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## OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

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Written Testimony of  
DOUGLAS MURDOCK  
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Before the  
SENATE COMMITTEE ON WAYS AND MEANS  
WEDNESDAY, FEBRUARY 28, 2024

SENATE BILL 2526 SD1  
RELATING TO INFORMATION TECHNOLOGY

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

The Office of Enterprise Technology Services (ETS) **supports** this bill to extend the Technology Services Consolidation Working Group through 2026 as it assists ETS in working with certain state agencies to ensure critical state IT systems and data are hosted in a facility with the redundancy necessary to continue to operate even if one redundant component fails, preventing downtime and safeguarding the availability of critical government services.

SB 2526 SD1 amends Act 179 (2022) to allow ETS to partner with private providers and carriers; to inventory and categorize the business criticality of each major state information technology systems or data set; determine the appropriate data center or hosting facility requirements based on the business criticality level of the system or data set; and ensure that all consolidated state information technology data be housed in a facility with the resiliency to perform maintenance without downtime, as well as having contingencies for power outages and other emergencies.

The working group will submit a report of its findings and recommendations to the legislature each year until 2026.

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



February 28, 2024

**SUPPORTS SB 2526, SD1  
RELATING TO INFORMATION TECHNOLOGY**

Senate Committee on Ways and Means  
The Honorable Donovan M. Dela Cruz, Chair  
The Honorable Sharon Y. Moriwaki, Vice Chair

Wednesday, February 28, 2024; 10:01 a.m.  
Conference Room 211 & Videoconference  
Hawaii State Capitol; 415 South Beretania Street

Chair Dela Cruz, Vice Chair Moriwaki, and members of the Committee,

Thank you for this opportunity to offer our support for SB 2526, SD1, Relating to Information Technology. My name is Richard Zheng, President and CEO of Servpac.

As a locally owned company established in 2004, Servpac has evolved from a Hawaii telecommunications provider to an all-in-one cloud-based technology solution, offering high speed fiber internet, VoIP phones, cloud computing, data center colocation and managed IT services. We understand the unique challenges that Hawaii's businesses face and we provide customized solutions to keep them connected in a mission-critical world.

Data centers and fiber optic networks are key contributors to the development and expansion of Hawaii's high-tech sector. These infrastructures facilitate the creation of high-paying jobs in the technology industry, thereby diversifying Hawaii's economy.

Ultimately, we see value in data facilities having system backup which includes dual-powered, redundant electrical, distribution and storage system, and highly redundant server and network architectures.

Mahalo for allowing Servpac to share our perspectives on SB 2526, SD1.