



ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

MAY 2008

Executive Summary

During the month of May the portal worked on award submissions for NASCIO and Best of the Web, met with multiple partners on new opportunities, and deployed the Motor Vehicle Renewal Application for Maui in addition to working on our projects in the pipeline. We have been actively recruiting for an open developer position, preparing for migration to ICSD's State Data Center and negotiating a lease on new office space.

As of May 29, 2008, the portal had 23,763 unique visitors with 44,928 visits.

Marketing Activity

DCCA PVL

HIC sent 5,700 emails to professional license holders who are due to renew by June 30, 2008. A press release was released by NIC on May 20, 2008 covering both the starting of the new June cycle and the success of the 96% online adoption for the April 2008 cycle. You may view the actual media coverage at http://ahc.ehawaii.gov/openedit/files/newstrak_pvl_june08.html

Portal Contract Renewal Press Release

NIC released a PR on the signing of the new contract with the State of Hawaii.
http://ahc.ehawaii.gov/openedit/files/newstrak_portalContract07.html

2008 NACIO (National Association of State Chief Information Officers) Awards

HIC has submitted three entries on May 30, 2008. The categories and entries are:

- Government to Government: Hawaii Electronic Death Registration Systems
- Government to Business: Hawaii Compliance Express
- Government to Citizen: Hawaii Online State ID

Best of Web Awards

HIC has submitted the Online PVL Renewal Application for the 2008 Center for Digital Government, Digital Government Achievement Award - Government to Business category.

New Partner Contacts

HIC met with the following new, potential partners in May:

- Attorney General Charity Division
- Hawaii Community Development Authority

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
5-May	Email	5,700	PVL	June 2008 Renewal Reminder
30-May	Mail	14,296	BREG	2008 Q2 Annual Forms and Inserts

Highlights

IACA (International Association of Commercial Administrators)

The State of Hawaii received the 2008 IACA Merit Award for Outstanding Technical Innovation on May 19, 2008. The award was received by Tung Chan, Commissioner of BREG. The award submission was for the Online Business Document Retrieval service.

Motor Vehicle Renewals

Vehicles registered in the County of Maui now may renew their registration online at <https://mvr.ehawaii.gov>. The service was launched on May 21, 2008. MVR for Kauai is in the final stages of development and testing.

Portal Updates

- Working on creating system requirements for most of our applications in development.
- Researching CMS options for multiple agencies and counties.
- Researching self-help systems for agency use.

Application Upgrades

- Annuals (DCCA BREG)
- eCrim (HCJDC)
- INS Continuing Education (DCCA)
- Appellate Court Survey (Judiciary)
- ELF – Adding Booklet Requests
- Unclaimed Property – New forms



New SOW's/ SLA's

HIC has new SOW's in the works for new projects with the following partners:

- C&C of Honolulu Liquor Commission: Online Application Support – T&M plus transaction component
- DLNR: HawaiiTrails.org Upgrade and Hosting - Hosting
- OahuMPO: Site Redesign and Hosting - T&M plus Hosting
- Hawaii Community Development Authority – Hosting
- Submitted updated SLA to C&C Honolulu

Triathlon Activities

HIC had three of our team members run the Honolulu Triathlon May 18th. See picture above. We also fielded a team in the Oklahoma City, Route 66 Triathlon on May 31st.

Portal Metrics - May 2008

Last Update: 29 May 2008 - 02:06

Reported period:



Summary

Reported period Month May 2008

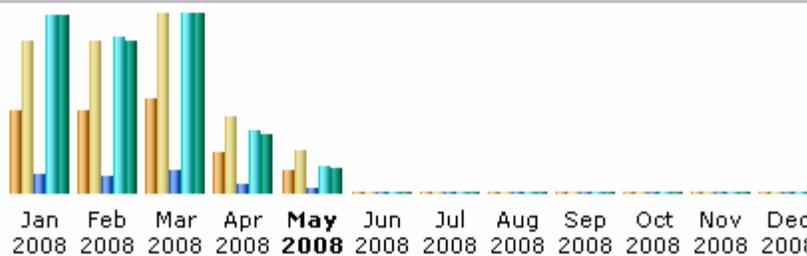
First visit 01 May 2008 - 00:00

Last visit 29 May 2008 - 01:00

	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	23763	44928 (1.89 visits/visitor)	314803 (7 Pages/Visit)	1675591 (37.29 Hits/Visit)	7.62 GB (177.76 KB/Visit)
Not viewed traffic *			343160	405686	683.46 MB

* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.

Monthly history



Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2008	87429	161194	1102910	10851087	54.61 GB
Feb 2008	86789	160872	1073739	9540300	47.10 GB
Mar 2008	99999	190051	1339010	10923961	55.17 GB
Apr 2008	43587	81906	584732	3835836	18.31 GB
May 2008	23763	44928	314803	1675591	7.62 GB
Jun 2008	0	0	0	0	0
Jul 2008	0	0	0	0	0
Aug 2008	0	0	0	0	0
Sep 2008	0	0	0	0	0
Oct 2008	0	0	0	0	0
Nov 2008	0	0	0	0	0
Dec 2008	0	0	0	0	0
Total	341567	638951	4415194	36826775	182.80 GB

Financial Report- April 2008

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	03/31/08
Assets	\$17,998,959
Liabilities	\$18,020,748
Shareholder Equity	\$(21,788)
Total Liabilities & Shareholder Equity	\$17,998,960

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	February	March	April	Rolling 3 Month
Total Revenues	\$370,501	\$414,256	\$430,479	\$1,215,237
Cost of Revenues	\$253,999	\$204,210	\$227,512	\$658,721
Gross Margin	\$116,502	\$210,046	\$202,967	\$529,516
Operating Expenses	\$173,649	\$180,349	\$182,330	536,328
Income (Loss) from operations	(\$57,147)	29,696	20,637	(\$6,812)
Other Income (Expense)	\$2,743	\$10,954	\$10,370	\$24,067
Net Income (Loss) Before Taxes	(\$54,403)	40,650	31,007	\$17,255
Total Provision for Income Taxes	(\$22,731)	18,581	10,902	\$6,752
Net Income (Loss)	(\$31,672)	22,069	20,105	\$10,503

In Closing

Everyone at HIC appreciates the opportunity to serve as the State's Portal Manager. As always, I welcome your thoughts and feedback.

I can be reached at 808-587-4215 or by email at russell@ehawaii.gov.

Respectfully Submitted,

Russell Castagnaro
General Manager

Appendix A: Key Staff Contacts

<u>Name</u>	<u>Position</u>	<u>Phone</u>	<u>Cell</u>	<u>Email</u>
Russell Castagnaro	General Manager	808-587-4215	808-778-5621	russell@ehawaii.gov
Jing Xu	Director of Portal Operations	808-587-4214	808-220-6265	jing@ehawaii.gov
Zheng Fang	Director of Development	808-587-4217	808-741-1669	zheng@ehawaii.gov
Rosie Warfield	Partner Relationship Manager	808-587-4229		rosie@ehawaii.gov

Appendix B: Acronyms

AOAO - Association of Apartment Owners
B&F – Department of Budget and Finance
BREG – Business Registration Division (DCCA)
CMLS – Commercial Marine Licensing System
DCCA – Department of Commerce and Consumer Affairs
DLIR – Department of Labor and Industrial Relations
DLNR – Department of Land and Natural Resources
DOH – Department of Health
EDRS – Electronic Death Registration System
ELF – Electronic Filing System
HBE – Hawaii Business Express
HCE – Hawaii Compliance Express
HCJDC – Hawaii Criminal Justice Data Center
HID – Hawaii Insurance Division
HUI EXPRESS – Hawaii Unemployment Insurance Express
IRS – U.S. Internal Revenue Service
JIMS – Judiciary Information Management System
PVL – Professional Vocational Licensing
UCC – Uniform Commercial Code
UI – Unemployment Insurance
VIPS – Volunteers in Public Service
XML – Extensible Markup Language

Appendix C: Web Analytics Terms

- **Hit** - A request for a file from the web server. Available only in log analysis. The number of hits received by a website is frequently cited to assert its popularity, but this number is extremely misleading and dramatically over-estimates popularity. A single web-page typically consists of multiple (often dozens) of discreet files, each of which is counted as a hit as the page is downloaded, so the number of hits is really an arbitrary number more reflective of the complexity of individual pages on the website than the website's actual popularity. The total number of visitors or page views provides a more realistic and accurate assessment of popularity.
- **Page View** - A request for a file whose type is defined as a page in log analysis. An occurrence of the script being run in page tagging. In log analysis, a single page view generates multiple hits as all the resources required to view the page (images, .js and .css files) are also requested from the web server.
- **Visit / Session** - A series of requests from the same uniquely identified client with a set timeout. A visit is expected to contain multiple hits (in log analysis) and page views.
- **Visitor / Unique Visitor** - The uniquely identified client generating requests on the web server (log analysis) or viewing pages (page tagging). A visitor can make multiple visits.