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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

MARCH-APRIL 2010

Executive Summary

March and April 2010 were extremely busy for the portal. We launched the new Statewide Camping Reservation System, the Vehicle Monitoring System, Portal Reminder Service, and the eBW for the Kauai County. We kicked off the Q2 2010 Annual filing cycle, completed the April 2010 PVL renewal cycle, and prepared for the June 2010 cycle which was started on May 3, 2010. In addition, we started on the changes required due to the new legislation, and continued to work with BOC and HTSB on the on-going projects.

The Google Analytics for the period of March and April 2010 is included.

Marketing Activity

DCCA INS

June 2010 renewal cycle was started on 4/1/2010; 2,850 postcards and 637 emails were sent to licensees.

DCCA BREG

Q2 2010 Annual filing cycle was started in 4/1/2010, 20,729 postcards and 14,417 emails were sent to notify filers

DCCA PVL

3,600 postcard reminders were sent to PVL licensees who are due to renew by April 30, 2010.

AG Charity

The portal assisted the AG's office by notifying 158 charities by email regarding their late annual payments.

DLNR DOFAW

The portal has conducted a full-day training session with the Forestry staff in preparation of the launch of their own camping sites within the new camping system in May.

Press Releases

DLNR State Parks Camping System

<http://finance.yahoo.com/news/Hawaii-State-Parks-Camping-bw-2806310976.html?x=0&.v=1>

Judiciary Vehicle Monitoring System

<http://www.thestreet.com/story/10732282/1/hawaii-launches-online-vehicle-monitoring-system-at-wwwchawaii.gov.html>

DLNR BOC Document Search

<http://finance.yahoo.com/news/Improved-Real-Property-bw-239778892.html?x=0&.v=1>

Award Submissions

Better Government Competition – Hawaii Compliance Express

Council of State Government Innovations Award – Hawaii Electronic Bench Warrants

Harvard Innovation Awards – Hawaii Electronic Bench Warrants

New Partner Contacts

- None

Highlights

DCCA PVL

As of April 26, 2010, the online adoption number of the April 2010 renewal cycles is 97.37%.

DLNR State Parks

The online camping reservation system was launched on March 8, 2010. As of April 30, 2010, close to 2,500 permits has been issued, which 2/3 of the permits are purchased by public vs. 1/3 by office.

Judiciary

The vehicle monitoring system was launched on March 21, 2010. It enables car rental companies to monitor its fleet of vehicles and get notified when there is any violation and account for citations in a timely matter to avoid overdue penalties.

The eBW system was also launched in March for the Kauai County.

New Application Deployments

- Hawaii Camping Online Reservation System
- Vehicle Monitoring System
- eBW for Kauai County
- Portal Reminder Service

Application Upgrades

- Camping
- CMLS
- Superstore
- HTSB
- Kalaiwa
- eBW
- HBE

New SOW's/ SLA's/ Updates

- DBEDT – ePermitting System
- DLNR BOC – Conveyance Documents

Additional Items

HB 2505 language is of significant concern to the portal. Excessive fees will diminish the portal's ability to deploy applications for partners.

HIC didn't hire Suzannah Kayser as our Assistant/Project Coordinator, but hired Emily Da Silva as the new Office Manager.

Analytics Reports

Included in packet as separate PDF.

Financial Report - January 2010

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	01/31/10
Assets	17,279,653
Liabilities	17,101,715
Shareholder Equity	177,939
Total Liabilities & Shareholder Equity	17,279,654

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	November	December	January	Rolling 3 Month
Total Revenues	598,637	521,857	495,713	1,616,207
Cost of Revenues	296,034	256,791	265,394	818,220
Gross Margin	302,603	265,066	230,318	797,987
Operating Expenses	200,210	216,657	216,622	633,489
Income (Loss) from operations	102,393	48,409	13,696	164,498
Other Income (Expense)				
Net Income (Loss) Before Taxes	102,393	48,409	13,696	164,498
Total Provision for Income Taxes	40,099	20,422	5,364	65,885
Net Income (Loss)	62,294	27,987	8,332	98,613

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 Manger of eGovernment Services	808-695-4617	zheng@ehawaii.gov
Rosie Warfield		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
DBEDT – Department of Business Economic Development and Tourism
DFI – Division of Financial Services
DLIR – Department of Labor and Industrial Relations
DLNR – Department of Land and Natural Resources
DOCARE - Division of Conservation and Resources Enforcement
DOE – Department of Education
DOFAW – Division of Forestry and Wildlife
DOH – Department of Health
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
HTSB- Hawaii Teachers Standards Board
HUI EXPRESS – Hawaii Unemployment Insurance Express
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
PUC – Public Utilities Commission
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.