



PEOPLE, PROCESS AND TECHNOLOGY



Hawaii IT Strategic Priorities

Partner for
Successful
Outcomes

Strategy

Shape the partnership between government lines of business and IT by creating a standard framework to ensure successful outcomes.

Enhance
Value of
State Data

Strategy

Maximize the value of State data by designing, implementing and governing State systems for data stewardship, sharing, and public use

Extend IT
Portfolio
Governance

Strategy

Extend the State IT Governance Model to better align the state's functions with resources and ensure the State follows industry best practices and garners the full benefits of its investments.

Digital
Workforce
Development

Strategy

Establish a continuous learning culture and growth mindset to modernize how we work and enable the state to develop and sustain the digital workforce needed in a constantly evolving IT world.

Strategy
Extend the statewide cyber security strategy to protect the State's IT infrastructure and constituent data through adoption of cyber security industry best practices across the State's IT systems

Expand
Statewide
Cyber
Security
Strategy

Strategy
Optimize ETS enterprise systems to leverage the state's investment in centralized IT services

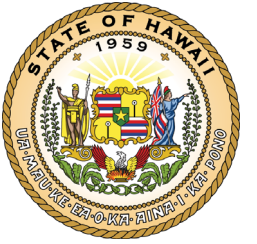
Optimize
Enterprise
Systems

Strategy
Implement sustainable IT operations to ensure business systems are up-to-date and ready to support the current and future needs of business users and citizens at all times

Implement
Dynamic &
Sustainable
IT
Operations

State IT Vision Statement

Transformative technology-driven government that serves all the people of Hawai'i and the 'āina



Digital Transformation of SOH Government

01

TRANSFORM ETS

Change focus
from services to
transformation

02

TRANSFORM SYSTEMS

Modernize Major
IT Systems for
better mission
execution

03

TRANSFORM IDENTITY

Unify digital
identity of state
citizens and
beneficiaries

04

TRANSFORM EXPERIENCE

Engage interactive
automation such
as AI/ML chatbots
and voicebots

05

TRANSFORM DATA

Collect and
analyze data to
make it more
decision ready

TRANSFORMATION IS A CONTINUOUS PROCESS



Safe Travels

For our visitors, friends, and ohana traveling to Hawaii.



Log In

Email *

Password *

Login

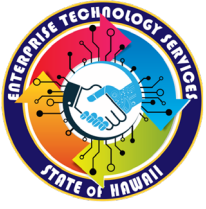
Create An AccountForgot your password?

Log in with GoogleLog in with Facebook

Timeline



| ETS Project Started | June 29, 2020 |
|--|---------------|
| DOH Requirement Defined | July 2, 2020 |
| Vendors Evaluated, Additional Requirements and Interisland Upgrade | July 2020 |
| Google/SpringML Hired | July 24, 2020 |
| Soft Launch with Flight Crews | Aug 11, 2020 |
| Full Launch | Sept 1, 2020 |
| Pre-Travel Testing Launch | Oct 15, 2020 |




Self Help Quarantine Status

Trips

[+ Add Trip](#)

Los Angeles International (LAX) - Honolulu (HNL) - 10-28-2020



| | |
|----------------------------|--------------------------|
| Hawaii Arrival Date | 10-28-2020 |
| Traveling To | Honolulu (HNL) |
| Flight Number | 3 |
| Airline | Hawaiian Airlines (HA) |
| Traveler | NOT VALID – EXAMPLE ONLY |
| Other Travel Party Members | |
| Screened | Yes |
| Hawaii Departure Date | 11-14-2020 |
| In Quarantine | No |
| Last Day of Quarantine | -NA- |
| Exempt | Yes |
| Exemptions | Negative COVID Test |

[View](#)



State of Hawaii Safe Travels Application (no Health Data) Executive Summary From Oct 15, 2020

For questions or issues reach out to
ETS@hawaii.gov



Based on Hawaii arrival date

Airline

Flight #

Residency

County

Airport

In Quarantine

Screened

Oct 15, 2020 - Mar 19, 2021

Key Metrics

Total Travelers
1.884M

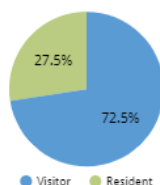
Exempt
1.699M

In Quarantine
9,437

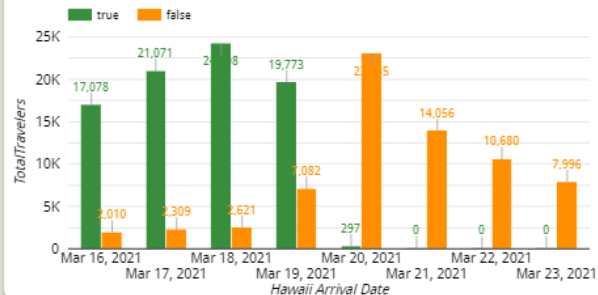
Red Health
1,454

Residents
510,757

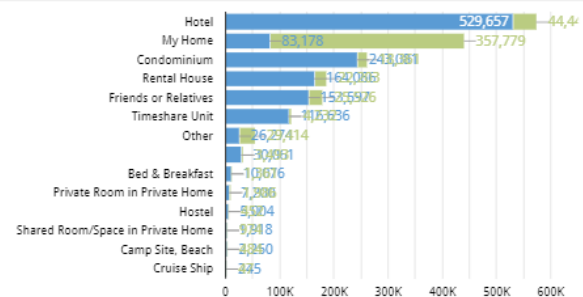
Visitors
1.373M



Arrivals Screened



Locations



Departing From

| Departure City | Total Travelers |
|--|-----------------|
| 1. Honolulu International (HNL) | 297,992 |
| 2. Los Angeles International (LAX) | 285,062 |
| 3. Seattle-Tacoma International (SEA) | 203,629 |
| 4. San Francisco International (SFO) | 193,674 |
| 5. Dallas/Fort Worth International (...) | 90,247 |
| 6. Metropolitan Oak International (...) | 86,742 |
| 7. Sky Harbor International (PHX) | 83,105 |
| 8. Mineta San Jose International Ai... | 68,944 |
| 9. San Diego International Airport (...) | 62,615 |
| 10. Portland International (PDX) | 58,512 |
| 11. Denver International (DEN) | 54,346 |
| 12. Sacramento International (SMF) | 45,692 |
| 13. Other | 45,358 |
| Grand total | 1,884,000 |

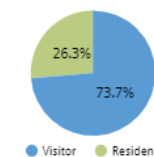
Reason for Trip

| Reason for Trip | Total Travelers |
|----------------------------------|-----------------|
| 1. Pleasure/Vacation | 931,993 |
| 2. Returning Resident | 298,628 |
| 3. Visiting Friends or Relatives | 264,289 |
| 4. Airline Crew | 118,889 |
| 5. Essential Worker | 84,284 |
| 6. Connecting Flight (Transit) | 49,147 |
| 7. Other Business | 32,789 |
| Grand total | 1,884,000 |

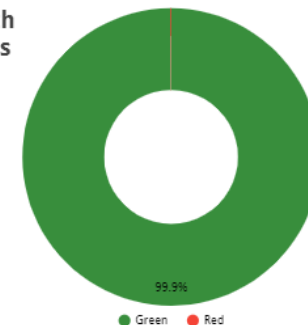
Exemptions

(some travelers have multiple exemptions)

| Exemption Type | Exempt Travelers |
|-----------------------|------------------|
| 1. NegativeCOVIDTest | 1,356,684 |
| 2. AirlineCrew | 119,557 |
| 3. Transit | 102,556 |
| 4. Other | 88,969 |
| 5. CISA | 47,001 |
| 6. Military | 14,439 |
| 7. Federal/Government | 1,535 |
| 8. Student | 571 |
| Grand total | 1,731,312 |



Health Status



Missing Check-Ins by County

| County | Missing Check In |
|----------|------------------|
| Honolulu | 618 |
| Hawaii | 551 |
| Kauai | 343 |
| Maui | 260 |
| - | 16 |

Grand total 1,788

Traveling To

| Destination City | Total Travelers |
|------------------------|-----------------|
| 1. Honolulu (HNL) | 808,022 |
| 2. Kahului (OGG) | 573,320 |
| 3. Kona (KOA) | 299,469 |
| 4. Lihue (LIH) | 90,651 |
| 5. Hilo (ITO) | 72,880 |
| 6. Molokai (MKK) | 16,868 |
| 7. Other | 12,368 |
| 8. Lanai City (LNY) | 7,881 |
| 9. Waimea-Kohala (MUE) | 1,268 |
| 10. Kapalua (JHM) | 1,179 |
| 11. Hana (HNM) | 94 |
| Grand total | 1,884,000 |

Arrival Airlines

| Airlines | Total Travelers |
|-------------------------------------|-----------------|
| 1. Hawaiian Airlines (HA) | 535,551 |
| 2. United Airlines (UA) | 379,612 |
| 3. Alaska Airlines (AS) | 245,458 |
| 4. American Airlines (AA) | 242,521 |
| 5. Southwest Airlines (WN) | 208,072 |
| 6. Delta Air Lines (DL) | 178,166 |
| 7. Mokulele Flight Service (...) | 24,030 |
| 8. Other | 21,957 |
| 9. Hainan Airlines (HU) | 14,414 |
| 1... Southern Airways Express... | 8,594 |
| 1... Westjet (WS) | 5,233 |
| 1... Japan Airlines (JL) | 2,752 |
| 1... Hawaii Island Air, Inc. dba... | 2,186 |
| Grand total | 1,884,000 |



Chat and Voice Bots in Safe Travels

| Quarantine Check | Cost | 6 months | Coverage | Time Available | Channels |
|------------------|-----------------|----------|---------------------|----------------|--|
| Labor | \$300K Month | \$1.8M | 10% | 8-5 | Website Agent to Traveler |
| Bots | \$300K one time | \$300K | 100% plus follow up | 24/7/365 | Website Chatbot to Traveler by Text Voicebot to Traveler Traveler to Voicebot Multilingual |