A BILL FOR AN ACT

RELATING TO DIGITAL PUBLIC SERVICES.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

SECTION 1. The legislature finds that coronavirus disease 2019 and recent innovations have accelerated the government implementation of digital applications and access to collect information and provide state services to visitors and local residents. Numerous departments are preparing digital applications for their own purposes. These include a digital agriculture form by the department of agriculture, visitor information collection by the Hawaii tourism authority, coronavirus disease 2019 screening information by the department of transportation and department of health, and state park information and interactive resources by the department of land and natural resources.

The legislature further finds that additional benefits and services could be offered more efficiently by combining the ongoing efforts in the long-term and offering a single digital application or interface that residents and visitors could use, in which data and tools could be used more effectively by more
agencies, compared to numerous individual applications which
must be separately found and used. For example, a single
application could provide for information capture in specific
cases such as entering an airport, collect payment information
one time but allow for multiple public services such as access
to state parks, parking in other facilities, reserving camping
sites, or making donations to state programs.

Most of all, no government application or service will be
well utilized unless quality of experience and ease of use is
the first and foremost consideration in design and use.
Consolidating and streamlining services and use will be crucial
to providing effective digital public services for visitors and
residents.

The purpose of this Act is to centralize the numerous near-
term efforts at different state departments in pursuit of the
coordinated long-term goal of providing streamlined, efficient,
and more innovative digital public services.

SECTION 2. Section 27-43, Hawaii Revised Statutes, is
amended by amending subsection (a) to read as follows:
"(a) There is established within the department of
accounting and general services the office of enterprise
technology services, which shall be headed by a full-time chief information officer to organize, manage, and oversee statewide information technology governance. The chief information officer shall be appointed by the governor as provided in section 26-34. The chief information officer shall report directly to the governor and shall:

(1) Develop, implement, and manage statewide information technology governance;

(2) Develop, implement, and manage the state information technology strategic plans;

(3) Develop and implement statewide technology standards;

(4) Work with each executive branch department and agency to develop and maintain its respective multi-year information technology strategic and tactical plans and road maps that are part of the State's overall information technology strategic plans, road maps, and directions;

(5) Coordinate each executive branch department and agency's information technology budget request, forecast, and procurement purchase to ensure compliance with the department or agency's strategic
plan and road map and with the office of enterprise
technology services' information technology governance
processes and enterprise architecture policies and
standards, including policies and standards for
systems, services, hardware, software, and security
management;

(6) Report annually to the governor and the legislature on
the status and implementation of the state information
technology strategic plan;

(7) Update the state information technology strategic plan
every four years;

(8) Perform other necessary or desirable functions to
facilitate the intent of this section;

(9) Employ persons exempt from chapters 76 and 89;

(10) Provide centralized computer information management
and processing services, coordination in the use of
all information processing equipment, software,
facilities, and services in the executive branch of
the State, and consultation and support services in
the use of information processing and management
technologies to improve the efficiency, effectiveness, and productivity of state government programs;

(11) Establish, coordinate, and manage a program to provide a means for public access to public information and develop and operate an information network in conjunction with overall plans for establishing a communication backbone for state government; [and]

(12) Coordinate the various digital public services offered by state departments, agencies, and contractors for the purpose of:

(A) Maximizing simplicity and improving end user experience;

(B) Facilitating the intergovernmental sharing of data and tools to enable a robust range of products and services; and

(C) Protecting privacy and data; and

(13) Adopt rules, pursuant to chapter 91, necessary for the purposes of this part."

SECTION 3. (a) There is established within the office of enterprise technology services for administrative purposes, a unified digital public services working group.
(b) The working group shall consist of the following members or their designees:

(1) The chief information officer, who shall serve as the chair of the working group;

(2) President and chief executive officer of the Hawaii tourism authority;

(3) Chairperson of the board of land and natural resources;

(4) Director of transportation;

(5) Chairperson of the board of agriculture;

(6) Director of business, economic development, and tourism;

(7) Director of health; and

(8) Representatives from any other interested department, who the chair may invite to become a member of the working group.

(c) The working group shall:

(1) Develop and make recommendations on coordinating current efforts of creating digital applications for individual departments or offices;
(2) Develop and make recommendations on intergovernmental sharing of data and tools to enable a more robust range of products and services that might only be possible when data and tools from each department can be used in conjunction with others;

(3) Develop and make recommendations on how to maximize the visitor and resident user experience by eliminating duplication, simplifying access, and considering the end user experience in every aspect of digital public services; and

(4) Consider digital privacy and protection of user data when developing and making recommendations.

(d) No later than December 1, 2021, the working group shall submit a preliminary report of its activities to the legislature. No later than December 1, 2022, the working group shall submit a final report to the legislature containing its findings and recommendations, including any proposed legislation.

(e) The working group shall cease to exist on June 30, 2023.
SECTION 4. Statutory material to be repealed is bracketed and stricken. New statutory material is underscored.

SECTION 5. This Act shall take effect upon its approval.

INTRODUCED BY: [Signature]
Report Title:
Digital Public Services; Office of Enterprise Technology Services; Working Group

Description:
Requires the office of enterprise technology services to coordinate the various state digital public services. Establishes a working group to make recommendations to coordinate efforts to create applications for individual departments and offices.

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