

# **Access Hawaii Report March 2016 - May 2016**



**ACCESS HAWAII COMMITTEE**  
**Hawaii Information Consortium General Manager's Report**  
**March 2016 - May 2016**

## Executive Summary

The portal currently has 32 services in active design, development or testing phases. Since March 2016, we have launched 10 new services, websites or major upgrades to include the Surplus Public Auction System, PVL Initial Guards Licensing Renewals and the Charity Retrievals System.

The portal continues to meet at least monthly with the Portal Program Manager to provide ongoing project status and discuss potential new opportunities with the state.

## Access Hawaii Committee (AHC) Requests

- See Portal Fee Presentment included in the meeting packet.
- AHC Statement of Work (SOW) and Report

The SOW and final report are included in the meeting packet. Here is a summary:

- AHC Support
  - Promised: **80 hours**
  - Actual: **95.5 hours**
- Study of eGovernment
  - Promised: Report like the University of Utah study
  - Delivered: After looking for a local entity to create the report, HIC contracted with the University of Utah to perform the study in Hawaii last year.
- Other projects
  - Promised: **240 hours**
  - Actual Work: **1,116 hours**
    - eDeposit
    - CBED Forms
    - Elevator Inspections
    - Com Vess
    - PVL ListBuilder
    - BREG List Builder
    - Hunting

## Legislative Request

With the passage of SR54, the portal will deliver the requested Portal Progress Report as our 2016 Annual Report. Most of the content from our past Annual Reports will be the source for this report. We will begin in July 2016 and will target completion in October 2016. Each of our liaisons will coordinate with their departments on the report. The portal is requesting further explanation from the AHC on the objective for requesting this legislation.

# Outreach Activity

## Reminders

The portal manually sends reminders, postcards and other notices on behalf of many of our partners. These include U.S. postal mail, email, and text messaging.

Date Sent	Message Type	Partner	Description	Quantity
2016-03	EMAIL	DCCA INS	Insurance Renewal Notice	3989
2016-03	EMAIL	DCCA PVL	Notice for Other Renewals	6191
2016-03	EMAIL	DCCA PVL	Notice for Architect (AR) Renewals	2104
2016-03	EMAIL	SPO	HlePRO Payment Overdue Notice	50
2016-03	EMAIL	SPO	HlePRO April News Letter	3
2016-03	POSTCARD	DCCA BREG	Q1 Annual Report is Due Reminder	13464
2016-04	EMAIL	SPO	HlePRO Payment Overdue Notice	46
2016-04	POSTCARD	DCCA BREG	Q2 Annual Report is Due Notice	25761
2016-05	EMAIL	SPO	HlePRO May News Letter	6164
2016-05	EMAIL	SPO	Auction Invite	460
2016-05	EMAIL	SPO	Auction Invite	480
2016-05	EMAIL	DCCA PVL	Notice for Auction (AUC), Motor Vehicle Salesperson (CS) and Motor Vehicle, Consumer Consultant (CCV) Renewals	1058
2016-05	EMAIL	DCCA PVL	Notice for Distributor (DIS) and Manufacturer (F) Renewals	62
2016-05	EMAIL	DCCA PVL	Notice for Motor Vehicle Broker (CB) Renewals	1
2016-05	EMAIL	DCCA PVL	Notice for Motor Vehicle Dealer (MVD) Renewals	205
2016-05	EMAIL	DCCA PVL	Notice for Motor Vehicle Branch Location (MVB) Renewals	26
2016-05	EMAIL	DCCA PVL	Notice for Osteopathic Physician and Surgeon (DOS) Renewals	684
2016-05	EMAIL	DCCA PVL	Notice for Pest Control Operator (PCO) Renewals	10
2016-05	EMAIL	DCCA PVL	Notice for Private Detective Agency (PDA) and Guard Agency (GDA) Renewals	82
2016-05	EMAIL	DCCA PVL	Notice for Optician, Dispensing (DIO) Renewals	161
2016-05	EMAIL	DCCA PVL	Notice for Elevator Mechanic (EVM) and Uniform Athlete Agent (UAA) Renewals	152
2016-05	EMAIL	DCCA PVL	Notice for Other Renewals	15771
2016-05	EMAIL	DCCA PVL	Notice for Licensed Clinical Social Worker (LCSW) Renewals	798
2016-05	EMAIL	DCCA PVL	Notice for Licensed Bachelor Social Worker (LBSW) and Licensed Social Worker (LSW) Renewals	870
2016-05	EMAIL	DCCA INS	Insurance Renewal Notice	4612
2016-05	EMAIL	DCCA PVL	DIO Correction Fee Notice	161
2016-05	EMAIL	C&C of Kauai	Real Property Tax Invoice	110
<b>TOTAL</b>				<b>83475</b>

## Portal Notification Service

The portal notification service sends automated email and text message reminders and notifications for various services and is integrated with my.hawaii.gov.

Date Sent	Message Type	Partner	Service Name	Quantity
2016-03	EMAIL	DCCA BREG	MyBusiness Alerts	13
2016-03	EMAIL	DCCA BREG	MyBusiness Reminders	8488
2016-03	EMAIL	Portal	RSS Alerts	395
2016-03	EMAIL	TAX	G45 Notification	11237
2016-03	EMAIL	TAX	G49 Notification	1
2016-03	TEXT	DCCA BREG	MyBusiness Alerts	5
2016-03	TEXT	DCCA BREG	MyBusiness Reminders	8
2016-03	TEXT	Portal	RSS Alerts	268
2016-03	TEXT	TAX	G45 Notification	49
2016-04	EMAIL	DCCA BREG	MyBusiness Alerts	20
2016-04	EMAIL	DCCA BREG	MyBusiness Reminders	30244
2016-04	EMAIL	DLIR UI	Unemployment Insurance Notification	330
2016-04	EMAIL	Portal	RSS Alerts	650
2016-04	EMAIL	TAX	G45 Notification	16851
2016-04	EMAIL	TAX	G49 Notification	286
2016-04	TEXT	DCCA BREG	MyBusiness Alerts	6
2016-04	TEXT	DCCA BREG	MyBusiness Reminders	28
2016-04	TEXT	DLIR UI	Unemployment Insurance Notification	29
2016-04	TEXT	Portal	RSS Alerts	212
2016-04	TEXT	TAX	G45 Notification	27
2016-04	TEXT	TAX	G49 Notification	64
2016-05	EMAIL	DCCA BREG	MyBusiness Alerts	2
2016-05	EMAIL	DCCA BREG	MyBusiness Reminders	2206
2016-05	EMAIL	DLIR UI	Unemployment Insurance Notification	1
2016-05	EMAIL	Portal	RSS Alerts	112
2016-05	TEXT	DCCA BREG	MyBusiness Reminders	1
2016-05	TEXT	Portal	RSS Alerts	19
<b>TOTAL</b>				<b>71552</b>

## Press Releases

Name	URL	Date
Hawaii Architects, Professional Engineers, Landscape Architects and Land Surveyors Can Now Renew Their Licenses Online	<a href="http://m.hi.gov/pvlrenewal">http://m.hi.gov/pvlrenewal</a>	03/10/16
Second Quarter Hawaii Annual Business Reports Due	<a href="http://m.hi.gov/2016annuals">http://m.hi.gov/2016annuals</a>	04/20/16
New Guard Employee Application Process Available Online at MyPVL	<a href="http://m.hi.gov/pvlguards">http://m.hi.gov/pvlguards</a>	04/26/16

## Conferences Attended

Name	Description	Dates
American Association of Motor Vehicle Administrators Region 4 Conference	Jurisdictional attendees can learn about the successes and challenges of others, share ideas, build relationships, and discover the many products and services provided by our industry partners that can assist in your mission. Industry attendees will have the opportunity to meet with key players in the motor vehicle and law enforcement arena.	May 16 - 19

## Portal Introduction

- Department of the Attorney General, Crime Prevention and Justice Assistance Division (CPJAD)

## Potential New Opportunities

Partner	Description	Derived from
AG CPJAD	Grants Tracking Management System	Stuart Okumura
County of Honolulu DCS	Grants Document Management System	Gabe Naeole
County of Hawaii Mass Transit Agency	Hele-On Bus mobile application	Mayor Kenoi initiatives
County of Hawaii Liquor Control	Online permitting/ licensing system	Mayor Kenoi initiatives
DLNR State Historic Preservation Division	Online intake and review system for users seeking SHPD review and determinations	Alan Downer, SHPD Administrator
Department of Taxation	Tax liabilities payments	HIC proposed
DLNR Hunter Education Program	Instructor Resource Website	Andrew Choy
County of Hawaii Police Department	eBW web service	Scott Uehara
County of Kauai Police Department	eBW web service	Stacy Perreira
DLNR Division of Forestry and Wildlife	Trails Day Use Permitting System	Aaron Lowe

## Highlights

### Surplus Public Auction

The Surplus Property Office launched the Surplus Public Auction System ([sposurplusauction.ehawaii.gov](http://sposurplusauction.ehawaii.gov)) on April 18, 2016. The system allows the public to bid on and purchase items that were abandoned at neighbor island airports.

### PVL Initial Guards Licensing

The PVL Initial Application Process is an expansion to the existing MyPVL service, allowing for the first time with the acceptance of guards employee licensing registration applications. Through MyPVL, applicants will be able to monitor their application status and receive secure and private communications from the DCCA Professional and Vocational Licensing (PVL) Division.

### Charity Retrievals Application

This application allows the Tax & Charities Division of the AG to quickly and easily retrieve tax files related to charities in Hawaii, and either archive and/or import the files into the existing Charity Registry system. The application streamlines and automates their once time-consuming and manual process of retrieving and transferring files.

## **eBench Warrants Web Service**

The eBench Warrants (eBW) web service allows Honolulu Police Department (HPD) staff to query the eBW database via a web service to find potential matches without having to log into the eBW application itself.

## **New Websites Launched**

- The Judiciary launched a new website ([www.courts.state.hi.us](http://www.courts.state.hi.us)) on March 30, 2016.

## **New Application Deployments**

- The Judiciary Policy & Planning Division launched the District Court and Per Diem Judge Evaluation survey on April 5, 2016.
- The Department of Human Resources Development (DHRD) launched an ACA Conversion Service on April 8, 2016.
- The Surplus Property Office launched the Surplus Public Auction system ([sposurplusauction.ehawaii.gov](http://sposurplusauction.ehawaii.gov)) on April 18, 2016.
- The Department of Commerce and Consumer Affairs (DCCA) Professional Vocational Licensing Division (PVL) launched the PVL Initial Guard Application ([pvl.ehawaii.gov/mypvl/welcome.html](http://pvl.ehawaii.gov/mypvl/welcome.html)) on April 25, 2016.
- The Attorney General Tax & Charities Division launched the Charity Retrievals System on April 28, 2016.
- The City & County of Honolulu Hawaii Police Department (HPD) launched the eBench Warrants Web Service ([ebw.ehawaii.gov/ebw-webservice/service](http://ebw.ehawaii.gov/ebw-webservice/service)) on May 17, 2016.

## **Application Upgrades**

- The Department of Land and Natural Resources (DLNR) Division of Boating and Ocean Recreation (DOBOR) upgraded the Boating Accounts Receivable System (BARS) Vessel Management Tool ([dobor.ehawaii.gov](http://dobor.ehawaii.gov)) on March 9, 2016.
- The DLNR Division of Forestry and Wildlife (DOFAW) upgraded the Hunt Lottery Application System ([hunthawaii.ehawaii.gov](http://hunthawaii.ehawaii.gov)) on March 17, 2016.
- HIC upgraded the eRecording System ([erecording.ehawaii.gov](http://erecording.ehawaii.gov)) on April 19, 2016.

## Agreements

### New SLAs

- Hawaii State Public Library System (HSPLS) SLA signed on April 5, 2016

### New SOWs

- City and County of Honolulu HPD eBench Warrants Interface SOW signed on April 1, 2016 (T&M, billed hourly + GET (not to exceed \$4,921.46))
- DLIR HIOSH Collections SOW signed April 1, 2016 (no cost)
- HSPLS Website Services SOW on April 4, 2016 (\$49,760 + GET)
- Budget & Finance Employer-Union Health Benefits Trust Fund (EUTF) Participant Payment Processing SOW signed on April 20, 2016 (self-funded; included in meeting packet)
- DLNR DOFAW Hunt Lottery Drawing System SOW signed on April 28, 2016 (T&M, not to exceed \$50,000 + GET; \$1,200 + GET hosting annually)
- DCCA Hawaii Post-Secondary Education Assistance Program (HPEAP) Online Transcript Ordering System SOW signed on May 16, 2016 (self-funded; included in meeting packet)

### Amended SOWs

- AG HCJDC Sex Offender Information Management System SOW Amendment 1 signed on March 8, 2016 (T&M, billed hourly + GET (not to exceed \$95,000))
- AG Tax & Charities Online Charity Registration SOW Amendment 6 signed on March 11, 2016 (no cost)
- DBEDT Energy Renewable Energy Projects Directory SOW Amendment 2 signed April 25, 2016 (\$9.99 9.99 (GET included))

### Additional Items

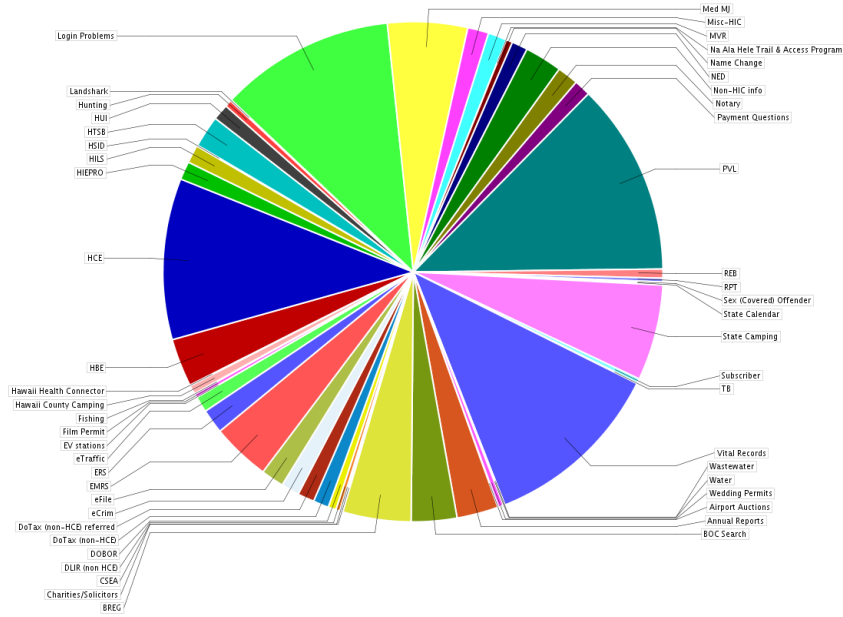
- None



# Customer Service Statistics

Number of support contacts from the public per service.

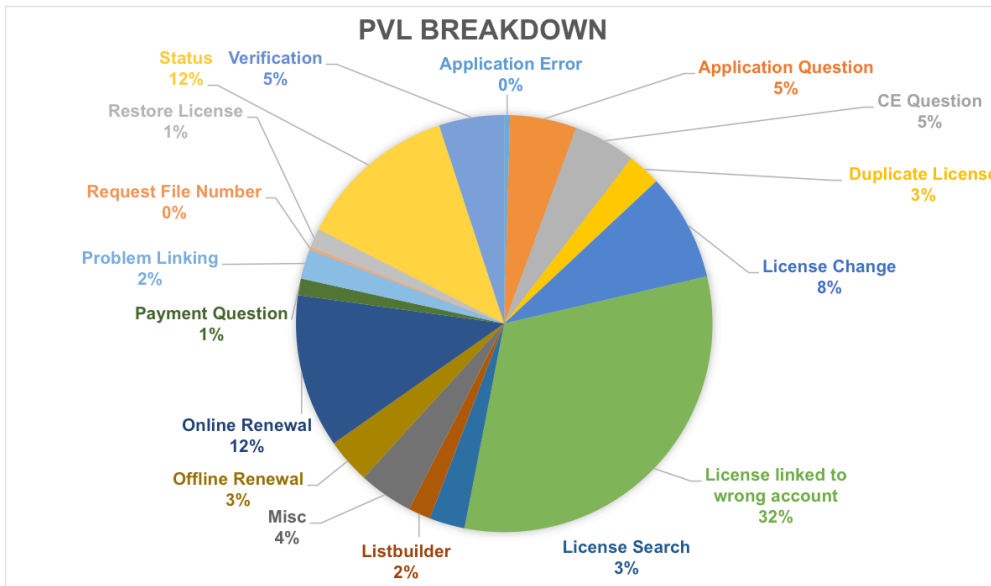
Total by Service  
March 1 - April 30, 2016



Airport Auctions (7 - 0%)	Annual Reports (368 - 3%)	BOC Search (402 - 3%)	BREG (603 - 4%)	Charities/Solicitors (19 - 0%)	CSEA (11 - 0%)	DUR (non HCE) (37 - 0%)	DOBOR (66 - 0%)	DoTax (non-HCE) (140 - 1%)
DoTax (non-HCE) referred (151 - 1%)	eCrim (158 - 1%)	eFile (200 - 1%)	EMRS (522 - 4%)	EPS (217 - 2%)	eTraffic (139 - 1%)	EV stations (1 - 0%)	Film Permit (31 - 0%)	Fishing (5 - 0%)
Hawaii County Camping (79 - 1%)	Hawaii Health Connector (5 - 0%)	HBE (423 - 3%)	HCE (1,426 - 10%)	HIEPRO (165 - 1%)	HILS (159 - 1%)	HSID (8 - 0%)	HTSB (278 - 2%)	HUI (144 - 1%)
Hunting (60 - 0%)	Landshark (8 - 0%)	Login Problems (1,549 - 11%)	Med MJ (712 - 5%)	Misc-HIC (184 - 1%)	MVR (161 - 1%)	Na Ala Hele Trail & Access Program (2 - 0%)	Name Change (56 - 0%)	NED (143 - 1%)
Non-HIC info (332 - 2%)	Notary (187 - 1%)	Payment Questions (146 - 1%)	P/L (1,700 - 12%)	REB (79 - 1%)	RPT (39 - 0%)	Sex (Covered) Offender (8 - 0%)	State Calendar (19 - 0%)	State Camping (844 - 6%)
Subscriber (40 - 0%)	TB (5 - 0%)	Vital Records (1,598 - 12%)	Wastewater (1 - 0%)	Water (13 - 0%)	Wedding Permits (43 - 0%)			

# PVL Customer Service Breakdown - March 1 - April 30, 2016

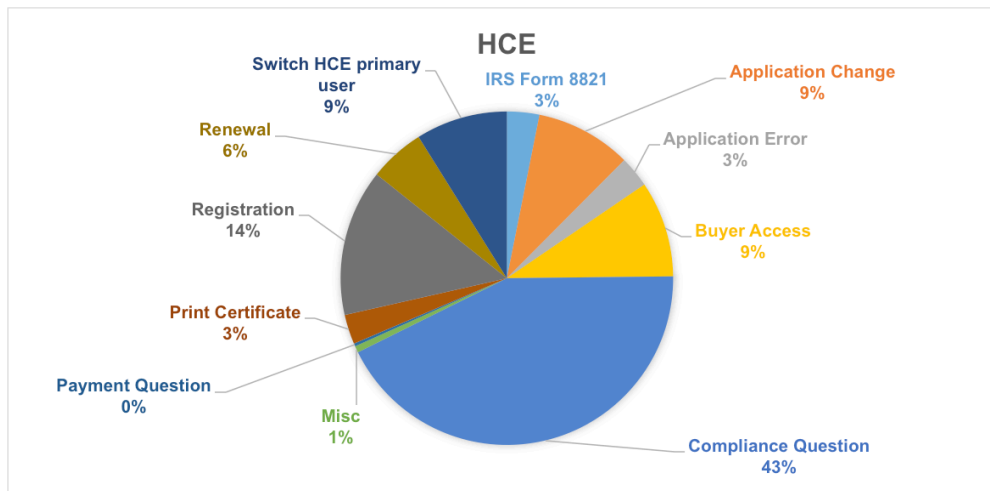
Total transactions completed online from March 1 through April 30, 2016: 8,905



- Application Error: Errors with the actual program - 8
- Application Question: Questions related to obtaining a license - 92
- CE Question: Questions related to Continuing Education requirements - 86
- Duplicate License: Questions related to requesting a duplicate license - 46
- License Change: Questions related to updating license information (i.e. address, status, name) - 148
- License linked to wrong account: Questions related to license being linked to an old email address - 564
- License Search: Questions related to searching for a license online - 49
- Listbuilder: Questions related to the PVL list builder application - 31
- Misc: Questions unrelated to any other category - 75
- Offline Renewal: Questions related to offline renewals and forms - 62
- Online Renewal: Questions related to online renewals - 212
- Payment Question: Questions related to cost of licenses, payments accepted, receipt requests, etc. - 23
- Problem Linking: Questions related to linking licenses to account - 41
- Request File Number: Requests for license file numbers - 4
- Restore License: Questions related to restoring a PVL license - 26
- Status: Questions related to the current license status - 222
- Verification: Requests for license verification - 90

## HCE Customer Service Breakdown - March 1 - April 30, 2016

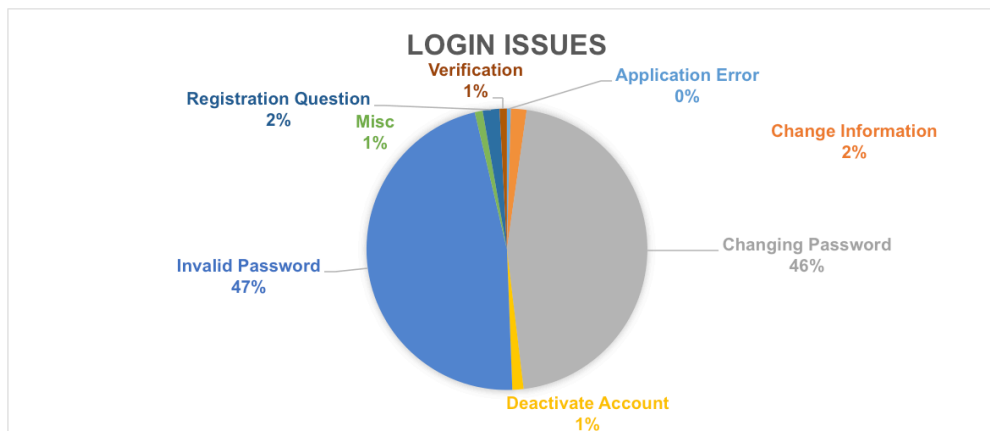
Total transactions completed online from March 1 through April 30, 2016: 2,702



- IRS Form 8821: Questions related to the IRS Form 8821 - 45
- Application Change: Questions related to updating an application in HCE - 133
- Application Error: Questions related to errors that appear an application in HCE - 43
- Buyer Access: State of Hawaii employees requesting access to view compliance status for vendors - 133
- Compliance Question: Questions related to why a user is not compliant and/or how to gain compliance - 611
- Misc: Questions unrelated to any other category - 9
- Payment Question: Questions related to cost of application, payments accepted, receipt requests, etc. - 4
- Print Certificate: Questions related to printing the Certificate of Vendor Compliance - 41
- Registration: Questions related to HCE registration - 203
- Renewal: Questions related to HCE registration renewal - 77
- Switch Primary Owner: Requests to switch Primary Owners in HCE - 127

## Login Problems Customer Service Breakdown - March 1 - April 30, 2016

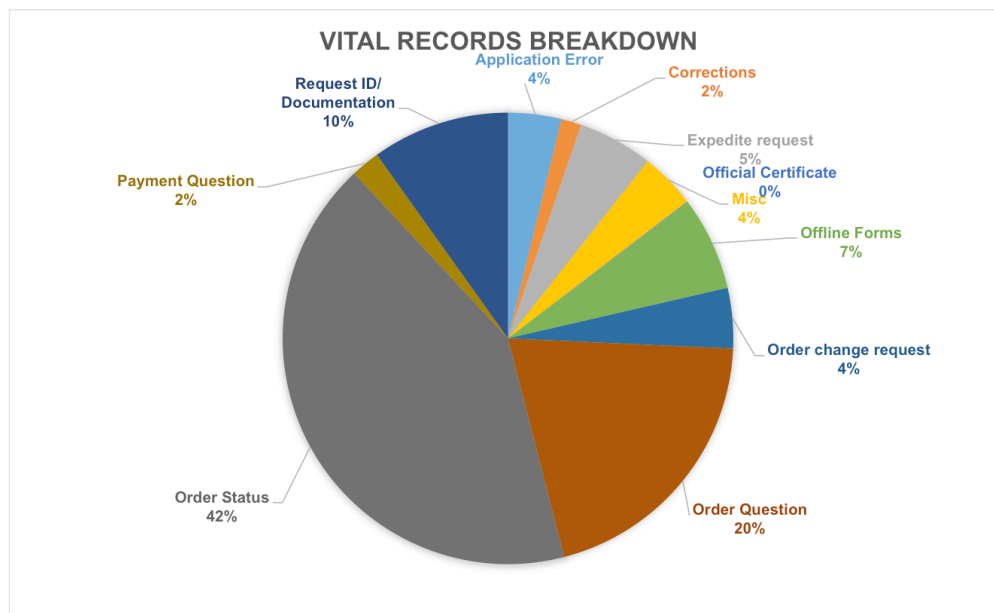
The eHawaii.gov Account System is shared across 25+ services.



- Application Error: Errors that appear within the application - 7
- Change Information: Questions related to updating eHawaii.gov account information - 28
- Change Password: Questions related to changing eHawaii.gov password - 710
- Deactivate Account: Requests to deactivate an eHawaii.gov account - 20
- Invalid Password: User is unable to login - 727
- Misc: Questions unrelated to any other category - 14
- Registration Question: Questions related to creating an eHawaii.gov account - 30
- Contact Verification: Questions related to verification of email and mobile number - 13

## Vital Records Customer Service Breakdown - March 1 - April 30, 2016

Total transactions completed online from March 1 through April 30, 2016: 13,794



- Application Error: Errors that appear within the application - 61
- Corrections: Questions related to corrections on a certificate - 23
- Expedite request: Questions related to expediting a pending order - 86
- Misc: Questions unrelated to any other category - 64
- Official Certificate: Questions regarding how long it will take to receive the official certificate - 1
- Offline Forms: Questions related to orders that cannot be placed online - 107
- Order change request: Questions related to changing a pending order - 69
- Order Question: Questions related to placing an order - 324
- Order Status: Questions related to an order already placed - 672
- Payment Question: Questions related to cost of record, payments accepted, receipt requests, etc. - 33
- Request ID/Documentation: Questions related to ID's and proof of identity for orders - 158

## Unscheduled Downtime

Downtime Start	Total Downtime	Caused by	Impact	Remedy
4/4/2016 @ ~10:30am	~12 min	New deployment of Judiciary site. Excessive memory usage	<a href="http://hic.ehawaii.gov">hic.ehawaii.gov</a> , <a href="http://www.courts.state.hi.us">www.courts.state.hi.us</a>	Moved to new Virtual Machine.
4/15/2016 @ ~8:00am	performance slow	Oracle Services running slow	High Oracle Process with low overall CPU usage.	Monitoring and stopping smaller services.
4/15/2016 @ ~10:30am	performance slow	Oracle Services running slow	High Oracle Process with low overall CPU usage.	Monitoring and stopping smaller services. Restarted Oracle.
5/2/2016 @ ~8:10am	~4min	Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads and started shutting down services.	Restarted Oracle.
5/3/2016 @ ~9:29am	~5min	Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads and started shutting down services.	Restarted Oracle. Added monitoring.
5/4/2016 @ ~3:11am	~5min	Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads and started shutting down services.	Restarted Oracle. . Scheduled maintenance window for Oracle for weekend.

5/4/2016 @~10:22am	~6min	Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads and st arted shutting down services.	Restarted Oracle.
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## Financials

<b>Consolidated Balance Sheet</b>				
Hawaii Information Consortium, LLC				
-Unaudited report				
			<b><u>04/30/16</u></b>	
Assets			\$4,705,957	
Liabilities			\$4,144,127	
Shareholder Equity			\$561,831	
Total Liabilities & Shareholder Equity			\$4,705,958	
<b>Income Statement</b>				
Hawaii Information Consortium, LLC				
-Unaudited report				
	<b>February</b>	<b>March</b>	<b>April</b>	<b>Rolling 3 Month</b>
Total Revenues	\$633,495	\$756,298	\$753,347	\$2,143,140
Total Expenses	\$682,905	\$649,974	\$669,122	\$2,002,001
Income (Loss) from operations	(\$49,410)	\$106,324	\$84,225	\$141,139
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	(\$49,410)	\$106,324	\$84,225	\$141,139
Total Provision for Income Taxes	(\$19,350)	\$41,636	\$32,982	\$55,268
Net Income (Loss)	(\$30,060)	\$64,688	\$51,243	\$85,871

## Reports

1. Analytics report is included as an attachment to the packet.
2. Portal Manager Project Dashboard is included as an attachment to the packet.

## Appendix A: Key Staff Contacts

201 Merchant St, Suite 1805, Honolulu HI, 96813

Name	Position	Phone	Email
Russell Castagnaro	General Manager	808-695-4615	<a href="mailto:russell@ehawaii.gov">russell@ehawaii.gov</a>
Teri Berschneider	Director of Portal Operations	808-695-4631	<a href="mailto:teri@ehawaii.gov">teri@ehawaii.gov</a>
Zheng Fang	Director of Development	808-695-4617	<a href="mailto:zheng@ehawaii.gov">zheng@ehawaii.gov</a>
Janet Pick	Manager of Project Management Office	808-695-4625	<a href="mailto:janet@ehawaii.gov">janet@ehawaii.gov</a>
Emergency Help Line	Emergency Support	808-695-4627	
Customer Support	Public Customer Support	808-695-4620	<a href="mailto:info@ehawaii.gov">info@ehawaii.gov</a>



## Appendix B: Acronyms

ADA – Americans with Disabilities Act
AOUO – Association of Unit Owners
B&F – Department of Budget and Finance
BOC – Bureau of Conveyances (DLNR)
BREG - Business Registration Division (DCCA)
CDG – Center for Digital Government
CMLS – Commercial Marine Licensing System
CMS – Content Management System
CPJAD - Crime Prevention and Justice Assistance Division
DCCA – Department of Commerce and Consumer Affairs
DBEDT – Department of Business Economic Development and Tourism
DCAB – Disability and Communication Access Board
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
DOT – Department of Transportation

EDRS – Electronic Death Registration System
ELF – Electronic Filing System
ERS – Employees' Retirement System
HBE – Hawaii Business Express
HCE – Hawaii Compliance Express
HCJDC – Hawaii Criminal Justice Data Center (AG)
HID – Hawaii Insurance Division
HIJIS – Hawaii Integration Justice Information Sharing
HMOAB – Hoisting Machine Operators Advisory Board (DLIR)
HPSEAP – Hawaii Post-Secondary Education Authorization Program (DCCA)
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
<a href="http://My.hawaii.gov">My.hawaii.gov</a> – the single-sign-on service for Hawaii state government
MORAA – Model Registered Agent's Act
NASCIO – National Association of State Chief Information Officers
OHCA – Office of Health Care Assurance

OIMT – Office of Information and Management Technology

OMPO – Oahu Metropolitan Planning Organization

PVL – Professional Vocational Licensing

REB – Real Estate Branch (DCCA)

RICO – Regulated Industries Complaints Office (DCCA)

PRIA – Property Records Industry Association

PUC – Public Utilities Commission

SLA – Service Level Agreement

SOW – Statement of Work

SPO – State Procurement Office

TAX – Department of Taxation

UCC – Uniform Commercial Code

UI – Unemployment Insurance Division (DLIR)

VIPS – Volunteers in Public Service (Judiciary)

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.