




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

OFFICE OF THE SUPERINTENDENT

August 15, 2017

TO: The Honorable Brian De Lima
Chairperson, Human Resources Committee

FROM: Dr. Christina M. Kishimoto 
Superintendent

SUBJECT: **Notification of Changes in Reporting Relationships in the Office of Information Technology Services, School Technology Services and Support Branch**

1. SUMMARY

The Department of Education (Department) is notifying the Board of Education (Board) of changed reporting relationships in the School Technology Services and Support Branch (STSSB) of the Office of Information Technology Services (OITS), as reflected in the Plan of Organization excerpts submitted with this memorandum and further described below.

2. DESCRIPTION

Under the current OITS organizational structure, the Information Systems Training and Customer Support Section (ISTCSS) within STSSB (see Attachment A) is organized into two units with a distinction between training and support. However, conducting daily operations under this structure has not been effective and it has been difficult to divide day-to-day tasks in this manner.

In reality, this section provides support in system administration of the Department's IT help desk intake system, process support for several department-wide systems, and the IT help desk. Therefore, the section has been restructured into three units that support these functions (see Attachment B).

The primary changes in the section are:

- Creation of a third unit under ITISS.
- Transfer of a vacant position from the Enterprise Systems Branch (ESB) of OITS to lead the third unit under ITISS.

- Realignment of employees in ITISS under the three units, thereby changing some reporting relationships.
- Renaming of the ISTCSS to IT Information and Support Section (ITISS).

STSSB initiated consultation with HGEA regarding these changes on May 9, 2017. The union consultation was completed on July 14, 2017.

The new structure will provide clearer daily operational direction and enable the branch and section to provide enhanced customer support to department employees. With a new IT help desk intake ticketing system scheduled to roll-out in the spring, this structure will also ensure that the appropriate staff, support, and processes are in place when the new system is launched.

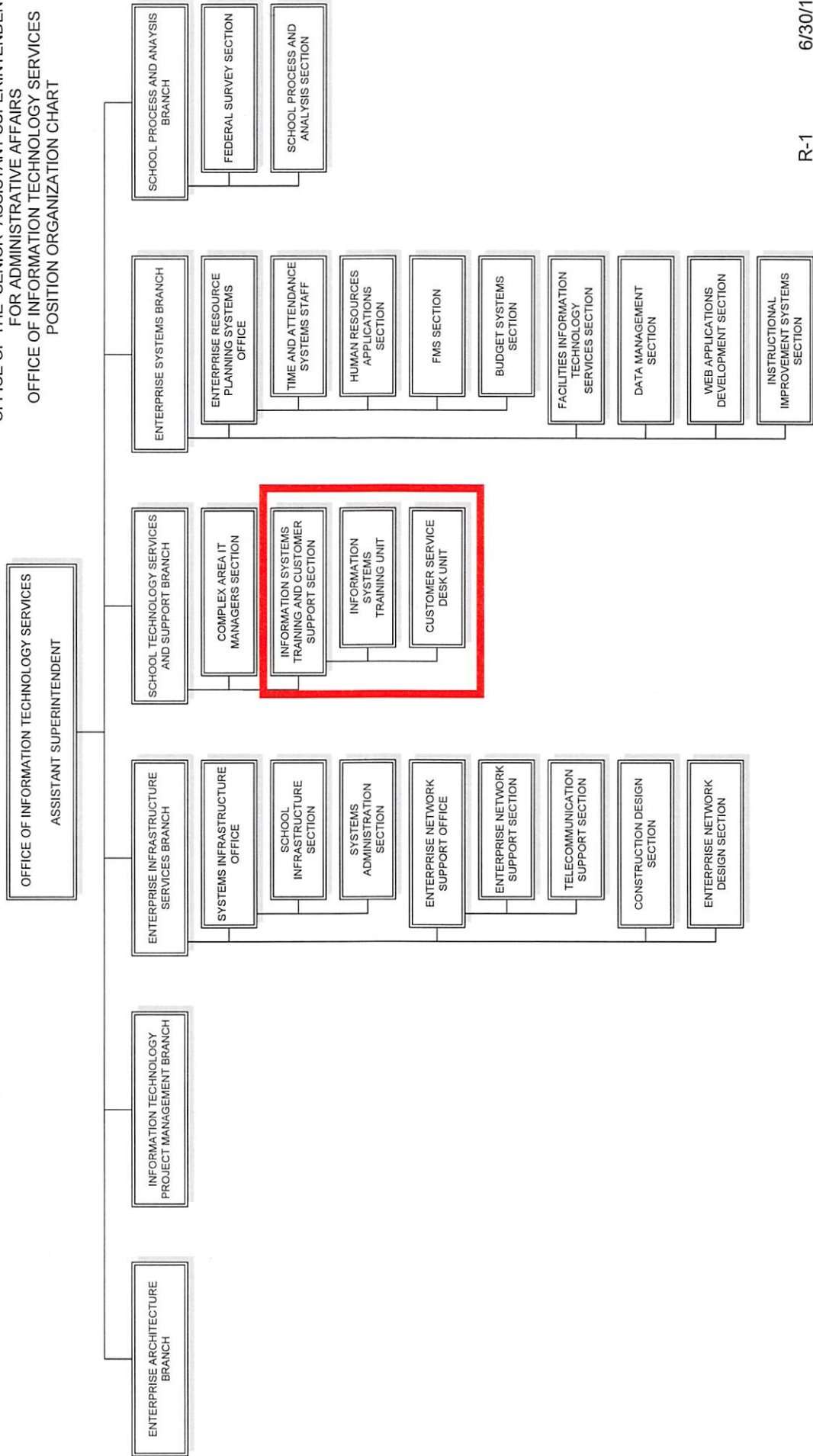
The changes in reporting relationships will be reflected in the Department's next annual Plan of Organization.

The Acting Assistant Superintendent of OITS will be available to respond to any questions about the new ITISS reporting relationships.

CMK:CS:ap
Attachments

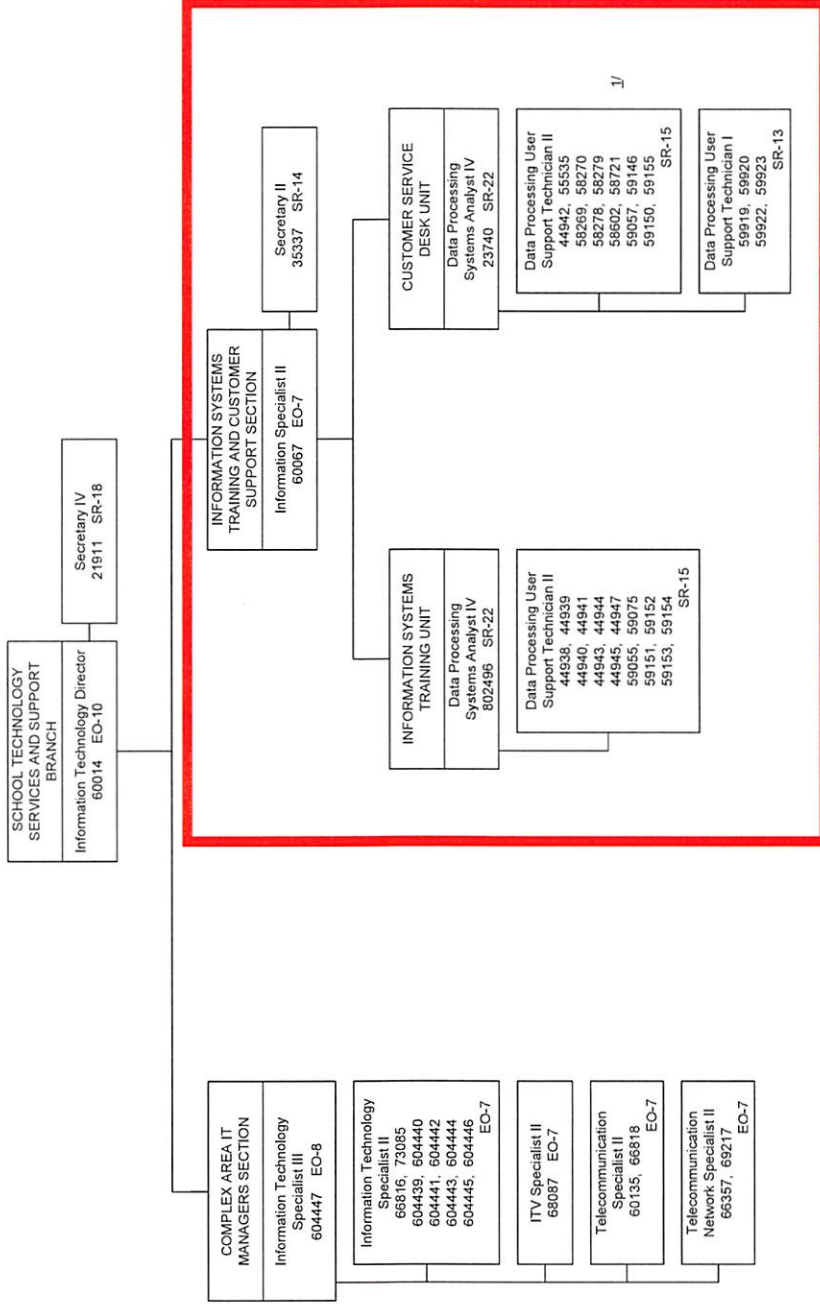
c: Office of Human Resources
Office of Information Technology Services

STATE OF HAWAII
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OFFICE OF THE "SENIOR" ASSISTANT SUPERINTENDENT
FOR ADMINISTRATIVE AFFAIRS
OFFICE OF INFORMATION TECHNOLOGY SERVICES
POSITION ORGANIZATION CHART



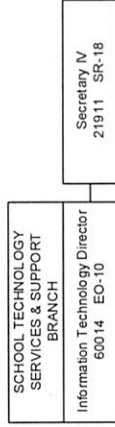
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CURRENT



1/ Temporary Position, General Funds

OFFICE OF INFORMATION TECHNOLOGY SERVICES
School Technology Services and Support Branch



Renaming "Information Systems Training and Customer Support Section" to "IT Information and Support Section",
renaming of two units,
addition of a third unit,
and staff alignment under units.

