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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

JANUARY 2009

Executive Summary

In the first month of the New Year, the portal kicked off new renewal cycle for Insurance renewal, new filing period for Business Annual filing, and launched the newly updated sex offender search. The portal deployed updates to our universal login and payment services. These add flexibility and offer new options for partners.

We have included report from Google Analytics for the month of January 2008.

Marketing Activity

Personal Finance Expo

The portal is planning on taking part in the Personal Finance Expo being held at The Blaisdell Exhibition Hall on August 15th and 16th. We plan on contacting partners to coordinate our activities in the coming months. The Hawaii Council on Economic Education and the Hawaii Event Group are putting on the PFE. Flyer included in packet.

DCCA BREG

Portal sent out 25,460 postcard notices and 12,671 email reminders in January for the Q1 2009 annual filings.

DCCA INS

Portal sent out 2,606 postcard notices and 802 email reminders for March 2009 insurance renew cycle.

New Partner Contacts

- Department of Public Safety, Narcotics Enforcement Division

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
2-JAN	Mail	2606	INS	MAR 2009 Renew Notice
2-JAN	Email	802	INS	MAR 2009 Renew Reminder
07-JAN	Mail	25,460	BREG	Q1 2009 Filing Notice
07-JAN	Email	12,671	BREG	Q1 2009 Filing Reminder
13-JAN	Email	102,340	HIC	Lala Account change notice

Highlights

Portal User Account Update

Started on January 13, 2009, portal kicked off the portal user account update, changing from using username to email address. As of January 30, 2009, over 12,242 accounts have been updated. The process will be completed in February.

DCCA BREG

Beginning in January, BREG Annual filers can file their annual reports online for as long as the report is not more than a year late. As of January 29th, there are 741 late filers filed online, 9% of the total filings in 2009 so far.

DCCA INS

January 16, 2009 marked the end of the DEC 2008 Insurance renewal cycle. Out of the 1,793 licensees who'd renewed, 1,615 (90%) of them renewed online.

Judiciary

A new look and feel of the existing sex offender search was launched on January 2, 2009. It also incorporated additional information required by law since the last deployment.

The Electronic Bench Warrants application was released to state and county partners for final feedback before pre-production testing proceeds.

Hawaii Teacher Standards Board

Portal and partner teams met to commence the development of the HTSB licensing system. HTSB's previous vendor spent years on the project with no tangible results.

New Application Deployments

- None

Application Upgrades

- Annual Filings
- eCrim
- eFile (State Tax Filings)
- Individual Wastewater Systems filing
- Lala (Universal Login)
- Sex Offender
- BREG Online Documents Search

New SOW's/ SLA's

- Dept. of Transportation, Honolulu Airport Division - Online Surplus Auctioning System (Accepted Design Specification)
- Dept. of Public Safety, Narcotics Enforcement Division – Online Distributor Registration Renewal

Analytics Reports

Included in packet as separate PDF.

Financial Report- December 2008

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	12/31/08
Assets	18,593,474
Liabilities	18,494,010
Shareholder Equity	99,465
Total Liabilities & Shareholder Equity	18,593,475

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	October	November	December	Rolling 3 Month
Total Revenues	474,841	444,147	401,399	1,320,386
Cost of Revenues	227,910	192,532	180,950	601,392
Gross Margin	246,931	251,615	220,449	718,994
Operating Expenses	183,369	229,391	194,062	606,821
Income (Loss) from operations	63,562	22,224	26,387	112,173
Other Income (Expense)	13,646	10,588	13,755	37,989
Net Income (Loss) Before Taxes	77,208	32,812	40,142	150,162
Total Provision for Income Taxes	29,901	9,224	15,712	54,837
Net Income (Loss)	47,307	23,588	23,588	95,325

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	808-695-4617	zheng@ehawaii.gov
Rosie Warfield	Partner Relationship Manager	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
DLIR – Department of Labor and Industrial Relations
DLNR – Department of Land and Natural Resources
DOH – Department of Health
DOCARE - Division of Conservation and Resources Enforcement
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
HTSB- Hawaii Teachers Standards Board
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
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.