




**STATE OF HAWAII'**  
**DEPARTMENT OF EDUCATION**  
P.O. BOX 2360  
HONOLULU, HAWAII 96804

OFFICE OF THE SUPERINTENDENT

April 18, 2019

TO: The Honorable Kenneth Uemura  
Chairperson, Finance and Infrastructure Committee

FROM:   
Dr. Christina M. Kishimoto  
Superintendent

SUBJECT: **Update on Overview of Department of Education's ("Department") Office of Information Technology Services and Department's Five-Year Technology Plan**

1. DESCRIPTION

Update on the Office of Information Technology Services and the Department's five-year technology plan.

2. UPDATE

Department's updated on the five-year technology plan:

- a. Technology vision and roadmap
- b. Technology tiered support model
- c. Updates on specific projects

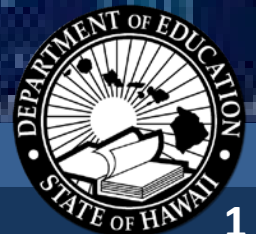
CMK:cs  
Attachment

c: Office of Information Technology Services

# Update on Overview of the Department of Education's ("Department") Office of Information Technology Services and Department's Five-Year Technology Plan

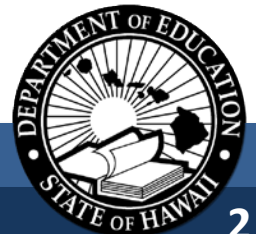
## Finance and Infrastructure Committee

April 18, 2019



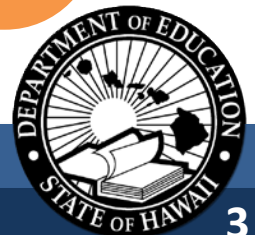
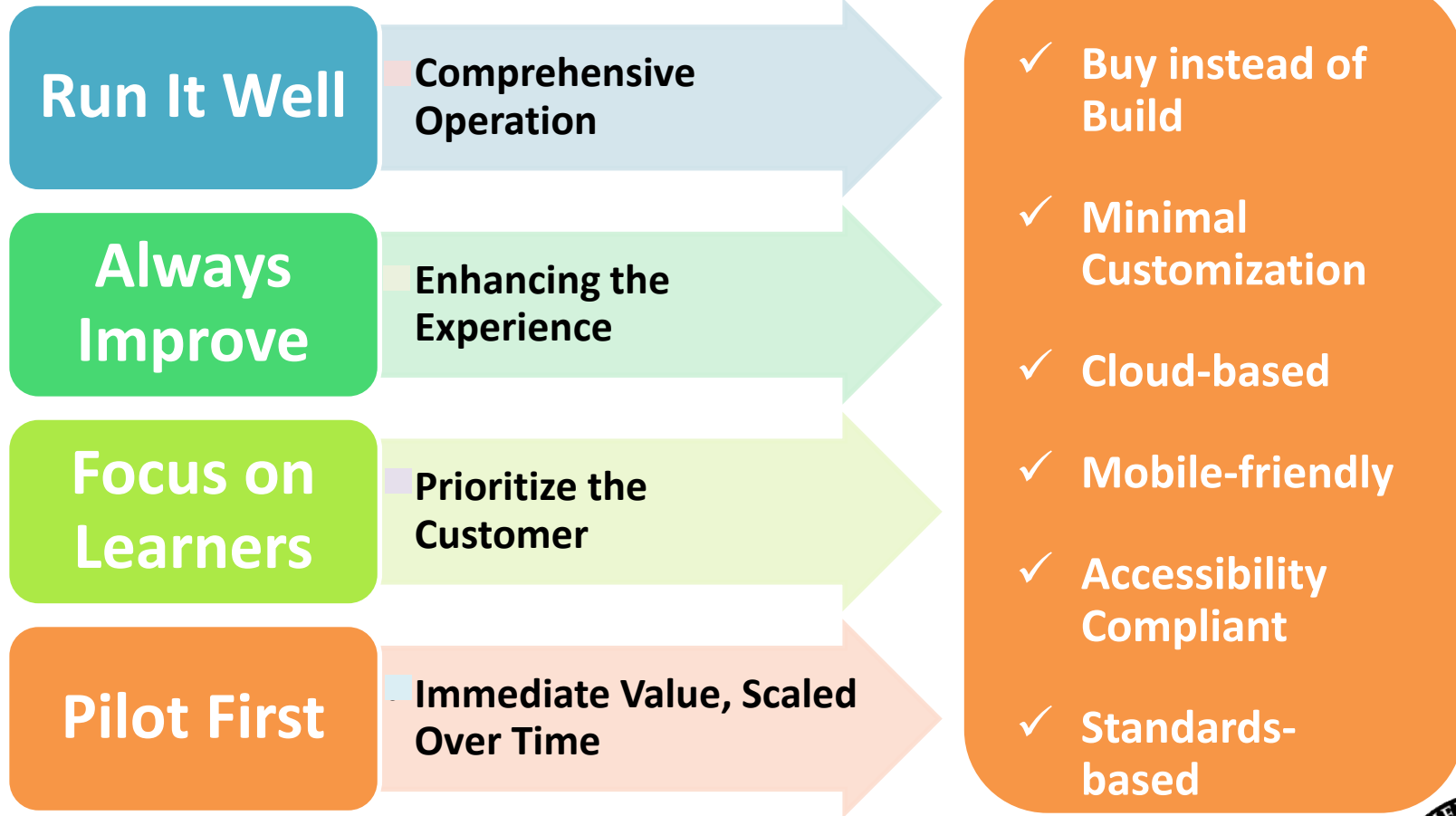
# Agenda

- **Technology Vision and Roadmap**
- **Technology Tiered Support Model**
- **Updates on Specific Projects**
  - **Google for Education**
  - **Replacement of key Lotus Notes apps**
  - **Moving documents online**
  - **Modernizing financial systems including FMS**
  - **Moving from eCSSS to Infinite Campus**
  - **Improving Operational Support**



# Technology Vision and Roadmap

## Characteristics Revisited



# Technology Vision and Roadmap

## Solution Life Cycle



### Replace

*[only break-fix]*

- FMS
- Lotus Notes
- SSES
- LDS
- eCSSS
- SharePoint
- ODS, ADS



### Modernize

*[careful consideration]*

- Payroll
- Budget
- eHR
- Time&Attendance



### Strategic

*[invest]*

- Infinite Campus
- Google/Gsuite
- Azure AD
- ServiceNow

# Technology Vision and Roadmap

PIE[S]

**P**

PLAYGROUND FOR THE

**I**

INSTRUCTIONAL

**E**

ENTERPRISE

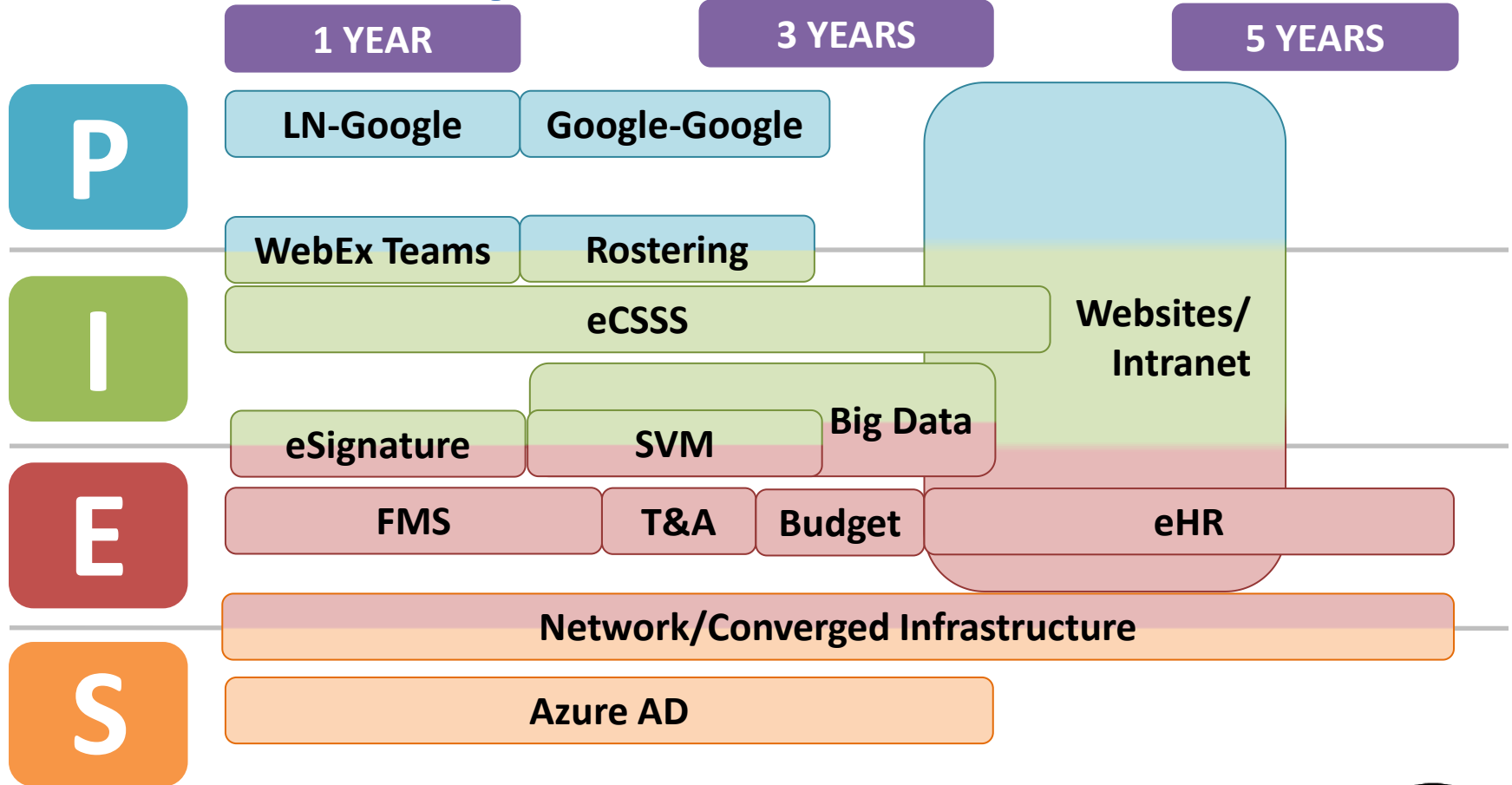
**S**

THAT IS SUPPORTED, SAFE, & SECURE



# Technology Vision and Roadmap

## TIMELINE: Replace & Modernize



# Tiered Support Model

	Tier	Owner
0	User Self Service	End User
1	First Response	IT Help Desk
2	Configuration	Product Owner
3	Engineering	Product Owner

IT Help Desk identifies candidates for User Self Service.

Product Owner builds User Self Service and Help Desk Self Service solutions.





# Updates on Specific Projects

- Google for Education
- Replacement of key Lotus Notes apps
- Moving documents online
- Modernizing financial systems including FMS
- Moving from eCSSS to Infinite Campus
- Improving Operational Support



# Google for Education Across HIDOE

## Off Lotus Notes

- Migrating Email, Calendar and Contacts
- Auto-forwarding of Lotus Notes to Google

## Off Per-School Tenants

- Consolidate individual managed tenants
  - SY 2019-20: State Offices
  - Summer 2020: Complex Areas (group 1)
  - Summer 2021: Complex Areas (group 2)

## Comprehensive Automation

- Employees automatically given a Google account
- Students automatically given a Google account
- Single account for your career at the DOE



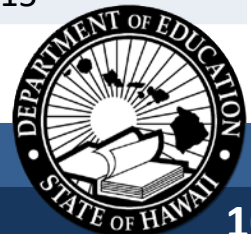
Teacher Collaboration  
Student Voice



# Lotus Notes to Google

Group	Major Milestone	Start Date	End Date
<b>Pilot</b>	Select OITS users	June 1, 2018	Completed
	Ka'u HS staff and students	July 25, 2018	Completed
	BOE staffers for WebEx	August 1, 2018	Completed
<b>OITS</b>	Release accounts to users	April 1, 2019	Completed
	Train users	May 15	June 30
	Forward LN Email to Google	May 4	
	Migrate LN Data to Google	May 4	May 5
<b>Technology Coordinators</b>	Release accounts to users	April 1	
	Train users	May 15	June 30
	Forward LN Email to Google	May 11	
	Migrate LN Data to Google	May 11	May 12
<b>All Employees</b>	Release accounts to users	May 1	
	Train Users	May 15	Into SY19-20
	Migrate LN data to Google by Office/Complex Area	June 15	July 15

**Timeline: Employee migration complete by start of school**



# Groups for Migration Off Per-School Tenants

## State Offices

SY 2019-20

- Superintendent and offices
- Deputy and offices
- OSFSS
- OTM
- OFS
- OCID
- OSSS
- OSIP
- OITS

## Group 1

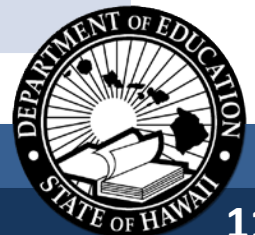
Summer 2020

- Kau-Keaau-Pahoa
- Pearl City-Waipahu
- Hana-Lahainaluna-Lanai-Molokai
- Kauai
- Baldwin-Kekaulike-Maui
- Nanakuli-Waianae
- Hilo-Waiakea
- Leilehua-Mililani-Waialua

## Group 2

Summer 2021

- Honokaa-Kealakehe-Kohala-Konawaena
- Castle-Kahuku
- Campbell-Kapolei
- Kailua-Kalaheo
- Aiea-Moanalua-Radford
- Kaimuki-McKinley-Roosevelt
- Farrington-Kaiser-Kalani



# Not Just Email, Calendar, and Contacts



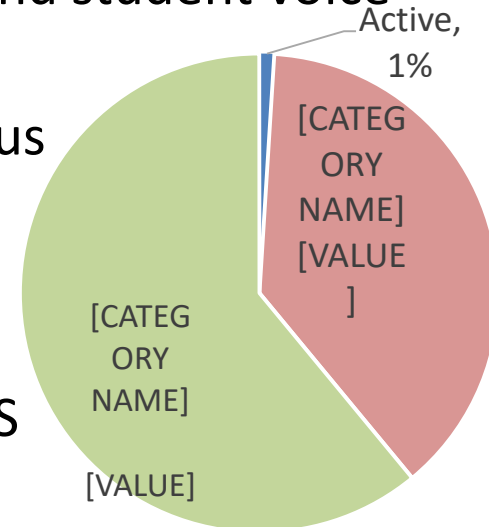
- **Training**

- FAQ available now
- Launch time training focused on basic use and teacher collaboration
- Continuous training focused on advanced use and student voice

- **Application Replacement**

- 24,594 applications, but four are a strategic focus
- Room and resource scheduling: Summer 2019
- Legislative tracking: October 2019
- Memos and Notices: December 2019
- Budget Allocation: December 2019 and see FMS

- **Most applications are not heavily used**



# Online Document Management

## Document Archiving

- **Pilot: Digitize Student Records**
  - Digitize student records for a High School, Middle School, and Elementary School from each county
  - Free up space and reduce costs for schools
  - Protect and secure student records better
  - Enable quick and easy retrieval for schools
  - Working with State Archives to line up permanent retention

## Electronic Signature

- **Pilot: CESSA**
  - Fall of SY 2019-2020
  - Increase signing efficiency, availability and security
  - Reduce the amount of paper and storage
  - Integrate with Google G Suite
  - Integrate with Department applications



Paperless  
processes

# FMS Update

## FMS Replacement

- Request for Information (RFI) - Closed
- Request for Proposal (RFP) – expected June

## ERP Professional Services

- Enterprise Resource Planning (ERP) Technical Architecture RFP Support
- Contract in final stages
- The rest of ERP modernization, including budgeting, procurement, asset management, and more
- Revisiting and modernizing work with Gartner from 2008



Fiscal fidelity  
Fiscal transparency

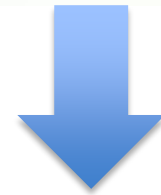
# Student Information

## eCSSS Migration

- Phases
  - Discipline
  - Special Education
  - English Language Learners

## SIS Enhancements

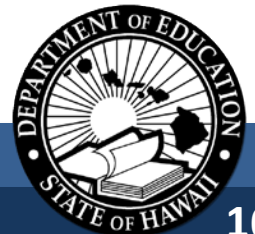
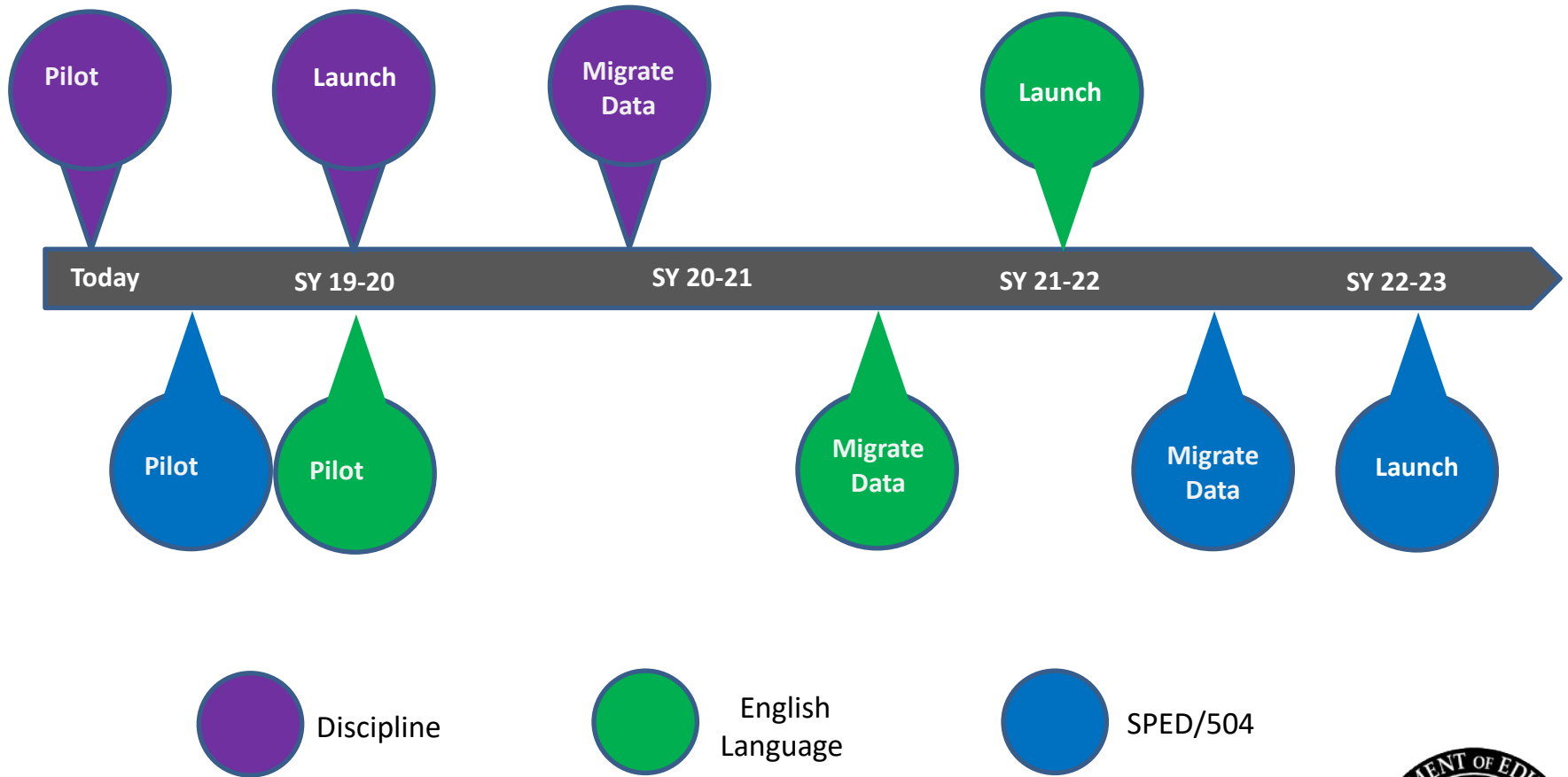
- Online Registration
- Online Federal Impact Aid Survey
- Multi-Language Editor (MLE)



Comprehensive  
single view  
of a student



# Three Simultaneous Phases for eCSSS



# Continuous Improvement of Service

## Service Now Core Functionality

- Tracking major upgrades
  - Kingston upgrade completed January
  - London upgrade scheduled for June 2019
- New Modules
  - Asset Management (currently in pilot)
  - Change Management
  - Problem

## Bringing Processes Online in Service Now

- Access to Infinite Campus
- Designation of Technology Coordinators at schools
- ACCN creation
- Technology processes



Single point of contact  
Multiple channels

# Data Showing Improvement

## Service Now: Stats since Go Live

- Total incidents to date = 36,423 (as of 4/4/2019)
- Total closed/resolved/canceled incidents = 35,046
- Total fulfillers = 177
  - All OITS staff
  - Other DOE Staff (OFS, OTM, OFS, OSIP, OSFSS)



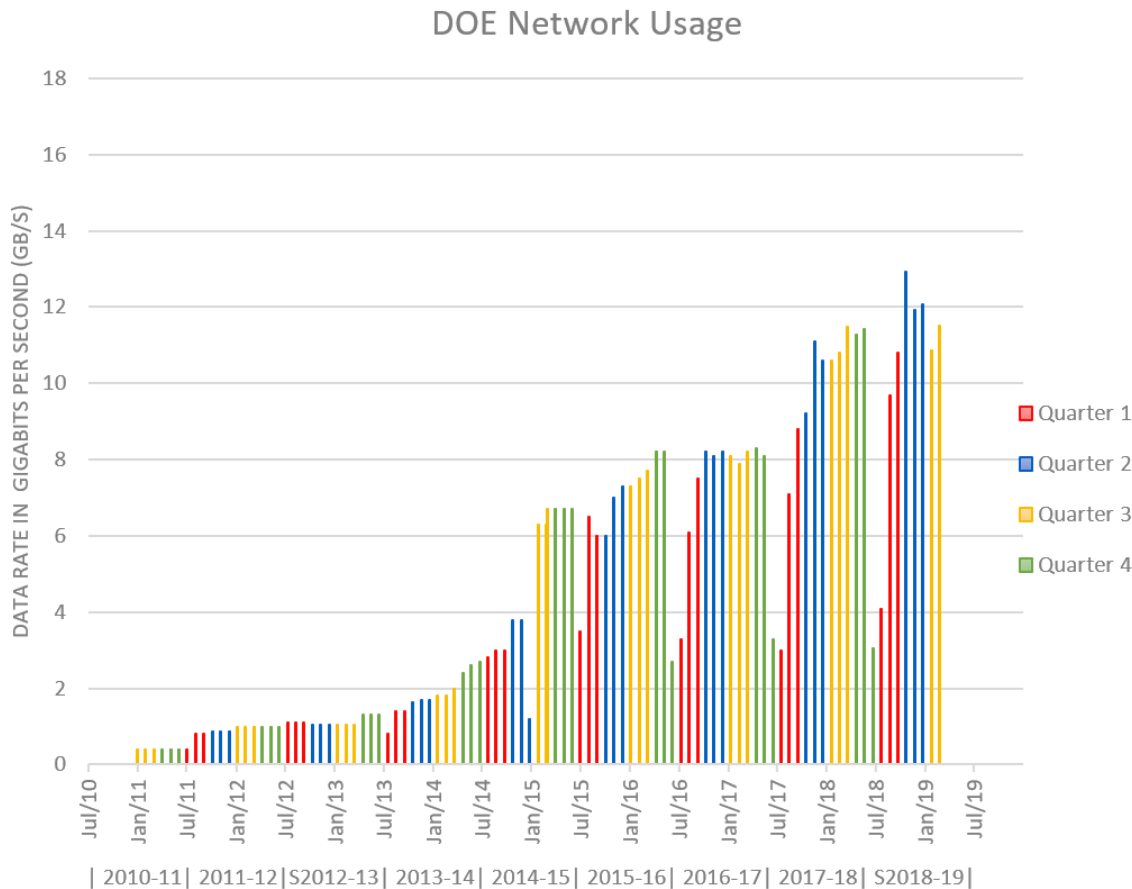
## Current features/functionality:

- Mobile version
- Service Catalog
- Knowledgebase

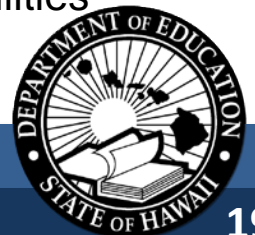


Single point of contact  
Multiple channels

# Network Usage Increasing



- June, July and December are the lowest usage months
- March and April are the highest usage months
- From the school years SY2016-17 to SY2017-18, the highest usage increase 38% from 8.3 Gbs to 11.5Gbs
- Already for School Year 2018-19, the DOE has reached 12.9 Gbs in Network Usage in October 2018
- Building improved capacity with 2018 iNet funding
- CIP request in budget process this year to improve per-school capabilities



# Questions?

See you next year....

