



ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

DECEMBER 2007

Executive Summary

In December 2007 the portal readied applications for 2008 updates and prepared this years newest applications for deployment. Infrastructure upgrades are continuing. Portal financials for December are included in this report. HIC was awarded the State Portal contract. The contract is set to begin on Jan 4th, 2008.

As of December 26, 2007, the portal had 28,700 unique visitors with 56,709 visits.

Marketing Activity

During the month of December, HIC conducted the following marketing activities:

- DCCA Professional & Vocational Licensing (PVL)

HIC sent out paper forms to PVL licensees who had not renewed (due in December only) as of early December. The second postcard mailing was also mailed in mid-December for the Medical and Osteopathy board members whose deadline for renew is January 31, 2008.

- We worked with the AG's HCJDC Administrator on a press release for the online State ID application.

Highlights

Hawaii Business Express

The Portal and DCCA BREG sent a survey to all HBE filers who had received a refund over the last year. We are using the results to determine ways to improve the award winning application.

BREG Annuals

The fourth quarter of 2007 (Calendar Year) has had the highest BREG annual filing online adoption of any quarter to date. We have received over 11,250 annual filings as of Dec 25th over 15% more than last year at this time.

PVL Renewal

Since December 25, 2007, the portal has processed almost 15,000 online renewal applications for this PVL renewal cycle. Roughly 70% of all licenses renewed were renewed online.

Online Warrants System

The first beta release of this system is live and is being shared by the Judiciary with partner agencies.

State ID System

The online State ID registration system was successfully launched (soft-launch) in December.

Bureau of Conveyance Forms

Portal and DLNR team members met in December to move forward on the BOC forms project.

Hawaii Electronic Tax Filing

Portal and Tax team members have successfully made all changes necessary for the 2008 cutover to new forms. The new application will go live on January 2, 2008.

BREG Online Documents

A beta version of the new Business Name Search, Certificate of Good Standing, Online Document System will be deployed in early January.

Financial Report- November 2007

Consolidated Balance Sheet

Hawaii Information Consortium, LLC
-Unaudited report

	11/30/07
Assets	\$16,324,513
Liabilities	\$16,512,797
Shareholder Equity	(135,254)
Total Liabilities & Shareholder Equity	\$16,377,543

Income Statement

Hawaii Information Consortium, LLC
-Unaudited report

	September	October	November	Rolling 3 Month
Total Revenues	366,175	471,176	508,572	1,345,924
Cost of Revenues	-244,643	-296,062	-248,420	789,125
Gross Margin	121,532	175,114	260,152	556,799
Operating Expenses	-212,664	-160,454	157,399	530,518
Income (Loss) from operations	-91,132	14,660	102,753	26,281
Other Income (Expense)	16,552	15,905	0	32,457
Net Income (Loss) Before Taxes	-74,580	30,565	102,753	58,738
Total Provision for Income Taxes	-29,213	14,945	37,249	22,981
Net Income (Loss)	-45,367	15,620	65,504	35,757

Portal Metrics- October 2007

Last Update:	25 Dec 2007 - 07:42			Awstats Web Site	
Reported period:	Dec	2007	<input type="button" value="OK"/>		
Current Month:	Dec 2007				
Summary					
Reported period	Month Dec 2007				
First visit	01 Dec 2007 - 00:00				
Last visit	25 Dec 2007 - 01:00				
	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	28700	56609 (1.97 visits/visitor)	879701 (15.53 Pages/Visit)	2989017 (52.8 Hits/Visit)	18.00 GB (333.5 KB/Visit)
Not viewed traffic *			398229	445251	1.02 GB

* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.

- Note: HIC worked with ICSD to begin mirroring the portal web site instead of forwarding the requests directly to the HIC servers in June 2006, this lead to a significant decrease all web statistics. In October 2006, HIC began consolidating all web logs to gather more accurate statistics on visitor counts, etc...

In Closing

I apologize for not being able to attend the AHC meeting in January. Everyone at HIC looks forward to working with our partners in 2008. As always, I welcome your thoughts and feedback.

I can be reached at 808-587-4215 or by email at russell@ehawaii.gov.

Respectfully Submitted,

Russell Castagnaro
General Manager

Appendix A: Key Staff Contacts

<u>Name</u>	<u>Position</u>	<u>Phone</u>	<u>Cell</u>	<u>Email</u>
Russell Castagnaro	General Manager	808-587-4215	808-778-5621	russell@ehawaii.gov
Jing Xu	Director of Portal Operations	808-587-4214	808-220-6265	jing@ehawaii.gov
Zheng Fang	Director of Development	808-587-4217	808-741-1669	zheng@ehawaii.gov
Rosie Warfield	Partner Relationship Manager	808-587-4229		rosie@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
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
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
IRS – U.S. Internal Revenue Service
JIMS – Judiciary Information Management System
PVL – Professional Vocational Licensing
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.