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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

NOVEMBER 2008

Executive Summary

In November the portal continues to work on projects that are due by end of the year, i.e. Department of Tax 2009 updates, DLNR UCC-1 Filings, and Judiciary e-Bench Warrants. Portal launched the long been waited Wiki Permit system for online Right of Entry permits for beach weddings. Portal also is in the process of a planned network upgrade to a larger space at the data center.

We have included report from Google Analytics for the month of November 2008.

Marketing Activity

DCCA PVL

HIC sent over 25,454 postcard reminders to professional .licensees who are due to renew by December 31, 2008.

DCCA INS

HIC sent 699 email and 2462 postcard reminders for the January 2009 renewal cycle.

DLNR Land Division

HIC worked with Land Division on the new service announcement and we sent out 328 email notices and 167 letters to pre-approved vendors on the new Wiki Permit service.

DLNR CMLS

HIC's press release on the Online Commercial Marine License System can be found at Business Wire (http://www.businesswire.com/portal/site/home/news/sections/?ndmViewId=news_view&newsLang=en&newsId=20081110005982)

DOH Environment Health Administration (EHA)

HIC met with division chiefs of EHA at their monthly meeting and presented future vision of the online permitting system and its possible integration with DBEDT's Energy Project "Fast Track" System.

New Partner Contacts

Governor's Office – Online Requests for Messages, Commendations, and Proclamations

DLNR, Historic Preservation Division – Online Application for Historic Findings

DOH – Online Wedding Registration System

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
3-NOV	Mail	2,462	INS	JAN 2009 Renewal Reminder
7-NOV	Mail	167	DLNR	New Service Announcement for Wiki Permits
7-NOV	Email	328	DLNR	New Service Announcement for Wiki Permits
14-NOV	Mail	18,107	PVL	DEC 2008 Renewal Cycle Reminder – 1
28-NOV	Mail	7,347	PVL	DEC 2008 Renewal Cycle Reminder – 2

Highlights

DCCA PVL

As of November 24, 10,901 professional licensees renewed online, that is 96.81% of all licensees who'd renewed so far.

DCCA INS

We continue to see 90%+ online adoptions for INS online renewal. August 2008 cycle was 92.5% and Oct 2008 cycles reached 93%.

Portal User Accounts - Lala

Lala – trusted community in Hawaiian – is our single-sign-on service implemented for most of our applications (e.g. ECrim, HBE, HUI Express, HBE, Calendar). Early next year we will implement some changes in this application that should make it simpler to use. Notices will be emailed to all users in January 2009.

DLNR Wiki Permits

The DLNR Wiki Permits was deployed on November 10, 2008. Over 160 permits were issued in the first 18 days and feedback from vendors has been extremely positive.

Application Upgrades

- Kala payments
- Hawaii Business Express
- BREG Annuals
- Calendar

New SOW's/ SLA's

None

Analytics Reports

Included in packet as separate PDF.

Financial Report- October 2008

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	10/31/08
Assets	19,506,259
Liabilities	19,454,811
Shareholder Equity	51,447
Total Liabilities & Shareholder Equity	19,506,258

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	August	September	October	Rolling 3 Month
Total Revenues	471,360	443,042	443,042	1,389,244
Cost of Revenues	292,853	249,484	249,484	770,247
Gross Margin	178,507	193,559	193,559	618,996
Operating Expenses	197,579	194,975	183,369	575,923
Income (Loss) from operations	30,543	(1,416)	63,562	43,074
Other Income (Expense)	11,718	11,116	13,646	36,479
Net Income (Loss) Before Taxes	(7,354)	9,699	77,208	79,553
Total Provision for Income Taxes	(126,197)	(130,954)	(29,901)	34,658
Net Income (Loss)	118,843	(121,255)	47,307	47,307

In Closing

Everyone at HIC appreciates the opportunity to serve as the State's Portal Manager. As always, I welcome your thoughts and feedback.

I can be reached at 808-695-4615 or by email at russell@ehawaii.gov.

Respectfully Submitted,

Russell Castagnaro
General Manager

Appendix A: Key Staff Contacts

201 Merchant St, Suite 1805, Honolulu HI, 96813

<u>Name</u>	<u>Position</u>	<u>Phone</u>	<u>Cell</u>	<u>Email</u>
Russell Castagnaro	General Manager	808-695-4615	808-778-5621	russell@ehawaii.gov
Jing Xu	Director of Portal Operations	808-695-4614	808-220-6265	jing@ehawaii.gov
Zheng Fang	Director of Development	808-695-4617	808-741-1669	zheng@ehawaii.gov
Rosie Warfield	Partner Relationship Manager	808-695-4629		rosie@ehawaii.gov
Emergency Help Line	Emergency Support	808-695-4627		
Customer Support	Public Customer Support	808-695-4620		info@ehawaii.gov

Appendix B: Acronyms

AOAO - Association of Apartment Owners
B&F – Department of Budget and Finance
BREG – Business Registration Division (DCCA)
CMLS – Commercial Marine Licensing System
CMS – Content Management System
DCCA – Department of Commerce and Consumer Affairs
DLIR – Department of Labor and Industrial Relations
DLNR – Department of Land and Natural Resources
DOH – Department of Health
DOCARE - Division of Conservation and Resources Enforcement
EDRS – Electronic Death Registration System
ELF – Electronic Filing System
HBE – Hawaii Business Express
HCE – Hawaii Compliance Express
HCJDC – Hawaii Criminal Justice Data Center
HID – Hawaii Insurance Division
HUI EXPRESS – Hawaii Unemployment Insurance Express
HTSB- Hawaii Teachers Standards Board
IACA - International Association of Commercial Administrators
IRS – U.S. Internal Revenue Service
JIMS – Judiciary Information Management System
NASCIO – National Association of State Chief Information Officers
OMPO – Oahu Metropolitan Planning Organization

PVL – Professional Vocational Licensing
REB – Real Estate Branch
RICO - Regulated Industries Complaints Office
SLA – Service Level Agreement
SOW – Statement of Work
UCC – Uniform Commercial Code
UI – Unemployment Insurance
VIPS – Volunteers in Public Service
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.