



## **ACCESS HAWAII COMMITTEE**

---

Hawaii Information Consortium General Manager's Report

**AUGUST 2008**

## Executive Summary

In July our portal staff prepared for our office move, migration to a new data center and continued development of key applications such as PVL Contractor Renewals, Wiki Permits, eBench Warrants, and the RICO complaints management systems upgrade.

## Marketing Activity

### DOH Wastewater Branch

HIC ordered 300 postcards to be mailed to engineers regarding the online filing service.

### County of Maui

The Maui DMV office has received the online registration renewal posters we provided and they are in the process of posting them at countywide locations.

### National Association of State Budget Officers

Russell and Rosemary attended this year's conference at Hyatt Regency in Waikiki, where they met with officers from 28 other states and members of our own State representatives from state and county agencies.

### DCCA PVL

HIC sent 1,915 emails to contractors who are due to renew by end of September. Also to kick off the all new Online Real Estate Continuing Education system, over 14,000 emails were also sent to Real Estate professionals regarding the new online system. The Real Estate Branch also worked with HIC on the press release which can be found at

[http://hawaii.gov/dcca/areas/real/main/press\\_releases/PVL\\_CE\\_Online\\_082808.pdf](http://hawaii.gov/dcca/areas/real/main/press_releases/PVL_CE_Online_082808.pdf)

### DCCA BREG

HIC sent 7,407 emails to Q3 Annual Filers on starting of the online filing period.

Following the initial DCCA press release on the Online Documents Service, NIC release a press release as well. You can view the coverage of the press release at

[http://ahc.hawaii.gov/openedit/files/OnlineDocuments\\_IACA.html](http://ahc.hawaii.gov/openedit/files/OnlineDocuments_IACA.html).

### County of Maui

HIC provided a draft of the press release on the Maui Online Motor Vehicle Renewal Application. It was released and found at <http://www.co.maui.hi.us/press/index.php?recno=14659&date=200806>.

### New Partner Contacts

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

- ☐ State Lab Division, Department of Health
- ☐ Environmental Health Administration, Department of Health
- ☐ Hawaii State Teachers Board
- ☐ Judiciary, Land Court
- ☐ Hawaii State Bar, Real Estate Section

## Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-July	Email	7,407	BREG	2008 Q3 Annual Filing Reminders
4-AUG	Email	1,915	PVL	2008 September Renewal Cycle
25-AUG	Email	14,345	PVL	Online Real Estate Continuing Education System Launch

## Highlights

### NASCIO

Hawaii Compliance Express is one of the three finalists in the Government-to-Business category of the 2008 NASCIO Recognition Awards for Outstanding Achievement in State IT.

(<http://www.nascio.org/newsroom/pressReleases/080814.cfm>)

### DCCA PVL

As of August 27, 2008, over 3,420 contractors has renewed, 2,624 (76.73%) of them was renewed online.

### DCCA REB

We launched the Online Real Estate Continuing Education on August 25, 2008. The online system allows real estate licensees to review their continuing education status prior to the upcoming renewal period. It also allows CE providers to schedule class and submit course/attendee completion information to REB in real-time.

### Office Move

We have completed our office move. The new address is 201 Merchant St., Suite 1805, Honolulu, HI 96813.

### CMS

CMS training session has been scheduled for September 8 – 10. The Judiciary, ICSD and OahuMPO staff will be joining in with HIC staff on the training sessions.

### Hosting

Our production servers have been moved to DR Fortress. During the move we lost two servers, our production DCCA replicated database and our test application server. We were able to recover and restart the DCCA database by 10:30 AM the morning after the move, our test application server the following Monday morning, and the test instance of DCCA's replicated data on 08/30/2008.

### Neighbor Island Visits

Janet and Russell visited Kauai and Maui again in August and have started discussions on multiple new applications. Visits planned for Big Island in September.

### Application Upgrades

- ☐ HCJDC eCrim
- ☐ Judiciary VIPS
- ☐ DCCA BREG Annuals

### New SOW's/ SLA's

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

- ☐ State Lab Division – Online Clinical Laboratory Personnel Licenses Renewal
  - Similar to existing renewal application (PVL, Insurance)
  - 10% fee
- ☐ ICSD – Content Management System
  - Fees for annual licensing, software and hosting support covered by HIC instead of

## Financial Report- July 2008

### Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<b>06/30/08</b>
	\$18,040,376
Assets	
Liabilities	\$18,034,053
Shareholder Equity	6,322
Total Liabilities & Shareholder Equity	\$18,040,375

### Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	<b>April</b>	<b>May</b>	<b>June</b>	<b>Rolling 3 Month</b>
Total Revenues	\$430,479	\$401,677	\$428,618	\$1,260,774
Cost of Revenues	\$227,512	\$218,334	\$220,057	\$666,415
Gross Margin	\$202,967	\$183,344	\$208,048	\$594,359
Operating Expenses	\$182,330	\$187,743	\$177,505	547,578
Income (Loss) from operations	20,637	(4,400)	30,543	46,781
Other Income (Expense)	\$10,370	\$11,686	\$11,686	\$30,424
Net Income (Loss) Before Taxes	31,007	7,287	38,910	\$77,205
Total Provision for Income Taxes	10,902	2,851	15,236	\$28,898
<b>Net Income (Loss)</b>	20,105	4,436	23,674	<b>\$48,216</b>

## 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 808-695-4615 or by email at [russell@ehawaii.gov](mailto: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	808-695-4615	808-778-5621	<a href="mailto:russell@ehawaii.gov">russell@ehawaii.gov</a>
Jing Xu	Director of Portal Operations	808-695-4614	808-220-6265	<a href="mailto:jing@ehawaii.gov">jing@ehawaii.gov</a>
Zheng Fang	Director of Development	808-695-4617	808-741-1669	<a href="mailto:zheng@ehawaii.gov">zheng@ehawaii.gov</a>
Rosie Warfield	Partner Relationship Manager	808-695-4629		<a href="mailto:rosie@ehawaii.gov">rosie@ehawaii.gov</a>
Customer Support		808-695-4620		<a href="mailto:info@ehawaii.gov">info@ehawaii.gov</a>

## 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 discrete 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.