



**STATE OF HAWAII**  
*KA MOKU 'ĀINA O HAWAII*

**JOSH GREEN, M.D.**  
GOVERNOR  
*KE KIA'ĀINA*

**DEPARTMENT OF THE ATTORNEY GENERAL**  
*KA 'OIHANA O KA LOIO KUHINA*

**ANNE LOPEZ**  
ATTORNEY GENERAL  
*LOIO KUHINA*

**DEPARTMENT OF THE ATTORNEY GENERAL LAUNCHES MAJOR  
TECHNOLOGY UPGRADE FOR CHILD SUPPORT ENFORCEMENT  
SYSTEM**

News Release 2026-48

**FOR IMMEDIATE RELEASE**

July 31, 2026

HONOLULU – The Hawai'i Department of the Attorney General Child Support Enforcement Agency (CSEA) announced the successful implementation of KEIKI, the State's Child Support Enforcement System, following the completion of a two-and-a-half-year technology upgrade project. The new KEIKI system became fully operational on July 20, 2026. The planned transition was completed on schedule with no interruption to child support services or system operations.

The KEIKI project updated CSEA's child support system by replacing outdated technology while preserving the core functions that support the administration of child support services across Hawai'i. The project modernized the application's technology platform, migrated the child support system from the legacy mainframe, and transitioned shared printing services from centralized state services to CSEA-managed printing. These improvements provide a stable, secure and scalable technology foundation that will support the program's long-term reliability, maintainability, and security.

Planning for the project began in early 2021. Over the course of the project, the implementation team completed application redesign, data conversion, interface redevelopment, system integration, comprehensive testing, training and operational readiness activities to ensure a carefully planned and seamless transition to the new platform.

Key accomplishments and benefits of the KEIKI implementation include:

- A modern technology platform designed to improve long-term system support and maintenance.
- Successful migration of child support system processing from the legacy mainframe environment.
- Transition of shared printing services from centralized state services to CSEA-managed operations.
- Updated application components that enhance reliability, performance and scalability.
- Enhanced security and infrastructure resiliency.
- Enhanced reporting and data management capabilities.
- A flexible architecture that supports future federal and state program requirements.

“Completing the KEIKI upgrade project is a significant milestone for the Child Support Enforcement Agency and the families we serve,” said Lynette Lau, administrator of the Child Support Enforcement Agency. “Thanks to the dedication of our staff and technology partners over the past two and a half years, we have established a reliable technology foundation that will support the agency’s operations today while positioning us to continue improving the services for the people who rely on them.”

The KEIKI upgrade project was made possible through the dedication and collaboration of the CSEA, implementation partner Protech, the state’s Enterprise Technology Services, Amazon Web Services, independent verification and validation partner Accuity, other technology partners and federal stakeholders. Comprehensive planning, rigorous testing and training helped ensure a seamless transition allowing the new system to go live as planned without disruption to child support services.

While the implementation marks the successful completion of the project’s primary objectives, CSEA will continue to monitor system performance and work with its partners to identify future enhancements that further strengthen service delivery and operational effectiveness.

The Child Support Enforcement Agency administers Hawai‘i’s child support program by establishing parentage, establishing and enforcing child support obligations, collecting

and distributing support payments and helping improve the financial well-being of Hawai'i's children and families.

For more information go to <https://ag.hawaii.gov/csea/>.

# # #

**Media contacts:**

Toni Schwartz  
Public Information Officer  
Hawai'i Department of the Attorney General  
Office: 808-586-1252  
Cell: 808-379-9249  
Email: [Toni.E.Schwartz@hawaii.gov](mailto:Toni.E.Schwartz@hawaii.gov)  
Web: <http://ag.hawaii.gov>

Tiffany Chang  
Special Assistant to the Attorney General  
Hawai'i Department of the Attorney General  
Office: 808-586-1284  
Email: [tiffany.r.chang@hawaii.gov](mailto:tiffany.r.chang@hawaii.gov)  
Web: <http://ag.hawaii.gov>