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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

MARCH-APRIL 2011

Executive Summary

April 2011 kicked off the Condominium Association Biennial Registration for 2011 – 2013 and the PVL June 2011 renewal cycle. Both of the testing and finalization process were completed in March prior to the launches. The portal also continued to work on the development of DLNR Boating Accounts Receivable System (BARS), DOH Electronic Marriage Licensing, DoTax Modernized eFiling (MeF), DLNR Bureau of Conveyances (BOC) System and HTSB Teacher Licensing Phase 4.

The Google Analytics for the period of March – April 2011 is included.

Marketing Activity

DCCA BREG

12,185 postcards were mailed on March 15, 2011 to businesses that are due to file their annual report in Q1 2011.

15,462 emails and 21,274 postcards were mailed in April for the Q2 filing notice.

DCCA PVL

5,000 flyer inserts were provided to the PVL division for the upcoming June 2011 renewal.

25,822 postcard notices were printed and mailed to licensees due to renew by June 30, 2011.

19,792 emails were sent to the same group of licensees.

REB

655 condominium associations were also notified by email in addition to postcards notices on the start of the registration period.

New Portal Implementation

We are almost ready with the new portal design. Rollout is planned for this month.

Portal Introduction Meeting

In March, Russell and Jing met with the Attorney General David Louie of Department of Attorney General and Director Glenn Okimoto of Department of Transportation (DOT) for the portal introduction and current status of the services offered for each of two departments in March.

In April, Russell met with the Director Loretta Fuddy of Department of Health.

LG's Office

Russell and Susan met with LG's staff to discuss new opportunities to improve the existing name change, publications and a few other processes.

Hawaii Traffic Records Coordinating Committee

Portal staff attended the March and April meetings along with Judiciary and four county police departments on the electronic data collection and sharing process. We will be following up with the police departments directly.

Department of taxation

Russell presented options for improving electronic filing adoption to the DoTax Modernization Committee.

City & County of Honolulu, Procurement Office

Rosie and Jing conducted a training/informational meeting at the C&C for the Procurement Office on HCE.

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
14-Mar	Mail	12,185	BREG	Reminder notice for Q1 2011 Annual Filing
31-Mar	Flyer	5,000	PVL	Mailing inserts for June 2011 Renewal
1-Apr	Email	15,462	BREG	Email notices for Q2 2011 Annual Filing
11-Apr	Email	655	REB	Email notices for condo registration 2011
15-Apr	Mail	21,274	BREG	Postcard notices for Q2 2011 Annual Filing
18-Apr	Email	19,792	PVL	Email notices for June 2011 renewal
18-Apr	Mail	25,822	PVL	Postcard notices for June 2011 renewal

New Partner Contacts

- Office of Environmental Quality Control
- Department of Transportation
- Administrative License Revocation Office
- Hawaii Occupational Safety and Health
- DOH Kauai and Maui District Office

Highlights

New Application Deployments

- None

Application Upgrades

- DOH Narcotics Enforcement Division Renewals - <https://ned.ehawaii.gov/>
- DLNR Commercial Marine Licensing System Fishing Report
- DLNR Commercial Marine Licensing System - <https://dlnr.ehawaii.gov/>
- DCCA Insurance Renewal - <http://www.ehawaii.gov/insrenew>
- DCCA Insurance Search - <http://insurance.ehawaii.gov/ils/app>
- DCCA/ DOTax/ DLIR Hawaii Business Express <https://hbe.ehawaii.gov>
- DCCA Insurance CE/Provider <https://www.ehawaii.gov/dcca/insce/exe/ce.cgi>
- HTSB Teacher Renewals - <https://htsb.ehawaii.gov>
- DLNR Civil Resource Violation System - <https://crvs.ehawaii.gov>
- Judiciary Volunteers in Public Service - <http://vips.ehawaii.gov/>
- DOT Airport Auction – <https://auction.ehawaii.gov/dcs/auction/index.php>
- DOTax EFile - <http://www.ehawaii.gov/efile/>
- DCCA PVL Renewals - <https://pvl.ehawaii.gov>
- DCCA Condo Renewal - <http://www.ehawaii.gov/condo>

New SOW's/ SLA's/ Updates

- Attorney General – Solicitor Registry System (sent)
- State Procurement Office – procurement notice rewrites (pending)
- DLIR - Elevator Permit Registry (sent)
- DoTax
 - Voucher Payment System (sent)
 - Bulk Tax Filing System (sent)

Additional Items

- Portal has hired Julie Shohet as a Project Manager.
- Portal has hired Sean Scura as an Quality Assurance Analyst
- Russell attended the Federal Tax Administrators' eFiling Symposium
- Rosemary Warfield visited the Big Island to give training on the new Hawaii County Police Department website.

Analytics Reports

Included in packet as separate PDF.

Financial Report – March 2011

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	3/31/11
Assets	5,055,960
Liabilities	4,517,641
Shareholder Equity	538,320
Total Liabilities & Shareholder Equity	5,055,961

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	January	February	March	Rolling 3 Month
Total Revenues	949,716	669,961	678,554	2,298,232
Cost of Revenues	488,563	467,697	504,912	1,461,172
Gross Margin	461,154	202,264	173,642	837,060
Operating Expenses	259,604	272,381	266,748	798,734
Income (Loss) from operations	201,550	(70,117)	(93,106)	38,326
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	201,550	(70,117)	(93,106)	38,326
Total Provision for Income Taxes	78,929	(27,455)	(36,461)	15,013
Net Income (Loss)	122,621	(42,662)	(56,645)	23,313

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

AOUO - Association of Unit 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.