

Hawaii Information Consortium

Annual Report 2017

January 1, 2017 - December 31, 2017

Hawaii Information Consortium, LLC

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Table of Contents

Executive Summary 2

Portal Report 5

 Why HIC? 5

 Funding Portal Operations 7

 Portal Financial Information 11

 New Services, Websites, and Major Upgrades 15

 HIC Background 22

 Success Stories 29

Closing 34

Contact Information 35

Appendices 36

 Appendix A: Customer Service Statistics 37

 Appendix B: Marketing & Outreach 43

 Appendix C: Web Analytics 46

 Appendix D: Glossary 48

Executive Summary

2017 marks seventeen years of collaboration between the State of Hawaii, its counties and the Hawaii Information Consortium, LLC. In those years the access to government services via electronic means in Hawaii went from one of the worst to being recognized as the best state website in the United States and winning the 2014 Center for Digital Government’s Best of the Web. Hawaii has established itself as a leader in state government in the areas of business registration, website design and accessibility, vital records access, electronic procurement, mobile applications and licensing / permitting.

When the state issued the original RFP for a self-funded (funded by fees collected from the fee payer or partner) Internet Portal Provider, the Hawaii Information Consortium, LLC answered and won. In 2008, the RFP under which the current contract was awarded, was updated to include self-funded services, marketing and outreach, time and materials projects, hosting services and website design and implementation. Under this model the portal program has grown to provide almost all of the public-facing critical services that the state and counties provide. As Table 1 indicates, since 2010 the portal has collected \$10.87 billion dollars for state and county services. Of this, \$10.83 billion (99.59%) was disbursed within two banking days. “**Funds Collected**” indicates total monies collected by the portal and “**Disbursed to Partner**” indicates the total amount disbursed to partners. This year, as of October 31, 2017, the portal collected \$432.17 million and disbursed \$429.38 million to our partners.

Table 1: Annual Funds Collected and Funds Disbursed to Partners

Year	Funds Collected	Disbursed to Partner
2010	\$751,174,040	\$747,015,378
2011	\$1,003,797,269	\$998,537,542
2012	\$1,345,767,601	\$1,339,424,575
2013	\$1,592,519,246	\$1,586,044,805
2014	\$1,722,438,503	\$1,714,395,704
2015	\$2,016,484,180	\$2,008,153,427
2016	\$2,012,964,525	\$2,009,735,919
2017 ^[1]	\$432,176,781	\$429,387,154
Total	\$10,877,215,647	\$10,832,694,504

[1] 2017 amounts represent data from January 1–October 31, 2017.

The portal program launched 12 new services in 2017, including the Workforce Opportunity Tax Credit (WOTC) eApplication, the County of Hawaii Liquor Licenses and Permits, and the Hawaii Awards & Notices Data System (HANDS). In addition, 13 major application upgrades and 2 major website updates were delivered.

Today, the portal provides over 140 online services. The breakdown of portal services by department is provided in Table 2 below. The Department of Land and Natural Resources (DLNR) and Department of Commerce and Consumer Affairs (DCCA) leverage the portal most effectively with 29 and 24 services respectively. A number of partners have been expanding services to the public consistently in recent years, and we hope that more departments and divisions will do so in the coming years. This year we fostered a new partnership with the Hawaii State Public Library System staff and created a new state public library website based on user centered design.

Table 2: Services by Department

Department	Services*
Department of Land and Natural Resources (DLNR)	29
Department of Commerce and Consumer Affairs (DCCA)	24
Department of Attorney General (AG)	11
Department of Health (DOH)	10
Judiciary (JUD)	10
Department of Business, Economic Development & Tourism (DBEDT)	9
County of Hawaii	9
HIC Enterprise Applications and Other**	8
Department of Budget and Finance (B&F)	6
Department of Labor and Industrial Relations (DLIR)	6
Department of Accounting and General Services (DAGS)	5
County of Kauai	3
City and County of Honolulu	3
Enterprise Technology Services (ETS)	3
Department of Taxation (DOTAX)	2
Office of the Lieutenant Governor (LG)	2
County of Maui	1

Department	Services*
Department of Public Safety (DPS)	1
Department of Transportation (DOT)	1
Ethics Commission	1
Office of the Governor (GOV)	1
Hawaii State Public Library	1
Grand Total	146

*Services include online applications and Content Management System websites

**This includes services such as our eHawaii.gov single-sign on service, payment processing service, the portal website, the Access Hawaii Committee website, and others.

Throughout 2017, HIC provided over 6,500 man-hours of labor to our citizens, visitors, businesses and partners at no-cost as our 4-person customer service team handled an average of 6,000 interactions each month.

Our leadership team changed in late 2016, when Burt Ramos took over as General Manager and Janet Pick was promoted to Director of Portal Operations. Burt has strong relationships with the State Procurement Office, Hawaii State Judiciary, Department of Taxation, and the Department of Labor and Industrial Relations. Previously the HIC Project Management Office (PMO) Manager, Janet's leadership skills and attention to detail help bring a methodical precision-based approach to portal operations.

We have been working closely with our Portal Project Manager, Derek Ichiyama, to implement processes and governance to the portal program. Detailed weekly project meetings help keep the portal program on the right track to continued success.

On June 30, 2015, the Hawaii Department of Taxation signed a 5-year contract with FAST Enterprises to install a new tax system for Hawaii. In 2017, HIC felt the loss of these revenues and this is reflected in the projected decrease of approximately \$285,000 of portal annual revenue. This remains a serious concern to the portal. We continue to search for other services to secure reliable funding for our operations to maintain staffing levels. Downsizing our operations would negatively affect all state and county partners. We will work with Derek, the AHC members, and our partners to find more opportunities to bring government to the people.

Portal Report

Why HIC?

In 1997, Hawaii was recognized in a national poll as one of the worst states for electronic access to government services in the United States. This was unacceptable to the state where the Internet got its start (with ALOHAnet). As a result, the Executive and Legislative branches reached out to the states that were rated in the top 10 of all states to see how they achieved this goal. In seven of the ten states, they were leveraging something called Self-Funded Government through a Portal Manager Program.

Two years later, the state of Hawaii issued a Request for Proposal (RFP) for an Internet Portal Manager to implement self-funded government solutions for any government entity operating in the state. HIC was the winner. Eight years later, the state issued another RFP that expanded the portal program. HIC also won that RFP and continues in its role to deploy self-funded eGovernment for the state, county and federal government in Hawaii.



Why We're Here

At HIC we believe in solving problems in a very different way from other companies.

Our goals are:

to be the best partner our customers have ever had;

to be the best place our employees have ever worked; and

to give the best return on investment in the industry.

We do this by actively partnering with our customers to provide living, evolving services that are elegantly designed, easy to use and require no maintenance on their part. We provide the best eGovernment services in the country as shown by the dozens of awards we have received over the last few years, including the Center for Digital Government's Best Government Website (Best of the Web) in 2014.

Funding Portal Operations

Self-Funded Model

When a state or county partner works with HIC to develop a new service, in many cases, there is no upfront cost for development. HIC and our partners collaborate to come up with sustainable solutions. HIC absorbs the risk and cost of developing the service in return for future revenue over the lifecycle of the service.

HIC generates revenue through service fees that are added on to the online services we build. These fees can be passed to the fee payer or absorbed in part or whole by the partner. Sometimes our services make an existing paper form available online. Other times we come up with innovative solutions that never existed before, such as Hawaii Compliance Express, which integrates a process involving multiple state agencies into one online solution. The idea of eGovernment is not simply to make existing procedures have electronic analogs. We work with the partner to find ways to streamline existing processes, making the whole system more efficient.

HIC maintains each of the services we develop over the lifecycle of that service. This means our partners pay no fees for software licensing, operating system upgrades, and security scans. HIC staffs a full team of customer service representatives and takes calls, emails, and instant messages at no cost to our partners. Finally, HIC provides outreach support for our services, assisting with education, training, and marketing efforts to drive awareness and adoption for our services. You may have seen examples like the annual report postcards (DCCA BREG), email reminders (HlePro, eFile, HUI Express), videos, training, community meetings, industry meetings, posters, and business cards.

HIC also develops some applications entirely at no cost where appropriate. These types of applications generally have a high public value or dramatically enhance public safety. Some examples include: Hawaii sex offender search, unclaimed property search, electronic bench warrants, and the state calendar for posting public meeting and events.

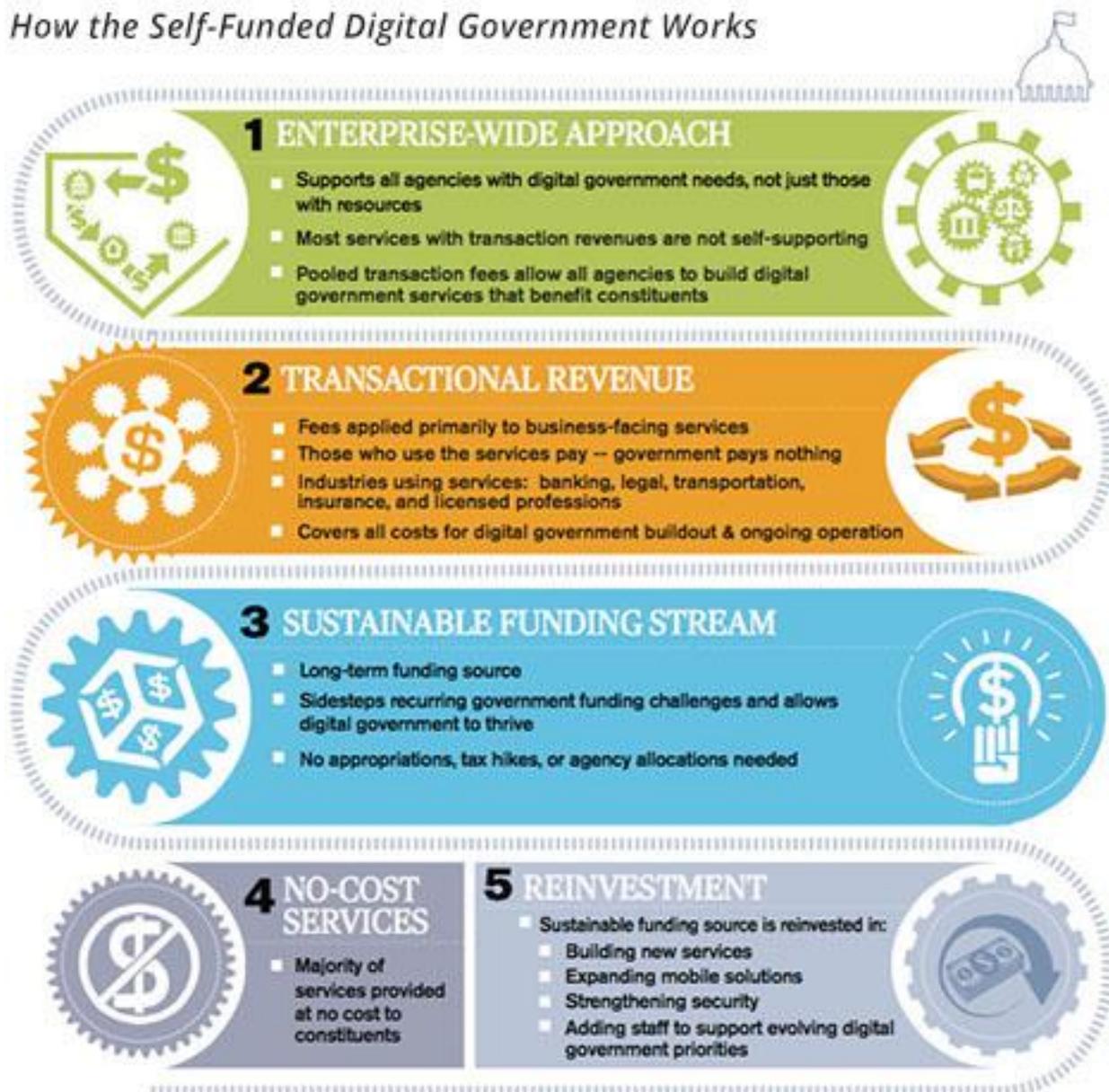
Under the self-funded model, it's in both our partner agencies' and HIC's best interest to encourage high adoption. We employ various marketing techniques to encourage people and businesses to use our online services. HIC absorbs the risk in developing an application because if a service is under-utilized or not used at all, HIC does not generate any revenue. This provides

a natural incentive to market our services on the agencies' behalf, develop them rapidly, and improve them often. Our success is tied to our partners' success... and HIC will do everything it takes to make sure we are the best partner they have ever had.

The three agencies leveraging the portal the most for self-funded applications are:

- Department of Commerce and Consumer Affairs
- Department of Land and Natural Resources
- Department of Health

How the Self-Funded Digital Government Works



Time and Materials

When transaction fees are not feasible we can still offer services with our contract hourly development rates. In most cases, this funding model is used when an agency wants to develop an online service that has an existing funding model (i.e. federal grants) or the service doesn't generate any revenue but requires significant development and maintenance. The Department of Land and Natural Resources has leveraged the portal's time and materials (T&M) services the most, followed by the Department of Labor and Industrial Relations and Department of the Attorney General.

Hosting

Some partners leverage our hosting services for website hosting or HIC developed web applications that have no revenue base. In certain scenarios, a partner may already have an application developed that only needs hosting service to continue providing service to the public. Please contact us for more information and pricing on how we can host your existing application.

No Cost Projects

Most portal projects have no development cost associated with them. HIC recovers its costs for development, deployment, hosting, and maintenance by portal administration fees for self-funded applications. There are many applications which the portal supports at no cost to the state and which have no way to generate revenue. In select cases, selected by the Access Hawaii Committee and HIC, the portal will support these applications at no cost to the partner.

In addition to the maintenance of our existing applications, the portal does work on a limited number of high-value applications at no cost. Examples include:

- Access Hawaii Committee [AHC website](#)
- AG - CSEA - [Child Support Account Information System](#)
- AG - HCJDC - [Covered Offenders Search](#)
- AG - Supervisor Evaluations (retired)
- Boards & Commissions [Online Application](#)
- Budget and Finance - [Unclaimed Property Search](#)
- City and County of Honolulu - Work Hawaii Division - [Youth Build Website](#)
- DCCA - BREG - [Agent Search](#)
- DCCA - INS - HIDS Rate and Form Filing Transmittal (retired)
- DCCA - INS - [Insurance Continuing Education Information](#)
- DCCA - INS - [Insurance License Search](#)
- DCCA - INS - [License CE Verification](#)

- DCCA - PVL - [Insurance Certificate Submittal](#) (Surety)
- DCCA - PVL - [License Search](#)
- DCCA - PVL - [MyPVL Dashboard](#)
- DLIR - [Quarterly Wage Reporting](#)
- eHawaii.gov [Single Sign-On Service](#)
- Hawaii.gov [State portal website](#)
- Judiciary - [Electronic Bench Warrants](#)
- Judiciary - Policy & Planning - Judge Evaluations
- Judiciary - [Volunteers in Public Service](#)
- Statewide [Calendar](#)

The vast majority of the portal's funding is from self-funded applications. Without that base of resources the portal would not be able to offer the superior level of service to our partners.

Portal Financial Information

HIC submits its audited financials to the Access Hawaii Committee each year and also submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our partners. HIC processed over \$432 million in annual payments to our partners in 2017, and over 99% of that money was in the State’s bank account within two business days. The fastest way to process payments—faster than over the counter payments, too—is through the portal.

Funds Collected

\$432M

Collected in CY 2017*

Percentage of Funds

99.3%

Percentage of Collected Funds Disbursed to Partners

Funds Disbursed

\$429M

Disbursed to Partners in CY 2017*

*Data through October 31, 2017

The portal manages about 80 services that feature online payments. We refer to services that include a payment system as “transactional services”. Transactional services are typically self-funded, in whole or part. In a given year, the portal has anywhere from 40 to 60 hosting, and/or time and materials projects. The sum of all the revenue from hosting and time and materials projects has always comprised 9.9% to 15.9% of the portal’s gross revenue.

Why

The ability to process payments is a core requirement of the State’s portal contract with HIC. The portal has standardized paying for services online across the state or counties, thereby avoiding costs for our partners. HIC’s portal services are integrated directly into the partners’ financial systems, thus enabling the partners to disburse funds more quickly, reconcile payments and returns automatically, handle customer questions and billing disputes and more.

Solution

The portal uses a standard payment processing system called Kala, which processes credit and debit card payments, e-checks (ACH Debit), paper checks and invoices. Kala can process payments via multiple means: online, at a kiosk, via a mobile device or at the point of sale. The portal has uploaded a video explaining our [payment processing system](http://m.hi.gov/pay) at <http://m.hi.gov/pay>.

HIC can disburse funds based on each partner's needs, both electronically and manually, on a daily, weekly, semi-monthly or monthly basis and provide detailed reporting.

Sources

The portal receives three types of revenue to support its operations: transactional, time and materials and hosting.

Transactional revenue is collected for services that charge a portal administration fee on each transaction. Self-funding depends primarily on transactional revenue. Time and materials revenue is collected for projects that cannot justify a transaction fee, for example, services that do not involve a financial transaction or that serve a population too small to sustain self-funding. In most cases these projects benefit from the portal's significantly discounted hourly rates and take advantage of our existing services and infrastructure.

Hosting revenue is collected for hosting websites or services that are not supported by transactions; it accounts for less than 1% of the portal's overall revenue. In some cases a hybrid approach may be applied; a service that cannot pay for itself is funded partly by time and materials while hosting and maintenance is supported by transactional revenue.

The below table summarizes funds collected and disbursed from 2010 to October 31, 2017. "Funds Collected" represents the total revenue collected from customers who use a given service. How a partner chooses to pay HIC's portal administration fees is up to the partner: Fees may be absorbed by the partner or they may be passed on to the customer. "Partner Total" represents the funds HIC disbursed to the partner.

Table 3: Funds Collected and Disbursed to Partners by Year

Year	Funds Collected	Disbursed to Partner
2010	\$751,174,040	\$747,015,378
2011	\$1,003,797,269	\$998,537,542
2012	\$1,345,661,103	\$1,339,424,575
2013	\$1,592,519,246	\$1,586,044,805
2014	\$1,722,438,503	\$1,714,395,704
2015	\$2,016,484,180	\$2,008,153,427
2016	\$2,012,964,525	\$2,009,735,919
2017*	\$432,176,781	\$429,387,154
Total	\$10,877,215,647	\$10,832,694,504

*Data through October 31, 2017

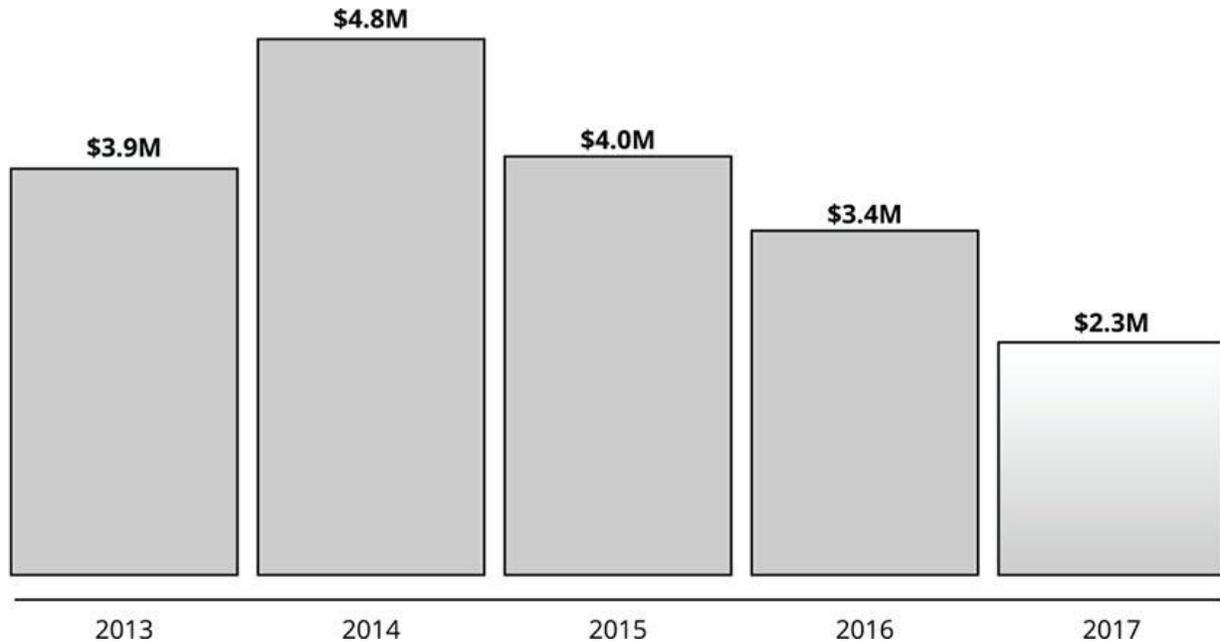
Payments Made to the Portal

Prior to earning a single dollar of revenue, HIC assumes all upfront investment risk of (1) implementing the hardware, software, and hosting infrastructure and (2) building and operating the online agency services. The majority of services managed by HIC are funded by end user (business, citizens, and visitors) efficiency fees on a per-transaction basis, where the user pays for the service. With other services, HIC's fees are paid by the agency (state and counties). In typical situations, the agency receives more value or avoids more cost than the amount of the per-transaction fee it pays to HIC. In both of these situations, those who benefit most from the services pay for them.

Payments Made by the State

Revenues and expenses are reported quarterly to the Access Hawaii Committee. In 2016, HIC responded to Senate Resolution 54 and provided a detailed report of payments to the portal. The most common question from those who reviewed the report was "How much does the State pay HIC per year?" The chart below shows payments by the State and the Counties for the past 5 years. The October 31, 2017 total of \$2.3 million for calendar year 2017 continues a trend of decreasing annual State and County outlays for the Portal Program.

Chart: State Payments Trend 2013-2017



State payments include time & materials, hosting, and maintenance. The 2017 amount represents unaudited data for January 1 to October 31.

Table 4: Payment Distribution

Year	Paid by State and Counties	Paid by Business/Citizens
2017*	\$2,298,334.90 (32.0%)	\$4,806,179.71 (68.0%)
2016	\$3,400,830.66 (37.5%)	\$5,663,945.34 (62.5%)

*Data through October 31, 2017

Table 5: Net Revenue Distribution

Year	Net Revenue	Portal Fee	Partner Paid	Hosting, T&M, Maintenance
2017*	\$7,104,514.66	\$4,806,179.71	\$1,851,939.83	\$446,395.12
2016	\$9,064,776.00	\$5,663,945.34	\$2,639,496.66	\$761,334.00

*Data through October 31, 2017

New Services, Websites, and Major Upgrades

In 2017, HIC deployed 12 new applications. Also, two major website updates were done as well as 13 major upgrades to existing applications.

New Services

Hawaii Courts, Judiciary

Description: The Hawaii Courts mobile app brings together tools and resources developed by the Hawaii State Judiciary and other key partners to improve access to justice.

- Funding model: T&M
- Downloads: Apple iTunes and Google Play
- Launch date: 01/17/2017

Judge Evaluation, Judiciary

Description: Judicial appellate court judge evaluation launched to evaluate 10 judges. Evaluation ran from February 14, 2017 to March 10, 2017.

- Funding model: No Cost
- Launch date: 02/14/2017

Hunter Education (Go Hunt, Hawaii), Department of Land and Natural Resources (DLNR)

Description: Allows hunters to manage their hunting profile, view their class history, request and print replacement certifications, and link directly to other apps to purchase a hunting license, apply for a lottery hunt, or apply for a letter of exemption.

- Funding model: T&M
- Web address: gohunthawaii.ehawaii.gov
- Launch date: 03/01/17

Family Court Judge Evaluation, Judiciary

Description: Judicial family court judge evaluation launched on April 11, 2017 to evaluate 10 judges. Evaluation ran from April 11 - May 6, 2017.

- Funding model: No Cost
- Launch date: 04/11/2017

New Services (continued)

eBW Web Interface, Kauai Police Department

Description: Created two web services to allow Kauai Police Department to pull any new or updated warrant information from Judiciary's eBench warrants (eBW) application/database to import into their records management system.

- Funding model: T&M
- Launch date: 04/27/2017

eBW Web Interface, Hawaii County Police Department

Description: Created two web services to allow Hawaii County Police Department to pull any new or updated warrant information from Judiciary's eBench warrants (eBW) application/database to import into their records management system.

- Funding model: T&M
- Launch date: 04/27/2017

Circuit Court Judge Evaluation, Judiciary

Description: Judicial circuit court judge evaluation launched on June 20, 2017 to evaluate 9 judges. Evaluation ran from June 20 - July 14, 2017.

- Funding model: No Cost
- Launch date: 06/20/2017

Workforce Opportunity Tax Credit (WOTC) e-Application, Department of Labor and Industrial Relations (DLIR), Workforce Development Division (WDD)

Description: Hawaii employers can apply online for a federal tax credit when hiring veterans and individuals from target groups with significant barriers to employment.

- Funding model: T&M
- URL: wotc.ehawaii.gov
- Launch date: 06/21/2017

New Services (continued)

Medical Marijuana Patient Registry Interface for Dispensaries, Department of Health (DOH), Office of Health Care Assurance

Description: The purpose of this project is to develop and maintain an application interface to allow licensed dispensaries through the State’s computer software tracking system to communicate with the Medical Marijuana Patient Registry database to authenticate patient registration at the retail dispensing locations.

- Funding model: T&M
- Launch date: 07/14/2017

County of Hawaii, Liquor Control, Liquor Licenses and Permits

Description: Provides online forms and payment to the public; PDF applications for licensing staff for a Liquor License Interview Request; and 1- or 2-year Direct Wine Shipping Permits.

- Funding model: Transaction Funded
- URL: liquorpermits.ehawaii.gov/hawaii
- Launch date: 08/28/2017

County of Hawaii, Mauna Kea Recreation Area Group Permits, Department of Parks and Recreation

Description: Groups and organizations can apply for a permit for overnight stays at a bunkhouse at the newly renovated Mauna Kea recreation area. Our service provides an easy vehicle for data intake and group status verification that allows approved applicants to reserve a bunkhouse via the county camping site.

- Funding model: Transaction Funded
- URL: maunakea.ehawaii.gov
- Launch date: 09/06/2017

Hawaii Awards & Notices Data System (HANDS), State Procurement Office

Description: HANDS’ robust search functionality will not only display HANDS solicitations and awards but it will also link to other jurisdictions. Buyers will not have to post in multiple places, and vendors will not have to track bidding opportunities on multiple procurement platforms. HANDS search will list everything all in one place.

- Funding model: T&M
- URL: hands.ehawaii.gov
- Launch date: 11/17/2017

Major Website Updates

Judiciary

Description: Home page redesign and adding alert message to users visiting from mobile apps.

- Funding model: T&M
- URL: www.courts.state.hi.us
- Launch date: 06/14/2017

Foreign Trade Zone 9 (FTZ9)

Description: Home page redesign and adding newsletter signup option.

- Funding model: T&M
- URL: ftz9.org
- Launch date: 07/26/2017

Major Application Upgrades

eBench Warrants, Judiciary

Description: The eBench warrants (eBW) system was updated to include circuit court and family court criminal warrants.

- Funding model: No Cost
- URL: judiciary.ehawaii.gov
- Launch date: 01/23/2017

Portal, State of Hawaii ETS

Description: Upgraded Hawaii.gov search to use Google instead of DigitalGov search. DigitalGov search service was decommissioned for state use as of Feb 28, 2017.

- Funding model: No Cost
- URL: portal.ehawaii.gov
- Launch date: 02/08/2017

Inspection & Permitting System – Invoice Module, Department of Labor and Industrial Relations (DLIR), Hawaii Occupational Safety & Health (HIOSH)

Description: Collection letters have automated the partner's invoicing process. This allows the partner to simply search for the invoices, select them, group them, and automatically generate letters and billing statements. Invoices can be emailed or generate a PDF file or print for mailing. This robust module enables them to financially recuperate all outstanding balances.

- Funding model: Transaction Funded

- URL: hiosh.ehawaii.gov
- Launch date: 02/09/2017

QHTB 346 Form, Department of Business, Economic Development, & Tourism (DBEDT) -High Technology Development Corporation

Description: 2017 annual updates

- Funding model: No Cost
- URL: forms.ehawaii.gov/view.php?id=23894
- Launch date: 03/06/2017

Affordable Care Act Support, ETS – DHRD, Affordable Care Act (ACA) Home

Description: Annual 2016 updates (schema etc.) to the service/application which takes ETS' ACA report flat file and converts it to XML during predetermined times. DHRD will then upload this file to the IRS via a GUI.

- Funding model: T&M
- Launch date: 03/13/2017

Business Name Search, Department of Commerce and Consumer Affairs (DCCA), Business Registration (BREG)

Description: Added ability to purchase articles of conversion online

- Funding model: Transaction Funded
- URL: hbe.ehawaii.gov/documents
- Launch date: 04/04/2017

Hawaii Business Express (HBE), Department of Commerce and Consumer Affairs (DCCA), Business Registration (BREG)

Description: DOTAX now requires a FEIN for all businesses other than LLCs & Sole Proprietorships. Once a business is approved, a new email is triggered that promotes locating the business in local Enterprise Zones. Revised descriptions make it easier to select the correct business form.

- Funding model: Transaction Funded
- URL: hbe.ehawaii.gov
- Launch date: 04/05/2017

Kauai Real Property Tax - Payments, County of Kauai

Description: Allows Kauai property owners to pay their bi-annual property taxes including payment for multiple TMK parcels, user-friendly search for TMK parcels by a general TMK number and a mobile responsive design.

- Funding model: Transaction Funded
- URL: kauairpt.ehawaii.gov/propertytax
- Launch date: 04/27/2017

Kauai Real Property Tax - Payment Reminders, County of Kauai

Description: Allows Kauai property owners to set tax payment reminders for semi-annual and past due bills. Reminders can be set from within the app, via the reminders management page or via the user's eHawaii.gov account under Manage Notifications.

- Funding model: Transaction Funded
- URL: kauairpt.ehawaii.gov/propertytax/kauai/login.html
- Launch date: 06/27/2017

LandLink, Department of Land and Natural (DLNR) Resources Bureau of Conveyances (BOC)

Description: Torrens eRecording allows vendors to record land court documents electronically.

- Funding model: Transaction Funded
- Launch date: 07/23/2017

Kauai Real Property Tax - Reminders Automation, County of Kauai

Description: The improvements covered the automation of email reminders including emergency hold, transfer of existing eBill subscribers, signup and unsubscribing for users who don't have an ehawaii.gov account, integration of all Kauai property owners beyond just owners with a bill due allowing sign up year-round, upload and automation for tax bill and property owner files, and design & copy changes to address customer service issues such as "No bill found".

- Funding model: Transaction Funded
- URL: kauairpt.ehawaii.gov/propertytax/kauai/login.html
- Launch date: 08/03/2017

Major Application Upgrades (continued)

BREG Annual Business Reports, Department of Commerce and Consumer Affairs, Business Registration (BREG)

Description: The Annual Business Reports Application now allows users to submit delinquent annual reports online. Previously, the old reports had to be submitted on paper. The delinquent reports must be submitted in order to file the current annual report. Now more businesses will be positioned to achieve good standing since all of their reports are filed in order. Users also can now more easily subscribe to an annuals reminder email outside of submitting their report.

- Funding model: Transaction Funded
- URL: hbe.ehawaii.gov/annuals
- Launch date: 10/24/2017

PVL License Application Status Search, Department of Commerce and Consumer Affairs

Description: The online PVL License Application Status Search is a new feature via the PVL Search. It enables new applicants or existing licensees to search for their application status online instead of calling the PVL Division. Prior to the online status search service, PVL received over 69,000 phone inquiries annually regarding application status. This service will significantly reduce the phone calls, which allows staff to focus more time to processing application. There were over 2,700 page views in the three weeks after launch.

- Funding model: No Cost
- URL: pvl.ehawaii.gov/pvlsearch
- Launch date: 10/30/2017

Retired Services

In 2017, HIC retired four applications.

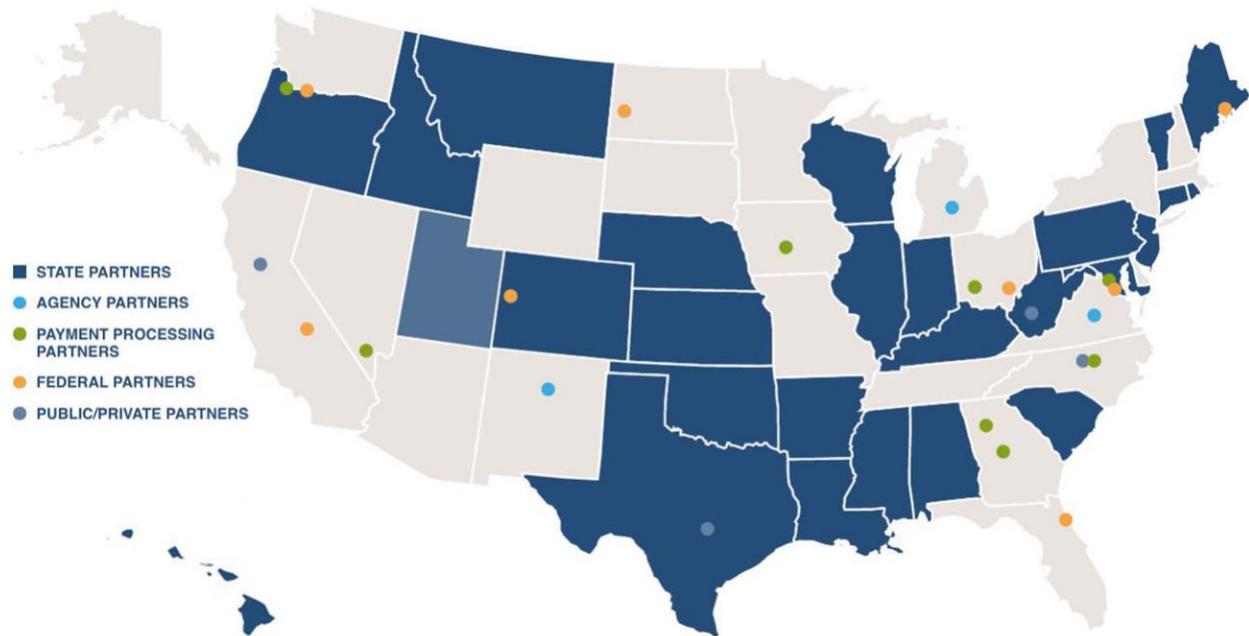
- Hawaii Teacher Standards Board Licensing application public search functionality, htsb.ehawaii.gov, was disabled per partner's request on June 1, 2017. The remainder of the application and CMS site retired on July 28, 2017.
- Department of Taxation Bulk Tax Filing service, dotax.ehawaii.gov/bulktax, was retired on August 8, 2017.
- As of August 9, 2017, Form N-301 (Application for Automatic Extension of Time to File Hawaii Return for a Corporation, Partnership, Trust, or Remic) is no longer filed via the Department of Taxation eFile application.
- Department of Health Medical Marijuana Dispensary Licensing System, mmjdisp.ehawaii.gov, was retired on October 24, 2017.

HIC Background

Who We Are

The portal manager is the Hawaii Information Consortium, LLC. (HIC), a Hawaii corporation located in downtown Honolulu and wholly owned subsidiary of eGovernment firm NIC Inc. (NASDAQ: EGOV). HIC was initially established in 2000. Since then over 140 web-based services have been deployed and over 2.5 million citizens visit our site annually.

NIC, a leading eGovernment solutions provider, has similar agreements with over 30 states and is dedicated to partnering with more than 5,500 federal, state, and local agencies across the country. HIC can tap into an ever-growing network of eGovernment expertise.



Our Goals

We enable citizens and businesses to conduct business with the government securely and efficiently using all digital channels. We also manage the official website for the State of Hawaii. Our goal is to make interacting with the government easier for the public by bringing services online and improving government efficiency. We leverage our self-funded model to deliver services to our government partners with very little risk or cost for development.

What We Do

While we operate as a for-profit company, state agencies, counties and local government can, in many cases, work with us at no cost by utilizing our unique self-funded model.

HIC's services may include:

- Building customized online services (e.g., searching for data, submitting forms, renewing licenses, buying permits, mobile applications and paying taxes)
- Providing managed enterprise services (e.g. licensing, document management, secure data)
- Processing electronic payments including credit cards, eChecks, invoiced payments and paper checks
- Providing outreach and marketing of online services on behalf of our partners
- Offering customer service through phone, email, and live chat
- Offering consulting services to help improve government websites and online services
- Designing and building websites for government agencies and offering content management services to easily manage the website after completion (for non-technical users)
- Providing website and application hosting & development

Oversight of Our Operation

The twentieth Hawaii State Legislature, in 2000 passed Act 292 establishing the Access Hawaii Committee (AHC) to oversee the state of Hawaii's internet portal activities.

Pursuant to Act 292, the AHC coordinates the activities of HIC and the departments and agencies that utilize the Portal. The committee provides oversight of the portal manager including:

- Review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager;
- Review and approval of all charges to portal users;
- Review and approval of service level agreements negotiated by government agencies with the portal manager;
- Review of the annual financial reports and audit of the portal manager;
- Review of annual customer satisfaction surveys conducted by the portal manager; and
- Review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

In addition to the AHC, the State Portal Program Manager, Derek Ichiyama, functions as a vendor relationship manager to assist the AHC with its Legislative mandated duty of providing oversight of the portal provider. The responsibilities of the Portal Program Manager include:

- Track portal provider activities to ensure compliance with the terms and conditions of the portal provider contract;
- Review Portal Contractor's financial reports;
- Evaluate new Statements of Work, fee agreements, priorities, and Service Level Agreements under negotiation between government agencies and the portal provider and present findings and recommendations to the Access Hawaii Committee;
- Review and report on enhancements and maintenance proposed to existing portal applications and services; provide recommendations to Access Hawaii Committee regarding any need for a new Statement of Work;
- Work with the portal provider to create and analyze an annual survey of government agencies and end users utilizing the State Portal to determine if portal provider's services are satisfactory; and present findings and recommendations based on the survey results to the Access Hawaii Committee.
- Assist in prioritizing self-funded applications in the development queue;
- Organize, support, document, and facilitate Access Hawaii Committee meetings, to include abiding by Sunshine Law (Hawaii's open meetings law, part I of chapter 92, HRS);
- Ensure that State standards for all applications and services are adhered to by portal provider;
- Collaborate with portal provider to develop best practices documents on Internet presentation and consistency, data exchange, and cyber security;
- Coordinate and conduct studies of portal direction and services related to changes in the portal technology lifecycle.

Portal Staff

As of November 2017, HIC has 34 full time employees.

Leadership



Burt Ramos
General Manager



Janet Pick
Director of
Portal Operations



Zheng Fang
Director of
Development

Customer Service & Office Administration



Rosie Warfield
Manager of eGovernment
Services & Customer
Services



Jamie Kinion
Customer Liaison



Gabriel Bundac
Customer Service



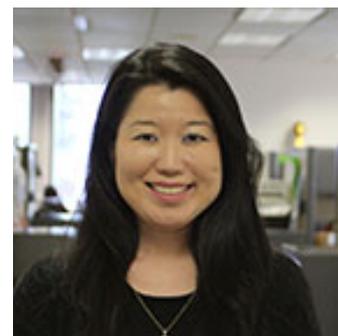
Norman Razon
Customer Service



Ronald Tran
Customer Service



Emily DaSilva
Finance Manager



Ann Yuasa
Office Administrator

Partner Liaisons



Jing Xu
Partner Liaison



Julie Shoet
Partner Liaison



Laurenz Bacungan
Partner Liaison



Carrie Miyasato
Partner Liaison

Project Management



Tony Tran
Project Management
Office (PMO) Manager



Ken Wada
Project Manager



Steffi Zacke
Project Manager



Laura Stoddard
Project Manager



Brian Hafalia
Project Manager



Shawn Taylor
Project Manager

CMS, Designers, and Front-end Developers



Patrick Nakamura
Manager of Creative
Services



Corey Rothwell
Front-end Developer



Jenly Chen
Front-end Developer



Rika Torres
Front-end Developer



Rachael Siciliano
User Experience
Designer



Christopher Cosner
Web Coding Specialist

Developers



Ernest Criss
Developer



Sebastien How
Developer



Aga Wichrowska
Developer



Isaac Strauss
Developer



BJ Peter DeLaCruz
Developer

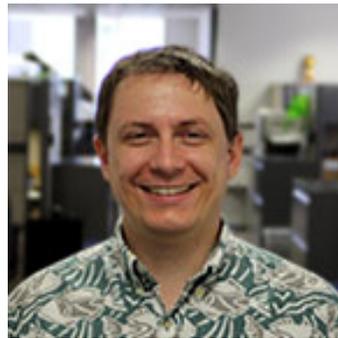


Ilin Rusev
Developer

System Administrators



Matt Taniguchi
System Administrator



Jerome Koehler
System Administrator

Success Stories

Hawaii State Library System

Partner: Hawaii State Public Library System

Launched: October 6, 2016

URL: www.librarieshawaii.org

HIC was honored to receive two awards on behalf of our work with the Hawaii State Library System website in 2017. Read details on [HIC Awards webpage](#).



Prior to the redesign, the website was difficult to navigate, and left library patrons with very little idea of the depth and breadth of the library's offerings. Outdated technology made it difficult for the staff to effectively promote library events and services, leaving the website out of step with the times and with the library's role as a pillar of the community.



Through collaborative user-centered design workshops with library staff, design strategies were uncovered that would appeal to fiercely loyal library users and new users alike. The team used patrons' personal stories about how the library has impacted their lives, to surface and promote the library's diverse services such as passports, talking books for the visually impaired, quilt patterns, free databases, free online classes, eBooks, thousands of events, and so much more. The site was also re-organized to reflect how patrons ask questions, making it easier for users to search and find the items they seek. Existing social media imagery was also integrated into the new visual design demonstrating that the library is safe, friendly, community-driven, and a fun place.

State Librarian Stacey Aldrich shares, "We are grateful to the team at the Hawaii Information Consortium, LLC for the thoughtful studies and approach to rebuilding our Web presence. Our website now offers simple navigation and the ability for staff to easily point patrons to all of the great resources HSPLS offers. One of the biggest successes has been the event listings that now surface thousands of cultural, community, computer, reading, and instructional programs available throughout our 50 branches on six islands. We are excited that patrons are now finding programs and services that they previously did not know the library offered... which was exactly our goal!"

Go Hunt, Hawaii!

Partner: Department of Land & Natural Resources (DLNR) Hunter Education Program

Launched: March 1, 2017

URL: gohunthawaii.ehawaii.gov



Since 1979, more than 68,000 students have received their certifications through the Department of Land and Natural Resources (DLNR) Hunter Education Program. Annually, more than 2,000 students register and attend Hunter Education classes across the state. This experience has now gotten significantly easier for the public.

On March 1, 2017, the Hunter Education Program launched a new website designed to improve the overall registration and certification experience for Hunter Education students and graduates — and for just about anyone interested in hunting in Hawaii.

On the new, user-friendly website, gohunthawaii.ehawaii.gov, hunters are able to manage their hunting profile, view their class history, request and print replacement certifications, and link directly over to other apps to purchase a hunting license, apply for a lottery hunt, or apply for a letter of exemption. Additional features include: mobile friendly, responsive web design, Hawaiian keyboard, and technical support (including live help chat).

"Working with ehawaii.gov, we created a website that puts the public in the driver seat of the operation," said Andrew Choy, Hunter Education Program manager. "This collaborative work has been over a year in the making and began with foundational upgrades to our program's administrative database." Subsequent phases of this project, which are currently in development, will include online registration for classes. "The bottom line is that we want to improve the quality of our classes, increase accessibility, and streamline access to information," Choy said.

In line with the Governor's Initiative to promote government efficiency and transparency, "This project, like many others within the DLNR, increases access and transparency by moving government services online. This is a tremendous win for the public and the department," said Suzanne Case, DLNR Chairperson. "We are proud of the inter-division collaboration of our staff to move this project forward. The hunting community and public at large will be well-served by this application."

Hawaii Awards and Notices Data System

Partner: Hawaii State Procurement Office

Launched: November 17, 2017

URL: hands.ehawaii.gov/hands

The State Procurement Office and HIC have continued our long-standing relationship to develop and release the new Hawaii Awards and Notices Data System, affectionately known as "HANDS."



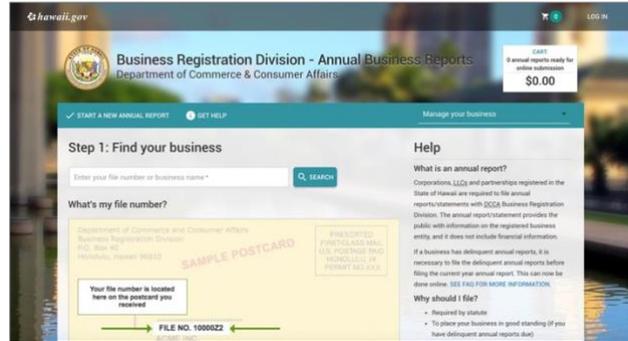
HANDS allows users to easily search for bidding opportunities, contract awards, and CPO requests throughout multiple state and county procurement platforms from a single location. Users can easily sort and filter results by island, category or method of procurement as well as see live updates for all notices for solicitation, awards and approvals. And to make it even easier - no log in is required! HANDS helps users bring awareness to bidding opportunities and drive competition - both of which are major wins for the State.

DCCA BREG Annual Reports Filing Redesign

Partner: Department of Commerce and Consumer Affairs

Launched: December 29, 2016

URL: <https://hbe.ehawaii.gov/annuals/>



Business owners in the state of Hawaii are required to file an annual report to stay in compliance with state laws. Originally

launched in 2001, our annual filing online service was completely redesigned in December 2016 to incorporate new functionality and address requests from the site's users. Major upgrades included adding the ability to submit multiple annual reports with a single payment as well as incorporating User-Centered Design (UCD) to improve usability.

The redesigned annual filing application has many features that address client needs:

- First, the user is presented with an appealing, up-to-date interface that is consistent and cohesive, whether the user is on a laptop or a mobile device
- Customers can now look up their business by business name, instead of only by their file number
- Filers can easily edit their company information and the data is validated
- The new shopping cart allows users to efficiently pay for multiple annual filings at once—no need to file annual reports separately and pay for it one at a time
- Customers can clearly see the option to pay for expedited service
- Users can log in with their account, which pre-fills contact information during the payment process
- When a submission is complete, customers receive an email receipt and a separate email PDF copy of what was submitted online

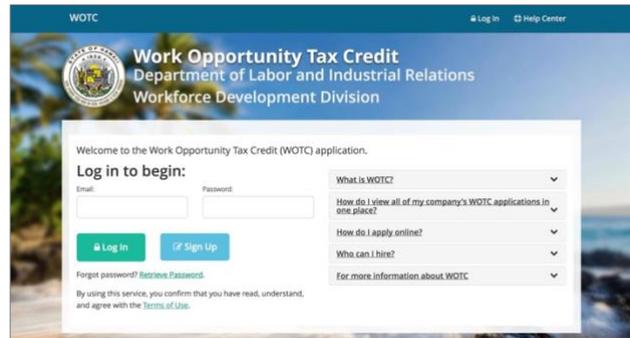
The changes have been met with resounding success. Upon the launch of the updated service, call volume from users decreased 30 percent, and we look forward to continuing to find new ways to improve overall user experiences for the Department of Commerce and Consumer Affairs.

DLIR Workforce Opportunity Tax Credit Application

Partner: Department of Labor & Industrial Relations

Launched: June 21, 2017

URL: wotc.hawaii.gov



Did you know that there is over \$1 billion in tax credits available to employers that hire veterans and others with significant barriers to employment? And now, credits are even easier to claim with the launch of our new online service, the Workforce Opportunity Tax Credit (WOTC). The maximum tax credit ranges from \$1,200 to \$9,600, depending on the employee hired.

"Making these requests available online is part of my effort to make government more effective and efficient while also facilitating the employment of our veterans and other job seekers," said Governor Ige. "I especially appreciate the department using special federal grant monies to develop the eApplication without State funds."

Using the WOTC service, employers fill out online forms and their requests are immediately entered in to the processing queue. WOTC also centralizes the processing of requests and serves as a repository for supporting documentation, all of which results in improved efficiency in processing.

"The department receives nearly 400 certification requests a month for the tax credit," said DLIR Director Linda Chu Takayama. "This service enables employers to monitor the status of their requests via a personalized dashboard, which is a level of service we could not provide before."

Closing

As we look forward to 2018, we will maintain our unwavering commitment to our partnership with ETS, the Access Hawaii Committee, and to all agency partners from all branches of state and county government in Hawaii. We thank you for the opportunity to continue to make exceptional services available to the public, businesses, and other government agencies.

Contact Information

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hic.ehawaii.gov

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Appendices

Appendix A: Customer Service Statistics

Appendix B: Marketing & Outreach

Appendix C: Web Analytics

Appendix D: Glossary

Appendix A: Customer Service Statistics

HIC believes that customer service is key to being a great company and our #1 goal is to provide top-notch support to the public and to our partners. Our contract requires that we run a help desk to assist individuals on weekdays from 7:30 AM to 4:30 PM and that we respond to all requests within two business days. Our highly trained and enthusiastic customer support team knows our services inside and out. If a customer has a question or problem while using one of our services, our team is available to help via telephone, email, or live chat during work hours. We also contract with a virtual answering service to offer 24/7 phone support to ensure citizens receive the help they need 24/7, day or night.

Fielding an average of over **6,000 interactions** monthly via emails, phone calls and online chats for 115+ services, our team surpasses the requirement set in our contract of returning calls within two business days. We return any missed communications the same day and the next business day for communications that come in after business hours. Our email average response time is 4 hours and 56 minutes. The team strives to provide accurate and effective information in a timely and professional manner, whether dealing with the public or working with our partners. From January 1, 2017 to October 31, 2017, HIC's customer service department handled 59,955 inquiries, a decrease of over 7,464 compared to the same period in 2016. The decrease in inquiries is attributed to improvements in usability of existing and new services.

And it's not only questions about the services we personally provide that we support - we also serve as an informal state helpline and excel at answering just about any question a citizen can have - from which beaches are most dog-friendly, to who to contact for potholes, tree trimming on public property, and even responding to grade school student inquiries about the State of Hawaii.

Please read the customer service statistics in the Total Interactions by Service section for a full report of interactions broken down by service.

Customer Feedback

Below is a sampling of comments given to our HIC team members by actual customers.

"Norman was very quick to respond, very patient and understanding to my concerns/inquiries and also called me to follow-up whether I understood procedures and discussed alternative options. He was clear and articulate. He is an asset to your company."

"Jamie, you are always so helpful and I sincerely appreciate that you work tirelessly to assist in navigating this system, which as I understand, only exists in our state. I know you deal with a lot of frustrated people daily, so even more kudos to you for your aloha spirit."

"I wanted to first of all thank the supervisor(s) and manager(s) who Norman reports to at his work place. He was very professional, competent, and helpful. I am new to this, and his efficiency and caring attitude got me over the nervousness of filling out all of the many forms online, and in writing. Simply put: Mahalo Norman! I hope you know that you made my day. My wife and kids weren't on the phone, but on behalf of them, I thank you."

"Ron was very helpful and pleasant. He told me where I needed to go and he also waited to make sure that I got the link of where I needed to be. He made it easy for me to get information that was needed. Service like this comes from within. Keep up the excellent work."

"Bobby was very attentive to all my questions. Very fast reply. I like that. Thanks for your service."

"I deal with all 50 states, and Norman's help was great. I would probably still be trying to figure out what to do if not for him. Great job!"

"Bobby has already made my day a better one. Went from freaking out to okay... bye!"

"This is what customer service should be. Can't praise Jamie enough. She was very helpful, found the solution, helped me resolve the issue. Thank you so much."

"Ron not only answered my question he went the extra mile to provide me with a link to the correct information. Really appreciated the efficiency, speed and politeness."

"Jamie spotted my problem right away (my operator error) and explained what I needed to do. She was very helpful and courteous – true ALOHA spirit!"

"Norman was great. Originally called him on phone, and then he set up chat. With his excellent instructions and amiable patience, was able to get correct tax info and pay my property tax online! Superb! Deserves AAA+ kudos!"

Total Interactions by Service

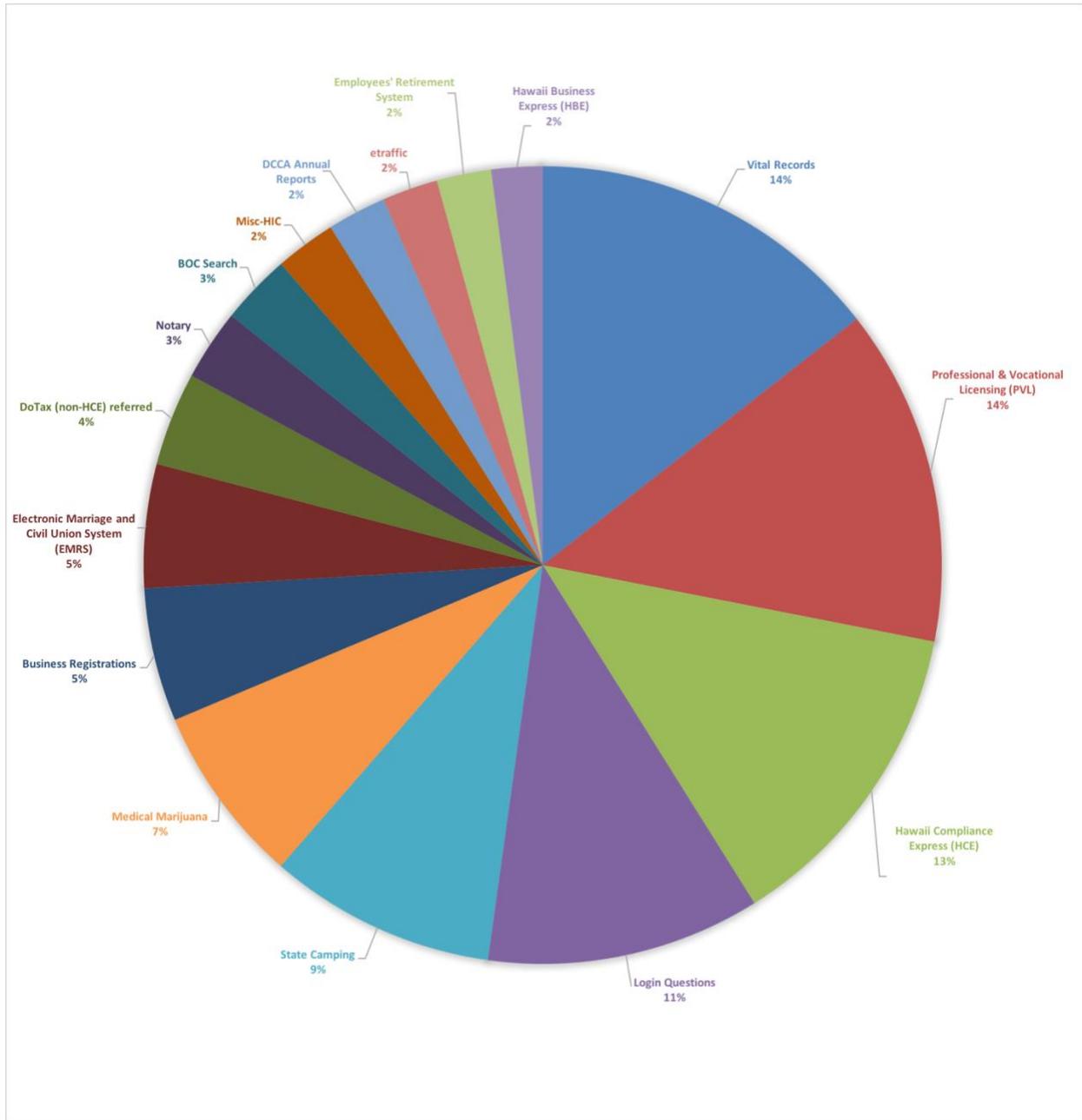
Total Number of Interactions

Below is a table showing the total number of customer service interactions (phone, chat and emails) from January 1, 2017 to October 31, 2017 with count and percentage breakdown by interaction type.

Interaction Type	Count	Percentage
Calls	23,618	39%
Chats	20,444	34%
Emails	15,892	27%
Total	59,954	100%

Number of Interactions by Service – Chart View

Below is a chart showing the total number of customer service interactions* (phone, chat and emails) from January 1, 2017 to October 31, 2017 with percentage breakdown by service.



*Only services that account for 2% of interactions or higher are included.

Number of Interactions by Service – Table

Below are the statistics for the total number of customer service interactions (phone, chat and emails) from January 1, 2017 to October 31, 2017 with a breakdown showing the most interactions by specific service.

Service	Contacts
Vital Records	7,336
Professional & Vocational Licensing (PVL)	6,953
Hawaii Compliance Express (HCE)	6,625
Login Questions	5,648
State Camping	4,679
Medical Marijuana	3,695
Business Registrations	2,755
Electronic Marriage and Civil Union System (EMRS)	2,554
DoTax (non-HCE) referred	1,928
Notary	1,467
BOC Search	1,456
Misc-HIC	1,252
DCCA Annual Reports	1,215
Etraffic	1,149
Employees' Retirement System	1,123
Hawaii Business Express (HBE)	1,052
Non-HIC info	879
Hawaii Unemployment Insurance Express (HUI)	810
Motor Vehicle Renewals	717
eCrim	716
Hawaii Teacher Standards Board	703
Insurance License Renewals	634
Narcotics Enforcement	603
Real Property Tax Payments	584
HIEPRO	384
Payment Questions	380
Hawaii County Camping	332
Hunting	273
DLNR Boating Division	271

Service	Contacts
Name Change	257
Wiki (Weddings)	191
DLIR (non HCE)	183
Subscriber	141
Child Support Enforcement Agency (CSEA)	127
State Calendar	126
DoTax (non-HCE)	124
Film Permit	122
Real Estate Branch	121
Fishing	88
Charities/Solicitors	84
Water	50
Sex (Covered) Offender	31
Efile	24
HSID	24
TB	20
Airport Auctions	15
Landshark	12
Wastewater	10
Na Ala Hele Trails	8
DCAB	7
Employer-Union Health Benefits Trust Fund	7
Elevator Inspections	5
WOTC	5

Appendix B: Marketing & Outreach

2017 Portal Notifications

HIC sends postcards, reminders, alerts and other notices on behalf of many of our partners. These include U.S. postal mail, email, and automated email and text messages via the eHawaii.gov Notification Service. The eHawaii.gov Notification Service is integrated with my.hawaii.gov where portal users can view a history of automated notifications received from the Portal. The table below lists some of the notifications sent in 2017.

Agency	Service Name	Description	Message Type(s)
County of Kauai	Real Property Tax eBill (payments.ehawaii.gov/propertytax/kauai)	Email eBill notice County of Kauai property owners.	Email
DCCA BREG	AlertMe (alertme.ehawaii.gov)	Near real-time business activity monitoring alerts of business registration filings and reminders to file your annual business report.	Email, Text Message
DCCA BREG	Annual Business Filings (hbe.ehawaii.gov/annuals)	Email reminder to file your annual business report.	Email
DCCA BREG	Annual Business Filings (hbe.ehawaii.gov/annuals)	Postcard reminder to file your annual business report.	Postcard
DCCA INS	Hawaii Insurance License Renewals (www.ehawaii.gov/insrenew)	Email Reminder to renew your Hawaii insurance license.	Email
DCCA INS	Hawaii Insurance License Renewals (www.ehawaii.gov/insrenew)	Postcard reminder to renew your Hawaii insurance license.	Postcard
DCCA PVL	PVL License Renewals (pvl.ehawaii.gov/renewals)	Email reminder to renew your professional vocational license.	Email
DCCA PVL	PVL License Renewals (pvl.ehawaii.gov/renewals)	Postcard reminder to renew your professional vocational license.	Postcard

Agency	Service Name	Description	Message Type(s)
DLIR UI	Hawaii Unemployment Insurance Express (hui.ehawaii.gov)	Reminder to employers that your Unemployment Insurance form is due.	Email, Text Message
DPS NED	Controlled Substances Registration System (ned.ehawaii.gov)	Notice regarding change in registration fees for prescribers of narcotics.	Email
SPO	HlePro (hiepro.ehawaii.gov)	Newsletters, overdue payment notices, service improvement notices, surveys, and other announcements to HlePro users.	Email
SPO	Surplus Auction Service (sposurplusauction.ehawaii.gov)	Notice announcing upcoming auction.	Email
State of Hawaii	RSS Alerts (portal.ehawaii.gov)	Alert of State of Hawaii government news.	Email, Text Message

2017 Press Releases

Title	URL	Date
Circuit Court Criminal and Family Court Criminal Cases Now Available Online	m.hi.gov/201701judcourt	01/23/17
Hawaii State Judiciary Launches New Mobile App	m.hi.gov/201701judapp	01/25/17
Go Hunt, Hawaii: Hawaii's Official Hunting Resource	m.hi.gov/2tm	03/01/17
Nurses Urged to Renew Early and Online at MyPVL	m.hi.gov/2f6	04/17/17
Hawaii State Library Website Wins Best Government Website Award	m.hi.gov/wma	09/13/17
Hawaii's User-Centered Redesign of Annual Filing Website Wins Government Standard of Excellence Award	m.hi.gov/award	09/13/17
State Launches New Online Workforce Tax Credit Application	m.hi.gov/2p6	10/23/17
Hawaii State Library Website Wins Silver W3 Award	m.hi.gov/2r4	10/27/17
Professional and Vocational License Application Online Status Search Now Available	m.hi.gov/2sa	11/07/17

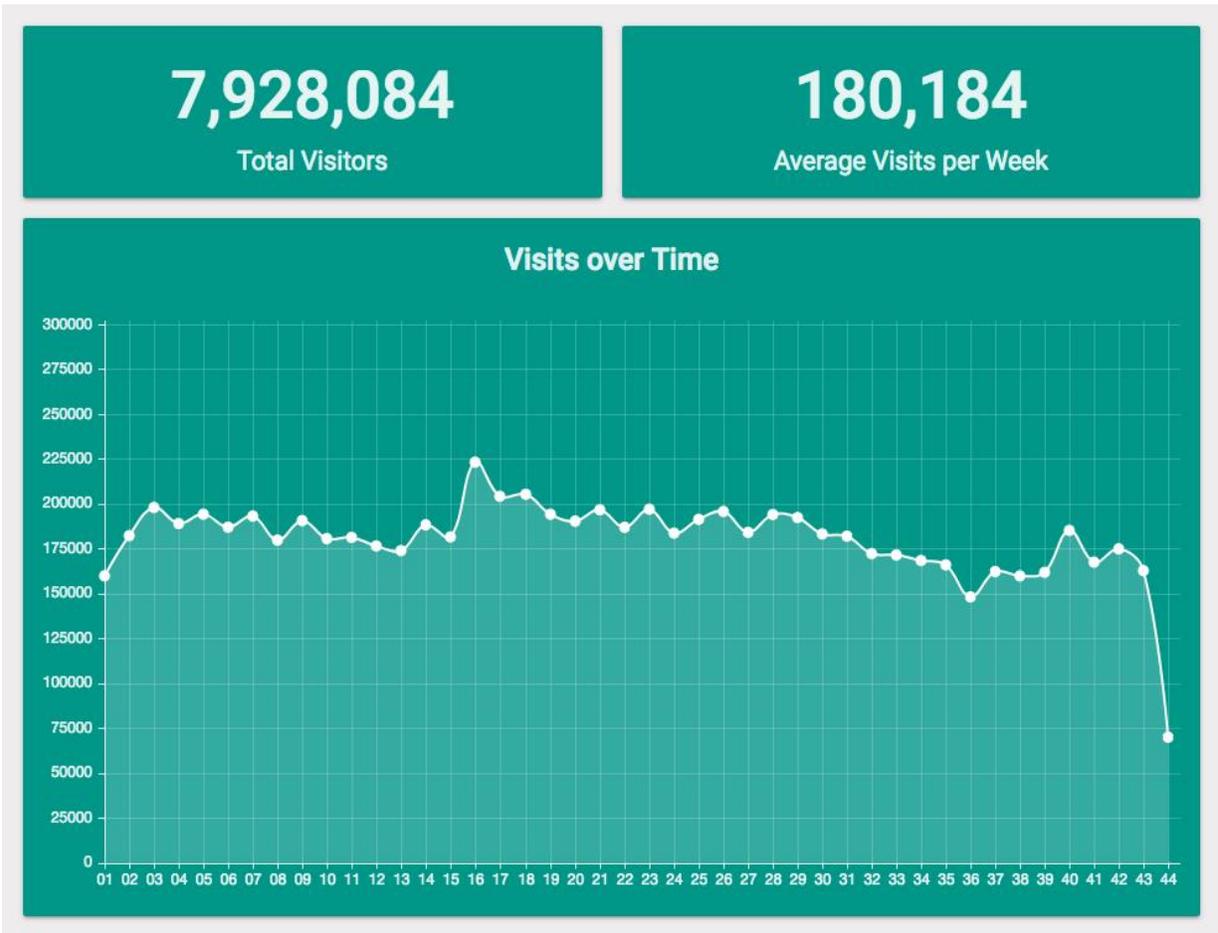
2017 Awards Received

Award	URL	App / Company Name	Status
Web Marketing Association Web Award	webaward.org/winner.asp?eid=33300#.Wa9DxYpJnfZ	Hawaii State Public Library System	Best Government Website
Web Marketing Association Web Award	webaward.org/winner.asp?eid=33495#.Wa9DtopJnfZ	Redesigned Annuals	Government Standard of Excellence
W3 Award	w3award.com	Hawaii State Public Library System	Silver Winner

Appendix C: Web Analytics

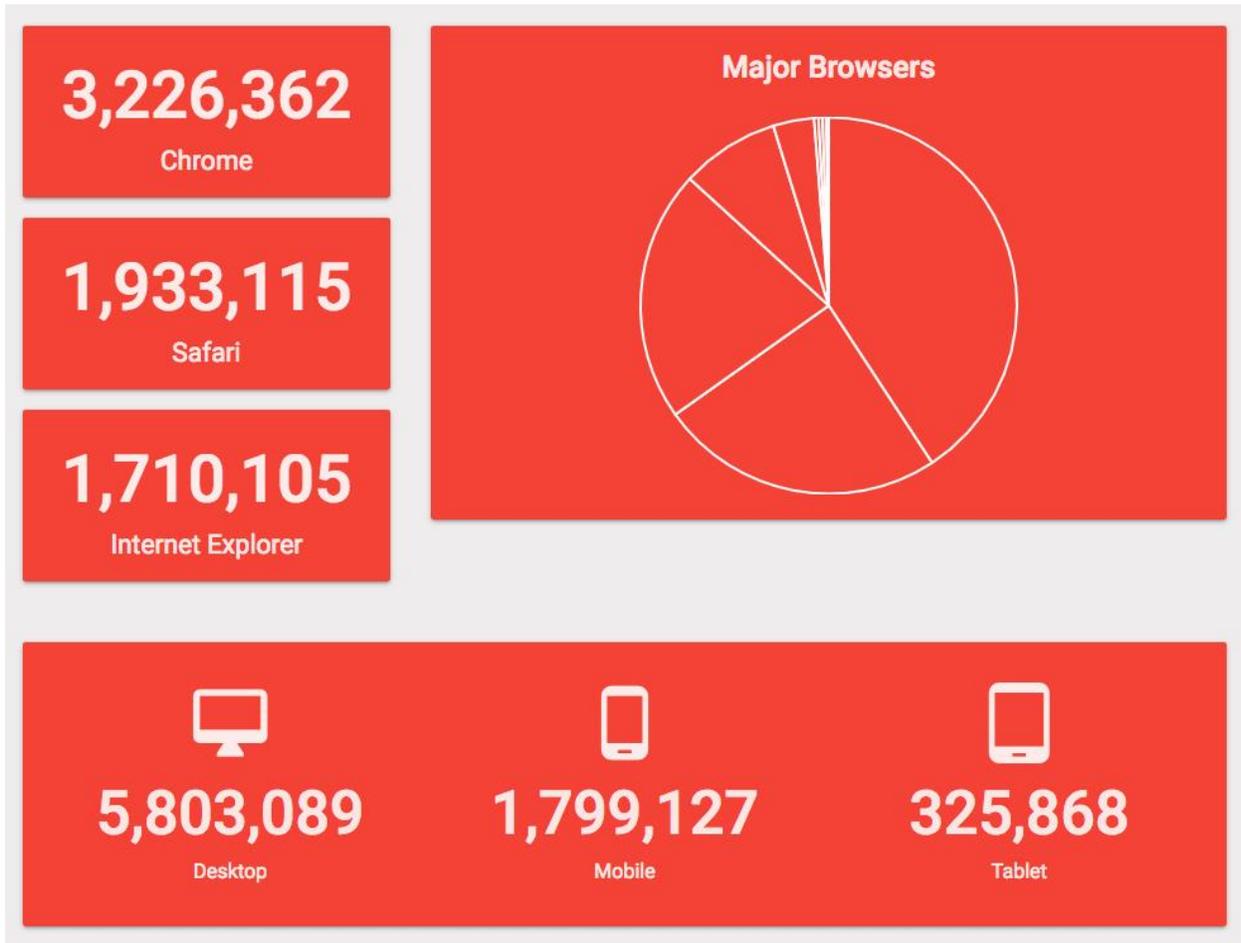
The graphics below represents web analytics from January 1 - October 31, 2017 on our services. HIC is available to discuss any requests for additional web analytics.

Page Visits (Applications Only)



Time is in weeks.

Visits by Browser and Device (Applications Only)



Appendix D: Glossary

- **Avoided Costs** – Costs avoided in regards to labor associated with data entry, paper, mailing, marketing and outreach. This does not include any IT related costs/savings.
- **CMS** (Content Management System) – A system of software that provides website authoring, collaboration, and administration tools to help users with little/no knowledge of web coding to create, edit, and manage website content.
- **HIC Revenue Total** – Sum of “Partner Paid HIC” and “User Paid HIC”.
- **Partner** – State or County agency.
- **Partner Paid HIC** – Amount partner pays HIC which may include Portal Administration Fee if absorbed by the partner.
- **Partner Total** – Amount disbursed by HIC to partner.
- **Portal Administration Fee** – Sum of service fee (i.e. convenience fee of using the service) and transaction fee (i.e. credit card or eCheck fee).
- **Service** - A service is an online web application or a CMS website.
- **Statutory Fees Collected** – Statutory Fees collected by HIC on behalf of the partner.
- **Time and Materials** – Funds paid by partner based upon fixed cost or hourly contract rates.
- **Total Funds Collected** – Total monies collected through the portal.
- **Transactional Revenue** – Funds generated through transaction fees paid by the customer or partner to HIC.
- **User** – Customer or public user of the service.
- **User Paid HIC** – Amount user pays in Portal Administration Fees.
- **Web application** – An application that utilizes web technologies to allow users to perform tasks over the internet using their web browser (e.g., searching for data, submitting forms, renewing licenses, buying permits, paying taxes).