



**ACCESS HAWAII COMMITTEE (AHC)**

Hawaii Information Consortium, LLC (HIC) General Manager's Report

Appendix

December 7, 2017

# Appendix – Table of Contents

- Appendix A – Press Releases
- Appendix B – Conferences Attended
- Appendix C – New and Updated Websites
- Appendix D – New Services
- Appendix E – Major Upgrades
- Appendix F – Retired Applications
- Appendix G – Agreements
- Appendix H – Unscheduled Downtime
- Appendix I – Web Analytics

# Appendix A: Press Releases

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

# Appendix B: Conferences Attended

Name	Description	Dates Attended
Booz Allen's Ideas Festival 2017 Honolulu, Hawaii	Ideas Festival is Booz Allen's annual innovation event, providing an opportunity for attendees to join local community and government leaders, students, and Booz Allen Hamilton to Ideate, Inspire, and Interact, asking yourself, WHAT IF? Topics will focus on Grid Resilience, Renewable Energy, Virtual Reality, Analytics and Workforce Development.	January 28, 2017
NASPO Exchange St. Louis, Missouri	Learn, network, and partner at the 2017 NASPO Exchange. Formerly the How to Market to State Governments meeting, the familiar opportunities to build relationships among the community of state procurement professionals remain, but with a renewed focus on the core values of the conference: Learn, network, and partner.	March 12-14, 2017
NIC Partner Conference Little Rock, Arkansas	We look forward to welcoming you to Little Rock for the 2017 NIC Partner Conference! Over two days we will discuss how together, we are building the government of tomorrow, today. This includes featuring industry-changing innovations, participating in an experiential innovation lab, collaborating with your peers throughout the country, and more.	April 4-6, 2017

# Appendix B: Conferences Attended Cont'd

Name	Description	Dates Attended
Business Meets the Smart World Honolulu, Hawaii	When business meets the smart world, there is greater access to new opportunities. Processes become more efficient, reach more customers, and workforce management improves. This year Hawaiian Telcom University is bringing you a valuable chance to meet and learn from experts in a range of fields related to the smart world.	May 11, 2017
Democratic Governors Association Hawaii State Summit Honolulu, Hawaii	This is the second Hawaii State Summit hosted by Governor David Ige. The summit began with an opening reception at The Royal Hawaiian's Azure Restaurant. The session included two roundtable policy discussions on sustainability and immigration.	May 12-13, 2017
Pacific Business News Small Business Day Conference and Expo Honolulu, Hawaii	Hawaii and mainland businesses showcase their operations and network with industry leaders. Industry experts will lead seminars on industry-related topics such as resource management, workforce management, and financial stress elimination.	May 18, 2017
American Association of Motor Vehicle Administrators (AAMVA) Region IV Conference Seattle, Washington	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 21-24, 2017

## Appendix B: Conferences Attended Cont'd

Name	Description	Dates Attended
2017 National Association for Public Health Statistics and Information Systems (NAPHSIS) Annual Meeting Memphis, Tennessee	The NAPHSIS annual meeting is the only annual educational and networking event that brings together professionals in vital records and public health statistics from each state and territory in the nation.	June 5-8, 2017
Agile User Experience (UX) Virtual Summit Honolulu, Hawaii (online)	The Agile UX Virtual Summit is the largest live online event for UX and product professionals. The event included 16 webinars covering concepts including empowered teams, user story mapping, journey maps, design thinking, and more.	June 13-16, 2017
NIC Marketing Conference Olathe, Kansas	Hawaii Information Consortium's (HIC) parent company, NIC, hosts an annual marketing conference which brings together portal teams from across the nation to share ideas, collaborate, and learn about the latest technologies, practices, and developments in the government realm.	June 20-22, 2017
Hawaii Annual Code Challenge (HACC) 2017	HIC was excited to have a team that participated in this year's Hawaii Annual Code Challenge that was put on by ETS in partnership with other organizations.	August - September 2017

# Appendix B: Conferences Attended Cont'd

Name	Description	Dates Attended
SPOCon	The State Procurement Office hosted SPOCon, a procurement training conference where state vendors met state and county procurement and purchasing staff. HIC was able to share information and receive feedback on our HlePro (Hawaii eProcurement) and Hawaii Compliance Express applications.	October 20, 2017
Conference of Hawaii State Liquor Commissions & Industry Representatives	HIC was invited by Gerald Takase (Hawaii County Director) to speak at this event on our recently deployed Hawaii Liquor and Permitting Application.	October 22 – 25, 2017
NIC Tech Conference	Hawaii Information Consortium's (HIC) parent company, NIC, hosts an annual technical conference which brings together technical portal teams from across the nation to share information on security, NIC products, micro-services, APIs, UX, and new tech gadgets.	October 23 - 26, 2017
Dreamforce	Dreamforce is an annual user conference hosted by <a href="https://www.salesforce.com">Salesforce.com</a> in downtown San Francisco, bringing together thought leaders, industry pioneers and thousands of IT professionals.	November 6– 9, 2017

# Appendix B: Conferences Attended Cont'd

<b>Name</b>	<b>Description</b>	<b>Dates Attended</b>
AWS re:Invent Conference	Amazon Web Services (AWS) re:Invent is the largest global conference focused on cloud computing.	November 27 - December 1, 2017



# Appendix C: New and Updated Websites

<b>Agency</b>	<b>Description</b>	<b>URL</b>	<b>Date Launched</b>
Judiciary	Home page redesigned and added alert message to users visiting from mobile apps	<a href="http://www.courts.state.hi.us">www.courts.state.hi.us</a>	06/14/17
Foreign Trade Zone No. 9	Home page redesigned and added newsletter signup option	<a href="http://ftz9.org">ftz9.org</a>	07/26/17

# Appendix D: New Services

Agency	Service Name	URL	Date Launched
Judiciary	Hawaii Courts Mobile App	iOS: itunes.apple.com/us/app/hawaii-courts-mobile/id1183497886?mt=8 Google Play: play.google.com/store/apps/details?id=gov.ehawaii.judiciary.App&hl=en	01/17/17
Judiciary Planning and Program Evaluation	Judicial Appellate Court Judge Evaluation	N/A	02/14/17
Department of Land and Natural Resources (DLNR)	Hunter Education – Go Hunt Hawaii	gohunthawaii.ehawaii.gov	03/01/17
Judiciary Planning and Program Evaluation	Judicial Family Court Judge Evaluation	N/A	04/11/17
Kauai Police Department and Hawaii County Police Department	eBench Warrants Web Interface	Private URL	04/27/17
Judiciary Planning and Program Evaluation	Judicial Circuit Court Judge Evaluation	N/A	06/20/17
Department of Labor and Industrial Relations (DLIR)	Workforce Opportunity Tax Credit e-Application	wotc.ehawaii.gov	06/21/17
Department of Health (DOH)	Medical Marijuana Patient Registry Interface for Dispensaries	N/A	07/14/17

# Appendix D: New Services Cont'd

Agency	Service Name	URL	Date Launched
Liquor License and Permits	County of Hawaii Liquor Control	<a href="http://liquorpermits.ehawaii.gov/hawaii">liquorpermits.ehawaii.gov/hawaii</a>	08/28/17
County of Hawaii Department of Parks and Recreation	Mauna Kea Recreation Area Group Permits	<a href="http://maunakea.ehawaii.gov">maunakea.ehawaii.gov</a>	09/06/17 (Restricted, pending park opening)
State Procurement Office	Hawaii Awards & Notices Data System (HANDS)	<a href="http://hands.ehawaii.gov/">hands.ehawaii.gov/</a>	11/17/17

# Appendix E: Major Upgrades

Agency	Service Name	URL	Date Upgraded
Judiciary	eBench Warrants Service was updated to include Circuit Court and Family Court criminal warrants.	judiciary.ehawaii.gov	01/23/17
State of Hawaii ETS	Portal Hawaii.gov search was upgraded to use Google instead of DigitalGov search. DigitalGov search service was decommissioned for state use as of 2/28/17.	portal.ehawaii.gov	02/08/17
Department of Labor and Industrial Relations (DLIR) – Hawaii Occupational Safety & Health (HIOSH)	HIOSH Inspection & Permitting System Implementation of an Invoice Module to assist HIOSH staff to financially recuperate all outstanding balances via automated letters and billing statements.	hiosh.ehawaii.gov	02/09/17
Department of Business, Economic Development, & Tourism (DBEDT) High Technology Development Corporation (HTDC)	QHTB 346 Form Service was updated for 2017 annual modifications.	forms.ehawaii.gov/view.php?id=23894	03/06/17

# Appendix E: Major Upgrades Cont'd

Agency	Service Name	URL	Date Upgraded
Enterprise Technology Services (ETS) / Department of Human Resources Development (DHRD)	Affordable Care Act Automation Service was updated for 2016 annual modifications.	N/A	03/13/17
Department of Commerce and Consumer Affairs (DCCA) - Business Registration (BREG)	Business Name Search Added ability to purchase Articles of Conversion online.	hbe.ehawaii.gov/documents	04/04/17
Department of Commerce and Consumer Affairs (DCCA) - Business Registration (BREG)	Hawaii Business Express Updated per Department of Taxation request to require a FEIN for all businesses other than LLCs and Sole Proprietorships.	hbe.ehawaii.gov	04/05/17
County of Kauai	Kauai Real Property Tax Payments Redesigned look and feel of service, added ability for Kauai property owners to pay for multiple properties in one transaction, and improved search capabilities.	kauairpt.ehawaii.gov	04/27/17

# Appendix E: Major Upgrades Cont'd

Agency	Service Name	URL	Date Upgraded
County of Kauai	Kauai Real Property Tax Payments Enhanced service to include tax payment reminders for semi-annual and past due bills.	<a href="http://kauairpt.ehawaii.gov">kauairpt.ehawaii.gov</a>	06/27/17
Department of Land and Natural Resources (DLNR)	Land Records Management System Added ability to electronically record Torrens documents.	Private URL	07/23/17
County of Kauai	Kauai Real Property Tax Payments Improved automation of email reminders.	<a href="http://kauairpt.ehawaii.gov/proper_tytax/kauai/login.html">kauairpt.ehawaii.gov/proper_tytax/kauai/login.html</a>	08/03/17
Department of Commerce and Consumer Affairs - Business Registration (BREG)	BREG Annual Business Reports Ability to submit delinquent annual reports online.	<a href="http://hbe.ehawaii.gov/annuals">hbe.ehawaii.gov/annuals</a>	10/24/17
Department of Commerce and Consumer Affairs	PVL License Application Status Search Enables new applicants or existing licensees to search for their application status online.	<a href="http://pvl.ehawaii.gov/pvlsearch">pvl.ehawaii.gov/pvlsearch</a>	10/30/17

# Appendix F: Retired Applications

- The Hawaii Teacher Standards Board Licensing application Public Search functionality, [htsb.ehawaii.gov](https://ehawaii.gov/htsb), was disabled per partner's request on June 1, 2017. The remainder of the application and CMS site retired on July 28, 2017.
- The Department of Taxation Bulk Tax Filing service, [dotax.ehawaii.gov/bulktax](https://ehawaii.gov/dotax/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.
- The Department of Health Medical Marijuana Dispensary Licensing System, [mmjdisp.ehawaii.gov](https://ehawaii.gov/mmjdisp), was retired on October 24, 2017.

# Appendix G: Agreements

<b>Agency</b>	<b>Service</b>	<b>Document</b>	<b>Signed Date</b>
Hawaii Department of Parks and Recreation	Online Permitting and Payment Processing Services	Statement of Work (SOW) Amendment 1	01/26/17
Judiciary Planning and Program Evaluation	Online Judge Evaluations	SOW	02/02/17
ETS and Department of Human Resources Development	ACA Automation Support	SOW	02/22/17
Department of Health STD/AIDS Prevention Branch	Medical Marijuana Registration System	SOW Amendment 2	02/24/17
Department of Health Office of Health Care Assurance (OHCA)	Medical Marijuana Dispensary and Patient Registration	SOW	03/06/17
Department of Accounting and General Services, State Procurement Office	Hawaii Awards Notices Data System	SOW Amendment 1	05/04/17
Department of Defense	N/A	Service Level Agreement	05/17/17
Department of Commerce and Consumer Affairs, Insurance Division	Insurance Licensee Self Service	SOW	05/25/17



# Appendix G: Agreements Cont'd

<b>Agency</b>	<b>Service</b>	<b>Document</b>	<b>Signed Date</b>
Department of Land and Natural Resources (DLNR), Hunter Education	Hunter Education and Records Management System	Statement of Work (SOW) Amendment 4	05/30/17
County of Kauai, Finance Division	Online Property Tax Payments	SOW Amendment 4	06/06/17
Department of Defense, Office of Homeland Security	Department of Defense Homeland Security Website	SOW	06/30/17
University of Hawaii, John A. Burns School of Medicine	N/A	Service Level Agreement	08/07/17
Department of Labor and Industrial Relations (DLIR), Workforce Development Division (WDD)	Workforce Opportunity Tax Credit (WOTC) e-Application	SOW Amendment 2	08/08/17
Department of Attorney General, Tax & Charities Division	Online Charity Registration	SOW Amendment 7	09/07/17
University of Hawaii, John A. Burns School of Medicine	Physician Workforce Assessment Survey	SOW	09/07/17
Department of Land and Natural Resources (DLNR), Hunter Education	Hunter Education and Records Management System	Statement of Work (SOW) Amendment 5	09/08/17

# Appendix G: Agreements Cont'd

<b>Agency</b>	<b>Service</b>	<b>Document</b>	<b>Signed Date</b>
Office of Enterprise Technology Services	Consolidated Annual Financial Report Support for FY2017	SOW	09/11/17
Department of Health, Alcohol and Drug Abuse Division	Inspection and Complaints Portal	SOW	09/22/17
Department of Land and Natural Resources, Division of Forestry and Wildlife	Hunt Lottery Drawing System	SOW Amendment 1	10/06/17

# Appendix H: Unscheduled Downtime

<b>Time</b>	<b>Duration</b>	<b>Affected Sites</b>	<b>Comment</b>
01/04/17 at ~10:12am	~8 min	Intermittent All Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads and started kicking apps off.
01/10/17 at ~11:14am	1 hr 40 min	Outage of hawaiiitrails.org	Lost DNS record for hawaiiitrails.org which was hosted by our corporate office. Worked with corporate office to restore DNS record.
01/13/17 at ~10:53am	~8 min	Intermittent All Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads and started kicking apps off.
01/19/2017 at ~1:30pm	~30 min	Vital Records Service only	Root cause has been tracked down to a large report causing issues within the system when run. Issue to be corrected within the application.
04/10/2017 at ~10:15am	~5 min	Intermittent All Oracle Services	Slow Oracle DB
05/04/17 at ~4:00am	6 hr	Outage of email services	Amazon Restart of mail server. It did not come back gracefully. Rebuilt server from snapshot.

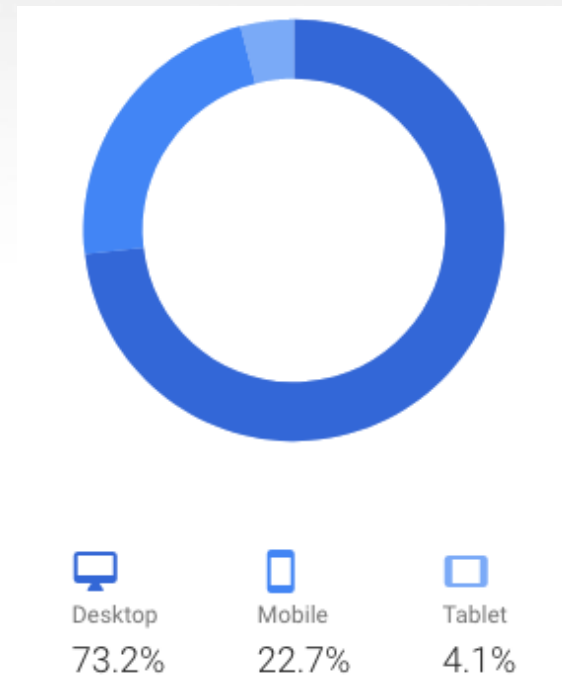
# Appendix H: Unscheduled Downtime Cont'd

<b>Time</b>	<b>Duration</b>	<b>Affected Sites</b>	<b>Comment</b>
05/25/17 at ~12:15pm	~1 hr	Services using the NGN	Our ISP was affected by a larger scale outage which resulted in loss of connectivity to the NGN.
06/09/17 at ~8:57am	~15 min	Most services	Caused by old wiring of equipment which came loose at our data center facility. Service was immediately restored.
11/10/17 at ~7:30pm	~45 min	SFTP services and some file services	File server became unresponsive
11/27/2017 at ~09:05am	~5 min	Intermittent All Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads and started kicking apps off.

# Appendix I: Web Analytics

- 7.9M sessions
- 2.8M users
- 32,690,440 Page views
- 00:05:00 Avg. Session Duration
- 31.06% Bounce Rate

Sessions by Device



\* These numbers are for CY2017 through October 31, 2017