



**Hawaii.gov**

Official Site of the Aloha State

## **ACCESS HAWAII COMMITTEE**

---

Hawaii Information Consortium General Manager's Report

**JUNE 2009**

## Executive Summary

June was dominated by software maintenance and updates for the new Fiscal Year. We continued to work with the DCCA and ICSD on database issues and the eminent PVL system upgrade coming in July. We implemented updates to our acceptable use policies. Already we have had positive impacts on system performance. The Portal submitted three award entries for the NASCIO Recognition Award and Center for Digital Government Digital Achievement Award. We continue to work on testing Driver Monitoring, legislative changes for Tax, and HTSB renewals, and development on CRVS, the new Judiciary Web site, statewide camping reservations and Kiosk solutions for Kauai as well as others.

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

## Marketing Activity

### DCCA BREG

13,323 postcard reminders were sent to annual business filers who are due on June 30, 2009.

### DCCA INS

Close to 1,000 postcard notices were sent to insurance companies for their annual renewal cycle ending in August 2009.

### Awards

Portal submitted the following awards in June 2009

- 2009 NASCIO (National Association of State Chief Information Officers) Recognition Award for Outstanding Achievement in the field of Information Technology, in the category of Digital Government: Government to Business – Hawaii Wiki Permits
- 2009 Center for Digital Government DGAA (Digital Government Achievement Award)
  - o Government to Business Category – Hawaii Wiki Permits
  - o Government to Citizen Category – Hawaii State ID Card Express

### Personal Finance Expo

The portal assisted the Hawaii Council on Economic Education (HCEE) by sending out email invitations for the upcoming Personal Finance Expo. Discounted rates for state partners are still available.

### New Partner Contacts

- None.

### Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-Jun	Mail	13,323	BREG	Postcard reminders for Q2 Annual filing
2-Jun	Email	39	HCEE	Email invitations for the Personal Finance Expo
5-Jun	Mail	1,000	INS	Postcard reminders for August 09 cycle

## Highlights

### **DCCA INS**

June 16, 2009 marked the end of the May 2009 renewal cycle. 92% of the licensees renewed online. Insurance Division is going to eliminate form mailing starting in November 2009 cycle.

### **DLNR DOFAW**

The new fiscal year hunting license is available online started on June 15, 2009.

### **DCCA Professional and Vocational Licensing**

As of June 22, 2009, 15,026 (80.13%) licensees renewed online out of the 18,753 have renewed.

### **New Application Deployments**

- None

### **Application Upgrades**

- Wastewater IWS Filing
- EDRS
- Vessel
- Big Island Camping
- Freshwater Fishing License
- CMLS
- Wiki Permits
- Insurance
- Charity
- State ID
- Hunting

### **New SOW's/ SLA's/ Updates**

- AG – HCJDC: Bulk Data Access to Sex Offender
- AG – HCJDC: Unlimited Access to eCrim Criminal Histories
- DLNR – BOC/ Tax: Conveyance Tax Payments
- DOH – OHSM: Online Marriage Officiant Registration System

## Additional Items

### **Part-time Customer Service/Tech Support**

Laurenz Bacungan, our new part-time customer service/tech support associate started on June 15<sup>th</sup>, he is currently in training and becoming acquainted with all of our online services.

### **Security/ Performance Events**

- The Portal is actively working with partners and the web subcommittee on an updated acceptable use policy to share, as applicable, across the state and counties.

# Analytics Reports

Included in packet as separate PDF.

## Financial Report- May 2009

### Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<b>05/31/09</b>
Assets	18,729,925
Liabilities	18,694,380
Shareholder Equity	35,546
Total Liabilities & Shareholder Equity	18,729,926

### Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	<b>March</b>	<b>April</b>	<b>May</b>	<b>Rolling 3 Month</b>
Total Revenues	337,169	449,040	479,065	1,265,275
Cost of Revenues	198,125	230,460	210,383	638,968
Gross Margin	139,044	218,580	268,682	626,306
Operating Expenses	197,495	225,104	217,834	640,433
Income (Loss) from operations	(58,451)	(6,523)	50,848	(14,126)
Other Income (Expense)	880	304	0	1,184
Net Income (Loss) Before Taxes	(57,570)	(6,219)	50,848	(12,942)
Total Provision for Income Taxes	(22,554)	(2,439)	(2,439)	(5,342)
<b>Net Income (Loss)</b>	<b>(35,016)</b>	<b>(3,780)</b>	<b>31,197</b>	<b>(7,600)</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.

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	<a href="mailto:russell@ehawaii.gov">russell@ehawaii.gov</a>
Jing Xu	Director of Portal Operations	808-695-4614	<a href="mailto:jing@ehawaii.gov">jing@ehawaii.gov</a>
Zheng Fang	Director of Development	808-695-4617	<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>
<b>Emergency Help Line</b>	<b>Emergency Support</b>	<b>808-695-4627</b>	
Customer Support	Public 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  
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  
DOCARE - Division of Conservation and Resources Enforcement  
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.