

# Partnership: Loyalty, Trust & Accountability

Presentation to the Access Hawaii Committee | Dec. 2016



**Goal:** )

*Kick off a new era  
in the longstanding  
partnership  
between HIC, ETS,  
the Access Hawaii  
Committee and the  
state of Hawaii.*

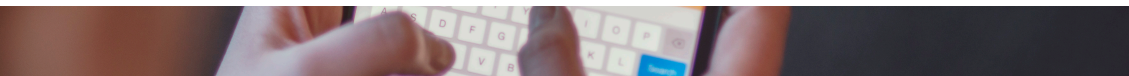


ACCOMPLISH  
What else can we help you accomplish?

YOUR GOALS

Together, how can we continue to  
deliver great services and offer  
more convenience to the  
people of Hawaii?

DELIVER  
CONVENIENCE



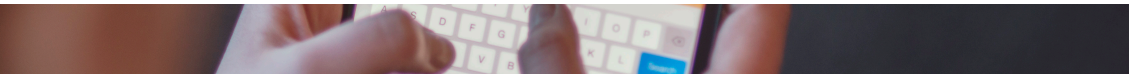
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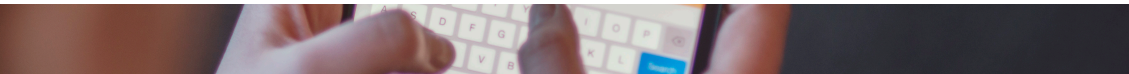
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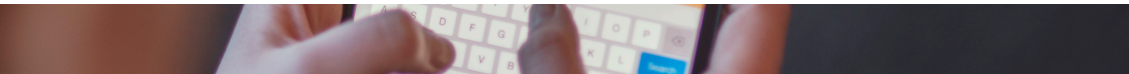
mission – to help the  
Access Hawaii Committee  
use technology to make all  
government interactions  
more accessible for every  
person in Hawaii



*“We have come a long way from the days of boxes of paper orders. Over 70 percent of all orders for certified copies of vital records are now submitted online.”*



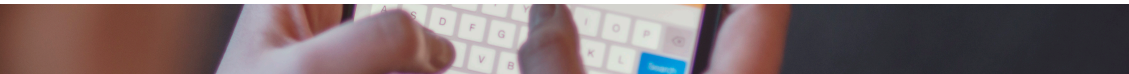
*“Earlier this year, nearly 30,000 – 95% – Hawaii professionals up for renewal renewed their licenses online during the April and June renewal cycles using myPVL.”*



# Our focus is on developing digital government services that deliver efficiencies

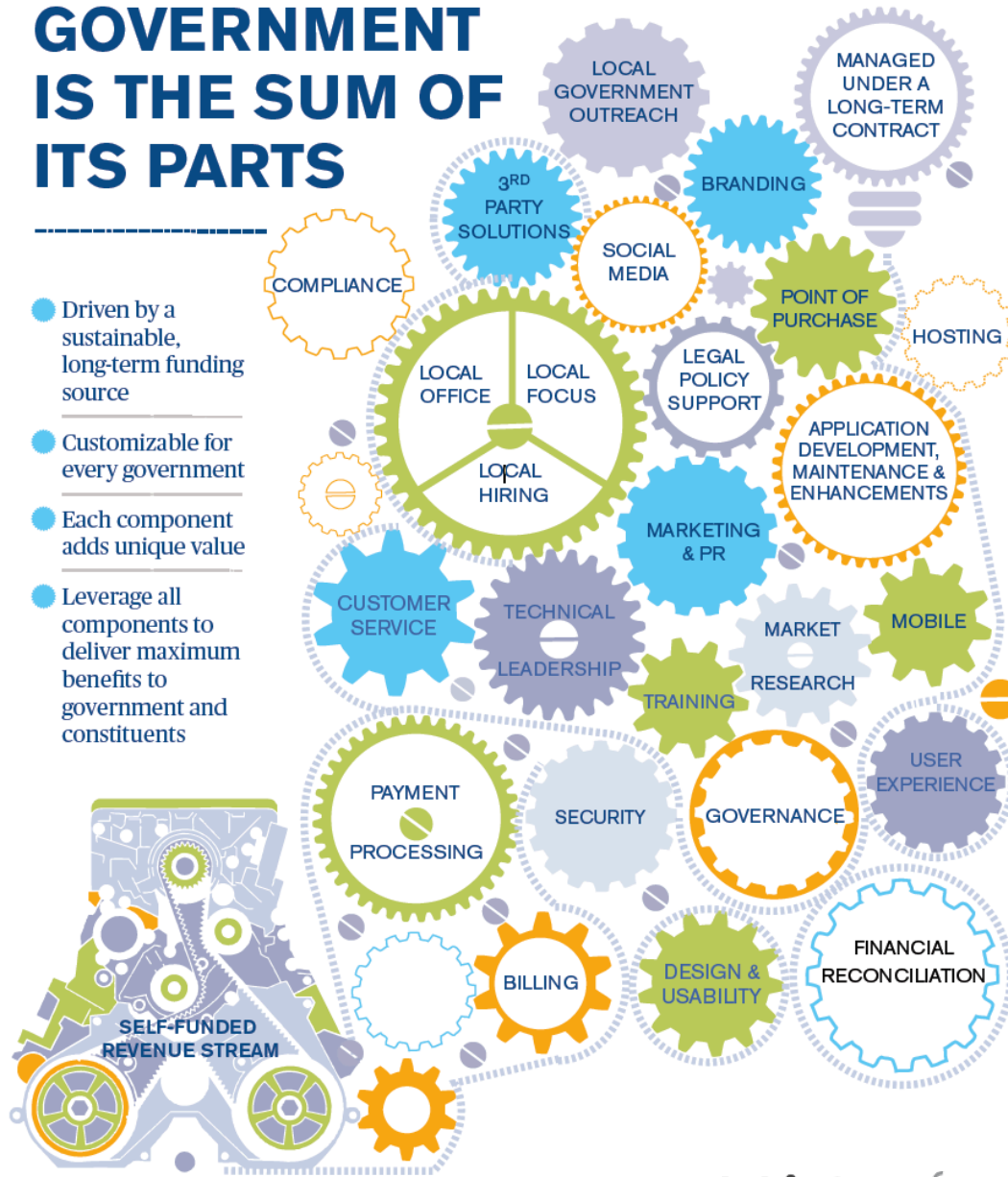
30% of all services developed for the state do not generate revenue for HIC

46% of services managed by HIC have costs which exceed the revenue generated



# DIGITAL GOVERNMENT IS THE SUM OF ITS PARTS

- Driven by a sustainable, long-term funding source
- Customizable for every government
- Each component adds unique value
- Leverage all components to deliver maximum benefits to government and constituents



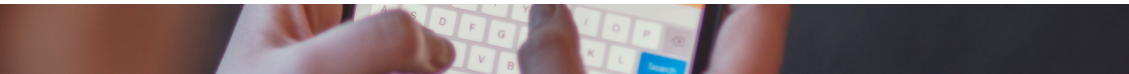


# What is next for the future of Hawaii's digital government services?

*A platform to deliver more services and speed time to deployment*

*Provide a single source for ID validation and a one-stop destination for business*

*Work as an extension of the ETS team*



ACCESS HAWAII'S **VISION**

HIC'S BEHIND-THE-SCENES  
**IMPLEMENTATION**

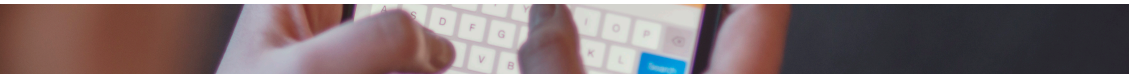
**EFFICIENCIES AND CONVENIENCE**

FOR HAWAII'S CITIZENS AND  
BUSINESSES



**One of NIC's Three Founding Principles:**

*To be the best partner government has ever had.*



**Aligned Success:**

*Constituents benefit from the  
online convenience*

*HIC benefits when online  
services are used*

*Access Hawaii benefits by  
delivering more services*



# HiC Funding Model:

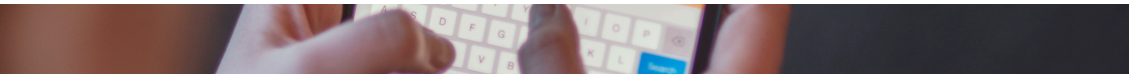
We make the upfront investment in hardware and software infrastructure, and develop services

Those who benefit from the services, pay for them

Master contract allows for quicker development and deployment of services

Funds development, ongoing maintenance, security, hosting, customer service, marketing communications, ongoing investment in the portal

Portal team is a wholly owned, dedicated subsidiary and Hawaii tax-paying entity



# Financial Transparency

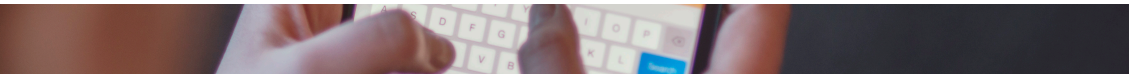
## *Custodians of public trust – we're an open book*

No other state government IT services company is as financially transparent

- Monthly/quarterly “internal” summarized financial information
- Annual audited “external” financial statements – *audited by NIC’s independent public accounting firm*

Audited financial statements for the Access Hawaii Committee:

- Fulfill contractual requirements
- Exercise fiduciary oversight responsibilities
- Determine if HIC earns a fair return for services provided



# Gross vs. Net Revenue )

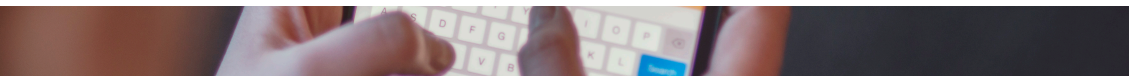
*Many partners request “gross” revenues by service.*

***\$2 billion+*** securely processed on behalf of  
Hawaii state government

*HIC only reports “net” revenues in its financials.*

***\$8.3 million*** – HIC 2015 net revenue

*Net revenue = the portion of the total fee HIC  
retains as payment for services*

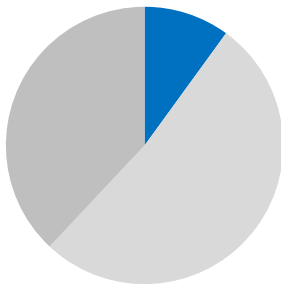


# HIC Revenue Sources: *(calendar year 2015)*

*Strong revenue diversity, enterprise-wide focus and lack of dependency on any one agency or service to fund the state's digital government program.*

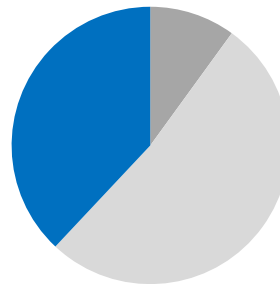
**T&M**  
**\$0.8M**

*Paid using  
appropriated  
budget funds*



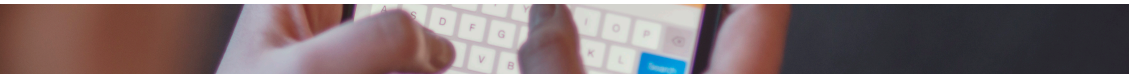
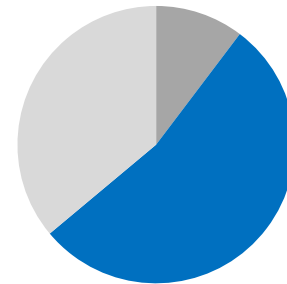
**Agency Fees**  
**\$3.2M**

*Transaction-  
based paid by  
agency*



**User Fees**  
**\$4.3M**

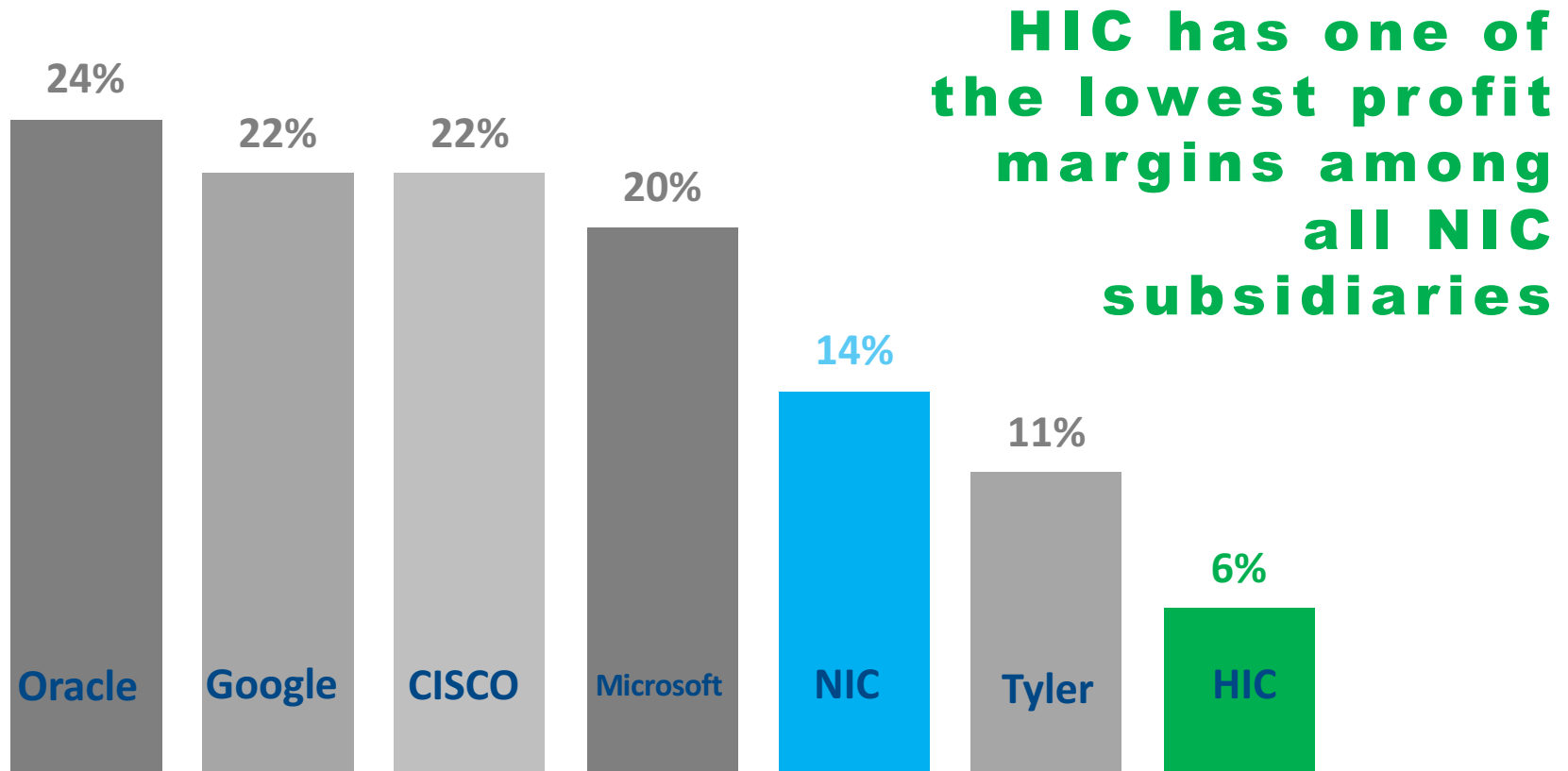
*Transaction-  
based paid by  
constituents*



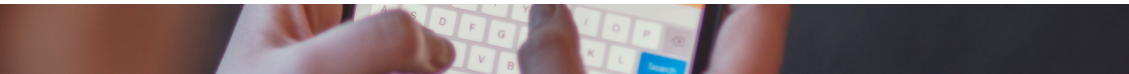


# After-Tax Profit Margin Comparisons

*(most recent fiscal year end)*



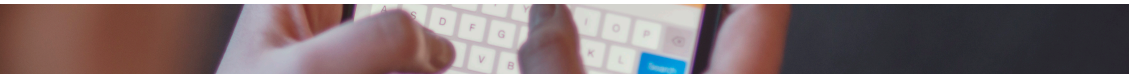
*HIC has 6<sup>th</sup> highest headcount of NIC's 30 state portal teams – NIC is committed to staff portal teams based on specific needs of government partners*



*“Why don’t transaction-based fees end?”*

*“Isn’t there a break-even point?”*

- Security
- Maintenance
- Hosting
- Customer Service
- Marketing Communications
- Ongoing Investment
- Payment Processing
- Many services’ costs exceed limited revenue generated

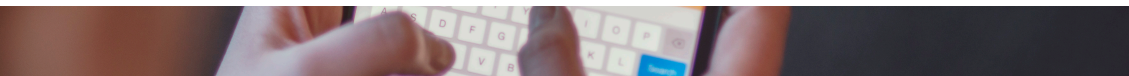


30 NIC PORTAL TEAMS

COLLABORATION

BEST PRACTICES

NATIONAL RESOURCES





## ➔ Maryland Business Express

This site will provide you with the resources to start a business in Maryland. Please note that an electronic government [service fee](#) of \$3 for eCheck or 3% credit card will be applied to filings with payment processed through Maryland Business Express. Maryland Department of Assessments & Taxation will apply an expedited fee to each filing through Maryland Business Express.

Register for a new account or log in to do the following:



### » Register Your Business

Form the legal entity for your business with the Maryland Department of Assessments and Taxation

*Filing types currently accepted\* : Sole Proprietorship, General Partnership, Maryland Limited Liability Company, Foreign (Non-Maryland) Limited Liability Company, Stock Corporation, Tax-Exempt Nonstock Corporation, Close Corporation, Foreign (Non-Maryland) Corporation.*

**i Note: You may now submit business filings using your own documentation for the following types: LLC, Stock Corporation, Close Corporation, and Tax Exempt Non-Stock Corporation.**



### » Establish Tax Accounts

Establish your necessary tax accounts with the Comptroller of Maryland

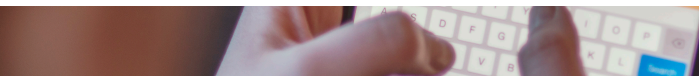


### » File Personal Property Returns

File returns for any business, even those not registered through Maryland Business Express

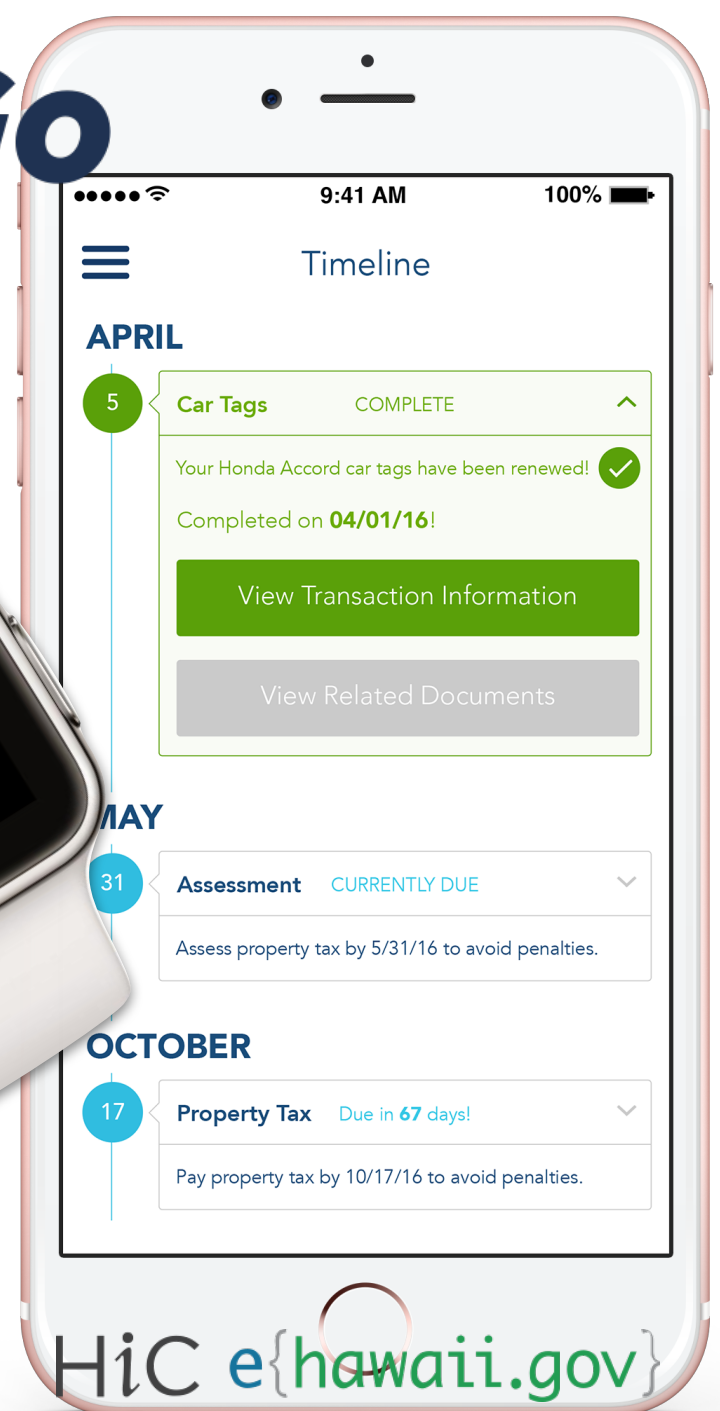
» [Do I need to file a personal property return?](#)

Share best practices from Maryland's Business Express and save development time



# Gov2Go

Provide a single access point for all government interactions, plus one-click payments





Support the National Governors' platform of reducing opioid addiction

**PRESCRIBER AND PHARMACIST DATABASE ACCESS**

This webpage is for healthcare professionals who are authorized to prescribe, administer, or dispense monitored prescription drugs and their delegates. In accordance with the law, these healthcare professionals and their delegates are able to register for accounts with the PDMP and query the PDMP for information about patients or potential patients to whom they are rendering assistance. The "Training Guide" has step-by-step instructions on how to register with the PDMP and access PDMP data.

All other requests for PDMP data must be made through the appropriate webpage. Please see Sections Phar 18.09 and 18.11 of the Wisconsin Administrative Code for more information about who may obtain PDMP data.



[Registration Site](#)



[Query Site](#)



[Training Guide](#)

You must enter the following to access the Registration Site:

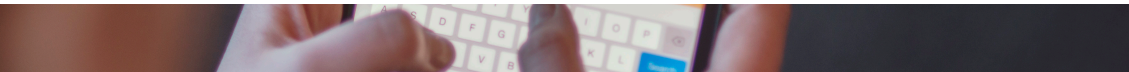
User name: **newacct**

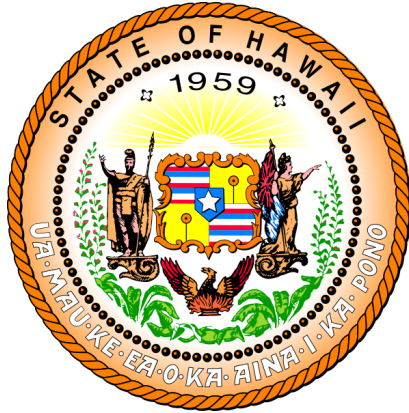
Password: **welcome**

See the [Training Guide](#) for more information.



[Applications and Forms](#)





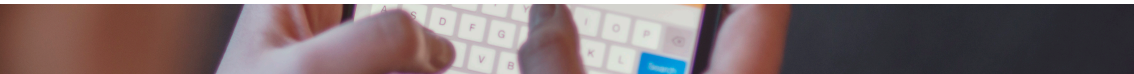
# PRIORITIES

HiC

# IMPLEMENTATION



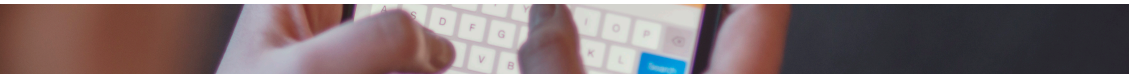
# BEST PRACTICES



# TOGETHER BUILDING THE GOVERNMENT OF TOMORROW TODAY



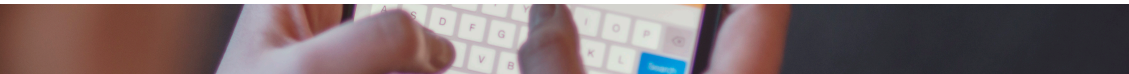
NIC 2017 PARTNER CONFERENCE  
APRIL 4-6 | LITTLE ROCK, ARKANSAS





*Today marks a reset.*

*We look forward to what the future  
will bring as we partner to deliver  
digital government solutions.*



*Thank You*

