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COUNTY COUNCIL
COUNTY OF MAUI
200 S. HIGH STREET
WAILUKU, MAUI, HAWAII 96793
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December 13, 2018

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OFFICE OF THE
COUNTY CLERK

The Honorable Mike White
Council Chair
County of Maui
Wailuku, Hawaii 96793

Dear Chair White:

**SUBJECT: FISCAL AND PERFORMANCE AUDIT OF THE
INFORMATION TECHNOLOGY SERVICES DIVISION,
DEPARTMENT OF MANAGEMENT (PAF 18-307)**

May I request the attached proposed resolution, entitled "AUTHORIZING THE COUNCIL CHAIR TO CONDUCT A FISCAL AND PERFORMANCE AUDIT OF THE INFORMATION TECHNOLOGY SERVICES DIVISION, DEPARTMENT OF MANAGEMENT," be placed on the next Council meeting agenda.

Sincerely,

A handwritten signature in cursive script, appearing to read "Riki Hokama".

RIKI HOKAMA
Councilmember

paf:mmy:18-307c

Attachment

COUNTY COMMUNICATION NO. 18-442

Resolution

No. _____

**AUTHORIZING THE COUNCIL CHAIR TO CONDUCT A
FISCAL AND PERFORMANCE AUDIT OF THE INFORMATION
TECHNOLOGY SERVICES DIVISION, DEPARTMENT OF
MANAGEMENT**

WHEREAS, pursuant to Section 3-6 of the Revised Charter of the County of Maui (1983), as amended, the Council has the authority to conduct investigations of the operation of any department or function of the County and any subject upon which the Council may legislate; and

WHEREAS, the Information Technology Services Division ("ITSD") serves as the central information technology agency for the County of Maui and assists the County's departments and agencies in the use of computer technology to achieve their goals and objectives; and

WHEREAS, ITSD provides information technology consulting, delivery, and support services utilizing a framework of industry best practices for information technology service management; and

WHEREAS, for Fiscal Year 2019, the total appropriation for ITSD of \$11,028,655 included 48.0 equivalent personnel, \$3,506,117 for salaries, \$6,995,838 for operations, and \$526,700 for equipment; and

WHEREAS, for Fiscal Year 2018, the budget included \$3,284,407 for salaries for 47.0 equivalent personnel, \$5,889,338 for operations, and \$400,000 for equipment; and

WHEREAS, for Fiscal Year 2017, the actual expenditures for ITSD were \$2,696,247 for salaries for 43.0 equivalent personnel, \$4,099,426 for operations, and \$2,152,137 for equipment; and

WHEREAS, ITSD monitors the acquisition, development, and use of computer technology through professional services contracts and maintenance agreements; and

WHEREAS, ITSD is the lead agency in the replacement of the Human Resources/Payroll System, which started in 2017, and the replacement of the KIVA system, which began in 2014; and

Resolution No. _____

WHEREAS, contracts were executed with Workday, Inc., Sierra-Cedar, Inc., Gartner, Inc., and ADP, Inc. for the implementation of the new Human Resources/Payroll System; and

WHEREAS, once implemented, the new Human Resources/Payroll Project will allow for management of human resources, time tracking, and payroll functions; and

WHEREAS, Tyler Technologies, Inc., ESRI and Blue Beam have been contracted for the implementation of the Maui Automated Planning and Permitting System ("MAPPS"); and

WHEREAS, the KIVA System will be replaced by the MAPPS to automate workflow, enable electronic plan review, ensure scalability and flexibility, ensure accurate customer and Geographic Information System information, and enhance business intelligence capabilities; and

WHEREAS, the delay in the implementation of Human Resources/Payroll System and MAPPS projects have raised questions on the quality and functionality of both projects; and


WHEREAS, gains in cost effectiveness, operational efficiency, and quality and reliability of service that would benefit ITSD, other departments, and the public could be identified through a third-party performance and fiscal audit, to be funded through the Council Services program budget for audit; now, therefore,

BE IT RESOLVED by the Council of the County of Maui:

1. That it hereby authorizes the Council Chair to contract for a fiscal and performance audit of the Information Technology Services Division, Department of Management; and
2. That certified copies of this resolution be transmitted to the Mayor, the Managing Director, the Director of Finance, and the Director of Personnel Services.

Resolution No. _____

APPROVED AS TO FORM AND LEGALITY

A handwritten signature in black ink, consisting of a series of loops and strokes, positioned above a horizontal line.

Deputy Corporation Counsel
County of Maui

paf:mmy:18-307a