

I MINA'TRENTAI OCHO NA LIHESLATURAN GUÅHAN
Informational Briefing/Hearing/ Oversight Hearing / Roundtable Hearing

STANDING COMMITTEE / SENATOR	HEARING	COMMITTEE REPORT	HEARING DATE	DATE COMMITTEE REPORT FILED	NOTES
Committee on Economic Investment, Military Buildup, Regional Relations, Technology, Regulatory Affairs, Justice, Elections, and Retirement.	Oversight Hearing	Digital Committee Report on the Oversight Hearing on the Office of Technology	5/27/26 10:00 a.m.	6/30/26	



OFFICE OF SENATOR
Telo T. Taitague
CHAIRWOMAN

Committee on Economic Investment, Military Buildup, Regional Relations, Regulatory
Affairs, Technology, Justice, Elections, and Retirement

Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
senatortelot@gmail.com

I Mina'trentai Ocho Na Liheslaturan Guåhan • 38th Guam Legislature

June 25, 2026

The Honorable Frank F. Blas Jr., Speaker
I Mina'trentai Ocho na Liheslaturan Guåhan
Guam Congress Building
163 Chalan Santo Papa
Hagåtña, Guam 96910

VIA: Honorable Vice Speaker V. Anthony Ada 
Chairperson, Committee on Rules

RE: Committee Report on Office of Technology Oversight Hearing

Buenas yan Håfa adai, Speaker Blas,

Transmitted herewith is the **Committee Report on Office of Technology Oversight Hearing** held by the Committee on Economic Investment, Military Buildup, Regional Relations, Regulatory Affairs, Technology, Justice, Elections and Retirement on Wednesday, May 27, 2026, 10:00am, in the Guam Congress Building, Public Hearing Room.

Sincerely,

TELO T. TAITAGUE
Senator



COMMITTEE ON RULES

RECEIVED:

June 25, 2026 4:57 p.m.

Marie Crisostomo



OFFICE OF SENATOR

Telo T. Taitague

CHAIRWOMAN

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COMMITTEE REPORT

I. OTECH Presentation

- a. FY 2027 Budget Presentation
 - i. Capital Outlay and Capital Improvement Project Breakdown FY 26 & FY27
- b. Operations: Contractual Services Breakdown
- c. Cybersecurity Operational Capacity and Defense Capabilities
 - i. Training
 - ii. Maintenance
 - iii. Upgrades
- d. Fiscal Priorities for FY 2027
- e. Urgent Needs



Senator Telo Taitague <senatortelot@gmail.com>

FIRST NOTICE of Oversight Hearing on Wednesday, May 27, 2026 at 10:00 a.m.

3 messages

Senator Telo Taitague <senatortelot@gmail.com>

19 May 2026 at 09:00

To: phnotice@guamlegislature.gov

Cc: Ed Pocaigue <sgtarms@guamlegislature.gov>

Tuesday May 19, 2026

MEMORANDUM**To:** All Senators, Stakeholders and Media**From:** Senator Telo T. Taitague, Chairperson**Subject:** **FIRST NOTICE of Oversight Hearing on Wednesday, May 27, 2026 at 10:00 a.m.***Håfa Adai!*

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Special Accommodations: In compliance with the Americans with Disabilities Act (ADA), individuals requiring assistance of accommodation should contact the Office of Senator Telo T. Taitague at (671) 989-8356 or email senatortelot@gmail.com.

Submission of Presentation Materials and Media: PowerPoint presentations and other digital materials must be emailed to senatortelot@gmail.com no later than three (3) days prior to the public hearing to allow timely submission to the Guam Legislature's MIS Division at least forty-eight (48) hours in advance. These protocols are to ensure the security and integrity of the Legislature's information systems.

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Si Yu'os Ma'åse,

Create a Great Day!

Senator Telo T. Taitague

38th Guam Legislature

Chairperson

Committee on Economic Investment, Military Buildup, Regional Relations, Technology, Regulatory Affairs, Justice, Elections, and Retirement

Suite 407 DNA Building

238 Archbishop Flores St.

Hagatna, Guam 96910

Tel: (671) 989-8356

Email: senatortelot@gmail.com

2 attachments



First Notice_OTECH Ovesight Hearing 5.27.2026.pdf

335K



5.27.26_OTECH Oversight Hearing Agenda.pdf

344K

Ed Pocaigue <sgtarms@guamlegislature.gov>
To: Senator Telo Taitague <senatortelot@gmail.com>

19 May 2026 at 10:31

Hafa adai and posted on the calendar.

[Quoted text hidden]

--



Edward S. Pocaigue, Jr.

Sergeant-at-Arms

I Mina'trentai Ocho Na Liheslaturan Guåhan

Guam Congress Building, 1st Floor

163 Chalan Santo Papa

Hagåtña, Guam 96910



1-671-969-3514



sgtarms@guamlegislature.gov

"Disclaimer: This message is intended only for the use of the individual or entity to which it is addressed and may contain information which is privileged, confidential, proprietary, or exempt from disclosure under applicable law. If you are not the intended recipient or the individual responsible for delivering the message to the intended recipient, you are strictly prohibited from disclosing, distributing, copying, or in any way using this message. If you have received this communication in error, please notify the sender and immediately delete any copies you may have received. Thank you."

Senator Telo Taitague <senatortelot@gmail.com>

19 May 2026 at 11:10

To: senatortelot.charissa@gmail.com, Alana Ungacta <senatortelot.alana@gmail.com>, Isah Peredo <senatortelot.isah@gmail.com>

Si Yu'os Ma'åse,

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38th Guam Legislature

Chairperson

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335K



5.27.26_OTECH Oversight Hearing Agenda.pdf

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Telo T. Taitague
CHAIRWOMAN

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Tuesday May 19, 2026

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To: All Senators, Stakeholders and Media
From: Senator Telo T. Taitague, Chairperson
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Telo T. Taitague

CHAIRWOMAN

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 PRINT

**FIRST NOTICE of Oversight Hearing on
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PUBLIC HEARING



 **Posted on:** 05/19/2026 09:30 AM

 **Posted by:** Charissa Manibusan

 **Public Hearing Date:** 05/27/2026 10:00 AM

 **Department(s):**
GUAM LEGISLATURE (/notices?department_id=92)

 **Division(s):**
OFFICE OF SENATOR TELO TAITAGUE (/notices?division_id=282)

 **Notice Topic(s):** PUBLIC HEARING (/notices?topic_id=74)

 **Types of Notice:** PUBLIC HEARING (/notices?type_id=7)

 **For Audience(s):** PUBLIC (/notices?public=1)

 **Share this notice**

Tuesday May 19, 2026

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PO BOX 368, HAGATNA, GUAM 96932
T. +1 671.637.KUAM
F. +1 671.637.9865

New Order	Revised/Add-On	Info. Update
Office of Senator Telo Taitague - 38th Guam Legislature		
Suite 407 DNA Bldg; 238 Archbishop Flores St.		
Hagatna, Guam 96910		
Point of Contact: Charissa Manibusan		

Order Number	
Order Entry Date	
Customer PO #	2638P00104
Product Code	
RECEIVABLES ACCOUNT	
☒ Cash	☐ Trade ☐ Other
ORDER DESCRIPTION	
PRODUCTION INFORMATION	
Cart #	Title: Length:

FOR INTERNAL PURPOSES ONLY		Media Consultant <u>Christie SA</u>	
Notary Required	YES ☒ NO ☐	Billing	Per Spot ☐ Package ☒ Trade ☐

Station	Inc Acct	Rate	Start Date	End Date	AbsTime/Prog. Event	Length	Spot Type	Cart #	M	T	W	TH	F	SA	SU	Per Wk	Total #	Total \$
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KUAM TV

1x :15 Second Commercial on TV8 or TV11 from 7am - 5:59pm - First Notice **(Air date: 05/19/26)**

1x :15 Second Commercial on TV8 or TV11 from 7am - 5:59pm - First Notice (KUAM Match)

1x :15 Second Commercial on TV8 or TV11 from 7am - 5:59pm - Second Notice **(Air date: 05/24/26)**

1x :15 Second Commercial on TV8 or TV11 from 7am - 5:59pm - Second Notice (KUAM Match)

1x :15 Second TV Production (text and music bed only)

Shelf# & Title: 198F- Public Hearing 05/27/26

Contract for Public Hearing on May 27, 2026; 1st and 2nd Notice

MONTHLY TOTALS										SPECIAL INSTRUCTIONS	ORDER TOTALS			
Jan		Feb		Mar		Apr		May	500		June		Total Spots	PKG
July		Aug		Sep		Oct		Nov			Dec		Total Dollars	\$ 500.00

TV COMMERCIAL FORMAT: We ask that all commercials be formatted to originate in HD 1920x1080 and conform to a 4x3 pillar for Title Safe dimensions for graphics. These will be downconverted on our SD channels. Should a commercial spot be produced in SD, it should be formatted in 720x486 DI format resolution and will be upconverted on HD Channels (DOCOMO 608 and 611).

RESTRICTIONS: 48-hour deadline is KUAM's quality control to ensure that your advertisement airing meets the highest standards. If there is a rush, KUAM is not responsible for quality and standard concerns on behalf of the client.

PAYMENT IS DUE UPON RECEIPT OF NOTICE. In the event of cancellation of this contract prior to its scheduled expiration date and/or failure to remit payment of invoice[s] within 60 days of invoice date, all spots that have run prior to the cancellation date and/or schedules adhered to will be billed at the Rate Card. Client understands and agrees that a finance charge of 10% per month shall accrue on all accounts remaining unpaid one (1) month after invoice date. Client agrees to pay a USD\$25.00 service fee per returned check. There will be a 5% surcharge for all credit card transactions. If payment is not made as required, KUAM may, its option, without notice or demand payment, declare Client's credit account in default, in which case Client's entire balance[s] that are due and payable will be forwarded for collection. Client agrees to accept all consequences and to pay all costs, including attorney's fees, court fees, court costs and other expenses incurred as deemed necessary by KUAM to settle the account.

NON DISCRIMINATION CLAUSE: KUAM/Pacific Telestations, LLC does not discriminate on the basis of race or ethnicity in the placement, scheduling and completion of purchase of advertising. Any order for advertising that includes any such restriction will not be accepted.

CManibusan

ACCEPTED BY CLIENT

Christie San Agustin

ACCEPTED BY STATION



OFFICE OF SENATOR

Telo T. Taitague

CHAIRWOMAN

Committee on Economic Investment, Military Buildup, Regional Relations,
Regulatory Affairs, Technology, Justice, Elections, and Retirement

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senatortelot@gmail.com

I Mina'trentai Ocho Na Liheslaturan Guåhan • 38th Guam Legislature

NOTICE OF OVERSIGHT HEARING

Guam Congress Building, Public Hearing Room
Wednesday, May 27th, 2026 beginning at 10:00 A.M.

AGENDA

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SECOND NOTICE of Oversight Hearing on Wednesday, May 27, 2026 at 10:00 a.m.

1 message

Senator Telo Taitague <senatortelot@gmail.com>

22 May 2026 at 09:30

To: phnotice@guamlegislature.gov

Cc: Ed Pocaigue <sgtfarms@guamlegislature.gov>

Tuesday May 22, 2026

MEMORANDUM**To:** All Senators, Stakeholders and Media**From:** Senator Telo T. Taitague, Chairperson**Subject:** SECOND NOTICE of Oversight Hearing on Wednesday, May 27, 2026 at 10:00 a.m.*Håfa Adai!*

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Si Yu'os Ma'åse,

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Senator Telo T. Taitague

38th Guam Legislature

Chairperson

Committee on Economic Investment, Military Buildup, Regional Relations, Technology, Regulatory Affairs, Justice, Elections, and Retirement

Suite 407 DNA Building

238 Archbishop Flores St.

Hagatna, Guam 96910

Tel: (671) 989-8356

Email: senatortelot@gmail.com

2 attachments



Second Notice_ OTECH Oversight Hearing 5.27.2026.pdf

335K



5.27.26_ OTECH Oversight Hearing Agenda.pdf

288K



OFFICE OF SENATOR
Telo T. Taitague
CHAIRWOMAN

Committee on Economic Investment, Military Buildup, Regional Relations, Regulatory
Affairs, Technology, Justice, Elections, and Retirement

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Telo T. Taitague

CHAIRWOMAN

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PUBLIC HEARING

 **Posted on:** 05/22/2026 09:45 AM

 **Posted by:** Charissa Manibusan

 **Public Hearing Date:** 05/27/2026 10:00 AM

 **Department(s):**
GUAM LEGISLATURE (/notices?department_id=92)

 **Division(s):**
OFFICE OF SENATOR TELO TAITAGUE (/notices?division_id=282)

 **Notice Topic(s):** PUBLIC HEARING(/notices?topic_id=74)

 **Types of Notice:** PUBLIC HEARING(/notices?type_id=7)

 **For Audience(s):** PUBLIC (/notices?public=1)

 **Share this notice**



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(<https://drive.google.com/drive/folders/13YJ4bF2FGV75MEqxLfbVWHduTz7tfwMO>). The drive file is periodically updated as testimony is received.

Special Accommodations: In compliance with the Americans with Disabilities Act (ADA), individuals requiring assistance of

accommodation should contact the Office of Senator Telo T. Taitague at (671) 989-8356 or email senatortelot@gmail.com (<mailto:senatortelot@gmail.com>) .

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Senator Telo Taitague <senatortelot@gmail.com>

Invitation to Oversight Hearing on Wednesday, May 27, 2026 at 10:00 AM & Agenda

2 messages

Senator Telo Taitague <senatortelot@gmail.com>

8 May 2026 at 16:06

To: Bea.Santos@otech.guam.gov

Håfa adai, Technology Officer Santos,

Please see the attached documents for your review and please confirm your receipt of this email at your earliest possible convenience.

Kind Regards,
-Senator Telo T. Taitague

Si Yu'os Ma'åse,

Create a Great Day!

Senator Telo T. Taitague

38th Guam Legislature

Chairperson

Committee on Economic Investment, Military Buildup, Regional Relations, Technology, Regulatory Affairs, Justice, Elections, and Retirement

Suite 407 DNA Building

238 Archbishop Flores St.

Hagatna, Guam 96910

Tel: (671) 989-8356

Email: senatortelot@gmail.com

2 attachments**5.27.26_OTECH Oversight Hearing Invitation.pdf**

327K

**5.27.26_OTECH Oversight Hearing Agenda.pdf**

288K

Beatrice Santos <Bea.Santos@otech.guam.gov>

8 May 2026 at 21:33

To: Senator Telo Taitague <senatortelot@gmail.com>

Hi Senator Taitague,

Confirming receipt. Thank you!

Get [Outlook for iOS](#)

From: Senator Telo Taitague <senatortelot@gmail.com>**Sent:** Friday, May 8, 2026 4:06:22 PM**To:** Beatrice Santos <Bea.Santos@otech.guam.gov>**Subject:** Invitation to Oversight Hearing on Wednesday, May 27, 2026 at 10:00 AM & Agenda

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Telo T. Taitague
CHAIRWOMAN

Committee on Economic Investment, Military Buildup, Regional Relations, Regulatory
Affairs, Technology, Justice, Elections, and Retirement

Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
senatortelot@gmail.com

I Mina'trentai Ocho Na Liheslaturan Guåhan • 38th Guam Legislature

May 08, 2026

Transmitted Via Electronic Mail

Bea Santos
Data Processing Manager and
Acting Technology Officer
Bea.Santos@otech.guam.gov

Subject: Invitation to Oversight Hearing on Wednesday, May 27, 2026 at 10:00 AM

Håfa adai, Acting Technology Officer Santos,

I hope this letter finds you well. The Committee on Economic Investment, Military Buildup, Regional Relations, Technology, Regulatory Affairs, Justice, Elections, and Retirement will convene an oversight hearing on Wednesday, May 27, 2026. Please prepare a presentation on the following items:

- FY 2027 Budget Presentation
 - o Capital Outlay and Capital Improvement Projects Breakdown FY 26 & FY 27
- Operations: Contractual Services Breakdown
- Cybersecurity Operational Capacity and Defense Capabilities
 - o Training
 - o Maintenance
 - o Upgrades
 - o Fiscal Priorities for FY 2027
- Urgent Needs

In preparation for this oversight hearing, I kindly ask that you send us your presentation following prior to this oversight hearing and no later than May 15, 2026 please ensure you are also prepared to answer questions following your presentation on the following topics:

- The Cyber Attack on May 2, 2026
- Cybersecurity and defense of Government Agencies on OTECH Servers
- State of the OTECH Headquarter and how it has impacted operations
- What Government of Guam Agencies are using OTECH Servers
- How do you interface with GHS/OCD when it comes to cyberattacks?
- How OTECH plans to move forward with centralizing Guam's technology services and needs under OTECH



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Ste. 407 DNA Building
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senatortelot@gmail.com

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The Office of Technology plays a critical role in ensuring essential government services are safe, efficient and accessible for the general public. OTECH also plays a critical role in the cyber security, defense of our island's critical government services and critical digital infrastructure. Your attendance of this oversight hearing is critical to our assessment of OTECH's working environment, operations and operational capacity, and cyber security and defense capabilities.

Please confirm your attendance as soon as possible and no later than May 12, 2026. If you have any questions or concerns that need to be addressed prior to this hearing, please call me directly.

Kind Regards,

Senator Telo T. Taitague



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Telo T. Taitague

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2238 Archbishop Flores St.
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NOTICE OF OVSIGHT HEARING
Wednesday, May 27, 2026 at 10:00 AM
Guam Congress Building, Public Hearing Room

AGENDA:

OFFICE OF TECHNOLOGY OVERSIGHT HEARING:

- I. OTECH Presentation
 - a. FY 2027 Budget Presentation
 - i. Capital Outlay and Capital Improvement Project Breakdown FY 26 & FY27
 - b. Operations: Contractual Services Breakdown
 - c. Cybersecurity Operational Capacity and Defense Capabilities
 - i. Training
 - ii. Maintenance
 - iii. Upgrades
 - d. Fiscal Priorities for FY 2027
 - e. Urgent Needs

Special Accommodations: In compliance with the Americans with Disabilities Act (ADA), individuals requiring assistance of accommodation should contact the Office of Senator Telo T. Taitague at (671) 989-8356 or email senatortelot@gmail.com.

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Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
senatortelot@gmail.com

~ *I Mina'trentai Ocho Na Liheslaturan Guåhan • 38th Guam Legislature*

PUBLIC HEARING SIGN-IN SHEET
Wednesday, May 27, 2026, at 10:00AM
Public Hearing Room, Guam Congress Building

Office of Technology Oversight Hearing

NAME:	AGENCY/ ORGANIZATION	POSITION	TESTIMONY	CONTACT INFORMATION
1. Bea Sings	OTECH	SUPPORT ☐ OPPOSE ☐	WRITTEN ☒ ORAL ☒	
2. Nicole B. Nelson	OTECH	SUPPORT ☒ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
3. Jennie Quintans	OTECH	SUPPORT ☒ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
4. Gerald Celvo	OTECH	SUPPORT ☒ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
5. MICHAEL FORD	OTECH	SUPPORT ☒ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
6. Elizabeth Barrios	OTECH	SUPPORT ☒ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
7.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
8.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
9.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
10.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	



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Ste. 407 DNA Building
2238 Archbishop Flores St.
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PUBLIC HEARING SIGN-IN SHEET

Wednesday, May 27, 2026, at 10:00AM
Public Hearing Room, Guam Congress Building

Office of Technology Oversight Hearing

NAME:	AGENCY/ ORGANIZATION	POSITION	TESTIMONY	CONTACT INFORMATION
1. <i>Christine Bary</i>	<i>GTECH</i>	SUPPORT ☒ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
2.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
3.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
4.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
5.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
6.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
7.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
8.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
9.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	
10.		SUPPORT ☐ OPPOSE ☐	WRITTEN ☐ ORAL ☐	



// OPERATIONS ARCHITECTURE

MODERNIZING OTECH OPERATIONS

Governance & Cybersecurity Response Framework

Guam Public Law 34-76 Foundations



STATUTORY FOUNDATIONS

// Realizing a resilient, secure, and centralized digital
i n f r a s t r u c t u r e f o r G o v G u a m

LEGACY VS. MODERN MANDATE

LEGACY GOVERNMENT IT

- Siloed, Agency-by-Agency IT architectures
- Vulnerable and costly On-Premises Servers
- Fragmented & redundant Procurement Processes
- Outdated Job Classifications & technical gaps

OTECH MODERN MANDATE

- Centralized IT Governance & authoritative oversight
- FedRAMP Cloud-First Strategy deployment
- Unified Security Operations Center perimeter
- Modern, responsive Cyber/DevOps Workforce

DIGITAL TRANSFORMATION COUNCIL



PRIORITIZATION

Strategic ranking of IT initiatives based on citizen impact versus technical risk vector.



POLICY SYNC

Enforcing absolute alignment of local data privacy controls with NIST & HIPAA structures.



SECURITY ASSURANCE

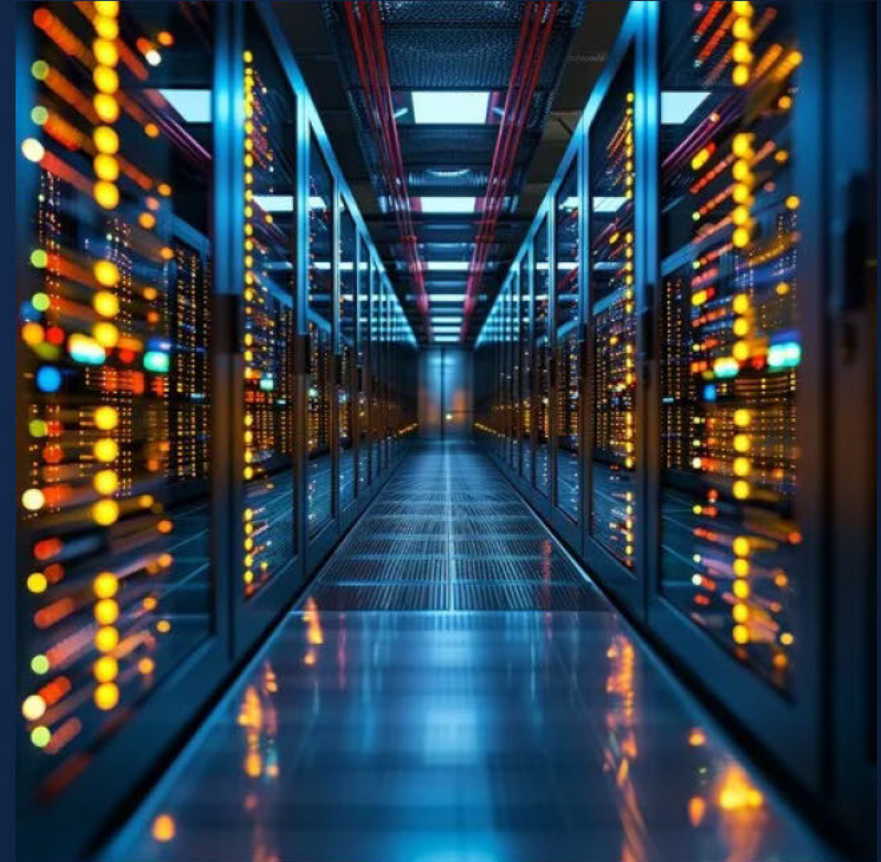
Mandatory security vetting of all software and IT expenditures exceeding \$50k.

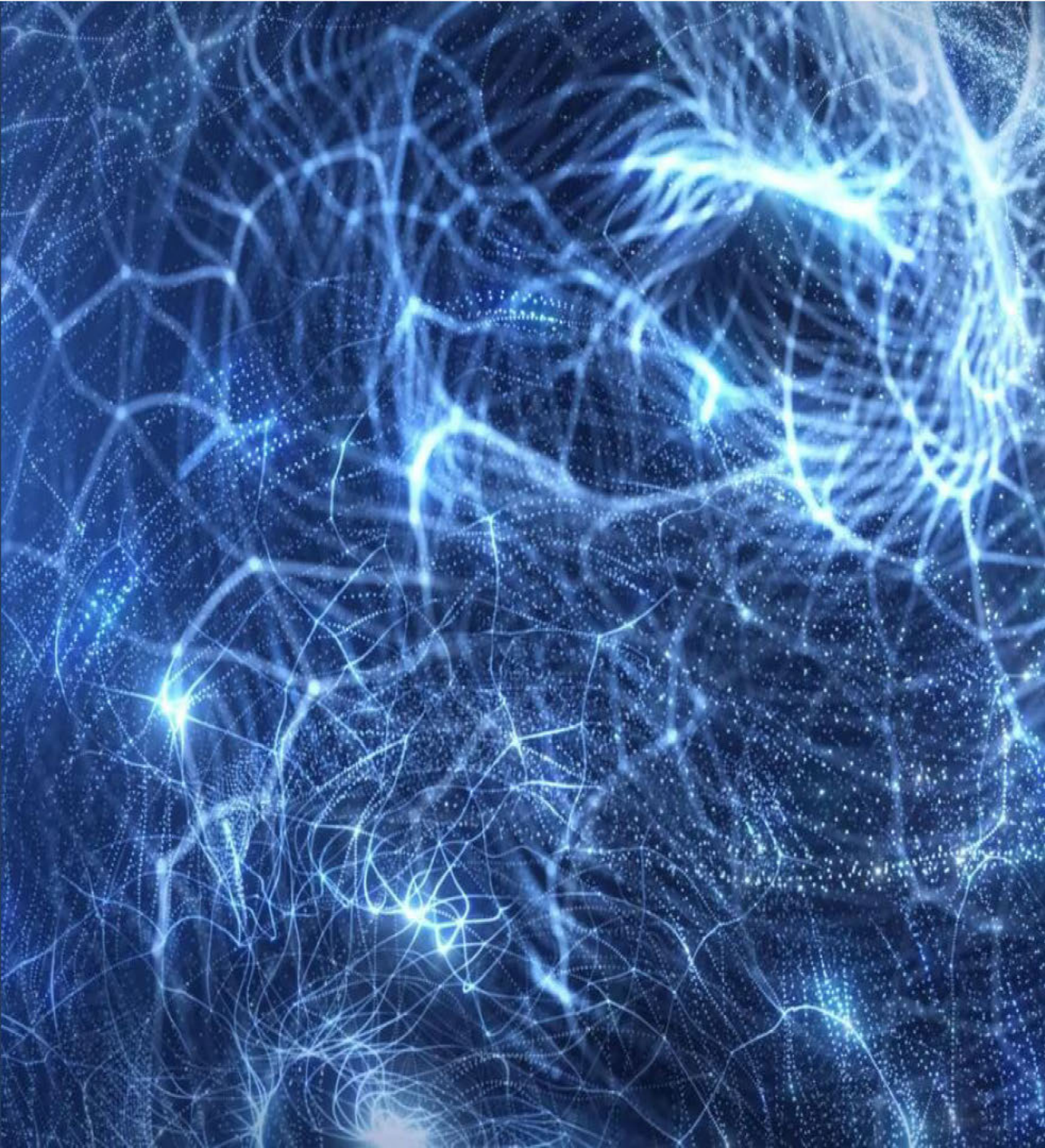
OPERATIONAL FRAMEWORK: ITAAS

ENTERPRISE TECHNICAL SERVICE MODEL

Evolving OTECH from a standard troubleshooting help desk into an enterprise technical service broker to mitigate shadow IT risks.

- Shared Service Catalog onboarding
- Continuous monitoring & automated SOC
- Agile procurement & Group purchasing vehicles such as NASPO and GSA Federal



An abstract background on the left side of the slide featuring a complex, glowing blue network of interconnected lines and nodes, resembling a digital or neural network, set against a dark blue gradient.

DATA GOVERNANCE & AI

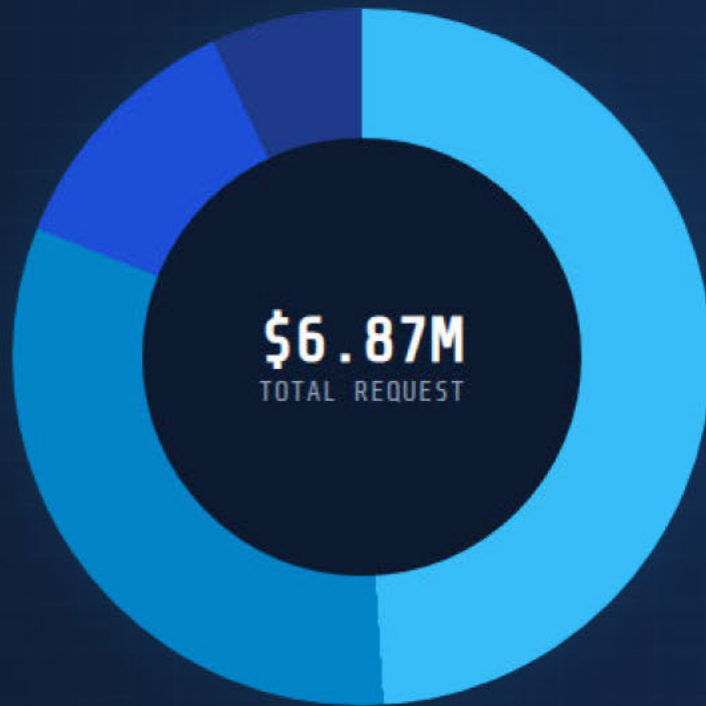
UNIFIED APIs AND INTEROPERABILITY

Enforce the use of Universal APIs. Any new software purchased by any agency must be able to be universally exchanged within the central GovGuam data hub. This prevents future data silos.

// AI OVERSIGHT TRANSPARENCY AND ETHICAL USE

As Guam explores the use of AI for public services (2026 AI Regulatory Task Force), decisions on the use of AI must have a 'human-in-the-loop' governance for ethical use, security, and accountability.

FY2027 BUDGET ALLOCATION



- Personnel Salaries & Benefits (49%)
- Critical Contractual Services (32%)
- Capital Outlay Infrastructure (12%)
- Network, Utilities & Travel (7%)

CORE INFRASTRUCTURE AND OPERATIONAL INVESTMENTS

Modernization Operations and Infrastructure	Category	FY27 Allotted
Google Workspace & Microsoft 365 Enterprise Systems	Contractual	\$675,000
VMware Cloud Foundation Architecture Stack	Contractual	\$500,000
IBM Power 11 Resiliency Hardware Lifecycle Upgrade	Capital	\$500,000
GGWAN Backbone Dark Fiber Operational Circuits	Network	\$324,000
Enterprise Backup Hardware	Capital	\$100,000

WORKFORCE TRANSFORMATION



TALENT PIPELINES

Cyber-Residency pipelines backed by standard frameworks with UOG and GCC.



PERFORMANCE TRANSPARENCY

Establish a public IT dashboard which shows the status of major modernization projects.



HYBRID SOC ARCHITECTURE

Outsourcing analytical noise to a FedRAMP partner while keeping strategic response local.

SCALING HUMAN CAPITAL

26

OPTIMIZED FTE TARGET

TARGET ORGANIZATIONAL ARCHITECTURE

Absorbing and reclassifying technical personnel across GovGuam to systematically step personnel footprint from 21 to 26 FTEs. Strategic positions include:

- Chief Information Security Officer (1 FTE - New)
- SecOps Technical Liaison (1 FTE - New)
- Data Integration Engineers & Analysts (2 FTEs – New)
- Digital Services Management Leads

CYBER-EMERGENCY PROCUREMENT FRAMEWORK

PROCUREMENT TRACK DURING AN ACTIVE CYBER INCIDENT

A standard procurement can take several weeks or months. In a cyberattack, hours are needed to respond and mitigate.

- Pre-negotiated retainer-based contracts
- A standardized Cyber Emergency Declaration
- Create a Pre-Qualified Rapid Response Vendor List
- Create a Pre-Qualified Rapid Response Vendor List



IMPLEMENTATION ROADMAP

PHASE 01

Establish Digital
Transformation Council
Governance.

PHASE 02

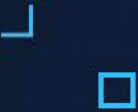
Deploy Managed Hybrid
SOC Tier-1 Defense.

PHASE 03

Standardize Universal API
Hub Integration.

PHASE 04

Rollout Unified ITaaS
Catalog Brokerage.



QUESTIONS //

Securing a Unified Digital Perimeter for GovGuam



otech.guam.gov



info@otech.guam.gov

IMAGE SOURCES



https://images.stockcake.com/public/f/f/a/ffa9eff2-7175-45f8-b305-d7aefaa621ef_large/high-tech-data-center-stockcake.jpg

Source: stockcake.com



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Source: www.gettyimages.fi



https://png.pngtree.com/thumb_back/fh260/background/20251027/pngtree-futuristic-command-center-with-world-map-and-data-displays-image_20058142.webp

Source: pngtree.com



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CHAIRWOMAN

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Affairs, Technology, Justice, Elections, and Retirement

Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
senatortelot@gmail.com

I Mina'trentai Ocho Na Liheslaturan Guåhan • 38th Guam Legislature

COMMITTEE REPORT DIGEST

I. OVERVIEW

The Committee on *Economic Investment, Military Buildup, Regional Relations, Technology, Regulatory Affairs, Justice, Elections, and Retirement*, convened an **Oversight Hearing on the Office of Technology (OTECH), Wednesday, May 27, 2026 at 10:00 a.m.** in the Guam Congress Building, Public Hearing Room.

Public Notice Requirement:

In compliance with Open Government Law, a five (5) day public notice of this hearing was published on Tuesday, May 19, 2026, and a forty-eight (48) hour notice was published on Monday, May 25, 2026, on KUAM-TV and the Guam Public Notice Website. Notices were also sent to all senators, and all main media broadcasting outlets via email on the same dates.

Senators Present:

Senator Telo Taitague, Chairperson
Senator Chris Barnett, Vice Chairperson
Senator Shawn Gumataotao

Appearing Before the Senate Panel:

Bea Santos, IT Manager & Acting Chief Technology Officer, Office of Technology (OTECH)
Gerald Calvo, IT Systems Administrator, Office of Technology (OTECH)
Michael Ford, Systems Programmer, Office of Technology (OTECH)
Nicole Nelson, IT Systems Administrator / Help Desk Manager, Office of Technology (OTECH)

Written Testimony Submitted:

Office of Technology (OTECH)

II. SUMMARY OF TESTIMONY & DISCUSSION

The Public Hearing was Called-to-Order at 10:00 am. The **Oversight Hearing on the Office of Technology** was the only item on the agenda.



OFFICE OF SENATOR
Telo T. Taitague
CHAIRWOMAN

Committee on Economic Investment, Military Buildup, Regional Relations, Regulatory
Affairs, Technology, Justice, Elections, and Retirement

Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
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senatortelot@gmail.com

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The Public Hearing was Called-to-Order at 10:00 am. The Oversight Hearing on the Office of Technology was the only item on the agenda.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: *Buenas. Buenas yan Håfa Adai* on this nice rainy day of Wednesday, May 27th, 2026. *Buenas yan Håfa Adai.* I'm now calling this oversight hearing, to order, and the time now is 10:00am, May 27th, 2026. *Buenas*, good morning, and welcome to the people's House. This hearing is conducted by myself, *Senadot* Telo Taitague, chairwoman on the Committee on Economic Investment, Military Build-up, Regional Relations, Technology, Regulatory Affairs, Justice, Election, and Retirement. To comply with the Open Government law, notices of this hearing was published on KUAM and the Government of Guam Public Notice Portal on May 19th, 2026, and the second notice on Friday, May 20th, 2026. Notices of this hearing was disseminated to all the senators and media via email and is made available on the Guam Legislative website. I would like to recognize those who are here in person and those who are watching from home. Welcome to your Guam Legislature. I'd also like to welcome my colleagues who are joining us today, my oversight chairman on techno-oversight, co-chair or chair. No, I'm the chair, right? My vice chair. Every once in a while I like to, you know, plug it in here. But anyways, my vice chair for technology is Senator Chris Barnett. Thank you, sir, for being here. And Senator Shawn Gumataotao. Thank you. Colleagues, a copy of the informational briefing documents compiled and received prior to this informational hearing and oversight can be accessed through the Google Drive link, which is published on the public hearing notices for all hearings, and also emailed to you in advance.

For the listening public, you can access the Google Drive link on the public hearing notice published on the government of Guam public notice portal at notices.guam.gov, or on the Guam Legislative website at guamlegislature.gov. If you need assistance, please feel free to, to call the legislature at (671) 472-3465. And before we begin, I'd like to set some rules of engagement during this oversight hearing. When you speak, please make sure you speak directly into the microphone, and for the record, please state your name, position, and who you represent. I ask that those who are testifying today to stay seated for any questions my colleagues may have, and then you will be excused. I respectfully ask that we conduct ourselves professionally and respect each other's opinion. Those individuals who do not comply with these rules will be removed from the room and prohibited from further participation. And at this time, I'd like to begin, some opening remarks, regarding this oversight.

Again, *Håfa adai*, and good morning. I want to begin, first by thanking Bea Santos, Acting Technology Officer, Data Management from the Office of Technology, and the staff of OTECH, as well as my colleagues here today. and if I can, can I get you guys to zoom in?



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Yeah, so you can see the hardworking individuals that work for OTECH. These are gonna be our saviors. Okay, so that being said, among the line agencies of the government of Guam, the Office of Technology, also known as OTECH is one which we depend on every day for essential government services as well as the maintenance, security, and defense of our island's critical digital infrastructure. When OTECH experiences an outage or suffers from a cyberattack, the impact ripples across the government agencies and immediately is felt by our people. The reason I've called for this oversight hearing is to see what support, whether financial or structural, is needed to further modernize OTECH's security operations and to ensure that Guam can attract, train, and maintain specialized cyber talent to modernize our cyber defense capabilities and posture. Over the years, Guam has suffered many cyberattacks, with the one in May being the latest. For each of these attacks have ranged in severity from disruption of online services to theft of millions of dollars. If we do not harden our cyber defense capabilities, these attacks will increase in both frequency and severity. Colleagues, I provided the acting director with questions prior to this oversight hearing, and these questions can be found also on the Google Drive. So at this time, I'd like to recognize and just say one thing. Cybersecurity attacks, it's not a matter of, you know, if it's gonna happen on this island, it's a matter of when. So this is a very important hearing and, you know, I really wish my colleagues were all here, to see the importance and the severity of this particular agency. I mean, we're in— we're going into the future, and this agency is the future. So that being said, I'd like to recognize at this time our acting director of OTECH, Ms. Santos. Please, you are now recognized and feel free to introduce your colleagues who are here today.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

Thank you, Madam Chair. My name is Bea Santos. I am the IT manager for the Office of Technology and presently the Acting Chief Technology Officer. With me are several of our technical senior staff, and they are available to answer questions if they arise about our operations and our plans. So with me here is a Systems and Programming Administrator who's soon to become a IT Systems Administrator, Ms. Nicole Nelson. She manages the help desk and the end user support staff. Also with me is Geri Calvo, an IT systems administrator who's in charge of the enterprise systems network. Behind me is Jenny, Ms. Jennie Quintans. She is the IT systems administrator in charge of the network infrastructure. Also here are Liz Barcinas, our administrative officer, Chris Baza, who is an IT systems administrator in charge of project management and application support, as well as Mike Ford, who's one of our valuable systems programmers who does everything. So if I can get started with my slides. All right.



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CHAIRWOMAN

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SENATOR TELO T. TAITAGUE, CHAIRPERSON: Yeah. This is an oversight hearing, and I failed to, and I apologize, but I need everyone to stand up, to swear in because it is an oversight. Okay. Thank you so much. Yeah. Sergeant of Arms. You're recognized.

ED POCAIGUE, SERGEANT OF ARMS, GUAM LEGISLATURE: Please raise your right hand. Under penalty of perjury, do you affirm that any and all information you provide today, whether it be verbally, electronically, and in writing, be the truth, the whole truth, and nothing but the truth? Madam Chair, they are under oath. You may proceed.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Thank you, Sergeant of Arms, Ed Pacaigue. Ladies and gentlemen, give it up. He's a hardworking individual, hardly ever gets recognized, but he's definitely behind the scenes. So thank you, Mr. Pocaigue. Okay. And if we can get the slides beginning. Okay, there you go.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: So, I wanted to present today some of our recommendations for modernizing OTECH operations for governance and cybersecurity response. Next slide. Okay, the statutory foundations of OTECH. OTECH was created by Public Law 34-75 in October 2018, becoming a separate agency from the Department of Administration. It established OTECH as an independent central agency with the Chief Technology Officer as the director. Can I go to the next slide? So, the statutory mandate of Public Law 34-76 establishing the Office of Technology had several requirements for modernizing our data operations for OTECH. But the core objectives for OTECH is to centralize IT authority, consolidating leadership, administration, policy, and direction for all information technology and telecom across government of Guam line agencies. We also serve as the infrastructure coordination for the executive branch line agencies, as well as a mandate for service delivery, modernization. The next slide. So what I would like to propose here, and this is not fixed in the 2027 budgetary request, but it is something that OTECH needs to move towards, is centralizing governance across GovGuam for technology. And our recommendation is to establish a digital transformation council with the Chief Technology Officer as a member and perhaps planning and budget agencies as part of that.

So with this council that we are recommending to create, which is still in the planning phases, we would prioritize, strategic, IT initiatives, and this council would discuss any initiatives for IT that are over a certain amount so that data integration is possible and we don't have silos of IT creation across GovGuam. The composition of this Digital Transformation Council, we are recommending, the chief technology officer as well as planning and budget personnel and



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Telo T. Taitague

CHAIRWOMAN

Committee on Economic Investment, Military Buildup, Regional Relations, Regulatory
Affairs, Technology, Justice, Elections, and Retirement

Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
senatortelot@gmail.com

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perhaps the OPA and Department of Administration. So the synchronization of IT policy would be one of their central responsibilities as well as synchronizing policy for the government of Guam and security assurance across GovGuam. One of our second recommendations for modernizing OTECH. Next slide, would be to create an operational framework for OTECH that is, information technology as a service. So the public law that created OTECH establishes the ability for OTECH to create a standard service catalog, so that's something that we would like to do. We also want central responsibility for maintaining enterprise hardware across the government of Guam. We are currently not budgeted—we are budgeted to purchase switches, I mean, servers, but not switches across all the government agencies. We probably support 200 or so? 200 or so switches across 40 agencies in about 50 locations. So we have the responsibility to manage that, but we don't own and purchase those switches. So we would like central purchasing of network equipment such as that, so that we can ensure security across the network.

We also recommend continuous monitoring at an automated SOC, which is a security operations center. A security operations center should be a 24/7 operations, which clearly OTECH does not have. In a later slide, I would like to go into how we recommend getting that started. We also recommend agile procurement and group purchasing vehicles such as NASPO or GSA Federal so that we can take advantage of volume licensing, volume discounts, and have consolidated and standard technology across GovGuam. Next slide. As part of modernization, we also recommend data governance and AI ethical standards. Across several agencies and within agencies, data is not always interoperable, so we would like to have our transformation council also produce standards for sharing data. So we would like a unified APIs to recommend standard unified APIs for data exchange and interoperability. We also recommend oversight over AI transparency and ethical use. So as part of the AI regulatory task force with the subcommittee on cybersecurity, ethical use of AI is a very important topic to address, and OTECH would like to also have a voice in that. Next slide. So on the budgetary allocation for 2027, we have a \$6.87 million budget. 49% is on personnel, salaries, and benefits. Critical contractual services make up 32%. Capital outlay is approximately 12%, and network utilities and travel make up the remaining 7%. I guess I will take the opportunity now to talk about some of the cybersecurity items that we would like to address or we should address.

We had two cyber incidents in the past two months, one of them very public with the public defacement of websites for GovGuam. And that attacker used a zero-day vulnerability, and the notification came out for us on April 29th. By April 30th, several websites were already taken down. And one of the gaps there is that OTECH does not have dedicated cybersecurity personnel at the moment. We have very capable IT staff handling cyber defense. We also do not have a web



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2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
senatortelot@gmail.com

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developer or digital services employee, which I would like to add on in our '26 and 2027 staffing pattern. We need to create some of those positions. So you had a few questions about the attack. It was a defacement attack. The question was on whether sensitive data was stolen. To our knowledge, no. These are all publicly available information that were on these websites. So, the progression of this attack was that they were able to use an AI script probably to crawl through several million websites perhaps, and some of these GovGuam websites were affected. So within the twenty-four hours, they were able to encrypt four of the GovGuam, four of the forty some GovGuam websites that we manage through a vendor. And, I will say that the gap here is that we use a vendor, and the support contract for that vendor was in procurement. So the vendor recommended patches a few months before this happened, and that was waiting for the PO for support to apply patches happened. Fortunately, the vendor was able to respond and contacted cPanel support to get the fix and applied that and was able to save a majority of the websites.

There are still a few, and it's ongoing. The websites are still being restored. They said there was a ransom message on this, but we did not respond at all to the ransom request, and the vendor found website backups and is in the middle of restoring. Majority of the websites are up and operational because backups were located. Now, the lesson here is that we need to have even more backups and have even more security over these. The good news is that there's no connection to our government of Guam data. Our on-premise service servers house most of the sensitive data here for tax and public health. The DOA financial data is also hosted in the cloud, they're hosted in the Microsoft Azure government cloud, and they were not affected by this attack. But it was a wake-up call for them to increase security over their perimeter as well as on the endpoints. So we are in discussions with DOA about that security response. Next slide. So the core, infrastructure and operational investments for GovGuam are these. A few of them are continuing annual subscriptions that we have, including for email and Google Drive, Microsoft 365 services across approximately 3,000 users. What else did I... So for VMware Cloud Foundation architecture, we also have a huge subscription now after the purchase of VMware by Broadcom. They switched to a subscription model, and the initial pricing that we were receiving was in the millions of dollars per year for that subscription. It's since gone down, so we are in the middle of trying to figure out how to pay for that subscription and continue that. That's for our virtual servers. Our virtual server licensing, in order to manage the virtual servers within the OTECH premise, requires licensing for VMware. About 350 servers—

SENATOR TELO T. TAITAGUE, CHAIRPERSON: I'm sorry to interrupt, but can you explain a lot of the, you know... And, and colleagues please, if you're unfamiliar with some of this new wave of language or understanding what a virtual server is— Yeah ... you can please,



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Affairs, Technology, Justice, Elections, and Retirement

Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
senatortelot@gmail.com

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ask, you know, come on in and, and ask for an explanation because, some of this really flies over the head of many people, and, you guys talk about it every day. So, on virtual servers and, you know, because of the high cost of this particular software and update, can you kind of explain what this virtual server is, and how does it affect the 350 individuals that you are—

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: 3,000.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: 3,000. I'm sorry. 3,000 individuals that are affected. Can you explain that please? Thank you.

GERALD CALVO, IT SYSTEMS ADMINISTRATOR, OTECH: Okay. Basically in an, in... We have... We have about 25 physical servers. Okay. Within those 25 physical servers, there, it's broken into four environments. And basically each server, you can house multiple servers within that box.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Well, what is in the servers is the question. That makes it easier for people to understand.

GERALD CALVO, IT SYSTEMS ADMINISTRATOR, OTECH: Okay. You got a file server—you got servers from all the different departments, which consists of file servers, application servers—

SENATOR TELO T. TAITAGUE, CHAIRPERSON: So it's data and information into these servers, correct?

GERALD CALVO, IT SYSTEMS ADMINISTRATOR, OTECH: Yes.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Okay. And that's what servers are hosting all this critical information like folders you usually see in a filing cabinet.

GERALD CALVO, IT SYSTEMS ADMINISTRATOR, OTECH: Yes.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Now the servers in today's language are our filing cabinets, and these servers... Okay, go ahead and finish.



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Ste. 407 DNA Building
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(671) 989-8356
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GERALD CALVO, IT SYSTEMS ADMINISTRATOR, OTECH: Yeah. Yeah. So, basically majority of the departments or the big agencies, GPD, Public Health, and DRT have their own environment. But within each environment, there's roughly within just those three environments, there's about... Almost 150 servers serving those three departments and then with Office of Technology, there's about another 100, maybe 200 servers that manages the rest of the government. So an example would be like DPW, DOA. Those are the agencies that, that are in OTECH. So within those environments, you have about 350 servers that houses data, okay, for all the departments that we service.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Which actually touches how many individuals? 3,000?

GERALD CALVO, IT SYSTEMS ADMINISTRATOR, OTECH: About 3,000 users.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: 3,000 individuals. So the importance of that server is to maintain it. Maintain it, keep it up and running, provide. Actually, if it grows, you need that space and capacity too as well to grow, the contents, right?

GERALD CALVO, IT SYSTEMS ADMINISTRATOR, OTECH: And then basically we purchased this in 2018.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Oh, wow. That's ancient time in digital and in technology. Yeah. So in about another two or three years, we're gonna have to look, or even sooner. We're gonna have to look at replacing what we've got right now.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: I see. Since 2018. Wow, that's really, really long. Okay. Okay, sorry. Okay, go ahead. Continue, please.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: So the other large capital request here is for the IBM Power11 upgrade, which will cost approximately \$500,000. Right now, the Power... we have an IBM Power7 that hosted the DOA financial system in the past and currently hosts all the public health applications right now. So the Power7 has been at end of life with IBM since about 2020. We've been trying to upgrade that, and it's a big cost. It's a cost that we need to still incur because Public Health still has their, all of their, a majority of their applications, including SNAP. Yeah, that's PH Pro. The healthcare claims, all of those, the clinics, Public Health still houses that there on the Power7. So that needs



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Telo T. Taitague
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Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
senatortelot@gmail.com

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to be done. Rev and Tax also has to upgrade, an identical Power7 into a Power11 for all, a majority of their tax systems. So each of those servers, which can last for several years, needs to be upgraded, and that's part of this request here. A continuing contractual requirement, OTECH hosts the GG-WAN backbone. We have several, almost 30, fiber circuits to 30 GovGuam locations, and that costs each fiber circuit, in total will cost about \$324,000 per year. So each of these circuits is capable of running a gigabit service. So it's one gig per second service, and each of those agencies has adequate bandwidth in order to run operations through these services. One of the other major ones is that we need to upgrade the enterprise backup hardware. So we are currently doing backups on these virtual machines that we were talking about. We're currently doing that with pieces of network equipment, smaller or lower cost network attached storage, and we would like to use an enterprise backup solution to put to make sure that we are able to do adequate backups for all these services. Questions on that?

SENATOR CHRIS BARNETT: Sorry. *Dispensa*, Madam Chair. Am I able to ask? I just wanted to ask, I mean, all these seem very critical and concerning that we haven't upgraded, and updated. So are these costs included in your budget request?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
Yes.

SENATOR CHRIS BARNETT: *Si yu'os ma'åse*. Thank you.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
Okay, next slide. So for some, I apologize for my budget slides. My slides are a little bit in strange order. So one of the other initiatives that we are asking to do is to transform our workforce. We know all across Guam that cybersecurity personnel are very difficult to hire and maintain. So we would like to build talent pipelines for cyber residency with UOG and GCC. We've already started dialogue with UOG, and the talent pipeline that we're trying to build is for AI and cybersecurity, right? These are both IT skills that we need to build up. We would also like to establish a public IT trans... dashboard which shows the status of major modernization projects. And then one of the, one of the big asks here is that we would like to build this hybrid security operations architecture, and the quickest and probably the most viable way to do that is to outsource this analytical cybersecurity skill set and have a twenty-four/seven SOC as a consultant for OTECH so that these things, for example, the review and threat hunting on this cyber attack and the continuous cyber attacks that we experience, we do not have the skill set or the time to go through logs that have thousands of records per hour. SOC's that perform well



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Affairs, Technology, Justice, Elections, and Retirement

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(671) 989-8356
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have AI tools and other tools to ingest logs like this and come up with threat analysis really quickly, and that's something that we need to have, or we recommend that we have. Let me see. Yes. Okay. So on the—

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Bea, may I ask, especially on the hybrid social architectural and understanding the outsourcing of this. Sometimes outsourcing can be, you know, less costly to the government. You know, it's not a body, a class-wide employee that stays in there and they're programmed to do just one particular, requirement of cybersecurity, for instance, you know, and oversee, the threats that may come in. Now, you said to outsource it. How much would something like this cost? And, for the cybersecurity part, which, you know, the people need to realize that, you know, AI is available for everybody and anybody free of charge, you know, online. If you wanna get a little upgrade on AI technology with the... Now it's coming into... It used to be like there are 28 AI programs that you can use. Now it's be- It's now... How much now that's out there?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: Hundreds. Every day they have more.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Yeah and they're also increasing these abilities like ChatGPT 4.5. You know, now they're making it even adding a little flair to their programs. Now, if you want something that's, you know, above just the free application, you know, you'll pay a monthly fee, and sometimes it's about \$100 a month. But cybersecurity is huge. You know, it's the blanket of all technology, and if you're gonna have these AI programs that everybody uses, you're gonna have these, like, the zero-day situation where there's an open gate to allow the bad actors in, you know, and to go through AI programs. They can do this. So to have something like that is not a huge. It's not something that we're asking for as a, you know, a ...

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: A nice-to-have ...

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Nice-to-have... kind of situation. Yeah. No, it's desperately needed. So for something like this, have you incorporated this into your ask at the budget?



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Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
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BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
Not in the current, not in the current request.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Okay. So how much would something like this to, outsource and find somebody to.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
I would like to provide that information once we have a better idea of it but I would like to say that we've discussed this with Homeland Security Advisor and she's very much on board with bringing something like this on because not only will OTECH benefit on the cybersecurity front, but so will the fusion center, the Mariana Regional Fusion Center. And this looks like this should be something that together we make sure that we cover you know, under cybersecurity.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: I think it's something that should've happened, you know, years ago, you know, to prep us. This should've happened a long time ago, so I appreciate it, Bea, if this is on the forefront of your projects. I know that, of course, getting all the one prior to that is so important to keep operations going but something like this needs to go at the forefront. We need to get a money amount. We need to set this up, find a company out there right now that can help us create it. And even though it's not in a, your vision of having something like this, especially the nice table and stuff like that, but you know, vision, at least we can get started, and we can have guards, you know, there already manning and being able to be the watchdogs on this. If we can do that and get something, you know... I know it, there's a grander situation here, but let's get started with this right away. Okay?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
Yes, and because Guam Homeland Security knows how critical this is, we have federal partners that we always work with on cybersecurity incidents and I'm sure that we can find funding that will cover a majority of this, I'm hoping, right? So it's just something that we want to look at. And with several sources of funding, we should be able to find something.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: And for the people who are listening when you say, "Oh, the federal's gonna come in and save the day," that's not the case. Every state, every territory has the responsibility to protect their infrastructure that we've created here. The federal government is there to help, you know, try and find the culprits, but they're not there to protect our infrastructure, and that's why we have to step up to the plate. You know, us, government of Guam needs to step up to the plate to protect our infrastructure. That affects



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Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
senatortelot@gmail.com

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everyone on this island. So don't think they're gonna come in, feds are gonna come in to save the day. They expect us to do our part. Okay.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

And what's good about that partnership is the National Guard is on the forefront on cybersecurity planning and because of where we are, of course, with our geopolitical location, we are very important to the Department of, you know, the Defense. So we partner well with a lot of our federal partners because they know that if we are compromised, then they are in danger as well. So on the next slide. I'm almost done. So with this. We got time.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: No worries. I just wanted to apologize. Some of my colleagues that are not here, are at an event for senior citizens at the Dusit Thani you know? So, and that starts around 11:00, but you have all the time in the world. I mean, this is your opportunity to advocate for OTECH, so I hope you're here to do that and feel free, take your time and we can go through this, and any other questions that we have we'll definitely ask. Okay.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

All right. So in order to build up to this organizational architecture, we would need to bring in a couple of cybersecurity personnel as well as digital services. So, we currently have 21 on staff. Out of that 21, I would say that 16 of them are operational or technical support, you know, either on systems, on enterprise systems, or on end user requests for new PCs or troubleshooting. So we have 16 people that respond to about 7,000, almost 8,000 tickets requests per year and that averages on a 260-day work year, that averages to 27 tickets per day. So that's what we respond to. But if we build this hybrid, security operations center, which will also help us build skills within OTECH to start handling some of these cyber events, then we will be in a better position to respond and so on this slide, we have a few new positions that we would like to create, and I think these are in the, not the SecOps, but because SecOps would be a technical liaison between OTECH and the security operations center. The person that, you know, is a liaison and handles any threats that come out of the 24/7 SOC.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Have you gone through DOA to create these positions, and how far along are you if you have?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

I am going through DOA to create positions and not far along. So the job descriptions, we are



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Ste. 407 DNA Building
2238 Archbishop Flores St.
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(671) 989-8356
senatortelot@gmail.com

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working on finalizing those job descriptions, and we'll submit that. So in order to create new positions, it takes right now about six months, I think, to create a new position, and that could possibly change because DOA is implementing some AI ...

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Software to help them.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
Some AI help on their HR front.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Okay. But if you guys get this program up and running from the previous slide that we talked about, nothing stops this body from actually doing it a lot faster by creating these positions by law, and then it automatically becomes in. Okay.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
On the next slide. So my last request here on these slides, I think it's the last one. Second to the last. So on this, what I would also like to recommend is on a cyber emergency response, we have a procurement framework in place. So we don't currently have any expedited procurement if we have to respond within 24 hours to a cyber attack. So we would like a, you know, a legal government-sponsored way to initiate anything that we have to do including bringing more technical expertise on board in order to respond to a cyber attack. And the framework is here. Some of them are prenegotiated contracts with vetted vendors for cyber response. Standard cyber emergency declaration, whichever way that goes. I know there's different ways to declare emergencies. Create a prequalified vendor response list that's already pre-vetted and they've already signed an NDA, and we have an agreement with them on what they can and cannot do so that when we have to respond, they're available And then SLG-CGP funds, which is the cybersecurity grant funds for some of these.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: As you mentioned earlier, when the, zero-day happened, you had something that's been sitting in procurement for quite a long time that could have avoided a lot of the issues that people had, had experienced, or even it could have been even more catastrophic, you know, not being able to have your procurement, right away and everybody knows that with technology, you can buy something today, and then a month later it becomes obsolete, and a new one comes into play. And then they're actually making things, for instance, certain things that no longer work on your iPhone 12 or something, iPhone 11, and the downloads and the Word docs don't work, so you have to get the iPhone 17 in



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Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
senatortelot@gmail.com

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order to work. Things like that happen all the time. I mean, we experience it as individuals. But on a technical department area, a technology department, you experience this even much quicker with data and software and changes into the system. So one of the biggest issues, would you say, with OTECH, is your ability to get these procurements as fast as you can because it deals with changes in technology so quickly that you can't wait two months for a procurement. You need to get it right away. And this is a great example of a situation that you placed on here in the Cyber Emergency Procurement Framework in situations like that. If we were to, give you... Do you have anybody in your agency that's taken the module courses for procurement?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

Yes. I think we have, one or two of our staff have taken at least two of the modules. I've taken one module.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Okay. So you, you would have staff in there that understand procurement and can actually take it upon themselves to move this through. So, and it is, you know, I don't wanna say an emerge- you know, people will say, "Well, they can go through an emergency procurement." But with technology, every day is an emergency. You know? Everything you work on is an emergency, you know. People are a lot faster, bad actors are a lot faster, you know, working in the process. So let's work with my vice chair on providing OTECH with the same kind of opportunity that the mayor's council has, you know. Giving them the authority to do procurement in your office, I think would be very helpful. I think the mayor's council has, what, about 500,000 their limit? Yeah. I think OTECH might not need that much, you know, for bigger contracts, but definitely the day-to-day software would be helpful. Senator.

SENATOR CHRIS BARNETT: *Si Yu'os ma'åse*, Madam Chair. *Man nana si yu'os*, to the panel. Thank you for your presence here today, and good morning as well to the people of Guam, watching. I agree, Madam Chair. I think, where we I mean, the question would be, how do we logistically give you the ability to pivot quickly, right? Because this is, I mean it is similar to the mayor's authority to spend in the event of emergencies, but we're talking about mostly weather events that, right? I mean, we anticipate hours out, and a lot of these cyber attacks are happening, you know, real time. So, I guess I'd like to ask what trigger and what ability do you need to be able to go out on these emergency procurements? Because it's almost as if you have to be able to turn on a dime, I mean, kind of instant so.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

We have some partners that we trust that we work with on cyber events, and we would like to



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Hagatna, Guam 96910
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have a mechanism to pre-vet those people, those, individuals or companies. We also have the ability to bring in some cyber expertise from the federal partners that we work with the FBI, CISA. So we have some of that capacity. But for procurements, if we have to. I don't know, what would it be? Like, just this thing where we have to patch the websites quickly, right? So, to be able to—

SENATOR CHRIS BARNETT: *Dispensa*'. You have to have the ability to make a determination that there's emergency. So that's where I wanna work with a good chair to figure out logistically how we put that into legislation so that OTECH itself can declare the cyber attack emergency and then move quickly. Because we don't wanna get caught up in, you know, having to involve, you know, the governor's office or other entities and legislature. We wanna be able to give you, at least in my mind, because you have to be able to respond to these threats, I mean, immediately in most cases. Correct?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: And I would, I would, think about working with our autonomous agency partners as well, because they also deal with cyber threats like this, and see if they have any of, that kind of framework in mind.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Okay, I know you have one more slide on the limitation roadmap.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: I just have the one slide— Yeah ... but we, we already talked about most of these items, and so I just, it was just, kind of a roadmap on how to, which to bring on board, which is the digital transformation council, which will bring together a unified plan for IT, development, IT planning, so that we don't have different agencies just going off and doing their own that don't interconnect with others. Phase two would be the SOC that we talked about, the hybrid, managed security operations center. Phase three would be the universal data sharing APIs and phase four would include the rollout of our IT as a service book.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Well, thank you so much, Bea, for the presentation that you gave us today. And, for answering, my questions earlier. It was quite extensive. I'm pretty sure everyone saw these questions and they're like "Okay, I guess, I don't have anything to ask at this point," you know. But the reason why I do this, you know, I don't wanna take agencies off guard. I want them to be able to sit in front of us and answer the



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Telo T. Taitague

CHAIRWOMAN

Committee on Economic Investment, Military Buildup, Regional Relations, Regulatory
Affairs, Technology, Justice, Elections, and Retirement

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2238 Archbishop Flores St.
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questions we have without saying, "I'll get back to you." You know, we hear that all the time. So, being open and transparent of what we're gonna ask. Of course, hearing what you had to present us today, sounds like we need to do a couple legislation. One, the, I'm gonna work with you, of course, continue, and anyone else in the office, too. You know, feel free to call me, too, if you have any suggestions. Bea's always busy. You know, it's hard... She answers my questions, but if you have something you wanna bring to me, I'm always open to being schooled on technology. It changes so much. And the needs are changing even faster. So we know that we can work with my oversight vice chair for technology on looking at procurement. That's something we can get done, sooner than later. We can also incorporate the identification of positions. You know, where I'll find out how far they are with the DOA and if it's too far away. Yesterday's too far away, if you ask me. So, we can do that through legislation as well, create these positions so we can get started with recruiting. I do want to know the other... On your budget, just on your budget alone how much are you asking for this year?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

The total budget request is 6.8 million.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Okay. And that's, and that covers with the first part of your presentation where you talked about, let me get to that. Oh, I don't know what page number this one is, but it's Modernization Operation Infrastructure, Google Workspace, Microsoft 365 Enterprise that came out. That's all.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

Those are just the large ticket items. Yeah.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Yeah. And those are all in your, what is it?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

2027 budget request.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Okay. So what's the total again, I'm sorry, I didn't get the number again.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

6.8.



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SENATOR TELO T. TAITAGUE, CHAIRPERSON: 6.8? Okay. Budget. How much did you receive in FY '25? I mean, '26.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: 5.3, I think.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Okay. 5.3.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: Which we are on track to try to completely spend. We're trying.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: And I know procurement gets in the way of that, to try and to finish up on that one. But it's not a whole lot, you know, increase from there. Yeah, it's not a big increase that you're asking. However, I think the bigger ticket item is in your presentation on the hybrid, architectural, the talent pipe, performance transparency, the hybrid social architecture. That one is going to cost, Yeah, that one but can you kinda give me a rough estimate? Are we looking, like, 3 million, 10 million, 500,000?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: I'm thinking that it's gonna be a monthly cost, but I have, I do not know at all. But it's, we're talking about a 24/7 cybersecurity response center. So there are companies that offer the services, you know, remotely. So they offer the services across several smaller governments and so I don't think it's gonna cost the same as if we stood up our own SOC, right?

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Right. Sometimes you look at where there's cost savings, you know, and they're responsible for making upgrades to the system, which we all know upgrades in technology is yesterday. So that being said, the one last question, one of my biggest concerns, with OTECH is your location. You're in a flood zone right now. I know that most of the hardware is on the second floor. Some of the hardware, not most of it, is there on the first floor, the second floor?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: It's on the first floor.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Oh my gosh. Yeah. The data center is on the first floor. The data center's on the first floor. Oh my gosh. Gerry. So ...



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GERALD CALVO, IT SYSTEMS ADMINISTRATOR, OTECH: It has been like that.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
It's been there for how many years. That we know of, right.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: And we saw what Sinlaku just did, and that wasn't even a direct hit. Look what happened to Hagåtña. How far the sand went up, the shore went up and this is just an opening, and it's another thing. You know, if we think that our typhoons are not gonna be as strong or, you know, it's gonna be far and few, no, no, no, no. Climate change, you know, it's changing this, and you guys need to move, not only because you're in a flood zone and you're taking, you know, doing data storage, but there's asbestos in the tiles. I'm surprised you guys are not out picketing and, you know, walking around the building. We also knew during the typhoon that your generator, which when it comes to technology, you always have to constantly have a generator on. You know, I mean, you, power. You have to always be powered. And that fizzled out, and luckily, we had, the help of, what's her name?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
Chief procurement officer.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Andy. Andy over at procurement, who came to save the day, you know, and, helped, with getting that generator up and running right away. But you guys, people don't realize that you need power constantly and that building is so old. I know that we talked about maybe having a contingency plan on putting some things there at that building, but moving to another building, like having two locations and having that cover something. But people don't realize that this is our infrastructure in the government of Guam. It's now our filing cabinets. It's now our storage and our responsibility. And if we treat OTECH like it's doesn't need anything or just constantly let it go over your head because we don't understand technology, we'll soon find out when it all shuts down and everything will shut down in the government of Guam. Nothing could move. So, I ask that you work with the administration to look for a location, to place it in a safer place, not just for the equipment, but your employees I mean, this is asbestos in the tile and it has to stop now, you guys. I mean, we've been advocating this for years, and even my colleagues are not even listening. They're not understanding this until this is no longer, or our iPads no longer work, and then all of a sudden. We don't need to get to that point. So please work with the administration to find a location. I know that the Lieutenant Governor has been very active with our task force on the AI and helped standing that up. And by the way, the whole task force for the AI task force is to hopefully, once we get through our,



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putting things together and getting all that information and data, that after it sunsets, that this task force then merges into OTECH. And it becomes OTECH's, you know, responsibility, to continue, you know, research and data and providing these, these information. That was my foresight when I created the task force, you know, to merge into OTECH. But right now we're helping each other out, and we need more than that, you know? So.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

So there's at least one location that we were looking at, and so we'll just keep you posted on any developments there.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Okay. Yes, please do so before the budget, you know, comes to fruition, and we may need to provide you that extra funding to get that location. I appreciate that, and that's kind of actually good, good news, hopefully. But I'm gonna be dogging on you guys. You know me. I call you guys, like, three times a week right after, or email you or text you. Yeah. Okay. Mr. Vice Chair?

SENATOR CHRIS BARNETT: Yes. *Si yu'os ma'åse'*, Madam Chair, and thank you again to the panel, and, yeah, please keep us posted. It's not just, OTECH. We get concerns that I brought up here in the hearings with the employees at GSA down at the warehouse in Piti, and I was just most recently made aware of the troubles that the Department of Revenue and Taxation employees have up at their office. In fact, with this rain coming down, I'm pretty sure they're mopping the entrance to the doorways, as they sent me a bunch of videos on that. So we always gotta remember to prioritize, taking care of the hardworking government of Guam employees that are, you know, delivering the critical public services. So we're behind you all the way on that, and please keep us posted on that. I mean, you know, *må seha* put the servers up on the pallet, you know, in case it floods in the meantime. But in a very interesting presentation, I wanted to kind of ask a little bit about the Digital Transformation Council and OTECH's desire to centralize IT authority, and I wanna kinda tailor my question specifically more towards the AI side. As, what I'm kinda seeing, not just on our island, but abroad as well, is there's this AI, contracting services gold rush that's kinda happening. And, you know, the legislature recently entered into a very lucrative AI contract, I believe it's six months, and then there's a licensing fee attached on the other side. So I was very interested when you talked about different government agencies procuring different things, kind of, you know, mismatched patchwork. So, how important is it to centralize that IT authority, and what types of, risks are there when we have, agencies or entities of the government of Guam kinda just willy-nilly entering into these, contracts, with you know, entities that may or may not have the expertise that we want, from a



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vendor who's providing services, whether it's here in the People's House or across the government of Guam?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

So the CTO is required to review certain IT projects that are a certain amount, and, and many agencies do send those to us. It's just that it's not part of a bigger plan of how to make sure that the data and the infrastructure works with others. For example, if a section of Public Health wants to stand some, some application up, there's no plan in there to make sure that they're not duplicating, you know, data across another section of Public Health and that's one of the big things that we're working with Public Health on, is to make sure that their, the data between Public Health that's shared for health records between Public Health, GMH, and GBHWC for the first year, is interoperable, so that patients can have their patient data, and they don't have to manually take their records from GMH into Public Health so that the health service provider can have it and that's, you know, and that's a interoperability between the health records. So that's one of the things that we need to try to build in, and OTECH can be central on that because we get all the technology requests, piece by piece, right? But instead of it, we would, it would be much better for across the board for ovGuam if we had a centralized kind of plan that's looked through by not just the CTO, but also other stakeholders, you know, that are affected, and the biggest agencies as well.

SENATOR CHRIS BARNETT: And so, with that being said, did you, I mean, specifically in this instance, receive any communication from the legislative body, relative to procuring the AI platform that ... we're in the process...

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

Your question was did we receive?

SENATOR CHRIS BARNETT: Yes.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

No, we did not.

SENATOR CHRIS BARNETT: Okay. So what type of advice do you give to these agencies? Like I said, it's almost like there's an AI contracting gold rush. So what I'm seeing is we're seeing a lot of these companies pop up out of the blue, proclaiming to have all types of expertise in this,



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and it's a relatively new field. So how do you, and what, how do you advise the agencies to make sure that, you know, we're not being fleeced or that the contracts are vetted.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

We haven't currently received a lot of requests for AI, this AI gold rush, but we do get individual requests on AI use. It's emerging, and so for OTECH, we also have to study the best and ethical, most ethical use of AI. Yeah, we always look at it from a security standpoint and make sure that this data is not inadvertently shared across the globe. Right. Cause if you use some of those free AI services, that's where your data goes. It's going to train the AI on how to answer these or how to build these and ...

SENATOR CHRIS BARNETT: Yeah, so going back to kind of my first question, what is the cybersecurity risk when we have government agencies, and branches procuring these, these AI, services, almost like rushing into it?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

So, I think I covered these in some of the task force meetings, but currently, OTECH across the line agencies only allows the enterprise level AI agreements that we have. So with Google Workspace and with Microsoft 365, we have an enterprise agreement. And so Copilot and Gemini, because the enterprise agreement limits the use of AI within our enterprise so that it does not go to train models in China or wherever it's allowed. Everything else currently is blocked. We don't, we don't allow ChatGPT, for example, on the domain. Mike really wants to say something.

SENATOR CHRIS BARNETT: Let the ... You know, I was gonna make a joke cause whenever I wanna know about technology, I ask my kids. So yeah. Let's bring up the young guns up here. Sir, just say your name, state your name for the record.

MICHAEL FORD, OTECH: My name is Michael Ford with the Office of Technology. I just wanted to say one thing on one of the questions you have. We do urge the agencies to, at the very least, read the fine print. look at what, what, they're saying about what they do with the data that you input. For instance, we had somebody at one of the agencies, using something for a personal, to organize their projects and things like that. So, we ended up blocking the application, because, when we looked into it, their fine print on their security policy says that it records information about their computer, their IP address. it saves all the data that they input, and they share it with their affiliates. And, that's just one thing that we urge anybody using all these new, flashy, AI



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products to read the fine print just to make sure that the data is secure. That's all I wanted to say. Yeah.

SENATOR CHRIS BARNETT: Thank you, Mr. Ford, for that very relevant comment. I think specifically in this scenario, this contract's already been signed by everybody, and payments are supposed to be on the way next month. But there was actually a release that came out from the Committee on Rules Chair who procured this contract, and he's now saying, "Oh, don't get excited. We're still gonna see if it works," and, you know, "We're figuring out the implementation, but if it doesn't work, you know, we're not gonna proceed with the contract." But the problem with that, it's already signed, so that's, kind of a... You know what I mean? And I'm hoping that we're not seeing this across the different line agencies. Are you seeing this type of thing across the different line agencies, where you're having these, you know, startups?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: We're probably gonna see a lot more, yes. And so, like Mike said, we need to look at it from a security and ethical use and data protection standpoint.

SENATOR CHRIS BARNETT: Ms. Nicole, before you, 'cause it looks like you wanna say something.

NICOLE NELSON, OTECH: Oh, no, I was just gonna say that a lot of these new, shiny new AI companies that pop up, they, they haven't been around long enough to even be vetted. They haven't worked on enough projects.

SENATOR CHRIS BARNETT: Thank you. Thank you for that. You know, because it's my understanding that the company that signed off on this contract was formed the day the contract went into effect or a couple days before that. So that's why I was very ... I'm healthily suspicious of those types of things, and I think that's why I'm sitting in this seat.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: We're always the bad guys too because we always say no for that. For security and for data privacy.

SENATOR CHRIS BARNETT: So, you know, you keep, using this term ethical use of, AI, and I'm not sure if you mean the traditional meaning of ethical where, you know, political



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connections might lead to the procurement or the signing of a contract. Is there another meaning for ethical use of AI?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

So I think that we're talking about deepfakes and use of AI that is not, you know, allowed or not, without getting permission from whoever's form or videos you use. Things like that.

SENATOR CHRIS BARNETT: Yeah, okay. So just in summary, OTECH's advice to the government of Guam, to include the legislature, read the fine print, don't trust these...

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:

Never trust anything. We're about zero trust.

SENATOR CHRIS BARNETT: I mean, I think we're gonna get along great. And be leery, skeptical of companies that just kind of pop up offering these services. So, thank you.

MICHAEL FORD, OTECH: And also be very wary of bias, 'cause there's a lot of that in a lot of new AI products. So for instance, you'll ask a question, and the AI model is programmed to be biased with a certain company, and they're paid to be in a lot of circumstances.

SENATOR CHRIS BARNETT: So if for example, I don't know if this is here nor there, but you have, a Republican-y type of person offering, AI service, does that then mean when I punch in, a question, the answer's gonna be skewed more on the Republican side?

MICHAEL FORD, OTECH: I mean, it's possible. It's absolutely possible.

SENATOR CHRIS BARNETT: Wow. There's a lot of interesting issues brought up. And I thank you for this. I was looking forward to this hearing because I wanted to ask these questions. As you know, you guys are the ones with the expertise, and the government of Guam, supposed to be advising all of the agencies and the branches. So I definitely appreciate that. There's a lot of insightful content in this presentation. I support your budget request, with the increase of a million something, and I think it's very crucial. One other thing I wanted to talk about, if you don't mind, is just how do we as a legislature, and also the line agencies, how do we have a good idea about the pricing of some of these services being offered? So for example, you had talked about 3,000 servers. Was that on the IBM Power11?



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GERALD CALVO, IT SYSTEMS ADMINISTRATOR, OTECH: No, it was 300 servers.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
About 380. That's on the virtual platform where we host file servers and some application servers.

SENATOR CHRIS BARNETT: *Si Yu'os ma'åse'.* So how much is that, upgrade or that fee, if you will?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
Yeah, that's another one that's coming up.

SENATOR CHRIS BARNETT: And that's included in the budget?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
Yeah. We had four different environments. So the OTECH environment cost back in 2020 for that hardware was approximately, I think it was about \$600,000.

SENATOR CHRIS BARNETT: Wow. Yeah. So for example, how do agencies know what's a good pricing for something like an AI platform? So you're talking about \$500,000 serving 300 some servers, while the contract that the Rules Chair entered into on behalf of all the senators is \$200,000 with a monthly licensing fee to be paid subsequently. And this is only serving, I mean, it's, you know, the intent is for it to serve the legislative branch, which seems like a lot less than 300 some servers. So how do we, as lawmakers, know that the people of Guam are getting a good deal, not just with this specific contract, but just across the board? 'Cause we kind of have no idea how much these things are supposed to cost.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH:
I think one of the good resources to use is something like the group purchasing agreements that are already in place across the, the state procurement offices, NASPO, and then the GSA Federal contract, which is negotiated by GSA Federal. Of course, the Guam version of that does not include the shipping costs of, you know, bringing things out here. So everything here costs a little bit more, because of shipping. And then now that everyone is standing up AI data centers everywhere, and the cost of chips and all the internals of these processing equipment is skyrocketing, and it's not gonna go down anytime soon. So equipment is gonna get more expensive.



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SENATOR CHRIS BARNETT: Thank you. I did have one last question. I'm very willing to work with the Chair and I kinda just... I've had my own scenarios with DOA where, you know, you make an ask and you're, you're sitting there waiting two years later. So, I know that you've begun the thing with the position creation. I would support legislation to fast-track that. But I guess my question is, like we see in other agencies, are there issues with recruitment that you anticipate? I mean, I know we haven't created the positions, and it's gonna be dependent on the salary range.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: We haven't created the cyber positions, but I do anticipate that we're not gonna be able to compete with even other autonomous agencies and, for sure, the federal agencies here. So that's why we wanna build this pipeline to grow those skill sets. And, I mean, because of AI, a lot of IT, degrees now no longer relevant, right? And a lot of people that went into coding or those kinds of things, they can pivot into cybersecurity if that's, you know, that's something that we should look at. And of course, using AI tools too.

SENATOR CHRIS BARNETT: And you said you've already begun discussions with the University of Guam?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: Yes.

SENATOR CHRIS BARNETT: That's great.

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: We're trying to get internship programs for cyber and AI.

SENATOR CHRIS BARNETT: Right on. And yeah, we definitely wanna establish that pipeline from the University to the workforce, not just in the cybersecurity, but you know, we're critically short in so many different areas that I think we need the partnership with the University of Guam Community College. Madam Chair, thank you for the opportunity to ask questions. And, you guys drive safe. *Adahi I Chalan sa it's palaksi* to the maxi. And I'm gonna head on over to the *Biba Manåmko'* luncheon at Dusit Thani. So thank you again, Madam Chair.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Thank you so much Vice Chair of OTECH, and appreciate you thinking of them first, you know, today and, and their needs,



OFFICE OF SENATOR

Telo T. Taitague

CHAIRWOMAN

Committee on Economic Investment, Military Buildup, Regional Relations, Regulatory
Affairs, Technology, Justice, Elections, and Retirement

Ste. 407 DNA Building
2238 Archbishop Flores St.
Hagatna, Guam 96910
(671) 989-8356
senatortelot@gmail.com

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hearing their needs, and, your support is greatly appreciated. Again, I just want... Well, I'm not gonna, you know, keep beating a horse right here. You know, I said my piece I think three different ways, you know, and the importance of OTECH. So, but I like the idea of how OTECH stands ready to review any contracts that anybody has with regards to using AI or cyber. But one question I have is, wouldn't you rather see these agencies, or maybe not, you know, but the agencies to be protected cyberly before incorporating any kind of AI contract?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: Of course, yes.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: I mean, that's elementary, right? Mike, is that elementary?

BEA SANTOS, IT MANAGER & ACTING CHIEF TECHNOLOGY OFFICER, OTECH: Yes, we have to start at the basics always. Yeah.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Nicole?

NICOLE NELSON, OTECH: Yes. Yeah. Definitely cyber first.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Gerri? Okay, coming from three people right here saying that cybersecurity is what's needed first before we implement any AI that can actually manipulate, like you say, or give you answers that are, what is it? Very biased, you know, to it. So go ahead, Gerri.

GERALD CALVO, IT SYSTEMS ADMINISTRATOR, OTECH: Not only biased, but sometimes what you're trying to say when you put it in AI, if you're not reviewing it, will give you a totally different answer. And it may not even be what you're initially asking.

SENATOR TELO T. TAITAGUE, CHAIRPERSON: Right. And, we saw that in the courts, just recently. A couple attorneys here versus even in Florida you know, using AI and creating their own, own case, you know, to make it sound like, you know, or the outcome of a case. Now, for myself, I have actually on, on my phone three different AI apps, and every time I ask it a question, it comes out differently. So, and I try to merge those two together at the same time, you know, do my own research and, so it's important that you don't just stick to one, you know, company that, oh, we're putting all our information and data. It's like a Google, you know, all on



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its own. You have to expand your horizons because all these other companies are, you know, like you said, data centers. And that's one of the biggest... I know one of my staff is concerned about trying to bring data centers here to Guam because of the environmental impact that data centers have. And in fact, through the task force and NCSL, they've mentioned how there are moratoriums on any data centers in certain states. You know, they're putting it out there, putting legislation, you know, out there to not have data centers in their backyard because of the environmental impact it has.

So that being said, I hope those who are listening, thank you so much for understanding how vulnerable our government is today, and it will continue to be vulnerable until we can actually, provide the assistance, the financial assistance that OTECH needs as well as the infrastructure. And I'm not just talking about data and software, I'm talking about a building that they need, a safe building to protect all that equipment. So that being said, Bea, if you want any last minute, anybody want to say anything last minute before I close? Okay. So again, I want to thank you, Bea and of course, everyone here from OTECH, the hardworking individuals, here today. And those who are at work right now manning the office, please extend my *un dangkulu na si yu'os ma'åse'* and tell them please hang in there. We're, we're trying to get you help. We're trying to get you help. So at this time, this oversight hearing for the Office of Technology has been concluded, and it is now 11:0, 11:16. No. It's about 11:18 or, okay, 11:17. I'll go with your clock because you're from technology. You're right on. So it is now 11:17am and now I adjourn this oversight hearing. Everyone, create a great day. Make it happen. We're adjourned.

Public Hearing Adjourned at: 11:17 a.m.

III. FINDINGS & RECOMMENDATIONS

Findings & Recommendations

This Oversight Hearing focused on updates from the Office of Technology's (OTECH) most immediate need to modernize its operations and workforce to centralize Guam's Informational Technology Authority over Government of Guam Agencies to adequately meet modern technological needs and defend against evolving cyber threats and the need to evolve from a legacy Government IT system with soloed agency by agency IT architectures, vulnerable and costly on premise servers, fragmented and redundant procurement processes, and outdated job classifications and technical gaps to a modern mandate comprised of centralized IT governance and authoritative oversight, FedRAMP cloud first strategy development, unified security operations center perimeter, and modern responsive cyber and DevOps workforce.



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At this Oversight Hearing, Acting Technology Officer and Data Processing Manager, Bea Santos and her staff provided testimony on the following topics to achieve modernization:

- Modernization and Centralization Strategy
 - Centralize Information Technology needs under OTECH for all Government of Guam Agencies
 - Create a Digital Transformation Council to prioritize the following:
 - Strategic IT initiatives
 - Discuss IT initiatives over a specific amount to ensure data integration is possible and to prevent IT creation silos across the Government of Guam.
 - § Composition of Council
 - Chief Technology Officer
 - Budget Personnel
 - Office of Public Accountability Personnel
 - Department of Administration Personnel
 - § Duties of Council
 - Synchronization of IT policy
 - Synchronization of policy for Government of Guam
 - Create security assurance across all Government of Guam agencies
 - ○ Create an Operational Framework for OTECH
 - Establish ability for OTECH to create a standard service catalog
 - ○ Obtain central responsibility for maintaining enterprise software across Government of Guam
 - Currently OTECH can purchase servers but not switches. OTECH currently supports 200 switches across the Government of Guam but since they do not own or purchase the switches, they cannot ensure its security.
 - ○ Continuous Monitoring at a continuous automated Security Operations Center
 - ○ Agile procurement Agile Procurement and group purchasing vehicles such as NASPO or GSA Federal
 - This will enable OTECH to take advantage of volume licensing, volume discounts, and have consolidated and standardized technology across the Government of Guam
 - ○ Establish and Maintain on Data Governance and AI ethical standards
 - Obtain oversight on AI transparency and Ethical use
 - ○ Ensure Data Interoperability
 - Have Digital Transformation Council produce standards for sharing data
 - Create unified APIs for data exchange to ensure data interoperability
- · 2027 Fiscal Year Budget Request
- · Total Budget: \$6.87



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- 49% personnel, salaries, and benefits
- 32% Critical contractual services
- 12% Capital outlay
- Cybersecurity
 - In March and April there were two cyber incidents.
 - April 29, 2026 cyber incident was very public and a defacement attack.
 - Impact and severity of the attack was greater because OTECH does not have dedicated cybersecurity personnel. Ms. Santos stated her intention to add this position to the 2026 and 2027 staffing pattern.
 - Ms. Santos stated that the April 29, 2026 was a defacement attack. No sensitive information was compromised.
 - The cyberattack was AI driven.
 - An AI script was used to “crawl” through several million websites including some of Government of Guam sites.
 - Within 24 hours, four out of forty Government of Guam sites were impacted.
 - The vendor that manages the impacted website warned OTECH of the vulnerabilities that made the April 29 attack possible, however, the recommended maintenance or “patches” were not made because the support contract for this vendor was still undergoing the procurement process.
 - 3. Recovery
 - Ms. Santos stated restoration is ongoing.
 - Vendor was contacted and contacted cPanel support to solution and save majority of the websites impacted. Restoration is ongoing. Impacted websites received a ransom message, but OTECH did not respond.
 - Data Security
 - No sensitive or private data was compromised
 - Majority of websites are operational because they had backups available.
 - More backups are needed in order to anticipate and recover from similar cyber incidents.
 - 2. On premise servers house most sensitive data for taxes and public health
 - The Department of Administration is also hosted in the Microsoft Azure Government Cloud and was not impacted by the attack.



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- In response to this cyber-attack OTECH is in discussion with DOA about their security response
- · Core infrastructural and operational investments for Government of Guam
 - a. Continuing annual subscriptions
 - Email and Google Drive and Microsoft 365 services for approximately 3,000 users.
 - VMware Cloud Foundation architecture
 - Subscription price has increased after Broadcom acquired VMware
 - Subscription is necessary to maintain OTECH's virtual servicing licensing which manages virtual servers within the OTECH premises.
 - Servers OTECH maintains serves 3,000 users across Government of Guam
 - b. IBM Power11 Upgrade costs approximately \$500,000.
 - Currently OTECH has a Power7 that hosted the Department of Administration financial system and now hosts a majority of Health Care applications.
 - Enterprise backup software is needed to ensure OTECH has the ability to create backups across each of Government of Guam's. 30 fiber circuits.
 - Currently OTECH is conducting backups on virtual servers.
- · Workforce
 - OTECH to requesting initiative to transform workforce due to the lack of cyber security personnel in Guam
 - OTECH to create "talent pipelines" for cyber residency at the University of Guam and Guam Community College
 - OTECH is in conversation with the University of Guam
 - Pipeline is for AI cybersecurity and AI experts.
 - b. Establish a public and IT transparency dashboard which will show status of major modernization projects
 - c. Create hybrid security operations architecture
 - OTECH maintains that this is the quickest and most viable way to create this is to outsource hybrid analytical skill sets and create a twenty four hours-seven days per week Security Operations Center as a consultant for OTECH to do the for the review and threat hunting of cyber-attacks.
 - SOC necessary because OTECH does not currently have the skillset or the time to review security logs.
 - Ms. Santos says Security Operation Center that perform well have AI tools and other tools to ingest logs and quickly create needed threat analyses which quickly.



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- To create the Security Operations Center, OTECH needs to bring in cybersecurity personnel and digital services that the Government of Guam does not possess.
 - Currently OTECH has 21 staff members. Out of 21 staff members, 16 are operational or technical support who respond to approximately 7,000 trouble tickets per day.
 - Creating a security operations center will help OTECH build the skills needed to start handling some of cyber events.
 - With these new skills OTECH intends to create new positions but would not be able to create a position for Security Operations.
- Cyber Emergency Response
 - Emergency Procurement Response Needed
 - Currently OTECH's ability to respond to cyber-attacks is limited by the current procurement process.
 - To remedy this, OTECH is requesting a "legal government sponsored way" to bring in needed technical expertise to respond to a cyber-attack.
 - Framework proposed:
 - Pre-negotiated contracts with vetted vendors for cyber response
 - Standard Cyber Emergency Declaration
 - Create pre-qualified vendor response list
 - Vendors have been vetted prior to being added to list and have signed a Non-Disclosure Agreement detailing what they can and cannot do when responding to a cyber-attack and when they are available
 - Use of cybersecurity grant funds (SLG-CGP) funds to secure some of the necessary vendors and expertise.
- After Ms. Santos provided her testimony Committee Chair Taitague and Vice Chairperson Barnett asked Ms. Santos and the OTECH staff the following questions:
 - Limitations OTECH experiences due to the procurement process.
 - Ms. Santos stated that while OTECH has the ability to work with trusted partners on cyber events and bring in federal partners such as the FBI and CISA, they are unable to patch websites with vendors due to supporting contracts needing to undergo the procurement process.
 - Vice Chairperson Barnett said he would work with Chairperson Taitague on legislation that would allow OTECH to declare cyber-attacks as an emergency and the ability to quickly address them.
 - Chairperson Taitague inquired about OTECH's location. Stating that the current headquarters is currently in a flood zone and OTECH's sensitive equipment is located on the first floor, where it is vulnerable to flood damage during weather events.



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- Ms. Santos stated OTECH is currently considering one location and will keep Chairperson Taitague abreast of all updates.
- ○ Chairperson urged Ms. Santos to contact her for further updates before the FY 27 Budget Bill is passed in case more funding needs to be directed to OTECH to secure a better location for their headquarters
- · Vice Chairperson Barnett asked about the Digital Transformation Council in regard to OTECH's request to centralize IT authority and how OTECH would vet AI contracting services. Vice Chairperson Barnett also asked if OTECH received any information from the Legislature about procuring the AI Contract with TRST-Guam LLC and how Government of Guam Agencies would be able to tell if an AI platform or service is reasonably priced.
 - Ms. Santos stated the Chief Technology Officer is required to review specific IT projects requiring a certain amount of funding. However, there is no plan in place to ensure data and infrastructure interoperability and prevent the duplication of applications across Government of Guam Agencies.
 - Ms. Santos said OTECH did not receive any information regarding the legislature's procurement of the AI Contract with TRST-Guam LLC.
 - For determining if an AI platform or service is reasonably priced, Ms. Santos recommended using group purchasing options that are in place across state procurement offices, NASPO, and the GSA Federal Contract.
- Chairperson Taitague asked OTECH if, in terms of cybersecurity, it is best to guard against cyberthreats with cybersecurity protocols before incorporating any kind of AI tool or platform for cybersecurity/defense
 - Ms. Santos and her staff unanimously stated it is important to have established cybersecurity protocols first before incorporating any AI tools or platforms for cybersecurity/defense.

This committee recommends creating legislation to update job classifications and to grant OTECH greater procurement authority so they may address cyberattacks and initiate recovery more efficiently and effectively. This committee also requests OTECH make the establishment of its hybrid security operations center a priority in the upcoming fiscal year.



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The Committee on *Economic Investment, Military Buildup, Regional Relations, Technology, Regulatory Affairs, Justice, Elections, and Retirement* hereby reports the Oversight Hearing held on Wednesday, May 27, 2026 at 10:00 a.m. on the Office of Technology.