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## **ACCESS HAWAII COMMITTEE**

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Hawaii Information Consortium General Manager's Report

**APRIL 2009**

## Executive Summary

April kicked off two renewal cycles for the portal, the June 2009 PVL renewal cycle and 2009-2011 AOA condominium registration. We are expecting great online adoption rates. We continue to improve our network infrastructure and made headway on the HTSB Teacher's Licensing system. The portal was also involved in the planning of many new exciting ventures and opportunities listed in the New SOW section.

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

## Marketing Activity

### AG Charity

The portal released a press release on the online charity registry system. You can access the release and coverage at [http://ahc.hawaii.gov/openedit/files/newstrak\\_charity.html](http://ahc.hawaii.gov/openedit/files/newstrak_charity.html).

### DCCA BREG

12,687 email reminders and 25,435 postcard reminders were sent to annual filers who are due to renew in Q2 2009.

### DCCA PVL

June 2009 renewal cycle was started on April 20, 2009. The portal sent close to 12,000 email reminders to nurses, plumbers, and acupuncturists.

### DCCA REB

On April 28, 2009, 130 email reminders were sent to condominium agents for the biennial registration.

### HCE

The portal has delivered the newly designed HCE cards to IRS, DLIR, and SPO offices. (Marketing cards sample for HCE and State ID)

### New Partner Contacts

- County of Maui, Department of Water Supply

### Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-Apr	Mail	25,435	BREG	Postcard notice for Q2 09 annual filings
1-Apr	Email	12,435	BREG	Email notices for Q2 09 annual filings
20-Apr	Email	11,867	PVL	Email reminders for June 09 renewal cycle
28-Apr	Email	130	REB	Email reminder for 2009 AOA registration

# Highlights

## **DCCA Insurance**

Insurance renewals reach 91% online adoption during the March 2009 cycle.

## **Department of Taxation**

Over 253,000 tax filings have been processed in FY 2009

## **Judiciary**

Since the launch of the e-Bench Warrants (eBW) system, we received great feedback from the Sheriff's, where the eBW almost tripled the number of warrants served during their sweeps.

## **DCCA Professional and Vocational Licensing**

The June 2009 PVL renewal cycle was started on April 20, 2009. During the first 4 days of the renewal, 3,165 licensees renewed online. The same group of nurses and acupuncturists renewed two years ago with online adoption rate between 60 to 70 percent range. We hope to increase that number by 25%.

## **Hawaii Teacher Standards Board**

Development for phase one in a three-phase project has begun. Phase one includes cleaning and import of the current licensing data into a centralized system. Phase two will include licensee renewals online. Phase three will allow licensees to manage their education plan online and submit all forms available.

## **DCCA Real Estate Branch**

The biennium condominium registration began on April 1, 2009. New for this year are subscriber payments in addition to credit card and electronic check payments. This addition enabled one of the biggest property management companies in Hawaii to use the online service instead of doing by paper.

## **New Application Deployments**

- None

## **Application Upgrades**

- PVL Renewal
- AOAO Condo Registration
- Tax Refund Search
- Wiki Permits
- Charity
- VIPS

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

- Maui Department of Water Supply – Online Water/Sewer Payment
- Department of Health – e-Permitting Portal / Content Management – Continued discussions
- Kauai Parks and Recreation – e-Permits \*
- DAGS – CIP Reporting and Data Collection\*
- Oracle 10g migration project with BREG and RICO planed to conclude in early May.
- Public Utilities Commission – Energy Efficiency Website\*
- Judiciary – Adding more content to CMS (existing project)
- Budget and Finance – Updated SLA, possible CMS

## **Additional Items**

### **Business Analyst**

The portal has hired Susan Laufer as a business analyst to assist with multiple new projects.

### **Security/ Performance Events**

- Site monitoring identified a defacement on the Department of Taxation's website April 21st. Tax IT staff was able to resolve the issue in less than one hour.
- Hawaii.gov department sites were having performance issues in the morning of April 23<sup>rd</sup>. HIC customer service staff worked with ICSD to field questions and let users know that the issues would be resolved soon. Discussions on how we can assist ICSD and vice-versa in the future to follow.
- Credit Card processing performance was somewhat degraded for a few days after our upgrade on 4/25/2009. The portal resolved the issue with our merchant bank provider and performance has returned to previous performance levels.

## **Analytics Reports**

Included in packet as separate PDF.

## Financial Report- March 2009

### Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<b>03/31/09</b>
Assets	20,216,834
Liabilities	20,208,705
Shareholder Equity	8,130
Total Liabilities & Shareholder Equity	20,216,835

### Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	<b>January</b>	<b>February</b>	<b>March</b>	<b>Rolling 3 Month</b>
Total Revenues	418,564	416,468	337,169	1,172,201
Cost of Revenues	241,489	272,641	198,125	712,255
Gross Margin	177,074	143,827	139,044	459,946
Operating Expenses	213,015	202,400	197,495	615,715
Income (Loss) from operations	(35,941)	(58,573)	(58,451)	(155,769)
Other Income (Expense)	2,699	774	880	4,353
Net Income (Loss) Before Taxes	(33,242)	(57,799)	(57,570)	(151,416)
Total Provision for Income Taxes	(12,471)	(24,281)	(22,554)	(59,306)
<b>Net Income (Loss)</b>	<b>(20,771)</b>	<b>(33,518)</b>	<b>(35,016)</b>	<b>(31,889)</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>
Emergency Help Line	Emergency Support	808-695-4627	
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  
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.