moment.

This is absolutely unacceptable and quite frankly, our members are better off returning to calculating their timesheets individually by paper. Swift action must be taken to fix the HIP system and immediately resolve all outstanding payment issues.

Thank you for the opportunity to testify in strong support of S.C.R. 198 and S.R. 191.

Respectfully submitted,


Randy Perreira
Executive Director



STATE OF HAWAII
DEPARTMENT OF PUBLIC SAFETY
919 Ala Moana Boulevard, 4th Floor
Honolulu, Hawaii 96814

MAX N. OTANI
DIRECTOR

Maria C. Cook
Deputy Director
Administration

Tommy Johnson
Deputy Director
Corrections

Jordan Lowe
Deputy Director
Law Enforcement

No. _____

TESTIMONY ON SENATE CONCURRENT RESOLUTION 198
REQUESTING THE AUDITOR TO CONDUCT AN AUDIT OF THE
DEPARTMENT OF HEALTH AND DEPARTMENT OF PUBLIC SAFETY'S
IMPLEMENTATION OF THE HAWAII INFORMATION PORTAL.

By
Max Otani, Director
Department of Public Safety

Senate Committee on Government Operations
Senator Sharon Y. Moriwaki, Chair
Senator Donovan Mr. Dela Cruz, Vice Chair



March 24, 2022; 3:00 p.m.
State Capitol, CR 016 and Via Videoconference

Chair Moriwaki, Vice Chair Dela Cruz, and Members of the Committee:

Senate Concurrent Resolution (SCR) 198 requests the auditor to conduct an audit of the Department of Health and Department of Public Safety's implementation of the Hawaii Information Portal (HIP).

The Department of Public Safety (PSD) supports the intent of this measure but defers to the Office of the Auditor to determine the appropriate timeframe for the conduct of the audit.

Prior to the implementation of HIP on August 9, 2021, employees were instructed to complete the required online training sessions provided by the Department of Accounting and General Services (DAGS) and to seek assistance from their supervisors when questions arose. In addition to the online training, much of which could be accessed when convenient for the employee, PSD, with the assistance of DAGS staff, conducted in-person training sessions at various facilities and offices that requested additional training. Since implementation, the

Department has addressed numerous complaints from employees regarding delayed or non-compensation for entitlements earned, assigning dedicated staff to troubleshoot these complaints. It would be safe to say that most complaints have now been resolved. The problem areas are summarized as follows:

1. User error by employee and/or supervisor.
2. HIP not designed to accommodate the complexity of an agency with 24/7 operations.
3. HIP is a one deadline system that leaves little time for auditing before required submission deadline.

PSD will continue its efforts to address and resolve issues of complaint and provide training where it is needed. Should it be determined that an audit is required, the Department will cooperate with the Office of the Auditor.

Thank you for this opportunity to testify.