



Hawaii.gov

Official Site of the Aloha State

ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

SEPTEMBER - DECEMBER 2013

Executive Summary

As we close the year, the portal is set to deploy 10 applications in December. This is after a blistering pace of development and deployments in the past 11 months. Our most notable deployment was on December 2nd at midnight when HIC updated the electronic marriage application. The newest deployment allowed for same sex marriage applications. It was deployed at 12:01 AM on Dec 2nd. The first same-sex marriage application was processed 8 minutes later. The portal also implemented changes in the Hawaii Business Express and BREG Annuals application to collect the \$1 archive fee for these filings. We have also completed our Annual AHC Report for the Committee's review.

Marketing Activity

DCCA PVL Division

Deployment of the upgraded PVL renewal system, linking licensing to the my.hi.gov account, similar to Hawaii Teacher Standards Board licensees, was completed. Migration of all license types will continue over the next 2 years. As of December 6th, 12,700 licensees had linked their PVL licenses to my.hi.gov accounts.

DCCA BREG

In addition to our existing reminder system, HIC is working closely with DCCA BREG and OIMT to enable a new reminder service as well as an entity monitoring service.

State Procurement Office

HIC and SPO collaborated on an email campaign for HICPro Vendor registration complete with user guide, training video, and technical support; over 400 Vendors signed up within the first 48 hours. HIC has also assisted with an Administrator webinar complete with questions and answers.

AG

HIC is working with the Notary team to initiate a mailing campaign in coordination with the launch of the Notary Registration and Licensing Renewal System.

Press Releases

Hawaii.gov Ranked Among Top 10 State Government Websites	http://www.businesswire.com/news/home/20130917005231/en/Hawaii.gov-Ranked-Top-10-State-Government-Websites	09/17/2013
State of Hawaii Website Named Pinnacle Award Recipient	http://www.nagw.org/news/2013/09/27/2013-nagw-pinnacle-award-recipients-announced	09/27/2013
Hawaii Department of Land and Natural Resources Wins National Award	http://finance.yahoo.com/news/hawaii-department-land-natural-resources-110000159.html	10/08/2013
Hawaii.gov Wins NAGW Pinnacle Award	http://hic.ehawaii.gov/2013/10/02/hawaii-gov-wins-nagw-pinnacle-award	10/02/2013
BOW Digital Government Achievement Awards 2013	http://www.govtech.com/cdg/digital-government-achievement/Best-of-the-Web--Digital-Government-Achievement-Awards-2013.html	09/03/2013
Hawaii Attorney General Launches Online Notary System	http://hic.ehawaii.gov/2013/10/08/hawaii-attorney-general-launches-online-notary-system http://finance.yahoo.com/news/hawaii-attorney-general-launches-online-192700661.html	10/08/2013 10/09/2013
Department of Taxation Announces Updated Mobile First Tax Search Tools	http://www6.hawaii.gov/tax/media/2013-10-08-mobile_apps.pdf	10/08/2013
Hawaii Electronic Marriage and Civil Union Registration System Recognized	http://health.hawaii.gov/news/files/2013/05/13-058-DOH-Wins-Best-of-Web-Award.pdf http://finance.yahoo.com/news/hawaii-department-health-wins-national-135400969.html	10/15/2013 10/21/2013

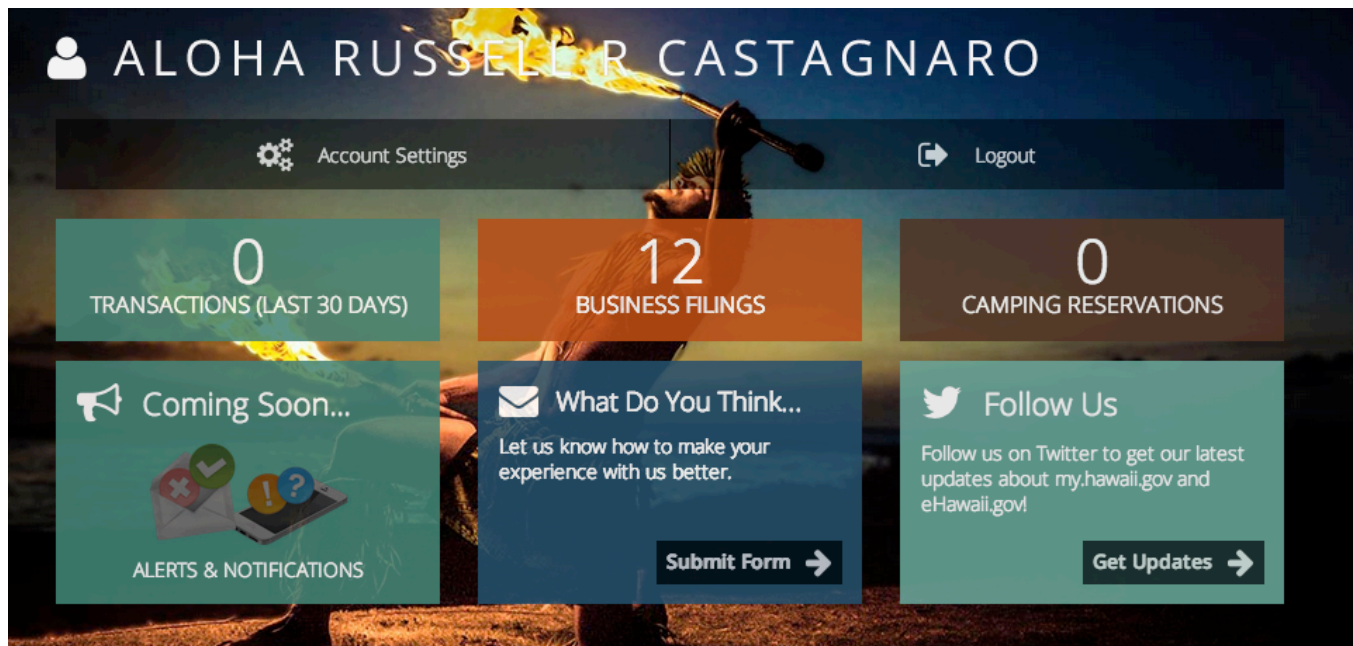
Conferences Attended

- GOTO; Aarhus, Aarhus, DK
- NIC Technology Conference – Austin, TX
- Amazon RE:Invent 2013 – Las Vegas, NV
- Hawaii Digital Government Summit – Honolulu, HI

My.hi.gov

Beginning in August of 2013, the Office of Information Management and Technology launched a new online tool that will change the way in which the public does their business with the state of Hawaii and Hawaii Counties. The service, <http://my.hi.gov>, lets the public log in and track their eGovernment transactions made through the portal. Participation is completely voluntary. The long-term vision is to incorporate most of the 36 lines of business and 220 business functions/ services provided by the state.

Because the state portal also serves county government, it also provides a simple way to integrate county services as well. The initial launch included integration with the eHawaii.gov payment services, Hawaii Business Express (<http://hbe.chawaii.gov>) and State Wide Camping (<http://camping.chawaii.gov>).



Portal Introduction

- E911 Board
- State Transformation Interns

Highlights

Department of Taxation Announces Updated Mobile First Tax Search Tools

The Department of Taxation has introduced updated mobile first tax search tools for its Tax Refund Search and Tax License Search. The modernized versions of these two web applications feature responsive design and provide the public quick and easy access to their tax refund status and tax license search information on their mobile devices. The Tax Refund Search is available at tax.chawaii.gov/hoihoi and the Tax License Search can be found at dotax.chawaii.gov/tls/app.

Hawaii.gov Wins Gold Davey Award for Redesigned Web Portal!

The State of Hawaii website, Hawaii.gov was honored with a Gold Davey Pinnacle Award in the Government category.

With nearly 4,000 entries from across the US and around the world, the Davey Awards honors the finest creative work from the best small firms, agencies and companies worldwide. The Davey Awards is judged

and overseen by the International Academy of the Visual Arts (IAVA), a 600+ member organization of leading professionals from various disciplines of the visual arts dedicated to embracing progress and the evolving nature of traditional and interactive media.

Hawaii Digital Government Summit

OIMT and the Center for Digital Government hosted the annual Digital Government Summit. HIC was honored with the **Transparency and Accountability: Contractor of the Year Award** and the **Transparency and Accountability: Open Gov Award**.

More Mobile Applications/Services Launched

- Tax License Search (HTML5)
- Find My Refund (HTML5)

New Application Deployments

- AG Public Notary Application (<http://notary.chawaii.gov>)
- My.hawaii.gov – (<http://my.hi.gov>)
- Film Permit Application – (<http://hfo.chawaii.gov>)
- Accessibility/ Accommodation Request System – (<http://m.hi.gov/accessible>)
- DLNR Engineering Division's new web site was launched. (<http://dlnreng.hawaii.gov/>)

New Application Improvements

- Portal Account Service – <https://login.chawaii.gov>
- Portal Payment System
- EMRS – <http://emrs.chawaii.gov>
- DLNR BARS – <http://dobor.chawaii.gov>
- DOTAX eFile – <https://dotax.chawaii.gov/efile>
- PVL Renewal System - <https://pvl.chawaii.gov/>
- eCrim – <https://ecrim.chawaii.gov>
- Hawaii Business Express – <http://hbe.chawaii.gov>
- BOC Land Records System – <http://boc.chawaii.gov>

New SLA's

- None

Additional Items

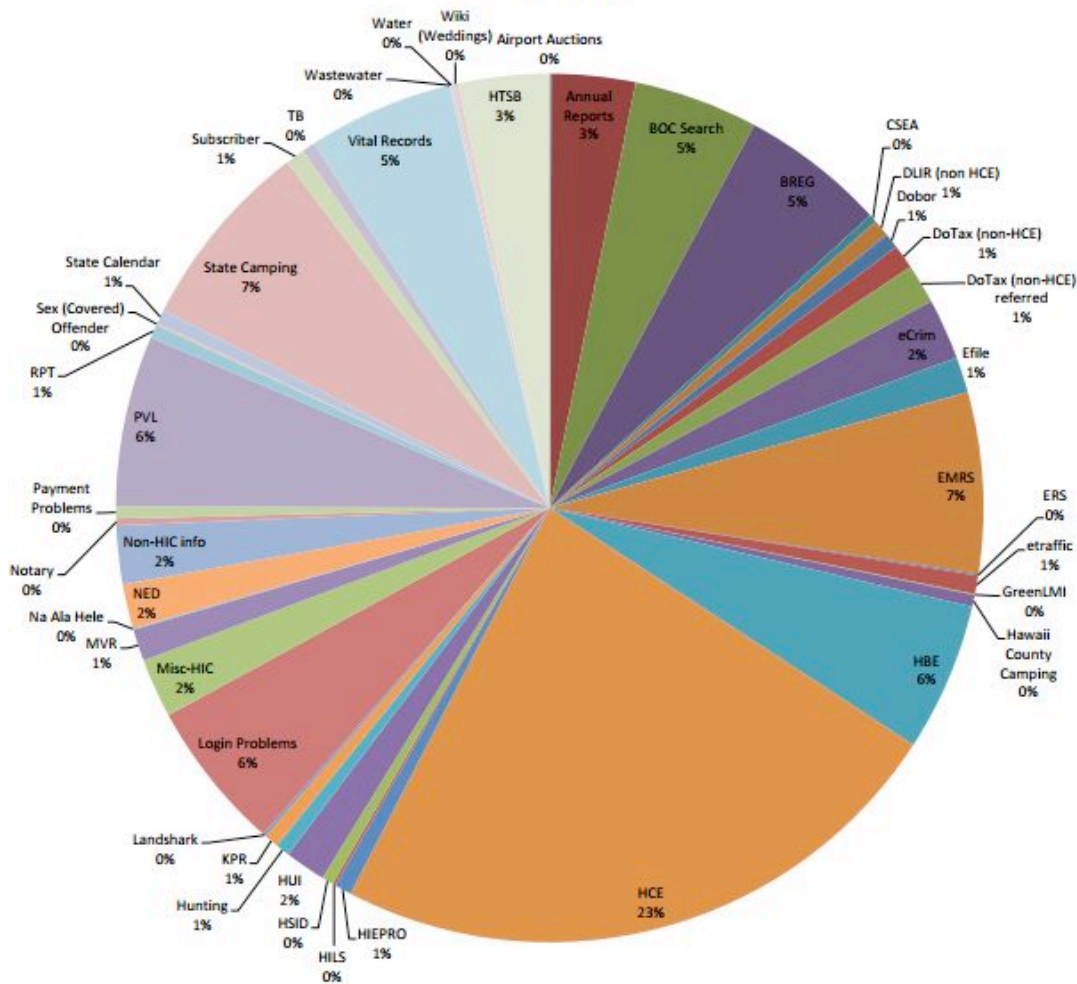
- See the annual report for details

Reports

- Analytics report is included in the packet as separate PDFs.

Customer Service Statistics

Total by Service



Services by number of contacts:

Service	#	Service	#	Service	#
GreenLMI	11	Narcotics Enforcement	494		
Airport Auctions	18	Hawaii County Camping	130	Non-HIC information	648
Employee Retirement System	19	Motor Vehicle Renewals	352	Water Payments	29
Child Support Enforcement Agency	91	Insurance License Renewals	36	Real Property Tax Payments	150
DLNR Boating Division	168	Hawaii Unemployment Insurance Express	454	State Calendar	156
Dept. of Labor (non HCE)	188	State ID	128	Sex (Covered) Offender	20
eTraffic	204	Na Ala Hele	14	Wiki (Weddings)	61
General DoTax (non-HCE)	267	Hunting	156	State Camping	2,123
Efile	396	Login Problems	1,668	Vital Records	1,616
DoTax (non-HCE) referred	439	Kauai Parks	159	Subscriber	217
eCrim	675	Hawaii Teacher Standards Board	1,008	TB Registry	142
Annual Reports	929	Hawaii Business Express	1,647	Notary	75
BOC Search	1,378	Hawaii Compliance Express	6,967	Payment Questions	136
Business Registrations	1,612	HlePRO	186	PVL Licensing	1,891
Electronic Marriage and Civil Union System	2,001	Misc-HIC	655	Wastewater Permits	6
				TOTAL	29,756

Financial Report

The portal continues to struggle financially due to deployment delays and a large volume of unfunded and T&M development projects.

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	11/30/13
Assets	3,628,313
Liabilities	4,820,662
Shareholder Equity	(1,192,348)
Total Liabilities & Shareholder Equity	3,628,314

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	August	September	October	Rolling 3 Month
Total Revenues	572,426	458,158	527,750	1,558,334
Total Expenses	532,396	497,625	521,981	1,522,002
Income (Loss) from operations	40,030	(39,467)	5,769	6,332
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	40,030	(39,467)	5,769	6,332
Total Provision for Income Taxes	15,665	(15,457)	3,195	2,782
Net Income (Loss)	24,365	(24,010)	3,195	3,550

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 Project Management	808-695-4617	zheng@ehawaii.gov
Janet Pick	Office	808-695-4625	janet@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
OIMT – Office of Information and Management Technology
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.