

# **Access Hawaii Committee June 2016 - September 2016**



**ACCESS HAWAII COMMITTEE**  
**Hawaii Information Consortium General Manager's Report**  
**June 2016 - September 2016**

## Executive Summary

The Portal currently has 38 services in active design, development or testing phases. Since June 2016, we have launched 14 new services, websites or major upgrades to existing services, including the Department of Commerce and Consumer Affairs Hawaii Post-Secondary Education Authorization Program (HPEAP) Online Transcript Request Service. Two portal partners were also nationally recognized for their collaborative efforts during this reporting period:

- City and County of Honolulu Office of the City Clerk Online Absentee Ballot Delivery
- Department of Health Vital Records Ordering and Tracking System

The Portal continues to meet at least monthly with the Portal Program Manager (PPM) to provide ongoing project status and discuss potential new opportunities with the state.

## HIC Resources Allocated to Access Hawaii Committee (AHC) Related Items

- Total Hours = **343.45 hours** and includes the following items:
  - Access Hawaii Committee: **17.13** hours includes meetings, information gathering and document preparation
  - Portal Program Manager: **86.53** hours includes weekly meetings, correspondence, preparation and delivery of PPM requests
  - Senate Resolution (SR54): **239.79** hours includes collection of department and division statistics, group meetings, schedule planning, and report writing

## Other Requests

The Portal will address many of the questions brought up in the SR54 -- a Portal Progress Report -- in our 2016 Annual Report. We began in July 2016 and have targeted completion in late December 2016. Each of our partner liaisons is coordinating with his/her partners on the information for the report.

# Outreach Activity

## Reminders

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

Date Sent	Message Type	Partner	Description	Quantity
2016-06	EMAIL	SPO	HlePRO Buyer Survey	519
2016-06	EMAIL	SPO	HlePRO Vendor Survey	5,513
2016-06	EMAIL	SPO	HlePRO Payment Overdue Notice	26
2016-06	EMAIL	SPO	HlePRO Payment Overdue Notice	28
2016-06	EMAIL	DCCA BREG	BREG Q2 Annual Reminders	4,474
2016-06	POSTCARD	DCCA	PVL Postcard	16,840
2016-07	EMAIL	DCCA INS	Insurance Renewal Notice	11,437
2016-07	POSTCARD	DCCA INS	Insurance License Renewal	4,534
2016-07	POSTCARD	DCCA BREG	BREG Q2 Reminder Cards	11,992
2016-07	EMAIL	SPO	HlePRO Payment Overdue Notice	24
2016-07	POSTCARD	DCCA BREG	BREG Q3 Annual Cards	24,764
2016-07	EMAIL	DCCA INS	Insurance Renewal – October 2016	4,497
2016-07	EMAIL	Kauai RPT	Kauai RPT eBill – July 2016	2,161
2016-07	EMAIL	SPO	HlePRO Payment Overdue Notice	23
2016-07	EMAIL	SPO	HlePRO Payment Overdue Notice	61
2016-07	EMAIL	SPO	HlePRO Payment Overdue Notice	17
2016-07	EMAIL	DCCA	PVL Contractors Renewal Reminder	7,398
2016-07	EMAIL	Kauai RPT	Kauai RPT eBill August 2016	1,385
2016-07	EMAIL	Kauai RPT	Kauai RPT eBill August 2016 (2)	1,386
2016-08	EMAIL	SPO	HlePRO Vendor Test Group	38
2016-08	EMAIL	SPO	HlePRO Vendor Test Group	13
2016-08	POSTCARD	DCCA INS	Insurance License Renewal	4,362
2016-09	EMAIL	DCCA INS	Insurance License Renewal	4,310
2016-09	EMAIL	Kauai RPT	Kauai RPT eBill September 2016	166
2016-09	EMAIL	DCCA	PVL Contractors Renewal Reminder	2,938
2016-09	POSTCARD	DCCA	PVL Postcard	6,711
2016-09	EMAIL	SPO	HlePRO Payment Overdue Notice	18
<b>TOTAL</b>				<b>115,635</b>

## Portal Notification Service

The Portal Notification Service sends automated email and text message reminders and notifications for various services on behalf of many of our partners and is integrated with [my.hawaii.gov](http://my.hawaii.gov).

Date Sent	Message Type	Partner	Service Name	Quantity
2016-06	EMAIL	DCCA BREG	MyBusiness Alerts	9
2016-06	EMAIL	DCCA BREG	MyBusiness Reminders	7,220
2016-06	EMAIL	DLIR UI	Unemployment Insurance Reminders	15
2016-06	EMAIL	Portal	<b>Governor's News Updates</b> RSS Alerts	684
2016-06	EMAIL	TAX	G45 Notification	11,081
2016-06	TEXT	DCCA BREG	MyBusiness Alerts	2
2016-06	TEXT	DCCA BREG	MyBusiness Reminders	6
2016-06	TEXT	TAX	G45 Notification	29
2016-07	EMAIL	DCCA BREG	MyBusiness Alerts	21
2016-07	EMAIL	DCCA BREG	MyBusiness Reminders	32,108
2016-07	EMAIL	DLIR UI	Unemployment Insurance Notification	371
2016-07	EMAIL	Portal	<b>Governor's News Updates</b> RSS Alerts	617
2016-07	EMAIL	TAX	G45 Notification	28,669
2016-07	EMAIL	TAX	G49 Notification	1
2016-07	TEXT	DCCA BREG	MyBusiness Alerts	8
2016-07	TEXT	DCCA BREG	MyBusiness Reminders	43
2016-07	TEXT	DLIR UI	Unemployment Insurance Notification	32
2016-07	TEXT	Portal	<b>Governor's News Updates</b> RSS Alerts	8
2016-07	TEXT	TAX	G45 Notification	131
2016-08	EMAIL	DCCA BREG	MyBusiness Alerts	9
2016-08	EMAIL	DCCA BREG	MyBusiness Reminders	5,067
2016-08	EMAIL	DLIR UI	Unemployment Insurance Notification	48
2016-08	EMAIL	Portal	<b>Governor's News Updates</b> RSS Alerts	661
2016-08	EMAIL	TAX	G45 Notification	11,052
2016-08	EMAIL	TAX	G49 Notification	1
2016-08	TEXT	DCCA BREG	MyBusiness Alerts	1
2016-08	TEXT	DCCA BREG	MyBusiness Reminders	7

2016-08	TEXT	Portal	<b>Governor's News Updates</b> RSS Alerts	16
2016-08	TEXT	TAX	G45 Notification	32
2016-09	EMAIL	DCCA BREG	MyBusiness Alerts	6
2016-09	EMAIL	DCCA BREG	MyBusiness Reminders	5465
2016-09	EMAIL	DLIR UI	Unemployment Insurance Reminders	50
2016-09	EMAIL	Portal	<b>Governor's News Updates</b> RSS Alerts	702
2016-09	EMAIL	TAX	G45 Notification	11,021
2016-09	SMS	DCCA BREG	MyBusiness Alerts	3
2016-09	SMS	DCCA BREG	MyBusiness Reminders	15
2016-09	SMS	Portal	<b>Governor's News Updates</b> RSS Alerts	76
2016-09	SMS	TAX	G45 Notification	33
<b>TOTAL</b>				<b>115,320</b>

## Progress on standards, collaboration, etc.

Portal staff has been working closely with Derek Ichiyama, the Portal Program Manager, on standards and procedures for managing current and future projects. Many of these new requirements make our current method of business more difficult or impossible. An example of this is the Portal's commitment to running our projects according to an Agile development methodology.

Agile software development is based on an incremental, iterative approach. Instead of in-depth planning at the beginning of the project, Agile methodologies are open to changing requirements over time and encourages constant feedback from the end users. Cross-functional teams work on iterations of a product over a period of time, and this work is organized into a backlog that is prioritized based on business or customer value. The goal of each iteration is to produce a working product.

In Agile methodologies, leadership encourages teamwork, accountability, and face-to-face communication. Business stakeholders and developers must work together to align the product with our partners' needs and county or state goals.

The Portal leverages Agile because it has been proven to have the highest success rate of all modern development methodologies. The Portal's commitment to Agile has resulted in Portal projects for the State and Counties having the highest project success rate in the state. Our partners – as multiple surveys have shown – are happy with the support and services that the Portal provides throughout the application lifecycle. We are concerned that the new requirements, if applied to all services, will significantly decrease the number of services and slow down the development of new services.

Some of the new requirements that apply to self-funded and paid development projects include:

- All SOWs need to be approved by the AHC or Portal Program Manager or Chair of the Access Hawaii Committee
- All deliverables and functionality must be identified prior to when the SOW is signed
- The Portal is expected to absorb all costs of collecting requirements, even before the partner has decided to move forward, an SOW is signed, or a project has initial approval to move forward
- A cost assessment, down to the hour, must be a part of the SOW
- Development costs, when they apply, should be loaded to the end of a project, not when the work is actually done
- A hard timeline for deliverables without regard to the changing landscape for our state and county partners (e.g. legislative initiatives) must be part of the SOW
- The Portal is expected to meet timelines and deliverables without any assistance from the Portal Program Manager or Access Hawaii Committee to enforce partner commitments that may negatively impact the schedule

These requirements, while possibly helping with some types of paid development projects, make self-funded services and websites much more costly to implement. Only one self-funded application developed in the history of the portal has failed. Some examples of successful projects that would probably not have been implemented with these requirements include:

- 2016 DCCA HPEAP Transcript Requests (Self Funded)
- 2016 DOH - OHCA - Medical Marijuana Dispensary Licensing System (T&M)
- 2016 DAGS - SPO - Public Auction (Self Funded)
- 2015 DLNR - Hunter Ed - Online Course Registration System (Hybrid)
- 2015 C&C HNL - WHD [youthbuildhonorolulu.org](http://youthbuildhonorolulu.org) (No cost)
- 2015 DOH - DCAB - Placard Application and Registry (T&M)
- 2014 LG - General - Name Change (Self Funded)
- 2013 AG - Notary - Notary Registration System (Self Funded)
- 2013 B&F - ERS - Self-Service Benefits Portal (T&M)
- 2010 Governor's and Lt Governor's Constituent Communications intake system (No cost)
- 2010 B&F - ERS - Benefits Calculator (T&M)
- 2009 AG - Tax & Charities - Charity Registry (Self Funded)

We hope that the Access Hawaii Committee will review the requirements and evaluate them based on a risk-to-value assessment to include consideration of the risks faced by partners and/or the public with regards to self-funded applications. Enforcing additional requirements and approvals on self-funded services that have proven to be highly successful, may result in major slow downs in future progress in eGovernment service deployment. Hawaii has not only been recognized internally for the progress made in the state within the last decade, but is seen as one of the top innovative leaders in eGovernment in the United States overall.

## Revenue Collected

Included is a chart of the amount of revenue collected (unaudited) on behalf of our partners for the current calendar year:

## Transaction Volume

This is a list of the majority of the Portal's transactional services year-to-date:

<b>Service Name</b>	<b>Number of Transactions</b>
eFile Tax Returns	863,355
DOTAX eFile	377,807
eFile Tax eCheck Payments	344,402
Conveyance Documents Recorded	242,009
Driver Records	165,452
HCJDC eCrim Searches	79,210
Annual Business Report Filings	64,856
Vital Records	57,106
PVL License Renewals	38,925
eTraffic Payments	38,192
eFile Tax Credit Card Payments	33,398
Criminal History Record Purchases	24,931
State Parks Camping Reservations	19,285
Marriage License Payments	18,009
Unemployment Insurance Payments	17,685
Warrants Served	16,984
Hawaii Business Expert Filings	16,811
Maui Motor Vehicle Renewals	16,712
Business Document Purchases	16,507
Insurance License Renewals	15,502

Hawaii Real Property Tax Payments	15,141
Conveyance Document Searches	12,662
Medical Marijuana Registry	11,869
Hawaii Motor Vehicle Renewals	9,443
Teacher License Renewals	9,205
Hawaii Compliance Express Renewals	8,723
Online Hunting Licenses	7,448
Hawaii Business Wizard Filings	7,274
Hawaii Water Bill Payments	6,752
Bulk Tax Returns	6,315
Hawaii County Camping Permits	5,194
Kauai Real Property Tax Payments	4,836
Wedding Permits	4,725
Controlled Substance Registration Renewals	4,082
Hawaii Compliance Express Applications	3,303
Vessel Registration	2,973
Conveyance Recordings	2,854
Kauai Motor Vehicle Renewals	2,483
Marriage Performer License Registration	2,206
Charity Annual Registration Fees	2,119
Hawaii County Permit Payments	1,736
Boating Payments	1,484
DoTax Gentax Tax Filing	1,340

AG Notary	1,260
Judiciary Document Purchases	1,103
Commercial Fishing License Services	1,082
Freshwater Fishing Licenses	1,055
Commercial Vessel Landing Permits	1,000
Lt. Governor's Office: Online Name Change Application	821
Waste Water Filings	766
Trail Reservations	748
Kauai Sewer Payments	731
Electronic Death Certificate	724
NED Admin	626
MyPVL License Applications	551
Hawaii eProcurement Payments	494
Film Permit Application	479
CRVS Online Payments	410
Hawaii Hunt Application	383
CMLS Office	356
Notification Service	302
Judiciary Payments	284
PVL List Builder	280
Professional Fundraiser Registration	207
HPEAP - Online Ordering System	181

SPO Surplus Public Auction	175
BREG Entity List Builder	101
UCC Filings	71
Bulk COR Download	31
Department of Health Payments	21
Surplus Auction	19
<b>Total</b>	<b>2,615,566</b>

## Press Releases

Title	URL	Date
30,000 Licensed Hawaii Professionals Urged to Renew Their License Online at MyPVL	<a href="http://m.hi.gov/1qb">http://m.hi.gov/1qb</a>	05/25/2016
Hawaii Launches Online Heald College Transcript Ordering System	<a href="http://m.hi.gov/1xq">http://m.hi.gov/1xq</a>	08/16/2016
Hawaii Contractors Are Urged To Renew Early Online At MyPVL	<a href="http://m.hi.gov/210">http://m.hi.gov/210</a>	08/16/2016
Online Absentee Ballot Delivery Honored for Excellence in Government by the Interactive Media Awards	<a href="http://m.hi.gov/211">http://m.hi.gov/211</a>	08/31/2016
Department of Health Receives 2016 Digital Government Achievement Award	<a href="http://m.hi.gov/vitrecdgaa">http://m.hi.gov/vitrecdgaa</a>	09/07/2016

## Conferences Attended

Name	Description	Dates
International Association of Commercial Administrators	The <b>International Association of Commercial Administrators</b> (IACA) is a professional association for government administrators of business organization and secured transaction record systems at the state, provincial, territorial, and national level in any jurisdiction which has or anticipates development of such systems. International participation is encouraged and welcomed.	June 5-9, 2016  Columbus, Ohio
Hawaii Digital Government Summit	Government Technology's passion is helping spread best practices and spurring innovation in the public sector. The Hawaii Digital Government Summit is designed to do just that. The summit has an advisory board that gathers public sector and private sector leaders to create an agenda designed to make that passion relevant and actionable to the state and local government organizations attending the summit. Participants tell us they use the inspirational keynotes, leadership discussions, networking breaks, and timely topics discussed in the numerous breakout sessions to help advance the goals of their organizations and their own career paths.	June 16, 2016  Honolulu, Hawaii
Governing Magazine's Digital Government Achievement Awards	The Hawaii State Department of Health (DOH) is being recognized nationally for its effort to use technology to re-conceptualize, transform and digitize the way government agencies serve their customers. The Center for Digital Government announced the department's <a href="#">Hawaii Vital Records Ordering and Tracking System</a> is a winner of the 2016 Digital Government Achievement Award (DGAA) in the Driving Digital Government State Government category.	September 28th, 2016  New Orleans, Louisiana

## Portal Introductions

- City and County of Honolulu - Department of Environmental Services - Refuse Division
- The State Council on Mental Health

## SOW's for Approval

- County of Hawaii - Department of Liquor Control - Liquor Licensing and Permits Amendment (Self Funded) (Attached to meeting packet)
- County of Hawaii - Mass Transit Agency - HeleOn Amendment (T&M; Mobile bus application) (Attached to meeting packet)
- Department of Health - Office of Health Status Monitoring - Hawaii Electronic Death Registration System Violent Death Reporting Amendment (T&M) (Attached to meeting packet)

## Potential New Opportunities

Partner	Description	Derived from
The State Council on Mental Health (SCMH)	Website	SCMH Administrator
County of Honolulu, Department of Environmental Services, Refuse Division	Permitting	Recycling Specialist
Judiciary, Traffic Violation Bureau	Online Driver History & Abstract	Current abstract customers
County of Honolulu, Department of Community Services	DMV Website	Licensing Administrator
County of Honolulu, Department of Community Services, Office of Grants Management	Grants Document Management System	Office of Grants Management Administrator
Department of Land & Natural Resources, Division of Forestry & Wildlife	Gate Combination Web Service	DOFAW Program Manager
Department of Health, Alcohol and Drug Abuse Division	Certified Substance Abuse Counselor Public Search	ADAD Administrator
Department of Health, Alcohol and Drug Abuse Division	Certified Substance Abuse Counselor Application & Registry System	ADAD Administrator
Department of Commerce & Consumer Affairs, Insurance Division	Licensee Self-Service	Insurance Licensing Supervisor

Judiciary	Mobile Application	Communications and Community Relations Director
-----------	--------------------	---

## Highlights

### Online Absentee Ballot Delivery Honored for Excellence in Government by the Interactive Media Awards

August 31, 2016 — The [Interactive Media Awards™](#) (IMA) has named Hawaii Information Consortium ([Hawaii.gov](#)) as a **Best in Class winner** in the Government category for its work in partnership with the Office of the City Clerk, City and County of Honolulu, on the Online Absentee Ballot Delivery system. The coveted award is the highest honor bestowed by IMA and represents the very best in planning, execution, and overall professionalism.

### Contractor Pre-Clearance Process Results in 20% PVL Increase

In preparation for the new contractor cycle, HIC worked with PVL and TAX to implement the changes required with the new web-based tax clearance check interface. Also for the first time, HIC worked with PVL and manually loaded over 4,600 contractors records who had been pre-cleared by TAX. As the result from preloading the pre-cleared list, it has streamlined the online renewal process for the contractors, and eliminated the need for the contractor, who has a pre-clearance letter in hand, to call PVL and request staff to manually enter the pre-approved record in order for the contractor to renew online. As of 9/20/2016, 65% of contractors have renewed online, a **20% increase over the last cycle in 2014**.

### Hawaii Department of Health Receives 2016 Digital Government Achievement Award

September 7, 2016 — The Hawaii State Department of Health (DOH) is being recognized nationally for its effort to use technology to re-conceptualize, transform and digitize the way government agencies serve their customers. The Center for Digital Government announced the department's [Hawaii Vital Records Ordering and Tracking System](#) is a winner of the **2016 Digital Government Achievement Award (DGAA)** in the Driving Digital Government State Government category.

### Heald College in Honolulu Transcript Request

August 8, 2016 — The Hawaii Post-secondary Education Authorization Program (DCCA) launched a service for former students to request copies of Heald College in Honolulu transcripts online (<https://hpeap.hawaii.gov/hpeap/home.html>).

### Trail Day Use Permits Now Available Online

September 19, 2016 — Trail Day Permits for Lulumahu Falls (Restricted Watershed) are now available online at [trails.hawaii.gov](http://trails.hawaii.gov). This service was launched in partnership with the Division of Forestry and Wildlife (DLNR).

### Game Bird Stamps

September 19, 2016 — Hunters can now purchase game bird stamps online after already purchasing an online hunting license at [hunting.hawaii.gov](http://hunting.hawaii.gov). Before this new feature, hunters were required to visit an agency office or license vendor to purchase a stamp in person. This service was upgraded in partnership with the Division of Forestry and Wildlife (DLNR).

### Hoisting Machine Operators Advisory Board (HMOAB) Launches New Online Service and New Website

September 21, 2016 — HMOAB handles certifications for crane and other hoisting machine operations across the state. Businesses can apply for and renew their hoisting machine operator certification online at <https://hmoab.hawaii.gov/cert/welcome.html>. More information can be found about HMOAB on their new website at <http://hmoab.hawaii.gov/>.

## New Websites Launched

- Hoisting Machine Operators Advisory Board - <http://hmoab.hawaii.gov/>

## New Application Deployments

- Hawaii State Judiciary Policy and Planning Division launched the Circuit Court Judges Evaluation Survey on June 21, 2016.
- Department of Commerce and Consumer Affairs Hawaii Post-Secondary Education Authorization Program (HPEAP) on August 8, 2016.
- Hawaii County Police Department Firearms Permit Fill-able PDF on August 19, 2016.
- Department of Land and Natural Resources Division of Forestry and Wildlife Trail Day Use Permits on September 19, 2016.
- Hoisting Machine Operators Advisory Board Online Certification System on September 21, 2016.

## Application Major Upgrades

- Division of Aquatic Resources (DLNR) upgraded the Commercial Marine Licensing System on June 27, 2016.
- Honolulu City Clerk Office upgraded the Online Absentee Ballot System on June 28, 2016.
- Attorney General Public Notary Office upgraded the Online Notary System on July 21, 2016.
- State Procurement Office upgraded the Hawaii Electronic Procurement System (HlePRO) on July 27, 2016.
- Hawaii Occupational Safety and Health Division (DLIR) upgraded the Elevator Permitting System on August 5, 2016.
- Hawaii Department of Taxation upgraded the eFile system to integrate with the Tax Modernization System's Gentax initiative (Multiple).
- Division of Forestry & Wildlife (DLNR) upgraded the Online Hunting License Applications on September 19, 2016.
- Hawaii Integrated Justice Information Sharing (HIJIS) Program upgraded the Federated Query application on September 21, 2016.

## Agreements

### New SLAs

- None

### New SOWs

- Department of Land and Natural Resources Hunter Education Program Instructor Resource Website signed on June 8, 2016 (Billed hourly + GET)
- County of Kauai, Kauai Police Department (KPD) eBench Warrants Web Service signed on June 13, 2016 (T&M, \$5,000 + GET)
- County of Hawaii, Hawaii County Police Department (HCPD) eBench Warrants Web Service signed on June 27, 2016 (T&M, \$5,000 + GET)
- STD/AIDS Prevention Branch (DOH) Medical Marijuana Patient Registry System APRN signed on July 27, 2016 (Self Funded) (Attached to meeting packet)
- County of Hawaii Liquor Licensing and Permitting Application signed on August 8, 2016 (Self Funded) (Attached to meeting packet)
- County of Hawaii Mass Transit Agency Mobile Bus Application signed on August 8, 2016 (\$65,000 + GET)
- State Procurement Office Hawaii Awards, Notices and Data Systems SOW signed on August 16, 2016 (\$30,000 + GET)
- ETS Consolidated Annual Financial Report Support FY16 signed on September 23, 2016 (no cost)

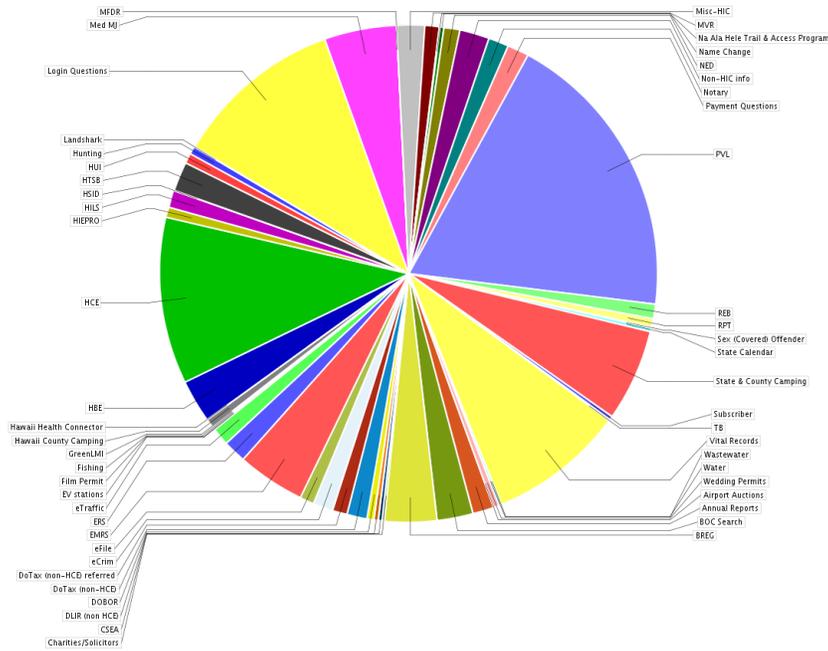
### Amended SOWs

- Hawaii State Public Library System (HSPLS) Library Website Services Amendment signed on June 30, 2016 (T&M, \$31,413.60 GET included)
- Division of Boating and Ocean Recreation (DLNR) Boating Accounts Receivable System (BARS) January 2016 to June 2017 Amendment signed on July 21, 2016 (T&M, \$99,000 +GET)
- Department of Land and Natural Resources Bureau of Conveyances (BOC) Online Payment Processing For Conveyances Records Document Search Amendment signed on July 27, 2016 (Self Funded) (Attached to meeting packet)

# Customer Service Statistics

Number of support contacts from the public per service.

Total by Service  
June 1 - August 31, 2016



Airport Auctions (3 - 0%) Annual Reports (278 - 1%) BOC Search (481 - 2%) BREG (688 - 3%) Charities/Solicitors (31 - 0%) CSEA (45 - 0%) DUR (non HCB) (64 - 0%) DOBOR (86 - 0%) DoTax (non-HCB) (271 - 1%)  
 DoTax (non-HCB) referred (195 - 1%) eCrim (265 - 1%) eFile (196 - 1%) EMRS (892 - 4%) EPS (309 - 2%) eTraffic (239 - 1%) EV stations (1 - 0%) Film Permit (18 - 0%) Fishing (26 - 0%) GreenLMI (2 - 0%)  
 Hawaii County Camping (112 - 1%) Hawaii Health Connector (1 - 0%) HBE (568 - 3%) HCE (2,213 - 11%) HIEPRO (135 - 1%) HILS (224 - 1%) HSID (5 - 0%) HTS8 (390 - 2%) HUI (137 - 1%) Hunting (98 - 0%) Landshark (9 - 0%)  
 Login Questions (2,252 - 11%) Med MJ (955 - 5%) MFDR (2 - 0%) Misc-HIC (365 - 2%) MVR (200 - 1%) Na Ala Hele Trail & Access Program (5 - 0%) Name Change (54 - 0%) NED (206 - 1%) Non-HIC Info (395 - 2%)  
 Notary (271 - 1%) Payment Questions (282 - 1%) PVL (3,886 - 19%) REB (185 - 1%) RPT (119 - 1%) Sex (Covered) Offender (9 - 0%) State Calendar (49 - 0%) State & County Camping (1,222 - 6%) Subscriber (55 - 0%)  
 TB (11 - 0%) Vital Records (1,809 - 9%) Wastewater (2 - 0%) Water (25 - 0%) Wedding Permits (79 - 0%)

Service Name	Total Customer Service Inquiries
Airport Auctions	3
Annual Reports	278
BOC Search	481
BREG	688
Charities/Solicitors	31

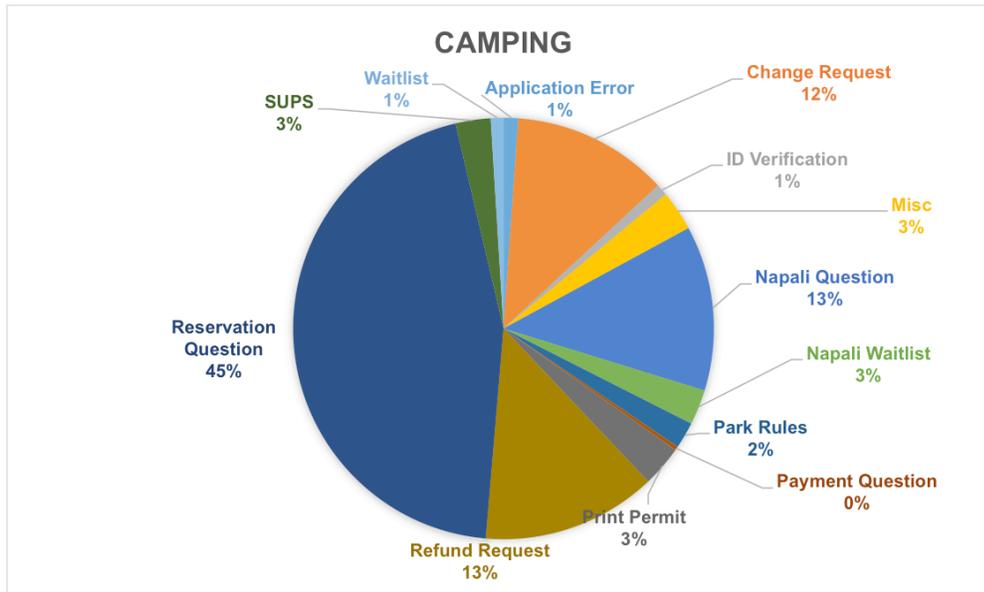
CSEA	45
DLIR (non HCE)	64
DOBOR	86
DoTax (non-HCE)	271
DoTax (non-HCE) referred	195
eCrim	263
eFile	196
EMRS	892
ERS	309
eTraffic	239
EV stations	1
Film Permit	18
Fishing	26
GreenLMI	2
Hawaii County Camping	112
Hawaii Health Connector	1
HBE	568
HCE	2213
HIEPRO	135
HILS	224
HIOSH	0

HSID	5
HTSB	390
HUI	137
Hunting	98
Landshark	9
Login Questions	2252
Med MJ	955
MFDR	2
Misc-HIC	365
MVR	200
Na Ala Hele Trail & Access Program	6
Name Change	54
NED	206
Non-HIC info	395
Notary	271
Payment Questions	282
PVL	3886
REB	185
RPT	119
Sex (Covered) Offender	9

State Calendar	49
State & County Camping	1222
Subscriber	55
TA 326	0
TB	11
Vital Records	1809
Wastewater	2
Water	25
Wedding Permits	79

## Camping\* Customer Service Breakdown - June 1 - August 31, 2016

Total transactions completed online from June 1 through August 31, 2016: 7,913



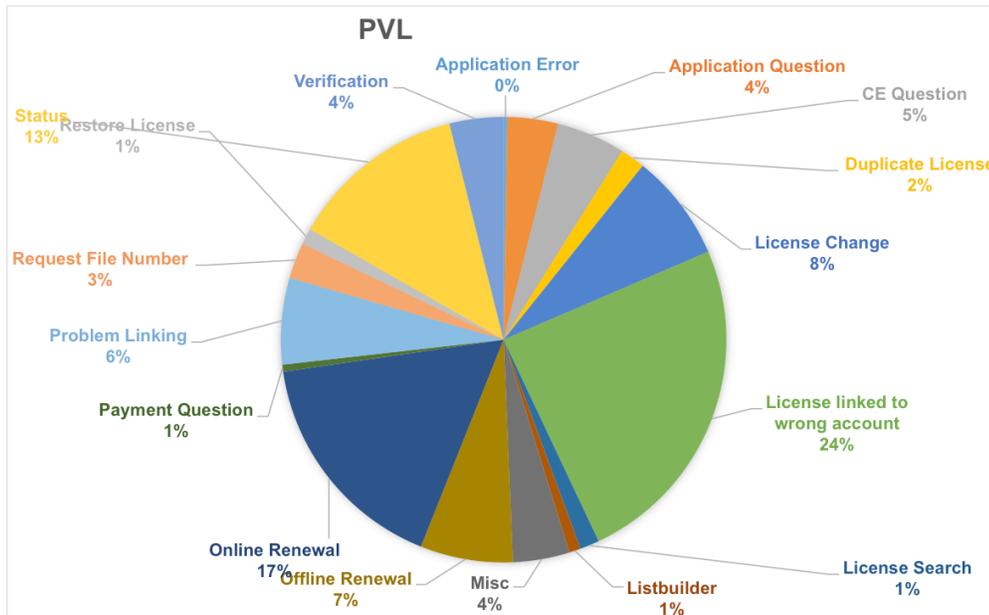
Category	Total
Application Error: Errors with the actual program	15
Change Request: Questions related to changing reservations	160
ID Verification: Questions related to obtaining resident rates	12
Misc: Questions unrelated to any other category	41
Napali Question: Questions specifically related to Napali Coast State Wilderness Park	169
Napali Waitlist: Questions related to the waitlist for Napali Coast State Wilderness Park	36
Park Rules: Questions regarding State Parks rules and regulations	27
Payment Question: Questions related to cost of reservation, payments accepted, receipts, etc.	4
Print Permit: Questions related to how to print permits	42

Refund Request: Questions related to refunds for reservations	179
Reservation Question: Questions related to making a reservation online	600
Special Use Permits: Questions related to DLNR Special Use Permits at Ka'ena Point	36
Waitlist: Questions related to waitlist for all parks other than Napali Coast State Wilderness Park	1

\*Includes State Parks and County of Hawaii camping customer service inquiries.

## PVL\* Customer Service Breakdown - June 1 - August 31, 2016

Total transactions completed online from June 1 through August 31, 2016: 14,937



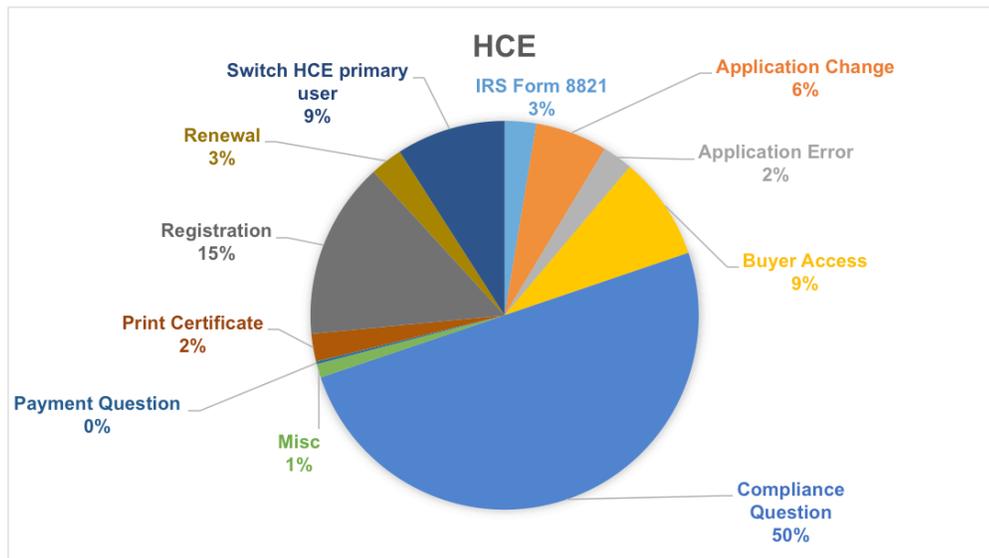
Category	Total
Application Error: Errors with the actual program	11
Application Question: Questions related to obtaining a license	152
CE Question: Questions related to Continuing Education requirements	207
Duplicate License: Questions related to requesting a duplicate license	75
License Change: Questions related to updating license information (i.e. address, status, name)	323
License linked to wrong account: Questions related to license being linked to an old email address	1013
License Search: Questions related to searching for a license online	58
Listbuilder: Questions related to the PVL list builder application	35

Misc: Questions unrelated to any other category	170
Offline Renewal: Questions related to offline renewals and forms	278
Online Renewal: Questions related to online renewals	690
Payment Question: Questions related to cost of licenses, payments accepted, receipt requests, etc.	21
Problem Linking: Questions related to linking licenses to account	260
Request File Number: Requests for license file numbers	108
Restore License: Questions related to restoring a PVL license	48
Status: Questions related to the current license status	532
Verification: Requests for license verification	162

\*Includes Real Estate Board customer service inquiries.

## HCE Customer Service Breakdown - June 1 - August 31, 2016

Total transactions completed online from June 1 through August 31, 2016: 4,179

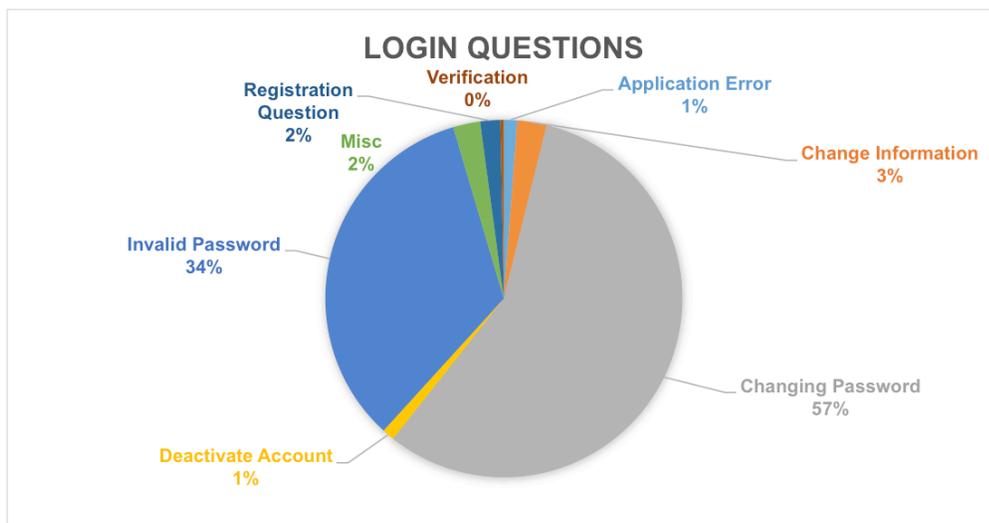


Category	Total
IRS Form 8821: Questions related to the IRS Form 8821	58
Application Change: Questions related to updating an application in HCE	133
Application Error: Questions related to errors that appear an application in HCE	56
Buyer Access: State of Hawaii employees requesting access to view compliance status for vendors	191
Compliance Question: Questions related to why a user is not compliant and/or how to gain compliance	1107
Misc: Questions unrelated to any other category	25
Payment Question: Questions related to cost of application, payments accepted, receipt requests, etc.	5
Print Certificate: Questions related to printing the Certificate of Vendor Compliance	51

Registration: Questions related to HCE registration	326
Renewal: Questions related to HCE registration renewal	60
Switch Primary Owner: Requests to switch Primary Owners in HCE	201

## Login Questions Customer Service Breakdown - June 1 - August 31, 2016

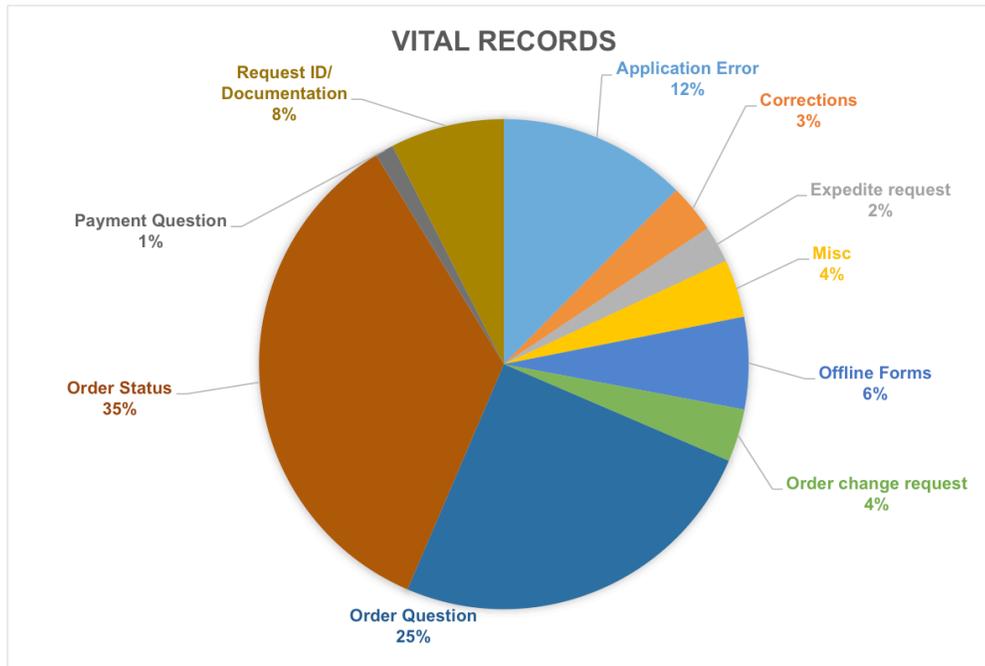
The eHawaii.gov Account System is shared across 25+ services



Category	Total
Application Error: Errors that appear within the application	27
Change Information: Questions related to updating eHawaii.gov account information	60
Change Password: Questions related to changing eHawaii.gov password	1279
Deactivate Account: Requests to deactivate an eHawaii.gov account	25
Invalid Password: User is unable to login	758
Misc: Questions unrelated to any other category	55
Registration Question: Questions related to creating an eHawaii.gov account	41
Contact Verification: Questions related to verification of email and mobile number	7

## Vital Records Customer Service Breakdown - June 1 - August 31, 2016

Total transactions completed online from June 1 through August 31, 2016: 19,400



Category	Total
Application Error: Errors that appear within the application	225
Corrections: Questions related to corrections on a certificate	58
Expedite request: Questions related to expediting a pending order	44
Misc: Questions unrelated to any other category	69
Offline Forms: Questions related to orders that cannot be placed online	110
Order change request: Questions related to changing a pending order	63
Order Question: Questions related to placing an order	452
Order Status: Questions related to an order already placed	630

Payment Question: Questions related to cost of record, payments accepted, receipt requests, etc.	22
Request ID/Documentation: Questions related to ID's and proof of identity for orders	136

## Unscheduled Downtime

Start	Duration	Affected Sites	Comment
7/7/2016 @ ~ 8:45am	~5min	All Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads and started kicking apps off.
7/8/2016 @ ~ 2:45pm	~1h 20m	All Oracle Services	Intermittent outages during the window. High Oracle Process with low overall CPU. Ran out of allowed threads and started kicking apps off. Server got into a bad state and had to be hard rebooted
9/19/2016 @ ~8:40am	~1hr	All Services	Not an outage but slowness and perhaps intermittent inability for some public internet users to access some services. Network issues with other service provider connecting to mainland, not HIC

## Financials

<b>Consolidated Balance Sheet</b>				
Hawaii Information Consortium, LLC				
-Unaudited report				
			<b><u>08/31/16</u></b>	
Assets			\$3,702,094	
Liabilities			\$2,778,381	
Shareholder Equity			\$923,715	
Total Liabilities & Shareholder Equity			\$3,702,096	
<b>Income Statement</b>				
Hawaii Information Consortium, LLC				
-Unaudited report				
	<b>June</b>	<b>July</b>	<b>August</b>	<b>Rolling 3 Month</b>
Total Revenues	\$812,283	\$821,444	\$808,795	\$2,442,522
Total Expenses	\$633,735	\$702,662	\$717,073	\$2,053,470
Income (Loss) from operations	\$178,548	\$118,782	\$91,722	\$389,052
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	\$178,548	\$118,782	\$91,722	\$389,052
Total Provision for Income Taxes	\$72,373	\$44,061	\$35,883	\$152,352
Net Income (Loss)	\$106,175	\$74,721	\$55,804	\$236,700

## Reports

1. Analytics report is included as an attachment to the packet.
2. Portal Manager Project Dashboard is included as an attachment to the packet.

## Appendix A: Key Staff Contacts

201 Merchant St, Suite 1805, Honolulu HI, 96813

Name	Position	Phone	Email
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
ADAD – Alcohol and Drug Abuse Division
AG – Attorney General
AHC – Access Hawaii Committee
AOUO – Association of Unit Owners
B&F – Department of Budget and Finance
BOC – Bureau of Conveyances (DLNR)
BREG – Business Registration Division (DCCA)
C&C HNL – City and County of Honolulu
CDG – Center for Digital Government
CMLS – Commercial Marine Licensing System
CMS – Content Management System
COR – Covered Offender Registry
CPJAD – Crime Prevention and Justice Assistance Division
CRVS – Civil Resource Violation System
DAGS – Department of Accounting and General Services
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)
HPEAP – Hawaii Post-Secondary Education Authorization Program (DCCA)
HTSB – Hawaii Teachers Standards Board
HUI EXPRESS – Hawaii Unemployment Insurance Express

IACA – International Association of Commercial Administrators
INS - Insurance Division (DCCA)
IRS – U.S. Internal Revenue Service
JIMS – Judiciary Information Management System
LG – Lieutenant Governor
<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
PPM – Portal Program Manager
PVL – Professional Vocational Licensing (DCCA)
REB – Real Estate Branch (DCCA)
RICO – Regulated Industries Complaints Office (DCCA)
RPT – Real Property Tax
PRIA – Property Records Industry Association
PUC – Public Utilities Commission
SCMH – State Council on Mental Health
SLA – Service Level Agreement

SOW – Statement of Work
SPO – State Procurement Office
SR54 – Senate Resolution 54
TAX – Department of Taxation
UCC – Uniform Commercial Code
UI – Unemployment Insurance Division (DLIR)
VIPS – Volunteers in Public Service (Judiciary)
WHD – Work Hawaii Division
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.