



ACCESS HAWAII COMMITTEE (AHC)

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

Appendix

September 6, 2018

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Appendix A: Press Releases

Title	URL	Date Issued
DLNR News Release-New Hiking Website Provides Accurate and Authoritative Information	governor.hawaii.gov/newsroom/latest-news/dlnr-news-release-new-hiking-website-provides-accurate-and-authoritative-information-jan-29-2018/	01/29/18
Electronic Printing of Insurance Licenses Now Available	governor.hawaii.gov/newsroom/latest-news/electronic-printing-of-insurance-licenses-now-available/	02/05/18
Second Quarter Hawaii Annual Business Reports Due	cca.hawaii.gov/breg/release-second-quarter-hawaii-annual-business-reports-due-2	04/02/18
Hawaii Awards & Notices Data System (HANDS) Makes Procurement Process Easier	www.egov.com/news/press-releases/2018/05/18/hawaii-awards-notices-data-system-(hands)-makes-procurement-process-easier	05/18/18
Hawaii State Library Website Wins Communicator Award	hic.ehawaii.gov/2018/06/05/hawaii-state-library-website-wins-communicator-award	06/05/18
DLNR Will Issue New Hunting Licenses and Stamps for the New Hunting Season	governor.hawaii.gov/newsroom/latest-news/dlnr-will-issue-new-hunting-licenses-and-stamps-for-the-new-hunting-season/	06/07/18
Hawaii State Council on Mental Health Launches New Website	governor.hawaii.gov/newsroom/latest-news/hawaii-state-council-on-mental-health-launches-new-website/	06/20/18

Appendix A: Press Releases Cont'd

Title	URL	Date Issued
News Release: DOH to Begin Implementation of New Medical Cannabis Amendments	governor.hawaii.gov/newsroom/latest-news/news-release-doh-to-begin-implementation-of-new-medical-cannabis-amendments/	07/11/18

Appendix B: Conferences Attended

Name	Description	Dates Attended
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
2018 Hawaii State Summit	This event was hosted by Hawaii Governor David Ige and State of Washington Governor Jay Inslee.	May 8-9, 2018
NAPHSIS	The NAPHSIS annual meeting is the only educational and networking event that brings together professionals in vital records and public health statistics from each state and territory in the nation. This year's meeting provided members and industry partners a unique opportunity to collaborate on common interests around public health and personal identity.	June 4-7, 2018
NIC Growth and Innovation Conference	NIC Conference with a heightened focus on the growth of the company and innovative solutions.	June 12-14, 2018

Appendix C: New and Updated Websites

Agency	Description	URL	Date Launched
Department of Defense	The Office of Homeland Security website	dod.hawaii.gov/ohs	01/22/18
Department of Health	Hawaii State Council on Mental Health website	scmh.hawaii.gov	06/20/18
Hawaii State Public Library	Hawaii State Public Library home page update	librarieshawaii.org	08/01/18

Appendix D: New Services

Agency	Service Name	URL	Date Launched
Department of Land and Natural Resources (DLNR)	The Hunt Lottery Drawing System replaces the current manual lottery drawing process and integrates with the Go Hunt Hawaii website.	gohunthawaii.ehawaii.gov	01/02/18
Department of Commerce and Consumer Affairs (DCCA)	The Insurance Self-Service Portal allows licensees to download their certificates independently thus saving DCCA Insurance staff time and money as they no longer need to print paper certificates.	insurance.ehawaii.gov/diss	02/05/18
Department of Business, Economic Development & Tourism (DBEDT)	The FTZ9 Invoicing & Payments System enables customers to view and pay their FTZ9 invoice online; thus eliminating paper invoices.	bill.ehawaii.gov/ftz9	03/02/18

Appendix D: New Services Cont'd

Agency	Service Name	URL	Date Launched
Office of Enterprise Technology Services	HIC developed a program to provide Affordable Care Act Automation Support which converts state provided data files into XML data files as required by the federal government.	N/A	03/13/18
Judiciary	The Judicial Family Court Judge Evaluation ran from April 3 – 27, 2018 to anonymously evaluate 15 Family Court judges.	N/A	04/03/18
Judiciary	The Circuit Court Judge Evaluation ran from July 24 – August 17, 2018 to anonymously evaluate 10 Circuit Court judges.	N/A	07/24/18
Department of Attorney General	The Tax & Charities Division invoices charities on miscellaneous fees such as prohibited practice penalties and administrative fines. Charities can now pay for these fees via the Special Invoice Payment System .	pay.ehawaii.gov/charity	08/22/18

Appendix E: Major Upgrades

Agency	Service Name	URL	Date Upgraded
Department of Attorney General (AG)	Professional Fundraiser Registration 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 Commerce and Consumer Affairs (DCCA)	Nine new online forms were added to the QuickFile section of Hawaii Business Express (HBE) , increasing the total number offered online by 30% (29 to 38 forms).	hbe.ehawaii.gov	02/01/18
Department of Commerce and Consumer Affairs (DCCA)	MyBusiness Notifications were completely redesigned and upgraded with an improved workflow and also allows businesses to manage their notifications.	hbe.ehawaii.gov/documents/notify	02/06/18
State Procurement Office	The HlePro System was updated to use a MySQL database.	hiepro.ehawaii.gov/welcome.html	02/11/18
Department of Land and Natural Resources (DLNR)	State Camping System 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 E: Major Upgrades Cont'd

Agency	Service Name	URL	Date Upgraded
Department of Health (DOH)	The Medical Marijuana System was updated to include email verification – users must have a verified email to register and/or continue using the system to renew registrations.	medmj.ehawaii.gov/medmj/	02/21/18
Department of Health (DOH)	The Medical Marijuana System was updated to allow law enforcement users to search for Grow Site addresses associated with the registrations.	medmj.ehawaii.gov/medmj/	04/18/18
Department of Attorney General (AG)	Professional Fundraiser Registration The site was updated to include a Financial Report Module for users and agency admins to view data submitted in the Financial Reports, ability to resubmit Financial Reports and view/download a pdf version of the Financial Report.	ag.ehawaii.gov/fundraiser	04/26/18

Appendix E: Major Upgrades Cont'd

Agency	Service Name	URL	Date Upgraded
State Procurement Office	Hawaii Awards & Notices Data System (HANDS) integrated an API with the Hawaii electronic Procurement System (HePS). This allows online solicitations and award notices for the Department of Education (DOE) and University of Hawaii (UH) to be displayed in HANDS.	hands.ehawaii.gov/hands/	05/01/18
Department of Land and Natural Resources (DLNR)	The Hunt Lottery Drawing System was updated to accommodate the Mouflon Sheep Lottery in June 2018.	gohunthawaii.ehawaii.gov	06/01/18
Department of Commerce and Consumer Affairs (DCCA)	Two new online forms were added to the QuickFile section of Hawaii Business Express (HBE) . These online forms replaced the highest volume paper forms.	hbe.ehawaii.gov	06/14/18
Department of Land and Natural Resources (DLNR)	The Hunter Education Records and Management System was updated to allow the public to request replacement documents online and to include additional enhancements for Hunter Ed administrators of the system.	gohunthawaii.ehawaii.gov	06/15/18

Appendix E: Major Upgrades Cont'd

Agency	Service Name	URL	Date Upgraded
Office of the Lieutenant Governor (LG)	The Hawaii State Calendar System was updated to comply with an update to the Sunshine Law to provide visibility into when an agenda was posted online and last updated.	calendar.ehawaii.gov	06/27/18
Department of Attorney General (AG)	A Commercial Co-venturer (CCV) module was added to the Charity Registry System to allow CCVs to submit online consent forms that can be signed by the CCV and charity involved, then submitted to the agency for review.	ag.ehawaii.gov/charity	07/19/18

Appendix F: Retired Applications

- The Ethics Financial Disclosure Short Form & Long Form Services, ethics.ehawaii.gov, were disabled per partner's request on June 4, 2018.
- The Honolulu City & County Absentee Voter Ballots Service, avb.ehawaii.gov, was retired as of April 30, 2018.

Appendix G: Agreements

Agency	Service	Document	Signed Date
Department of Land and Natural Resources, Division of Boating and Ocean Recreation (DLNR DOBOR)	Boating Accounts Receivable System (BARS) Maintenance/Hosting	SOW	02/15/18
Department of Land and Natural Resources (DLNR)	Foreign Trade Zone No. 9	SOW Amendment 1	02/21/18
Office of Enterprise Technology Services (ETS)	Affordable Care Act (ACA) Automation Support	SOW	03/11/18
Department of Health (DOH), Disability and Communication Access Board (DCAB)	Facility Access Plan Submission	SOW	03/19/18
Department of Business, Economic Development and Tourism (DBEDT), Business Development and Support Division	Community-Based Economic Development (CBED) Applications	SOW Amendment 4	03/23/18
Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife)	Hunt Lottery Drawing System	SOW Amendment 2	03/29/18
DLNR, Division of Aquatic Resources (DAR)	Commercial Marine Dealer Reporting System	SOW	05/10/18

Appendix G: Agreements Cont'd

Agency	Service	Document	Signed Date
Department of Land and Natural Resources, Division of Boating and Ocean Recreation (DLNR DOBOR)	Boating Accounts Receivable System (BARS) Maintenance Agreement 2	SOW	05/21/18
Department of Attorney General (AG), Tax & Charities Division	Online Charity Registration	SOW Amendment 8	06/03/18
County of Hawaii, Department of Parks & Recreation	Mauna Kea Tours Operator Permits	SOW	07/20/18
Department of Business, Economic Development & Tourism (DBEDT), Energy Office	Solar Water Heater Variance	SOW Amendment 1	07/20/18
Department of Commerce and Consumer Affairs (DCCA), Professional and Vocational Licenses (PVL) Division	PVL Licensee Self Printing Service	SOW	07/20/18
Department of Health (DOH), Harm Reduction Services Branch	Medical Marijuana Registration System for Out of State Patients	SOW Amendment 3	08/11/18
Department of Accounting and General Services (DAGS), State Procurement Office	Small Business Registration and Database System	SOW	08/15/18

Appendix H: Unscheduled Downtime

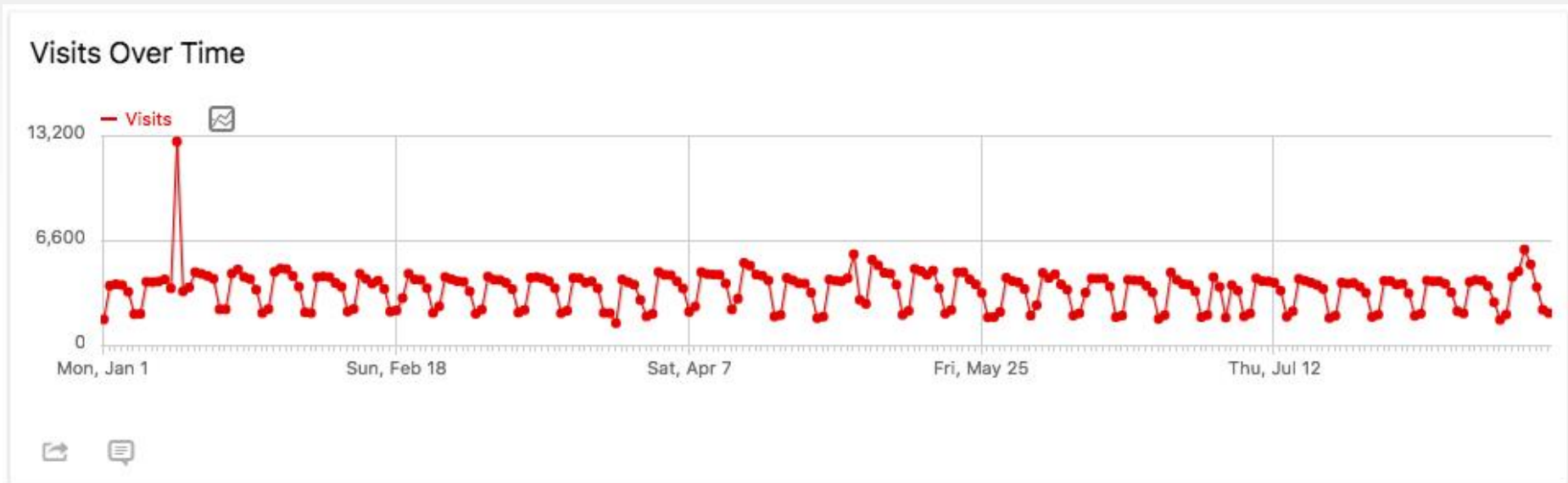
Time	Duration	Affected Sites	Comment
01/02/2018 at ~2:30pm	~5 min	Intermittent All Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads which impacted services.
01/16/2018 at ~11:00am	~2 hr	Services unable to use NGN	Issue with connection on our ISP prevented the use of 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 HlePRO (eProcurement) system	Queries were not properly optimized for the migration from Oracle to MySQL, causing slowdown. Queries were optimized to resolve issue.
04/04/2018 at ~ 9:10am	10m	Intermittent issues with all services	Power failure to one VM server caused internal DNS outage resulting in inability of services to resolve domain names properly. Restoring the VM resolved the issue.

Appendix H: Unscheduled Downtime Cont'd

Time	Duration	Affected Sites	Comment
05/04/2018 at ~2:07pm	~5 min	Intermittent All Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads which impacted services.
06/01/2018	~4 min	Department of Public Safety, Narcotics Enforcement Division Controlled Substances Registration site	Addressed application memory issue by allocating more memory.

Appendix I: Web Analytics

January – Aug 26 2018 Web Traffic for hawaii.gov



- 829,708 Visits
- 4 min 19s Average Visit Duration
- 36% Bounce Rate
- 1,252,156 Unique Page Views

* The spike in January was due to the false missile alert. There was also a smaller spike in August due to hurricane Lane.