ACCESS HAWAII COMMITTEE (AHC)
Hawaii Information Consortium, LLC (HIC) General Manager's Report
December 1, 2016

Executive Summary

- New HIC General Manager, Burt Ramos
- 34 projects in active design, development, or testing phases.
- New website: Hawaii State Public Library System (HSPLS)
- New service: Employer-Union Health Benefits Trust Fund (EUTF) Program Payments
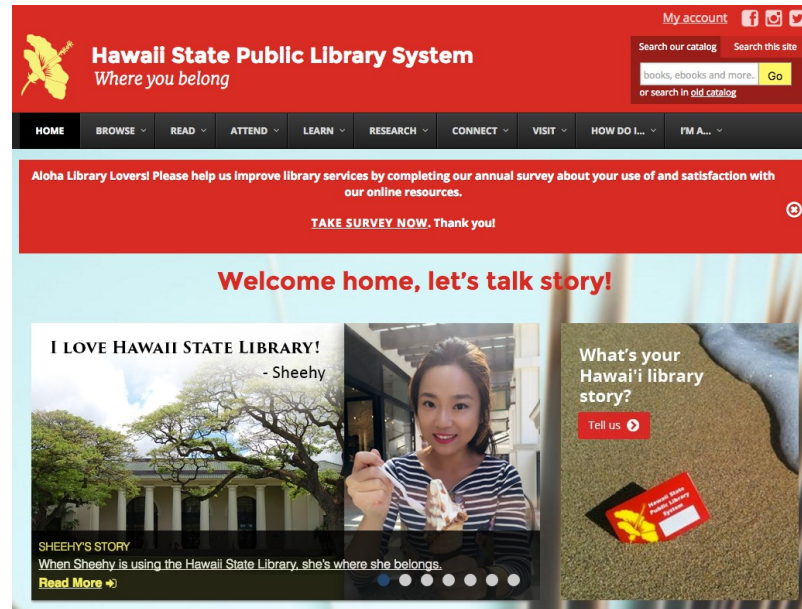
SOWs for Approval

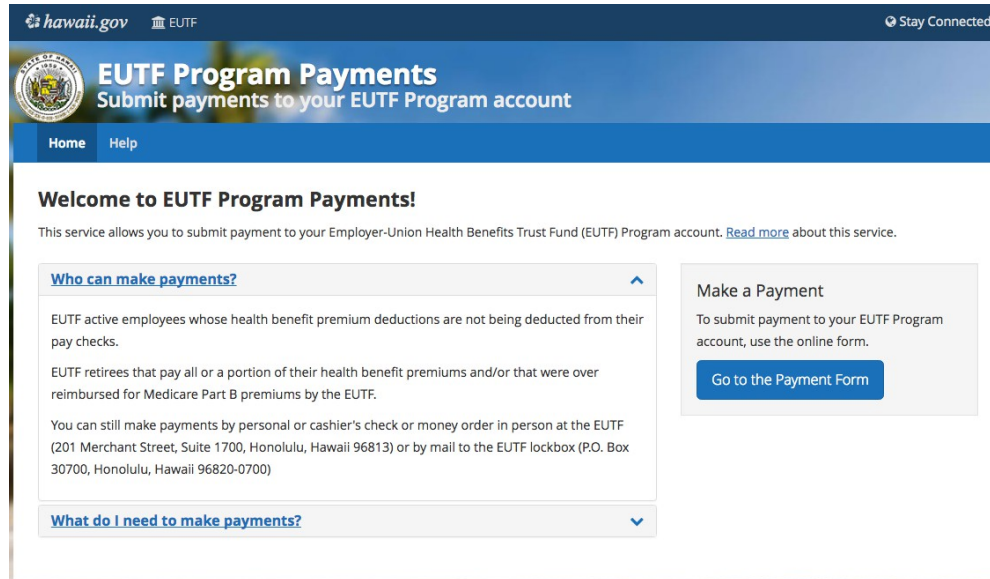| Agency	Document Title	Funding Type
County of Hawaii – Department of Parks and Recreation	Online Permitting and Payment Processing Services Statement of Work (SOW) Amendment I	Self-funded

Highlight 1 – New HIC General Manager

Burt Ramos is the new General Manager of HIC effective November 1, 2016. Burt has been serving as Senior Liaison for over 6 years, guiding high performing teams and managing all aspects of partner relationships. Burt is highly knowledgeable in the development and successful launch of web, technology and marketing projects. Recent partner successes include engagements with SPO DOTAX, DLNR, DLIR, AG and Judiciary.

Highlight 2 – Hawaii State Public Library System Website

10/06/16 – The new Hawaii State Public Library System (HSPLS) website (www.librarieshawaii.org) was launched in October 2016. Through collaborative user-centered design workshops with the state librarian and key stakeholders, we uncovered design strategies that would appeal to existing and new users alike. The site was reorganized to reflect how patrons ask questions, making it easier to find information. The site was also designed to be fully response and work across a vast range of mobile devices and meet ADA accessibility requirements.

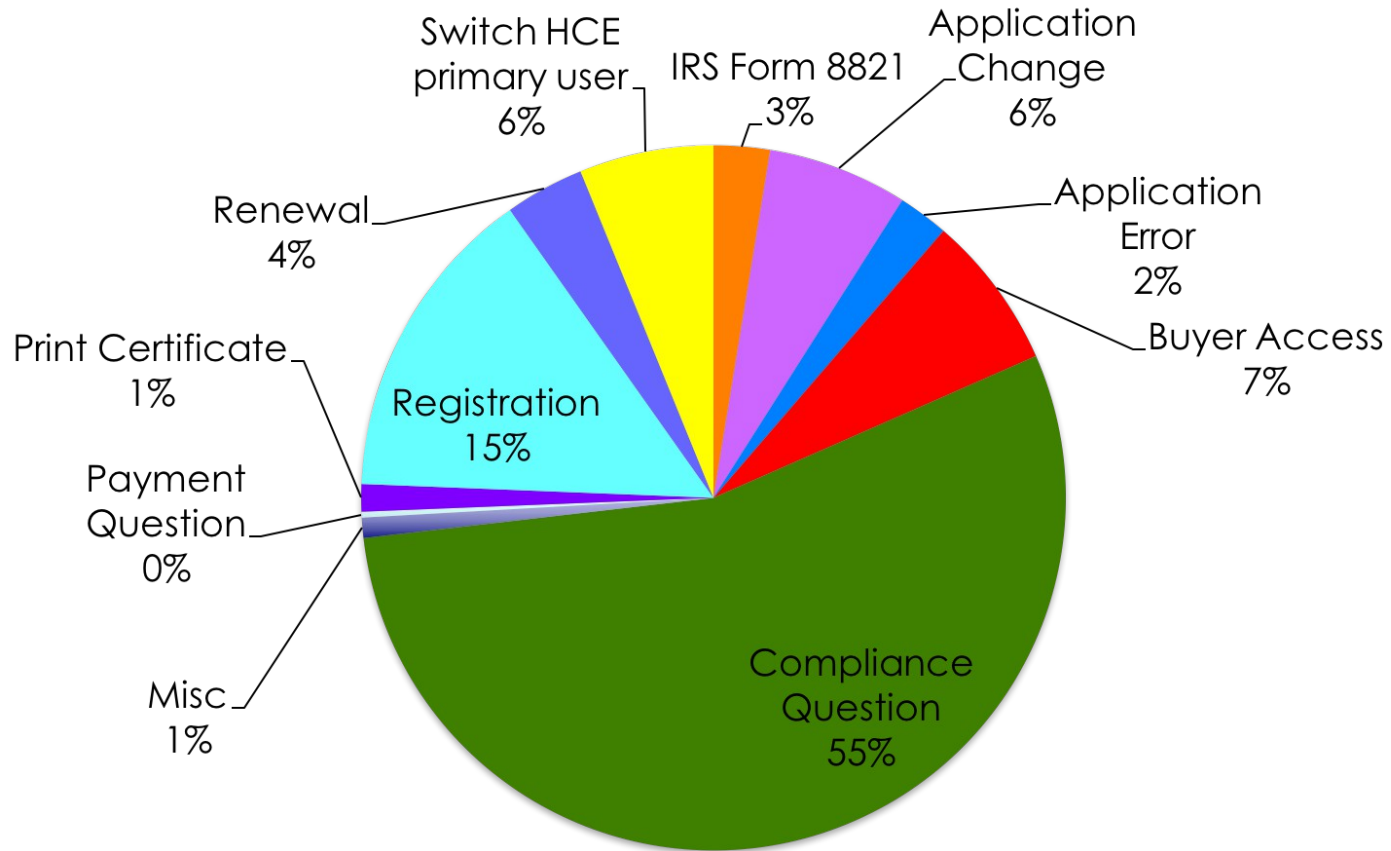# Highlight 3 – EUTF Program Payments

11/03/16 – The Budget & Finance Employer-Union Health Benefits Trust Fund (EUTF) launched EUTF Program Payments (eutf.ehawaii.gov/eutfpay). This service allows EUTF employees or retirees to submit their health benefit premium payment or reimbursement overpayment for their Medicare Part B premium to their EUTF Program account via credit card or electronic check.

HIC Annual Report Update

- The HIC Annual Report will be presented at the 12/15/16 AHC meeting.
- HIC will incorporate some items of Senate Resolution 54 in this report.
- NIC, Inc. will also be attending the 12/15 AHC meeting to provide a presentation on the self-funded model and HIC financials.

Hawaii Compliance Express (HCE) Customer Service Breakdown
September – October 2016

Pie chart showing customer service breakdown:
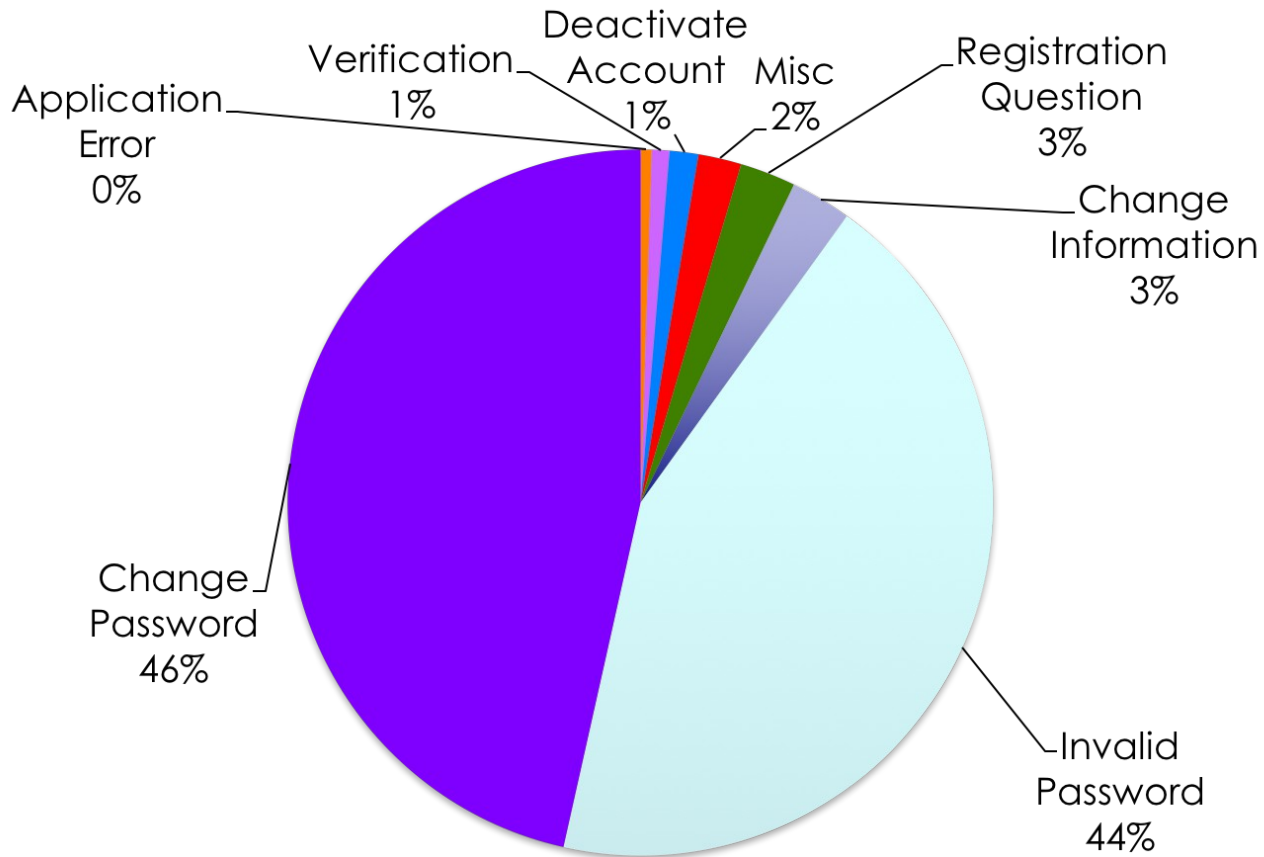- Compliance Question 55%
- Registration 15%
- Buyer Access 7%
- Switch HCE primary user 6%
- Application Change 6%
- Renewal 4%
- IRS Form 8821 3%
- Application Error 2%
- Print Certificate 1%
- Misc 1%
- Payment Question 0%

HCE Customer Service Breakdown

September – October 2016
Total number of transactions: 2,496

Data Label	Definition	Total Inquiries
IRS Form 8821	Questions related to IRS form 8821	39
Application Change	Questions related to updating an application in HCE	97
Application Error	Errors that appear within the application	35
Buyer Access	State of Hawaii employees requesting access to view compliance status for vendors	107
Compliance Question	Questions related to why they are not compliant and/or how to gain compliance	827
Misc	Questions unrelated to any other category	14
Payment Question	Questions related to cost of application, payments accepted, receipt requests, etc.	4
Print Certificate	Questions related to printing the Certificate of Vendor Compliance	19
Registration	Questions related to HCE registration	220
Renewal	Questions related to HCE renewal	55
Switch HCE primary user	Requests to switch Primary Owners in HCE	93
TOTAL		1,510

Login Customer Service Breakdown

September – October 2016

- Verification 1%
- Deactivate Account 1%
- Misc 2%
- Registration Question 3%
- Application Error 0%
- Change Information 3%
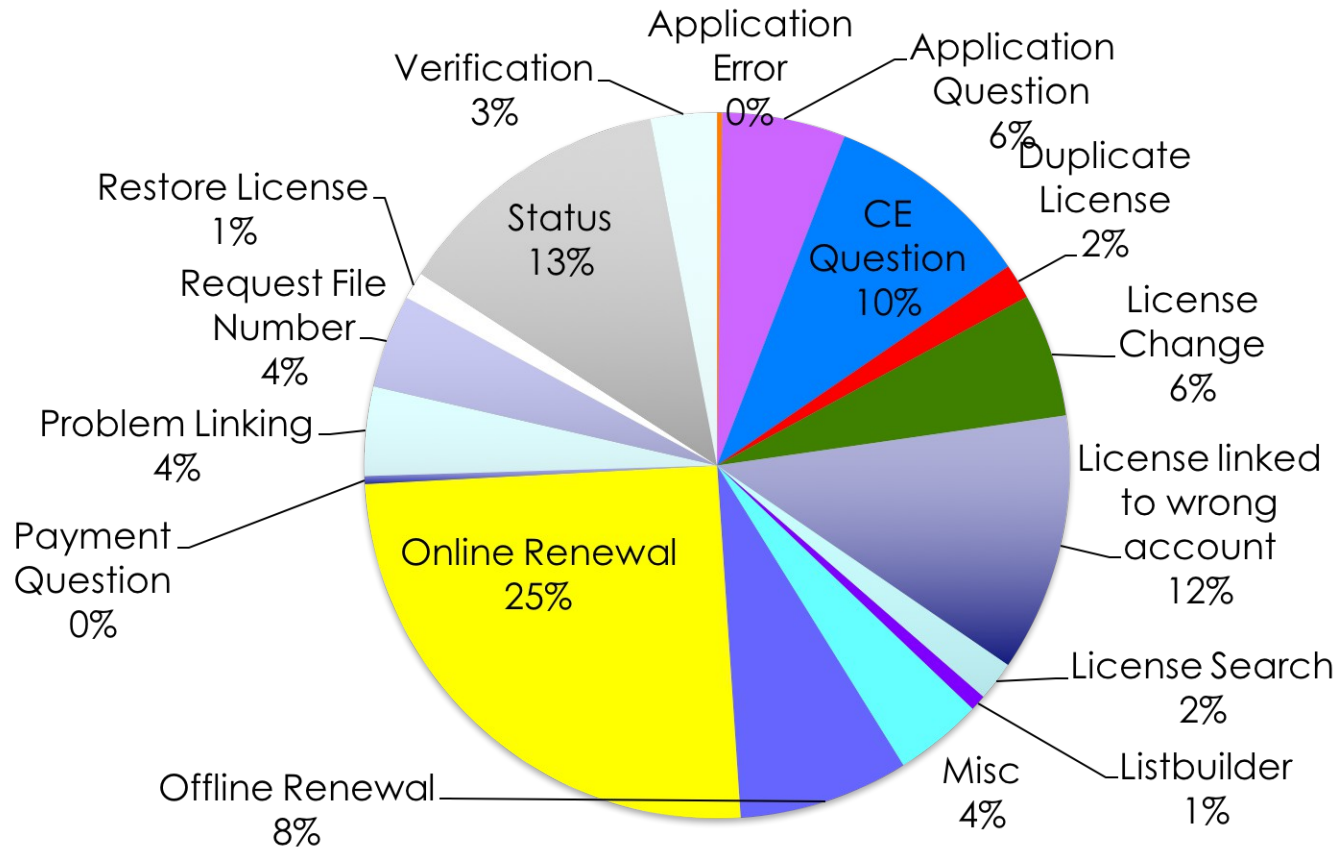- Change Password 46%
- Invalid Password 44%

Login Customer Service Breakdown

September – October 2016
The eHawaii.gov Account System is shared across 25+ services

Data Label	Definition	Total Inquiries
Application Error	Errors that appear within the application	7
Change Information	Questions related to updating eHawaii.gov account information	38
Changing Password	Questions related to changing eHawaii.gov password	636
Deactivate Account	Requests to deactivate an eHawaii.gov account	18
Invalid Password	User is unable to login	596
Misc	Questions unrelated to any other category	27
Registration Question	Questions related to creating an eHawaii.gov account	35
Verification	Questions related to verification of email and mobile number	11
TOTAL		1,368

Professional Vocational Licensing (PVL) Customer Service Breakdown
September – October 2016

Application Error 0%
Application Question 6%
Duplicate License 2%
CE Question 10%
License Change 6%
License linked to wrong account 12%
License Search 2%
Listbuilder 1%
Misc 4%
Offline Renewal 8%
Online Renewal 25%
Payment Question 0%
Problem Linking 4%
Request File Number 4%
Restore License 1%
Status 13%
Verification 3%

PVL Customer Service Breakdown

September – October, 2016
Total number of transactions: 9,232

Data Label	Definition	Total Inquiries
Application Error	Errors with the actual program	6
Application Question	Questions related to obtaining a license	140
CE Question	Questions related to Continuing Education Requirements	237
Duplicate License	Questions related to requesting a duplicate license	40
License Change	Questions related to updating license information (i.e. addresses, active status, name, etc.)	140
License linked to wrong account	Questions related to license being linked to old email addresses	293
License Search	Questions related to searching for a license online	45
Listbuilder	Questions related to the PVL list builder application	18
Misc	Questions unrelated to any other category	100
Offline Renewal	Questions related to offline renewals and forms	193
Online Renewal	Questions related to online renewals	625
Payment Question	Questions related to cost of licenses, payments accepted, receipt requests, etc.	9
Problem Linking	Questions related to linking licenses	101
Request File Number	Requests for license file numbers	106
Restore License	Questions related to restoring a PVL license	31
Status	Questions related to the current license status	318
Verification	Requests for license verification	75
TOTAL		2,477

Financials

Consolidated Balance Sheet	
Hawaii Information Consortium, LLC	
-Unaudited report	
	10/31/2016
Assets	$5,143,461
Liabilities	$4,197,954
Shareholder Equity	$945,507
Total Liabilities & Shareholder Equity	$5,143,461

Income Statement				
Hawaii Information Consortium, LLC				
-Unaudited report				
	August	**September**	**October**	**Rolling 3 Month**
Revenues	$808,795	$602,876	$782,200	$2,193,871
Cost of portal revenues	$717,073	$640,607	$708,652	$2,066,332
Income (Loss) before income taxes	$91,722	$(37,731)	$73,548	$127,539
Income tax (benefit) expense	$35,918	$(14,775)	$28,802	$49,945
Net income (loss)	$55,804	$(22,956)	$44,746	$77,594

Key Contacts

Name	Title	Phone	Email
Burt Ramos	General Manager	(808) 695-4615	burt@ehawaii.gov
Teri Berschneider	Director of Portal Operations	(808) 695-4631	teri@ehawaii.gov
Zheng Fang	Director of Development	(808) 695-4617	zheng@ehawaii.gov
Janet Pick	Manager of Project Management Office	(808) 695-4625	janet@ehawaii.gov
Emergency Help Line		(808) 695-4627	
Customer & Technical Support		(808) 695-4620	info@ehawaii.gov

Appendix A: Outreach Activity

123,400

reminders, postcards and other notices sent via U.S. postal mail or email during September 2016 – November 2016.

Agency	Service	Message Type(s)	Description	Number Sent
DCCA PVL	PVL License Renewal	Postcard, Email	PVL License Renewal Due Reminders	62,080
DCCA INS	Insurance Renewal	Postcard, Email	Insurance Renewal Due Reminders	16,155
DCCA BREG	Annual Filings	Postcard	Annual Filing Due Reminders	25,851
County of Kauai	Real Property Tax	Email	eBill Notice	268
SPO	HIePro	Email	Payment Overdue Notice	64
SPO	HIePro	Email	Service Improvements Notice	12,570
DPS NED	Online Registration Renewal	Email	Registration Fee Increase Notice	6,412

Outreach Activity Cont.

79,992

automated email and text message reminders and notifications sent via the Portal Notification Service during September 2016 – November 2016.

Agency	Service	Message Type(s)	Description	Number Sent
DCCA BREG	AlertMe	Email, Text Message	Annual Filing Reminders & Business Monitoring Alerts	38,236
DLIR UI	HUI Express	Email, Text Message	Unemployment Insurance Reminder	614
Office of the Governor	RSS Alerts	Email, Text Message	News Updates	2,170
DOTAX	eFile	Email, Text Message	G45 & G49 Filing Reminders	38,972

Appendix B: 2016 Press Releases

Title	URL	Date Issued
Hawaii Attorney General wins Best Government Mobile Application and Best Information Services Mobile Application	http://m.hi.gov/best	01/06/16
Hawaii Medical Marijuana Dispensary License Application Now Available Online	http://m.hi.gov/mjdispensary	01/14/16
First Quarter Hawaii Annual Business Reports Due	http://m.hi.gov/annual	01/15/16
Hawaii Department of Health Continues to Improve Vital Records Online Ordering System	http://m.hi.gov/vitalrecords	02/10/16
Hawaii Architects, Professional Engineers, Landscape Architects and Land Surveyors Can Now Renew Their Licenses Online	http://m.hi.gov/pvlrenewal	03/10/16
Second Quarter Hawaii Annual Business Reports Due	http://m.hi.gov/2016annuals	04/20/16
New Guard Employee Application Process Available Online at MyPVL	http://m.hi.gov/pvlguards	04/26/16
Hawaii Launches Online Heald Collect Transcript Ordering System	http://m.hi.gov/1xq	08/16/16
Hawaii Contractors Are Urged to Renew Early Online at MyPVL	http://m.hi.gov/210	08/16/16
Online Absentee Ballot Delivery Honored for Excellence in Government by the Interactive Media Awards	http://m.hi.gov/211	08/31/16
Hawaii Department of Health Receives 2016 Digital Government Achievement Award	http://m.hi.gov/vitrecdgaa	09/07/16
Fourth Quarter Hawaii Annual Business Reports Due	http://m.hi.gov/22m	10/18/16

Appendix C: Conferences Attended

Name	Description	Date(s) Attended
American Association of Motor Vehicle Administrators Region IV Conference	Jurisdictional attendees learn about the successes and challenges of others, share ideas, build relationships and discover the many products and services provided by industry partners.	May 16-19, 2016
39th Annual International Association of Commercial Administrators (IACA) Conference	The Annual Conference is IACA's marquee event for collaborating, sharing and developing best practices to improve filing office efficiencies. The focus of this conference was to prepare for the future of business registries.	June 5-9, 2016
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.	June 16, 2016
Governing Magazine's Digital Government Achievement Awards	The Department of Health was recognized nationally for its efforts on the Hawaii Vital Records Ordering and Tracking System to use technology to re-conceptualize, transform and digitize the way government agencies serve their customers.	September 28, 2016
State Procurement Office (SPO) Conference	The State Procurement Office (SPO) hosted the first annual Hawaii Procurement Conference. Geared as an education event, participants included guest speakers, vendors, state and county procurement and purchasing personnel.	October 25, 2016

Appendix D: 2016 New Websites

Agency	URL	Date Launched
Employee's Retirement System	ers.ehawaii.gov	01/26/16
Judiciary	www.courts.state.hi.us	03/30/16
Hoisting Machine Operators Advisory Board	hmoab.hawaii.gov	09/21/16
Hawaii State Public Library System	librarieshawaii.org	10/06/16

Appendix E: 2016 New Services

Agency	Service Name	URL	Date Launched
Department of Health (DOH) Office of Health Care Assurance (OHCA)	Medical Marijuana Dispensary Licensing Application	mmjdisp.ehawaii.gov	01/11/16
Department of Land & Natural Resources (DLNR) Division of State Parks (DSP)	Pavilion Day Use Permits	camping.ehawaii.gov	01/19/16
Portal	RSS Alerts	rss-alerts.ehawaii.gov	02/16/16
Judiciary Policy & Planning Division	District Court and Per Diem Judge Evaluation	N/A	04/05/16
Department of Human Resources Development	Affordable Care Act Conversion Service	N/A	04/08/16
State Procurement Office (SPO)	Surplus Public Auction	sposurplusauction.ehawaii.gov	04/18/16
Department of Commerce & Consumer Affairs (DCCA) Professional Vocational Licensing (PVL)	PVL Initial Application	pvl.ehawaii.gov/mypvl	04/25/16
Attorney General (AG) Tax & Charities Division	Charity Retrievals	agcharity.ehawaii.gov	04/28/16
City & County of Honolulu Police Department	eBench Warrants Web Service	ebw.ehawaii.gov/ebw-webservice/service/hpd	05/17/16
Judiciary Policy & Planning Division	Circuit Court and Per Diem Judge Evaluation	N/A	06/21/16

2016 New Services Cont.

Agency	Service Name	URL	Date Launched
DCCA Hawaii Post-Secondary Education Authorization Program (HPEAP)	Online Transcript Ordering System	hpeap.ehawaii.gov	08/08/16
Hawaii County Police Department	Firearms Permit PDF	N/A	08/19/16
DLNR Division of Forestry & Wildlife (DOFAW)	Trails Day Use Permits	trails.ehawaii.gov	09/19/16
Department of Labor & Industrial Relations (DLIR) Hoisting Machine Operators Advisory Board (HMOAB)	Certification Application	hmoab.ehawaii.gov/cert	09/21/16
Budge & Finance EUTF	EUTF Program Payments	eutf.ehawaii.gov/eutfpay	11/03/16

Appendix F: 2016 Major Upgrades

Agency	Service Name	URL	Date Upgraded
Department of Tax	eFile	dotax.ehawaii.gov/efile	01/04/16
DLNR DOFAW	Na Ala Hele Trail & Access System	hawaiitrails.org	01/19/16
B&F Employees' Retirement System (ERS)	Self-service Benefits Portal	ers.ehawaii.gov/member	01/26/16
Department of Business, Economic Development, & Tourism (DBEDT) High Technology Development Corporation (HTDC)	QHTB 317 Form	forms.ehawaii.gov/view.php?id=19889	02/03/16
DLNR Division of Ocean Boating & Outdoor Recreation (DOBOR)	BARS Vessel Management Tool	dobor.ehawaii.gov	03/09/16
DLNR DOFAW	Hunt Application System	hunthawaii.ehawaii.gov	03/17/16
HIC	eRecording	erecording.ehawaii.gov	04/19/16
DLNR Division of Aquatic Resources (DAR)	Commercial Marine Licensing System	dlnr.ehawaii.gov/cmls-public	06/27/16

2016 Major Upgrades Cont.

Agency	Service Name	URL	Date Upgraded
Honolulu City Council	Online Absentee Ballots System	avb.ehawaii.gov	06/27/16 (Primary) 09/21/16 (General)
DOTAX	Hawaii Business Express - BB1 Filings	hbe.ehawaii.gov	08/02/16
DLNR DOFAW	Online Hunting License Applications	hunting.ehawaii.gov	09/19/16
AG Hawaii Criminal Justice Data Center (HCJDC)	HIJIS Federated Query	hijis.ehawaii.gov	09/21/16

Appendix G: Agreements

Agency	Service	Document	Signed Date
DBEDT Community Based Economic Development (CBED)	CBED Applications	SOW Addendum 3	01/22/16
AG Tax & Charities Division	Online Charity Registration System	SOW Amendment 5	02/01/16
AG Tax & Charities Division	Professional Solicitors Registration System	SOW Amendment 2	02/01/16
DLNR Hunter Education Program	Hunter Education Records Management & Online Registration System	SOW Amendment 3	02/12/16
DLNR DAR	Commercial Marine Licensing System	SOW Amendment	03/08/16
AG HCJDC	Sex Offender Information Management System	SOW Amendment 1	03/08/16
AG Tax & Charities Division	Online Charity Registration System	SOW Amendment 6	03/11/16
City & County of Honolulu Police Department	eBench Warrants Interface	SOW	04/01/16
DLIR Hawaii Occupational Safety & Health (HIOSH)	Collections	SOW	04/01/16
HSPLS	Library Website Services	SOW	04/04/16

Agreements Cont.

Agency	Service	Document	Signed Date
HSPLS	N/A	Service Level Agreement	04/05/16
B&F EUTF	Participant Payment Processing	SOW	04/20/16
DBEDT Energy	Renewable Energy Projects Directory	SOW Amendment 2	04/25/16
DLNR DOFAW	Hunt Lottery Drawing System	SOW	04/28/16
DOH Alcohol & Drug Abuse Division (ADAD)	Clean and Sober Homes Registry	SOW Amendment 1	05/03/16
DCCA HPEAP	Online Transcript Ordering System	SOW	05/16/16
Hawaii County Police Department	Firearms Application PDF	SOW	05/26/16
DLNR Hunter Education Program	Instructor Resource Website	SOW	06/08/16
Kauai County Police Department	eBench Warrants Interface	SOW	06/13/16
Hawaii County Police Department	eBench Warrants Interface	SOW	06/27/16
HSPLS	Library Website Services	SOW Amendment 1	06/30/16

Agreements Cont.

Agency	Service	Document	Signed Date
DLNR DOBOR	Boating Accounts Receivable System	SOW Amendment 8	07/27/16
DLNR Bureau of Conveyances (BOC)	Online Payment Processing for Conveyance Records Document Search	SOW Amendment 1	07/28/16
DOH STD/AIDS Prevention Branch (SAPB)	Medical Marijuana Patient Registry System (APRN)	SOW	07/29/16
Hawaii County Liquor Control	Licensing and Permitting Application	SOW	08/08/16
Hawaii County Mass Transit Agency	Mobile Bus Application	SOW	08/08/16
SPO	Hawaii Awards and Notices Data System	SOW	08/16/16
Office of Enterprise Technology Services (ETS)	Consolidated Annual Financial Report Support for FY16	SOW	09/22/16
Hawaii Mass Transit Agency	Mobile Bus Application	SOW Amendment 1	10/28/16

Appendix H: Unscheduled Downtime

Time	Duration	Affected Sites	Comment
04/04/16 at ~10:30AM	~12 min	www.courts.state.hi.us	New deployment of Judiciary website caused excessive memory usage. Moved website to new Virtual Machine.
04/14/16 at ~10:30AM	~50 min	All Oracle Services	High Oracle Process with low overall Central Processing Unit (CPU).
04/18/16 at ~9:41AM	~48 min	All Oracle Services	High IO on Oracle database server.
05/02/16 at ~8:10AM	~4 min	All Oracle Services	High Oracle Process with low overall CPU.
05/03/16 at ~9:29AM	~5 min	All Oracle Services	High Oracle Process with low overall CPU.
05/04/16 at ~3:11AM	~5 min	All Oracle Services	High Oracle Process with low overall CPU.
05/04/16 at ~10:22AM	~6 min	All Oracle Services	High Oracle Process with low overall CPU.

Unscheduled Downtime Cont.

Time	Duration	Affected Sites	Comment
07/07/16 at ~8:45AM	~ 5min	All Oracle Services	High Oracle Process with low overall CPU.
07/08/16 at ~2:45PM	~1h 20m	All Oracle Services	Intermittent outages. High Oracle Process with low overall CPU. Server had to be hard rebooted.
09/19/16 at ~8:40AM	~1h	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.
10/13/16 at ~12:44AM	~5min	All Oracle Services	High Oracle Process with low overall CPU.
11/15/16 at ~11:00AM	~1hr	invest.ehawaii.gov, www.htsb.org, hcjdcsymposium.ehawaii.gov, ahc.ehawaii.gov	Database space issue on Amazon Web Service (AWS).

Appendix I: Portal Analytics

September 1, 2016 – November 21, 2016

- 1,892,771 sessions
- 762,806 users
- 11,890,903 Page views
- 6.28 Pages / Session
- 00:05:31 Avg. Session Duration
- 29.90% Bounce Rate

New vs. Returning Visitors

33.7%

66.3%

- Returning
- New