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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

OCTOBER, NOVEMBER 2009

Executive Summary

In October, the portal launched the new online request system for the Governor's Office Constituents Services, and enabled the eBench Warrant system to the County of Maui. After hours of extensive testing by both the DCCA and the portal, the new DFI Surcharge Payment service and PVL December 2009 renewal cycle were launched on November 2, 2009. We continued to work on year-end required changes for eFile and testing for the new camping system.

We have included the report from Google Analytics for the month of November 2009.

Marketing Activity

DCCA BREG

Q4 2009 Annual Filing cycle was started on Oct 1, 2009. 11,456 email notices were sent to filers. 15,000 postcards were mailed on Oct 15, 2009. By delaying the mailing for two weeks, DCCA BREG saved postage and printing of over 8,000 annual business renewal forms.

DCCA DFI

3,180 postcards were mailed to mortgage brokers and solicitors for the notice of surcharge. Surcharge payment service was launched on Nov 2, 2009. The portal sent out 2,469 email notices to licensed mortgage broker and solicitors.

DCCA PVL

December 2009 PVL renewal cycle started on Nov 2, 2009, almost 17,000 email notices were sent to licenses on the same day.

DLNR State Parks

The Portal presented the new camping system to State Parks; other attendees included staff from DOFAW, DOCARE, and neighbor island staff.

Kauai County

Portal showed to the Kauai Department of Parks and Recreations on how to use the Superstore service to accept credit card payments for its golf reservations.

New Partner Contacts

- DLNR State Parks – Access permit for tour groups/buses
- DLNR Land Division – Commercial Hiking and Canyoneering Permits
- DLNR DOFAW – Online Permitting Service

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-Oct	Email	11,456	BREG	Q4 2009 Annual Filing Reminder
7-Oct	PR		HIC	70K Online documents available
15-Oct	Mail	15,000	BREG	2009 Q4 Annual reminder cards
23-Oct	Mail	3,180	DFI	Notice of Surcharge
3-Nov	Email	16,914	PVL	Dec 2009 Renewal cycle postcards
4-Nov	Email	2,469	DFI	Surcharge payment notice

Highlights

eBench Warrant

eBench Warrant system was launched on October 1, 2009 for the Maui County.

DCCA BREG

October 7, 2009, Business Wire's coverage on the 700,000 Hawaii Business Documents Available Online at [ehawaii.gov](http://www.businesswire.com/portal/site/home/permalink/?ndmViewId=news_view&newsId=20091007005129&newsLang=en)

http://www.businesswire.com/portal/site/home/permalink/?ndmViewId=news_view&newsId=20091007005129&newsLang=en

Governor's Office

The new Governor's Online Request system (<https://cs.ehawaii.gov>) was launched for Governor's Office Constituents Service on October 26, 2009.

DCCA PVL

As of November 30, 2009, 80% of the 12,525 licensees who has renewed were renewed online.

DLNR State Parks

The State Parks division has started on the testing of the new camping system. We are scheduled to launch the system in January 2010.

DOE HTSB

Starting in November 23, 2009, teachers are now able to create their accounts and link them to their license on file. They can also update some of their information online.

New Application Deployments

- eBW for Maui
- Governor's Office Constituents Service – Online Request System
- HTSB Teacher's Online Renewal System – Part II

Application Upgrades

- Annuals
- EDR
- eCrim
- eFile
- eBW
- MVR
- RECE
- PVL
- State ID
- Superstore
- VIPS

New SOW's/ SLA's/ Updates

- DLNR – DOBOR Accounts Receivable System - Signed
- County of Hawaii – Online Water Payments –Signed
- DLNR – DOFAW ePermitting System

Additional Items

HIC was a sponsor of the local technical conference Aloha on Rails.

The portal's General Manager and Director of Development attended the NIC Technical Conference in Denver Colorado.

Verizon Business Security Management conducted the second of our annual PCI and Security Audits. We passed the audit without issue.

Analytics Reports

Included in packet as separate PDF.

Financial Report - November 2009

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	11/30/09
Assets	22,401,764
Liabilities	22,251,812
Shareholder Equity	149,951
Total Liabilities & Shareholder Equity	22,401,763

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	September	October	November	Rolling 3 Month
Total Revenues	528,164	532,773	598,637	1,659,574
Cost of Revenues	324,970	308,323	296,034	929,327
Gross Margin	203,194	224,450	302,603	730,247
Operating Expenses	194,691	204,526	200,210	599,426
Income (Loss) from operations	8,503	19,924	102,393	130,821
Other Income (Expense)				
Net Income (Loss) Before Taxes	8,503	19,924	102,393	130,821
Total Provision for Income Taxes	3,328	7,808	40,099	51,235
Net Income (Loss)	5,175	12,116	62,294	79,586

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.

Respectfully Submitted,

Russell Castagnaro
General Manager

Appendix A: Key Staff Contacts

201 Merchant St, Suite 1805, Honolulu HI, 96813

<u>Name</u>	<u>Position</u>	<u>Phone</u>	<u>Email</u>
Russell Castagnaro	General Manager	808-695-4615	russell@ehawaii.gov
Jing Xu	Director of Portal Operations	808-695-4614	jing@ehawaii.gov
Zheng Fang	Director of Development Manger of eGovernment Services	808-695-4617	zheng@ehawaii.gov
Rosie Warfield		808-695-4629	rosie@ehawaii.gov
Emergency Help Line	Emergency Support	808-695-4627	
Customer Support	Public Customer Support	808-695-4620	info@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
CMS – Content Management System
DCCA – Department of Commerce and Consumer Affairs
DFI – Division of Financial Services
DLIR – Department of Labor and Industrial Relations
DLNR – Department of Land and Natural Resources
DOCARE - Division of Conservation and Resources Enforcement
DOE – Department of Education
DOFAW – Division of Forestry and Wildlife
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
HTSB- Hawaii Teachers Standards Board
HUI EXPRESS – Hawaii Unemployment Insurance Express
IACA - International Association of Commercial Administrators
IRS – U.S. Internal Revenue Service
JIMS – Judiciary Information Management System
NASCIO – National Association of State Chief Information Officers
OMPO – Oahu Metropolitan Planning Organization
PVL – Professional Vocational Licensing
REB – Real Estate Branch
RICO - Regulated Industries Complaints Office
PUC – Public Utilities Commission
SLA – Service Level Agreement
SOW – Statement of Work
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.