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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

FEBRUARY 2009

Executive Summary

February was a busy month for the portal. We are working on many projects with relatively hard deadlines, meeting with partners to discuss new applications and enhancements, and working with partners on legislation for the current session.

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

Marketing Activity

DLNR Land Division

The portal sent 194 email notifications to registered wedding operators regarding the latest updates for the online wedding permitting system.

Kauai DMV

The portal released a press release for the launch of Kauai motor vehicle registration online renewal on Feb 11, 2009. The portal also has provided posters for the DMV office for the new online service.

http://www.businesswire.com/portal/site/home/news/sections/?ndmViewId=news_view&newsLang=en&newsId=20090211005187

NIC General Manager's Meeting

Russell attended the meeting of all NIC General Managers in Kansas City, KS. He was able to share Hawaii's successes as well as get new application ideas from other states.

New Partner Contacts

- DBEDT's Foreign Trade Zone #9

Unconferenz Attended

Staff from the portal attended the Unconferenz on February 7th. Topics discussed include social media, digital libraries, Second Life, smart phone applications and novel technologies.

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
9-Feb	Email	194	DLNR	Service Update Notification
11-Feb	PR		Kauai DMV	Press release on the new online MVR service

Highlights

DCCA BREG

As of February 25, the portal has received over 11,220 annual filings, this is equivalent to the total number of filings we'd received in Q1 2008, and we still have a whole month of March to go.

DCCA INS

During the January 2009 Insurance renewal cycle, out of the 1,769 licensees who'd renewed, 1,609 (91%) of them renewed online.

DLNR Land Division

The latest enhancement of the Wiki Permits system includes the ability for operators to see a list of events and the number of people is going to be at the selected location and date. This will help operators to plan the wedding location accordingly to the crowd condition.

Portal User Account Update

On February 6, 2009, the portal completed the conversion process. All user names have been discontinued. Email address is now used with password to authenticate users for most applications.

Foreign Trade Zone #9

Met with the FTZ#9 staff to discuss website upgrades and enhanced services.

New Application Deployments

- Kauai MVR

Application Upgrades

- Wiki Permits
- VIPS
- State ID
- Wastewater
- Lala (Universal Login)

New SOW's/ SLA's

- DLNR CVRS and CMS SOW's signed.

Additional Items

CMS Template

We have provided a generic SOW for CMS work. This is the template that we use currently and includes rates submitted to the AHC and CMS subcommittee earlier.

Partner Conference

If any AHC members or designees are interested in attending the HIC Partner Conference in Arizona on May 18 – 20th, please let Russell know.

Analytics Reports

Included in packet as separate PDF.

Financial Report- January 2009

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	01/31/09
Assets	22,665,908
Liabilities	22,586,440
Shareholder Equity	79,469
Total Liabilities & Shareholder Equity	22,665,909

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	November	December	January	Rolling 3 Month
Total Revenues	444,147	401,399	418,564	1,264,109
Cost of Revenues	192,532	180,950	241,489	614,972
Gross Margin	251,615	220,449	177,074	649,138
Operating Expenses	229,391	194,062	213,015	635,693
Income (Loss) from operations	22,224	26,387	(35,941)	13,445
Other Income (Expense)	10,588	13,755	2,699	27,042
Net Income (Loss) Before Taxes	32,812	40,917	(33,242)	40,487
Total Provision for Income Taxes	9,224	15,712	(12,471)	12,465
Net Income (Loss)	23,588	25,205	(20,771)	28,022

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>Email</u>
Russell Castagnaro	General Manager	808-695-4615	russell@ehawaii.gov
Jing Xu	Director of Portal Operations	808-695-4614	jing@ehawaii.gov
Zheng Fang	Director of Development	808-695-4617	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 discrete 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.