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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

NOVEMBER 2010

Executive Summary

In November 2010, the portal successfully launched the eBench Warrants system for the County of Hawaii. The portal also completed the database upgrade project with DCCA for the online insurance related services, which eliminated the existing file transfer process with direct database replication. We continued to work on the administration transition process, year-end tax changes for Tax, and services scheduled to launch in early 2011.

The Google Analytics for the period of November 2010 is included.

Marketing Activity

DCCA INS

2,894 postcards and 582 emails were sent to insurance agents who are due to renewal during the January 2011 renewal cycle.

DCCA PVL

15,137 postcard reminders were sent to all real estate licensees who are due to renew by the end of the year.

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
1-Nov	Email	582	INS	Email notices for Jan 2011 INS renewal
1-Nov	Mail	2,894	INS	Notices for Jan 2011 INS renewal
5-Nov	Mail	15,137	PVL	Reminders for Real Estate Dec 2010 renewal

New Partner Contacts

- County of Hawaii – Aquarium Sales Report
- Legislative Data Bureau
- LG Elect Transition
- Governor Elect Transition

Highlights

Judiciary eBW

The County of Hawaii started using eBW on November 1, 2010. eBW is now a statewide system used by all counties.

DCCA INS

The portal and DCCA Insurance division completed the database replication/integration project. Services like Insurance license renewal, Continuing Education Verification, Provider Search and Management, and RPA Submittals services are all upgraded to eliminate the existing file transfer process with real-time data access.

New Application Deployments

- eBW Access for County of Hawaii

Application Upgrades

- CIP
- CMLS
- Camping
- Wedding Permits
- EDRS
- INS Renewal
- INS Search
- INS CE/Provider
- INS RPA
- HTSB
- CRVS

New SOW's/ SLA's/ Updates

- County of Police Departments – Accident reporting coordination.

Additional Items

- HB 2505 language is of significant concern to the portal. Excessive fees will diminish the portal's ability to deploy applications for partners.
- Judiciary Traffic Abstract fees were increased by \$13 (to the General Fund) as of July 1, 2010 as a result of recent legislation. Revenue impact on the Judiciary and HIC has been extremely negative. Driver Record orders are down 25% for the year.
- Met with the Gov-Elect and Lt. Gov-Elect transition teams.
- Developing transition documentation for new department heads.
- Working with ICSD on the Governor transition.
- Beginning to compile the Annual Portal Report.

Analytics Reports

Included in packet as separate PDF.

Financial Report - August 2010

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	10/31/10
Assets	3,164,872
Liabilities	2,714,334
Shareholder Equity	450,538
Total Liabilities & Shareholder Equity	3,164,872

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	August	September	October	Rolling 3 Month
Total Revenues	954,488	789,332	713,126	2,456,946
Cost of Revenues	558,793	457,131	447,753	1,463,678
Gross Margin	395,695	332,201	265,373	993,268
Operating Expenses	237,228	237,938	238,868	714,035
Income (Loss) from operations	158,467	94,262	26,504	279,233
Other Income (Expense)				0
Net Income (Loss) Before Taxes	158,467	94,262	26,504	279,233
Total Provision for Income Taxes	62,048	36,905	10,371	109,324
Net Income (Loss)	96,419	57,357	16,133	169,909

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 Manager 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
BOC – Bureau of Conveyances (DLNR)
BREG – Business Registration Division (DCCA)
CMLS – Commercial Marine Licensing System
CMS – Content Management System
DCCA – Department of Commerce and Consumer Affairs
DBEDT – Department of Business Economic Development and Tourism
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
MORAA - Model Registered Agent's Act
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
PRIA - Property Records Industry Association
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.