

HIC

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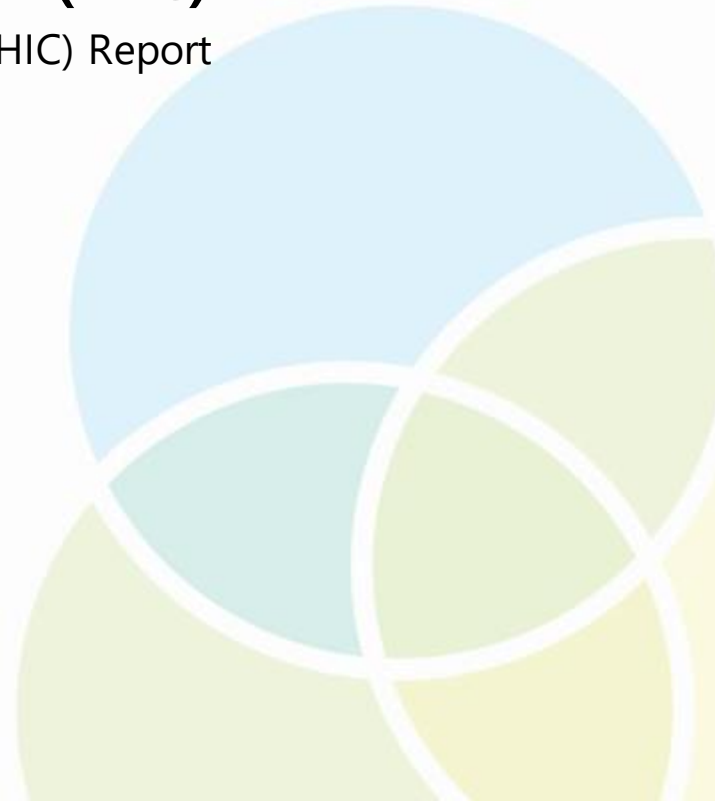


ACCESS HAWAII COMMITTEE (AHC)

Hawaii Information Consortium, LLC (HIC) Report

Appendix

June 6, 2019



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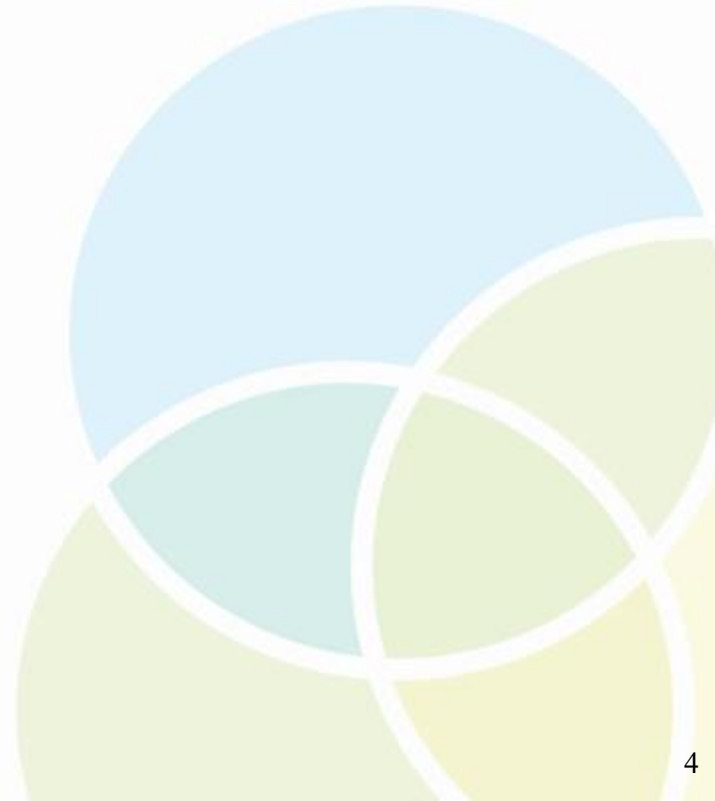


Appendix A: Press Releases

Title	URL	Date Issued
Hawaii Small Business Registration now available on the Hawaii Awards & Notices Data System (HANDS)	hic.ehawaii.gov/2019/02/08/hawaii-small-business-registration-now-available-on-the-hawaii-awards-notices-data-system-hands/	02/08/19
Hawaii's Clean and Sober Home Registry Provides Support for Recovery Efforts	hic.ehawaii.gov/site-launches/hawaiis-clean-and-sober-home-registry-provides-support-for-recovery-efforts	03/08/19
Out-of-State Medical Cannabis Patients Can Now Register Using the Hawaii MEDMJ Medical Cannabis Registry Application	hic.ehawaii.gov/site-launches/out-of-state-medical-cannabis-patients-can-now-register-using-the-hawaii-medmj-medical-cannabis-registry-application	03/12/19
Hawaii Ensures Accessibility of Government Facilities with an Electronic Submission and Review Process	hic.ehawaii.gov/site-launches/hawaii-ensures-accessibility-of-government-facilities-with-an-electronic-submission-and-review-process	04/02/19
Self-Printing Service for Hawaii Professional Licensees Available at MyPVL	hic.ehawaii.gov/site-launches/self-printing-service-for-hawaii-professional-licensees-available-at-mypvl	05/03/19
Announcing the Redesigned Hawaii Business Express	hic.ehawaii.gov/site-launches/announcing-the-redesigned-hawaii-business-express	05/09/19

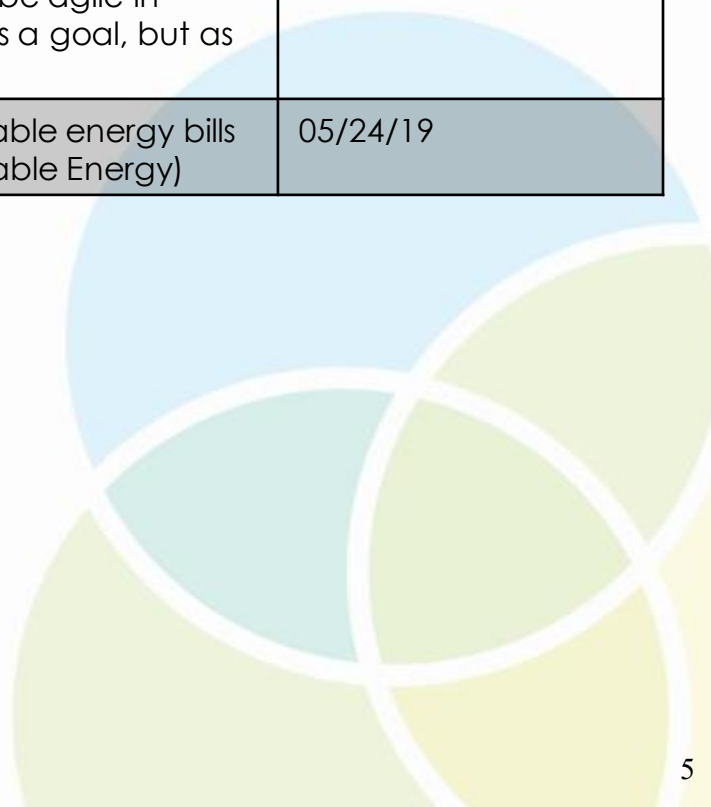
Appendix A: Press Releases Cont'd

Title	URL	Date Issued
Go Hunt Hawaii Wins A Communicator Award	hic.ehawaii.gov/awards/go-hunt-hawaii-wins-a-communicator-award	05/10/19
Liquor License Renewals Now Available for Hawaii County Businesses	hic.ehawaii.gov/site-launches/liquor-license-renewals-now-available-for-hawaii-county-businesses	05/17/19



Appendix B: Conferences Attended

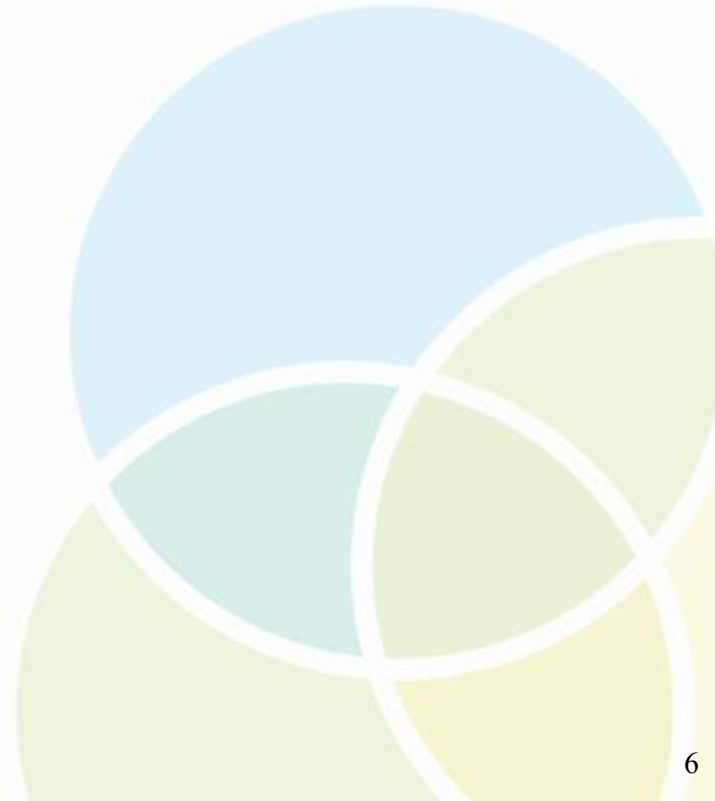
Conference Name	Description	Date(s) Attended
NIC General Manager's Conference	NIC's Annual General Manager's (GM) Conference brings together all GMs from portals across the nation to collaborate and innovate together. This year's conference was held in Denver, Colorado.	03/04/19 – 03/06/19
Agile Innovation	An interactive workshop to help an organization embrace its own innovation style and be agile in doing do. Innovation is explored not as a goal, but as a means to drive change.	04/27/19
WiRE 2019 Legislative Session Debrief	Annual legislative debrief of all renewable energy bills organized by WiRE (Women in Renewable Energy)	05/24/19



Appendix C: New and Updated Websites

Agency	Service	URL	Date Launched

*No new or updated websites as of April 2019



Appendix D: New Services

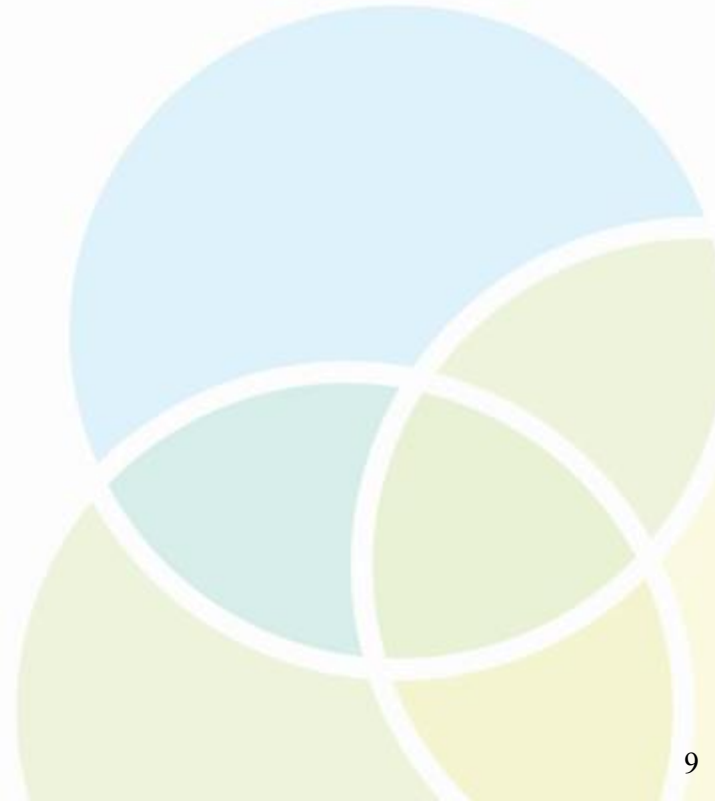
Agency	Service	URL	Date Launched
Department of Health, Alcohol and Drug Abuse Division	The Clean and Sober Homes Registry and online application system allows providers to register their clean and sober homes online voluntarily. This enables the support of alcohol or drug addiction recovery efforts. The public also has the ability to search and view registered homes by city or zip code.	cshome.ehawaii.gov	01/03/19
Department of Health, Disability and Communication Access Board	The Facility Access Plan Submission and Review System allows engineering firms to submit and manage their document transmittal forms online to DCAB.	fau.ehawaii.gov	04/01/19

Appendix E: Service Upgrades

Agency	Service	URL	Date Upgraded
Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW)	The Hunt Lottery System is now a full-featured electronic hunt lottery drawing system. The service was updated to allow State administrators to setup future lotteries independently including creating hunt seasons and unique hunting types.	gohunthawaii.ehawaii.gov	01/09/19
Department of Health (DOH), Harm Reduction Services Branch (HRSB)	The Medical Cannabis Registry was expanded to allow out-of-state patients to apply for a Hawaii medical cannabis card before arrival in Hawaii. In- and out-of-state patients can now also print their medical cannabis cards electronically.	medmj.ehawaii.gov	03/05/19
Department of Health (DOH), Harm Reduction Services Branch (HRSB)	New medical conditions can now be rapidly added to the list of approved medical conditions for in-state patients in the Medical Cannabis Registry .	medmj.ehawaii.gov	03/27/19
Department of Commerce and Consumer Affairs (DCCA), Business Registration Division (BREG)	The Hawaii Business Express (HBE) customer experience was completely redesigned through new navigation, look and feel, and revisions to the flow of the application. Users can now view reminders or overdue/upcoming forms, easily monitor form submission status, track document and data purchases, and subscribe to reminders via the new My Dashboard feature.	hbe.ehawaii.gov	04/23/19

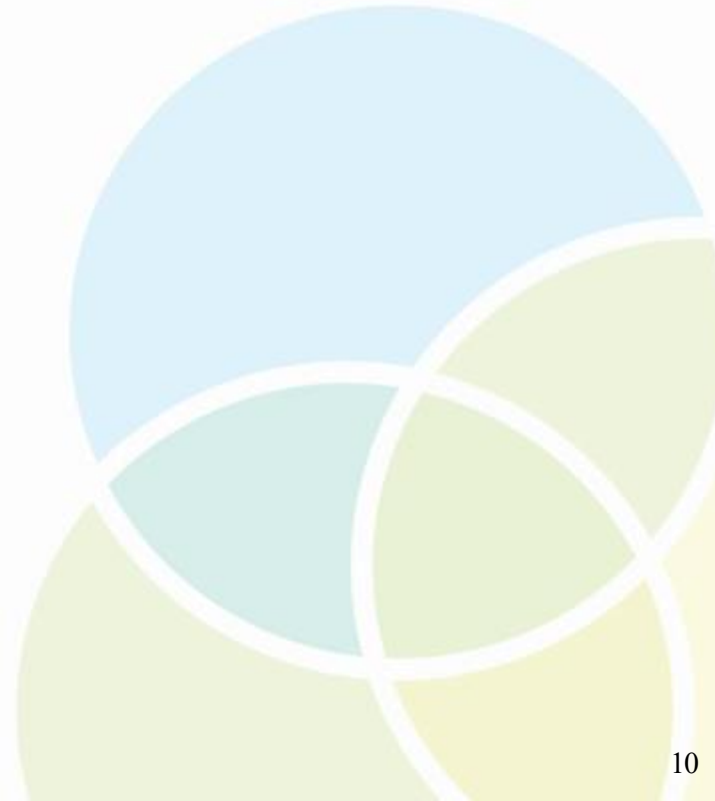
Appendix E: Service Upgrades Cont'd

Agency	Service	URL	Date Upgraded
County of Hawaii, Liquor Control	The Liquor License and Permitting System was expanded to allow Hawaii County businesses to renew their liquor license online.	liquorpermits.ehawaii.gov	05/14/19



Appendix F: Retired Applications

- The following DOTAX forms are no longer filed via the eFile application, dotax.ehawaii.gov/eFile/user:
 - N-1, N-200V, N-201V as of February 1, 2019
- The County of Hawaii Public Works website, flood.hawaiicounty.gov, was retired on May 1, 2019.

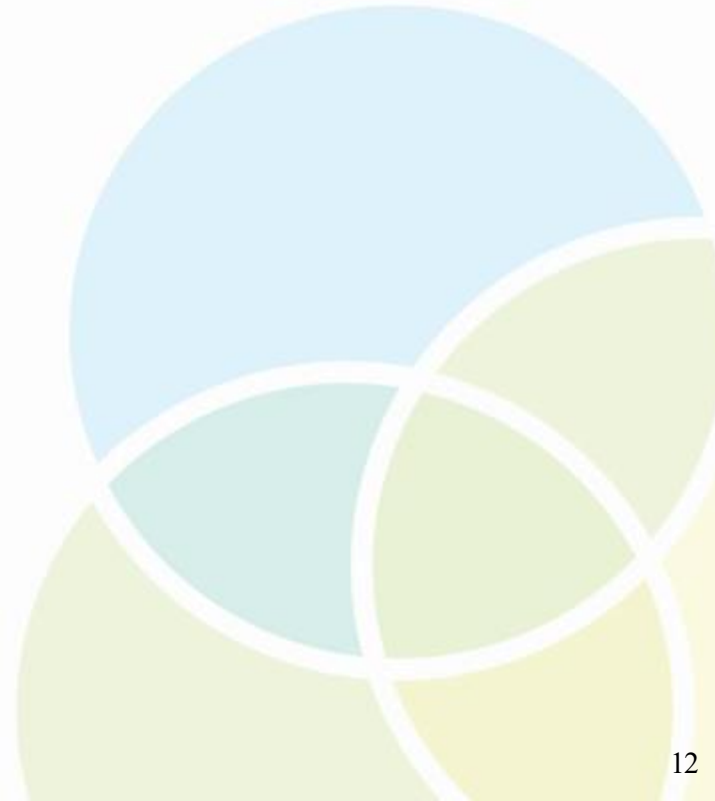


Appendix G: Agreements

Agency	Service	Document	Signed Date
Department of Business, Economic Development and Tourism (DBEDT), Business Development and Support Division (BDSB)	Website Services – Clarification on supported services and fees	SOW Amendment 3	03/29/19
Department of Land and Natural Resources (DLNR), Administrative Proceedings Office (APO)	Civil Resource Violation System, Case Management System – Fee change to annual maintenance, support, and hosting	SOW Amendment 2	03/29/19
County of Hawaii, Liquor Control	Licensing and Permitting Application – Enhancement to include online renewal applications	SOW Amendment 1	04/05/19
Department of Attorney General, Tax and Charities Division	Online Charity Registration – Update to schema	SOW Amendment 9	04/09/19
Department of Business, Economic Development and Tourism (DBEDT), Energy Office	Renewable Energy Projects Directory – Updated Maintenance, Support, and Hosting terms and fees	SOW Amendment 3	05/17/19
Department of Business, Economic Development and Tourism (DBEDT), Energy Office	Energy Permitting Wizard – Updated Maintenance, Support, and Hosting terms and fees	SOW Amendment 7	05/17/19
Department of Business, Economic Development and Tourism (DBEDT), Energy Office	EV Stations – Updated Maintenance, Support, and Hosting terms and fees	SOW Amendment 1	05/21/19

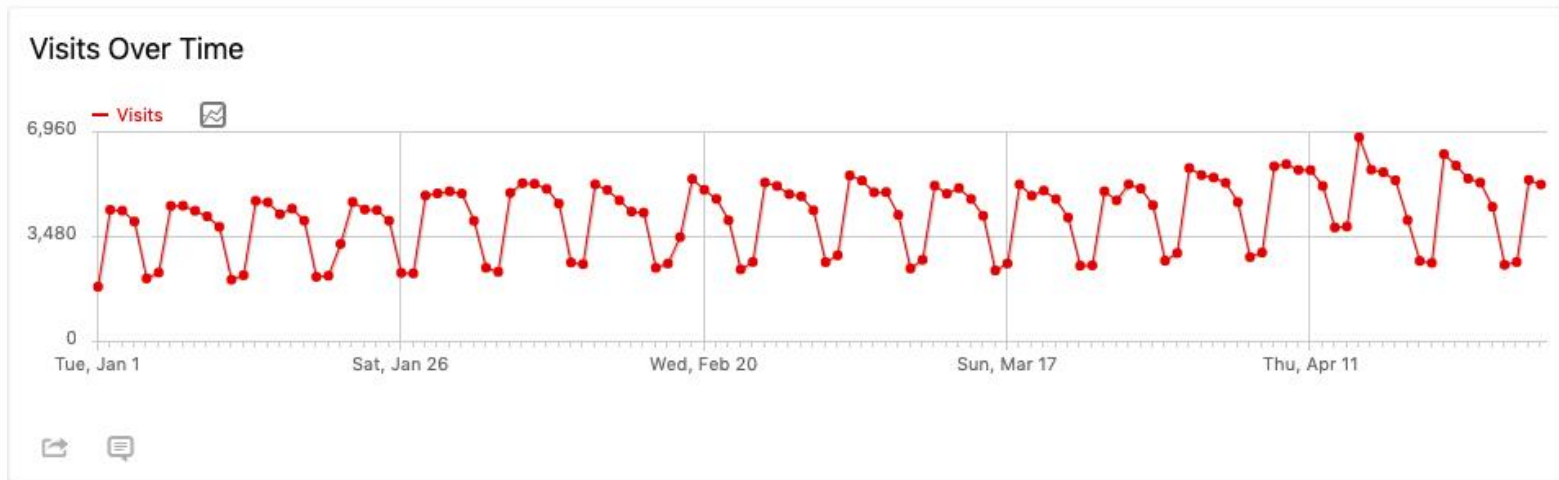
Appendix H: Unscheduled Downtime

Time	Duration	Affected Sites	Comment
03/17/2019 at ~3:02pm	~5 min	eHawaii.gov single-sign on service (lala)	Application memory issue; application was bounced



Appendix I: Web Analytics

January-April 2019 Web Traffic for hawaii.gov



- 500,264 Visits
- 32% Bounce Rate
- 3 min 42s Average Visit Duration
- 726,697 Unique Page Views