

# HIC

HAWAII  
INFORMATION  
CONSORTIUM  
the people behind eHawaii.gov

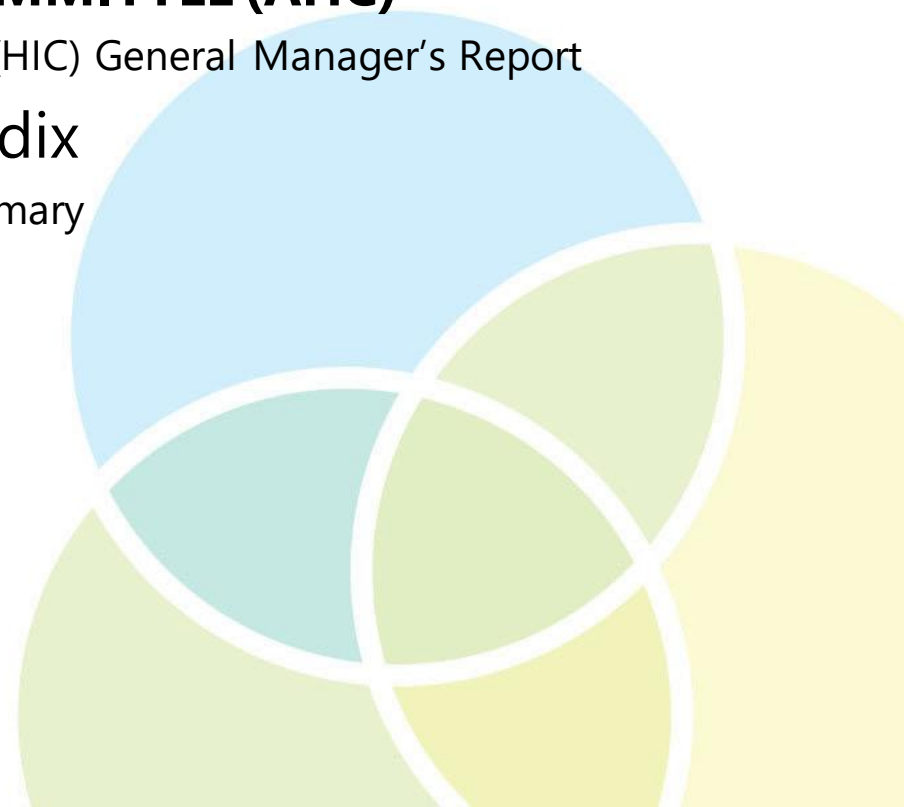


## **ACCESS HAWAII COMMITTEE (AHC)**

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

### Appendix

2018 Summary



# 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

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

# Appendix A: Press Releases Cont'd

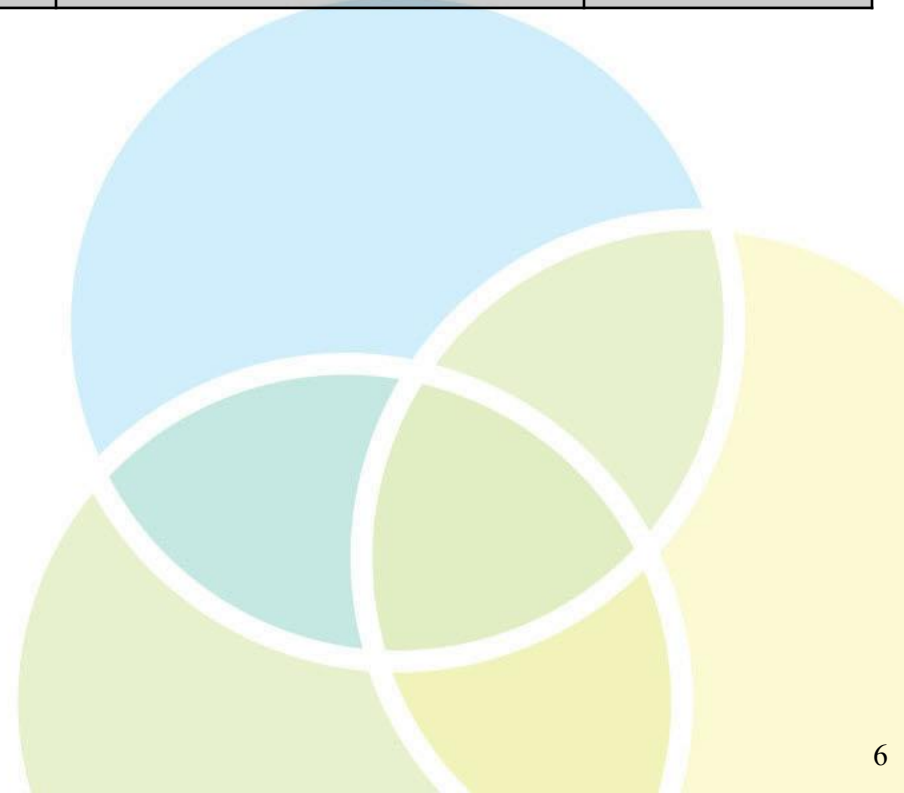
Title	URL	Date Issued
News Release: DOH to Begin Implementation of New Medical Cannabis Amendments	<a href="http://governor.hawaii.gov/newsroom/latest-news/news-release-doh-to-begin-implementation-of-new-medical-cannabis-amendments/">governor.hawaii.gov/newsroom/latest-news/news-release-doh-to-begin-implementation-of-new-medical-cannabis-amendments/</a>	07/11/18
State Announces Improvements to Online Filing System	<a href="http://cca.hawaii.gov/blog/release-state-announces-improvements-to-online-filing-system">cca.hawaii.gov/blog/release-state-announces-improvements-to-online-filing-system</a>	07/20/18
Electronic Filing Now Available for Solar Water Heater Variance Applications	<a href="http://dbedt.hawaii.gov/blog/18-45">dbedt.hawaii.gov/blog/18-45</a>	09/04/18
Hawaii Launches New Special Invoice Payment System	<a href="http://hic.ehawaii.gov/2018/09/06/hawaii-launches-new-special-invoice-payment-system">hic.ehawaii.gov/2018/09/06/hawaii-launches-new-special-invoice-payment-system</a>	09/06/08
Hawaii State Public Library System Website Wins Outstanding Website Award	<a href="http://hic.ehawaii.gov/2018/09/11/hawaii-state-public-library-system-website-wins-outstanding-website-award">hic.ehawaii.gov/2018/09/11/hawaii-state-public-library-system-website-wins-outstanding-website-award</a>	09/11/08
Hawaii Awards & Notices Data System (HANDS) Wins Government Standard of Excellence Award	<a href="http://hic.ehawaii.gov/2018/09/11/hawaii-awards-notices-data-system-hands-wins-government-standard-of-excellence-award">hic.ehawaii.gov/2018/09/11/hawaii-awards-notices-data-system-hands-wins-government-standard-of-excellence-award</a>	09/11/08
Electronic Filing Now Available for Solar Water Heater Variance Applications	<a href="http://hic.ehawaii.gov/2018/09/12/electronic-filing-now-available-for-solar-water-heater-variance-applications">hic.ehawaii.gov/2018/09/12/electronic-filing-now-available-for-solar-water-heater-variance-applications</a>	09/12/18
Hawaii State Public Library System Website Wins Silver Davey Award	<a href="http://hic.ehawaii.gov/2018/10/25/hawaii-state-public-library-system-website-wins-silver-davey-award">hic.ehawaii.gov/2018/10/25/hawaii-state-public-library-system-website-wins-silver-davey-award</a>	10/25/18

# Appendix B: Conferences Attended

Name	Description	Dates Attended
East Meets West 2018	The focus for EMW' 18 is on Blockchain and Cryptocurrency, TravelTech 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
SPO Conference	The State Procurement Office hosted a one-day procurement conference for state/county employees across the State of Hawaii.	October 19, 2018
NIC Tech Conference	Members from all NIC portals meet to collaborate on latest technology and trends, and how to continue bringing high-value solutions to government.	November 5-9, 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 <b>Hunt Lottery Drawing System</b> replaces the current manual lottery drawing process and integrates with the Go Hunt Hawaii website.	<a href="http://gohunthawaii.ehawaii.gov">gohunthawaii.ehawaii.gov</a>	01/02/18
Department of Commerce and Consumer Affairs (DCCA)	The <b>Insurance Self-Service Portal</b> allows licensees to download their certificates independently thus saving DCCA Insurance staff time and money as they no longer need to print paper certificates.	<a href="http://insurance.ehawaii.gov/diss">insurance.ehawaii.gov/diss</a>	02/05/18
Department of Business, Economic Development & Tourism (DBEDT)	The <b>FTZ9 Invoicing &amp; Payments System</b> enables customers to view and pay their FTZ9 invoice online; thus eliminating paper invoices.	<a href="http://bill.ehawaii.gov/ftz9">bill.ehawaii.gov/ftz9</a>	03/02/18
Judiciary	The <b>Judicial Family Court Judge Evaluation</b> ran from April 3 – 27, 2018 to anonymously evaluate 15 Family Court judges.	N/A	04/03/18
Judiciary	The <b>Circuit Court Judge Evaluation</b> ran from July 24 – August 17, 2018 to anonymously evaluate 10 Circuit Court judges.	N/A	07/24/18

# Appendix D: New Services Cont'd

Agency	Service Name	URL	Date Launched
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 <b>Special Invoice Payment System</b> .	<a href="http://pay.ehawaii.gov/charity">pay.ehawaii.gov/charity</a>	08/22/18
Department of Business, Economic Development & Tourism (DBEDT)	DBEDT's new <b>Solar Water Heater Variance application</b> turns a completely manual and time consuming process into a more streamlined collection and approval/denial process. Applicants can now request for a variance (exemption) to the solar water heater law (HRS 196-6.5) online as well as submit an online payment.	<a href="http://swhv.ehawaii.gov">swhv.ehawaii.gov</a>	09/04/18



# Appendix E: Major Upgrades

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 Commerce and Consumer Affairs (DCCA)	Nine new online forms were added to the QuickFile section of <b>Hawaii Business Express (HBE)</b> , 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)	<b>MyBusiness Notifications</b> 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
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
Department of Health (DOH)	The <b>Medical Marijuana Registry System</b> 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

# Appendix E: Major Upgrades Cont'd

Agency	Service Name	URL	Date Upgraded
Office of Enterprise Technology Services	HIC developed a program to provide <b>Affordable Care Act Automation Support</b> which converts state provided data files into XML data files as required by the federal government.	N/A	03/13/18
Department of Health (DOH)	The <b>Medical Marijuana Registry System</b> was updated to allow law enforcement users to search for Grow Site addresses associated with the registrations.	<a href="http://medmj.ehawaii.gov/medmj/">medmj.ehawaii.gov/medmj/</a>	04/18/18
Department of Attorney General (AG)	<b>Professional Fundraiser Registration</b> 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.	<a href="http://ag.ehawaii.gov/fundraiser">ag.ehawaii.gov/fundraiser</a>	04/26/18

# Appendix E: Major Upgrades Cont'd

Agency	Service Name	URL	Date Upgraded
State Procurement Office	<b>Hawaii Awards &amp; Notices Data System (HANDS)</b> 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.	<a href="http://hands.ehawaii.gov/hands/">hands.ehawaii.gov/hands/</a>	05/01/18
Department of Land and Natural Resources (DLNR)	The <b>Hunt Lottery Drawing System</b> was updated to accommodate the Mouflon Sheep Lottery in June 2018.	<a href="http://gohunthawaii.ehawaii.gov">gohunthawaii.ehawaii.gov</a>	06/01/18
Department of Commerce and Consumer Affairs (DCCA)	Two new online forms were added to the QuickFile section of <b>Hawaii Business Express (HBE)</b> . These online forms replaced the highest volume paper forms.	<a href="http://hbe.ehawaii.gov">hbe.ehawaii.gov</a>	06/14/18
Department of Land and Natural Resources (DLNR)	The <b>Hunter Education Records and Management System</b> was updated to allow the public to request replacement documents online and to include additional enhancements for Hunter Ed administrators of the system.	<a href="http://gohunthawaii.ehawaii.gov">gohunthawaii.ehawaii.gov</a>	06/15/18

# Appendix E: Major Upgrades Cont'd

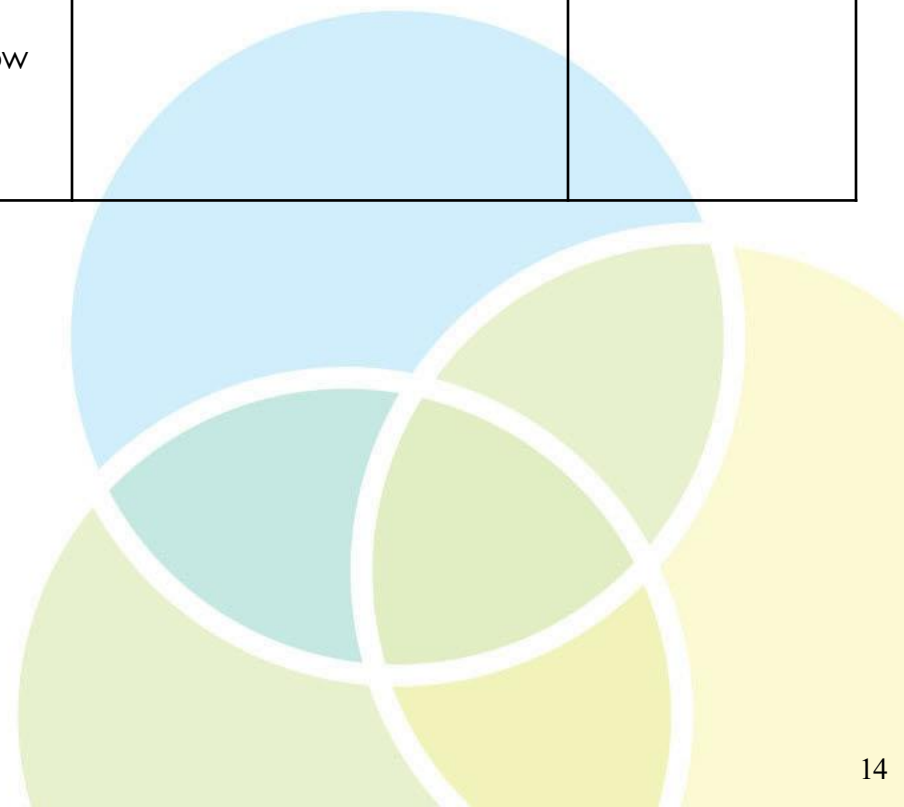
Agency	Service Name	URL	Date Upgraded
Office of the Lieutenant Governor (LG)	The <b>Hawaii State Calendar System</b> was updated to comply with an update to the Sunshine Law to provide visibility into when an agenda was posted online and last updated.	<a href="http://calendar.ehawaii.gov">calendar.ehawaii.gov</a>	06/27/18
Department of Attorney General (AG)	A Commercial Co-venturer (CCV) module was added to the <b>Charity Registry System</b> 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.	<a href="http://ag.ehawaii.gov/charity">ag.ehawaii.gov/charity</a>	07/19/18
Department of Health (DOH)	An Email Communications feature was added to the <b>Medical Marijuana Registry System</b> to allow pre-formed or customized emails to be sent to patients and doctors in the system.	<a href="http://medmj.ehawaii.gov/medmj">medmj.ehawaii.gov/medmj</a>	09/05/18
Department of Attorney General (AG)	The <b>Hawaii Charities Registry</b> was updated to include a confirmation email to all emails associated with a registration.	<a href="http://ag.ehawaii.gov/charity">ag.ehawaii.gov/charity</a>	09/27/18

# Appendix E: Major Upgrades Cont'd

Agency	Service Name	URL	Date Upgraded
Department of Land and Natural Resources (DLNR) / County of Hawaii	The <b>State's Camping Reservation</b> system and <b>County of Hawaii's Camping Reservation</b> system now accommodate security deposit refunds electronically thus eliminating the cumbersome fiscal check process. The Admin module was also updated to include a view-only feature.	camping.ehawaii.gov  hawaiicounty.ehawaii.gov/camping	10/23/18
Department of Attorney General (AG)	<b>Professional Fundraiser Registration</b> The site was updated to include an automated email notification for Financial Reports with additional business rules.	ag.ehawaii.gov/fundraiser	10/24/18
County of Hawaii County of Kauai County of Maui	The original <b>Motor Vehicle Registration Renewals</b> service launched in 2008. The service was updated with a responsive web design, a new look and feel, and an optimized user flow.	mvr.ehawaii.gov	11/07/18

# Appendix E: Major Upgrades Cont'd

Agency	Service Name	URL	Date Upgraded
State Procurement Office	The <b>Hawaii Awards &amp; Notices Data System (HANDS)</b> was updated to allow small businesses to be targeted for contracting opportunities.	<a href="https://hands.ehawaii.gov/hands/smallbusiness">hands.ehawaii.gov/hands/smallbusiness</a>	11/26/18
Department of Labor and Industrial Relations (DLIR)	The <b>Hawaii Occupational Safety and Health (HIOSH) Inspection and Permitting</b> site was updated to allow elevator contractors to submit an online request to alter an existing elevator.	<a href="https://hiosh.ehawaii.gov">hiosh.ehawaii.gov</a>	12/04/18



# Appendix F: Retired Applications

- The Ethics Financial Disclosure Short Form & Long Form Services, [ethics.ehawaii.gov](http://ethics.ehawaii.gov), were disabled per partner's request on June 4, 2018.
- The Honolulu City & County Absentee Voter Ballots Service, [avb.ehawaii.gov](http://avb.ehawaii.gov), was retired as of April 30, 2018.
- The following DOTAX forms are no longer filed via the eFile application, [dotax.ehawaii.gov/efile/user](http://dotax.ehawaii.gov/efile/user):
  - HW-14 Form - disabled April 1, 2018
  - N-3 Form - disabled April 1, 2018
  - VP-1W Payments - disabled April 1, 2018
  - VP-2 Payments for Franchise and Public Service - disabled April 1, 2018 (other entities can still make VP-2 payments after this date)
  - N-201 Payments for Corporate Entity Types - disabled April 1, 2018
  - Form N-101A Application for Automatic Extension of Time to File Hawaii Return – disabled September 12, 2018
  - Tax Payment Voucher (CBV) – Form ICS-202V no longer allows selection of Location 2 as of November 7, 2018
- The DOTAX Tax Refund Search service, [tax.ehawaii.gov/hoihoi](http://tax.ehawaii.gov/hoihoi), was retired as of November 13, 2018.

# Appendix G: Agreements

<b>Agency</b>	<b>Service</b>	<b>Document</b>	<b>Signed Date</b>
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

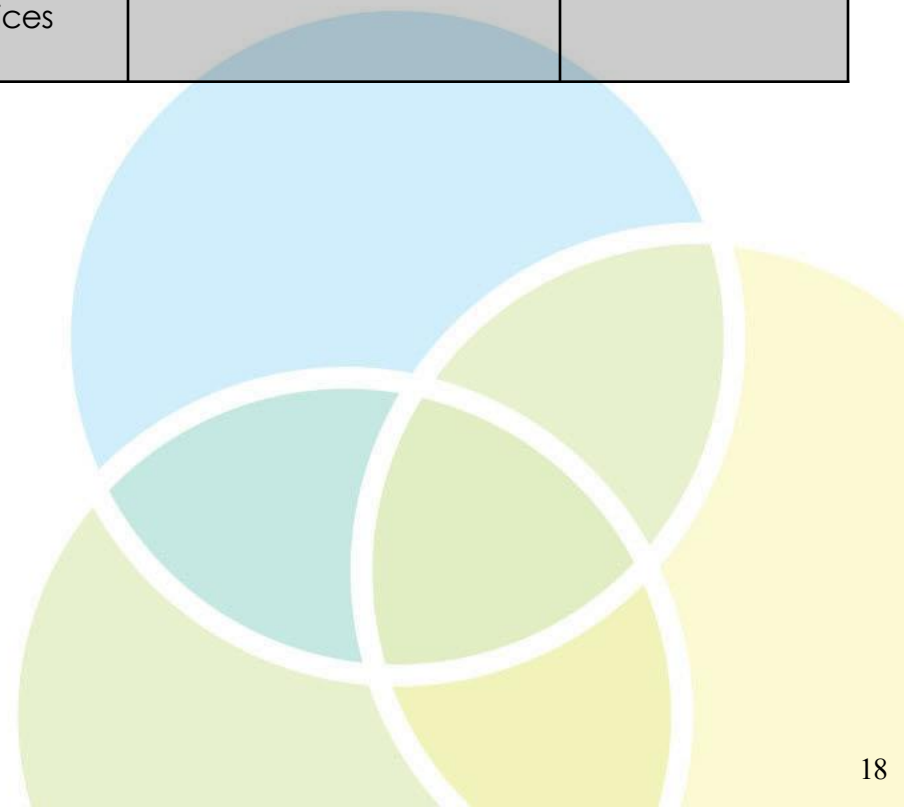


# Appendix G: Agreements Cont'd

<b>Agency</b>	<b>Service</b>	<b>Document</b>	<b>Signed Date</b>
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 G: Agreements Cont'd

Agency	Service	Document	Signed Date
Office of Enterprise Technology Services (ETS)	Consolidated Annual Financial Report Support for FY2018	SOW	10/19/18
County of Hawaii, Vehicle Registration and Licensing Division	Online Road Test Scheduler	SOW	10/29/18
Department of Business, Economic Development & Tourism (DBEDT)	Small Business Regulatory Review Board (SBRRB) Website Services	SOW	10/31/18



# Appendix H: Unscheduled Downtime

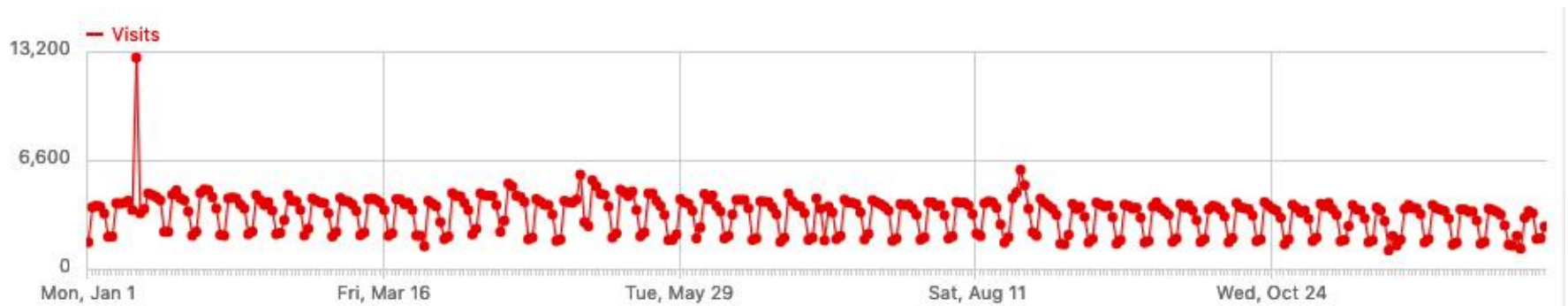
Time	Duration	Affected Sites	Comment
01/02/2018 at ~2:30pm	~5 min	Intermittent All Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads which impacted services.
01/16/2018 at ~11:00am	~2 hr	Services unable to use NGN	Issue with connection on our ISP prevented the use of 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.
09/05/2018 ~5:00am	~1 hr	Judiciary Traffic Abstracts	Addressed application memory issue by allocating more memory.
09/20/2018 ~11:08am	~15 min	Intermittent All Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads which impacted services.
09/25/2018 ~10:19am	~15 min	Intermittent All Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads which impacted services.
09/27/2018 ~9:20am	~10 min	Intermittent All Oracle Services	High Oracle Process with low overall CPU. Ran out of allowed threads which impacted services.

# Appendix I: Web Analytics

January – December 2018 Web Traffic for hawaii.gov



- 1,203,318 Visits
- 4 min 28s Average Visit Duration
- 36% Bounce Rate
- 1,810,148 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.