

November 5, 2025

MEMO TO: David M. Raatz, Director of Council Services

F R O M: Bruce Hashimoto, Senior Council Services Technician *BA*
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SUBJECT: **2025 HAWAI'I DIGITAL GOVERNMENT SUMMIT** (PAF 25-010(16))

We attended the 2025 Hawai'i Digital Government Summit on September 30, 2025, in Honolulu. The summit brings together public-sector professionals and industry partners to discuss the future of government technology to better serve Hawai'i's constituents.

Sessions we joined are summarized below.

“Charting your course: A global perspective on team development and leadership”

Mary Kelly, PhD, a former Commander in the U.S. Navy, delivered the keynote address exploring topics such as managing uncertainty and the role of artificial intelligence in our daily lives. When guiding teams through times of transformation, addressing rumors and innuendos is critical because people will spread bad news faster than good news.

Innovation is about purpose, connection, and responsibility, not just speed and scale. Technology should be seen as a tool to make government more effective, resilient and responsive. How can we leverage AI to create greater efficiencies and effectiveness? How do we change the mindset that makes AI development a priority in our organization?

Dr. Kelly shared the following websites to complement her talk and provide tools on AI readiness:

- <https://score.thesmarterhq.com/govtech?ref=qrcode>
- <http://productiveleaders.com/2025-success/>
- <https://flow.page/drmarykelly>

“Building the foundation for responsible AI”

The session underscored the role of artificial intelligence as a valuable tool for increasing operational efficiency. However, it also highlighted the critical importance of maintaining a strong human element in AI’s development and application. The State is currently in the process of developing AI tools, and we intend to follow up with one of the panelists to explore opportunities for access and collaboration.

A key insight from the session was the emphasis on data integrity—ensuring that the data used to train and operate AI systems is accurate, relevant, and appropriate. This foundational principle is essential to the responsible and effective deployment of AI technologies.

We would suggest OCS set up a working group with representatives from each section (including either Ben or Cara) on how we can use AI in the office. This group can establish a better understanding of how each section could use AI. Start with an easy to implement AI tool and then branch out.

“Continuity during crisis: Strengthening emergency response”

This session raised an array of questions:

- How can governments at different levels work together to prepare for, respond to, and recover from the next catastrophic event?
- Does your emergency-response plan include a common communications channel, and is it set up for cloud-based collaboration through data sharing?
- If the plan is tested just once a year, is that enough to commit it to muscle memory?
- And are you prepared for an event of global interest?

During the recent tsunami scare, computer users around the world searched for information on inundation zones and overwhelmed the State’s site.

“Better together: State and local collaboration through shared services”

This session highlighted the need for increased collaboration among the State and counties. Speakers suggested that representatives from all levels of government convene to explore potential avenues for working together. They expressed hope that the State will take the lead in establishing a formal framework or platform to facilitate this collaboration moving forward.

“Elevating the constituent experience”

Representatives from the following spoke about strategies to make public-sector websites more user-friendly and accessible:

- Office of Enterprise Technology Services, State of Hawai‘i
- Department of Land and Natural Resources, State of Hawai‘i
- Department of Information Technology, City and County of Honolulu
- Accenture

Examples given include the HNL311 app, which allows users to report issues ranging from broken street lights to illegal dumping without needing to know the appropriate department. The DLNR also highlighted the addition of a chatbot to its outdoor.hawaii.gov site.

Thank you for the opportunity to attend this educational summit. If you have any questions, or would like more information on these topics, please contact Bruce at ext. 7133 or Ben at ext. 7660.

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cc: Deputy Director of Council Services
Support Supervisor
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