
Report on Selected Executive Branch Departments' Information Technology Expenditures

A Report to the
Governor
and the
Legislature of
the State of
Hawai'i

Report No. 16-01
March 2016



THE AUDITOR
STATE OF HAWAII

Office of the Auditor

The missions of the Office of the Auditor are assigned by the Hawai'i State Constitution (Article VII, Section 10). The primary mission is to conduct post audits of the transactions, accounts, programs, and performance of public agencies. A supplemental mission is to conduct such other investigations and prepare such additional reports as may be directed by the Legislature.

Under its assigned missions, the office conducts the following types of examinations:

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2. Management audits, which are also referred to as performance audits, examine the effectiveness of programs or the efficiency of agencies or both. These audits are also called program audits, when they focus on whether programs are attaining the objectives and results expected of them, and operations audits, when they examine how well agencies are organized and managed and how efficiently they acquire and utilize resources.
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IT-related expenditures for the six departments we surveyed grew significantly, from approximately \$52 million in FY2011 to about \$140 million in FY2014, an increase of almost 170 percent.

Recommendations

Response

Prior Reports

Report on Selected Executive Branch Departments' Information Technology Expenditures

Report No. 16-01, March 2016

IT reform must begin with good accounting practices

Definition, categorization, and recording of IT expenditures vary widely throughout state government

The lack of a statewide definition of what constitutes IT goods and services, coupled with inconsistent coding of IT expenditures, makes it extremely difficult if not impossible for the State to assemble an accurate inventory of its IT resources. In addition, without an annual reporting requirement to a central agency, the State is unable to manage its IT resources in the short-term or plan for long-term growth.

The six selected departments' initial reports of IT expenditures were only 44 percent of the final compilation of data. The initial reports totaled \$156.4 million while the final reports totaled \$359.6 million for the fiscal years 2011–2014, an increase of approximately 130 percent. We also found that the number of object codes used by the departments to categorize IT expenditures varies significantly, ranging from as many as 66 different codes to as few as seven codes. Some codes are simple and straightforward, like the Department of Health's codes for "software," "hardware," and "repairs/maintenance services." Others define IT costs more broadly, using codes for general office supplies, membership dues, and even mileage, travel costs, parking permits, and janitorial services.

IT staffing has flattened out while overall spending continues to increase

Overall, IT-related staffing increased about 13 percent for the fiscal years 2011–2014 but has flattened out in the past two years. After experiencing modest growth from 382 IT-related positions in FY2011 to 418 such positions in FY2012, the number of positions remained steady in FY2013 and FY2014 at 433, while IT-related expenditures for the six departments we surveyed grew significantly over the same time period, from approximately \$52 million in FY2011 to about \$140 million in FY2014, an increase of almost 170 percent.

A small group of vendors provides IT goods and services to a majority of the departments surveyed

We noted that six of the top ten vendors provided goods and services to a majority of the departments we surveyed. The State's chief information officer (CIO) expressed concern that these vendors offer easily accessible menus for goods and services but may not represent the best value for the State.

Agency response

The Office of Enterprise Technology Services agreed with our recommendations. The State CIO noted that the challenges we faced in collecting executive departments' IT expenditure data are consistent with the difficulties experienced during similar efforts in the past. He also pointed out that a standard taxonomy for use in all IT-related expenditures, regardless of project size and scope, would benefit his IT governance efforts.

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A Report to the
Governor
and the
Legislature of
the State of
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Conducted by

The Auditor
State of Hawai'i
and
Accuity LLP

Submitted by

THE AUDITOR
STATE OF HAWAI'I

Report No. 16-01
March 2016

Foreword

This is a report on our review of selected executive branch departments' information technology expenditures for the fiscal years 2011–2014. The review was requested by Senate Concurrent Resolution No. 162 of the 2015 Legislature and was conducted by the Office of the Auditor and the certified public accounting firm of Accuity LLP.

We wish to express our appreciation for the cooperation and assistance extended by the selected departments, Department of Budget and Finance, Department of Human Resources Development, and the Office of Enterprise Technology Services during the course of the review.

Jan K. Yamane
Acting State Auditor

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Chapter 1

Introduction

This report of IT expenditures in selected executive branch departments was conducted by the Office of the Auditor and the independent certified public accounting firm of Accuity LLP. The work was performed pursuant to Senate Concurrent Resolution (SCR) No. 162 of the 2015 Legislature, which asked the Auditor to conduct a financial audit of information technology expenditures in the executive branch departments and attached agencies, excluding the Department of Education, University of Hawai‘i, and Office of Hawaiian Affairs, over the past four fiscal years.

Background

In its request to the Auditor, the Legislature noted that the Office of Information Management and Technology (OIMT) was responsible for modernizing the State’s patchwork of antiquated information technology (IT) systems and for streamlining business practices across 18 departments, 108 attached agencies, and 168 boards and commissions. The Legislature also noted that OIMT was working across state departments and attached agencies to compile an accurate and up-to-date information technology investment portfolio for the executive branch in order to provide a complete picture of both short-term operating and long-term capital IT investment expenditures.

Furthermore, the Legislature noted, the State’s accounting system, inventory management system, tax system, and health care entitlement system all run on legacy computer equipment whose eventual breakdown would mean the irretrievable loss of data. As of January 2013, Hawai‘i had spent only 1.4 percent of its budget on IT, while the national average was closer to 3 percent. In addition, of the State’s 41,000 employees, only 746 were in IT, many of whom were scattered across departments and agencies. The Legislature also noted that Hawai‘i’s IT budget is decentralized across the executive branch, limiting the opportunities for consolidating procurement efforts, leveraging economies of scale, and transitioning to integrated systems.

Organization of IT controls in the executive branch

Statewide coordination of information technology in Hawai‘i is relatively new and is still evolving. Prior to January 1, 2011, the Department of Accounting and General Services’ (DAGS) Information and Communication Services Division (ICSD) was the primary State body dealing with IT. The Legislature subsequently established a State Chief Information Officer (CIO) and OIMT. The CIO is now overseeing the

transition of OIMT into what will be the Office of Enterprise Technology Services (ETS).

Information and Communication Services Division

ICSD plans, coordinates, and administers statewide information processing and telecommunications services and programs, and operates an overall program for improving government efficiency and effectiveness through telecommunications and information processing technologies, and provides statewide voice, data, radio, and video communications, and networking. ICSD also operates a central information processing center, electronic mail, web page hosting for state departments, internet support services, and a video conferencing system, and develops, operates, and maintains information, fiber optic, and radio systems for the State.

Chief Information Officer

Act 200, Session Laws of Hawai'i (SLH) 2010, created a State CIO as of January 1, 2011 to organize, manage, and oversee statewide IT governance, including supervision and oversight of DAGS' ICSD. Codified as Section 27-43, Hawai'i Revised Statutes (HRS), the CIO is appointed by the governor and reports directly to the governor. The CIO is responsible for developing, implementing, and managing statewide IT governance, strategic plans, and technology standards, and for reporting to the governor and Legislature annually on the status and implementation of the State IT strategic plan. The CIO leads OIMT and oversees ICSD.

Information Technology Steering Committee

Act 200, SLH 2010, also established an Information Technology Steering Committee to assist the CIO in developing the State's IT standards and policies. The committee consists of 11 members and is charged with assisting the CIO in developing and implementing the State's IT strategic plans; assessing executive branch departments' progress in meeting the objectives defined in the State's IT strategic plans and identifying best practices for shared or consolidated services; ensuring technology projects are selected based on their potential impact and risk to the State as well as their strategic value; ensuring executive branch departments maintain sufficient tools to assess the value and benefits of technology initiatives; assisting the CIO in developing state IT standards and policies; and clarifying the roles, responsibilities, and authority of ICSD, specifically as it relates to its statewide duties.

Originally established within the Office of the Governor, Act 84, SLH 2011, moved the CIO and the committee under DAGS as of July 1, 2011.

Office of Information Management and Technology (OIMT) and Office of Enterprise Technology Services (ETS)

The Office of Information Management and Technology is budgeted under the Department of Accounting and General Services' program ID AGS130. Its purpose is to assist state agencies in the effective, efficient, and convenient delivery of programs and services to the public through business process reengineering and IT services. As of late 2015, OIMT is now operating as the Office of Enterprise Technology Services. The reorganization has yet to be formalized, but according to the CIO's 2015 annual report, the two agencies—OIMT and ICSD—have already begun working as one under ETS.

According to its website, ETS is led by the CIO and provides governance for IT modernization and transformation efforts for the executive branch. Shortly after taking his position in 2015, the CIO announced the initiation of efforts to consolidate OIMT and ICSD to form a unified team under ETS. The reorganization is to centralize and better synchronize the State's modernization and IT workforce development efforts while ensuring continuity of service and security. The new ETS office focuses on six CIO priorities to facilitating effective, efficient, and open government, namely: IT workforce development, IT governance, enterprise shared services (service-oriented infrastructure), enterprise projects and programs, open government, and cyber security.

At the time of our work, OIMT/ETS was already calling itself ETS and this is how we will refer to the agency in this report.

Prior Reports

We have issued two reports related to information technology, both in 2009.

Our Audit of the State of Hawai'i's Information Technology: Who's in Charge? (Report No. 09-06) found that the State's IT leaders provided weak and ineffective management and the State no longer had a lead agency for IT. We recommended, among other things, that the governor formally assign responsibility for the development and execution of the IT strategic plan to a State chief information officer. Our recommendations were implemented by Act 200, SLH 2010, which established a full-time state CIO and an Information Technology Steering Committee.

Our Management Audit of Information Technology Within the Office of Hawaiian Affairs (Report No. 09-08) found that OHA did not fully recognize the need for information systems to be managed at a strategic level and critical elements of sound IT governance were still missing.

Objectives of the Engagement

1. Provide the Legislature with a more complete picture of short-term operating expenditures and long-term capital investments in information technology to enable strategic decisionmaking on future projects.
2. Make recommendations as appropriate.

Scope and Methodology

We procured the services of a certified public accounting firm, Accuity LLP, to conduct the engagement. We modified the original scope of work requested in SCR No. 162 (2015) based on discussions with relevant legislators to clarify the intent of SCR No. 162 and their specific areas of interest. Exhibit 1.1. describes our modified scope for this engagement.

Exhibit 1.1 Modifications to Scope of Work Requested in SCR No. 162 (2015)

Work Requested in SCR No. 162	Modified Scope
1) Review all executive branch departments and attached agencies except the Department of Education, University of Hawai'i, and Office of Hawaiian Affairs.	We looked at the Department of Human Services, Department of Transportation, Department of Taxation, Department of Accounting and General Services, Department of Health, and Department of the Attorney General.
2) Review fiscal years 2011 through 2014.	No change.
3) Provide a list of all purchase orders, credit card transactions, and contract encumbrances for IT expenditures for all means of financing.	We provided a list of IT expenditures by department and a list of IT encumbrances \$100,000 or greater.
4) Provide a list of hardware, software, consultant, telecommunication, network, and infrastructure acquisitions.	
5) Provide a list of the amounts and purposes of expenditures.	
6) Provide a summary of IT expenses by department.	
7) Provide a list of all IT and related technical positions, such as radio and telecommunication positions in departments, and the budgeted and actual salaries for these positions.	We provided a list of budgeted and actual salaries of IT and related technical positions.

Work Requested in SCR No. 162	Modified Scope
8) Provide a list (with estimated value/costs) of all IT services and products received that do not appear as department expenditures, such as equipment, programming support, or telecommunications services provided by partnering federal or non-profit agencies or through means outside the State procurement process.	Not included in this report.

Source: Accuity LLP

Definition of information technology

In identifying what constitutes IT expenditures, we used the definition of IT from the American Institute of Certified Public Accountants' Statement on Auditing Standards No. 94, namely:

The automated means of originating, processing, storing, and communicating information, [including] recording devices, communication systems, computer systems (including hardware and software components and data) and other electronic devices.

Time period

We compiled IT expenditures, encumbrances of \$100,000 or greater, and IT position information for fiscal years 2011–2014.

Selection of departments

We selected executive branch departments for review based on the total IT expenditures for FY2011 as reported in the State of Hawai'i *OIMT Baseline of Information Management and Technology and Comprehensive View of State Services* report. According to the report, the combined IT expenditures of six executive branch departments (Human Services, Transportation, Taxation, Accounting and General Services, Health, and the Attorney General) totaled approximately 96 percent of all executive branch departments' IT expenditures. Exhibit 1.2 lists the approximate total IT expenditures of all executive departments for FY2011.

Exhibit 1.2 Approximate Total IT Expenditures of Executive Departments*, FY2011

Executive Branch Department/Agency	Approximate Total IT Expenditures	Included in this Review
1) Department of Human Services	\$49,434,000	Yes
2) Department of Transportation	\$29,388,630	Yes
3) Department of Taxation	\$15,066,000	Yes
4) Department of Accounting and General Services	\$12,300,000	Yes

Executive Branch Department/Agency	Approximate Total IT Expenditures	Included in this Review
5) Department of Health	\$12,000,000	Yes
6) Department of the Attorney General	\$8,300,000	Yes
7) Department of Commerce and Consumer Affairs	\$1,600,000	
8) Department of Land and Natural Resources	\$775,000	
9) Department of Labor and Industrial Relations	\$500,000	
10) Department of Human Resources Development	\$480,000	
11) Department of Business, Economic Development and Tourism	\$460,000	
12) Department of Public Safety	\$230,000	
13) Department of Hawaiian Home Lands	\$200,000	
14) Department of Defense	\$178,000	
15) Department of Budget and Finance	\$110,000	
16) Office of the Governor and Office of the Lieutenant Governor	\$97,000	
17) Department of Agriculture	\$67,000	
Total	\$131,185,630	

*Excluding the Department of Education, University of Hawai‘i, and Office of Hawaiian Affairs.

Source: Accuity LLP

Compilation procedures

We met with relevant members of the Legislature to finalize the scope of work and specific areas of interest. We met with the six selected departments and their attached agencies and the Department of Human Resources Development to gain an understanding of how IT procurement and position information is processed and maintained, and how best to obtain budgeted and actual personnel information. We also met with ETS. Based on our discussions, we compiled each set of IT information as follows.

IT expenditures

ETS assisted us with compiling a list of known general IT and radio vendors used by the State. We disseminated this list of 164 vendors to the six departments for them to identify additional vendors they used that incurred expenditures of more than \$100,000. We then identified the amounts paid to each vendor by department for fiscal years 2011–2014. Summarized and detailed IT expenditure data for departments and vendors is shown in Exhibit 2.2 and Appendices A and B.

IT encumbrances of \$100,000 or greater

We obtained encumbrance reports for the six departments for fiscal years 2011–2014 that listed the date encumbrances were executed and remaining encumbered balances. We sorted this data and compared general and significant department-specific IT vendors to vendors in the encumbrance reports. We identified encumbrance balances of IT vendors totaling \$100,000 or more at June 30, 2010 and executed encumbrances for IT vendors totaling \$100,000 or more for fiscal years 2011–2014. Summarized and detailed IT encumbrances of \$100,000 or greater by department and vendor for fiscal years 2011–2014 are listed in Appendices C and D.

IT and related technical positions

The Department of Human Resources Development and the Department of Budget and Finance helped us generate an initial list of IT and related technical positions by department for fiscal years 2011–2014, along with budgeted salaries. We forwarded these lists to the six departments and asked that they include actual salaries for each position and provide their IT organizational charts for fiscal years 2011–2014. We discussed anomalies (for example, duplicate position numbers and IT-related positions listed on organizational charts that were not in the raw data) with the six departments, and updated our data accordingly. Summarized and detailed budgeted and actual salaries of IT and related technical positions for fiscal years 2011–2014 are listed in Appendix E.

Our work was performed from May 2015 through December 2015.

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Chapter 2

IT Reform Efforts Must Begin With Good Accounting Practices

On March 30, 2015, the State of Hawai‘i’s then-chief information officer (CIO) submitted testimony in support of Senate Concurrent Resolution (SCR) No. 162, which asked the Auditor to conduct a financial audit of information technology (IT) expenditures in the State’s executive branch. The then-CIO wrote that while his office monitored some IT spending in state government, a comprehensive financial audit of executive branch expenditures would greatly help his office to plan enterprise technology budgets that would improve the coordination and integration of business processes and technology spending throughout state government. In addition, the then-CIO concurred with the resolution’s contention that compiling an accurate and up-to-date IT investment portfolio of the executive branch would provide a “complete picture” of technology investments, which would be necessary to make strategic decisions for reducing recurring IT costs.

We agree that a comprehensive and up-to-date IT inventory, or investment portfolio, is integral to an effective reform effort; however, we found that such an undertaking is premature and must begin at a more foundational level—specifically, with fundamental changes to how the State defines, categorizes, and reports IT expenditures. In other words, the State needs to start with good, basic accounting practices. For instance, in our effort to collect and compile IT expenditure data, we found that departments have varying interpretations of which goods and services constitute “IT expenditures.” Some departments narrowly define IT costs, including only moneys spent on the purchase and maintenance of computer and telecommunications equipment. Others take a broader view, including ancillary expenditures such as construction and leasing costs for facilities that house IT equipment, as well as utility bills for those facilities. In addition, how IT expenditures are recorded and reported also varies widely across state government. We found IT expenditures were accounted for under everything from “general office supplies” to “membership dues” and even “janitorial services.”

As a result of this lack of standardization, IT expenditure data are spread throughout dozens of unrelated categories, (known in accounting as object codes); and an accurate and comprehensive compilation of these costs would be extremely time consuming, if not impossible, to complete. Therefore, the schedules of IT expenditures, personnel costs, and contract encumbrances contained in this report represent only a partial and approximate accounting of IT expenditures from selected departments.

In contrast to departments' accounting of IT expenditures, we found their accounting of IT staffing is more consistent and straightforward. When we compared staffing data with IT expenditures, we found that while IT expenditures have increased significantly, IT staffing has flattened out. We also found that a handful of IT vendors are providing goods and services to a majority of the departments we surveyed.

Summary of Findings

1. The definition, categorization, and recording of information technology expenditures vary widely throughout state government.
2. IT staffing has flattened out while overall spending continues to increase.
3. A small group of vendors provides IT goods and services to a majority of the departments we surveyed.

Definition, Categorization, and Recording of IT Expenditures Vary Widely Throughout State Government

Since the State does not require its executive branch departments and attached agencies to report IT expenditures, we anticipated that departments would account for IT expenditure under a wide variety of categories. In preparation for these differences, we met with the Department of Accounting and General Services (DAGS) to find out what information we could request from executive branch departments to capture their IT expenditures, encumbrances, and position information. DAGS informed us that all state expenditures (IT and non-IT) are captured within object codes; however, each department uses different object codes to record expenditures for similar goods and services. As a result, we asked departments to identify their IT expenditures (by specific object code) and encumbrances of at least \$100,000 for fiscal years 2011–2014. We also provided departments with a guide to IT expenditures, which included the American Institute of Certified Public Accountants' (AICPA) definition of information technology.¹

However, this compilation of IT data produced expenditure numbers much lower than anticipated, which necessitated follow-up to capture additional costs. Expenditures from our second effort were about 130 percent greater than those from our initial request, indicating departments are unclear about what comprises an IT expenditure. We also found that the number and variety of object codes used to account

¹ The AICPA defines IT as “the automated means of originating, processing, storing, and communicating information, and includes recording devices, communication systems (including hardware and software components and data) and other electronic devices.”

for IT expenditures varies widely among departments and agencies. This lack of standardization makes it impossible for the State to compile a comprehensive and accurate inventory of IT resources.

Departments’ initial report of IT expenditures was only 44 percent of the final compilation of data

In response to our first request, the six departments submitted IT expenditure data totaling approximately \$156 million for fiscal years 2011–2014. Exhibit 2.1 summarizes these expenditures by department.

**Exhibit 2.1
IT Expenditures as Initially Reported, by Department, FY2011–FY2014**

Department	FY2011	FY2012	FY2013	FY2014	Total
Accounting and General Services	\$5,697,496	\$5,957,684	\$13,685,991	\$31,501,167	\$56,842,338
Attorney General	5,423,002	4,370,129	4,490,466	3,718,825	18,002,422
Health	8,601,375	8,579,289	6,868,604	9,923,950	33,973,218
Human Services	2,794,270	6,209,891	4,569,684	5,327,229	18,901,074
Taxation	596,835	638,509	722,994	1,067,084	3,025,422
Transportation	5,952,972	6,887,615	7,806,288	5,032,961	25,679,836
Total	\$29,065,950	\$32,643,117	\$38,144,027	\$56,571,216	\$156,424,310

Source: Office of the Auditor

The Office of Enterprise Technology Services (ETS) reviewed these numbers and concluded that the reported IT costs were significantly less than what they had anticipated, questioning whether the departments had included all expenditures paid to IT service providers. ETS gave us a list of approximately 100 IT vendors, excluding radio vendors, that do, or have done, work with the State. We provided the ETS list to the departments and requested they identify any additional department-specific IT or radio vendors with significant expenditures. Upon updating the ETS list for additional IT or radio vendors identified by the departments, we compiled the amounts paid to each vendor for fiscal years 2011–2014.

The results of our compilation were significantly different from the IT expenditure data initially provided by the six departments. Overall, IT expenditures were revised considerably upward, from \$156.4 million to \$359.6 million, an increase of approximately 130 percent. The revisions by each department varied widely. The Department of Human Services had the biggest difference, reporting total IT expenditures of \$160.4 million, which was nearly 750 percent over its original estimate of \$18.9 million. The Department of Transportation’s revised expenditures totaled \$53.7 million, more than double its original report

of \$25.6 million. The Department of Health’s revised expenditures increased a little more than 50 percent, from \$33.9 million to \$51.1 million. Only the Department of the Attorney General revised its numbers downward, from \$18.9 million to \$13.1 million. Exhibit 2.2 summarizes the departments’ revised expenditures.

**Exhibit 2.2
Departments’ Revised IT Expenditures, FY2011–FY2014**

Department	FY2011	FY2012	FY2013	FY2014	Total
Accounting and General Services	\$13,828,952	\$10,304,934	\$17,445,407	\$35,911,726	\$77,491,019
Attorney General	4,096,886	3,082,150	3,433,579	2,533,579	13,146,194
Health	7,440,333	13,059,375	16,278,223	14,343,141	51,121,072
Human Services	16,896,561	17,858,799	54,041,907	71,620,546	160,417,813
Taxation	637,154	697,420	760,030	1,525,411	3,620,015
Transportation	9,470,331	13,283,998	16,821,669	14,208,121	53,784,119
Total	\$52,370,217	\$58,286,676	\$108,780,815	\$140,142,524	\$359,580,232

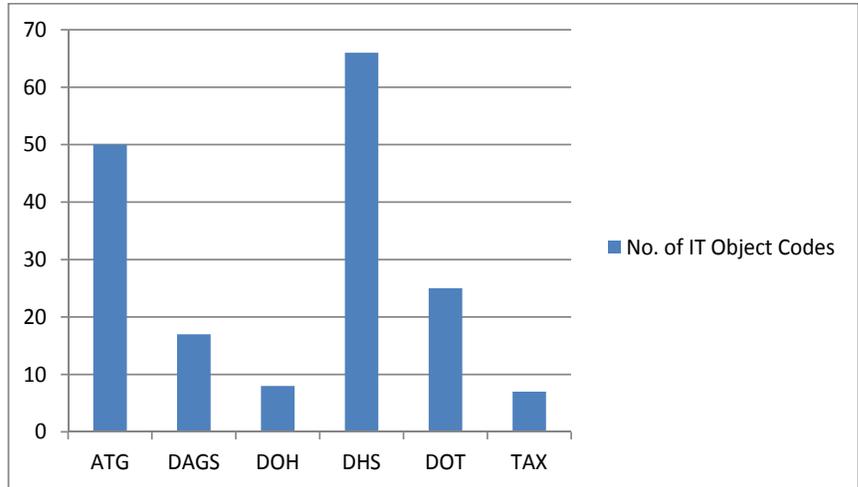
Source: Office of the Auditor

We did not inquire about the reasons for these discrepancies. However, the significant differences show there is a lack of understanding by departments as to which goods and services constitute IT expenditures.

Number and variety of object codes vary widely from department to department

We also found that the number of object codes used by departments to categorize their IT expenditures varies significantly, ranging from as many as 66 different codes used by the Department of Human Services (DHS) to as few as seven by the Department of Taxation (TAX). The Department of the Attorney General (ATG) uses 49 codes; DAGS uses 17 codes; the Department of Health (DOH), eight codes; and the Department of Transportation (DOT), 25 codes. Exhibit 2.3 illustrates the range of number of object codes used by departments to account for their IT expenditures.

**Exhibit 2.3
Number of IT Object Codes used by Departments**



Source: Office of the Auditor

The object codes used by departments to account for their IT expenditures capture a wide variety of goods and services. Some codes are simple and straightforward, like the Department of Health’s codes for “software,” “hardware,” and “repair/maintenance service.” Exhibit 2.4 lists DOH’s IT-related object codes.

**Exhibit 2.4
Department of Health IT-Related Object Codes**

Object Code	Description
3520	Software
3810	Phones - Land Lines
3812	Cellphones and Wireless
5490	Internet / Network Services
5820	Hardware
5890	Repair / Maintenance Service
7190	Contract Services
7290	Miscellaneous Expenses

Source: Office of the Auditor

Other departments, however, define IT costs more broadly. Some include ancillary expenditures such as the cost of printers or improvements to buildings that house IT equipment. Four of the six departments we surveyed listed air conditioning as an IT expense. As highlighted in Exhibit 2.5, other codes used for IT expenditures include “general office supplies,” “membership dues,” and even “mileage,” travel costs, parking permits, and “janitorial services.”

**Exhibit 2.5
Department of the Attorney General IT-Related Object Codes**

Object Code	Description
3200	General Office Supplies
3290	Other Stationery and Office Supplies
3400	Other supplies
3400	Computer Supplies
3500	Membership Dues
3510	Web content subscription
3600	Freight and Delivery Charges
3800	Telephone
3800	Telephone lines
3801	Telephone conference calls
3806	Teleprocessing lines, computer circuits
3810	Cellular Phone Charges
4100	Mileage
4110	Car mileage-employees
4200	Transportation-In-State
4210	Transportation-In-State-Employees
4310	Per-Diem and Subsistence-In-state - Employees
4710	Motor Pool Cars, parking permits (DAGS/Auto Mgmt.)
4803	Miscellaneous Travel Costs, In State
4805	Miscellaneous Travel Costs, Out-Of-State
5401	Cable services
5501	Office Rental-DAGS Leasing
5506	Parking Stalls-rental-DAGS-Parking Permits
5603	Other Computer Usage
5630	Equipment Rental - Computer Usage
5850	Repairs and maintenance - Data Processing Equipment
5860	Repairs and maintenance - Data Processing Software
5890	Repairs and Maintenance-Other Repairs and Maintenance
7112	Professional Fees - Other Experts
7114	Professional Fees - Computer Experts
7135	Services on Fee Basis-Locate Fees
7150	Consultant Fees
7173	Janitorial Services
7198	Other Services on Fee Basis
7200	Other Current Expenses
7200	Miscellaneous Expenses
7201	Other Current Expenses-Registration Fees
7207	Document Verification (SAVE)
7209	NCIC User Fees

Object Code	Description
7230	Other Current Expenses-Non-Asset-Books
7244	Non-asset Computer Hardware (<\$1,000.00)
7246	Non-asset Computer Related (<\$1,000.00)
7247	Non-asset Software (<\$1,000.00)
7300	Interest Charge
7700	Equipment - Switches NGN 3560
7744	Computer Hardware
7746	Machinery and Equipment-Miscellaneous computer related
7747	Computer Software
7790	Other Machinery and Equipment

Source: Office of the Auditor

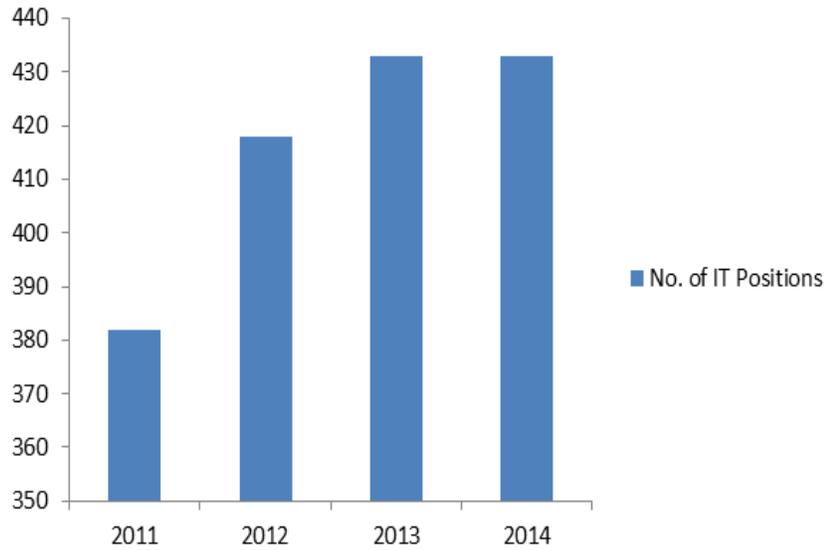
Without uniform designations for IT expenditures as well as policies and procedures on how and where to account for those expenditures, it is impossible to accurately calculate the State’s overall IT costs.

IT Staffing Has Flattened Out While Overall Spending Continues To Increase

Before we surveyed departments about their IT personnel we met with the Department of Human Resources Development (DHRD), which compiled an initial list of IT positions. DHRD told us that, like IT expenditures, budgeted and actual IT position information is maintained by each department. However, in contrast to the State’s numerous IT-related object codes, which lack clarity, IT-related position designations are standardized, conforming to state budgeting requirements and making their tracking more straightforward.

Overall, IT-related staffing increased about 13 percent over the four-year time period we surveyed and has flattened out in the last several years. After experiencing modest growth, from 382 in FY2011 to 418 in FY2012, IT-related positions remained steady in FY2013 and FY2014 at 433 positions. Exhibit 2.6 illustrates the total number of IT-related positions reported by the six departments we surveyed.

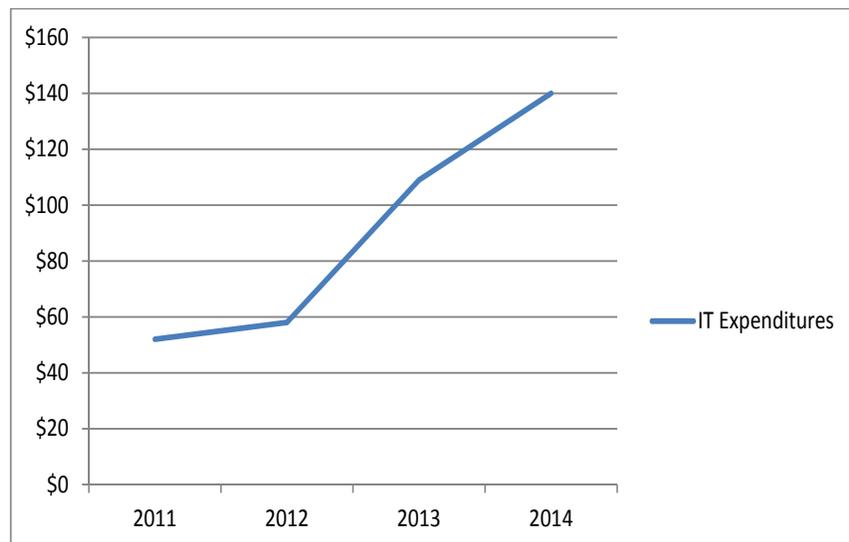
Exhibit 2.6
Aggregate IT Positions for Surveyed Departments,
FY2011–FY2014



Source: Office of the Auditor

In contrast, IT-related expenditures for the six departments we surveyed grew significantly over the same time period, from approximately \$52 million in FY2011 to about \$140 million in FY2014. Exhibit 2.7 illustrates this increase of almost 170 percent.

Exhibit 2.7
Aggregate IT Expenditures for Surveyed Departments,
FY2011–FY2014 (\$ millions)



Source: Office of the Auditor

A Small Group of Vendors Provides IT Goods and Services to a Majority of the Departments Surveyed

After sorting departments' revised IT expenditures, which included expenditures paid to IT service providers, we noted that six of the top ten IT vendors provided goods and services to a majority of the departments we surveyed. The top vendor providing services to multiple departments was Gartner, Inc., which accounted for total encumbrances of over \$17.5 million from four departments in just two fiscal years, FY2013 and FY2014. En Pointe Technologies Sales accounted for more than \$16.6 million in encumbrances from four departments in the three fiscal years from FY2012 to FY2014. IBM Corporation, with a total of \$12.5 million in encumbrances, and EWorld Enterprise Solutions, with \$11 million in encumbrances, also provided goods and services to a majority of the departments we surveyed. Exhibit 2.8 lists the top ten vendors that provided IT goods and services to the departments we surveyed.

Exhibit 2.8
Top Vendor Encumbrances, FY2011–FY2014

Vendor Name / Department	FY2011	FY2012	FY2013	FY2014	Total Encumbrances
KPMG LLP	-	-	\$89,941,995	\$24,481,385	\$114,423,380
DHS	-	-	89,941,995	24,481,385	114,423,380
Arizona Health Care Cost	\$5,000,000	\$7,000,000	\$8,000,000	\$8,920,639	\$28,920,639
DHS	5,000,000	7,000,000	8,000,000	8,920,639	28,920,639
Gartner, Inc.	-	-	\$3,806,296	\$13,713,406	\$17,519,702
DAGS	-	-	3,806,296	8,258,575	12,064,871
DHS	-	-	-	2,467,550	2,467,550
DOT	-	-	-	2,611,421	2,611,421
TAX	-	-	-	375,860	375,860
En Pointe Technologies Sales	-	\$1,341,981	\$2,611,865	\$12,697,438	\$16,651,284
DAGS	-	557,002	1,943,827	9,872,751	12,373,580
DHS	-	463,341	668,038	2,643,927	3,775,306
DOH	-	192,208	-	180,760	372,968
DOT	-	129,430	-	-	129,430
IBM Corporation	\$1,610,977	\$2,876,476	\$3,225,099	\$4,838,844	\$12,551,396
DAGS	1,219,419	1,152,889	1,852,237	3,515,887	7,740,432
DHS	261,029	1,485,012	968,475	999,346	3,713,862
DOT	130,529	238,575	404,387	323,611	1,097,102
Eworld Enterprise Solutions	\$1,220,820	\$4,675,015	\$2,554,634	\$2,643,085	\$11,093,554
ATG	-	-	-	144,200	144,200

Vendor Name / Department	FY2011	FY2012	FY2013	FY2014	Total Encumbrances
DAGS	-	267,195	751,434	1,151,530	2,170,159
DHS	498,400	3,610,400	856,400	948,400	5,913,600
DOT	722,420	797,420	946,800	398,955	2,865,595
Oahu Air Conditioning Service	\$2,471,572	\$4,685,490	\$2,611,211	\$994,240	\$10,762,513
DAGS	505,750	476,920	386,189	493,218	1,862,077
DOT	1,965,822	4,208,570	2,225,022	501,022	8,900,436
Hart Intercivic, Inc.	\$2,550,000	\$3,450,000	-	\$3,450,000	\$9,450,000
DAGS	2,550,000	3,450,000	-	3,450,000	9,450,000
Hawaiian Telecom	\$1,661,465	\$2,364,747	\$2,728,534	\$2,095,481	\$8,850,227
DAGS	556,496	962,507	1,030,404	1,257,216	3,806,623
DHS	252,386	470,364	-	108,686	831,436
DOH	209,597	219,764	154,512	110,095	693,968
DOT	642,986	712,112	1,543,618	441,894	3,340,610
TAX	-	-	-	177,590	177,590
Pacific Wireless	\$3,196,024	\$1,571,210	\$1,953,295	\$1,477,213	\$8,197,742
DAGS	260,815	255,103	348,216	494,246	1,358,380
DOH	2,675,219	896,531	1,075,664	586,769	5,234,183
DOT	259,990	419,576	529,415	396,198	1,605,179

Source: Office of the Auditor

When we met with the current CIO to discuss our initial findings of selected departments' IT expenditures, he shared some of his concerns regarding wasteful IT spending throughout state government. Specifically, he said that a relatively small group of IT vendors may be providing goods and services for a majority of executive branch departments. He told us these vendors offer easily accessible menus of products and service but may not represent the best value for the State. Effective December 10, 2015, the State's new IT governance process, which requires departments to process IT contracts of \$1 million or more through the ETS, is designed to address this need to share IT information and expertise throughout state government.

Conclusion

The lack of a statewide definition of what constitutes IT goods and services, coupled with inconsistent coding of IT expenditures, makes it extremely difficult if not impossible for the State to assemble an accurate inventory of its IT resources. In addition, without an annual reporting requirement to a central agency, the State is unable to manage its IT resources in the short term or plan for long-term IT growth. Although this report on IT data from selected departments does not match SCR

No. 162's original request to conduct a financial audit of State IT expenditures, our report presents relevant data on spending and staffing and is an initial and important step towards statewide IT reform.

Recommendations

1. The Office of Enterprise Technology Services should be the central agency to establish policies and procedures over IT governance statewide. This is consistent with the governor's December 10, 2015, announcement that ETS be the lead agency for IT planning and procurement.
2. The Office of Enterprise Technology Services should:
 - a. Establish a statewide definition for IT that clearly defines what ETS considers IT costs;
 - b. Provide statewide training to fiscal personnel to ensure all IT costs are consistently recorded to assigned object codes;
 - c. Require annual reporting by all departments to report IT assets, expenditures, contracts, and personnel costs and positions to facilitate decisionmaking; and
 - d. Incorporate ETS into the IT budgeting process and ETS oversight into significant IT contracts and expenditures to ensure these activities align with the State's overall IT strategic plan.

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Chapter 3

Independent Accountant's Report

This chapter presents the independent accountant's report issued by Accuity LLP on the compilation of data regarding information technology expenditures, encumbrances, and job positions for FY2011–2014.

Independent Accountant's Report

Accuity LLP (“Accuity”) has been contracted by the State of Hawai‘i (the “State”), Office of the Auditor, to compile data regarding information technology expenditures, encumbrances, and job positions for FY2011–2014 pursuant to Senate Concurrent Resolution No. 162 (2015) for the following executive branch departments and their attached agencies:

- Department of Accounting and General Services
- Department of the Attorney General
- Department of Health
- Department of Human Services
- Department of Taxation
- Department of Transportation.

We performed the engagement in accordance with Statement on Standards for Consulting Services promulgated by the American Institute of Certified Public Accountants. We did not audit or review the data provided by the State, nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by the State. Accordingly, we do not express an opinion, a conclusion, or provide any form of assurance on the compiled data.

/s/ Accuity LLP
Honolulu, Hawai‘i
January 21, 2016

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Appendix A

Detailed List of IT Expenditures by Department, FY2011–2014

Appendix A-1: Department of Accounting and General Services

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
ADI Design Group, Inc.	\$ 3,883	\$ -	\$ -	\$ -	\$ 3,883
Advanced Micro-Image Systems	-	-	8,286	-	8,286
Air Conditioning Hawaii	-	-	-	3,787	3,787
Alexander Gow Fire	-	-	-	165,731	165,731
Allen Systems Group, Inc.	47,744	31,808	-	52,519	132,071
Apple, Inc.	-	9,272	58,684	7,830	75,786
Arisumi Brothers, Inc.	206,942	254,606	221,872	130,147	813,567
Audio Visual Company	-	-	-	27,556	27,556
Autodesk, Inc.	128,543	82,163	-	66,416	277,122
Aviat U. S., Inc.	1,045,476	1,499,278	1,237,433	-	3,782,187
Axway, Inc.	-	101,028	510,009	114,538	725,575
BT Conferencing Video, Inc.	27,266	178,988	79,572	-	285,826
C & A Generator Services, Inc.	35,743	33,898	45,365	34,248	149,254
CA, Inc.	232,996	232,996	232,996	-	698,988
Catalano & Plache, PLLC	-	-	-	34,022	34,022
CDW Government, Inc.	-	39,187	9,497	8,541	57,225
Chicago-Soft, Ltd.	5,680	5,850	6,084	6,296	23,910
Christiansen, John R.	-	-	-	24,090	24,090
Civic Initiatives, LLC	-	-	90,000	272,195	362,195
Commercial Data Systems, Inc.	299,673	29,967	-	-	329,640
Comsearch	6,760	15,942	7,978	3,060	33,740
Cummins Pacific, LLC	-	-	-	6,035	6,035
Dell Marketing, LP	608,675	202,564	119,525	125,881	1,056,645
Desktop Solutions, Inc.	-	-	31,779	198,794	230,573
Dewberry & Davis Service	-	-	21,231	42,867	64,098
ECS, Inc.	292,037	96,027	254,338	430,945	1,073,347
E. F. Johnson, Co.	-	-	659,338	57,141	716,479
Electrical Equipment Company	-	-	-	3,574	3,574
En Pointe Technologies Sales	-	46,128	1,588,188	6,775,150	8,409,466
Escal Institute Of Advanced Tech	-	260	-	2,000	2,260
Esecuritytogo, LLC	-	-	5,801	1,631	7,432
Esri, Inc.	12,565	576,561	74,111	50,517	713,754
Eworld Enterprise Solutions	74,951	20,803	294,574	1,066,474	1,456,802

Appendix A-1: Department of Accounting and General Services

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Fresh Leadership, LLC	-	-	-	250,000	250,000
Gartner, Inc.	-	-	2,415,008	3,469,471	5,884,479
Gas Company	41,303	48,362	29,747	-	119,412
General Dynamics Fidelis	-	-	19,200	138,000	157,200
Grainger	82,825	49,872	95,507	104,959	333,163
Graybar	-	-	-	88,628	88,628
Grove Farm Company, Inc.	12,500	13,295	25,397	479	51,671
Hart Intercivic, Inc.	2,938,267	891,058	864,366	862,624	5,556,315
Hawaii Gas	-	-	22,116	47,717	69,833
Hawaii Information Consortium	15,000	-	180,775	680,467	876,242
Hawaiian Telcom	868,337	984,355	1,630,139	1,540,000	5,022,831
Hawaiya Technologies, Inc.	-	-	-	19,049	19,049
Hewlett-Packard, Inc.	42,478	46,876	175,056	137,224	401,634
Howard Technology Solutions	-	-	11,492	-	11,492
HTDC-Maui Research & Tech Ctr.	-	-	-	264,499	264,499
Hualalai Land Corporation	-	-	48,672	14,976	63,648
IBM Corporation	1,388,633	1,651,918	1,884,668	3,975,801	8,901,020
Innovation Data Processing	4,067	4,067	4,067	4,067	16,268
Iron Bow Technologies, LLC	-	-	-	2,459,716	2,459,716
Island Pacific Distributors	-	3,997	3,774	4,940	12,711
Islandwide Fencing, Inc.	2,524	-	-	4,398	6,922
Kaye Scholer, LLP	-	-	-	400,072	400,072
Lanai Builders, Inc.	240,484	-	-	91,200	331,684
Lanai City Service, Inc.	555	515	1,048	991	3,109
Lanai Resorts, LLC	-	-	6,285	33,444	39,729
Law Offices Of Rich Wyde PC	-	-	-	1,164	1,164
Lenovo (United States), Inc.	70,149	41,856	20,719	31,525	164,249
Limpacific, Inc.	-	3,500	86,970	-	90,470
Lockheed Martin Services, Inc.	-	-	140,078	-	140,078
Manpower	-	-	-	17,974	17,974

Appendix A-1: Department of Accounting and General Services

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Marble Computer, Inc.	4,800	5,100	5,100	5,400	20,400
Maui News	-	28,691	-	-	28,691
Maui Oil Co., Inc.	1,525	463	606	512	3,106
Modtech Solutions, LLC	-	-	-	293,764	293,764
Molokai Properties, Limited	40,000	-	80,005	250	120,255
Oahu Air Conditioning Service	4,59,812	484,685	513,468	730,552	2,188,517
Oceanit Laboratories, Inc.	206,903	31,279	81,200	2,312,038	2,631,420
Officemax, Incorporated	127,749	106,930	166,435	134,820	535,934
Ohana Control Systems, Inc.	-	-	37,813	59,068	96,881
Pace Applied Technology, Inc.	11,990	12,044	12,237	12,237	48,508
Pacific Commercial Services	-	8,995	-	-	8,995
Pacific Fire Protection, Inc.	622	-	-	-	622
Pacific Wireless	243,720	265,485	377,683	351,672	1,238,560
PC Specialists, Inc.	-	-	55,120	1,782,403	1,837,523
Research Corporation Of UH	-	23,500	112,023	-	135,523
Ron's Electric, Inc.	-	-	-	266	266
SAS Institute, Inc.	51,256	51,906	51,707	55,414	210,283
Science Applications Intl Corp	-	-	-	1,726,730	1,726,730
Scientel Wireless, LLC	-	-	51,629	110,828	162,457
Secure Technology Hawaii, Inc.	-	-	14,358	-	14,358
Senter Petroleum, Inc.	-	-	-	4,141	4,141
Sirius Computer Solutions, Inc.	-	14,745	59,439	18,400	92,584
Socrata, Inc.	-	-	139,866	444,490	584,356
Software AG USA, Inc.	434,843	561,209	561,209	561,210	2,118,471
Solarwinds, Inc.	-	11,973	6,746	-	18,719
Sorrento Networks, Inc.	-	38,043	324,217	1,349	363,609
SPC Systems Limited	2,460	2,490	2,490	2,490	9,930
Sprint	116	-	-	-	116

Appendix A-1: Department of Accounting and General Services

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Summit Construction, Inc.	2,648,992	412,546	-	-	3,061,538
Technology Integration Group	6,706	48,633	149,859	30,405	235,603
Time Warner Cable, Inc.	17,801	71,204	71,209	71,204	231,418
Treehouse Software Inc.	6,931	49,005	99,895	60,052	215,883
TW Telecom	-	-	3,003	97,421	100,424
Unicom Systems, Inc.	27,000	-	58,118	-	85,118
Unisys Corporation	34,346	120,653	-	104,728	259,727
University Of Hawaii	-	-	210,500	1,024,050	1,234,550
Verizon Wireless	6,456	6,295	14,355	21,905	49,011
Viatron Systems, Inc.	-	-	-	221,937	221,937
Vincent Communications, Inc.	-	-	-	24,119	24,119
Wilson Okamoto Corporation	474,780	532,708	300,075	310,737	1,618,300
World Wide Technology, Inc.	-	-	350,470	712,484	1,062,954
Xerox Corporation	284,088	219,355	312,827	269,280	1,085,550
Total	\$ 13,828,952	\$ 10,304,934	\$ 17,445,407	\$ 35,911,726	\$ 77,491,019

Source: Office of the Auditor

Appendix A-2: Department of the Attorney General

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Advanced Micro-Image Systems	\$ 3,553	\$ 2,766	\$ 11,012	\$ 4,199	\$ 21,530
Aloha Data Services, Inc.	-	-	-	129,422	129,422
Apple, Inc.	5,265	4,130	-	-	9,395
Bureau Of National Affairs	3,195	12,657	3,529	1,910	21,291
CDW Government, Inc.	16,249	2,880	11,020	4,022	34,171
Century Computers, Inc.	48,241	-	-	-	48,241
Commerce Solutions, Inc.	55,962	69,618	54,420	-	180,000
Dataimage, Inc.	19,371	289,659	48,042	19,791	376,863
Dell Marketing, LP	648,686	644,596	86,675	89,328	1,469,285
Electrical Equipment Company	677	-	-	-	677

Appendix A-2: Department of the Attorney General

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
En Pointe Technologies Sales	-	56,369	372,111	197,619	626,099
Escal Institute Of Advanced Tech	-	95	-	-	95
Esri, Inc.	-	-	-	21,888	21,888
Eworld Enterprise Solutions	165,000	45,670	72,600	30,450	313,720
Fresh Leadership, LLC	-	-	-	995	995
Gartner, Inc.	12,122	-	13,272	-	25,394
Hawaii Information Consortium	15,021	46,448	57,572	51,971	171,012
Hawaiian Telcom	251,001	296,141	243,226	305,942	1,096,310
Hewlett Packard, Inc.	127,670	14,572	58,849	4,936	206,027
IBM Corporation	486,537	70,140	63,650	144,392	764,719
ISDI Technologies, Inc.	249,579	-	-	-	249,579
Island Movers, Inc.	1,169	-	-	-	1,169
Lenovo (United States), Inc.	15,696	11,694	-	3,246	30,636
Marquis Consulting Services	109,304	300,715	180,520	-	590,539
Maui News	5,702	5,856	3,633	5,239	20,430
Morphotrak, Inc.	356,520	529,675	902,575	511,964	2,300,734
Oahu Air Conditioning Service	1,841	360	-	-	2,201
Redmane Technology, LLC	1,095,979	36,019	503,689	679,490	2,315,177
Rematics, LLC	332,510	535,343	594,740	71,909	1,534,502
Search Group, Inc.	32,421	23,930	86,978	173,934	317,263
Sirius Computer Solutions, Inc.	-	32,837	13,370	1,252	47,459
Solarwinds, Inc.	-	-	395	-	395
Sprint	3,312	1,717	52	-	5,081
Technology Integration Group	1,532	7,800	14,907	-	24,239
Treehouse Software, Inc.	-	32,042	-	33,927	65,969
Verizon Wireless	579	212	-	-	791
Viatron Systems, Inc.	-	-	-	4,999	4,999
Xerox Corporation	32,192	8,209	36,742	40,754	117,897
Total	\$ 4,096,886	\$ 3,082,150	\$ 3,433,579	\$ 2,533,579	\$ 13,146,194

Source: Office of the Auditor

Appendix A-3: Department of Health

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Advanced Data Processing, Inc.	\$ -	\$ -	\$ 392,013	\$ 911,009	\$ 1,303,022
Advanced Micro-Image Systems	-	13,167	-	-	13,167
Aloha Air Cargo	4,470	1,292	-	-	5,762
Apple, Inc.	8,026	-	27,204	3,973	39,203
AT&T Mobility	3,027	2,648	1,362	67,297	74,334
Business Solution	-	-	-	96,533	96,533
CDW Government, Inc.	5,152	22,500	3,916	778,006	809,574
Commercial Data Systems, Inc.	89,572	-	-	-	89,572
Consilience Software	-	1,128,750	446,000	268,491	1,843,241
Dell Marketing, LP	319,554	249,098	45,456	546,829	1,160,937
En Pointe Technologies Sales	-	235,037	139,707	713,096	1,087,840
Esri, Inc.	6,230	6,230	-	12,606	25,066
FEI.com, Inc.	323,775	293,870	52,590	763,929	1,434,164
Fresh Leadership, LLC	-	-	10,000	-	10,000
G4S Secure Solutions (USA), Inc.	501,276	252,093	-	-	753,369
Gartner, Inc.	-	14,421	40,128	51,310	105,859
Gas Company	231,023	241,865	257,095	-	729,983
Grainger	4,129	4,305	70,447	54,111	132,992
Graybar	898	1,049	-	-	1,947
Harmony Information Systems	-	152,381	188,273	151,542	492,196
Hawaii Gas	-	-	82,009	393,738	475,747
Hawaii Information Consortium	83,158	81,104	137,937	75,461	377,660
Hawaiian Telcom, Inc.	537,312	702,842	597,983	1,001,226	2,839,363
Health Monitoring Systems, Inc.	-	-	-	99,924	99,924
Hewlett-Packard, Inc.	412,701	265,369	54,355	22,088	754,513
Hoike Networks, Inc.	-	150,485	131,597	554,764	836,846

Appendix A-3: Department of Health

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
HP Enterprise Services, LLC	302,990	663,214	632,595	424,978	2,023,777
IBM Corporation	-	3,112	-	4,553	7,665
InfoMC, Inc.	97,850	455,545	158,235	230,140	941,770
Island Pacific Distributors	-	-	-	2,002	2,002
Lanai City Service, Inc.	534	714	718	835	2,801
Lanai Resorts, LLC	-	-	868	3,533	4,401
Lenovo (United States), Inc.	-	356,016	13,497	62,440	431,953
Manpower	-	-	-	290	290
Maui News	186	-	-	-	186
Maximus Health Services, Inc.	-	-	113,462	121,941	235,403
Med-Media, Inc.	232,329	567,389	614,803	580,805	1,995,326
Netsmart New York, Inc.	25,848	-	-	-	25,848
Netsmart Technologies	160,733	128,146	713,497	227,233	1,229,609
Oceanit Laboratories, Inc.	246,741	185,427	133,846	45,751	611,765
Oracle America, Inc.	-	-	483	1,448	1,931
Pacific Commercial Services	2,932	-	-	-	2,932
Pacific Fire Protection, Inc.	-	682	-	-	682
Pacific Wireless	2,455,027	541,344	793,122	1,332,901	5,122,394
PC Specialists, Inc.	-	-	-	3,016	3,016
PKF Pacific Hawaii, LLP	416,538	108,513	-	-	525,051
RCM Technologies (USA), Inc.	-	-	-	987,901	987,901
Rematics, LLC	41,623	257,900	163,457	141,695	604,675
Research Corporation Of UH	-	341,091	59,423	-	400,514
Revacomm, Inc.	-	-	13,868	10,744	24,612
Ron's Electric, Inc.	4,853	5,653	2,095	2,150	14,751
Siemens Medical Solutions USA	-	3,880,588	8,358,092	1,555,950	13,794,630
Social Solutions Global, Inc.	-	-	-	32,662	32,662
Sprint	7,120	5,619	706	-	13,445

Appendix A-3: Department of Health

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Technology Integration Group	7,713	4,507	21,896	4,065	38,181
Time Warner Cable, Inc.	-	5,225	5,225	5,225	15,675
University Of Hawaii	-	695,012	673,798	982,145	2,350,955
Verizon Wireless	39,539	53,386	56,243	58,796	207,964
Video Warehouse, Inc.	127,958	-	-	85,008	212,966
Windsor Solutions, Inc.	708,746	959,948	1,061,208	867,854	3,597,756
Xerox Corporation	30,770	21,838	9,014	1,147	62,769
Total	\$ 7,440,333	\$13,059,375	\$ 16,278,223	\$ 14,343,141	\$ 51,121,072

Source: Office of the Auditor

Appendix A-4: Department of Human Services

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Apple, Inc.	\$ 12,739	\$ 2,073	\$ 20,779	\$ -	\$ 35,591
Arizona Health Care Cost	6,222,190	6,995,259	7,070,006	7,080,866	27,368,321
Audio Visual Company	-	-	-	8,648	8,648
Axway, Inc.	36,611	36,614	38,503	-	111,728
CDW Government, Inc.	5,755	-	4,552	-	10,307
Connecting The Dots, LLC	-	-	-	54,675	54,675
Dell Marketing, LP	372,058	123,686	60,926	4,052	560,722
Emphasys Computer Solutions	-	69,882	-	82,102	151,984
En Pointe Technologies Sales	-	125,828	902,868	1,514,625	2,543,321
Eworld Enterprise Solutions	2,939,659	1,354,909	1,759,113	2,229,362	8,283,043
Gartner, Inc.	18,392	24,558	52,250	35,289	130,489
Gas Company	303,153	266,160	210,071	62,822	842,206
Grainger	19,679	16,463	18,799	16,761	71,702
Graybar	5,183	-	558	-	5,741

Appendix A-4: Department of Human Services

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Hawai'i Gas	-	-	74,483	180,545	255,028
Hawaii Information Consortium	75	-	79	123	277
Hawaiian Telcom	1,946,941	2,035,173	1,858,883	939,764	6,780,761
Hewlett-Packard, Inc.	4,338	8,029	70,297	1,120	83,784
IBM Corporation	1,820,174	4,472,744	2,522,717	1,990,272	10,805,907
Imagine Solutions, Inc.	-	-	1,133,519	501,696	1,635,215
Island Movers, Inc.	-	5,985	496	344	6,825
Island Pacific Distributors	-	8,200	4,995	612	13,807
KPMG LLP	-	-	34,332,830	51,619,332	85,952,162
Lanai City Service, Inc.	330	109	110	288	837
Lanai Resorts, LLC	-	-	-	1,538	1,538
Lenovo (United States), Inc.	12,887	106,063	590,225	1,316,544	2,025,719
Maui News	-	966	-	-	966
Nerger, Princeton	-	-	60	-	60
Oahu Air Conditioning Service	230	5,127	1,553	-	6,910
Ohana Control Systems, Inc.	-	-	1,776	999	2,775
PC Specialists, Inc.	-	-	-	111	111
Public Consulting Group, Inc.	-	80,801	2,091,914	3,427,713	5,600,428
Ron's Electric, Inc.	121	-	-	-	121
SAS Institute, Inc.	6,472	-	13,539	6,869	26,880
Secure Technology Hawaii, Inc.	10,922	16,292	6,479	7,505	41,198
SH Consulting, LLC	-	1,200	250,100	248,436	499,736
Sirius Computer Solutions, Inc.	-	69,844	601	-	70,445
Solutions-II, Inc.	9,113	-	-	-	9,113

Appendix A-4: Department of Human Services

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Sprint	37,168	25,869	3,061	678	66,776
Technology Integration Group	54,576	55,323	107,580	134,087	351,566
Unicom Systems, Inc.	71,000	53,093	58,343	64,043	246,479
University Of Hawaii	2,412,025	1,278,390	316,699	34,241	4,041,355
Verizon Wireless	753	410	1,676	1,880	4,719
Xerox Corporation	574,017	619,749	461,467	52,604	1,707,837
Total	\$ 16,896,561	\$ 17,858,799	\$ 54,041,907	\$ 71,620,546	\$160,417,813

Source: Office of the Auditor

Appendix A-5: Department of Taxation

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Advanced Micro-Image Systems	\$ 2,940	\$ 3,202	\$ -	\$ -	\$ 6,142
Bureau Of National Affairs	25,117	26,056	7,803	25,706	84,682
CDW Government, Inc.	3,337	-	-	-	3,337
Century Computers, Inc.	126	-	-	-	126
Dell Marketing, LP	63,123	138,004	40,961	312,603	554,691
EMC Corporation	9,737	6,594	8,167	19,150	43,648
En Pointe Technologies Sales	-	149,145	245,091	199,641	593,877
Hawaii Information Consortium	-	-	143,630	509,898	653,528
Hawaiian Telcom	157,896	151,913	206,693	221,201	737,703
Hewlett-Packard, Inc.	1,818	9,918	-	88,259	99,995
Howard Technology Solutions	-	2,848	-	35,687	38,535
IBM Corporation	120,128	-	3,969	-	124,097
Oracle America, Inc.	33,735	46,036	47,491	11,930	139,192
Sprint	46,233	16,919	267	-	63,419
Symago, LLC	60,899	69,884	55,958	101,336	288,077
Xerox Corporation	112,065	76,901	-	-	188,966
Total	\$ 637,154	\$ 697,420	\$ 760,030	\$ 1,525,411	\$ 3,620,015

Source: Office of the Auditor

Appendix A-6: Department of Transportation

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
AAMVA	\$ 86,445	\$ 126,645	\$ 88,504	\$ 92,222	\$ 393,816
ADI Design Group, Inc.	-	9,386	21,265	-	30,651
Apple, Inc.	-	-	-	8,315	8,315
Audio Visual Company	-	-	985	-	985
Bentley Systems, Inc.	91,624	139,699	118,978	117,310	467,611
CDW Government, Inc.	61,058	10,658	25,973	14,346	112,035
Century Computers, Inc.	219,787	151,944	33,626	7,375	412,732
Ciber, Inc.	625,442	1,638,976	2,057,865	74,599	4,396,882
Commercial Data Systems, Inc.	27,063	43,351	-	-	70,414
Connecting The Dots, LLC	-	-	-	10,944	10,944
Cummins Pacific, LLC	-	-	-	5,214	5,214
D & M Hydraulic Sales & Service	-	819	181	-	1,000
Dell Marketing, LP	129,015	235,001	114,974	121,205	600,195
EMC Corporation	-	5,593	84,433	85,684	175,710
Emerson Network Power, Liebert	-	-	-	2,671	2,671
En Pointe Technologies Sales	-	178,018	361,244	593,033	1,132,295
Esri, Inc.	3,560	3,560	24,503	8,696	40,319
Eworld Enterprise Solutions	827,782	752,413	737,036	647,560	2,964,791
Ford Audio-Video Systems, Inc.	570,200	1,052,971	1,017,026	653,550	3,293,747
Gas Company	23,503	18,422	63,009	625	105,559
Grainger	93,030	257,280	140,055	258,991	749,356
Graybar	24,288	20,382	77,812	61,087	183,569
Grove Farm Co., Inc.	12,500	2,842	84,415	-	99,757
Harris Corporation	-	-	1,108,200	-	1,108,200
Hawaii Gas	-	-	3,963	20,933	24,896
Hawaiian Telcom, Inc.	1,051,941	1,569,044	1,213,837	1,779,277	5,614,099
Hawaiya Technologies, Inc.	898,910	616,508	2,736,515	1,059,959	5,311,892
Hewlett-Packard, Inc.	79,980	26,877	32,003	39,363	178,223
Hoike Networks, Inc.	-	-	670,590	364,220	1,034,810

Appendix A-6: Department of Transportation

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Howard Technology Solutions	-	-	-	51,841	51,841
IBM Corporation	242,798	466,748	407,983	590,719	1,708,248
Innovative Technical Solutions	47,653	-	-	-	47,653
Island Movers, Inc.	13,002	-	-	-	13,002
Islandwide Fencing, Inc.	67,046	-	209,950	-	276,996
Lanai City Service, Inc.	-	-	341	141	482
Lanai Resorts, LLC	-	-	200	100	300
Lenovo (United States), Inc.	4,059	104,163	144,208	230,943	483,373
Marquis ID Systems	526,782	534,083	419,596	-	1,480,461
Maui News	-	-	-	190	190
Maui Oil Co., Inc.	7,157	8,007	5,213	7,887	28,264
Molokai Properties Limited	-	-	536	547	1,083
Network Power Solutions, Inc.	-	-	25,640	361,925	387,565
Oahu Air Conditioning Service	1,411,973	1,554,980	1,801,705	1,968,891	6,737,549
Oceanit Laboratories, Inc.	238,206	281,042	174,979	295,523	989,750
Ohana Control Systems, Inc.	-	232,888	-	-	232,888
Oracle America, Inc.	85,098	209,224	184,547	367,656	846,525
Oracle Corporation	19,024	-	20,788	20,788	60,600
Pacific Commercial Services	570,867	618,402	751,145	587,738	2,528,152
Pacific Fire Protection, Inc.	-	3,760	800	860	5,420
Pacific Technology Solutions	42,031	35,246	71,999	33,717	182,993
Pacific Wireless	249,464	293,459	450,906	602,974	1,596,803
Phoenix V, LLC	963,813	930,128	585,034	475,416	2,954,391
PKF Pacific Hawaii, LLP	-	25,000	-	30,000	55,000
Ron's Electric, Inc.	-	-	4,880	6,250	11,130
Science Applications Intl Corp	58,445	14,563	14,052	-	87,060
Secure Technology Hawaii, Inc.	16,500	54,939	23,018	55,076	149,533
Senter Petroleum, Inc.	-	3,135	117,859	239,586	360,580

Appendix A-6: Department of Transportation

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Sirius Computer Solutions, Inc.	-	24,152	2,901	25,278	52,331
SITA Information Networking	-	876,642	291,542	2,002,460	3,170,644
Solutions Thru Software, Inc.	-	77,592	196,476	139,455	413,523
Sprint	16,017	17,480	16,230	15,739	65,466
Technology Integration Group	-	3,495	731	6,599	10,825
Thoughtfocus Technologies, LLC	-	-	-	2,200	2,200
Time Warner Cable, Inc.	-	-	35,524	11,681	47,205
Verizon Wireless	22,189	13,063	12,542	10,912	58,706
Xerox Corporation	42,079	41,418	33,352	37,850	154,699
Total	\$ 9,470,331	\$ 13,283,998	\$ 16,821,669	\$ 14,208,121	\$ 53,784,119

Source: Office of the Auditor

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Appendix B

List of IT Expenditures by Vendor, FY2011–2014

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
KPMG LLP	\$ -	\$ -	\$ 34,332,830	\$ 51,619,332	\$ 85,952,162
Arizona Health Care Cost	6,222,190	6,995,259	7,070,006	7,080,866	27,368,321
IBM Corporation	4,058,270	6,664,662	4,882,987	6,705,737	22,311,656
Hawaiian Telcom, Inc.	4,813,428	5,739,468	5,750,761	5,787,410	22,091,067
En Pointe Technologies Sales	-	790,525	3,609,209	9,993,164	14,392,898
Siemens Medical Solutions USA	-	3,880,588	8,358,092	1,555,950	13,794,630
Eworld Enterprise Solutions	4,007,392	2,173,795	2,863,323	3,973,846	13,018,356
Oahu Air Conditioning Service	1,873,856	2,045,152	2,316,726	2,699,443	8,935,177
Pacific Wireless	2,948,211	1,100,288	1,621,711	2,287,547	7,957,757
University Of Hawaii	2,412,025	1,973,402	1,200,997	2,040,436	7,626,860
Gartner, Inc.	30,514	38,979	2,520,658	3,556,070	6,146,221
Public Consulting Group, Inc.	-	80,801	2,091,914	3,427,713	5,600,428
Hart Intercivic, Inc.	2,938,267	891,058	864,366	862,624	5,556,315
Dell Marketing, LP	2,141,111	1,592,949	468,517	1,199,898	5,402,475
Hawaiya Technologies, Inc.	898,910	616,508	2,736,515	1,079,008	5,330,941
Ciber, Inc.	625,442	1,638,976	2,057,865	74,599	4,396,882
Oceanit Laboratories, Inc.	691,850	497,748	390,025	2,653,312	4,232,935
Aviat U. S., Inc.	1,045,476	1,499,278	1,237,433	-	3,782,187
Windsor Solutions, Inc.	708,746	959,948	1,061,208	867,854	3,597,756
Xerox Corporation	1,075,211	987,470	853,402	401,635	3,317,718
Ford Audio-Video Systems, Inc.	570,200	1,052,971	1,017,026	653,550	3,293,747
SITA Information Networking	-	876,642	291,542	2,002,460	3,170,644
Lenovo (United States), Inc.	102,791	619,792	768,649	1,644,698	3,135,930
Summit Construction, Inc.	2,648,992	412,546	-	-	3,061,538
Phoenix V, LLC	963,813	930,128	585,034	475,416	2,954,391
Pacific Commercial Services	573,799	627,397	751,145	587,738	2,540,079
Iron Bow Technologies, LLC	-	-	-	2,459,716	2,459,716
Redmane Technology LLC	1,095,979	36,019	503,689	679,490	2,315,177

Appendix B List of IT Expenditures by Vendor, FY2011–2014

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Morphotrak, Inc.	356,520	529,675	902,575	511,964	2,300,734
Rematics, LLC	374,133	793,243	758,197	213,604	2,139,177
Software AG USA, Inc.	434,843	561,209	561,209	561,210	2,118,471
Hawaii Information Consortium	113,254	127,552	519,993	1,317,920	2,078,719
HP Enterprise Services, LLC	302,990	663,214	632,595	424,978	2,023,777
Med-Media, Inc.	232,329	567,389	614,803	580,805	1,995,326
Hoike Networks, Inc.	-	150,485	802,187	918,984	1,871,656
Consilience Software	-	1,128,750	446,000	268,491	1,843,241
PC Specialists, Inc.	-	-	55,120	1,785,530	1,840,650
Science Applications Intl Corp	58,445	14,563	14,052	1,726,730	1,813,790
Gas Company	598,982	574,809	559,922	63,447	1,797,160
Hewlett-Packard, Inc.	668,985	371,641	390,560	292,990	1,724,176
Imagine Solutions, Inc.	-	-	1,133,519	501,696	1,635,215
Wilson Okamoto Corporation	474,780	532,708	300,075	310,737	1,618,300
Marquis ID Systems	526,782	534,083	419,596	-	1,480,461
FEI.com, Inc.	323,775	293,870	52,590	763,929	1,434,164
Advanced Data Processing, Inc.	-	-	392,013	911,009	1,303,022
Grainger	199,663	327,920	324,808	434,822	1,287,213
Netsmart Technologies	186,581	128,146	713,497	227,233	1,255,457
Harris Corporation	-	-	1,108,200	-	1,108,200
ECS, Inc.	292,037	96,027	254,338	430,945	1,073,347
World Wide Technology, Inc.	-	-	350,470	712,484	1,062,954
Oracle America, Inc.	137,857	255,260	253,309	401,822	1,048,248
CDW Government, Inc.	91,551	75,225	54,958	804,915	1,026,649
RCM Technologies (USA), Inc.	-	-	-	987,901	987,901
InfoMC, Inc.	97,850	455,545	158,235	230,140	941,770
Axway, Inc.	36,611	137,642	548,512	114,538	837,303
Hawaii Gas	-	-	182,571	642,933	825,504

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Arisumi Brothers, Inc.	206,942	254,606	221,872	130,147	813,567
Esri, Inc.	22,355	586,351	98,614	93,707	801,027
G4S Secure Solutions (USA), Inc.	501,276	252,093	-	-	753,369
E. F. Johnson, Co.	-	-	659,338	57,141	716,479
CA, Inc.	232,996	232,996	232,996	-	698,988
Technology Integration Group	70,527	119,758	294,973	175,156	660,414
Marquis Consulting Services	109,304	300,715	180,520	-	590,539
Socrata, Inc.	-	-	139,866	444,490	584,356
PKF Pacific Hawaii, LLP	416,538	133,513	-	30,000	580,051
Research Corp Of UH	-	364,591	171,446	-	536,037
Officemax Incorporated	127,749	106,930	166,435	134,820	535,934
SH Consulting, LLC	-	1,200	250,100	248,436	499,736
Harmony Information Systems	-	152,381	188,273	151,542	492,196
Commercial Data Systems, Inc.	416,308	73,318	-	-	489,626
Bentley Systems, Inc.	91,624	139,699	118,978	117,310	467,611
Century Computers, Inc.	268,154	151,944	33,626	7,375	461,099
Solutions Thru Software Inc.	-	77,592	196,476	139,455	413,523
Kaye Scholer, LLP	-	-	-	400,072	400,072
AAMVA	86,445	126,645	88,504	92,222	393,816
Network Power Solutions, Inc.	-	-	25,640	361,925	387,565
Dataimage, Inc.	19,371	289,659	48,042	19,791	376,863
Senter Petroleum, Inc.	-	3,135	117,859	243,727	364,721
Sorrento Networks, Inc.	-	38,043	324,217	1,349	363,609
Civic Initiatives, LLC	-	-	90,000	272,195	362,195
Ohana Control Systems, Inc.	-	232,888	39,589	60,067	332,544
Lanai Builders, Inc.	240,484	-	-	91,200	331,684
Unicom Systems, Inc.	98,000	53,093	116,461	64,043	331,597
Verizon Wireless	69,516	73,366	84,816	93,493	321,191
Search Group, Inc.	32,421	23,930	86,978	173,934	317,263
Time Warner Cable, Inc.	17,801	76,429	111,958	88,110	294,298
Modtech Solutions, LLC	-	-	-	293,764	293,764

Appendix B List of IT Expenditures by Vendor, FY2011–2014

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Symago, LLC	60,899	69,884	55,958	101,336	288,077
BT Conferencing Video, Inc.	27,266	178,988	79,572	-	285,826
Islandwide Fencing, Inc.	69,570	-	209,950	4,398	283,918
Treehouse Software, Inc.	6,931	81,047	99,895	93,979	281,852
Graybar	30,369	21,431	78,370	149,715	279,885
Autodesk, Inc.	128,543	82,163	-	66,416	277,122
HTDC-Maui Research & Tech Ctr	-	-	-	264,499	264,499
Sirius Computer Solutions, Inc.	-	141,578	76,311	44,930	262,819
Fresh Leadership, LLC	-	-	10,000	250,995	260,995
Unisys Corporation	34,346	120,653	-	104,728	259,727
ISDI Technologies, Inc.	249,579	-	-	-	249,579
SAS Institute, Inc.	57,728	51,906	65,246	62,283	237,163
Maximus Health Services, Inc.	-	-	113,462	121,941	235,403
Desktop Solutions, Inc.	-	-	31,779	19,794	230,573
Viatron Systems, Inc.	-	-	-	226,936	226,936
EMC Corporation	9,737	12,187	92,600	104,834	219,358
Sprint	109,966	67,604	20,316	16,417	214,303
Video Warehouse, Inc.	127,958	-	-	85,008	212,966
Secure Technology Hawaii, Inc.	27,422	71,231	43,855	62,581	205,089
Pacific Technology Solutions	42,031	35,246	71,999	33,717	182,993
Commerce Solutions, Inc.	55,962	69,618	54,420	-	180,000
Apple, Inc.	26,030	15,475	106,667	20,118	168,290
Alexander Gow Fire	-	-	-	165,731	165,731
Scientel Wireless, LLC	-	-	51,629	110,828	162,457
General Dynamics Fidelis	-	-	19,200	138,000	157,200
Emphasys Computer Solutions	-	69,882	-	82,102	151,984
Grove Farm Company, Inc.	25,000	16,137	109,812	479	151,428
C & A Generator Services, Inc.	35,743	33,898	45,365	34,248	149,254
Lockheed Martin Services, Inc.	-	-	140,078	-	140,078

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Allen Systems Group, Inc.	47,744	31,808	-	52,519	132,071
Aloha Data Services, Inc.	-	-	-	129,422	129,422
Molokai Properties, Limited	40,000	-	80,541	797	121,338
Bureau Of National Affairs	28,312	38,713	11,332	27,616	105,973
Howard Technology Solutions	-	2,848	11,492	87,528	101,868
TW Telecom	-	-	3,003	97,421	100,424
Health Monitoring Systems, Inc.	-	-	-	99,924	99,924
Business Solution	-	-	-	96,533	96,533
Limpacific, Inc.	-	3,500	86,970	-	90,470
AT&T Mobility	3,027	2,648	1,362	67,297	74,334
Connecting The Dots, LLC	-	-	-	65,619	65,619
Dewberry & Davis Service	-	-	21,231	42,867	64,098
Hualalai Land Corporation	-	-	48,672	14,976	63,648
Maui News	5,888	35,513	3,633	5,429	50,463
Advanced Micro-Image Systems	6,493	19,135	19,298	4,199	49,125
Pace Applied Technology, Inc.	11,990	12,044	12,237	12,237	48,508
Innovative Technical Solutions	47,653	-	-	-	47,653
Lanai Resorts, LLC	-	-	7,353	38,615	45,968
Audio Visual Company	-	-	985	36,204	37,189
ADI Design Group, Inc.	3,883	9,386	21,265	-	34,534
Catalano & Plache, PLLC	-	-	-	34,022	34,022
Comsearch	6,760	15,942	7,978	3,060	33,740
Social Solutions Global, Inc.	-	-	-	32,662	32,662
Maui Oil Co., Inc.	8,682	8,470	5,819	8,399	31,370
Island Pacific Distributors	-	12,197	8,769	7,554	28,520
Ron's Electric, Inc.	4,974	5,653	6,975	8,666	26,268
Revacomm, Inc.	-	-	13,868	10,744	24,612
Vincent Communications, Inc.	-	-	-	24,119	24,119

Appendix B List of IT Expenditures by Vendor, FY2011–2014

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Christiansen, John R.	-	-	-	24,090	24,090
Chicago-Soft, Ltd.	5,680	5,850	6,084	6,296	23,910
Island Movers, Inc.	14,171	5,985	496	344	20,996
Marble Computer, Inc.	4,800	5,100	5,100	5,400	20,400
Solarwinds, Inc.	-	11,973	7,141	-	19,114
Manpower	-	-	-	18,264	18,264
Innovation Data Processing	4,067	4,067	4,067	4,067	16,268
Cummins Pacific, LLC	-	-	-	11,249	11,249
SPC Systems, Limited	2,460	2,490	2,490	2,490	9,930
Solutions-II, Inc.	9,113	-	-	-	9,113
Esecuritytogo, LLC	-	-	5,801	1,631	7,432
Lanai City Service, Inc.	1,419	1,338	2,217	2,255	7,229
Pacific Fire Protection, Inc.	622	4,442	800	860	6,724
Aloha Air Cargo	4,470	1,292	-	-	5,762
Electrical Equipment Company	677	-	-	3,574	4,251
Air Conditioning Hawaii	-	-	-	3,787	3,787
Emerson Network Power, Liebert	-	-	-	2,671	2,671
Escal Institute Of Advanced Tech	-	355	-	2,000	2,355
Thoughtfocus Technologies, LLC	-	-	-	2,200	2,200
Law Offices Of Rich Wyde PC	-	-	-	1,164	1,164
D & M Hydraulic Sales & Service	-	819	181	-	1,000
Nerger, Princeton	-	-	60	-	60
Total	\$ 52,370,217	\$ 58,286,676	\$108,780,815	\$ 140,142,524	\$359,580,232

Source: Office of the Auditor

Appendix C Detailed List of IT Encumbrances of \$100,000 or Greater by Department, FY2011–2014

Appendix C-1: Department of Accounting and General Services

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Arisumi Brothers, Inc.	\$ 545,000	\$ 208,065	\$ 50,600	\$ 66,619	\$ 870,284
Autodesk, Inc.	134,911	-	100,159	-	235,070
Aviat U. S., Inc.	1,599,722	-	188,128	3,591,908	5,379,758
Axway, Inc.	101,970	-	417,466	114,538	633,974
BT Conferencing Video, Inc.	179,173	-	-	-	179,173
CA, Inc.	233,469	233,469	232,996	-	699,934
Civic Initiatives, LLC	-	-	-	349,960	349,960
Commercial Data Systems, Inc.	179,804	-	-	-	179,804
Dell Marketing, LP	192,624	-	-	-	192,624
Desktop Solutions, Inc.	-	-	-	113,297	113,297
Dewberry & Davis Service	-	-	-	100,257	100,257
ECS, Inc.	78,834	274,415	188,302	370,024	911,575
En Pointe Technologies Sales	-	557,002	1,943,827	9,872,751	12,373,580
Esri, Inc.	574,634	-	-	-	574,634
Eworld Enterprise Solutions	-	267,195	751,434	1,151,530	2,170,159
Fresh Leadership, LLC	-	-	250,000	-	250,000
Gartner, Inc.	-	-	3,806,296	8,258,575	12,064,871
General Dynamics Fidelis	-	-	138,000	-	138,000
Hart Intercivic, Inc.	2,550,000	3,450,000	-	3,450,000	9,450,000
Hawaii Information Consortium	-	-	698,073	320,375	1,018,448
Hawaiian Telcom	556,496	962,507	1,030,404	1,257,216	3,806,623
Hewlett-Packard, Inc.	-	135,428	125,589	-	261,017
HTDC-Maui Research & Tech Ctr	-	-	-	238,049	238,049
IBM Corporation	1,219,419	1,152,889	1,852,237	3,515,887	7,740,432
Iron Bow Technologies, LLC	-	-	415,017	3,073,820	3,488,837
E. F. Johnson, Co.	-	659,338	1,144,781	3,845,888	5,650,007

Appendix C-1: Department of Accounting and General Services

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Lockheed Martin Services, Inc.	-	-	228,017	108,781	336,798
Moditech Solutions, LLC	-	-	-	358,926	358,926
Oahu Air Conditioning Service	505,750	476,920	386,189	493,218	1,862,077
Oceanit Laboratories, Inc.	-	-	3,139,742	-	3,139,742
Pacific Power Group, LLC	-	-	-	143,625	143,625
Pacific Wireless	260,815	255,103	348,216	494,246	1,358,380
PC Specialists, Inc.	-	-	394,933	1,344,838	1,739,771
PKF Pacific Hawaii, LLP	-	-	1,066,962	-	1,066,962
Kaye Scholer, LLP	-	-	-	150,000	150,000
Science Applications Intl Corp	-	-	2,229,955	1,525,000	3,754,955
Scientel Wireless, LLC	-	-	110,828	-	110,828
Sirius Computer Solutions, Inc.	767,273	771,969	808,116	1,800,100	4,147,458
Socrata, Inc.	-	-	109,293	-	109,293
Software AG USA, Inc.	800,471	561,209	-	-	1,361,680
Sorrento Networks, Inc.	-	198,359	-	-	198,359
Summit Construction, Inc.	132,500	187,645	2,046,450	-	2,366,595
Technology Integration Group	-	137,925	-	-	137,925
TW Telecom	-	-	-	547,363	547,363
UH Office Of Research Services	-	-	353,000	957,859	1,310,859
Unisys Corporation	-	-	-	694,758	694,758
Viatron Systems, Inc.	-	-	221,937	-	221,937
Wilson Okamoto Corporation	365,606	1,074,211	111,814	27,000	1,578,631
World Wide Technology, Inc.	-	-	507,887	486,131	994,018
Xerox Corporation	259,824	391,260	263,696	254,544	1,169,324
Total	\$ 11,238,295	\$ 11,954,909	\$ 25,660,344	\$ 49,077,083	\$ 97,930,631

Source: Office of the Auditor

Appendix C-2: Department of the Attorney General

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Aloha Data Services, Inc.	\$ -	\$ -	\$ 363,664	\$ -	\$ 363,664
Dell Marketing, LP	125,480	-	-	-	125,480
Eworld Enterprise Solutions	-	-	-	144,200	144,200
Marquis Consulting Services	117,248	200,000	-	-	317,248
Morphotrak, Inc.	-	1,509,094	-	-	1,509,094
Redmane Technology, LLC	-	-	2,438,793	-	2,438,793
Rematics, LLC	994,470	765,461	150,000	411,270	2,321,201
Search Group, Inc.	-	-	384,880	-	384,880
Total	\$ 1,237,198	\$ 2,474,555	\$ 3,337,337	\$ 555,470	\$ 7,604,560

Source: Office of the Auditor

Appendix C-3: Department of Health

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Advanced Data Processing, Inc.	\$ -	\$ -	\$ 753,704	\$ 1,458,275	\$ 2,211,979
Commercial Data Systems, Inc.	146,600	-	-	-	146,600
Consilience Software	-	1,394,750	215,000	-	1,609,750
Dell Marketing, LP	-	-	-	126,824	126,824
En Pointe Technologies Sales	-	192,208	-	180,760	372,968
FEI.com, Inc.	260,300	253,560	527,830	343,560	1,385,250
G4S Secure Solutions (USA), Inc.	371,609	188,887	-	-	560,496
Gas Company	-	107,586	-	-	107,586
Harmony Information Systems	115,000	-	103,845	-	218,845
Hawaii Gas	-	-	139,822	163,982	303,804
Hawaii Information Consortium	-	125,600	-	200,000	325,600
Hawaiian Telcom	209,597	219,764	154,512	110,095	693,968
Health Monitoring Systems, Inc.	-	-	-	174,869	174,869
Hewlett-Packard, Inc.	503,459	-	-	-	503,459
Hoike Networks, Inc.	-	154,008	250,664	174,624	579,296

Appendix C-3: Department of Health

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
HP Enterprise Services, LLC	-	1,172,158	504,228	264,311	1,940,697
InfoMC, Inc.	455,545	150,700	158,235	-	764,480
Lenovo (United States), Inc.	-	345,642	-	-	345,642
Maximus Health Services, Inc.	-	-	827,569	-	827,569
Med-Media, Inc.	482,295	530,383	532,501	575,384	2,120,563
Netsmart Technologies	-	1,056,592	-	-	1,056,592
Oceanit Laboratories, Inc.	-	159,470	-	-	159,470
Pacific Wireless	2,675,219	896,531	1,075,664	586,769	5,234,183
PKF Pacific Hawaii, LLP	203,374	-	-	-	203,374
RCM Technologies (USA), Inc.	-	-	-	1,250,000	1,250,000
Rematics, LLC	-	174,960	167,884	-	342,844
Research Corporation Of UH	-	362,250	-	-	362,250
Revacomm, Inc.	-	-	-	203,800	203,800
Social Solutions Global, Inc.	-	-	-	136,971	136,971
Toshiba America Information	-	-	-	380,366	380,366
University Of Hawaii	-	1,845,935	773,165	-	2,619,100
Windsor Solutions, Inc.	866,866	874,156	970,771	1,094,250	3,806,043
Total	\$ 6,289,864	\$ 10,205,140	\$ 7,155,394	\$ 7,424,840	\$ 31,075,238

Source: Office of the Auditor

Appendix C-4: Department of Human Services

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Arizona Health Care Cost	\$ 5,000,000	\$ 7,000,000	\$ 8,000,000	\$ 8,920,639	\$ 28,920,639
Dell Marketing, LP	-	-	-	190,540	190,540
Emphasys Computer Solutions	-	167,885	176,733	345,460	690,078
En Pointe Technologies Sales	-	463,341	668,038	2,643,927	3,775,306
Eworld Enterprise Solutions	498,400	3,610,400	856,400	948,400	5,913,600
Gartner, Inc.	-	-	-	2,467,550	2,467,550

Appendix C-4: Department of Human Services

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Gas Company	108,952	-	100,000	-	208,952
Hawaiian Telcom	252,386	470,364	-	108,686	831,436
IBM Corporation	261,029	1,485,012	968,475	999,346	3,713,862
Imagine Solutions, Inc.	-	-	1,583,625	850,968	2,434,593
KPMG LLP	-	-	89,941,995	24,481,385	114,423,380
Lenovo (United States), Inc.	-	492,708	607,593	824,930	1,925,231
Public Consulting Group, Inc.	-	1,857,073	4,336,999	829,134	7,023,206
SH Consulting, LLC	-	-	204,000	306,000	510,000
Software AG USA, Inc.	-	-	-	280,605	280,605
Total	\$ 6,120,767	\$ 15,546,783	\$107,443,858	\$ 44,197,570	\$173,308,978

Source: Office of the Auditor

Appendix C-5: Department of Taxation

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Dell Marketing, LP	\$ -	\$ -	\$ 298,895	\$ -	\$ 298,895
Gartner, Inc.	-	-	-	375,860	375,860
Hawaiian Telcom	-	-	-	177,590	177,590
Total	\$ -	\$ -	\$ 298,895	\$ 553,450	\$ 852,345

Source: Office of the Auditor

Appendix C-6: Department of Transportation

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
AAMVA	\$ 58,711	\$ 27,205	\$ 100,000	\$ 215,512	\$ 401,428
Bentley Systems, Inc.	-	-	102,725	117,589	220,314
Century Computers, Inc.	118,375	-	-	-	118,375
Ciber, Inc.	194,196	97,584	3,083,680	-	3,375,460
Commercial Data Systems, Inc.	312,500	-	-	-	312,500
En Pointe Technologies Sales	-	129,430	-	-	129,430
Eworld Enterprise Solutions	722,420	797,420	946,800	398,955	2,865,595
Ford Audio-Video Systems, Inc.	1,122,481	998,772	998,772	1,250,000	4,370,025

Appendix C-6: Department of Transportation

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Gartner, Inc.	-	-	-	2,611,421	2,611,421
Grainger	-	-	122,508	-	122,508
Harris Corporation	-	1,108,200	-	-	1,108,200
Hawaiian Telcom	642,986	712,112	1,543,618	441,894	3,340,610
Hawaiya Technologies, Inc.	967,439	-	2,624,676	-	3,592,115
Hoike Networks, Inc.	-	-	1,707,816	-	1,707,816
IBM Corporation	130,529	238,575	404,387	323,611	1,097,102
Lanai Resorts, LLC	-	-	725,183	-	725,183
Lenovo (United States), Inc.	-	-	112,868	123,408	236,276
Marquis ID Systems	1,237,999	-	418,000	-	1,655,999
Network Power Solutions, Inc.	-	-	420,000	692,395	1,112,395
Oahu Air Conditioning Service	1,965,822	4,208,570	2,225,022	501,022	8,900,436
Oceanit Laboratories, Inc.	-	150,000	135,188	780,000	1,065,188
Oracle America, Inc.	115,232	118,689	209,663	166,160	609,744
Pacific Commercial Services	183,194	141,700	873,674	858,600	2,057,168
Pacific Wireless	259,990	419,576	529,415	396,198	1,605,179
Phoenix V, LLC	-	1,150,000	-	-	1,150,000
SITA Information Networking	1,245,000	-	2,401,676	-	3,646,676
Solutions Thru Software, Inc.	628,420	-	111,455	-	739,875
Total	\$ 9,905,294	\$ 10,297,833	\$ 19,797,126	\$ 8,876,765	\$ 48,877,018

Source: Office of the Auditor

Appendix D Detailed List of IT Encumbrances of \$100,000 or Greater by Vendor, FY2011–2014

Appendix D-1: Detailed List of IT Encumbrances of \$100,000 or Greater by Vendor

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
KPMG LLP	\$ -	\$ -	\$ 89,941,995	\$ 24,481,385	\$114,423,380
Arizona Health Care Cost	5,000,000	7,000,000	8,000,000	8,920,639	28,920,639
Gartner, Inc.	-	-	3,806,296	13,713,406	17,519,702
En Pointe Technologies Sales	-	1,341,981	2,611,865	12,697,438	16,651,284
IBM Corporation	1,610,977	2,876,476	3,225,099	4,838,844	12,551,396
Eworld Enterprise Solutions	1,220,820	4,675,015	2,554,634	2,643,085	11,093,554
Oahu Air Conditioning Service	2,471,572	4,685,490	2,611,211	994,240	10,762,513
Hart Intercivic, Inc.	2,550,000	3,450,000	-	3,450,000	9,450,000
Hawaiian Telcom	1,661,465	2,364,747	2,728,534	2,095,481	8,850,227
Pacific Wireless	3,196,024	1,571,210	1,953,295	1,477,213	8,197,742
Public Consulting Group, Inc.	-	1,857,073	4,336,999	829,134	7,023,206
E. F. Johnson, Co.	-	659,338	1,144,781	3,845,888	5,650,007
Aviat U. S., Inc.	1,599,722	-	188,128	3,591,908	5,379,758
Ford Audio-Video Systems, Inc.	1,122,481	998,772	998,772	1,250,000	4,370,025
Oceanit Laboratories, Inc.	-	309,470	3,274,930	780,000	4,364,400
Sirius Computer Solutions, Inc.	767,273	771,969	808,116	1,800,100	4,147,458
Windsor Solutions, Inc.	866,866	874,156	970,771	1,094,250	3,806,043
Science Applications Intl Corp	-	-	2,229,955	1,525,000	3,754,955
SITA Information Networking	1,245,000	-	2,401,676	-	3,646,676
Hawaiya Technologies, Inc.	967,439	-	2,624,676	-	3,592,115
Iron Bow Technologies, LLC	-	-	415,017	3,073,820	3,488,837
Ciber, Inc.	194,196	97,584	3,083,680	-	3,375,460
Rematics, LLC	994,470	940,421	317,884	411,270	2,664,045
University Of Hawaii	-	1,845,935	773,165	-	2,619,100
Lenovo (United States), Inc.	-	838,350	720,461	948,338	2,507,149
Redmane Technology, LLC	-	-	2,438,793	-	2,438,793
Imagine Solutions, Inc.	-	-	1,583,625	850,968	2,434,593
Summit Construction, Inc.	132,500	187,645	2,046,450	-	2,366,595

Appendix D-1: Detailed List of IT Encumbrances of \$100,000 or Greater by Vendor

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
Hoike Networks, Inc.	-	154,008	1,958,480	174,624	2,287,112
Advanced Data Processing, Inc.	-	-	753,704	1,458,275	2,211,979
Med-Media, Inc.	482,295	530,383	532,501	575,384	2,120,563
Pacific Commercial Services	183,194	141,700	873,674	858,600	2,057,168
HP Enterprise Services, LLC	342,727	829,431	504,228	264,311	1,940,697
PC Specialists, Inc.	-	-	394,933	1,344,838	1,739,771
Marquis ID Systems	1,237,999	-	418,000	-	1,655,999
Software AG USA, Inc.	800,471	561,209	-	280,605	1,642,285
Consilience Software	-	1,394,750	215,000	-	1,609,750
Wilson Okamoto Corporation	365,606	1,074,211	111,814	27,000	1,578,631
Morphotrak, Inc.	-	1,509,094	-	-	1,509,094
FEI.com, Inc.	260,300	253,560	527,830	343,560	1,385,250
Hawaii Information Consortium	-	125,600	698,073	520,375	1,344,048
UH Office Of Research Services	-	-	353,000	957,859	1,310,859
PKF Pacific Hawaii, LLP	203,374	-	1,066,962	-	1,270,336
RCM Technologies (USA), Inc.	-	-	-	1,250,000	1,250,000
Xerox Corporation	259,824	391,260	263,696	254,544	1,169,324
Phoenix V, LLC	-	1,150,000	-	-	1,150,000
Network Power Solutions, Inc.	-	-	420,000	692,395	1,112,395
Harris Corporation	-	1,108,200	-	-	1,108,200
Netsmart Technologies	-	1,056,592	-	-	1,056,592
World Wide Technology, Inc.	-	-	507,887	486,131	994,018
Dell Marketing, LP	318,104	-	298,895	317,364	934,363
ECS, Inc.	78,834	274,415	188,302	370,024	911,575
Arisumi Brothers, Inc.	545,000	208,065	50,600	66,619	70,284
Maximus Health Services, Inc.	-	-	827,569	-	827,569
InfoMC, Inc.	455,545	150,700	158,235	-	764,480
Hewlett-Packard, Inc.	503,459	135,428	125,589	-	764,476
Solutions Thru Software Inc.	628,420	-	111,455	-	739,875
Lanai Resorts, LLC	-	-	725,183	-	725,183

Appendix D-1: Detailed List of IT Encumbrances of \$100,000 or Greater by Vendor

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
CA, Inc.	233,469	233,469	232,996	-	699,934
Unisys Corporation	-	-	-	694,758	694,758
Emphasys Computer Solutions	-	167,885	176,733	345,460	690,078
Commercial Data Systems, Inc.	638,904	-	-	-	,904
Axway, Inc.	101,970	-	417,466	114,538	633,974
Oracle America, Inc.	115,232	118,689	209,663	166,160	609,744
Esri, Inc.	574,634	-	-	-	574,634
G4S Secure Solutions (USA), Inc.	371,609	188,887	-	-	560,496
TW Telecom	-	-	-	547,363	547,363
SH Consulting, LLC	-	-	204,000	306,000	510,000
AAMVA	58,711	27,205	100,000	215,512	401,428
Search Group, Inc.	-	-	384,880	-	384,880
Toshiba America Information	-	-	-	380,366	380,366
Aloha Data Services, Inc.	-	-	363,664	-	363,664
Research Corporation Of UH	-	362,250	-	-	362,250
Moditech Solutions, LLC	-	-	-	358,926	358,926
Civic Initiatives, LLC	-	-	-	349,960	349,960
Lockheed Martin Services, Inc.	-	-	228,017	108,781	336,798
Marquis Consulting Services	117,248	200,000	-	-	317,248
Gas Company	108,952	107,586	100,000	-	316,538
Hawaii Gas	-	-	139,822	163,982	303,804
Fresh Leadership, LLC	-	-	250,000	-	250,000
HTDC-Maui Research & Tech Ctr	-	-	-	238,049	238,049
Autodesk, Inc.	134,911	-	100,159	-	235,070
Viatron Systems, Inc.	-	-	221,937	-	221,937
Bentley Systems, Inc.	-	-	102,725	117,589	220,314
Harmony Information Systems	115,000	-	103,845	-	218,845
Revacomm, Inc.	-	-	-	203,800	203,800
Sorrento Networks, Inc.	-	198,359	-	-	198,359

Appendix D-1: Detailed List of IT Encumbrances of \$100,000 or Greater by Vendor

Vendor Name	FY2011	FY2012	FY2013	FY2014	Total
BT Conferencing Video, Inc.	179,173	-	-	-	179,173
Health Monitoring Systems, Inc.	-	-	-	174,869	174,869
Kaye Scholer, LLP	-	-	-	150,000	150,000
Pacific Power Group, LLC	-	-	-	143,625	143,625
General Dynamics Fidelis	-	-	138,000	-	138,000
Technology Integration Group	-	137,925	-	-	137,925
Social Solutions Global, Inc.	-	-	-	136,971	136,971
Grainger	-	-	122,508	-	122,508
Century Computers, Inc.	118,375	-	-	-	118,375
Desktop Solutions, Inc.	-	-	-	113,297	113,297
Scientel Wireless, LLC	-	-	110,828	-	110,828
Socrata, Inc.	-	-	109,293	-	109,293
Dewberry & Davis Service	-	-	-	100,257	100,257
Total	\$ 35,134,145	\$ 50,136,493	\$163,692,954	\$ 110,685,178	\$359,648,770

Source: Office of the Auditor

Appendix E

Detailed List of IT Positions, Budgeted and Actual Salaries by Department, FY2011–2014

Appendix E-1: Department of Accounting and General Services

IT Position Title	FY2011			FY2012			FY2013			FY2014		
	Count	Budgeted Salary	Actual Salary									
Asst Admr, Info and Comn Svcs	1	\$ 88,416	\$ 81,663	2	\$ 90,012	\$ 100,281	2	\$ 90,012	\$ 43,446	2	\$ 90,012	\$ 92,937
Business Innovation Officer	0	-	-	0	-	-	0	-	-	1	56,000	23,438
Chief Information Officer	0	-	-	1	67,221	67,221	1	306,759	306,759	1	188,688	293,376
Chief Technology Officer	0	-	-	0	-	-	0	-	-	1	56,000	56,250
Computer Operation Scheduler	1	53,352	-	2	76,140	-	1	53,352	1,414	1	-	2,951
Computer Operations Supervisor I	2	105,948	96,146	3	125,688	104,273	3	145,428	146,304	3	153,996	159,363
Computer Operations Supervisor II	2	125,124	64,183	2	102,060	49,252	2	102,060	63,968	2	98,112	101,510
Computer Operator I	1	42,684	38,735	1	42,684	40,473	1	42,684	40,548	0	-	-
Computer Operator II	13	541,368	437,897	13	527,076	410,618	14	608,880	464,028	14	524,796	537,723
Computer Operator III	1	56,172	3,104	3	92,688	33,610	3	129,204	122,148	3	128,568	132,876
Data Center PM, Exempt	0	-	-	0	-	-	0	-	-	1	50,000	-
Data Entry Operator I	4	129,948	116,692	4	123,474	119,266	4	129,948	113,359	4	129,948	134,425
Data Entry Supervisor I	1	33,756	30,625	1	33,756	31,945	1	33,756	14,696	2	42,684	12,793
Data Processing Control Clerk I	4	181,176	96,470	7	174,000	111,431	8	278,484	213,528	7	246,384	186,941
Data Processing Control Clerk II	3	147,912	45,312	3	147,912	140,259	3	147,912	140,520	3	147,912	142,951
GIS Data Base Administrator	0	-	-	0	-	-	1	65,000	-	1	65,000	8,458
GIS Web Application Developer	0	-	-	0	-	-	0	-	-	1	60,000	-
Information & Comn Svcs Admr	1	111,120	100,814	1	111,120	105,172	1	111,120	105,564	1	111,120	114,727

Appendix E Detailed List of IT Positions, Budgeted and Actual Salaries by Department, FY2011–2014

Appendix E-1: Department of Accounting and General Services

IT Position Title	FY2011			FY2012			FY2013			FY2014		
	Count	Budgeted Salary	Actual Salary									
Information & Comn Systems Analyst	2	62,448	45,382	2	72,198	75,248	2	72,198	49,713	2	39,756	43,910
IT Manager	8	727,116	622,866	8	736,260	572,425	8	736,260	527,288	8	684,504	530,198
IT Specialist II	1	53,352	48,416	0	-	-	0	-	-	2	-	3,167
IT Specialist III	0	-	-	1	51,312	48,563	1	51,312	48,744	0	-	-
IT Specialist IV	16	862,080	747,778	18	951,588	837,522	20	1,069,296	930,064	19	1,007,220	978,984
IT Specialist V	47	3,051,728	2,623,413	48	3,070,533	2,650,528	50	3,226,528	2,703,246	47	3,033,333	3,005,988
IT Specialist VI	16	1,223,796	1,045,630	16	1,223,796	1,085,629	16	1,223,796	1,088,268	14	1,031,376	1,054,598
Network Control Supervisor	1	36,516	-	1	56,172	-	1	56,172	-	1	56,172	58,229
Network Control Technician	5	149,028	186,180	4	149,028	141,061	4	149,028	141,588	4	149,028	153,886
Radio Engineer	1	79,984	74,529	1	82,128	77,879	1	82,128	78,024	1	82,128	83,875
Senior Communications Manager	0	-	-	1	73,500	26,186	1	73,500	69,314	1	73,500	67,314
Senior Enterprise Architect, Exempt	0	-	-	0	-	-	0	-	-	1	45,000	-
Senior IT Program Manager	0	-	-	1	-	-	1	66,500	66,500	0	-	-
Senior IT Project Manager	0	-	-	1	30,548	30,548	1	82,916	82,916	1	73,000	52,145
Senior IT Security Manager	0	-	-	1	34,912	34,912	1	100,372	100,372	1	73,000	8,728
Senior IT Systems Analyst	0	-	-	1	39,276	39,276	1	100,372	100,372	1	80,000	30,334
Senior Project Manager, Exempt	0	-	-	0	-	-	0	-	-	6	210,000	86,013
Senior Technical/ Enterprise Architect	0	-	-	1	44,888	44,888	1	119,700	119,700	1	80,000	121,763
Statewide Interoperability COO	0	-	-	0	-	-	0	-	-	1	45,000	47,902
Telecommunications Planner	1	53,352	44,368	1	53,352	-	1	53,352	19,230	1	-	4,231
Telephone Engineer	1	70,224	63,727	1	70,224	66,584	1	70,224	66,708	1	70,224	71,716
Total	133	\$7,986,600	\$6,613,930	150	\$8,453,546	\$7,045,050	156	\$9,578,253	\$8,068,329	161	\$8,982,461	\$8,403,700

Source: Office of the Auditor

Appendix E-2: Department of the Attorney General

IT Position Title	FY2011			FY2012			FY2013			FY2014		
	Count	Budgeted Salary	Actual Salary									
Computer Programmer III	2	\$ 94,824	\$ 89,969	2	\$ 94,824	\$ 89,511	2	\$ 63,532	\$ 63,977	2	\$ 63,532	\$ 70,082
Computer Programmer IV	1	51,312	49,992	1	51,312	50,775	1	17,446	17,296	0	33,866	34,710
CSEA Computer Tech Specialist	1	45,576	-	0	-	-	0	-	-	0	-	-
Data Processing User Support	1	35,064	-	1	35,064	-	3	118,788	104,052	2	83,724	98,769
Data Processing User Support Tech	3	113,584	105,610	3	113,584	117,255	3	113,584	99,259	2	76,104	62,232
HIJIS IT Specialist	0	-	-	1	43,824	36,333	1	43,824	-	2	87,648	43,629
HIJIS Program Manager	0	-	-	1	75,548	23,221	1	75,548	25,288	1	75,548	79,785
HIJIS Project IT Specialist	0	-	-	1	43,824	-	1	43,824	-	0	-	-
IT Manager	1	81,960	85,285	1	81,960	86,118	1	81,960	117,145	1	83,484	90,300
IT Specialist	1	-	150,573	0	-	-	0	-	-	0	-	-
IT Specialist II	1	49,332	44,768	1	49,332	50,282	2	111,756	50,688	1	49,332	55,288
IT Specialist III	2	89,544	88,115	1	42,132	39,085	1	73,424	72,146	1	82,604	78,370
IT Specialist IV	14	735,390	650,530	15	782,802	669,680	14	754,244	669,611	16	755,060	654,501
IT Specialist V	12	757,514	625,254	12	757,514	680,939	12	757,514	710,590	13	771,124	772,695
IT Specialist VI	3	222,456	201,428	3	222,456	185,331	3	222,456	207,511	3	218,112	199,025
Teleprocessing System Monitor	1	42,450	42,700	1	42,450	42,321	0	-	-	0	-	-
Total	43	\$2,319,006	\$2,134,224	44	\$2,436,626	\$2,070,851	45	\$2,477,900	\$2,137,563	44	\$2,380,138	\$2,239,386

Source: Office of the Auditor

Appendix E Detailed List of IT Positions, Budgeted and Actual Salaries by Department, FY2011–2014

Appendix E-3: Department of Health

IT Position Title	FY2011			FY2012			FY2013			FY2014		
	Count	Budgeted Salary	Actual Salary									
AMHD IT Specialist	1	\$ -	\$ 102,447	1	\$ -	\$ 106,881	1	\$ -	\$ 107,280	1	\$ -	\$ 116,586
Application Developer	2	92,400	-	6	277,200	-	2	92,400	-	2	92,400	-
BTP DPSA III	1	-	44,473	1	-	45,234	1	-	38,424	1	-	43,540
BTP DPSA IV	2	-	95,474	2	-	97,916	2	-	107,334	2	-	106,386
BTP IT Specialist	0	-	-	1	36,036	-	1	36,036	-	0	-	-
BTP IT Specialist IV	1	42,180	-	1	42,180	-	1	42,180	-	0	-	-
BTP Kauai IT Specialist	1	-	43,744	1	-	39,399	1	-	49,480	1	-	47,412
BTP Lab & Info Support Tech	1	-	42,050	1	-	43,486	1	-	47,697	1	-	55,342
BTP Maui IT Specialist	1	-	49,235	1	-	50,922	1	-	55,806	1	-	4,447
BTP Senior DPSA	1	-	80,181	1	-	82,922	1	-	90,886	1	-	90,094
CAMHD Applications Analyst	1	-	96,450	1	-	100,781	1	-	100,968	1	-	110,134
CAMHD DPSA	1	-	44,757	1	-	46,687	1	-	46,860	1	-	50,930
CAMHD DPSA III (Oracle)	1	-	39,672	1	-	40,196	1	-	40,020	1	-	43,496
CAMHD Networking Specialist	1	-	72,311	1	-	75,439	1	-	75,720	1	-	82,298
CAMHD Senior App. Analyst	1	-	120,560	0	-	-	1	-	126,204	1	-	138,168
CORE IT Database Specialist	1	-	31,644	1	-	39,123	1	-	42,885	0	-	-
CORE MIS App Inter-Context Mgt	0	-	-	1	-	47,000	1	-	66,000	1	-	71,731
CORE MIS ISS Technician	2	-	70,994	2	-	74,064	2	-	74,340	1	-	42,201
CORE MIS IT Database Specialist	2	-	115,924	2	-	88,217	2	-	85,694	2	-	92,211
CORE MIS Program Specialist	1	-	53,422	1	-	55,736	1	-	55,944	1	-	60,795

Appendix E-3: Department of Health

IT Position Title	FY2011			FY2012			FY2013			FY2014		
	Count	Budgeted Salary	Actual Salary	Count	Budgeted Salary	Actual Salary	Count	Budgeted Salary	Actual Salary	Count	Budgeted Salary	Actual Salary
CORE Res. Eval. Database Specialist	0	-	-	1	-	52,042	2	-	70,700	2	-	97,164
CORE Tele-Hth/Elec Hth Rec Analyst	0	-	-	0	-	-	0	-	-	1	-	47,400
Data Processing Systems Analyst VI	0	-	-	0	-	-	1	40,512	-	1	40,512	-
Data Processing User Supp Tech	10	67,514	272,532	10	141,637	304,608	12	71,724	378,301	1	-	37,847
Database Admin	2	78,000	-	1	39,000	-	2	78,000	-	2	78,000	-
ELC DPSA V	1	-	34,154	1	-	45,800	0	-	-	0	-	-
ELC Informatician	0	-	-	1	-	15,810	1	-	51,350	1	-	54,996
Environmental Information Manager	1	-	70,766	1	-	73,825	1	-	74,100	1	-	80,535
Fern Lab Informatics Coordinator	0	-	-	1	-	55,068	1	-	60,430	1	-	60,012
HIPAA Security Officer	0	-	-	0	-	-	0	-	-	1	-	69,000
IT Manager	1	98,196	90,494	1	98,196	94,564	1	98,196	94,759	1	98,196	103,331
IT Specialist III	6	243,400	89,157	7	285,532	92,337	6	243,400	96,181	4	176,796	116,767
IT Specialist IV	31	1,422,837	1,127,774	33	1,560,936	1,059,623	36	1,662,276	1,192,222	35	1,622,910	1,347,019
IT Specialist V	8	497,136	408,630	9	548,448	479,150	10	547,136	543,556	10	547,136	576,202
IT Specialist VI	3	232,139	132,659	3	165,895	138,618	3	232,139	138,876	3	232,139	151,481
IT Support Tech	0	-	-	0	-	-	0	-	-	12	105,480	382,205
MIS Trainer	3	114,000	-	3	114,000	-	3	114,000	-	3	114,000	-
Network Admin	2	78,000	-	2	78,000	-	2	78,000	-	2	78,000	-
Notifiable Dis Srvi & Info Coordinator	0	-	-	0	-	-	0	-	-	1	-	75,684
Public Health Informatics Analyst	1	-	20,275	0	-	-	1	-	60,175	1	-	62,200
Senior IT Specialist	1	-	55,358	1	-	57,250	1	-	59,750	1	-	62,200
Total	92	\$2,965,802	\$3,405,137	102	\$3,387,060	\$3,502,698	107	\$3,335,999	\$4,031,942	104	\$ 3,185,569	\$ 4,479,814

Source: Office of the Auditor

Appendix E Detailed List of IT Positions, Budgeted and Actual Salaries by Department, FY2011–2014

Appendix E-4: Department of Human Services

IT Position Title	FY2011			FY2012			FY2013			FY2014		
	Count	Budgeted Salary	Actual Salary									
Asst Admr Info and Comn Svcs	0	\$ -	\$ -	0	\$ -	\$ -	1	\$ 75,192	\$ 75,192	1	\$ 75,192	\$ 75,192
Computer Operations Sup I*	1	-	-	1	-	-	1	-	-	1	-	-
Computer Operator II*	4	-	-	4	-	-	4	-	-	4	-	-
Computer Operator III*	1	-	-	1	-	-	1	-	-	1	-	-
HCDCH DPSA V	1	60,024	60,024	1	60,024	57,024	1	57,024	57,024	1	57,024	57,024
Health IT Analyst	0	-	-	0	-	-	1	54,000	57,708	1	54,000	60,012
HPHA Systems Analyst	2	106,188	106,221	2	106,188	103,416	2	103,416	106,004	2	103,416	108,408
IT Specialist II	1	42,132	42,132	1	45,576	45,576	1	43,296	43,296	1	43,296	43,296
IT Specialist III	2	104,832	104,832	2	103,848	103,848	1	37,066	37,066	2	114,936	114,936
IT Specialist IV	31	1,643,892	1,646,172	29	1,595,112	1,592,832	30	1,351,602	1,351,602	30	1,549,443	1,502,043
IT Specialist V	7	467,316	467,316	7	506,028	506,028	7	389,481	343,641	8	495,162	394,398
IT Specialist VI	0	-	-	2	111,060	111,060	2	51,284	51,284	2	66,438	66,438
Total	50	\$2,424,384	\$2,426,697	50	\$2,527,836	\$2,519,784	52	\$2,162,361	\$2,122,817	54	\$2,558,907	\$2,421,747

*Salary information were not provided by the department.

Source: Office of the Auditor

Appendix E-5: Department of Taxation

Title	FY2011			FY2012			FY2013			FY2014		
	Count	Budgeted Salary	Actual Salary	Count	Budgeted Salary	Actual Salary	Count	Budgeted Salary	Actual Salary	Count	Budgeted Salary	Actual Salary
IT Manager	1	\$ 73,344	\$ 66,541	1	\$ 73,344	\$ 69,414	1	\$ 73,344	\$ 64,501	1	\$ 73,344	\$ -
IT Specialist II	1	40,548	25,686	6	307,308	34,024	5	231,816	44,494	3	147,252	-
IT Specialist III	4	178,632	157,556	4	196,104	96,104	6	302,808	197,675	6	302,808	223,763
IT Specialist IV	7	346,103	293,919	9	433,056	391,927	9	461,868	399,537	10	515,220	485,861
IT Specialist V	5	335,952	319,648	5	335,952	335,737	5	335,952	348,997	5	335,952	319,540
IT Specialist VI	2	135,468	131,716	3	200,388	98,438	3	200,388	76,287	2	137,964	87,573
Total	20	\$1,110,047	\$ 995,066	28	\$1,546,152	\$1,025,644	29	\$1,606,176	\$1,131,491	27	\$1,512,540	\$1,116,737

Source: Office of the Auditor

Appendix E Detailed List of IT Positions, Budgeted and Actual Salaries by Department, FY2011–2014

Appendix E-6: Department of Transportation

IT Position Title	FY2011			FY2012			FY2013			FY2014		
	Count	Budgeted Salary	Actual Salary									
Computer Operator II	1	\$ 42,684	\$ 9,556	1	\$ 2,684	\$ 41,260	1	\$ 42,684	\$ 38,773	1	\$ 42,684	\$ 4,340
Computer Op Supervisor I	1	48,048	45,266	1	48,048	46,448	1	48,048	43,763	1	48,048	49,854
Data Entry Operator I	2	54,504	43,991	2	63,900	45,400	2	63,900	52,509	2	58,092	60,260
DP Control Clerk I	1	33,756	30,531	1	33,756	16,173	1	33,756	24,363	1	30,036	14,356
Engineer (Civil) III	1	53,364	48,132	1	57,708	49,600	1	57,708	53,033	1	57,708	53,193
Engineer (Civil) V	1	62,424	62,541	1	67,488	65,240	1	67,488	67,488	1	67,488	70,081
Engineer (Civil) VI	1	75,948	77,372	1	82,128	79,392	1	82,128	84,864	1	82,128	85,279
IT Manager	1	88,476	81,991	1	88,476	85,524	1	88,476	88,476	1	88,476	97,285
IT Specialist III	1	42,144	-	1	45,576	-	1	45,576	31,730	1	45,576	47,573
IT Specialist IV	10	426,492	377,475	10	489,984	423,389	10	489,984	482,072	11	507,084	490,054
IT Specialist V	15	954,312	844,659	15	957,816	875,920	15	957,816	966,211	15	954,792	972,757
IT Specialist VI	6	439,272	340,647	6	419,568	361,944	6	419,568	436,236	6	424,092	440,127
IT Specialist VII	1	82,128	77,372	1	82,128	79,392	1	82,128	84,905	1	82,128	85,279
Total	42	\$2,403,552	\$ 2,069,533	42	\$2,479,260	\$ 2,169,682	42	\$2,479,260	\$ 2,454,423	43	\$2,488,332	\$ 2,510,438

Source: Office of the Auditor

Response of the Affected Agency

Comments on Agency Response

We transmitted a draft of this report to the Office of Enterprise Technology Services on February 23, 2016. A copy of the transmittal letter is included as Attachment 1 and the office's response, dated March 3, 2016, is included as Attachment 2.

The office agrees with our recommendations. The State chief information officer said he looks forward to working with the Department of Accounting and General Services to implement consistent accounting codes and criteria for IT expenditures. The CIO noted that the challenges we faced in collecting executive departments' IT expenditures are consistent with those faced during similar efforts in the past. He also pointed out that a standard taxonomy for use in all IT-related expenditures, regardless of project size, would benefit his IT governance efforts.

STATE OF HAWAII
OFFICE OF THE AUDITOR
465 S. King Street, Room 500
Honolulu, Hawaii 96813-2917



JAN K. YAMANE
Acting State Auditor

(808) 587-0800
auditors2@auditor.state.hi.us

February 23, 2016

COPY

Via EMAIL: jim.miwa@hawaii.gov

The Honorable Todd Nacapuy
Chief Information Officer
Office of Enterprise Technology Services (ETS)
Kalanimoku Building
1151 Punchbowl Street, B-10
Honolulu, Hawaii 96813

Dear Mr. Nacapuy:

Attached for your information is a .pdf copy of our confidential draft report no. 4, *Report on Selected Executive Branch Departments' Information Technology Expenditures*. We ask that you telephone us by Thursday, February 25, 2016, on whether or not you intend to comment on our recommendations. If you wish your comments to be included in the report, please submit your hard copy response to our office no later than 12 p.m. on Thursday, March 3, 2016.

The Governor and presiding officers of the two houses of the Legislature have also been provided .pdf copies of this confidential draft report.

Since this report is not in final form and changes may be made to it, access to the report should be restricted to those assisting you in preparing your response. Public release of the report will be made solely by our office and only after the report is published in its final form.

Sincerely,

Jan K. Yamane
Acting State Auditor

Attachment

DAVID Y. IGE
GOVERNOR



TODD NACAPUY
CHIEF INFORMATION
OFFICER

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

P.O. BOX 119, HONOLULU, HI 96810-0119
Ph: (808) 586-6000 | Fax: (808) 586-1922
ETS.HAWAII.GOV

INFORMATION AND COMMUNICATION
SERVICES DIVISION

OFFICE OF INFORMATION MANAGEMENT
AND TECHNOLOGY

March 3, 2016

Ms. Jan K. Yamane
Acting State Auditor
Kekūanāō' a Building
465 S. King Street, Room 500
Honolulu, Hawai'i 96813-2917

Dear Ms. Yamane:

The Office of Enterprise Technology Services (ETS) agrees with the recommendations of the State Auditor and looks forward to working with the Department of Accounting and General Services (DAGS) Accounting Division to implement consistent accounting codes and criteria to ensure improved accountability with regard to departmental information technology (IT) expenditures.

As the Auditor's report notes, inconsistent financial accounting codes and criteria across the departments have presented an obstacle to extracting from the departments an accurate and up-to-date "big picture" of annual statewide IT spending. Those challenges in collecting departments' IT data by the State Auditor's vendor, Accuity LLP, are consistent with similar difficulties in past years when compiling an IT investment portfolio for the Executive Branch.

ETS requests that the State Auditor follow up this partial data collection report with the complete expenditure information as requested by S.C.R. 162, "Requesting a Financial Audit of Information Technology Expenditures in the Executive Branch," which included identifying and describing expenditures and pCard charges relating to IT. Those details would greatly help ETS to execute enterprise technology planning that will improve the coordination and integration of overall business processes, and will increase efficiency of public sector IT spend and empower departments to demonstrate the cost, quality and value of their IT expenditures.

Since I took on role of Chief Information Officer (CIO) in May 2015, ETS has made IT governance one of its top priorities. In December 2015, to further strengthen program governance across the Executive Branch, my CIO team launched new IT governance processes under Administrative Directive No. 15-02, "Program Governance Requirements for Act 119 and Enterprise Information Technology Projects." Its purpose is to ensure that tax-payer funds for IT development and modernization programs are subject to an efficient planning review and

Ms. Jan K. Yamane
March 3, 2016
Page 2 of 2

approval process, and to provide the essential oversight necessary so that intended objectives are achieved and positive return on investment is realized.

Standard taxonomy for use in all IT-related expenditures, regardless of project size and scope, will further our IT governance efforts, as will the data contained in the Auditor's data collection report and future completion of a statewide audit.

Thank you for the opportunity to provide comment.

Sincerely,



TODD NACAPUY
Chief Information Officer,
State of Hawai'i

c: Gov. David Y. Ige
Doug Murdock, Comptroller