

Hawaii Information Consortium, LLC
201 Merchant Street, Ste 1805
Honolulu, HI 96813

Burt Ramos
Janet Pick

PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT

Presented to the Access Hawaii Committee
State of Hawaii

July 23, 2018

EXECUTIVE SUMMARY

- New Services and Upgrades Feb - June 2018
- Hawaii State Public Library Award
- Transport Layer Security (TLS) Upgrade
- Department of Commerce and Consumer Affairs (DCCA) Payments
- Electronic Remittance to Partners
- Expanded Customer Service Statistics
- Contract Extension

EXECUTIVE SUMMARY CONTINUED

- New Services* and Upgrades Feb - June 2018
 - DCCA Hawaii Business Express forms (02/01/18 & 06/14/18)
 - DCCA MyBusiness Notifications (02/06/18)
 - Medical Marijuana Registry enhancements (02/21/18 & 04/18/18)
 - *FTZ9 Invoicing and Payments System (03/02/18)
 - *ACA Automation Support (03/13/18)
 - *Judge Evaluation (04/03/18)
 - Professional Fundraiser Registration updates (04/26/18)
 - Hawaii Awards & Notices Data System (HANDS) API update (05/1/18)
 - Hunt Lottery Drawing System enhancements (6/1/18)
 - Hunter Education System enhancements (6/15/18)
 - *State Council on Mental Health website (06/20/18)
 - State Calendar updates (06/27/18)

DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS (DCCA)

MYBUSINESS NOTIFICATION ENHANCEMENTS

HIGHLIGHT 1

The screenshot shows the MyBusiness Notifications website. At the top left is the State of Hawaii seal. The header includes 'MyBusiness Notifications' and 'Department of Commerce & Consumer Affairs'. A navigation bar contains 'WELCOME', 'GET HELP', and 'Manage your business'. The main content area is titled 'Welcome to MyBusiness Notifications' and lists three services: 'Annual Report Reminders' for \$2.50/year, 'TN/TM/SM Reminders' for \$2.50 per registration, and 'MyBusiness Alerts' for \$25.00/year. A 'Log in' form is on the right with fields for email and password, and a 'LOG IN' button. The footer contains contact information for BREG, DCCA and a copyright notice for 2018.

MyBusiness Notifications
Department of Commerce & Consumer Affairs

WELCOME GET HELP Manage your business

Welcome to MyBusiness Notifications

Below is a guide of available services business owners and individuals can sign up for:

Annual Report Reminders	TN/TM/SM Reminders	MyBusiness Alerts
\$2.50 * year per business	\$2.50 * per TN TM SM	\$25.00 year per business
Reminds you when it is time to submit a company's annual report	Reminds you it is time to renew 180, 90, and 30 days prior to expiration	Notifies you of any change to a company in near realtime
* FREE when you file your annual business report online	* FREE when you file your TN/TM/SM registration online	

Log in

Email

Password [Show]

[Reset your Password](#)

By using this service, you agree with the [Disclaimer and Terms](#).

LOG IN Create an account

BREG, DCCA
Contact at (808) 586-2727 or by [email](#).

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[Accessibility](#) [Feedback](#) [Privacy](#) [Terms](#)

DCCA MYBUSINESS NOTIFICATION ENHANCEMENTS

- URL: hbe.ehawaii.gov/documents/notifyLogin
- Updated site launched on 2/16/18
- Purpose: Allow easy method for businesses to manage their notifications
- Benefits:
 - Redesigned UI to match the look & feel of the Annual Reports application
 - Improved search tool and layout of search results
 - Ability to subscribe for reminders for trade names, trademarks, and service marks

The screenshot shows the 'MyBusiness Notifications' page. At the top, there is a teal navigation bar with links for 'MY NOTIFICATIONS', 'SEARCH/SELECT', 'GUIDE', and 'GET HELP', along with a 'Manage your business' dropdown menu. Below the navigation bar, the page title is 'MyBusiness Notifications' with a subtitle: 'Click "Guide" to find out about available services business owners and individuals can sign up for.' The main content area is divided into five numbered steps: 1. Search, 2. Select Notifications, 3. Send To, 4. Review, and 5. Payment. The 'Search' step is currently active and features a search form with a 'Begins With' dropdown menu, a text input field, and a 'SEARCH' button. A small instruction text reads: 'Enter name of business, trade name, trademark, or service mark. If you are looking for a mark, you may wish to select a "Contains" search from the dropdown instead of "Begins with".'

HIGHLIGHT 2

DEPARTMENT OF HEALTH (DOH) MEDICAL MARIJUANA REGISTRY ENHANCEMENTS

The screenshot displays the Hawaii Department of Health's Medical Marijuana Registry website. At the top, there is a green navigation bar with the 'hawaii.gov' logo and links for Home, Help Chat, My Account, and Log Out. Below this is a blue header with the state seal and the text 'Medical Marijuana Registry Hawaii State Department of Health'. A pink banner below the header states: 'This is a TEST version of this application. To use the LIVE version, go to medmj.ehawaii.gov/medmj.' A white breadcrumb trail shows 'Home'. The main content area is titled 'DOH Law Enforcement Search' with a 'Form progress' indicator. Below the title is a red heading 'Search for Patient/Caregiver or Address:'. There are four tabs: 'Names & Birth Date', 'ID/Registration Number', 'Grow Site Location', and 'Address'. The 'ID/Registration Number' tab is active. The form prompts the user to 'Enter the Registration Number and Expiration Date.' It includes two input fields: 'Registration Number:' and 'Registration Expiration Date:'. The 'AND' label is positioned between the fields. Below the date field, it specifies the format: 'Format: mm/dd/yyyy'. A blue information icon and text state: 'By performing a Search, the system will record the data and generate a search report.' At the bottom, there are two buttons: a grey '< Previous' button and a blue 'Q Search' button.

DOH MEDICAL MARIJUANA REGISTRY ENHANCEMENTS

- URL: <https://medmj.ehawaii.gov>
- Updates launched on 02/21/18 & 04/18/18
- Purpose: Security improvements and increase search capabilities
- Benefits:
 - User must verify their email address to register or renew
 - Allows law enforcement to search for Grow Site addresses to verify legitimacy
 - Law enforcement no longer need to call DOH to verify legitimacy of grow site
 - Law enforcement has access to grow site information 24/7 (previously only available during business hours)

The screenshot shows the Medical Marijuana Registry website for the Hawaii State Department of Health. The page title is "Medical Marijuana Registry Hawaii State Department of Health". A notice states: "This is a TEST version of this application. To use the LIVE version, go to medmj.ehawaii.gov/medmj". The main section is titled "DOH Law Enforcement Search" and includes a "Form progress" indicator. Below this, there is a search form with the heading "Search for Patient/Caregiver or Address:". The form has four tabs: "Names & Birth Date", "ID/Registration Number", "Grow Site Location", and "Address". The "ID/Registration Number" tab is selected. The form contains two input fields: "Registration Number:" and "Registration Expiration Date:". The "Registration Expiration Date" field has a format hint: "Format: mm/dd/yyyy". Below the form, there is a blue button labeled "Search" and a grey button labeled "Previous". A note at the bottom of the form states: "By performing a Search, the system will record the data and generate a search report."

DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT, AND TOURISM (DBEDT)

FOREIGN TRADE ZONE (FTZ) NO. 9 INVOICING AND PAYMENTS SYSTEM

HIGHLIGHT 3

The screenshot shows the user interface of the Hawaii FTZ9 Invoicing & Payments system. At the top, there is a navigation bar with 'Home', 'Help Chat', and 'Log In' links. The main header features the Hawaii Foreign-Trade Zone No. 9 logo and the title 'Invoicing & Payments'. Below the header, a welcome message reads 'Welcome to the Hawaii FTZ9 Invoicing & Payments system.' A search form is provided with three input fields: 'INVOICE ID', 'ACCOUNT NUMBER', and 'INVOICE AMOUNT'. A blue button labeled 'Q Search for invoice' is positioned below the fields. To the right, a 'Questions?' section offers contact information: 'If you have a question, please email help@ehawaii.gov or call (808) 695-4620 on weekdays between 7:45 AM-4:30 PM HST.' The footer contains contact details for Foreign-Trade Zone No. 9, including the address '521 Ala Moana, Suite 201, Pier 2, Honolulu, HI 96813', phone '(808) 586-2510', and fax '(808) 586-2513'. It also includes a copyright notice '© 2018. All Rights Reserved', links for 'Accessibility', 'Feedback', 'Privacy', and 'Terms', and the text 'Powered by HIC'.

DBEDT FTZ 9 INVOICING AND PAYMENTS SYSTEM

- URL: bill.ehawaii.gov/ftz9
- Site launched on 3/2/18
- Purpose: Implement an online invoicing and payment system
- Benefits:
 - FTZ businesses can pay their invoices online via credit card or eCheck
 - FTZ businesses receive invoices faster via email
 - Agency saves on paper and decreases labor time not having to manually print and send invoices
 - Agency can retrieve fiscal information via online reports

The screenshot shows the homepage of the Hawaii FTZ9 Invoicing & Payments system. At the top, there is a navigation bar with links for Home, Help Chat, and Log In. The main header features the Hawaii logo and the text 'Invoicing & Payments'. Below the header, a welcome message reads 'Welcome to the Hawaii FTZ9 Invoicing & Payments system.' A search section prompts users to 'Search for an invoice by entering INVOICE ID, ACCOUNT NUMBER, and INVOICE AMOUNT.' It includes three input fields and a 'Search for Invoice' button. To the right, a 'Questions?' section provides contact information: 'If you have a question, please email help@ehawaii.gov or call (808) 695-4620 on weekdays between 7:45 AM-4:30 PM HST.' The footer contains contact details for Foreign-Trade Zone No. 9, including the address (521 Ala Moana, Suite 201, Pier 2, Honolulu, HI 96813), phone number (808) 586-2510, fax number (808) 586-2513, and copyright information (© 2018, All Rights Reserved). It also includes links for Accessibility, Feedback, Privacy, and Terms, and mentions it is powered by HIC.

STATE PROCUREMENT OFFICE

HAWAII AWARDS AND NOTICES DATA SYSTEM (HANDS) API UPDATE

HIGHLIGHT 4



HANDS Hawaii Awards & Notices Data System

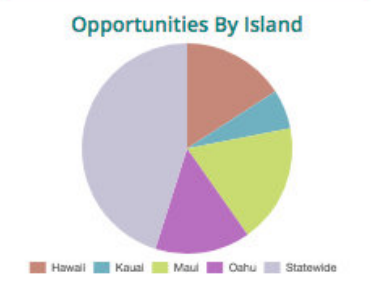
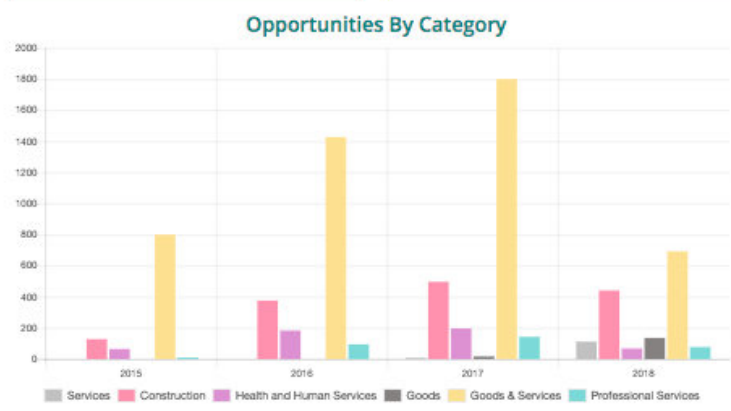
Navigation menu: Welcome | Bidding Opportunities | Contract Awards | CPO Requests | Compliance | HiePRO | Help | Log In

Welcome to HANDS, your one-stop shop for doing business with the State of Hawaii and its municipalities

Bidding Opportunities
75
Search >

Contract Awards
7,505
Search >

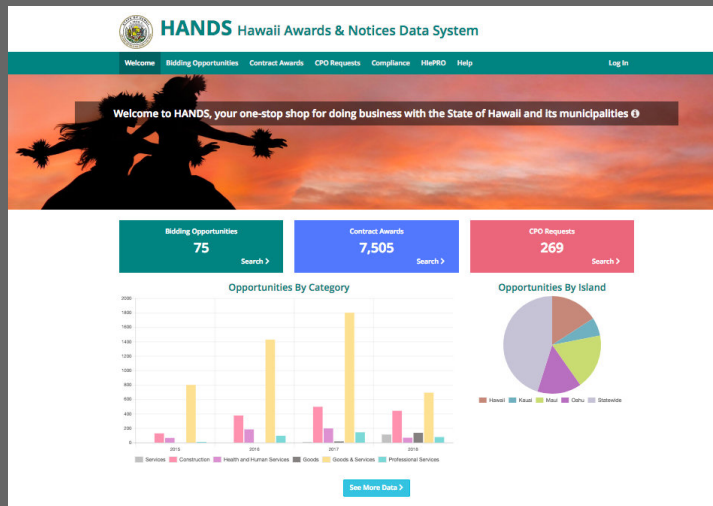
CPO Requests
269
Search >



[See More Data >](#)

SPO HANDS API UPDATE

- URL: hands.ehawaii.gov/hands/
- Service updated on 5/1/18
- Purpose: Allow integration with other procurement systems specifically Hawaii electronic Procurement System (HePS)
- Benefits:
 - Solicitation and award notices now displayed in HANDS for Department of Education (DOE) and the University of Hawaii (UH)
 - Significant number of opportunities that users can now see within a single system
 - Potential for other systems to be integrated via a similar API



OFFICE OF THE LIEUTENANT GOVERNOR (LG)

STATE CALENDAR



[RSS](#)

March 2018

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

March 2018

Today [This Week Calendar View](#) [This Month List View](#) [This Year List View](#)

Search:

From: Month: Year:

To: Month: Year:

OFFLINE
Live Chat
Technical Support

Click live support button to begin chat

◀ March, 1 2018 ▶

Event Details

Date: 2018/03/01
Time: 01:00 PM - 03:00 PM
Recurring:
Event status:
Title: Access Hawaii Committee Meeting
Location: see below

This event was posted on: 02/21/2018 03:54 PM
This event was last updated on: 02/21/2018 04:09 PM

Access Hawai'i Committee (AHC) Meeting

March 1, 2018
1:00-3:00 p.m.

Video Conferencing Centers (VCC):

Kalanimoku Bldg. Room 410 1151 Punchbowl St. Honolulu, HI 96813	Hilo State Office Bldg. Basement VCC 75 Aupuni St. Hilo, HI 96720	Wailuku State Office Bldg. Third Floor VCC 54 South High St. Wailuku, HI 96793	Lihu'e State Office Bldg. Basement VCC 3060 'Eiwa St. Lihu'e, HI 96766
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Agenda

- I. Call to Order
- II. Review and Approval of the December 7, 2017, Meeting Minutes
- III. Public Testimony

Any person may submit testimony on any agenda item. Please limit in-person testimony to three minutes per item. Members of the public may join Committee members at any of the identified locations above.

HIGHLIGHT 5

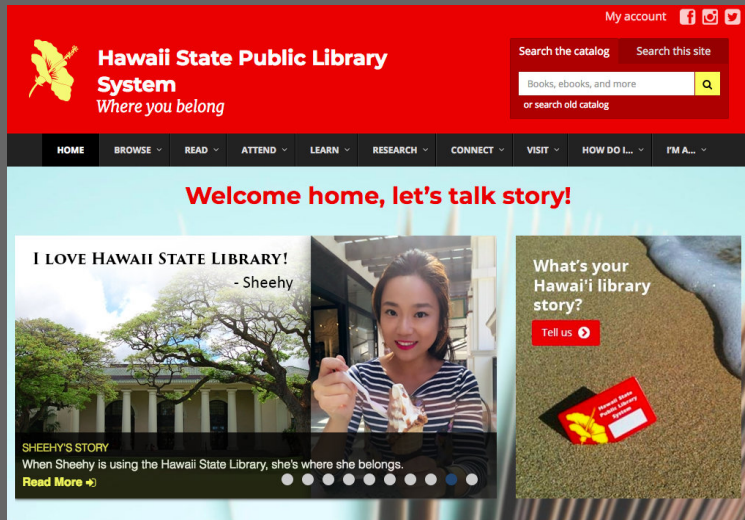
LG STATE CALENDAR

- URL: calendar.ehawaii.gov
- Updates launched on 6/27/18
- Purpose: Comply with updated Sunshine Law effective July 1, 2018 - "The electronic calendar records when an agenda was posted and a printout of the time and date of posting will show when the filing took place."
- Benefits:
 - Two dates and times are now visible to the public for any event added to the calendar:
 - Date/time of when the event was posted to the online calendar
 - Date/time of when the event was last updated
 - Automatically tracked by the system; no user input needed

Event Details	
Date	2018/03/01
Time	01:00 PM - 03:00 PM
Recurring	
Event status	
Title	Access Hawaii Committee Meeting
Location	see below
This event was posted on	02/21/2018 03:54 PM
This event was last updated on	02/21/2018 04:09 PM

HAWAII STATE PUBLIC LIBRARY SYSTEM AWARD

- Hawaii State Public Library Website received its third award, *Communicator Award of Distinction*
- Features:
 - collaborative user-centered design
 - re-organized to reflect how patrons ask questions
 - patrons' personal stories
 - promotes library's diverse services including passports, quilt patterns, free online classes, eBooks, events, and more



TRANSPORT LAYER SECURITY (TLS) UPGRADE

- Background:
 - TLS provides a secure method to transfer information
 - Discontinued support of TLS 1.0 as of June 2018
 - Web browsers below Chrome 22+, Firefox 27+, IE11+, Opera 12.18+, Safari 7+
 - Java 6
 - Operating systems running OpenSSL below 1.0
- Actions:
 - Email notifications sent to partners beginning in August 2017 and again in Nov 2017, Jan 2018, Feb 2018
 - Upgrade all applications by 2/11/18 - well in advance of hard date of June 2018
 - Work with partners and their vendors to complete upgrade



DCCA PAYMENTS

- Background
 - DCCA contracted with Pacific Point to process all DCCA payments
 - HIC will continue to develop/maintain DCCA applications but will cease processing payments and will integrate with Pacific Point's payment solution (Authorize.net)
- Impact to DCCA
 - Additional labor hours needed to handle collections and customer support on payments going forward
- Impact to customers
 - May get redirected from HIC to DCCA and vice versa based on issues with payment vs application process causing frustration
- Impact to HIC
 - Development work to integrate with Authorize.net
 - Development work to pass information to Salesforce
 - No longer handle payment processing, collections, or customer support on payments

ACH REMITTANCE

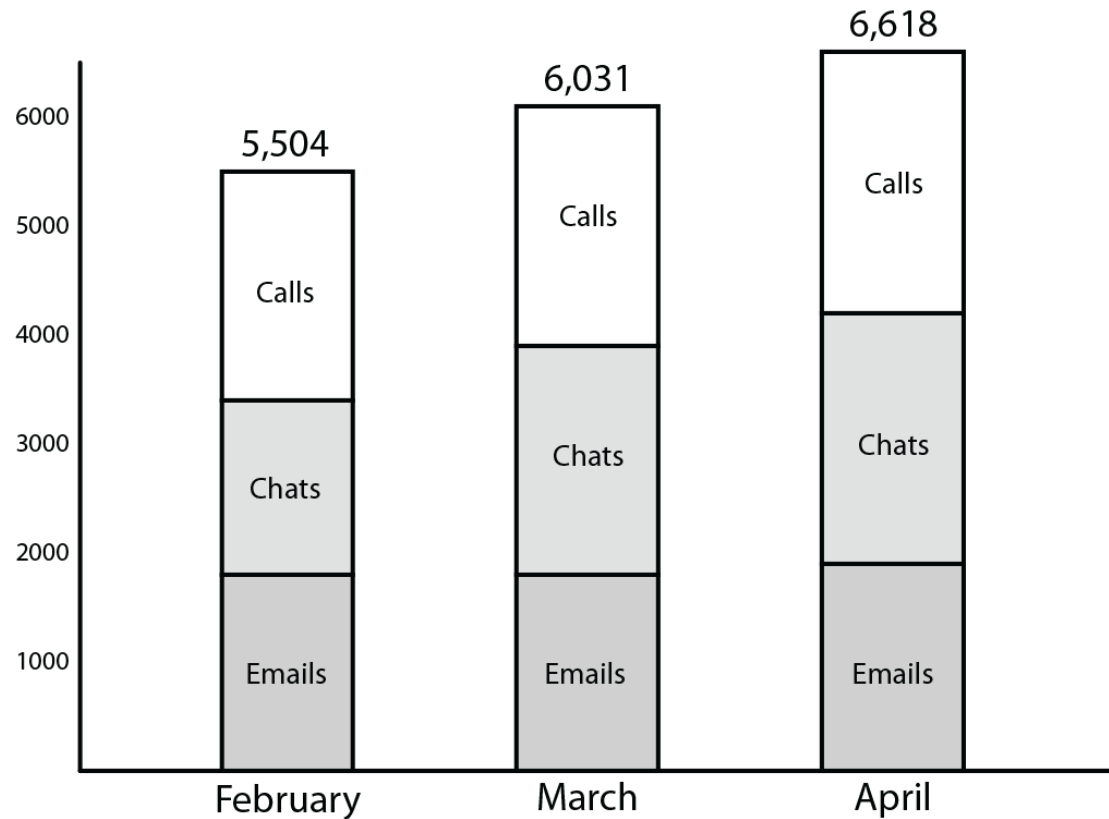
ELECTRONIC REMITTANCE TO PARTNERS

- Background
 - Currently there are 23 services (13 DLNR) disbursing funds to partner via paper checks
- Goals
 - Eliminate manual check distribution via automation
 - Reduce risk of paper check loss/misplacement
 - Reduce time that it takes to get funds into the agency accounts
 - Move all remittance via ACH by the end of the year

CUSTOMER SERVICE

FEB - APR 2018

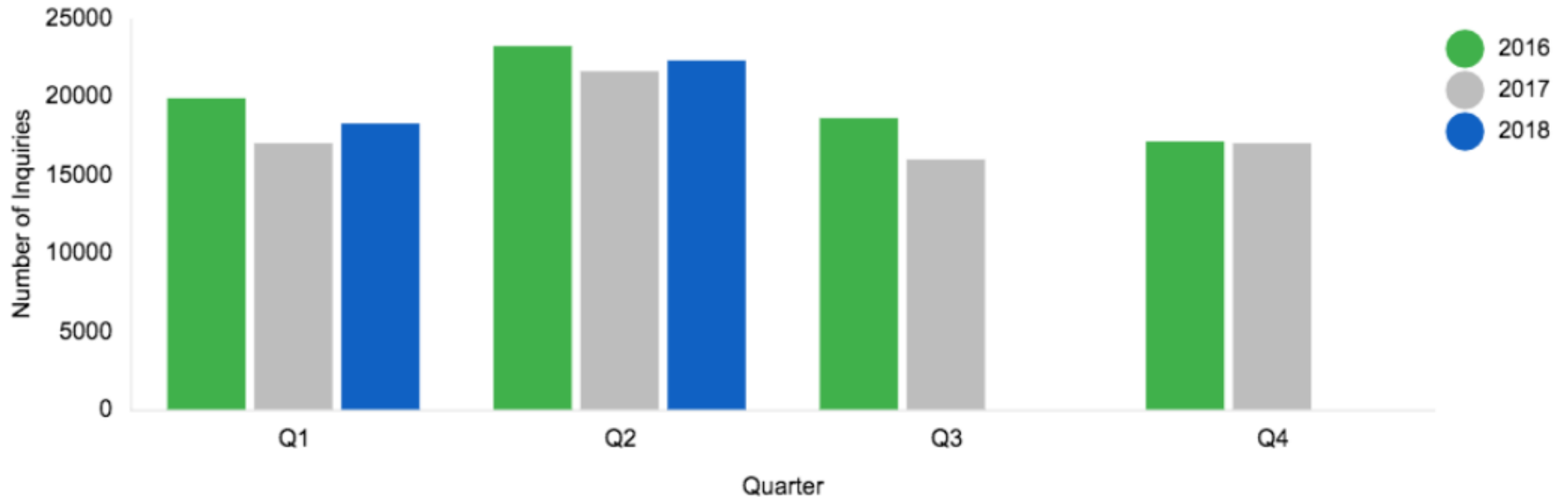
CUSTOMER SERVICE OVERVIEW



In May, HIC expanded Customer Service (CS) business hours from 7am - 5pm (previous hours were from 7:45am - 4:30pm)

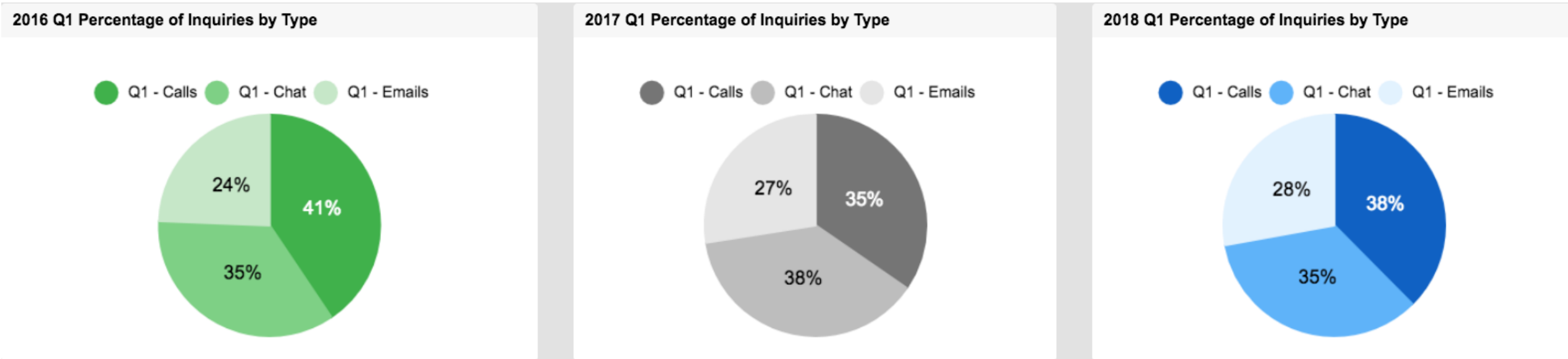
CUSTOMER SERVICE INQUIRIES BY QUARTER

Inquiries by Quarter



- Inquiries include emails, chat, and phone calls from the public and our partners
- Inquiries do not include emails/calls directly to our non-CS staff
- DCCA PVL Renewal cycle in Q2 led to a higher number of inquiries
- 2016 and 2018 are comparable years due to PVL Renewal cycles

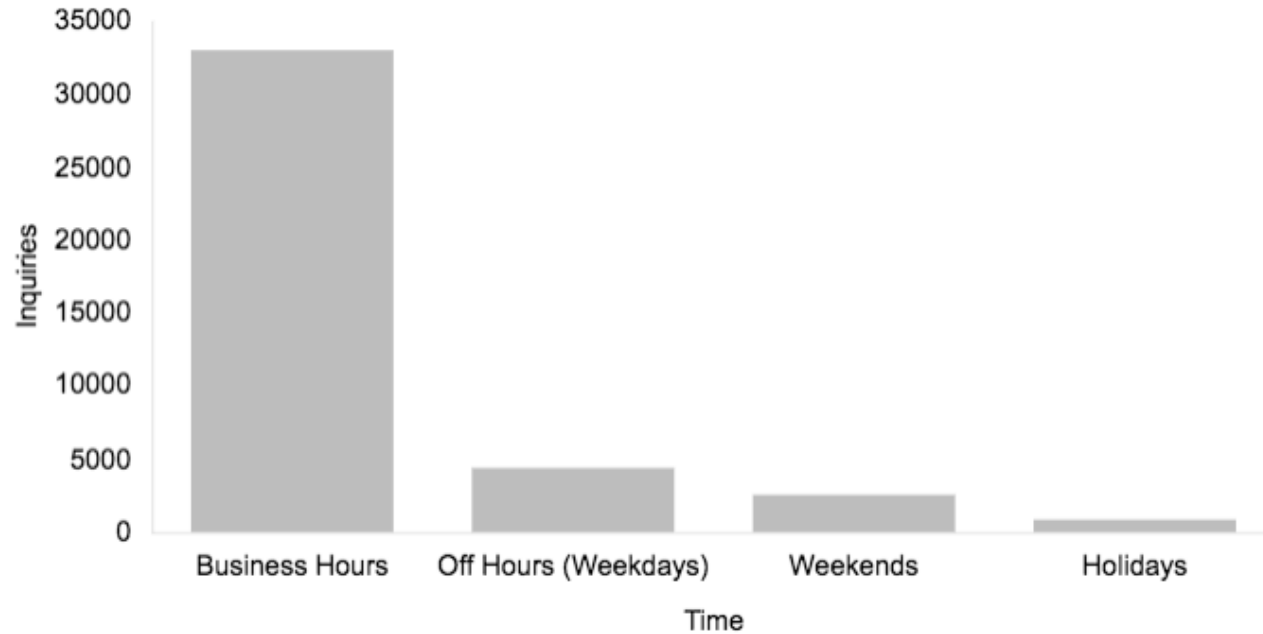
CUSTOMER SERVICE INQUIRIES BY TYPE



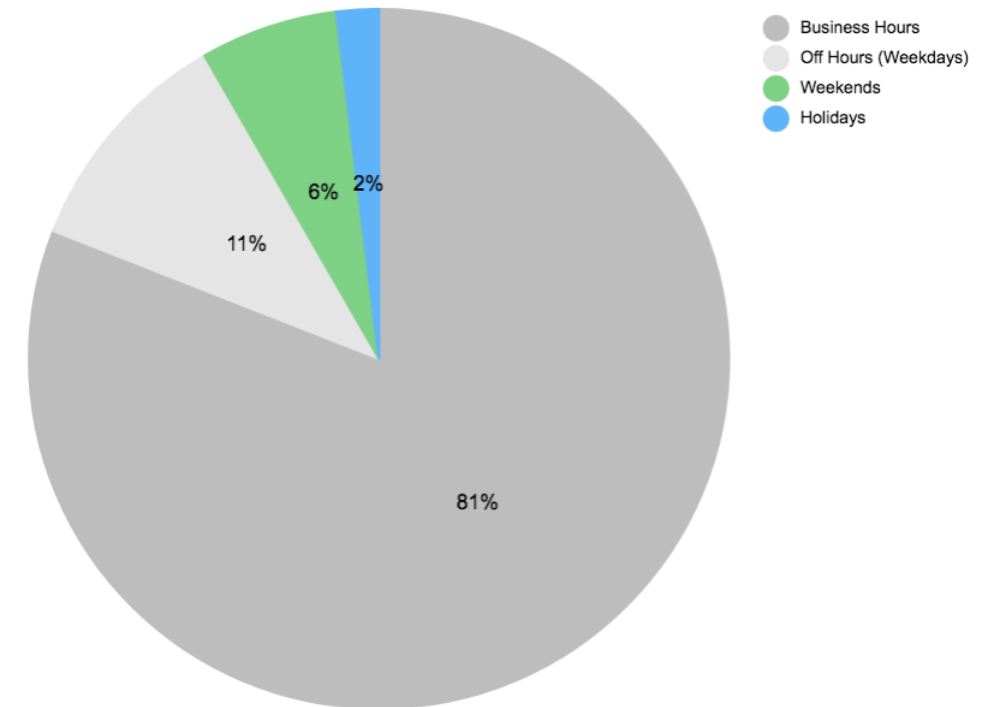
- In general, there are more calls than emails or chats
- The percentages by type remain consistent year over year

CUSTOMER SERVICE INQUIRIES BY TIME

Number of Inquiries by Time

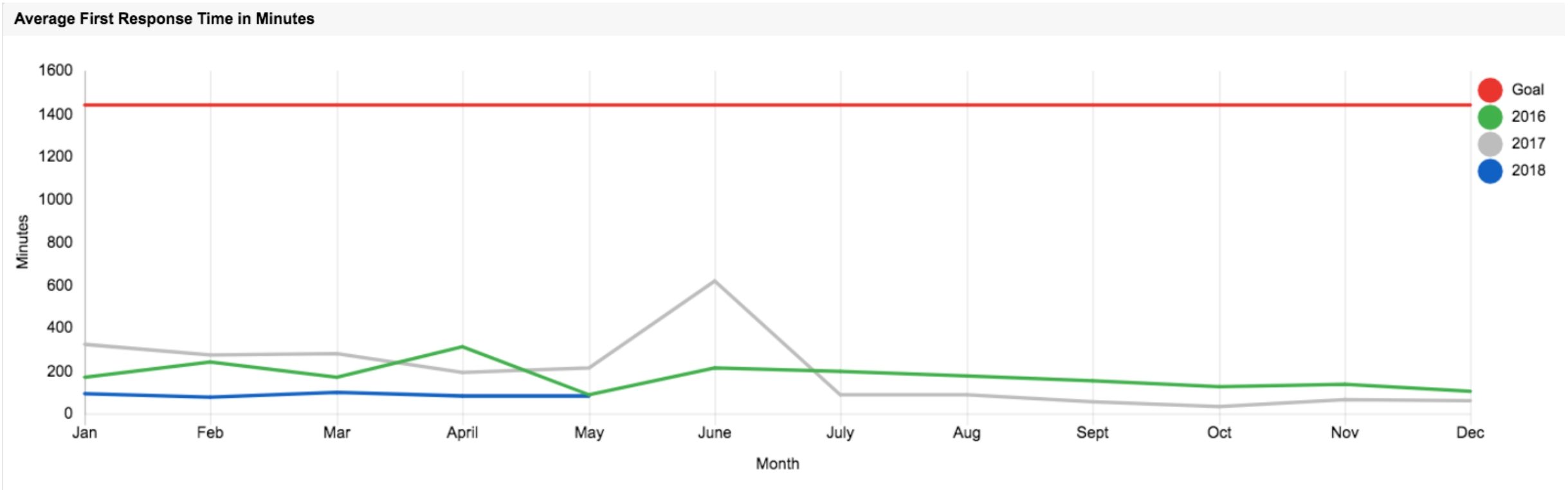


Percentage of Inquiries by Time



Number of inquiries is for time period of January - June 2018

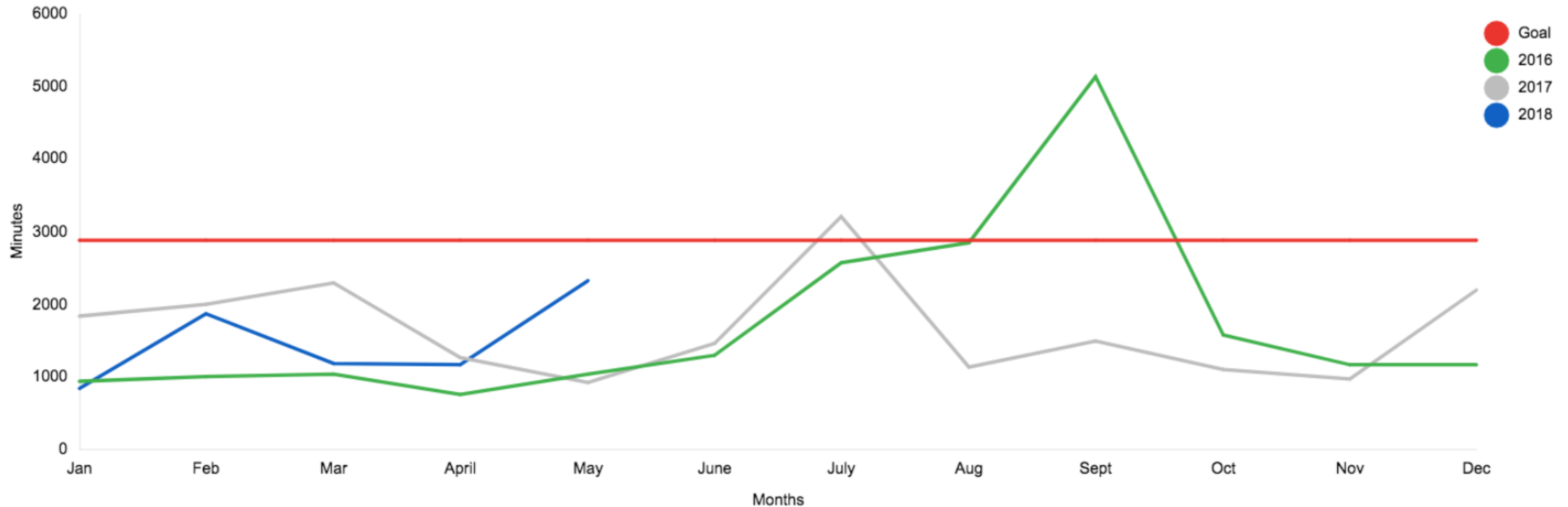
CUSTOMER SERVICE AVERAGE RESPONSE TIME



- Goal: Respond to emailed inquiries within 24 hours (1440 min)
- HIC has remained well below the goal
- In 2018, the average first response time is 1 hour and 27 minutes
- Spike in June 2017 due to HIC CS team being short staffed

CUSTOMER SERVICE AVERAGE RESOLUTION TIME

Average Resolution Time in Minutes

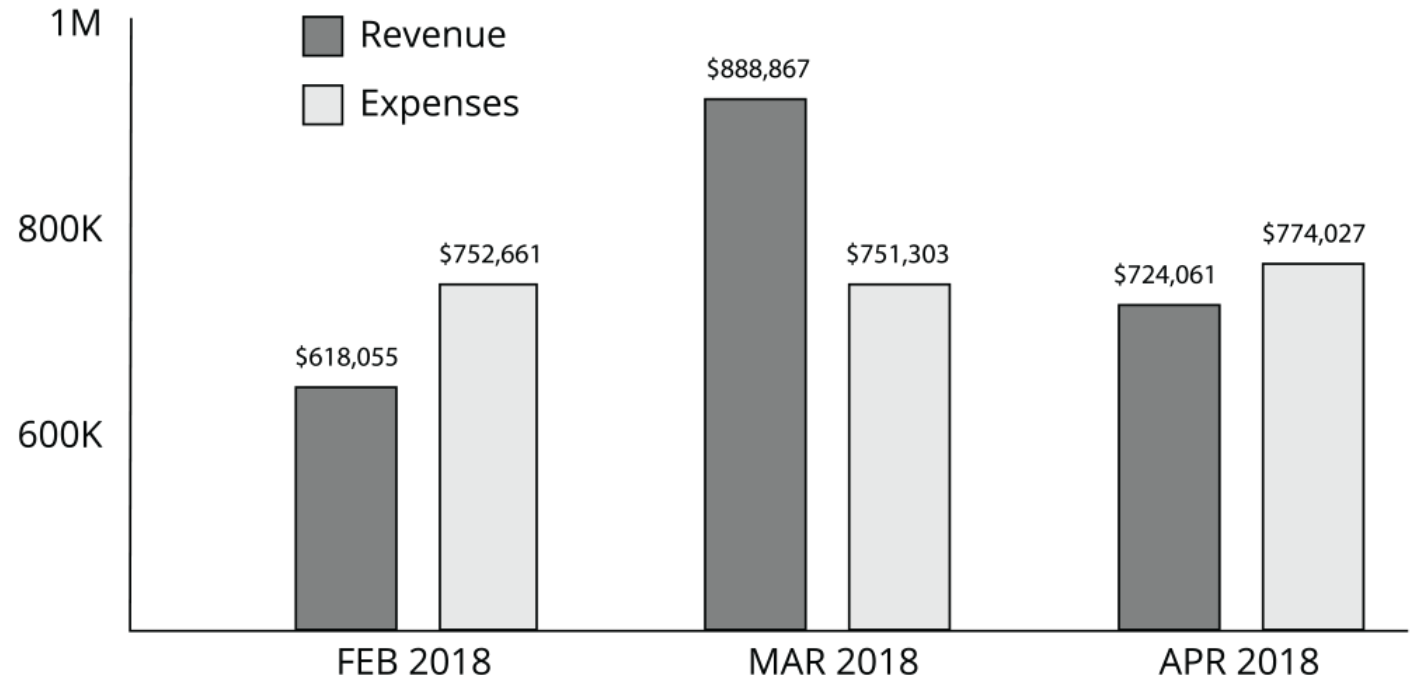


- Goal: Resolve emailed inquiries within 2 days (2880 min)
- Spikes in September 2016 and June 2017 were due to HIC CS team being short staffed
- Resolution time is skewed due to 5-7 day window awaiting response from customer
- Nine out of every 10 inquiries are resolved on the first contact (91% First Contact Resolution in 2018)

FINANCIALS

FEB - APR 2018

INCOME - UNAUDITED REPORT



Rolling 3 Month Financials

Total Revenue \$2,230,983

Total Expenses \$2,277,991

Net Income -\$34,990

FINANCIALS

FEB - APR 2018

CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

\$6,475,415



Liabilities

\$5,335,467



Shareholder Equity

\$1,139,949

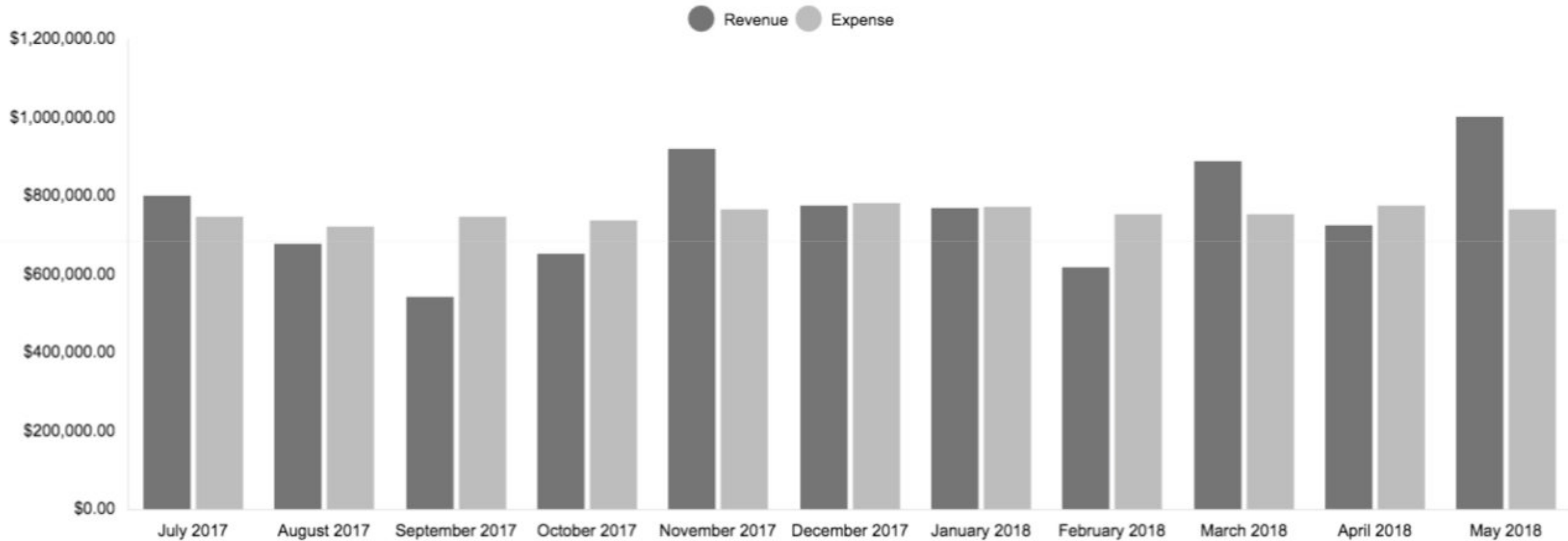


Total Liabilities & Shareholder Equity

\$6,475,416

FINANCIALS - FISCAL YEAR (FY) 2018

FY2018 Revenue & Expenses



Total Revenue: \$8,363,204

Total Expenses: \$8,311,930

CONTRACT EXTENSION

- HIC contract extended one year through Jan 2020
- Thank you for continuing the partnership
- Updating partners
- Numerous ideas regarding potential projects
- RFI Response Q&A on August 28, 2018
- What does AHC want HIC to focus on?



CONTACT US

Customer & Technical Support
(808) 695-4620
info@ehawaii.gov

Burt Ramos, General Manager

burt@ehawaii.gov

(808) 695-4615

Janet Pick, Director of Portal Operations

janet@ehawaii.gov

(808) 695-4625

Zheng Fang, Director of Development

zheng@ehawaii.gov

(808) 695-4617