

## **Access Hawaii Committee (AHC) Meeting Agenda**

March 3, 2016

1:00 p.m.

Kalanimoku Building, B-10, Videoconference Center

1151 Punchbowl Street

Honolulu, Hawaii 96813

### **Videoconference Centers (VCC):**

County of Hawaii, Hilo VCC  
Hilo State Office Bldg.  
75 Aupuni St., Basement  
Hilo, HI 96720

County of Maui, Maui VCC  
Maui State Office Bldg.  
54 S. High St., 3<sup>rd</sup> Floor  
Wailuku, HI 96793

County of Kauai, Lihue VCC  
Lihue State Office Bldg.  
3060 Eiwa St., Basement  
Lihue, HI 96766

- I. Call to Order
- II. Review and Approval of the December 16, 2015 Meeting Minutes
- III. Public Testimony –Any person may submit testimony on any agenda item. Please limit testimony to three minutes per item.
- IV. AHC Hawaii Information Consortium (HIC) General Manager’s Report, including Balance Sheet Details and Fee Schedule (see attached)
- V. HIC General Manager’s Report on the Accounting of the Statements of Work Between April 1, 2014 and June 30, 2014 (see attached)
- VI. Information Technology Governance Requirements, Pursuant to Administrative Directive No. 15-2 (see attached); Discussion and Appropriate Action
- VII. Preparation for New Request for Proposals (RFP); Discussion and Appropriate Action
- VIII. Announcement
  - a. Next meeting June 2, 2016, 1:00 p.m.
- IX. Adjournment

*Individuals who require special needs accommodation are invited to call Susan Bannister at (808) 586-1920 ext. 315 at least 3 working days in advance of the meeting.*

# Access Hawaii Report December 2015 - February 2016



## **ACCESS HAWAII COMMITTEE**

**Hawaii Information Consortium General Manager's Report**

**December 2015 - February 2016**

## Executive Summary

The portal currently has 34 services in active design, development or testing phases. Since December 2015, we have launched 10 new services, websites or major upgrades to include a Hunter Education Records Management System for the Hunter Education Program of DOCARE and the Medical Marijuana Dispensary License Application System for OHCA DOH. In addition, the Hawaii Sex Offender Search (<http://sexoffender.ehawaii.gov/sexoffender>) won two awards in December: Best Government Mobile Application and Best Information Services Mobile Application by the Web Marketing Association.

The portal continues to meet weekly with the Portal Program Manager to provide ongoing project status and discuss potential new opportunities with the state.

## Outreach Activity

### Reminders

The portal sends reminders, postcards and other notices on behalf of many of our partners. These include U.S. postal mail, email, and text messaging.

Date Sent	Message Type	Partner	Description	Quantity
2015-12	EMAIL	SPO	2015 Season Greetings	4,627
2016-01	EMAIL	County of Kauai	Real Property Tax eBill	645
2016-01	POSTCARD	DCCA BREG	Annual Business Filing Due Notice	31,330
2016-01	EMAIL	SPO	Update vendor profile with NAICS code notice	2,963
2016-01	EMAIL	DCCA Insurance Division	Insurance License Renewal Notice	6,984

## Portal Notification Service

The portal notification service sends automated email and text message reminders and notifications for various services and is integrated with my.hawaii.gov.

Date Sent	Message Type	Partner	Service Name	Quantity
2015-12	EMAIL	DCCA BREG	MyBusiness Alerts	36
2015-12	EMAIL	DCCA BREG	MyBusiness Reminders	4196
2015-12	EMAIL	DLIR UI	Unemployment Insurance Notification	20
2015-12	EMAIL	TAX	G45 Notification	11266
2015-12	TEXT	DCCA BREG	MyBusiness Alerts	8
2015-12	TEXT	DCCA BREG	MyBusiness Reminders	4
2015-12	TEXT	TAX	G45 Notification	2
2016-01	EMAIL	DCCA BREG	MyBusiness Alerts	18
2016-01	EMAIL	DCCA BREG	MyBusiness Reminders	31368
2016-01	EMAIL	DLIR UI	Unemployment Insurance Notification	305
2016-01	EMAIL	TAX	G45 Notification	29010
2016-01	EMAIL	TAX	G49 Notification	1
2016-01	TEXT	DCCA BREG	MyBusiness Alerts	4
2016-01	TEXT	DCCA BREG	MyBusiness Reminders	33
2016-01	TEXT	DLIR UI	Unemployment Insurance Notification	24
2016-01	TEXT	TAX	G45 Notification	76
2016-01	TEXT	TAX	G49 Notification	1
2016-02	EMAIL	DCCA BREG	MyBusiness Alerts	20
2016-02	EMAIL	DCCA BREG	MyBusiness Reminders	4022
2016-02	EMAIL		RSS Alerts	12
2016-02	EMAIL	TAX	G45 Notification	11110
2016-02	EMAIL	TAX	G49 Notification	1
2016-02	TEXT	DCCA BREG	MyBusiness Alerts	5
2016-02	TEXT	DCCA BREG	MyBusiness Reminders	6
2016-02	TEXT		RSS Alerts	12
2016-02	TEXT	TAX	G45 Notification	3
2016-02	TEXT	TAX	G49 Notification	1

## Press Releases

Name	URL	Date
Hawaii Attorney General wins Best Government Mobile Application and Best Information Services Mobile Application	<a href="http://m.hi.gov/best">http://m.hi.gov/best</a>	01/06/16
Hawaii Medical Marijuana Dispensary License Application Now Available Online	<a href="http://m.hi.gov/mjdispensary">http://m.hi.gov/mjdispensary</a>	01/14/16
First Quarter Hawaii Annual Business Reports Due	<a href="http://m.hi.gov/annual">http://m.hi.gov/annual</a>	01/15/16
Hawaii DOH Continues to Improve Vital Records Online Ordering System	<a href="http://m.hi.gov/vitalrecords">http://m.hi.gov/vitalrecords</a>	02/10/16

## Conferences Attended

Name	Description	Dates
None		

## Portal Introduction

- Hawaii State Public Library
- Hawaii Post-Secondary Education Authorization Program
- County of Hawaii Office of Mayor Billy Kenoi

## Potential New Opportunities

Partner	Description	Derived from
Hawaii State Public Library	Redesign of current website ( <a href="http://hawaii.sd.p.sirsi.net/">http://hawaii.sd.p.sirsi.net/</a> )	Derek Ichiyama, Portal Program Manager
DCCA HPSEAP	Online system for public to request copies of college transcripts	Catherine Awakuni, DCCA Director
County of Hawaii Mass Transit Agency	Hele-On Bus mobile application	Mayor Kenoi initiatives
County of Hawaii Police Department	Firearms registration application	Mayor Kenoi initiatives
County of Hawaii Liquor Control	Online permitting/ licensing system	Mayor Kenoi initiatives
DLNR State Historic Preservation Division	Online intake and review system for users seeking SHPD review and determinations	Alan Downer, SHPD Administrator
Department of Taxation	Tax liabilities payments	HIC proposed
The Office of the Governor	Hosting and maintenance of website	Mike McCartney, Chief of Staff

## Highlights

### Hunter Education Records Management System Launched

The Hunter Education Program of the Division of Conservation and Resources Enforcement (DOCARE) launched a Hunter Education Records Management System (<https://huntered.ehawaii.gov/huntered/public/welcome.html>) on December 2, 2015. The new system automates an old manual process of registering students for hunter education courses, processing students that completed the course, and processing replacement requests for new certification cards. This system has significantly increased staff morale and is expected to help the program go from being 20% automated and 80% manual to 80% automated and 20% manual.

### Online Medical Marijuana Dispensary Licensing Application Launched

On January 11, 2016 the Office of Health Care Assurance of DOH launched the online Medical Marijuana Dispensary Licensing Application System (<https://mmjdisp.ehawaii.gov/mmjdisp>). 66 applications were submitted online by the deadline of January 29, 2016. The medical marijuana dispensary law allows DOH to award a total of eight licenses initially.

### Employees' Retirement System (ERS) Website Launched

The purpose of this project was to address ADA issues in three areas. First by migrating the existing Employees' Retirement System (ERS) website (<http://ers.ehawaii.gov>) into the WordPress state template framework. Second, we created an ADA request form that can be used for ERS to gather data for ADA requests from the public. Third, we conducted an ADA training session for ERS staff to learn how to make PDF documents accessible and general ADA best practices.

### Hawaii Sex Offender Search Awarded Best Government Mobile Application and Best

## Information Services Mobile Application

The Department of the Attorney General Hawaii Criminal Justice Data Center's Hawaii Sex Offender Search was named Best Government Mobile Application and Best Information Services Mobile Application of 2015 by the Web Marketing Association in its annual Mobile Web Awards competition on December 8, 2015. The Competition is judged by experienced professionals with an in-depth understanding of the current state-of-the-art in mobile web development, design, and marketing. In April 2015, the AG HCJDC released a major upgrade to the mobile Hawaii Sex Offender Search app which allows users to sign up for alerts regarding offenders in an area based on zip code or street name and city. Alerts indicate that an offender has relocated to the area or an existing offender in the area has updated their registration information.

## Credit Card Payments for Tax Liabilities

HIC and the Department of Taxation are currently in conversations to implement the acceptance of credit card payments at the DOTAX payment windows for payments of tax liabilities. Several years ago, DOTAX allowed one type of credit card payment, but that was discontinued. Today users must submit payment via cash or check.

## New Websites Launched

- The Employees' Retirement System (ERS) launched a new website (<http://ers.ehawaii.gov/>) on January 26, 2016.

## New Application Deployments

- The Special Use Permitting System for the Division of State Parks, DLNR (<https://sups.ehawaii.gov/dlnr-sup>) launched to the public on December 1, 2015.
- The Hunter Education Records Management System for the Hunter Education Program, DOCARE DLNR (<http://huntered.ehawaii.gov/>) launched on December 2, 2015.
- The Medical Marijuana Dispensary Licensing Application for the Office of Health Care Assurance, DOH ([mmjdisp.ehawaii.gov](http://mmjdisp.ehawaii.gov)) launched on January 11, 2016.
- RSS Alerts Service (<http://rss-alerts.ehawaii.gov/>) launched on February 16, 2016.

## Application Upgrades

- The Department of Transportation (DOT) upgraded the Auction site (<http://auction.ehawaii.gov/>) to include redesign and enhancements.
- The Division of Forestry and Wildlife (DOFAW), DLNR soft launched the Na Ala Hele Trail and Access System (<https://dofaw.ehawaii.gov/trails/>) to include redesign/modernization of the application on December 10, 2015.
- The Department of Taxation (DOTAX) launched eFile ([dotax.ehawaii.gov/efile/user](http://dotax.ehawaii.gov/efile/user)) to include annual updates to forms and fields for 2016 on January 4, 2016.
- The Division of Forestry and Wildlife (DOFAW), DLNR soft launched the Na Ala Hele Trail and Access System (<https://dofaw.ehawaii.gov/trails/>) to include redesign/modernization of the application on January 19, 2016.
- The Department of Budget & Finance implemented secure login by integration with eHawaii.gov's single sign-on service for the Self-Service Benefits Portal (<https://ers.ehawaii.gov/member>) on January 26, 2016.
- The High Technology Development Corporation, DBEDT launched 2016 annual updates to the QHTB 317 Form (<https://forms.ehawaii.gov/view.php?id=19889>) on February 3, 2016.

# Agreements

## New SLAs

- None

## New SOWs

- DLIR HMOAB Online Licensing System SOW dated December 1, 2015 (Self-funded; 10% Portal Administration Fee (absorbed by agency))
- DLIR HMOAB Website Services SOW dated December 7, 2015 (\$15,000 plus GET)
- DLNR DOFAW Hunt Application System SOW dated December 8, 2015 (Self-funded; 10% Portal Administration Fee (absorbed by agency))
- AG HCJDC HIJIS Portal Penetration Test SOW dated December 22, 2015 (hourly per standard rates + GET)

## Amended SOWs

- AG HCJDC HIJIS Portal Development and Support Services SOW Amendment 2 dated December 22, 2015 (hourly per standard rates + GET)
- DBEDT Energy Office Renewable Energy Projects Directory SOW Amendment 1 dated December 24, 2015 (\$6,840.00 + GET)
- DBEDT CBED Applications SOW Addendum 3 dated January 22, 2016 (hourly per standard rates + GET; not to exceed \$10,000.00)
- AG Tax & Charities Online Charity Registration SOW Amendment 5 dated February 1, 2016 (hourly per standard rates + GET)
- AG Tax & Charities Professional Solicitor Registration System SOW Amendment 2 dated February 1, 2016 (hourly per standard rates + GET)
- DLNR Hunter Education Program Hunter Education Records Management System SOW Amendment 3 (\$65,000.00 + GET)

## Additional Items

- None

## Portal Program Manager Requests

Date Requested	Description	Delivered On
1/11/16	2015 Customer Service statistics	1/14/16
1/11/16	2015 Revenue Report (Proprietary)	Pending audited financials (est. delivery in April 2016)
1/12/16	Hawaii Film Office fees details	1/14/16
1/13/16	Portal Fees details	1/14/16
1/15/16	Hawaii Film Office SOW(s)	1/19/16
1/15/16	BARS Maintenance Fee details	1/27/16
1/19/16	<a href="http://my.hawaii.gov">my.hawaii.gov</a> December invoice line item details	2/3/16
1/20/16	Copies of all SOWs and Amendments	2/17/16
1/27/16	Definitions of Portal Administration Fee & Payment Processing Fee	2/17/16
1/29/16	Multilingual website projects experience	2/3/16
1/29/16	Project dashboard updates	2/12/16
2/17/16	BARS 2015 Priority List	2/17/16
2/17/16	List of services affected by 2/6/16 credit card merchant incident	2/17/16
2/17/16	Visit to lockbox	open
2/19/16	BARS 2015 Priority List with Completion Dates	2/24/16

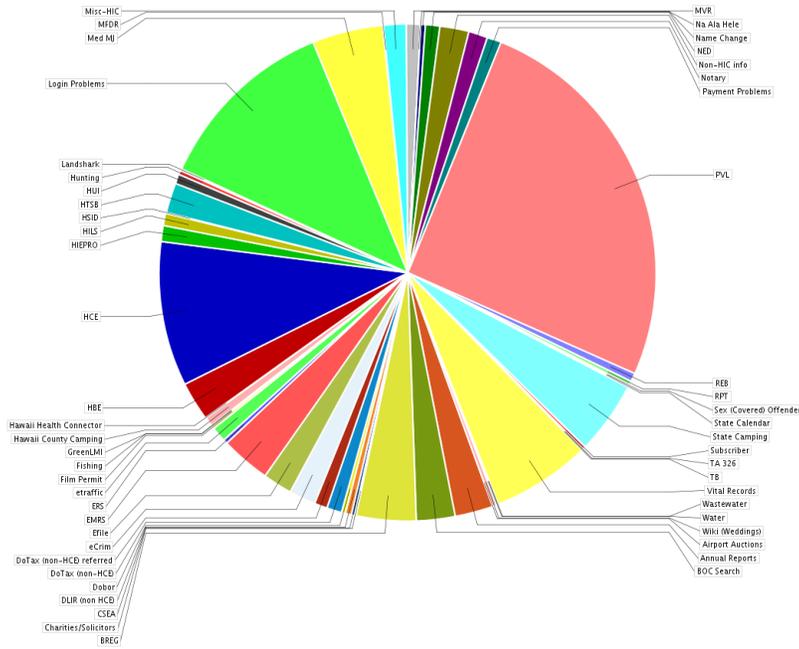
## Customer Service Statistics

Number of support contacts from the public per service.

Service	December	January	Total
Airport Auctions	1	1	2
Annual Reports	106	239	345
BOC Search	181	169	350
BREG	237	303	540
Charities/Solicitors	12	5	17
CSEA	13	15	28
DLIR (non HCE)	23	29	52
Dobor	18	17	35
DoTax (non-HCE)	40	99	139
DoTax (non-HCE) referred	49	68	117
eCrim	95	141	236
Efile	59	210	269
EMRS	225	226	451
ERS	6	30	36
etraffic	64	75	139
EV stations	0	0	0
Film Permit	6	17	23
Fishing	4	0	4
GreenLMI	1	0	1
Hawaii County Camping	41	45	86
Hawaii Health Connector	2	4	6
HBE	156	195	351
HCE	572	738	1310
HIEPRO	57	85	142
HILS	42	72	114
HIOSH	0	0	0
HSID	1	2	3

HTSB	71	202	273
HUI	22	66	88
Hunting	14	26	40
Landshark	9	5	14
Login Problems	973	695	1668
Med MJ	212	429	641
MFDR	1	1	2
Misc-HIC	102	104	206
MVR	65	64	129
Na Ala Hele	1	0	1
Name Change	25	14	39
NED	59	75	134
Non-HIC info	128	137	265
Notary	76	95	171
Payment Problems	51	76	127
PVL	2477	1080	3557
REB	38	36	74
RPT	15	21	36
Sex (Covered) Offender	6	4	10
State Calendar	9	8	17
State Camping	266	387	653
Subscriber	25	6	31
TA 326	3	2	5
TB	1	6	7
Vital Records	375	520	895
Wastewater	0	2	2
Water	6	8	14
Wiki (Weddings)	15	21	36
<b>TOTAL</b>	<b>7044</b>	<b>6875</b>	<b>13919</b>

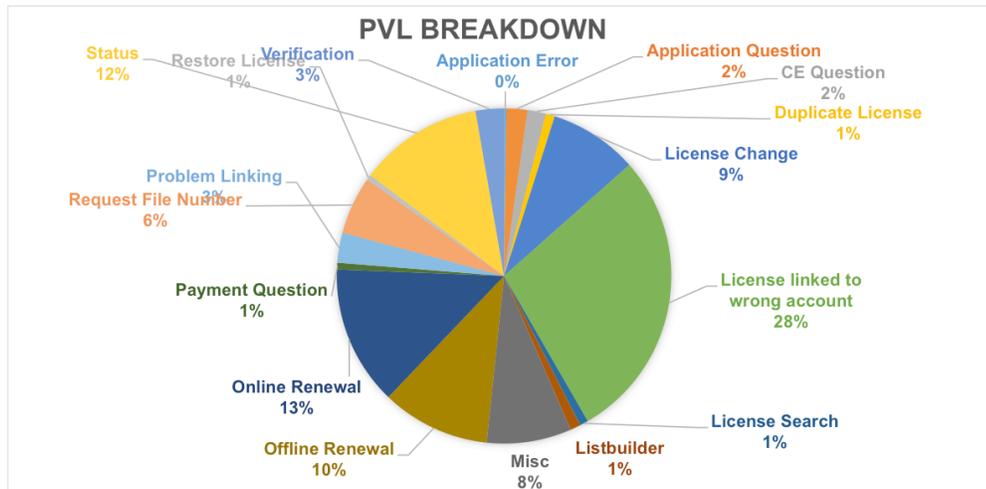
Total by Service  
Sep 2015 - Nov 2015



Airport Auctions (2 - 0%)	Annual Reports (345 - 2%)	BOC Search (350 - 3%)	BREG (540 - 4%)	Charities/Solicitors (17 - 0%)	CSEA (28 - 0%)	DLIR (non HCE) (52 - 0%)	Dobor (35 - 0%)	DoTax (non-HCE) (139 - 1%)	DoTax (non-HCE) referred (117 - 1%)	eCrim (236 - 2%)	Efile (269 - 2%)	EMRS (451 - 3%)	ERS (36 - 0%)	etraffic (139 - 1%)	Film Permit (23 - 0%)	Fishing (4 - 0%)	GreenLMI (1 - 0%)	Hawaii County Camping (86 - 1%)	Hawaii Health Connector (6 - 0%)	HBE (351 - 3%)	HCE (1,310 - 9%)	HIEPRO (142 - 1%)	HILLS (114 - 1%)	HSID (3 - 0%)	HTSB (273 - 2%)	HUI (88 - 1%)	Hunting (40 - 0%)	Landshark (14 - 0%)	Login Problems (1,668 - 12%)	Med MJ (641 - 5%)	MFDR (2 - 0%)	Misc-HIC (206 - 1%)	MVR (129 - 1%)	Na Ala Hele (1 - 0%)	Name Change (39 - 0%)	NED (134 - 1%)	Non-HIC info (265 - 2%)	Notary (171 - 1%)	Payment Problems (127 - 1%)	PVL (3,557 - 26%)	REB (74 - 1%)	RPT (36 - 0%)	Sex (Covered) Offender (10 - 0%)	State Calendar (17 - 0%)	State Camping (653 - 5%)	Subscriber (31 - 0%)	TA 326 (5 - 0%)	TB (7 - 0%)	Vital Records (895 - 6%)	Wastewater (2 - 0%)	Water (14 - 0%)	Wiki (Weddings) (36 - 0%)
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# PVL Customer Service Breakdown

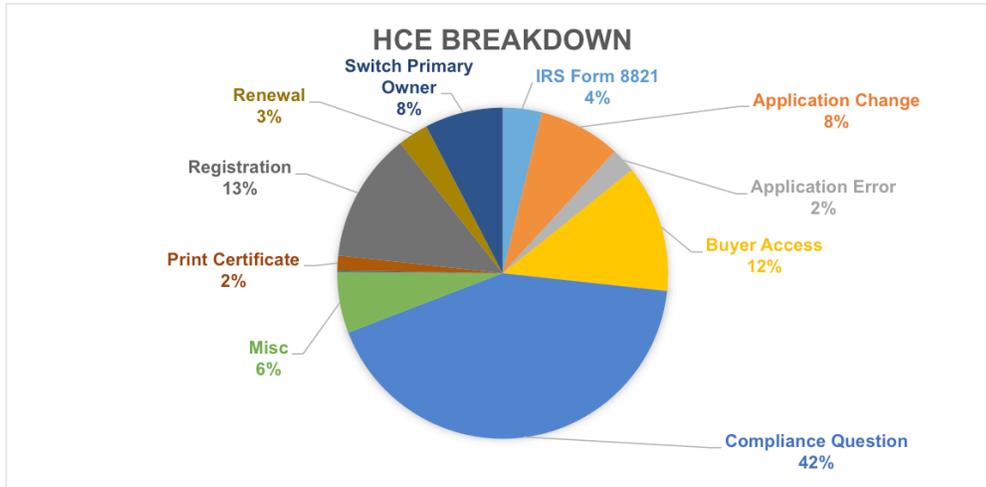
December 1, 2015 - January 31, 2016



- Application Error: Errors with the actual program - 8
- Application Question: Questions related to obtaining a license - 72
- CE Question: Questions related to Continuing Education requirements - 63
- Duplicate License: Questions related to requesting a duplicate license - 31
- License Change: Questions related to updating license information (i.e. address, status, name) - 304
- License linked to wrong account: Questions related to license being linked to an old email address - 1009
- License Search: Questions related to searching for a license online - 29
- Listbuilder: Questions related to the PVL list builder application - 36
- Misc: Questions unrelated to any other category - 290
- Offline Renewal: Questions related to offline renewals and forms - 372
- Online Renewal: Questions related to online renewals - 478
- Payment Question: Questions related to cost of licenses, payments accepted, receipt requests, etc. - 23
- Problem Linking: Questions related to linking licenses to account - 103
- Request File Number: Requests for license file numbers - 198
- Restore License: Questions related to restoring a PVL license - 18
- Status: Questions related to the current license status - 426
- Verification: Requests for license verification - 97

# HCE Customer Service Breakdown

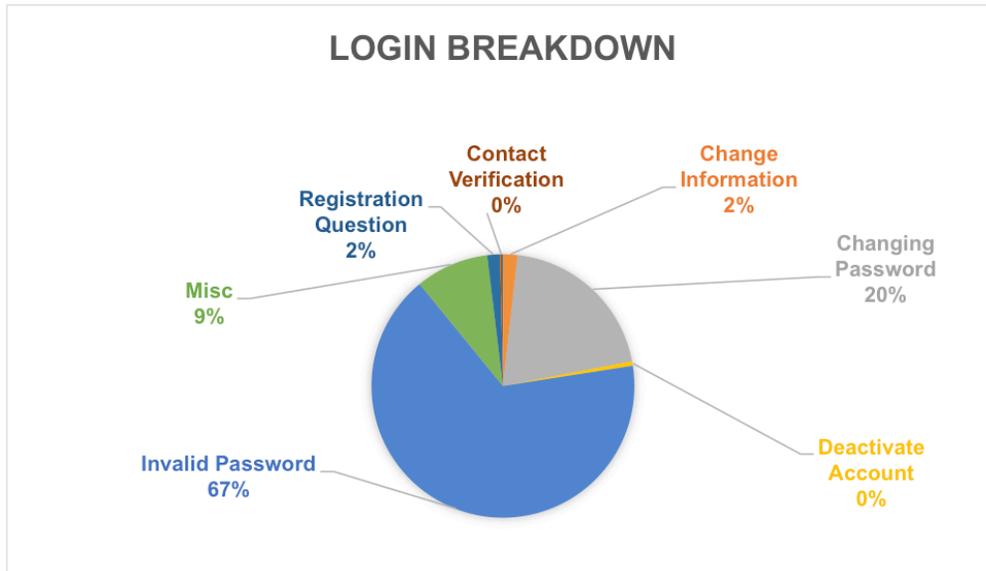
December 1, 2015 - January 31, 2016



- IRS Form 8821: Questions related to the IRS Form 8821 - 50
- Application Change: Questions related to updating an application in HCE - 105
- Application Error: Questions related to errors that appear an application in HCE - 32
- Buyer Access: State of Hawaii employees requesting access to view compliance status for vendors - 163
- Compliance Question: Questions related to why a user is not compliant and/or how to gain compliance - 556
- Misc: Questions unrelated to any other category - 78
- Payment Question: Questions related to cost of application, payments accepted, receipt requests, etc. - 2
- Print Certificate: Questions related to printing the Certificate of Vendor Compliance - 19
- Registration: Questions related to HCE registration - 166
- Renewal: Questions related to HCE registration renewal - 39
- Switch Primary Owner: Requests to switch Primary Owners in HCE - 100

# Login Customer Service Breakdown

December 1, 2015 - January 31, 2016



- Application Error: Errors that appear within the application - 2
- Change Information: Questions related to updating eHawaii.gov account information - 28
- Change Password: Questions related to changing eHawaii.gov password - 337
- Deactivate Account: Requests to deactivate an eHawaii.gov account - 9
- Invalid Password: User is unable to login - 1110
- Misc: Questions unrelated to any other category - 150
- Registration Question: Questions related to creating an eHawaii.gov account - 26
- Contact Verification: Questions related to verification of email and mobile number - 6

## Financials

<b>Consolidated Balance Sheet</b>				
Hawaii Information Consortium, LLC				
-Unaudited report				
			<b>01/31/16</b>	
Assets			\$5,434,773	
Liabilities			\$4,956,114	
Shareholder Equity			\$478,661	
Total Liabilities & Shareholder Equity			\$5,434,775	
<b>Income Statement</b>				
Hawaii Information Consortium, LLC				
-Unaudited report				
	<b>November</b>	<b>December</b>	<b>January</b>	<b>Rolling 3 Month</b>
Total Revenues	\$789,498	\$803,701	\$845,433	\$2,438,632
Total Expenses	\$645,807	\$636,395	\$682,650	\$1,964,852
Income (Loss) from operations	\$143,691	\$167,306	\$162,783	\$473,780
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	\$143,691	\$167,306	\$162,783	\$473,780
Total Provision for Income Taxes	\$52,269	\$65,518	\$63,746	\$185,533
Net Income (Loss)	\$87,422	\$101,788	\$99,037	\$288,247

## Reports

Analytics report is included in the packet.

## 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>
Teri Berschneider	Director of Portal Operations	808-695-4631	<a href="mailto:teri@ehawaii.gov">teri@ehawaii.gov</a>
Zheng Fang	Director of Development	808-695-4617	<a href="mailto:zheng@ehawaii.gov">zheng@ehawaii.gov</a>
Janet Pick	Manager of Project Management Office	808-695-4625	<a href="mailto:janet@ehawaii.gov">janet@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

ADA – Americans with Disabilities Act
AOUO – Association of Unit Owners
B&F – Department of Budget and Finance
BOC – Bureau of Conveyances (DLNR)
BREG – Business Registration Division (DCCA)
CDG – Center for Digital Government
CMLS – Commercial Marine Licensing System
CMS – Content Management System
DCCA – Department of Commerce and Consumer Affairs
DBEDT – Department of Business Economic Development and Tourism
DCAB – Disability and Communication Access Board
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
DOT – Department of Transportation
EDRS – Electronic Death Registration System

ELF – Electronic Filing System
ERS – Employees' Retirement System
HBE – Hawaii Business Express
HCE – Hawaii Compliance Express
HCJDC – Hawaii Criminal Justice Data Center (AG)
HID – Hawaii Insurance Division
HIJIS – Hawaii Integration Justice Information Sharing
HMOAB – Hoisting Machine Operators Advisory Board (DLIR)
HPSEAP – Hawaii Post-Secondary Education Authorization Program (DCCA)
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
<a href="http://My.hawaii.gov">My.hawaii.gov</a> – the single-sign-on service for Hawaii state government
MORAA – Model Registered Agent's Act
NASCIO – National Association of State Chief Information Officers
OHCA – Office of Health Care Assurance
OIMT – Office of Information and Management Technology
OMPO – Oahu Metropolitan Planning Organization

PVL – Professional Vocational Licensing
REB – Real Estate Branch (DCCA)
RICO – Regulated Industries Complaints Office (DCCA)
PRIA – Property Records Industry Association
PUC – Public Utilities Commission
SLA – Service Level Agreement
SOW – Statement of Work
SPO – State Procurement Office
TAX – Department of Taxation
UCC – Uniform Commercial Code
UI – Unemployment Insurance Division (DLIR)
VIPS – Volunteers in Public Service (Judiciary)
XML – Extensible Markup Language

## Appendix C: Web Analytics Terms

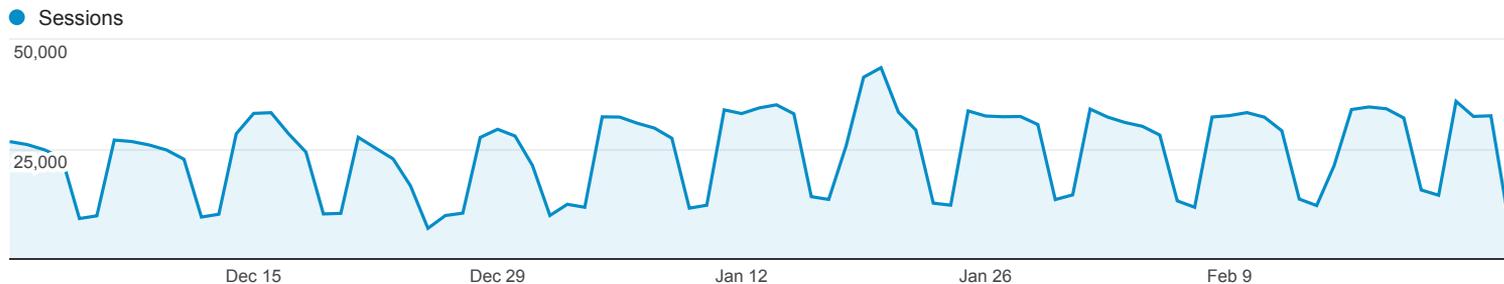
- **Hit** - A request for a file from the web server. Available only in log analysis. The number of hits received by a website is frequently cited to assert its popularity, but this number is extremely misleading and dramatically over-estimates popularity. A single web-page typically consists of multiple (often dozens) of discreet 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.

Dec 1, 2015 - Feb 25, 2016

# Audience Overview

All Users  
100.00% Sessions

## Overview



Sessions  
**2,112,102**

Users  
**885,307**

Pageviews  
**13,663,071**

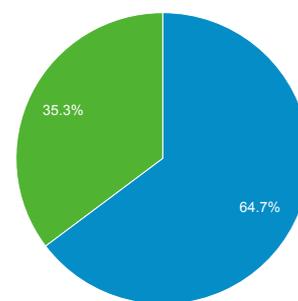
Pages / Session  
**6.47**

Avg. Session Duration  
**00:05:45**

Bounce Rate  
**29.01%**

% New Sessions  
**35.24%**

Returning Visitor (blue) New Visitor (green)



Language	Sessions	% Sessions
1. en-us	2,053,953	97.25%
2. en-gb	7,913	0.37%
3. ja-jp	7,262	0.34%
4. de	4,418	0.21%
5. en-ca	4,331	0.21%
6. ja	4,240	0.20%
7. en	4,039	0.19%
8. de-de	3,008	0.14%
9. fr	2,694	0.13%
10. ko	2,212	0.10%

# HIC AHC Status Report Summary

## Purpose

This is the final report covering all accomplishments for the period from June 2013 to June 2014. The report is part of the deliverable of the Statement of Work named Support Services, created between Access Hawaii Committee (AHC) and Hawaii Information Consortium, LLC (HIC).

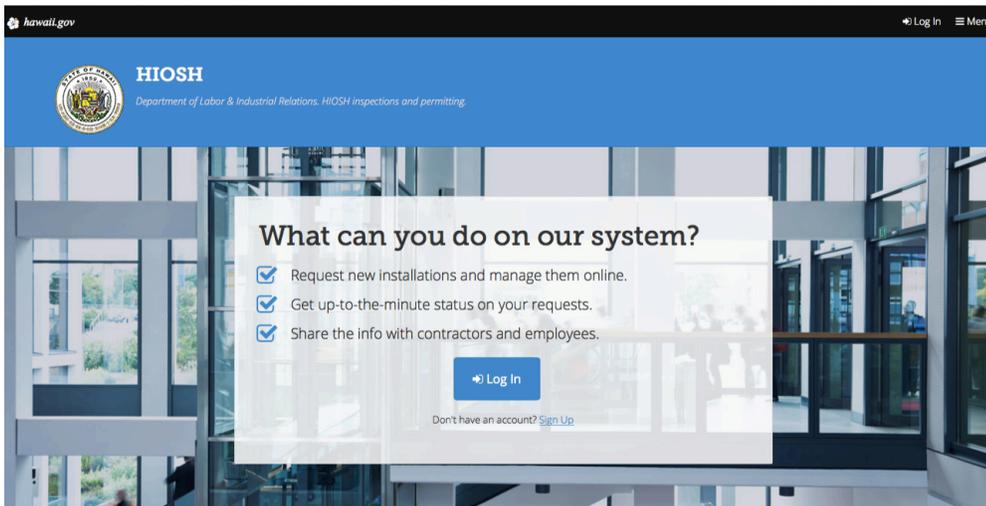
## Background

In June 2013, the Access Hawaii Committee suspended the \$8,000 / month fee paid by the portal. This fee funds the AHC Special Fund, which in turn pays for the Portal Program Manager position and related expenses. HIC requested and the AHC agreed to suspend the HIC payments while there is more than 200% of the funding ceiling available. HIC has agreed to work on other projects that will benefit our partners during this period. If the fee had not been suspended, the portal would not have been able to support the projects detailed in the Summary of Accomplishments section. The monthly fee payment was resumed in July 2014. The total amount of the suspended fee was \$104,000.

## Summary of Accomplishments

During the period, HIC provided total of 95.5 hours of clerical support to facilitate the AHC meetings, and **accelerated the projects by almost 2 years with 1,146.45 hours** of work completed. The total value of the work completed is **\$121,195**. Here are the highlights from the projects:

- Elevator Inspections** (Launched on 8/6/13, [hiosh.ehawaii.gov](http://hiosh.ehawaii.gov)) - The project was intended to improve the administrative efficiency of the inspection and permitting process within Department of Labor and Industrial Relations, Occupational Safety and Health (HIOSH). The completed system replaces the papers based process and addresses the delay in issuing new operating permits from overdue inspections on 75% of the elevator and 50% of the boilers across the State. During the period, HIC provided additional 180 hours of resources, over coming the HIOSH SME's on-and-off temporary status working schedule, launched the first phase of the project in August of 2013.



- CBED Forms** (Launched on 12/18/14, [ezforms.ehawaii.gov/cbed-forms/public/welcome.html](http://ezforms.ehawaii.gov/cbed-forms/public/welcome.html)) - This project enables the public to complete the Department of Business, Economic Development and Tourism, Community Based Economic Development (CBED) application forms online with payment, and includes an administration module to meet management and reporting needs of staff. With the additional funding, HIC was able to research and review third party form tools prior to making a better educated decision on developing a customized solution to better meet the Agency needs, 20 hours well spent.

EZ Home About EZ Program Enterprise Zone Forms CBED Forms Help Chat Contacts Log In

## Enterprise Zones Program

Department of Business, Economic Development & Tourism

Welcome to the Enterprise Zones Program forms.

[Login into your account](#)

### Forms

Use the online forms to complete and electronically submit applications, reports and claims.

- [Enrollment Application For Businesses](#)
- [End-of-Year Report Form](#)
- [3-Year Extension Application Form](#)
- [Force Majeure Event Claim Application](#)

To submit paper forms, download and print: [Enrollment Application For Businesses](#); [End-of-Year Report Form](#); [3-Year Extension Application Form](#); [Force Majeure Event Claim Application](#). Mail your completed form to Department of Business, Economic Development & Tourism, No. 1 Capitol District Building, 250 South Hotel Street, 5<sup>th</sup> Floor, Honolulu, HI 96813, or fax your completed form to (808) 586-2589. NOTE: If submitting forms by mail or fax instead of online, please allow an extra 2-4 weeks processing time.

QUESTIONS? Call the State Enterprise Zone Coordinator at (808) 587-2757, or your County Enterprise Zone Coordinator. For a list of contact phone numbers, visit <http://invest.hawaii.gov/business/ez#contact>

Some of the information submitted via EZ Program forms may be subject to public inspection under Hawaii's Uniform Information Practices Act, Chapter 92F, Hawaii Revised Statutes, which governs public access to government records. For more information on what may be disclosed and what may be considered confidential please see the EZ Program confidentiality guidelines at <http://invest.hawaii.gov/business/ez/disclosure>.

- Commercial Vessel Landing Permits** (Launched on 3/3/14, [dofaw.ehawaii.gov/permitting/](http://dofaw.ehawaii.gov/permitting/)) - Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW) asked HIC to design and develop an online permitting solution to replace the manual permitting processes for commercial vessel activities and kayak landings in DLNR's regulated, wildlife sanctuaries. Due to business rule and requirement changes in the middle of the project, HIC was able to utilize the additional funding to complete the redesign without further delaying the project by one and half month.

## COMMVESH PERMITS

### ALOHA! E KOMO MAI AND WELCOME TO COMMERCIAL VESSEL LANDING PERMITS

The purpose of this online service is to provide an expedient way for vendors to register and purchase landing permits to regulated Department of Land and Natural Resources sanctuaries.

Landing Permits may ONLY be purchased online or in person at District Offices the day of or the day before the requested landing. These permits are required, by law, to land any business oriented vessel at the regulated sanctuaries.

Please familiarize yourself with the [Division of Forestry and Wildlife's](#) policies prior to purchasing your permits.

**Important:** Please note that you must have a [free eHawaii.gov User Account](#) to access the system and purchase your landing permits.

[Log In](#) [Register](#)

[Privacy](#) / [Terms of Use](#) / [Feedback](#)
COMMERCIAL VESSEL PERMITS

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- PVL List Builder** (Launched on 2/28/14, [pvl.ehawaii.gov/pvllistbuilder/](http://pvl.ehawaii.gov/pvllistbuilder/)) - The public list builder service for the Department of Commerce and Consumer Affairs (DCCA), Professional and Vocational Licensing Division (PVL) was scheduled to be redesigned in Q3 2014. With the additional funding, HIC was able to complete the redesign and launched the new experience in February 2014.

The screenshot shows the PVL List Builder interface. At the top, there is a navigation bar with the Hawaii.gov logo, a hamburger menu, and links for 'PVL List Builder', 'Result Documentation', and 'Help Chat ONLINE'. Below this is a header for the 'Department of Commerce & Consumer Affairs Professional and Vocational Licensing (PVL)'. The main content area includes a 'PVL List Builder' title, a brief description of the service, a disclaimer about public information, and a cost table. A blue 'Start' button is visible at the bottom of the main content area.

User Type	Results	Cost
Regular User	0-100 Records	\$5.00
Regular User	101+ Records	\$.05/record
Subscriber User	0-125 Records	\$5.00
Subscriber User	126+ Records	\$.04/record

- BREG Entity List Builder** (Launched on 6/3/2014, [hbe.ehawaii.gov/listbuilder/](http://hbe.ehawaii.gov/listbuilder/)) - The additional funds enabled HIC to: 1) expedite the overhaul of the DCCA Business Registration Division (BREG) Entity List Builder by one month by leveraging the same design and user experience as the PVL List Builder; 2) provide a consistent look and feel, and user experience for both PVL List Builder and Entity List Builder services; 3) no longer requires users to be a registered subscriber. The new BREG Entity List Builder service was launched on June 3, 2014.

The screenshot shows the BREG Entity List Builder interface. At the top, there is a navigation bar with the Hawaii.gov logo, a hamburger menu, and links for 'List Builder', 'Instructions', and 'Help Chat ONLINE'. Below this is a header for the 'Department of Commerce & Consumer Affairs Business Registration Division'. The main content area includes a 'Menu' sidebar with links like 'BREG Home', 'Search Businesses & Buy Docs', and 'Entity List Builder'. The main content area features the 'Entity List Builder' title, a description of the service, a cost table, and a blue 'Start' button.

Cost	
One-time search	\$0.05 per records found
All records (weekly)	\$1,000 flat rate per month

- **Hunting Application System** (Launched on 5/28/14, [hunthawaii.ehawaii.gov/camping/welcome.html](http://hunthawaii.ehawaii.gov/camping/welcome.html)) - HIC was able to utilize the additional funding to enable the online lottery registration in time for the June Kauai Goat Rifle Hunt and July Kauai Axis Deer Rifle Hunt. It helped the DOFAW staff greatly by eliminating the data entry needed from the manual paper registration process, reducing the lottery preparation time from five weeks to two weeks.

**HUNT APPLICATION SYSTEM**  
DIVISION OF FORESTRY & WILDLIFE  
DEPARTMENT OF LAND & NATURAL RESOURCES

Home Live Help Chat Search FAQ LOGIN

### Hawaii Hunt Application System

**Welcome and aloha!** This service allows individuals to submit online applications to be entered into a lottery for game mammal hunting on the island of Lanai.

**PLEASE FOLLOW THESE STEP-BY-STEP INSTRUCTIONS ON HOW TO SUBMIT YOUR APPLICATION ONLINE:**  
<http://m.hi.gov/huntappguide>.

Hard-copy registration packets are also available at Division of Forestry & Wildlife offices across the state.

The online application will be open from 12:00 AM HST on October 19, 2015 through 4:00 PM HST on November 20, 2015.

An eHawaii.gov account is required to submit your application online. If you do not already have an account, click "Login", then "Create Free Account" to create a new account.

The system can be used to apply for the following:



2016 LANAI AXIS DEER HUNTING SEASON

[Continue](#)

## General Tasks Summary

HIC provided clerical support to facilitate AHC meetings from December 16, 2013 to June 30, 2014.

Period	Hours
Dec 2013 to Jan 2014	13
Feb 2014	21
Mar 2014	25
Apr to May 2014	36.5
<b>TOTAL</b>	<b>95.5</b>

## Projects Summary

Metrics	eDeposit	CBED Forms	Elevator Inspections	Comm. Vessel Landing Permits	PVL ListBuilder	BREG Entity List Builder	Hunting	TOTAL
How did the use of the suspended fee accelerate the progress or completion date?	3 months	N/A	1 month	1.5 months	5 month	1 month	1 year	<b>1 year and 11.5 month</b>
Was work performed a result of an increase in scope of work?	Yes	No	No	Yes	No	No	Yes	-
Is this a new project initiated with the new funding?	No	No	No	No	Yes	No	No	-
The work resulted in the project being ahead of projected completion date by	10%	N/A	7%	6%	N/A	1 month	1 year	<b>1 year and 1 month</b>
Resources Expended	215.1hrs/\$21,510	20hrs/\$2,000	180hrs/\$18,000	280hrs/\$28,000	216.85hrs/\$21,685	151 hrs/\$15,100	149 hrs/\$14,900	<b>1,116.45 hrs/\$111,645</b>

## Previous Approved Reports:

### Report I: June 2013 - January 2014

## Background

This report was requested of HIC in the December 2013 Access Hawaii Committee (AHC) meeting. In June 2013, the Access Hawaii Committee suspended the \$8,000 / month fee paid by the portal. This fee funds the AHC Special Fund, which in turn pays for the Portal Program Manager position and related expenses. The portal has been paying the \$8000 / month fee for nearly three years, but very little of those funds has been used since the Portal Program Manager position is vacant. The current funding ceiling is \$90,018 per year, and the fund now contains approximately \$216,000. The AHC agreed to suspend the HIC payments while there is more than 200% of the funding ceiling available. HIC has agreed to work on other projects that will benefit our partners during this period. If the fee had not been suspended, the portal would not have been able to support the projects detailed in the Accomplishments section.

## Purpose

The purpose of this report is to provide an accounting of the use of \$56,000.00 by HIC from June 6, 2013 to January 31, 2014, as these funds were not deposited into the AHC Special Fund account.

# Accomplishments

## General Tasks

Beginning December 16, 2013, HIC has provided clerical support to facilitate AHC meetings. As of January 31, 2014, HIC provided support during the December 16, 2013 and January 8, 2014 meetings.

Tasks Performed	Hours
Creating and distributing the agenda and other communications to AHC members, designee, and the public	1.0
Capturing minutes of meetings, working with Sharon on the drafts of the minutes, and finalizing approved minutes	11.0
Preparing, filing and distributing notices of meetings in accordance with section 92-7, Hawaii Revised Statutes	1.0
<b>TOTAL Hours</b>	<b>13.0</b>

## Projects

### DAGS/OIMT eDeposit (Free)

**Background:** HIC currently has over 50 applications that accept payments and require disbursement to state and county partners. In calendar year 2013, the portal processed over \$1.3 billion in payments. All county and three state partners accept electronic disbursements, but the vast majority of our partners require a paper check to be issued to the cashiers at each division. This results in slower processing of funds, large amounts of paper being generated and overall inefficiencies.

**Description:** HIC agreed to work with DAGS and Budget and Finance to create a centralized system to augment and eventually replace the paper-based funds routing system that is currently used. The system, called eDeposit, will include a published web service and file interfaces that will allow non-portal hosted divisions to leverage the system as well. eDeposit will facilitate electronic entry, and tracking and workflow for incoming funds from cashing to reconciliation. Once deployed, eDeposit can potentially save the state over \$3 million per year in paper, printing, and labor costs.

This project was originally scoped to be a small pilot application with HIC's partner divisions only; however, the scope of the project grew significantly and now has a team of more than 8 subject matter experts. HIC continues to develop and manage this project in spite of its added complexity and resources.

**Result:** OIMT Project Manager left the project in March 2013. The project was on hold until HIC was able to provide full project manager support with the additional funding starting in June 2013. Phase I of the project was completed on December 24, 2013. Phase II of the project is pending further discussion.

Added Value	Hours
Held weekly project meetings and performed PM tasks in OIMT Project Manager's absence since June 2013	40.0
New features added to improve previous accepted design: <ul style="list-style-type: none"> <li>▪ Organization Code Creation to ease the process to add new departments, originally designed for Phase II</li> <li>▪ Two new roles for DAGS to separate duties to transmit deposit information</li> <li>▪ Revamped inputs and functionalities per the team in an iterative fashion</li> </ul>	167.0
<b>TOTAL Hours:</b>	<b>207.0</b>

## DBEDT CBED Forms (T&M with Set Amount)

**Background:** Community Based Economic Development (CBED) is a program that offers loans, grants and technical assistance to eligible non-profit, geographic, cultural, or economic-based community groups.

**Description:** This project will enable the public to complete the CBED application forms online with payment, and includes an administration module to meet management and reporting needs of staff.

**Result:** With the additional funding, HIC was able to complete a review of a couple of potential form tools to be used for this project, based on the requirements and project schedule. The decision was to develop a complete custom system that accepts applications with payments, instead of only a form acceptance module. The system is in the final testing and review phase prior to launch. New features are already being considered for Phase II of this project.

Added Value	Hours
Provided research and recommendations for the best approach	20.0
<b>TOTAL Hours:</b>	<b>20.0</b>

## DLIR - HIOSH - Elevator Inspections (Self-Funded)

**Background:** The elevator inspection process is paper based and HIOSH is not able to complete the necessary inspections and certifications in a timely manner. Approximately 75% of the elevators in the state and 50% of the boilers are operating without a current operating permit because their inspections are overdue and their permits are delayed. There is a backlog in performing critical load tests on elevators, internal inspections of elevators, and inspections of amusement rides. This results in a number of significant public safety concerns.

**Description:** The proposed system is intended to improve the administrative efficiency of the inspection and permitting process within HIOSH. Another objective is to provide transparency for the users so they will be more informed of the needs. The system would also allow the inspectors to complete the submission of findings online via a mobile device.

**Result:** The HIOSH SME announced retirement before completion of the first phase of the project. As a result, the project schedule was delayed one month because of her on-and-off temporary hire status. With the additional funding, HIC started to work with inspectors and formed working groups. The process took longer than it would have been working with a single SME, but HIC was able to launch the first phase of the project almost on schedule with only one week of delay. The first phase of this application was deployed in August 2013.

Added Value	Hours
Additional hours required to re-engage the inspector working group and development of added requirements	120.0
Redesigned system architecture and completed design documentation for Phase II	57.0
Working with HIOSH in submission of BTR forms for Phase II funding through OIMT	3.0
<b>Total Hours</b>	<b>180.0</b>

## DLNR - DOFAW - Commercial Vessel Landing Permits (Self-Funded)

**Background:** The Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW) is the gatekeeper for several online permitting applications for commercial activities on State-owned, unencumbered lands. Any commercial activity that is to take place on these lands requires a permit granted by DOFAW or another division within DLNR.

In the past, all permitting has been done through manual, paper-based processes. As part of the DLNR's e-permitting initiatives, the forestry division is automating and streamlining more and more of their permitting processes by making them available online. HIC was involved in one such transition, online permitting for entrance to Hawaii's historic trails through the Na Ala Hele Trail and Access program. HIC developed the online Na Ala Hele Trail Access System, which regulates commercial activity by allowing purchase of trail and access permits to approved tour operators.

HIC also supported the DLNR Land Division in the creation of Wiki Permits. Wiki Permits allows approved vendors to reserve and purchase permits for commercial beach wedding activities on unencumbered State lands.

**Project:** DLNR DOFAW asked HIC to design and develop an online permitting solution to replace the manual permitting processes for commercial vessel activities and kayak landings in DLNR's regulated, wildlife sanctuaries. The Commercial Vessel Landing Permits application was designed to be such an engine to allow for approved vendors to obtain landing permits at DOFAW sanctioned locations, as well as manage location inventory online.

**Result:** The project was initially scoped with 200 hours of development time and an initial target launch date of June 2013 with the set fee agreement. Due to business rule changes, HIC had to redesign the application work flow to include a vendor module and admin approval process without changing the transaction fee model. HIC could not have done this redesign without the additional funding. This service was launched on March 3, 2014.

Added Value	Hours
Provided support for the additional development and completion of the new work flow	280.0
<b>Total Hours</b>	<b>280.0</b>

## Summary

HIC was able to continue work on the four projects identified above as a direct result of AHC action and the suspension of the AHC Fee from June 2013 - January 2014. The total resources expended is 700 hours, or \$70,000, with number of months accelerated totaling 5.5 months.

Metrics	eDeposit	CBED Forms	Elevator Inspections	Comm. Vessel Landing Permits
How did the use of the \$56,000 accelerate the progress or completion date?	3 months	N/A	1 month	1.5 months
Was work performed a result of an increase in scope of work?	Yes	No	No	Yes
Is this a new project initiated with the new funding?	No	No	No	No
The work resulted in the project being ahead of projected completion date by	10%	N/A	7%	6%
Resources Expended	207hrs/\$20,700	20hrs/\$2,000	180hrs/\$18,000	280hrs/\$28,000

Respectfully Submitted,

Russell Castagnaro

## Report II: February 2014

### Purpose

The purpose of this report is to provide an accounting of the use of \$8,000.00 by HIC from February 1, 2014 to February 28, 2014 and a list of projects currently being considered for March, as the funds were not deposited into the AHC Special Fund account.

### Accomplishments

### Tasks

The following hours were recorded in February 2014 in preparation of March 7, 2014 AHC meeting.

<b>Task Performed</b>	<b>Hours</b>
Creating and distributing the agenda and other communications to AHC members, designee, and the public	0.5
Take minutes of meetings, working with Sharon on the drafts of the minutes, and finalize approved minutes	20.0
Prepare, file and distribute notices of meetings in accordance with section 92-7, Hawaii Revised Statutes	0.5
<b>TOTAL Hours</b>	<b>21.0</b>

# Projects

## DCCA PVL List Builder (Self-Funded)

**Background:** The DCCA Professional and Vocational Licensing (PVL) Division offers the public the ability to create customized lists of professional and vocational licensees' public information based on the selection criteria. This service was initially launched in the early 2000's. The general look and feel of the service was updated in 2008. HIC performs regular updates to support new license types. The application is written in PERL.

**Description:** With the launch of the new statewide template and the new DCCA departmental website, HIC was scheduled to update the PVL List Builder application's look and feel again in Q3 2014 to match the department website.

**Result:** With the additional funding, HIC is able to get the permission from the PVL division to not only update the existing application's look and feel, but also overhaul the application and re-write it in Java. This application will also integrate with the MyHawaii service utilizing the portal single sign-on service, as well as responsive design to be mobile friendly. The project was started in February 2014 with an estimate completion date in March 2014.

### Old vs New

The screenshot shows the Hawaii.gov website interface. At the top, there is a blue header with the Hawaii.gov logo and the Department of Commerce & Consumer Affairs (DCCA) name. Below the header, the page title is "Professional and Vocational Licensing List Builder". The main content area includes a welcome message, a list of seven items to be included in the license list, and a "Continue" button. The left sidebar contains contact information for the Technical Help Desk and a Live Chat link.

**Hawaii.gov**  
Official site for the State of Hawaii

Department of Commerce & Consumer Affairs (DCCA)

**Professional and Vocational Licensing List Builder**

Welcome to the PVL List Builder

The PVL license list builder allows you to build and download a customized list of licensees under the jurisdiction of the Professional and Vocational Licensing Division, Department of Commerce and Consumer Affairs. Information provided will include:

1. License number
2. Name of licensee
3. License status (current or forfeited and where applicable, active or inactive)
4. Date initially licensed
5. Business addresses (see Disclaimer on next page for further clarification)
6. Employment (for license areas that require reporting of employment or association)
7. License class (contractor licenses only)

By law, only public information may be disclosed. Using select criteria, such as zip code, island, or license status, you can create a filtered list of licensees. For example, you could create a list of all contractors on Kauai.

The cost will depend on the number of records in your list. There is a minimum charge of \$5.00. The charge for additional records is \$.05 per record. If your list includes 1,000 records, you would be charged \$0.05 x 1000 = \$50. If you are an eHawaiiGov subscriber account, you will be charged a discounted rate of \$.04 per record. For further information about becoming an eHawaiiGov subscriber, please click [here](#).

Your list will be available for download within 24 hours. Information on downloading will be emailed to you. The list you will receive will be in comma delimited text files (.txt files). These files can be easily loaded into most database or spreadsheet formats (e.g. Access, Excel, Oracle).

- [Instructions/Demo](#)
- [Subscription Information](#)
- [Record Layout Documentation](#) (PDF Format)

**Continue**

MAILING ADDRESS:  
P.O. Box 3469  
Honolulu, HI 96801

STREET ADDRESS:  
335 Merchant St  
3rd Floor Room 301  
Honolulu, HI 96813

PVL Home  
Instructions/Demo  
Subscription Information  
Record Layout Docs (PDF)  
Home - DCCA

Technical Help Desk:  
808-695-4620  
General Licensing Info:  
808-586-3000  
Hours of Operation (HST):  
7:45 a.m. - 4:30 p.m.

**Live Chat**  
Technical Support



# Department of Commerce & Consumer Affairs Professional and Vocational Licensing (PVL)



## PVL List Builder

This service allows you to build and download a customized list of licensees under the jurisdiction of the professional and Vocational Licensing Division, Department of Commerce and Consumer Affairs.

By law, only public information may be disclosed with your results. The information provided in your results will include license number, name, status, and initial date licensed.

No address information is provided with the exception of business address information for entity licenses only.

See the following costs table and [read more](#) about the PVL List Builder service.

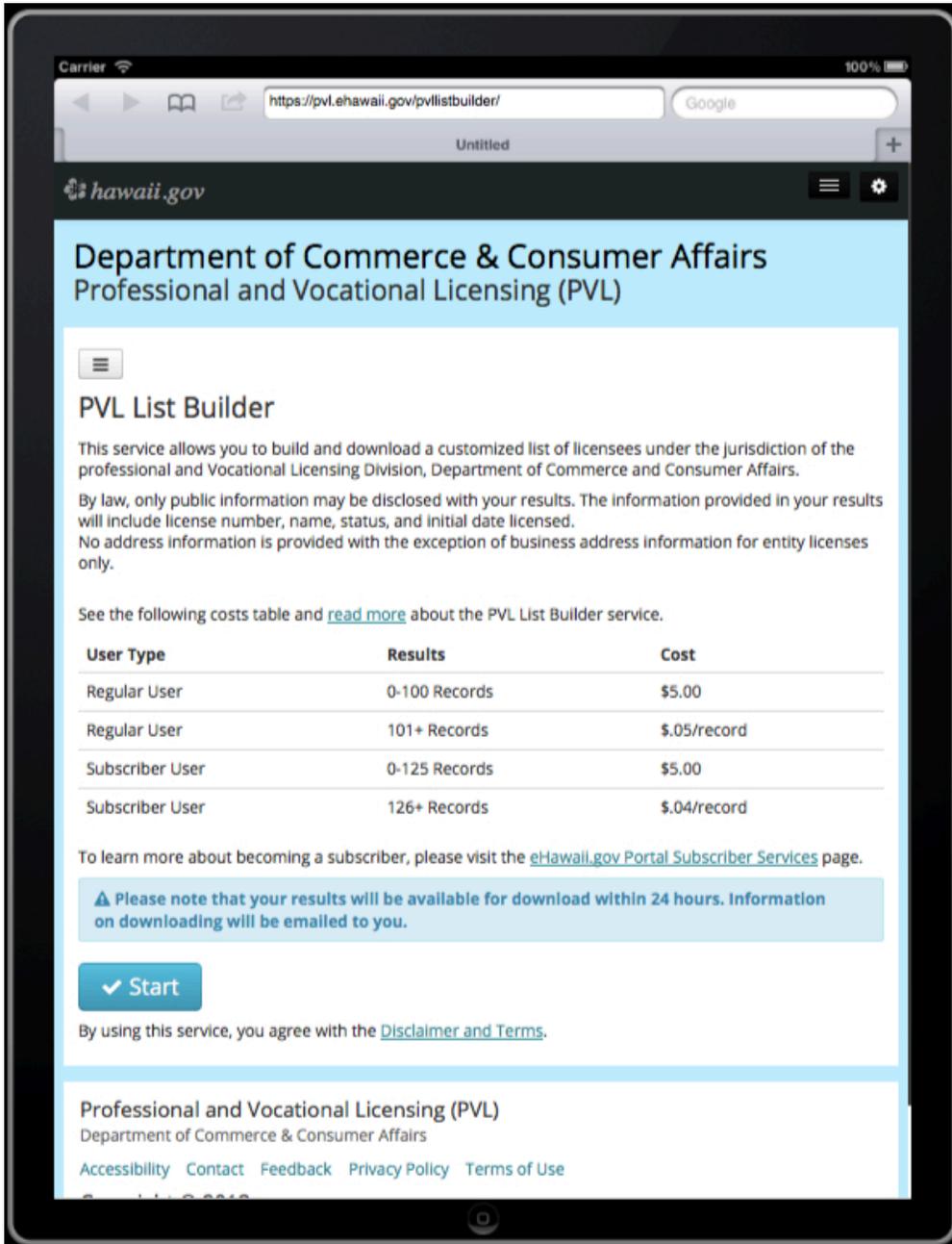
User Type	Results	Cost
Regular User	0-100 Records	\$5.00
Regular User	101+ Records	\$.05/record
Subscriber User	0-125 Records	\$5.00
Subscriber User	126+ Records	\$.04/record

To learn more about becoming a subscriber, please visit the [eHawaii.gov Portal Subscriber Services](#) page.

**⚠ Please note that your results will be available for download within 24 hours. Information on downloading will be emailed to you.**

Start

By using this service, you agree with the [Disclaimer and Terms](#).



Added Value	Hours
Overhaul the old design with mobile responsive design and improved user experience	60.0
Rewrite the application in Java for modernization	132.0
<b>TOTAL Hours:</b>	<b>192.0</b>

**\*\*Tentatively, HIC is evaluating the following projects for the remaining period.**

- BREG Entity List Builder Rewrite
- Na Ala Hele Trail System Migration
- Online Hunting Licensing Suite

## Summary

HIC was able to initiate the PVL List Builder re-write project 5 months prior to the original schedule. The total resources expended is 213 hours, or \$21,300, including both the AHC tasks and project hours.

Metrics	PVL ListBuilder
How did the use of the resources accelerate the progress or completion date?	5 month
Was work performed a result of a increase in scope of work?	No
Is this a new project initiated with the new funding?	Yes
The work resulted in the project being ahead of projected completion date by	N/A
Resources Expended	192hrs/\$19,200

Respectfully Submitted,

Jing Xu

## Report III: March 2014

### Purpose

This report provides an accounting of HIC use of \$8,000.00 during the period of March 1-31, 2014, as the funds were not deposited into the AHC Special Fund account.

## Accomplishments

### Tasks

The following hours were recorded in March 2014 before and after the March 7, 2014 AHC meeting.

Task Performed	Hours
Create and distribute the agenda and other communications to AHC members, designee, and the public	1.0
Take minutes of meetings, work with Sharon on the drafts of the minutes, and finalize approved minutes	23.5
Prepare, file and distribute notices of meetings in accordance with Section 92-7, Hawaii Revised Statutes	0.5
<b>TOTAL Hours</b>	<b>25.0</b>

## Projects

### DCCA PVL List Builder (Self-Funded) - [pvl.ehawaii.gov/pvlsearch](http://pvl.ehawaii.gov/pvlsearch)

**Background:** The DCCA Professional and Vocational Licensing (PVL) Division offers the public the ability to create customized lists of public PVL information based on the selection criteria. This service was launched in the early 2000's and the application was written in PERL. HIC updated the general look and feel in 2008 and has performed regular updates to support new license types.

**Project Description:** PVL List Builder's look and feel was scheduled to be updated in Q3 2014 to match the new statewide template and new DCCA departmental website.

**Project Results:** The additional funds enabled HIC to: 1) update the PVL List Builder's look and feel - five months ahead of schedule; 2) re-write the application code in Java; 3) integrate the application with the MyHawaii service; 4) leverage the portal single sign-on service; 5) incorporate responsive design to be mobile friendly. The project was started in February 2014 and completed in March 2014.

Added Value	Hours
Overhaul the old design with mobile responsive design and improved user experience	60.0
Rewrite the application in Java for modernization	151.0
<b>TOTAL Hours:</b>	<b>211.0</b>
March 2014 Hours (included above)	19.0

## Transformation

### Old

**Hawaii.gov** Official site for the State of Hawaii. Department of Commerce & Consumer Affairs (DCCA)

**MAILING ADDRESS:**  
P.O. Box 3469  
Honolulu, HI 96801

**STREET ADDRESS:**  
335 Merchant St.  
3rd Floor Room 301  
Honolulu, HI 96813

**Live Chat** online  
Technical Support

Technical Help Desk:  
808-695-4620

General Licensing Info:  
808-586-3000

Hours of Operation (HST):  
7:45 a.m. - 4:30 p.m.

### Professional and Vocational Licensing List Builder

**Welcome to the PVL List Builder**

The PVL license list builder allows you to build and download a customized list of licensees under the jurisdiction of the Professional and Vocational Licensing Division, Department of Commerce and Consumer Affairs. Information provided will include:

1. License number
2. Name of licensee
3. License status (current or forfeited and where applicable, active or inactive)
4. Date initially licensed
5. Business addresses (see Disclaimer on next page for further clarification)
6. Employment (for license areas that require reporting of employment or association)
7. License class (contractor licenses only)

By law, only public information may be disclosed. Using select criteria, such as zip code, island, or license status, you can create a filtered list of licensees. For example, you could create a list of all contractors on Kauai.

The cost will depend on the number of records in your list. There is a minimum charge of \$5.00. The charge for additional records is \$.05 per record. If your list includes 1,000 records, you would be charged  $\$5.05 \times 1000 = \$50$ . If you are an eHawaiiGov subscriber account, you will be charged a discounted rate of \$.04 per record. For further information about becoming an eHawaiiGov subscriber, please click here.

Your list will be available for download within 24 hours. Information on downloading will be emailed to you. The list you will receive will be in comma delimited text files (.txt files). These files can be easily loaded into most database or spreadsheet formats (e.g. Access, Excel, Oracle).

- [Instructions/Demo](#)
- [Subscription Information](#)
- [Record Layout Documentation](#) (PDF Format)

**Continue**

### New

**hawaii.gov** PVL List Builder Result Documentation Help Chat ONLINE

## Department of Commerce & Consumer Affairs

### Professional and Vocational Licensing (PVL)

### PVL List Builder

This service allows you to build and download a customized list of licensees under the jurisdiction of the professional and Vocational Licensing Division, Department of Commerce and Consumer Affairs.

By law, only public information may be disclosed with your results. The information provided in your results will include license number, name, status, and initial date licensed. No address information is provided with the exception of business address information for entity licenses only.

See the following costs table and [read more](#) about the PVL List Builder service.

User Type	Results	Cost
Regular User	0-100 Records	\$5.00
Regular User	101+ Records	\$.05/record
Subscriber User	0-125 Records	\$5.00
Subscriber User	126+ Records	\$.04/record

To learn more about becoming a subscriber, please visit the [eHawaii.gov Portal Subscriber Services](#) page.

**⚠ Please note that your results will be available for download within 24 hours. Information on downloading will be emailed to you.**

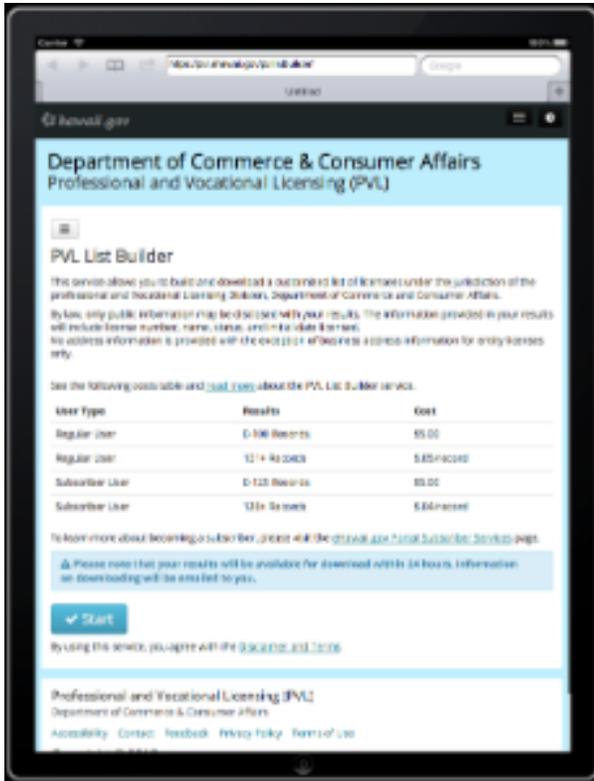
**Start**

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Department of Commerce & Consumer Affairs

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Mobile



## DCCA BREG Entity List Builder (Self-funded)

**Background:** The DCCA Business Registration (BREG) Division offers registered subscription-based users the ability to create customized lists of business entities' public information based on the selection criteria. This service was launched in the early 2000's. The general look and feel of the service was outdated. HIC performs regular updates to support the system. The application is written in PERL.

**Description:** For four months, HIC was working to upgrade the Entity List Builder application, however due to changes in design requirement changes and partner scheduling conflicts, the system updates was delayed.

**Result:** The additional funds enabled HIC to: 1) expedite the overhaul of the BREG Entity List Builder by one month by leveraging the same design and user experience as the PVL List Builder; 2) provide a consistent look and feel, and user experience for both PVL List Builder and Entity List Builder services; 3) no longer requires users to be a registered subscriber. The new BREG Entity List Builder service is expected to launch on May 1, 2014.

Added Value	Hours
Update design and user experience with PVL List Builder design	23.0
Complete application upgrade with Java	41.0
<b>TOTAL Hours:</b>	<b>64.0</b>

### Look and Feel Transformation

#### Old



#### Welcome to the Business Entity List Builder

The business entity list builder allows you to build a customized list of businesses registered in the State of Hawaii. Information provided includes all addresses, officers, trade names, trade marks, and service marks associated with the businesses on your list. Using select search criteria, such as zip code, you can create a very specific list of businesses. For example, with this website you can create a list of all partnerships who reside in the 96817 zip code. The cost of your list depends on the number of business records in your list. Your subscriber account ([Subscription Information](#)) will be billed 5 cents per business record if you decide to purchase the list. So if you had 1000 business records in your list, you would be charged 1000 x \$.05 = \$50.00.

Or you may receive a weekly list of ALL businesses registered in the State of Hawaii for a monthly flat rate of \$1,000.00. For more information, please contact us at (808)695-4624.

The lists generated will be comma-separated text files (.txt files). These files can be easily loaded into most database formats (e.g. Access, Excel, Oracle).

**PLEASE NOTE:** You must be an eHawaiiGov subscriber to take advantage of this service. Please click the [Subscription Information](#) link below to find out how to become a subscriber. Username and passwords are issued to all subscribers. You will be required to enter a username and password after the following page to enter the application.

- [Instructions/Demo](#)
- [Subscription Information](#)
- [Documentation](#)  
(PDF Format)



Continue

New

The screenshot shows the 'Entity List Builder' page on the Hawaii Information Consortium website. The page header includes the Hawaii state logo and the text 'Department of Commerce & Consumer Affairs Business Registration Division'. The main content area is titled 'Entity List Builder' and contains the following text: 'Build a customized list of businesses registered in the State of Hawaii. You can refine your list by entity type, zip code, and status. Lists include all addresses, officers, trade names, trademarks, and service marks associated with the businesses found in your search. See the following costs table and read more about the List Builder service.' Below this is a table with two columns: 'Cost' and 'Amount'. The first row is 'One-time search' with a cost of '\$0.05 per records found'. The second row is 'All records (weekly)' with a cost of '\$1,000 flat rate per month'. A blue 'Start' button is located below the table. At the bottom of the page, there is a footer with 'Data Source: Business Registration Department of Commerce & Consumer Affairs', 'Copyright © 2013 State of Hawaii. All rights reserved.', and 'Powered by: ehawaii.gov'.

## Summary

In March, HIC was able to re-write application code, enhance user experience, and create a cohesive brand for two DCCA applications - PVL List Builder and Entity List Builder services. PVL List Builder was completed five (5) months ahead of original schedule and Entity List Builder was completed one (1) month ahead of schedule. Total March resource hours expended is 108 hours, or \$10,800, (including both the AHC tasks and project hours).

March Project Metrics	PVL ListBuilder	BREG Entity List Builder
How did the use of the resources accelerate the progress or completion date?	5 months	1 month
Was work performed as a result of an increase in scope of work?	No	No
Is this a new project initiated with the new funding?	Yes	No
The work resulted in the project being ahead of the projected completion date by	N/A	1 month
Resources Expended	19 hrs/\$1,900	64 hrs/6,400

Respectfully Submitted,

Russell Castagnaro

## Report IV: April - May 2014

### Purpose

This report provides an accounting of HIC activity on qualified projects during the period of April 1, 2014 to May 31, 2014 .

## Accomplishments

### Tasks

AHC Meeting Prep

	Hours
Create and distribute the agenda and other communications to AHC members, designee, and the public	6.0
Take minutes of meetings, work with Sharon on the drafts of the minutes, and finalize approved minutes	25.0
Prepare, file and distribute notices of meetings in accordance with Section 92-7, Hawaii Revised Statutes	5.5
<b>TOTAL Hours</b>	<b>36.5</b>

## Projects

### DCCA PVL List Builder (Self-Funded) - [pvl.ehawaii.gov/pvlsearch](http://pvl.ehawaii.gov/pvlsearch)

**Background:** The DCCA Professional and Vocational Licensing (PVL) Division offers the public the ability to create customized lists of public PVL information based on the selection criteria. This service was launched in the early 2000's and the application was written in PERL. HIC updated the general look and feel in 2008 and has performed regular updates to support new license types.

**Project Description:** PVL List Builder's look and feel was scheduled to be updated in Q3 2014 to match the new statewide template and new DCCA departmental website.

**Project Results:** The additional funds enabled HIC to: 1) update the PVL List Builder's look and feel - five months ahead of schedule; 2) re-write the application code in Java; 3) integrate the application with the MyHawaii service; 4) leverage the portal single sign-on service; 5) incorporate responsive design to be mobile friendly. The project was started in February 2014 and completed in March 2014.

	Hours
Tweaks and fixes	5.85
Rewrite the application in Java for modernization	0.0
<b>TOTAL Hours:</b>	<b>5.85</b>

**New Application**

The screenshot shows the desktop version of the PVL List Builder application. At the top, there is a navigation bar with links for 'PVL List Builder', 'Result Documentation', and 'Help Chat ONLINE'. The main header identifies the 'Department of Commerce & Consumer Affairs Professional and Vocational Licensing (PVL)'. The page title is 'PVL List Builder'. Below the title, there is a brief description of the service and its limitations. A table lists the costs for different user types and result counts. A 'Start' button is prominently displayed, and a disclaimer is provided below it. The footer contains copyright information for 2013.

**Department of Commerce & Consumer Affairs  
Professional and Vocational Licensing (PVL)**

**PVL List Builder**

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No address information is provided with the exception of business address information for entity licenses only.

See the following costs table and [read more](#) about the PVL List Builder service.

User Type	Results	Cost
Regular User	0-100 Records	\$5.00
Regular User	101+ Records	\$.05/record
Subscriber User	0-125 Records	\$5.00
Subscriber User	126+ Records	\$.04/record

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⚠ Please note that your results will be available for download within 24 hours. Information on downloading will be emailed to you.

[Start](#)

By using this service, you agree with the [Disclaimer and Terms](#).

Professional and Vocational Licensing (PVL)  
Department of Commerce & Consumer Affairs

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**Mobile**

The screenshot shows the mobile version of the PVL List Builder application. The interface is adapted for a smaller screen, with the header and navigation elements scaled down. The content, including the service description, cost table, and 'Start' button, is clearly visible and readable on the mobile device.

**Department of Commerce & Consumer Affairs  
Professional and Vocational Licensing (PVL)**

**PVL List Builder**

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[Start](#)

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Professional and Vocational Licensing (PVL)  
Department of Commerce & Consumer Affairs

Accessibility Contact Feedback Privacy Policy Terms of Use

## DCCA BREG Entity List Builder (Self-funded)

**Background:** The DCCA Business Registration (BREG) Division offers registered subscription-based users the ability to create customized lists of business entities' public information based on the selection criteria. This service was launched in the early 2000's. The general look and feel of the service was outdated. HIC performs regular updates to support the system. The application is written in PERL.

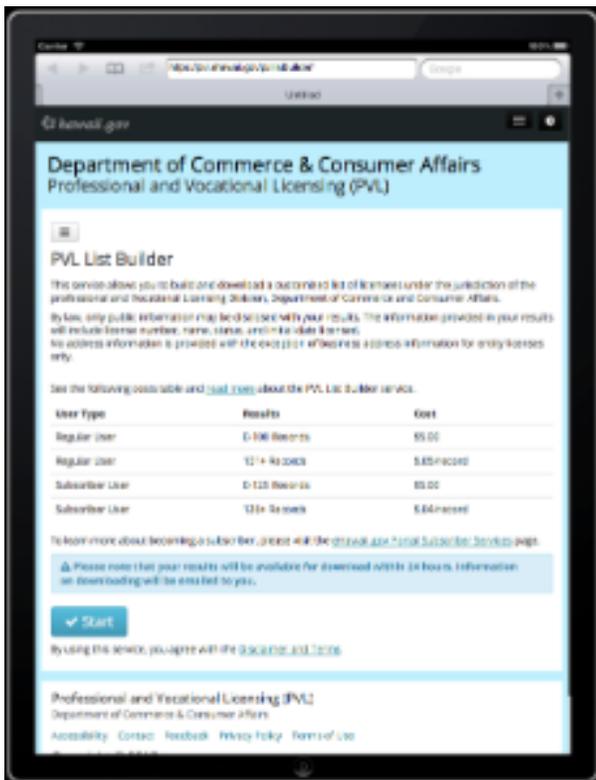
**Description:** For four months, HIC was working to upgrade the Entity List Builder application, however due to changes in design requirement changes and partner scheduling conflicts, the system updates was delayed.

**Result:** The additional funds enabled HIC to: 1) expedite the overhaul of the BREG Entity List Builder by one month by leveraging the same design and user experience as the PVL List Builder; 2) provide a consistent look and feel, and user experience for both PVL List Builder and Entity List Builder services; 3) no longer requires users to be a registered subscriber. The new BREG Entity List Builder service launched on June 3rd, 2014.

	Hours
Update design and user experience with PVL List Builder design	7
Complete application upgrade with Java	80
<b>TOTAL Hours:</b>	<b>87.0</b>

### Look and Feel Transformation

The screenshot shows the web application interface for the Entity List Builder. At the top, there is a navigation bar with the 'hawaii.gov' logo, a hamburger menu icon, and links for 'List Builder', 'Instructions', and 'Help Chat ONLINE'. Below the navigation bar is a header for the 'Department of Commerce & Consumer Affairs Business Registration Division'. The main content area is titled 'Entity List Builder' and includes a description: 'Build a customized list of businesses registered in the State of Hawaii. You can refine your list by entity type, zip code, date, and status. Lists include all addresses, officers, trade names, trademarks, and service marks associated with the businesses found in your search.' There is also a link to 'read more about the List Builder service'. A 'Cost' table is displayed, showing 'One-time search' at '\$0.05 per records found' and 'All records (weekly)' at '\$1,000 flat rate per month'. A blue 'Start' button is visible. At the bottom, there is a disclaimer: 'This service is provided by Hawaii Information Consortium, LLC, manager of Hawaii's official Internet portal, portal.hawaii.gov, and not the State of Hawaii.' The footer contains 'Data Source: Business Registration', 'Department of Commerce & Consumer Affairs', 'Copyright © 2013 State of Hawaii. All rights reserved.', and 'Powered by: e{hawaii.gov}'. There are also links for 'Accessibility', 'Contact', 'Feedback', 'Privacy Policy', and 'Terms of Use'.



## DAGS eDeposit

**Background:** Phase one of this service was completed last year. HIC staff and State CIO staff discussed restarting this project.

**Description:** There are five key features that were identified as candidates for this year. Team members have been identified and a kick-off project will be scheduled in June.

### Enhancements/ Scope:

#### 1) User Interface Upgrade

Emphasis on the initial application was on functionality. The second phase will focus on usability, since the system is meant for a broader user base now with the expanded scope.

#### 2) Internal API

The original scope of eDeposits was only to allow partner divisions who work with the portal to leverage the system. In order to expand to other agencies, HIC will develop an Application Programming Interface that other systems can use to create TDRs.

#### 3) Bank Integration

The state banks transmit information to B&F for reconciliation. eTDR will leverage this information to attempt to automatically reconcile deposits.

#### 4) Templates

Many partners have TDRs that are substantially similar. The ability to create a template for a TDR should make the system even easier to use.

#### 5) Reporting enhancements

Activities	Hours
eDeposit Briefing	1.1
Project Management	7.0
<b>TOTAL Hours:</b>	<b>8.1</b>

{pagebreak}

## Online Hunting

**Background:** Assist DLNR with Online Hunting system upgrades such as lottery for neighbor island events.

**Description:** New Lottery system deployed and available for the June Kauai Goat Rifle Hunt and July Kauai Axis Deer Rifle Hunt.

	Hours
Development	116.0
Project Management	33.0
<b>TOTAL Hours:</b>	<b>149.0</b>

## Summary

In this period HIC and DCCA BReg were able to launch the new Entity List Builder. The new application added better navigation, accessibility and functionality and provides a mobile interface. Accessibility tweaks were made to PVL List Builder and the eDeposit project was restarted. The Online Hunting System went through multiple development sprints and reviews to prepare for the Summer hunts. HIC worked over 270 hours on these projects and AHC support during this time.

We also started a new project with the City and County of Honolulu for the Youth Build Site. HIC is assisting them at no cost and in a short time-frame to insure Federal Funding for this important program does not lapse.

<b>March Project Metrics</b>	<b>PVL List Builder</b>	<b>BREG Entity List Builder</b>	<b>eDeposit</b>	<b>Hunting</b>
How did the use of the resources accelerate the progress or completion date?	5 months	1 month	Stalled	Stalled
Was work performed as a result of an increase in scope of work?	No	No	Yes	Yes
Is this a new project initiated with the new funding?	Yes	No	Yes	No
The work resulted in the project being ahead of the projected completion date by	N/A	1 month	N/A	1 + year
Resources Expended	5.85 hrs/\$585	87 hrs/8,700	8.1 hrs/ \$810	149 hrs/ 14,900

Respectfully Submitted,

Russell Castagnaro



EXECUTIVE CHAMBERS  
HONOLULU

DAVID Y. IGE  
GOVERNOR

December 10, 2015

ADMINISTRATIVE DIRECTIVE

NO. 15-02

TO: All Executive Branch Department Heads

SUBJECT: Program Governance Requirements for Act 119 and Enterprise  
Information Technology Projects

The purpose of this Administrative Directive is to institute a mandatory governance process for Executive Branch information technology (IT) programs and projects ensuring they achieve intended objectives and provide return on investment for the people of Hawai'i. Through this new IT governance, we have an opportunity to restore the public's trust in government by making reforms that increase efficiency, reduce waste, and improve transparency and accountability.

Under my authority, the Office of Enterprise Technology Services (ETS) has the responsibility for statewide oversight and program governance for all Executive Branch enterprise-wide information technology (IT) and modernization projects, as well as IT modernization projects identified under the General Appropriations Act of 2015 (Act 119, 28<sup>th</sup> Hawai'i State Legislative Session). As such, all IT modernization projects that meet any of the following criteria must adhere to the program governance process described in this memorandum, effective immediately:

- all IT development and modernization projects under Act 119 or any future related legislation or budget bills;
- all IT projects that require technology resources estimated at \$1,000,000 or greater; or
- enterprise projects identified by the Chief Information Officer, typically those that will leverage business and operational efficiencies and benefits for multiple departments or agencies.

In order to verify that IT and modernization projects are properly initiated, evaluated for return on investment (ROI), planned, funded and executed, this governance process must be followed as administered by ETS. Proper governance will ensure that State funds appropriated for IT development and modernization projects will be subject to an efficient review and approval process along with the essential State oversight to

maximize project success. Improvements and enhancements to business operations and workflow processes gained through various modernization initiatives will improve government services and overall service delivery.

All Act 119 or enterprise projects must satisfy the specific project phase review gates to ensure project execution and associated expenditures are sufficiently evaluated and receive approval by the appropriate governing body as referenced below. Proper governance will ensure that State resources are well managed, and will result in an increase in successfully completed State projects. Therefore, ETS will institute the following approval gates for all enterprise and Act 119 projects.

**Project Review Board:** Pre-Initiation

↳ **Project Advisory Council:** Initiating

↳ **Program Governance Committee:** Planning

↳ **Operations, Contract & Vendor Review:** Contract Execution & Implementation

New Project Initiation Requests referenced under this directive will be submitted and reviewed by the State's Project Review Board (PRB) before Initiating.

Completed Project Charters will be reviewed by the Project Advisory Council (PAC) for approval to proceed to Planning.

Completed Project Management Plans will be reviewed by the Program Governance Committee (PGC) for Execution and approval to receive and expend funds based on a sufficient identification of project requirements, deliverables, business justification and contract review. Additionally, the PGC will make recommendations on project selection, prioritization and resource management.

Contracts and implementation plans will be reviewed by the Operations, Contract & Vendor Review Board to ensure sufficient project oversight and production readiness.

Once all phase gates are met, State contracts executed must include all necessary functional and technical requirements and measurable performance delivery metrics in order to approve and remit contract payments. Should the contract delivery metrics not be met, as determined by the designated State contract administrator, the State reserves the right to withhold payment delivery due to insufficient performance.

ETS will provide facilitation, support and guidance for all review boards and committees in the governance process. Additional program governance sub-committees may be formed to provide sufficient review of Act 119 or enterprise projects whereby membership will be determined by a project's complexity.

Administrative Directive 15-02

December 10, 2015

Page 3

The State CIO and ETS will direct and coordinate this process with each of your departments on my behalf. Your support is greatly appreciated.

Note: This process does not negate but rather is intended to complement departments/agencies' continued compliance with Annual Budget Execution policy (see Executive Memorandum 15-03 and Administrative Directive 11-02), which remains in effect for all new or operational maintenance type IT / information resource management investments.

A handwritten signature in black ink, appearing to read "David Y. Ige". The signature is fluid and cursive, with a large, sweeping flourish at the end.

David Y. Ige  
Governor, State of Hawai'i