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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

SEPTEMBER - NOVEMBER 2012

Executive Summary

Many months of hard work has finally paid off in the past three months. HIC and our partners were able to launch the new OIMT website, the new DOH Tuberculosis Client Tracking System, the Self Payment Module of the DLNR Boating Accounts Receivable System, the Bulk Tax Filing application for DOTAX and the state website standard template. With one more month left for the 2012 calendar year, HIC continues to work on year-end Tax eFile changes, Energy Project Registry, the migration to the new camping system for Hawaii County, the LG's name change service, as well as Modernized eFiling for DOTAX.

Marketing Activity

NASCIO 2012 Outstanding Information Technology Award

The DCCA BReg's Mobile App was a Finalist in the Government to Business category <http://www.nascio.org/awards/2012awards/>.

DCCA Insurance Division

December 2012 and January 2013 renewal cycles were started on October 1, 2012 and November 1, 2012. Over 4,000 emails and 7,000 postcards were mailed to insurance agents.

DCCA Business Registration Division

Portal sent out 11,162 Q3 2012 Annual Reminders, 13,775 emails and 21,482 notices for Q4 2012 filing period.

DCCA Professional and Vocational Licensing Division

Prior to the end of September 2012 renewal cycle, 7348 reminder cards were mailed to contractors. For the December 2012 renewal cycle, 35,486 notices and reminder cards were mailed plus 26,042 emails.

Press Releases

A draft press release is currently being reviewed by the Department of Taxation for the launch of the Bulk Tax filing service.

Conferences Attended

- 2012 Hawaii Future Summit
- 2012 Amazon Web Services re: Invent Conference

Portal Introduction

- Jing and Erin Brown met with DOH Deputy Director on portal introduction and project status report
- Russell and Jing met with Deputy CIOs for a portal introduction and project review.

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
7-Sep	Mail	7,348	PVL	Sept 2012 Renewal Reminder
15-Sep	Mail	11,162	BREG	Q3 Annual Filing Reminder
1-Oct	Email	1,808	INS	Dec 2012 Renewal Notice
1-Oct	Mail	3,137	INS	Dec 3012 Renewal Notice
1-Oct	Email	13,775	BREG	Q4 Annual Filing Notice
15-Oct	Mail	21,482	BREG	Q4 Annual Filing Notice
15-Oct	Mail	26,456	PVL	Dec 2012 Renewal Notice
15-Oct	Email	26,042	PVL	Dec 2012 Renewal Notice
1-Nov	Email	2,315	INS	Jan 2013 Renewal Notice
1-Nov	Mail	3,189	INS	Jan 2013 Renewal Notice
9-Nov	Mail	9,085	PVL	Dec 2012 Renewal Reminder

New Partner Contacts

- Hawaii County Fireworks Permit
- Hawaii County Building Permits Payment Processing
- DLNR Organized Hunting Permit
- DLNR Kayak Landing Permit

Highlights

Excellence in Technology

OIMT Recognized the DCCA BREG Mobile and SPO's Hawaii Compliance Express Applications as winners of the Excellence in Technology for the state.

PVL Contractor Renewal Cycle

PVL Contractor renewal cycle was ended on September 30, 2012 with 10% growth on online adoption compared to 2010 cycle.

DOH TB Branch

New TB Client Tracking web-based system was launched on time on October 1, 2012. This was a 6-month project, which HIC was successful after two expensive attempts from other vendors.

OIMT

HIC's design of the State website template was accepted by OIMT with the launch of the new OIMT website. In addition, portal published webcms.ehawaii.gov and styleguide.ehawaii.gov to be used as reference to the future website migration process.

New Application Deployments

- DOH TB Branch - Client Tracking System (<https://tb.ehawaii.gov>)
- Portal's own CMS websites - webcms.ehawaii.gov, styleguide.ehawaii.gov
- OIMT's State Templates
- DOTAX Bulk Tax Launched Beta
- Motor Vehicle Bulk Registration Renewal (<https://vms.ehawaii.gov>)
- Governor's new website Beta on the new State template (<http://governor.hawaii.gov>)
- Online Payment Module for Boating Accounts Receivable System (<https://m.hi.gov/dobor>)

New Application Improvements

- EMRS – <http://emrs.hawaii.gov>
- HCE – <https://vendors.hawaii.gov>
- Wedding Permits – <http://dlnr.hawaii.gov/permits>
- DLNR BARS – <http://dobor.hawaii.gov>
- DLNR CMLS – <https://dlnr.hawaii.gov/cmls-public>
- DCCA Annuals – <https://hbe.hawaii.gov/annuals>
- HTSB – <https://htsb.hawaii.gov>
- Hunting License – <https://hunting.hawaii.gov>
- TB Client Tracking – <https://tb.hawaii.gov>

Retired Service

- Online State ID

New SLA's

- None

Additional Items

- Erin Brown (Partner Liaison), Gordon Typer (Project Manager), Jordan Limana (Developer) started in September.
- One of our Partner Liaison's is taking an 8-month leave of absence started in November.
- One of our Project Manager's has moved to Oregon and accepted the position in our Oregon portal.
- Laurenz Bacugan was promoted to Partner Liason.
- The CIO's office has accepted the DOH's request to pilot the business process re-engineering for the vital records office. This will coincide with our plan to rewrite the vital records ordering system.
- Portal has completed the internal issue tracking system and Project Management Office upgrade.
- Jenly Chen and Rika Torres started within the CMS team in October to help us to complete the statewide website overhaul project by end of 2013.
- Starting from December 31, 2012, a new Hawaii County Camping System will be launched to replace the current 9-years old system.

Reports

Analytics report is included in the packet as separate PDFs.

Financial Report

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	10/31/12
Assets	7,751,721
Liabilities	7,565,199
Shareholder Equity	186,523
Total Liabilities & Shareholder Equity	7,751,722

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	Aug	Sep	Oct	Rolling 3 Month
Total Revenues	620,286	437,460	670,561	1,728,307
Total Expenses	532,734	545,057	520,325	1,598,116
Income (Loss) from operations	87,552	(107,597)	150,236	130,191
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	87,552	(107,597)	150,236	130,191
Total Provision for Income Taxes	34,286	(14,243)	30,932	50,975
Net Income (Loss)	53,266	(93,354)	119,304	79,216

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 Manager of Project Management	808-695-4617	zheng@ehawaii.gov
Janet Pick	Office	808-695-4625	janet@ehawaii.gov
Emergency Help Line	Emergency Support	808-695-4627	
Customer Support	Public Customer Support	808-695-4620	info@ehawaii.gov

Appendix B: Acronyms

AOUO - Association of Unit Owners
B&F – Department of Budget and Finance
BOC – Bureau of Conveyances (DLNR)
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
MORAA - Model Registered Agent's Act
NASCIO – National Association of State Chief Information Officers
OIMT – Office of Information and Management Technology
OMPO – Oahu Metropolitan Planning Organization
PVL – Professional Vocational Licensing
REB – Real Estate Branch
RICO - Regulated Industries Complaints Office
PRIA - Property Records Industry Association
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.