

SUSAN A. PCOLA-DAVIS  
TESTIMONY  
Board of Education  
Human Resources  
MAY 4, 2023

IV. Public testimony on Committee agenda items  
V. Recommendation for Action

B. Committee Action on recommendations concerning appointment of Assistant Superintendent of the Office of Information Technology Services

### **OPPOSE**

I have some comments regarding my opposition to this candidate for Assistant Superintendent of the Office of Information Technology Services.

The Interim Assistant Superintendent has been fulfilling her duties for quite some time.

Let me highlight some of this for you:

Christine Shaw was appointed as interim assistant superintendent and chief information officer of the Office of Information Technology Services (OITS) on Mar 14, 2022. She oversees HIDOE's information and telecommunication systems, facilities, and services of the public school system and Department-wide operations and has served in an acting capacity since Aug. 23, 2021.

Shaw brings eight years of experience within OITS. Prior to her appointment, she served as the executive assistant for OITS where she worked with the assistant superintendent and OITS leadership to provide support in direction, strategy, management, and operations. She previously served as interim assistant superintendent for OITS in 2015 and 2017 and brings more than 15 years of experience in technology and data management from K-12 and higher education sectors.

This is called institutional or corporate knowledge. This continuity is irreplaceable. Not according to this agenda item. I asked myself why? Maybe she doesn't want the job, maybe she has another job, maybe she is retiring, or maybe no one asked her. I don't know. Maybe this will get answered, I don't know,

The candidate, Mr. Otsuji, will have a huge learning curve. For those of you not familiar with computer systems, not all systems are alike. They are differentiated by such things as number of users, capacity, output requirements, trained personnel, use, hardware, and software, to name a few.

Comments on your resume experience:

How do you explain the overlaps in three of your listed experiences **in the year 2019**, for instance;

- Department of Labor
- Department of Taxation
- Office of Enterprise Technology Services

#### 1. IT PROJECT MANAGER DEPARTMENT OF LABOR 2021– 2021

- Led research and implementation of: **UI Modernization project**

**UI Modernization project was a failure due to (naming ones I am knowledgeable about):**

- Replacement of the Director
- Inability to manage the number of filers
- Lack of mainframe capability
- Lack of understanding the system
- Inability to modify the system based on what the Federal was expecting
- The filing process periodically changed
- Early filers information was lost
- Changing the site selections
- Changing the UI Handbook
- No access to anyone for help (phone or in person) caused people to be on hold for hours in the queue
- Resubmission of already uploaded document requirement
- Denials that were inaccurate requiring an appeal process
- Lack of communication throughout the whole pandemic
- Being denied and told to apply for PUA
- Inability to apply for PUA because UI did not close out the individual from the system
- Mistakes causing UI to reclaim expended money that was already spent

## 2. IT PROJECT MANAGER DEPARTMENT OF TAXATION 2019 – 2021

- **PUA** (Pandemic Unemployment Assistance) program with FAST and the Department of Labor

**PUA was a failure due to (naming ones I am knowledgeable about):**

- **UI and PUA were two different systems**
- **Department of Taxation were receiving applicants from UI denials**
- **Slowed the process for obtaining help**
- **Both departments were not on the same page**
- **Mistakes causing PUA to reclaim expended money that was already spent**

## 3. IT SERVICE OPERATIONS OFFICER | OFFICE OF ENTERPRISE TECHNOLOGY SERVICES STATE OF HAWAII | 2015 – 2019