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## **ACCESS HAWAII COMMITTEE**

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Hawaii Information Consortium General Manager's Report

**MAY/ JUNE 2010**

## Executive Summary

May and June were marked with development and testing for upcoming FY-based and legislative changes for our partners. We successfully kicked off the June 2010 PVL renewal cycle, launched the Statewide Capital Improvement Projects service, and the August 2010 Insurance renewal cycle with the legislative fee change. Our General Manager attended the e-Filing Symposium in early May and three team members attended the annual NIC marketing conference during the last week of May. HIC continued testing and finalizing the new legislative fee changes for BREG Annuals and Hawaii Business Express, in addition to the existing on-going BOC and HTSB projects.

We have SOW's to review in this month's meeting.

The Google Analytics for the period of May-June 2010 is included.

## Marketing Activity

### DCCA PVL

As part of June 2010 renewal cycle, close to 9,000 email reminders and 7,915 postcards were sent to PVL licensees who are due to renew by June 30, 2010.

### DCCA INS

4,296 postcards and 747 emails were sent to insurance companies and agents who are due to renew by August 16, 2010. In addition, HIC sent out 6,448 notices to agents on the new continuing education requirements starting from July 1, 2010.

### DCCA BREG

11,892 postcard reminders were delivered to entities that are due to file their annual report by Q2 2010.

### FTA eFiling Symposium

Russell attended the Federal Tax Administrator's eFiling Summit in Atlanta GA.

### NIC Marketing Conference

Portal marketing team attended the annual NIC marketing conference in Austin, TX from May 24 – May 28.

### HTSB

Portal assisted HTSB in the designing and mailing of 14,000 postcards to each individual DOE schools to notify teachers on the new online renewal system.

### Press

- "Hawaii Tracks Vehicle Violations With Online Monitoring System"
  - <http://www.govtech.com/gt/articles/764062>
- "Improved Real Property Recording and Researching Now Available Online at eHawaii.gov"
  - <http://finance.yahoo.com/news/Improved-Real-Property-bw-239778892.html?x=0&.v=1>
- "Herington enjoys ride on winding path that leads to NIC"
  - <http://www.bizjournals.com/kansascity/stories/2010/04/26/story12.html>
- "Hawai'i Launches Online Vehicle Monitoring System at [www.ehawaii.gov](http://www.ehawaii.gov)"
  - <http://finance.yahoo.com/news/Hawaii-Launches-Online-bw-3080079637.html?x=0&.v=1>
- "Hawaii State Parks Camping & Lodging Reservations Now Available Online at [www.ehawaii.gov](http://www.ehawaii.gov)"

- <http://finance.yahoo.com/news/Hawaii-State-Parks-Camping-bw-2806310976.html?x=0&.v=1>

## Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
3-May	Email	8,968	PVL	Email notices for June 2010 renewal cycle
20-May	Mail	14,000	HTSB	Mailed notices for teachers
8-Jun	Email	747	INS	Email notices for Aug 2010 renewal cycle
9-Jun	Mail	7,915	PVL	Postcard reminder for June 2010 renewal cycle
9-Jun	Mail	4,296	INS	Renewal notices for Aug 2010 cycle
15-Jun	Mail	11,892	BREG	Reminder cards for Q2 2010

## New Partner Contacts

- County of Hawaii Police Department – Web Site Development
- DLNR Historic Preservation Division – Online Permit Filing and Data Access
- Hawaii State Judiciary – Intake Services
- Honolulu Dept. of Community Services – Forever Honolulu
- Office of Elections – Hosting Election Night Results

## Highlights

### DLNR BOC

HIC and the BOC are in live testing of the eFiling pilot for the BOC. The existing backend system used by the BOC runs on unsupported hardware and software and has limited integration points for eFiling.

### DLNR DOFAW

The Division of Forestry and Wildlife launched their own online camping reservation as part of the existing statewide camping reservation system on May 17, 2010.

### DAGS CIP

The statewide Capital Improvement Projects (CIP) service was launched on May 20, 2010. It allows the public to search and view the current CIP projects within each island and department. It also has an admin module which allows participating agencies to enter and track project data.

### Honolulu Dept. of Community Services

HIC was able to help DCS with the online Forever Honolulu nominations. We used the PDF form they had already created to make an online form that would email registrations to them and allow for an Excel download. We were able to get this running in a few days. We used this as an opportunity to pilot a new form processing application that the portal has been developing.

### State Messaging RFI

HIC submitted an RFI response to the state's Unified Messaging RFI.

## New Application Deployments

- CIP (<http://cip.chawaii.gov>)
- Statewide Camping Permits for DOFAW (<http://camping.chawaii.gov>)

- Vehicle Monitoring Service (<http://vms.ehawaii.gov>)

### **Application Upgrades**

- Camping (<https://camping.ehawaii.gov>)
- CMLS
- Superstore
- HTSB (<https://htsb.ehawaii.gov>)
- eBW
- HBE (<https://hbe.ehawaii.gov>)
- Driver Monitoring (<https://traffic.ehawaii.gov>)
- Driver Records (Fee changes)

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

- **Office of Elections**
  - Host the election results on election night. In past years this has resulting in major problems and inaccessibly of the data to news media and the public. We will be working with OE to host the data on our infrastructure and provide support during the night. Funded by T&M for configuration and support.
- **DBEDT – ePermitting System**
  - This system piggybacks on the existing DLNR special use permits application. Fees are the same (10% with a minimum of \$2.50)
- **DLNR BOC – Conveyance Documents**
  - The BOC's existing recording system (BCIS) runs on unsupported hardware and software. Over the last two years the system has had multiple issues, which brought Bureau operations to a halt.
  - This is a major overhaul/replacement that will enable native eRecording and upgrade to a better back-office system by the end of the calendar year. The new system will be able to integrate directly with the eRecording system (currently in pilot) and will support national (PRIA) standards and better data access for Hawaii Counties, other state agencies and the public.
  - The new system will be 100% web-based. HIC will host the hardware, configure and maintain the software and hosting. It should also lead to major enhancements for the Department of Taxation and County Property Tax offices.
  - The new system will give the Bureau more ways to provide information to the public and generate more revenue for the Bureau.
  - The application will be self-funding via a \$1.50 per document portal fee to cover software support, licensing, maintenance, hosting, marketing, modifications, redaction systems and future enhancements.
- **County of Hawaii – Public Works Web Site –**
  - New web site based on the existing CMS agreement guidelines.
- **County of Hawaii – Police Department Web Site – in discussion**
  - New web site based on the existing CMS agreement guidelines.
- **Department of Taxation – Modernized eFiling (MEF)**
  - MeF gateway and viewer developed, maintained and hosted by HIC for a per transaction fee (same as current eFile application.) which integrates with Tax's existing ITIMS/JELF systems.

## **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 will be 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 will be extremely negative.
- DCCA BREG Model Registered Agent's Act (MORAA) changes go into production July 1, 2010.
- HTSB Teacher license renewals and payments live on July 1, 2010.

## **Analytics Reports**

Included in packet as separate PDF.

## Financial Report - January 2010

### Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<b>03/31/10</b>
Assets	4,187,315
Liabilities	4,006,793
Shareholder Equity	180,522
Total Liabilities & Shareholder Equity	4,187,315

### Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	<b>January</b>	<b>February</b>	<b>March</b>	<b>Rolling 3 Month</b>
Total Revenues	495,713	434,490	523,514	1,453,716
Cost of Revenues	265,394	258,233	271,884	795,511
Gross Margin	230,318	176,257	251,630	658,205
Operating Expenses	216,622	218,440	218,922	653,985
Income (Loss) from operations	13,696	(42,183)	32,707	4,219
Other Income (Expense)				
Net Income (Loss) Before Taxes	13,696	(42,183)	32,707	4,219
Total Provision for Income Taxes	5,364	(16,537)	12,809	1,636
Net Income (Loss)	8,332	(25,646)	19,898	2,583

### 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 Manger of eGovernment Services	808-695-4617	<a href="mailto:zheng@ehawaii.gov">zheng@ehawaii.gov</a>
Rosie Warfield		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  
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.