



Hawaii Information Consortium, LLC

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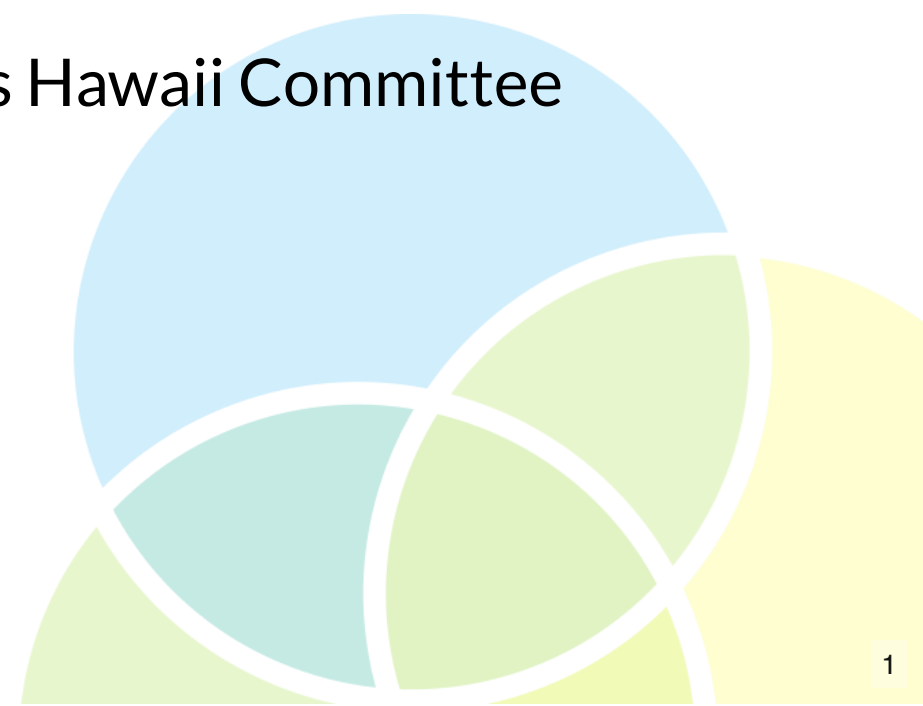
Burt Ramos

Janet Pick

PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT

Presented to the Access Hawaii Committee
State of Hawaii

September 5, 2019



EXECUTIVE SUMMARY

- Services Highlights
- Customer Service Summary
- Financial Summary
- News and Updates

NEW/UPGRADED SERVICES

May - July 2019

- County of Hawaii, Liquor License Renewals
- Department of Accounting and General Services, State Procurement Office, HANDS Small Business Phase II
- Department of Health, Medical Cannabis Registry Enhancement

SERVICE HIGHLIGHT 1

Department of Health Medical Cannabis Registry Release 3.3

MEDICAL CANNABIS REGISTRY RELEASE 3.3

The screenshot shows the Hawaii Medical Cannabis Registry website. At the top, there is a green navigation bar with the 'hawaii.gov' logo and links for Home, Help Chat, and First-time Physician/APRN Log In. Below the navigation bar is a header section with the Hawaii State Department of Health logo and the title 'Medical Cannabis Registry Hawaii State Department of Health'. The main content area is divided into two columns. The left column has a 'Welcome' section with a list of instructions for users, including a link to the program's information page and a note about using Google Chrome or Firefox. Below this is a section titled 'What you will need to create an Online Application in the Medical Cannabis Registry System:' which includes sub-sections for 'In-State Patients (In Hawaii over 120 days/year)' and 'Out-of-State Patients', each with a list of requirements. The right column features a 'Log in to begin' section with a 'Create account' link, an email input field, a password input field with a 'Show' link, and a green 'Log In' button. There are also links for 'Retrieve Password' and 'View Sign Up Video'.

hawaii.gov Home Help Chat First-time Physician/APRN Log In

Medical Cannabis Registry
Hawaii State Department of Health

Welcome

If you are a medical cannabis patient, a Hawaii physician/APRN, or a law enforcement officer:

- Review the latest information about the program at <http://health.hawaii.gov/medicalcannabis>
- New users: [Create a free account](#) to login to the Medical Cannabis Registry (one per person)
- Use a current version of [Google Chrome](#) or [Firefox](#) on a laptop or desktop to ensure best results.

What you will need to create an Online Application in the Medical Cannabis Registry System:

In-State Patients (In Hawaii over 120 days/year)

- Login with your eHawaii.gov account OR [Create a free account](#) first in order to start your online application
- There can only be one patient per account
- Renewals can be submitted starting at 60 days prior to expiration
- Login to view the status of your application
- Read the In-State Patient FAQ

Out-of-State Patients

- Find out if you are [eligible](#) to apply and check the [dispensary/products](#) availability in the island(s) that you are traveling.
- California Residents:** Please view the [sample registration card](#) issued by [your state](#) before applying. The Hawaii Medical Cannabis Registry Program only accepts state/territory issued medical cannabis registration cards. Submission of medical cannabis cards issued by private entities will result in the denial of your application.

Log in to begin

[Create account](#)

Email

Password [\[Show\]](#)

[Retrieve Password](#) [View Sign Up Video](#)

[Log In](#)

MEDICAL CANNABIS REGISTRY RELEASE 3.3

- URL: medmj.ehawaii.gov/medmj
- Launched on 07/18/2019
- Features:
 - Allows patients to apply for the desired registration period, based on doctor approval and meeting the conditions stated by DOH with the capacity for in-state patients to apply for either 1 or 2 year registrations



SERVICE HIGHLIGHT 2

State Procurement Office Small Business Phase II

SMALL BUSINESS PHASE II

The screenshot shows the website interface for the Small Business Initiative. At the top, there is a navigation bar with links for Welcome, Bidding Opportunities, Contract Awards, CPO Requests, Compliance, Small Business, HiePRO, Help, and Log In. Below the navigation bar is a teal header with the text "Small Business Initiative". The main content area features a large image of a green "Come in WE'RE OPEN" sign. Below the image, there is a section titled "What is the Small Business Initiative?" with a paragraph explaining the initiative's purpose. To the right of this text is a "How to Register" section with a list of three steps and a "Start a New Registration" button. Below these are three columns of service tiles: "Search Small Businesses" with a magnifying glass icon, "Resources" with a document icon, and "Small Business Administration" with a building icon. Each tile includes a brief description and a corresponding action button.

hawaii.gov SPO

HANDS Hawaii Awards & Notices Data System

Welcome Bidding Opportunities Contract Awards CPO Requests Compliance Small Business HiePRO Help Log In

Small Business Initiative

What is the Small Business Initiative?

The small business initiative was established to ensure that small businesses, including businesses owned by veterans, native Hawaiians, and women, are able to effectively participate in contracting opportunities with State of Hawaii government agencies. Qualified businesses are required to self-register in order to be searchable by government agencies.

How to Register

1. Verify that your business meets the [size standards for a small business](#) established by the Small Business Administration.
2. Create an eHawaii.gov Account. Watch the [Create Account](#) video to learn how.
3. Complete the small business registration form.

[Start a New Registration >](#)

Search Small Businesses

Search for businesses who have completed the small business registration.

[Search Small Businesses >](#)

Resources

Access helpful resources for small businesses.

[View Resources >](#)

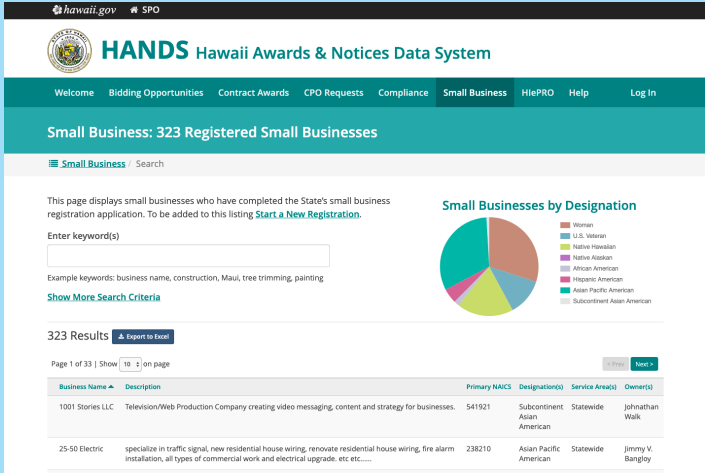
Small Business Administration

Access the SBA's table of small business size standards to help assess your business size.

[View Size Standards >](#)

STATE PROCUREMENT OFFICE - SMALL BUSINESS PHASE II

- URL: hands.ehawaii.gov/hands/smallbusiness
- Launch date: 07/15/2019
- Features:



- Small Business Landing Page - more informative
- Added pie chart on the search that breaks down the percentage of registered small businesses by designation
- Enhanced search including ability to filter search results by multiple criteria - category, island, commodity code, etc.
- New Small Business Dashboard for vendors
- New Small Business System Admin Dashboard - ability to manage registered small businesses and edit terms and conditions.
- Added Small Business Renewal Process - implemented a three-year renewal process for small businesses

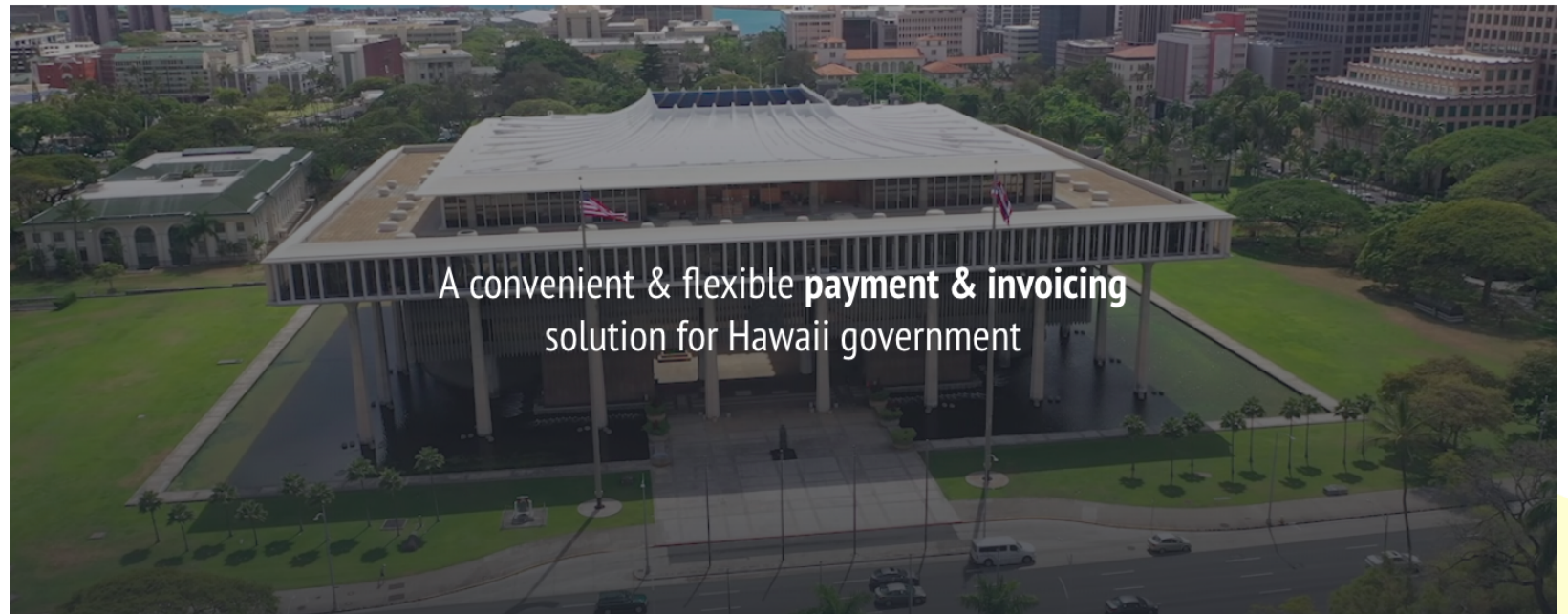
SERVICE HIGHLIGHT 3

Portal Innovation
Payment Platform

PAYMENT PLATFORM

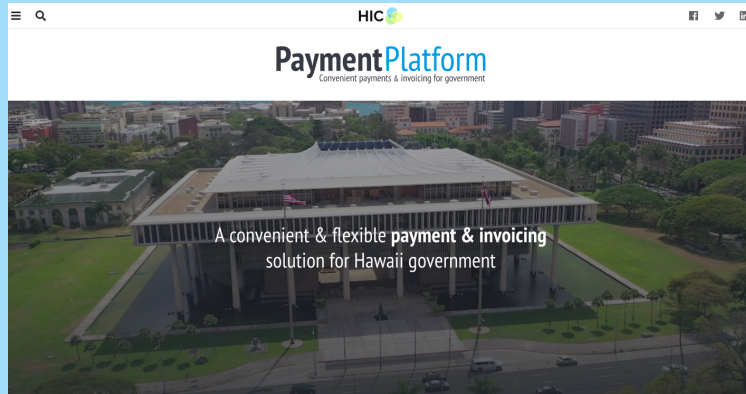


PaymentPlatform
Convenient payments & invoicing for government



PAYMENT PLATFORM

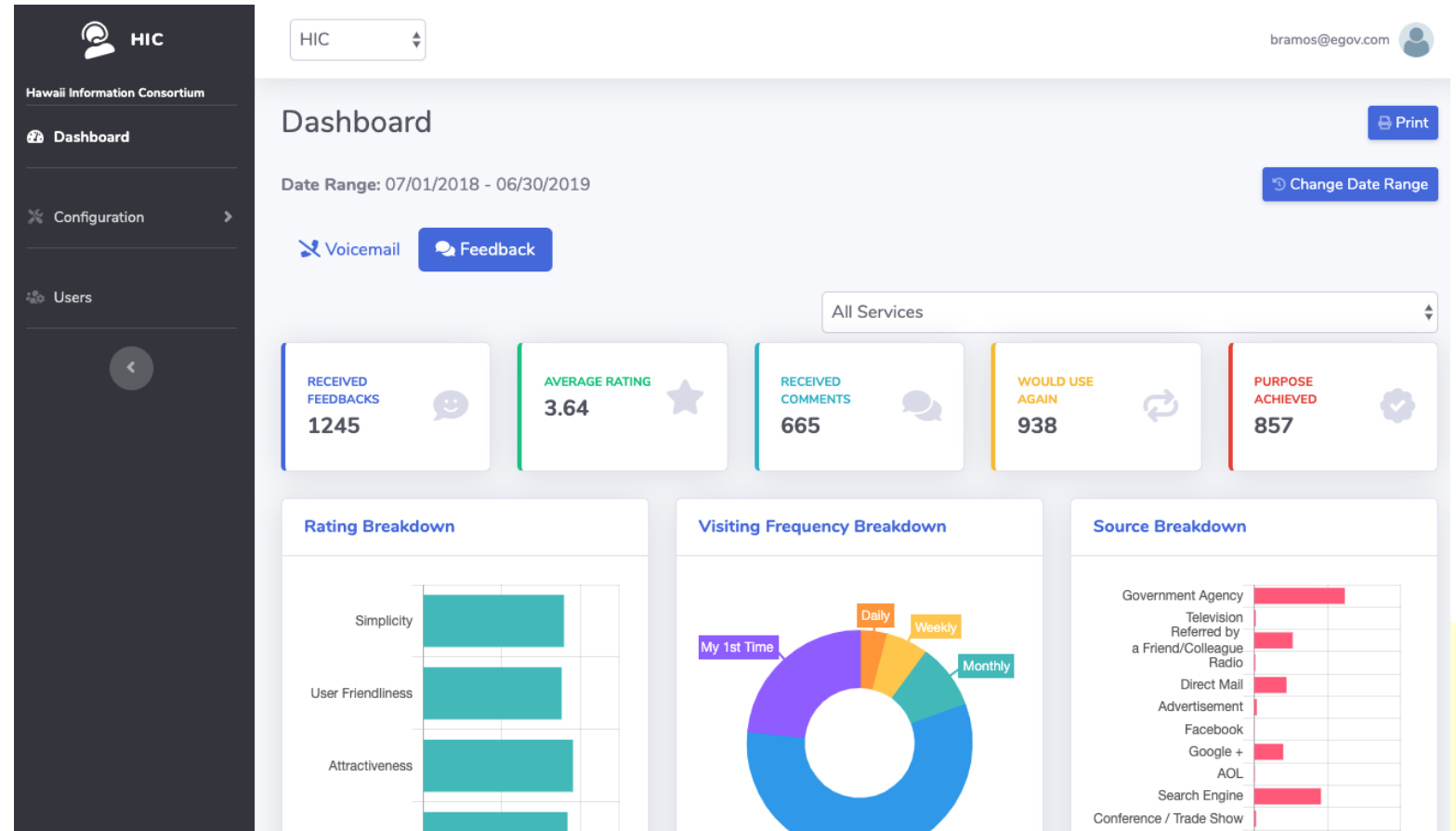
- Informative URL: <https://nichawaii.egov.com/pay>
- Launch date: TBD
- Features:
 - Centralized payments
 - Configurable - low development effort, if any
 - Rapid implementation
 - Collect invoice payments
 - Process accounts receivable more efficiently
 - Customize online bill payment gateway for citizens
 - Credit card chip reader integration for in-person transactions
 - Generate reports for convenient auditing



SERVICE HIGHLIGHT 4

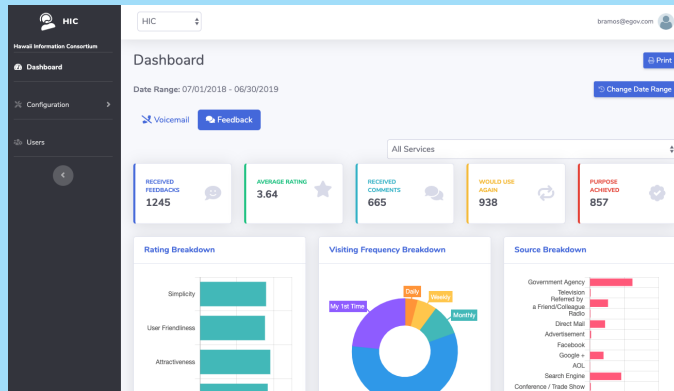
Portal Innovation Customer Service Tracking Tool

CUSTOMER SERVICE TRACKING TOOL



CUSTOMER SERVICE TRACKING TOOL

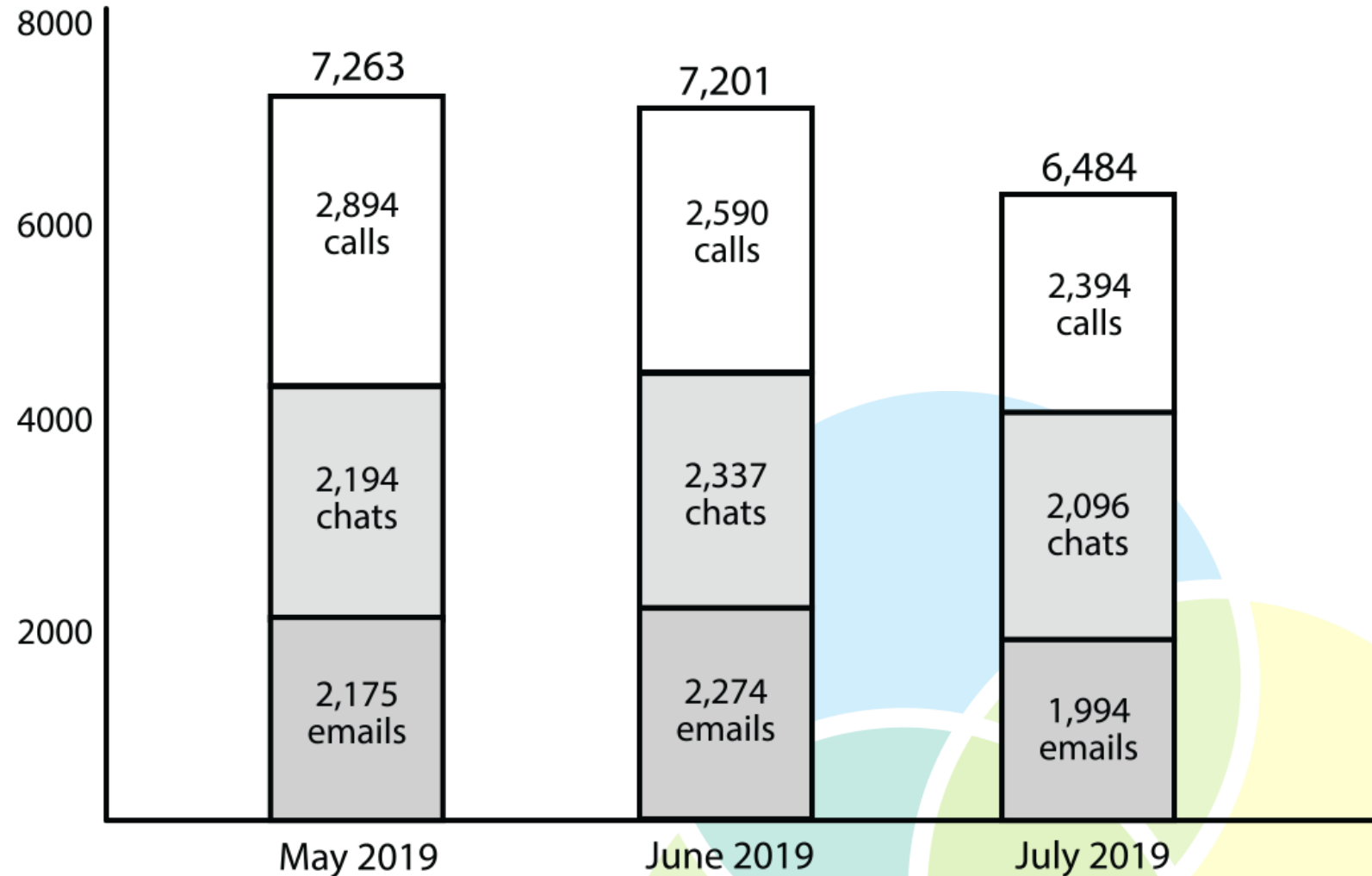
- Features:
 - Configurable modules - low development effort, if any
 - Call center and ticketing module
 - Voice-to-text functionality
 - Feedback capture module
 - Dashboard
 - Real time
 - Association with any service statewide
 - Hear what your customers are saying about you



CUSTOMER SERVICE

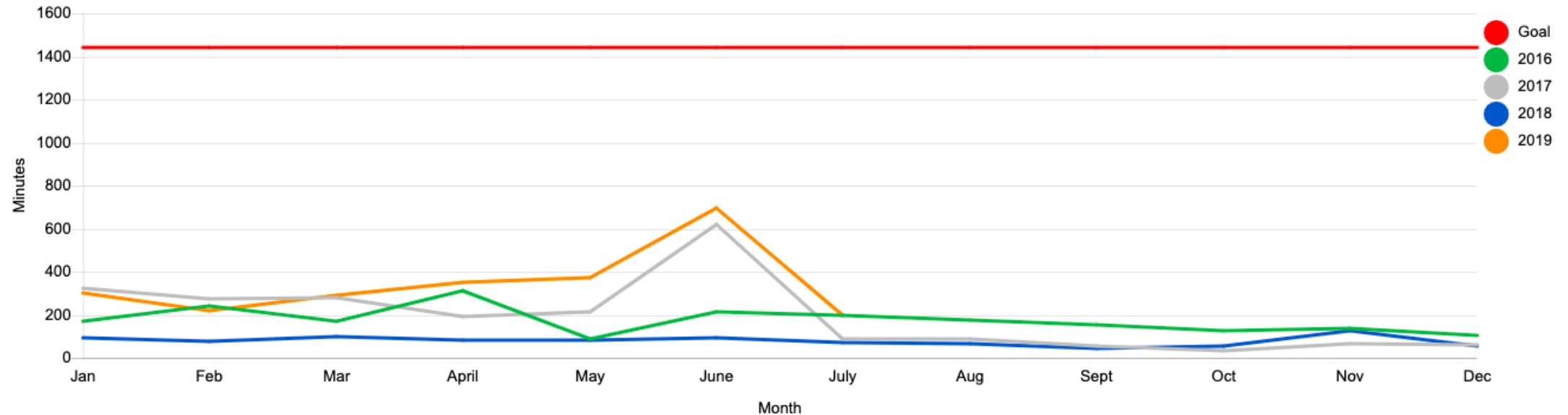
MAY - JULY 2019

CUSTOMER SERVICE OVERVIEW



CUSTOMER SERVICE AVERAGE RESPONSE TIME

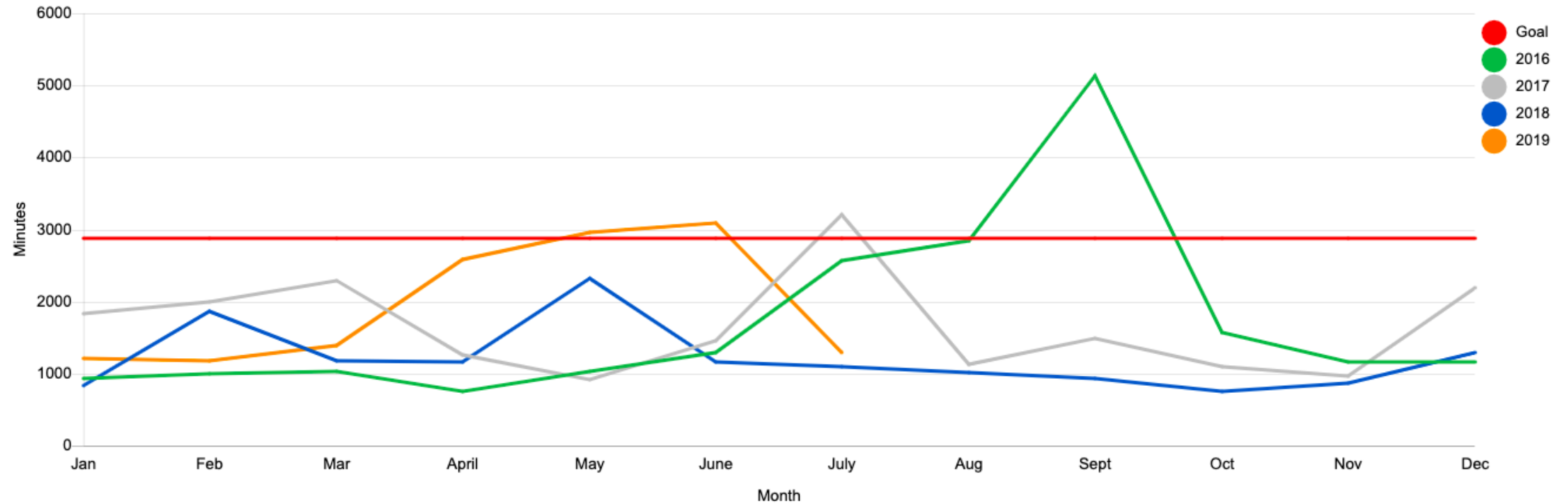
Average First Response Time in Minutes



- Requirement: Respond to emailed inquiries within 24 hours (1440 min)
- HIC has remained well below the requirement
- In 2019, CS was short staffed in Q1, new hire training impacts response time
- In 2018, the average first response time is within 1-2 hours
- Spike in June 2017 (grey line) due to HIC CS team being short staffed
- Spike in June 2019 (orange line) due to Camping inquiries doubling

CUSTOMER SERVICE AVERAGE RESOLUTION TIME

Average Resolution Time in Minutes

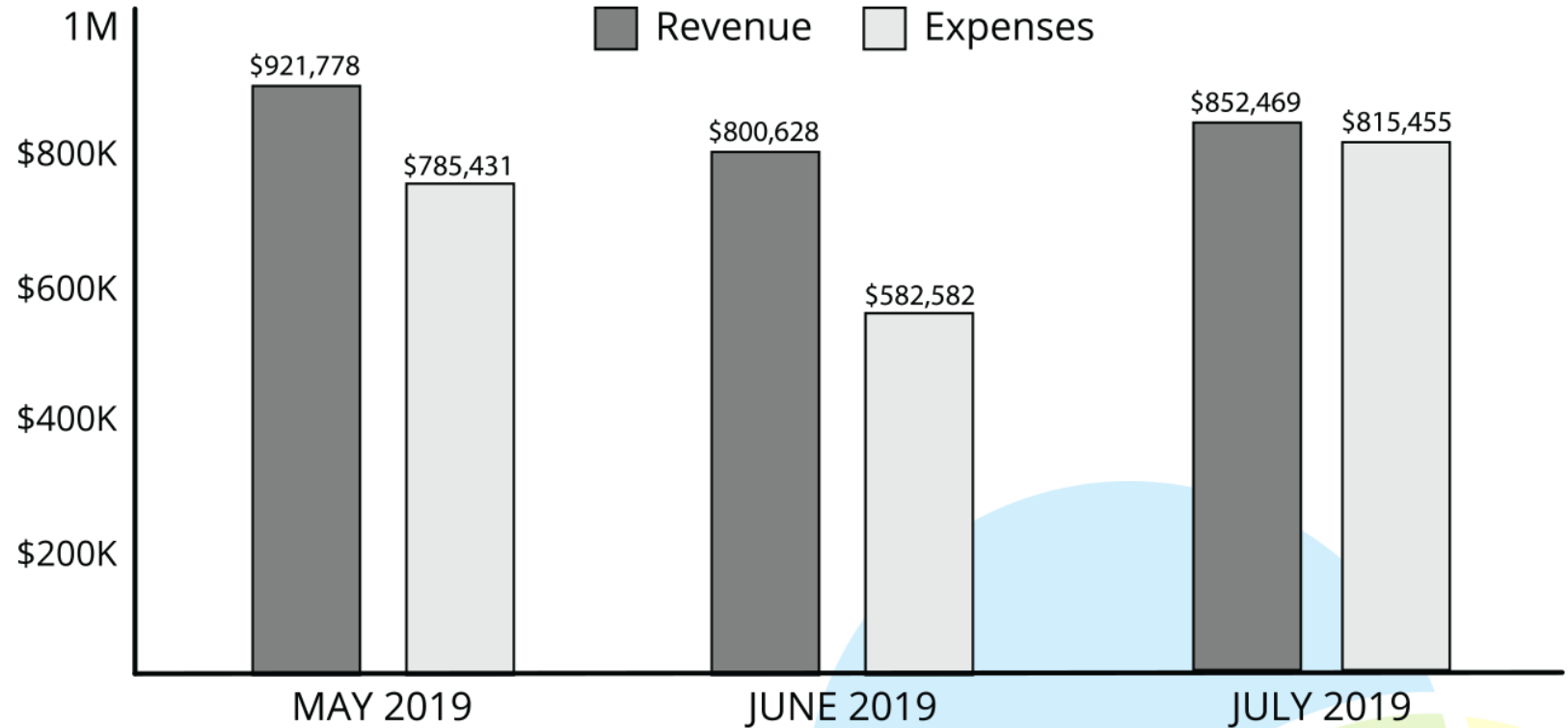


- Goal: Resolve emailed inquiries within 2 days (2880 min)
- Resolution time is skewed due to 5-7 day window awaiting response from customer
- Nine out of every 10 inquiries are resolved on the first contact (91% First Contact Resolution in 2018)
- Slower resolution time in May/June 2019 due to increase in inquiries specifically in regards to Camping (Kalalau Trail reopening)

FINANCIALS

MAY - JUL 2019

INCOME - UNAUDITED REPORT



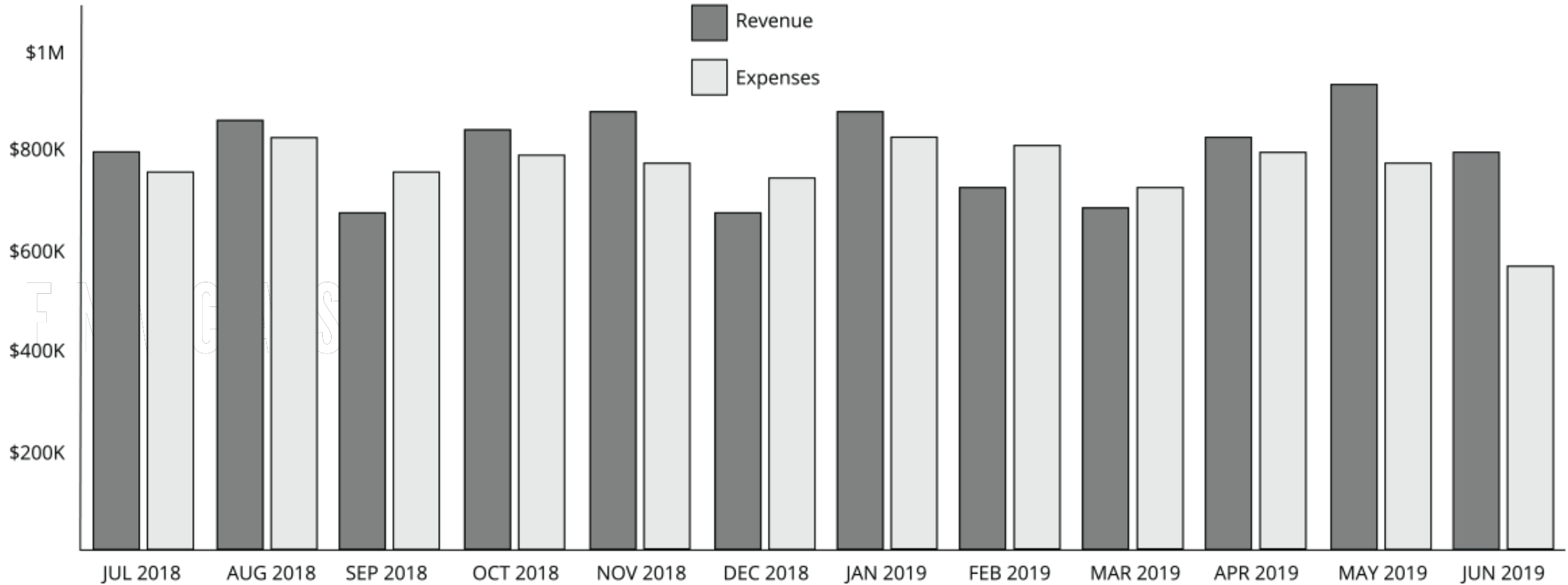
Rolling 3-Month (May–July 2019) Financials

Total Revenue: \$2,574,875

Total Expenses: \$2,183,468

Net Income: \$289,422

UNAUDITED FINANCIALS - FISCAL YEAR (FY) 2019



FY2019 REVENUE & EXPENSES

Total Revenue: \$9,692,779

Total Expenses: \$9,284,361

FINANCIALS

MAY - JUL 2019

CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

\$10,516,038



Liabilities

\$8,876,786



Members Equity

\$1,639,251



Total Liabilities & Shareholder Equity

\$10,516,037

NEWS & UPDATES

OTHER UPDATES

- Contract Extension
- Portal Strategic Plan
- Annual Report
- portal.ehawaii.gov moved to AWS in July 2019
- Staff Updates
 - Quality Assurance Internship - Summer 2019
 - Fall 2019 Internship Program
 - July 2019 Project Manager hired to fill a departure
 - August 2019 Jr Sys Admin departed

CONTACT US

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