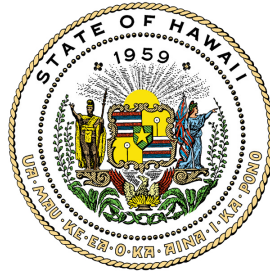


2016 STATE IT RECOGNITION AWARDS SUBMISSION

Title: "Office 365 Project Acceleration"
Category: Improving State Operations
State: Hawaii
Contact: Keith DeMello, (808) 586-1920 ext. 325
Project Initiation: June 18, 2015
End Dates: Ongoing



OFFICE 365 PROJECT ACCELERATION *Expediting the Migration of State of Hawaii Executive Branch Personnel to the Microsoft Office 365 Environment*

Submitted by:

Todd Nacapuy
Chief Information Officer, State of Hawaii
Office of Enterprise Technology Services
Hawaii State Department of Accounting and General Services
1151 Punchbowl St., B10
Honolulu, HI 96813

Executive Summary

Shortly after being appointed chief information officer (CIO) of the State of Hawaii by Gov. David Ige, Todd Nacapuy announced a new 2016 target for the completion of the Executive Branch's move to Microsoft Office 365 (O365). By all accounts, the goal was ambitious and represented a significant acceleration of the ongoing O365 project by nearly one full year.

The O365 project involved the migration of state personnel from antiquated versions of Lotus Notes or other email applications to the Microsoft O365 product suite and cloud environment. With a scope that includes the majority of Executive Branch departments (excluding the Department of Education and University of Hawaii), the project was and is part of the state's overarching strategy to provide enterprise (statewide) shared services that leverage economies of scale and provide measurable value.

As a result, by the end of 2015 — just seven months later — 11,180 licenses had been successfully migrated.

Significance

The migration to O365 involves much more than email. Benefits include fortified security, greater disaster recovery capability, expanded applications and services, and long-term budget sustainability.

When Todd Nacapuy officially started as state CIO on May 8, 2015, the state had migrated just 3,000 of the more than 12,000 available O365 licenses — despite that pilot projects and related efforts had been underway for more than a year. Implementing a change of this scope is challenging in any organization.

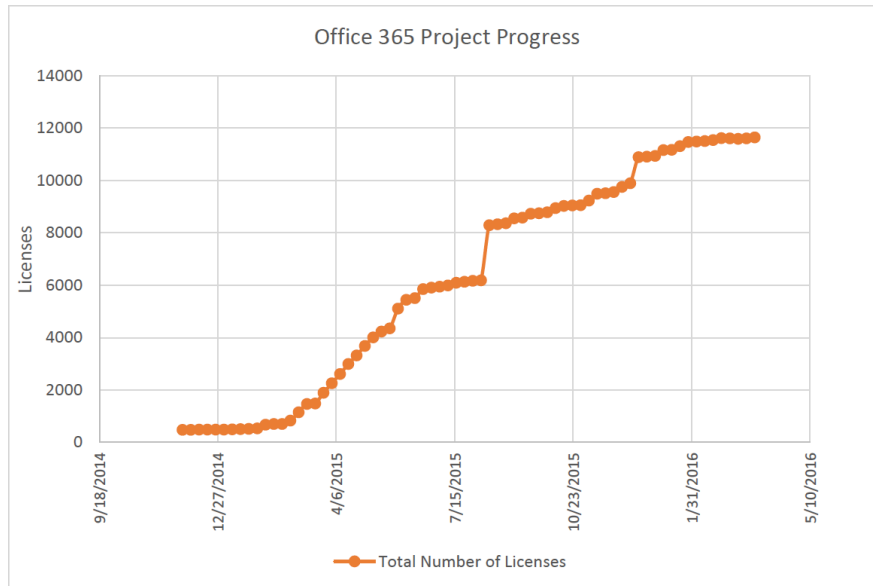
To expedite the acceleration, the CIO-led Office of Enterprise Technology Services (ETS) expanded deployment resources, providing awareness and communications materials, and offered ongoing and usage support including lunchtime “brown bag” sessions.

A new O365 website was established as a central site for state employees to find support — before, during and after onboarding. State personnel were encouraged to visit the site for more information, including updated migration schedules that will be posted shortly.

Impact

As a result, by the end of 2015 — just seven months later — 11,180 licenses had been successfully migrated.

At the time of this award submission, more than 11,800 O365 licenses have been activated and are being utilized, and a total of 9,850 mailboxes have been migrated.



Licensing has been verified as completed for the Departments of the Attorney General (AG), Business, Economic Development and Tourism (DBEDT), Budget and Finance (DBF), Commerce and Consumer Affairs (DCCA), Defense (DOD), Health (DOH), Hawaiian Home Lands (DHHL), Human Resources Development (DHRD), Land and Natural Resources (DLNR), Transportation (DOT), Agriculture (HDOA), as well as the Offices of the Governor (GOV) and Lt. Governor (LTGOV).

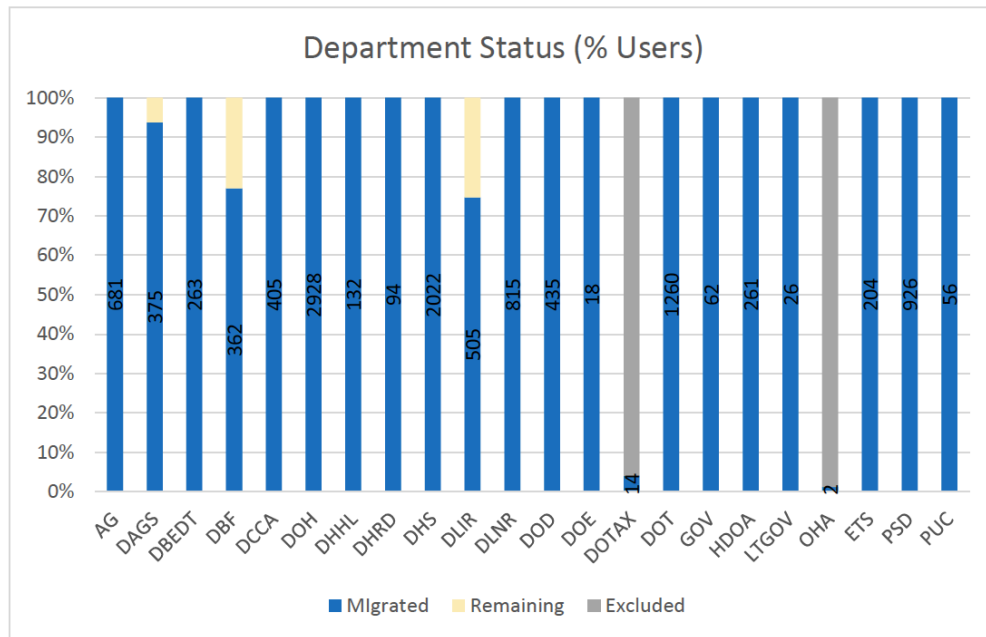


Figure 2: User License Migration Status by Department

Other remaining groups are in the process of finalizing accounts list and grouping or awaiting other internal departmental windows of opportunity. For example, the Department of Taxation (DOTAX) elected not to move to O365 at this time due to its Tax System Modernization project being underway and other potentially conflicting efforts (such as tax season), with the exception of five users in the director’s office who have migrated to O365 to facilitate interdepartmental communications. Likewise, the semi-autonomous Office of Hawaiian Affairs chose not to move to O365 at this time.

Benefits to State Departments/Agencies

Those who have migrated to the new O365 environment will begin to see substantial cost reductions for software and desktop tools, including the full suite of Office 365 applications (e.g., Microsoft Outlook, Word, Excel, PowerPoint and more) as well as up-to-date antivirus protection and desktop operating system. Operating under one license agreement will allow the state to leverage economies of scale in negotiating rates with Microsoft, which will result in a more effective use of tax-payer dollars.

For example, under the state's Microsoft enterprise licensing and purchasing agreement, those acquiring new windows desktops will save an estimated \$321.75 in software costs for each system installed, and benefit from similar lower costs for software renewals and upgrades in future years. Thus, an average agency of 50 employees will save \$16,000 annually.

Also, being user-based, it will allow the state to track cost "per department, per user," providing an opportunity to consider central versus decentralized funding mechanisms.

From a cyber security perspective, the O365 environment addresses key trends affecting security, including but not limited to targeted attacks, identity-centric management, cloud computing, and regulatory/compliance issues. Office 365 has built-in security, customer controls, and independent verification and compliance. In a denial-of-service (DoS) attack scenario, Microsoft Exchange Online baselines normal traffic and usage, and has the ability to recognize DoS-like traffic patterns. Automatic traffic shaping kicks in when spikes exceed normal. In addition, Office 365 provides data protection enroute to and from the Microsoft cloud. This involves Rights Management System (RMS) encryption at rest or in motion.

Benefits to the Public

O365 enables state employees to interact with public like never before. As the Executive Branch operates on a unified platform, the public will begin to see the benefits emerge.

Modernized and unified communications is expected to result in greater efficiencies as state employees collaborate using O365 tools, improving the delivery of government services. Transmission of information and data can be done seamlessly and securely, while safeguarding personal information to which the state is entrusted.

O365 applications will also enhance the public's access to government services and information. For example, Microsoft's Skype for Business (formerly Lync) provides a potential means to allow the public to participate in state meetings remotely through most web browsers and an internet connection. Currently, the public — regardless of island — may participate via Video Conference Center physical locations, but this involves traveling to the site. Skype provides the option to log on via any browser at home, favorite coffee shop or elsewhere with an internet connection. Likewise, up-to-date tools and applications facilitate ADA-compliant documents were more efficient sharing and posting on state websites.

Supplemental Materials

Hawaii Office 365 User Webpage

A special resource website was created to assist departments and agencies with their migration to the Microsoft Office 365 environment.

<http://o365.hawaii.gov/>