



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

OFFICE OF THE SUPERINTENDENT

September 20, 2016

TO: The Honorable Grant Chun
Chairperson, Committee on Finance and Infrastructure

FROM: 
Kathryn S. Matayoshi
Superintendent

SUBJECT: **Update on the Office of Information Technology Services 2016 Priority Initiatives**

1 DESCRIPTION

Update on OITS's priority initiatives for 2016.

2 UPDATE

Update on OITS's three (3) priority initiatives for 2016:

- a. Priority 1: Implement next phase of the DOE network
- b. Priority 2: Replace the current student information system (eSIS)
- c. Priority 3: Enhance the customer support structure and system

KSM:CSS:ap
Attachment

c: Office of Information Technology Services

**Hawaii Department of Education
Office of Information Technology Services (OITS)
2016 Priority Initiatives**

Priority 1	
<p>Implement next phase of the DOE network</p> <ul style="list-style-type: none"> ◆ Increase the bandwidth to schools and state offices ◆ Actively monitor the network and applications ◆ Improve the DOE continuity of operations 	<p><u>Key Activities & Accomplishments</u></p> <ul style="list-style-type: none"> ◆ Completed the DOE Oahu 100Gbs INET ring this summer <ul style="list-style-type: none"> ▫ Increased DOE reliability by providing greater backup connection to schools ◆ Tripled internet bandwidth capacity within the last year <ul style="list-style-type: none"> ▫ 2015 = 13Gbs → 2016 = 40Gbs ◆ Implemented network monitoring tools <ul style="list-style-type: none"> ▫ Monitor network in schools ▫ Monitor routers, switches, wireless access points ▫ Management of network resources via Quality of Service (QOS) ◆ Began migration of applications to DOE data center at Queen Liliuokalani Campus (QLC)
Priority 2	
<p>Replace the current student information system (eSIS)</p> <ul style="list-style-type: none"> ◆ Phase 1 – Implementation and Training 	<p><u>Key Activities & Accomplishments</u></p> <ul style="list-style-type: none"> ◆ Completed Phase 1 implementation and training <ul style="list-style-type: none"> ▫ Converted more than 280 schools from legacy system (eSIS) to new system ▫ Conducted more than 400 training sessions ▫ Created more than 15,000 DOE user accounts for new system ▫ Completed data integration of nearly 20 systems/applications ◆ Phase 2: ESSA and other functional requirements
Priority 3	
<p>Enhance the customer support structure and system</p> <ul style="list-style-type: none"> ◆ Replace the current trouble call ticketing system (Remedy) ◆ Onboarding the IT Managers 	<p><u>Key Activities & Accomplishments</u></p> <ul style="list-style-type: none"> ◆ Replacement system contract currently in legal review. Final contract award expected mid-September 2016. ◆ Hired and onboarded all 15 IT managers and section head