

Hawaii Information Consortium, LLC
201 Merchant Street, Ste 1805
Honolulu, HI 96813

Burt Ramos
Janet Pick

PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT

Presented to the Access Hawaii Committee
State of Hawaii


March 1, 2018

EXECUTIVE SUMMARY

- Launches (3) and Upgrades (2) in 2018
 - Hunt Lottery Drawing System (01/02/18)
 - Professional Fundraiser Registration (01/17/18)
 - Office of Homeland Security Website (01/22/18)
 - Insurance Self Service Portal (02/05/18)
 - State Camping System (02/13/18)
- 2017 Recap
- Why the self funded model works
- Contract Expiration

HIGHLIGHT 1

HUNT LOTTERY DRAWING SYSTEM



2018 Lanai Axis Deer Season: Rifle Hunt
Lottery Drawing: Lanai Residents

Week	1 of 9
Date	8/24
Target	25
Total hunters drawn	5

Current draw number (5 hunters)

-	2	3
Going		

Last draw number

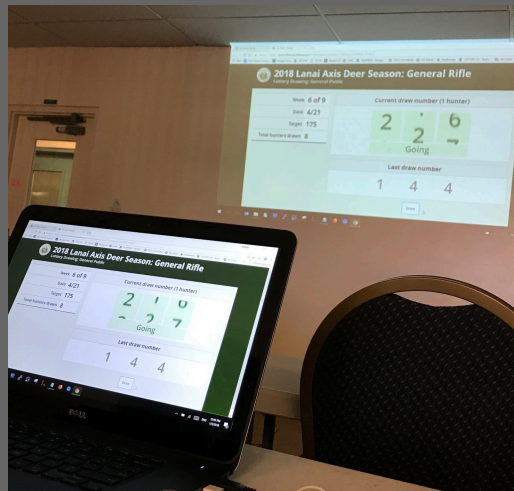
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[Draw](#)



DOFAW - HUNT LOTTERY DRAWING SYSTEM

- URL: <https://gohunthawaii.ehawaii.gov/>
- Site launched on 01/02/18
- Purpose: Increase efficiency by replacing antiquated Lottery DOS System with a new, robust, online system
- Benefits:
 - By the use of new technology, the hunt system has eliminated many of DoFAW's manual processes and data is now streamlined in the system.
 - Another successful step in bringing all Hunting information and data within a single resource for the State of Hawaii
 - Added Visual Design and Technology for the public to experience and see during the drawing



HAWAII DEPARTMENT OF DEFENSE - OFFICE OF HOMELAND SECURITY WEBSITE

HIGHLIGHT 2

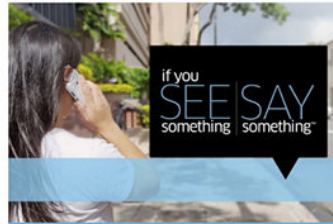


Working to Keep Hawaii Safe

The Office of Homeland Security's (OHS) primary responsibility is to enhance Hawaii's security preparedness and resilience in an integrated, synergistic, relevant, proactive, flexible, cost effective, full-spectrum effort across all domains in order to prevent, protect, mitigate, respond to and recover from attacks, natural disasters and emerging threats.



See the Threat Level on the National Terrorism Advisory System



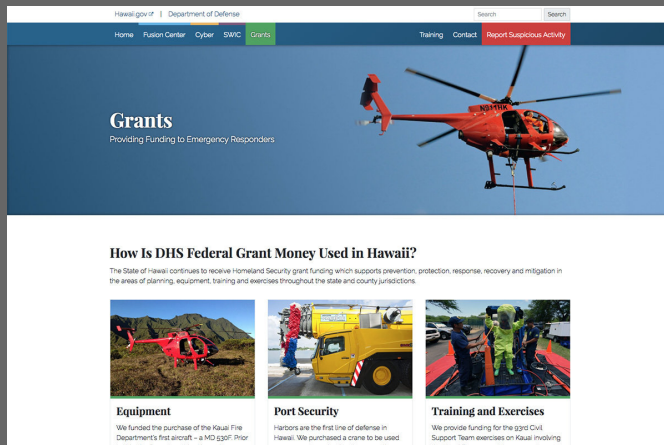
What to Do When You Witness Suspicious Activity



Stay Up-to-Date on the Latest Cyber Safety Events in Hawaii

HAWAII DEPARTMENT OF DEFENSE - OFFICE OF HOMELAND SECURITY WEBSITE

- URL: <http://dod.hawaii.gov/ohs/>
- Site launched on 01/22/2018
- Purpose: Give the Office of Homeland Security an online presence so they can share information and engage with the public
- Benefits:
 - OHS is able to easily create and publish dynamic content.
 - OHS Cyber Safety Awareness can promote local events.
 - OHS Grants Management Office can share information on available grants.
 - The public can report suspicious activity directly to the people responsible for preventing attacks.



DCCA - INSURANCE SELF-SERVICE PORTAL

hawaii.gov DCCA Insurance Division Stay Connected

Hawaii Insurance Licensee Services

Search, print, renew, and continue education for your Hawaii insurance license

Welcome Print Help

Welcome to Hawaii Insurance Division Online Services.

This service is designed for all Insurance professionals licensed through the Hawaii Department of Commerce and Consumer Affairs, Insurance Division. Licensees can access information and services 24/7 from this service. Please use the links on the right to access the available services.

Licensee Services

- Print a license
- Search for a license
- Renew a license
- Continue education

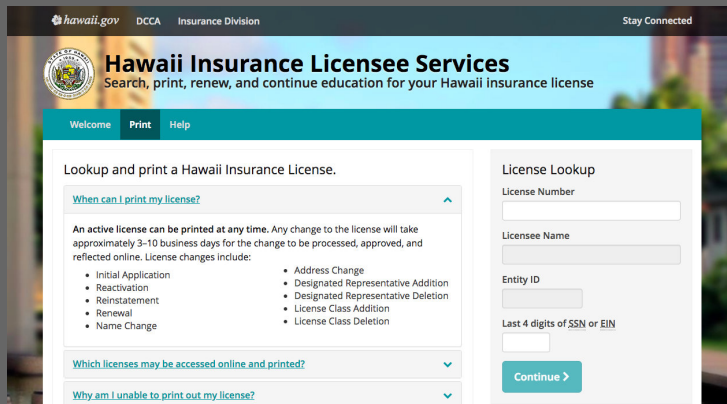
Department of Commerce & Consumer Affairs
335 Merchant Street, Honolulu, HI 96813
Phone (808) 587-3222 • Email dcca@dcca.hawaii.gov

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HIGHLIGHT 3

DCCA - INSURANCE SELF-SERVICE PORTAL

- URL: <https://insurance.ehawaii.gov/diss>
- Site launched on 02/05/18
- Purpose: Improve efficiency and reduce costs
- Benefits:
 - DCCA saves times and money by no longer issuing paper certificates
 - Users can print their active insurance license certificates online at no cost
 - Electronic certificate will have links to the online license search to verify a license is valid



HIGHLIGHT 4

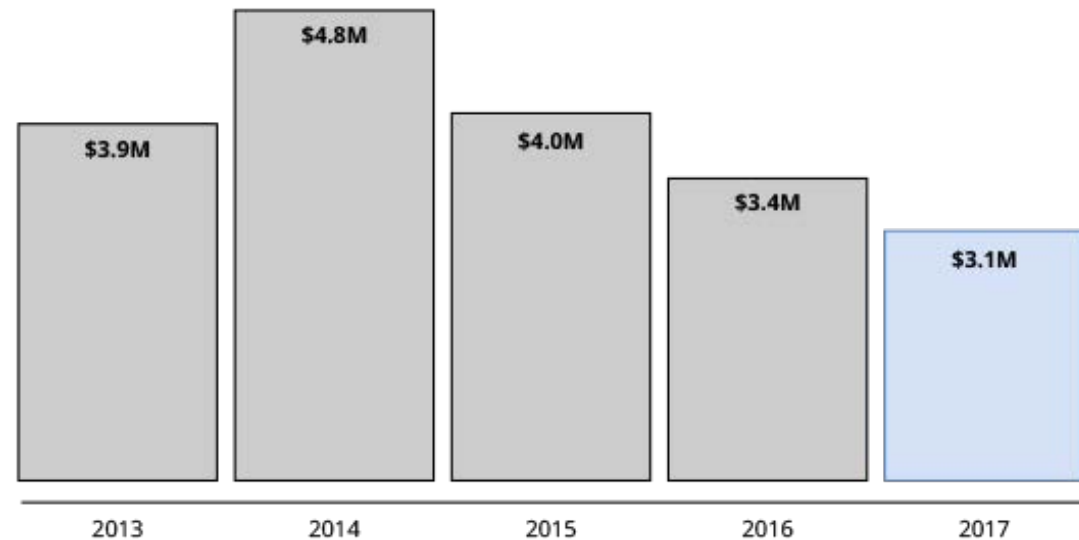
STATE PAYMENTS FOR THE PORTAL

Hawaii Information Consortium

Calendar Years 2013-2017*

Five-year Summary of State Payments for Internet Portal Program

Payments in millions



State payments include time & materials, hosting, and maintenance projects

HIGHLIGHT 4

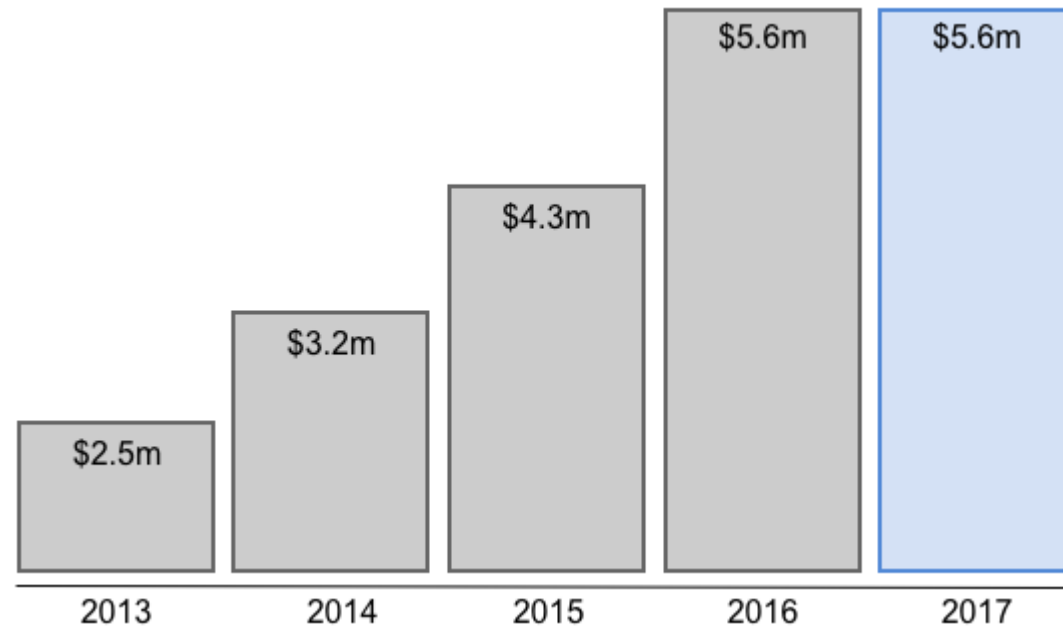
USER PAYMENTS FOR THE PORTAL

Hawaii Information Consortium

Calendar Years 2013-2017

Five-year Summary of User Payments for Internet Portal Program

Payments in millions

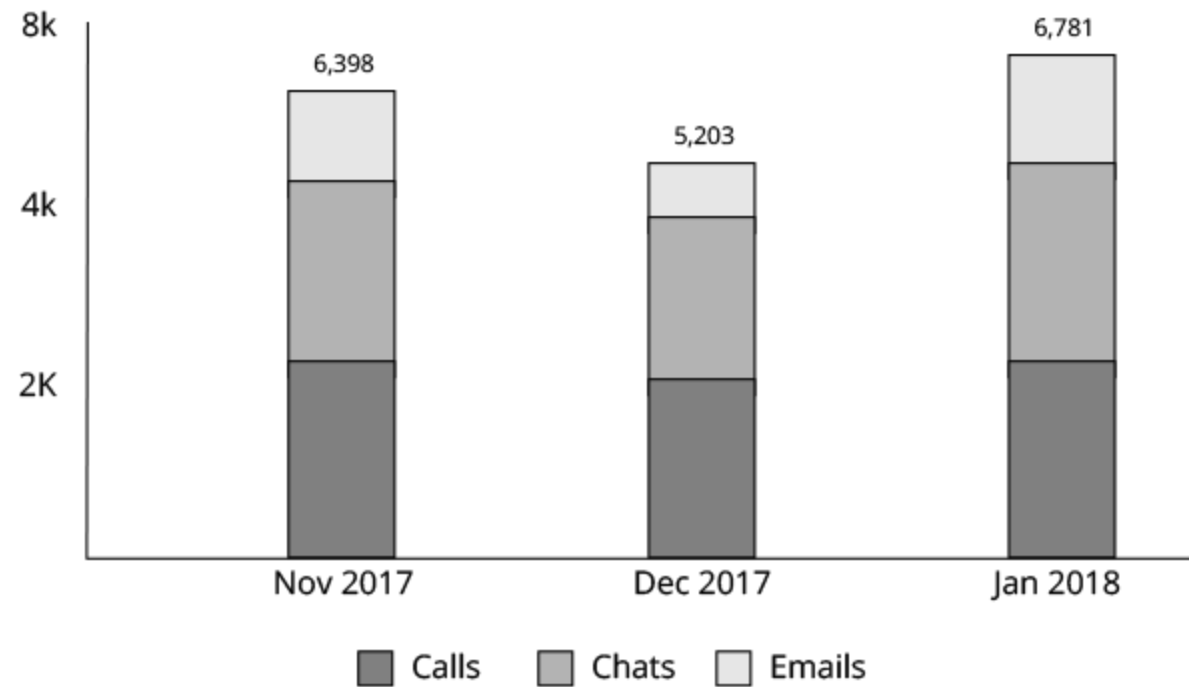


Users include citizens, visitors and businesses

CUSTOMER SERVICE

NOV 2017 - JAN 2018

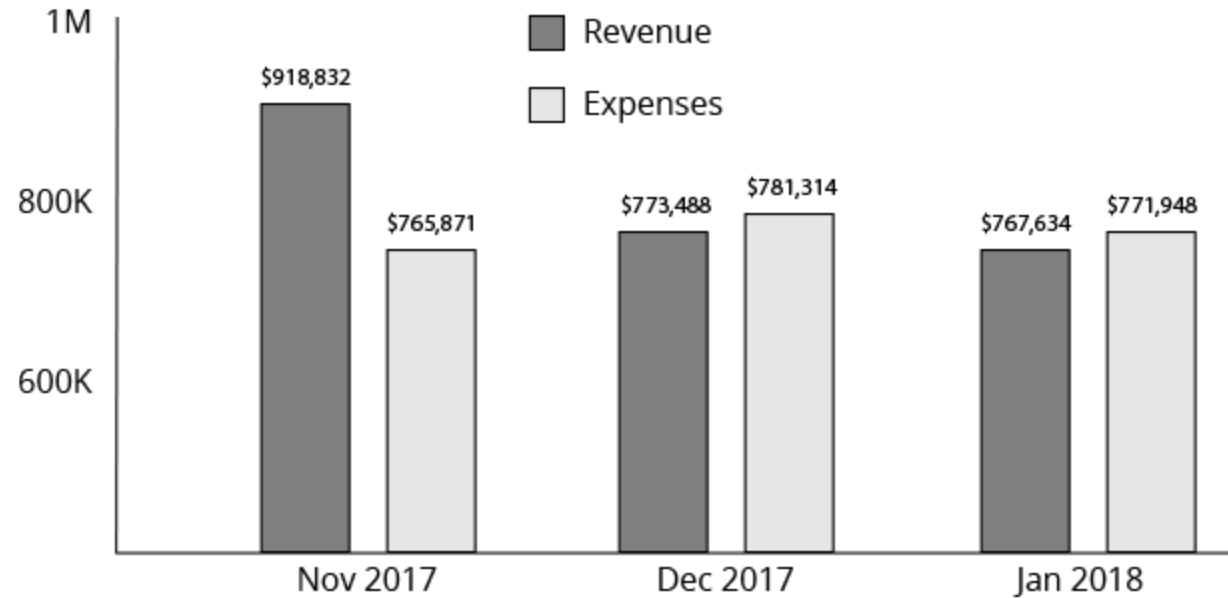
CUSTOMER SERVICE OVERVIEW



FINANCIALS

NOV 2017 - JAN 2018

INCOME - UNAUDITED REPORT



Rolling 3 Month Financials

Total Revenue	\$2,459,954
Total Expenses	\$2,319,133

Net Income	\$140,821
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FINANCIALS

NOV 2017 - JAN 2018

CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

\$7,139,916



Liabilities

\$6,082,733



Shareholder Equity

\$1,057,184



Total Liabilities & Shareholder Equity

\$7,139,917

SELF-FUNDED GOVERNMENT

WHY SELF FUNDING WORKS

- Pooled fees pay for all digital government services - not just services provided by agencies that generate revenue
- Eliminates the need for legislature-approved funding

Today, the Internet Portal Program in Hawaii and the self funded model provides:

- A total of 35 full time resources and 70,000 hours available
- 4 Customer Service team members who handled 71,000 interactions
- A total of ~150 government services are maintained
- Numerous "no cost" services such as eBench Warrants, Sex Offender Registry, and the State Calendar

SELF-FUNDED GOVERNMENT

CHANGING THE FUNDING MODEL - WHAT'S AT RISK?

- Higher costs for nearly every Hawaii state and county departments
- Potential service interruptions
- Fewer services developed
- Smaller government services could disappear entirely
- Slower rate of maintenance, enhancements, and technical upgrades
- A pay-your-own environment in which only agencies with resources could provide digital government services

CONTACT US

Customer & Technical Support
(808) 695-4620
info@ehawaii.gov

Burt Ramos, General Manager

burt@ehawaii.gov

(808) 695-4615

Janet Pick, Director of Portal Operations

janet@ehawaii.gov

(808) 695-4625

Zheng Fang, Director of Development

zheng@ehawaii.gov

(808) 695-4617