



**ACCESS HAWAII COMMITTEE (AHC)**

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

Appendix

March 1, 2018

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# Appendix A: Press Releases

Title	URL	Date Issued
Electronic Printing of Insurance Licenses Now Available	<a href="http://governor.hawaii.gov/newsroom/latest-news/electronic-printing-of-insurance-licenses-now-available/">http://governor.hawaii.gov/newsroom/latest-news/electronic-printing-of-insurance-licenses-now-available/</a>	02/05/18

# Appendix B: Conferences Attended

Name	Description	Dates Attended
AWS re:Invent Conference	Amazon Web Services (AWS) re:Invent is the largest global conference focused on cloud computing.	November 27 – December 1, 2017
East Meets West 2018	The focus for EMW' 18 is on Blockchain and Cryptocurrency, Travel Tech and Global Impact technology and investing. The day started with a tour of the Hawaii startup scene and ended with an East-West startup pitch showcase.	February 2, 2018

# Appendix C: New and Updated Websites

Agency	Description	URL	Date Launched
Department of Defense	The Office of Homeland Security website	<a href="http://dod.hawaii.gov/ohs">dod.hawaii.gov/ohs</a>	01/22/18

# Appendix D: New Services

<b>Agency</b>	<b>Service Name</b>	<b>URL</b>	<b>Date Launched</b>
Department of Land and Natural Resources (DLNR)	Hunt Lottery Drawing System	<a href="http://gohunthawaii.ehawaii.gov">gohunthawaii.ehawaii.gov</a>	01/02/18
Department of Commerce and Consumer Affairs (DCCA)	Insurance Self-Service Portal	<a href="http://insurance.ehawaii.gov/diss">insurance.ehawaii.gov/diss</a>	02/05/18

# Appendix E: Major Upgrades

Agency	Service Name	URL	Date Upgraded
Department of Land and Natural Resources (DLNR)	<p>The <b>Hunter Education</b> online site now allows users to self enroll in classes being offered by the program. Previously, users were able to create a profile, see the class dates, then call in to the hunter Education office to register for a class. They now can register online without having to call in. In addition, the Hunter Education program can now keep track of registrations and no shows.</p>	gohunthawaii.ehawaii.gov	11/30/17
Hawaii Information Consortium, LLC (HIC)	<p><b>HIC Superstore Invoicing System</b> Currently, HIC uses Superstore to collect payment on returned eChecks.</p> <p>The application has a user interface component for state agencies to collect payment by credit card, eCheck, or subscriber account for any product, process, or service. Charity Partner will soon be using their developed interface.</p>	Private URL	12/26/17

# Appendix E: Major Upgrades Cont'd

Agency	Service Name	URL	Date Upgraded
Department of Attorney General (AG)	<b>Professional Fundraiser Registration</b> The site was updated to associate a Fiscal Year with renewal documents, and to associate start/end dates for uploaded charity contracts.	ag.ehawaii.gov/fundraiser	01/17/18
Department of Land and Natural Resources (DLNR)	<b>State Camping System</b> The system was updated to include state camping notifications. State administrators can now send emergency alerts via email and text to reservation holders.	camping.ehawaii.gov	02/13/18



# Appendix F: Retired Applications

- The Hawaii Water Payments service, [payments.ehawaii.gov/waterbill/hawaii](https://payments.ehawaii.gov/waterbill/hawaii), was disabled per partner's request December 29, 2017.

# Appendix G: Agreements

<b>Agency</b>	<b>Service</b>	<b>Document</b>	<b>Signed Date</b>
Department of Health	State Council on Mental Health Website Services	Statement of Work (SOW)	11/28/17
Department of Land and Natural Resources, Division of Boating and Ocean Recreation	Boating Accounts Receivable System (BARS) Maintenance/Hosting	SOW	02/15/18

# Appendix H: Unscheduled Downtime

Time	Duration	Affected Sites	Comment
12/19/2017 at 6:26pm	~15 min	Services using the NGN did not function properly	Our ISP was affected by a larger scale outage which resulted in loss of connectivity to the NGN. Our ISP resolved the issue.
01/02/2018 at ~2:30pm	~5 min	Intermittent All Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads which impacted services.
01/16/2018 at ~11:00am	~2 hr	Services unable to use NGN	Issue with connection on our ISP prevented the use of the NGN. Our ISP resolved the issue.
02/11/2018 at ~4:00pm	~3 d	DLNR Bureau of Conveyances (BOC) LandShark service	LandShark service was unavailable after the planned TLS upgrade (disabling of TLS 1.0).
02/11/2018 at ~4:00pm	~22h 30m	Bulk Download services	Bulk Download services were unavailable after the planned TLS upgrade (disabling of TLS 1.0).
02/11/2018 at ~12:00pm	~5 d	Intermittent slowness on SPO HiePRO (eProcurement) system	Queries were not properly optimized for the migration from Oracle to MySQL, causing slowdown. Queries were optimized to resolve issue.

# Appendix I: Web Analytics

- 273,847 Visits
- 4 min 24s Average Visit Duration
- 38% Bounce Rate
- 715,425 Page Views



The spike on 1/13/18 was due to the false missile alert incident.

\* The numbers represent traffic for hawaii.gov from November 2017 through January 2018. This differs from prior AHC reports in 2017 which represented traffic on ehawaii.gov services (not the portal itself).