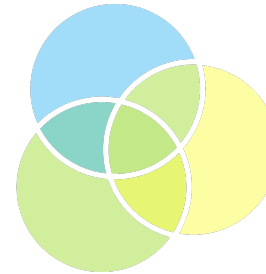


# HIC

HAWAII  
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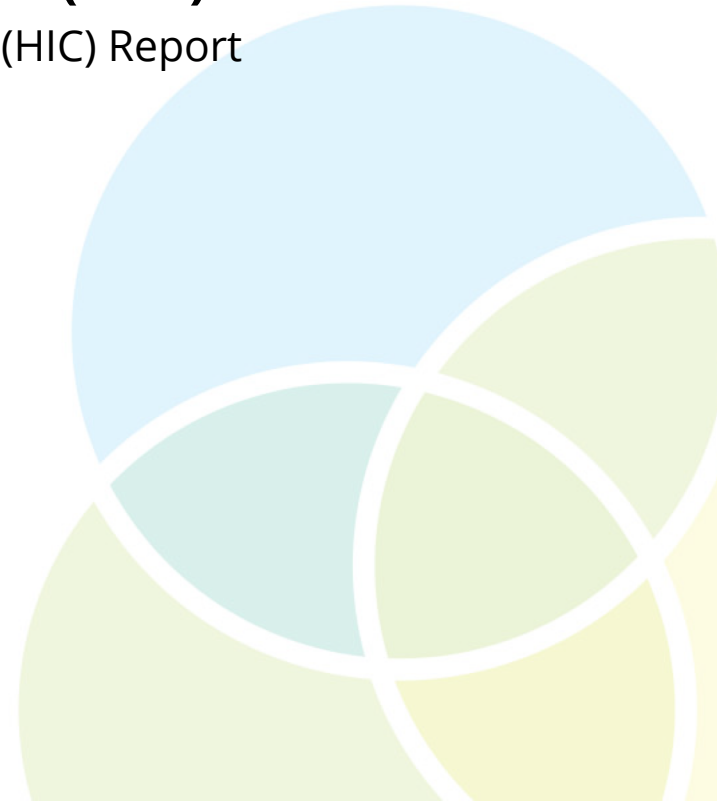


## **ACCESS HAWAII COMMITTEE (AHC)**

Hawaii Information Consortium, LLC (HIC) Report

### Appendix

September 5, 2019



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- Appendix B – Conferences Attended
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- Appendix H – Unscheduled Downtime
- Appendix I – Web Analytics



# Appendix A: Press Releases

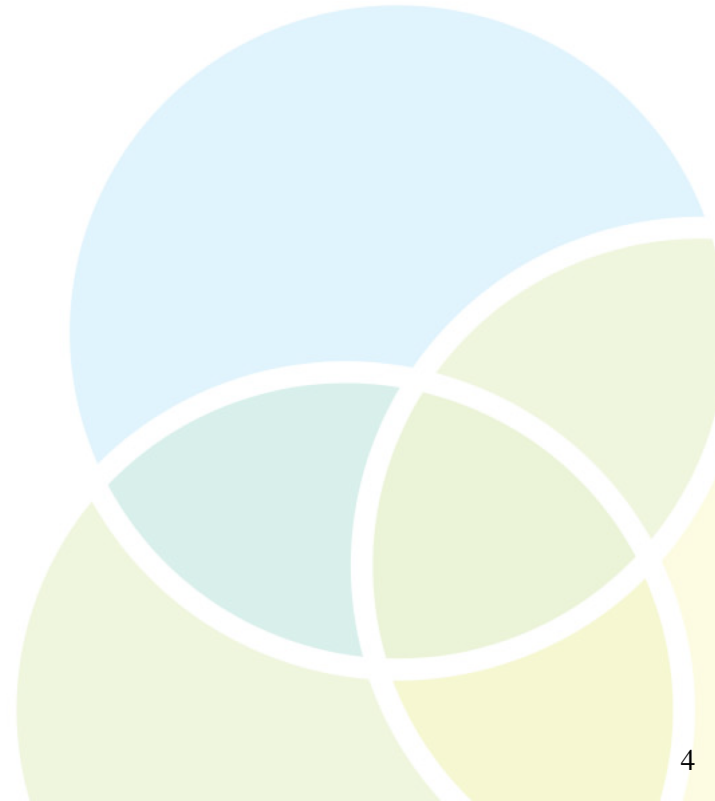


Title	URL	Date Issued
Hawaii Small Business Registration now available on the Hawaii Awards & Notices Data System (HANDS)	<a href="http://hic.ehawaii.gov/2019/02/08/hawaii-small-business-registration-now-available-on-the-hawaii-awards-notices-data-system-hands/">hic.ehawaii.gov/2019/02/08/hawaii-small-business-registration-now-available-on-the-hawaii-awards-notices-data-system-hands/</a>	02/08/19
Hawaii's Clean and Sober Home Registry Provides Support for Recovery Efforts	<a href="http://hic.ehawaii.gov/site-launches/hawaiis-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</a>	03/08/19
Out-of-State Medical Cannabis Patients Can Now Register Using the Hawaii MEDMJ Medical Cannabis Registry Application	<a href="http://hic.ehawaii.gov/site-launches/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</a>	03/12/19
Hawaii Ensures Accessibility of Government Facilities with an Electronic Submission and Review Process	<a href="http://hic.ehawaii.gov/site-launches/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</a>	04/02/19
Self-Printing Service for Hawaii Professional Licensees Available at MyPVL	<a href="http://hic.ehawaii.gov/site-launches/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</a>	05/03/19
Announcing the Redesigned Hawaii Business Express	<a href="http://hic.ehawaii.gov/site-launches/announcing-the-redesigned-hawaii-business-express">hic.ehawaii.gov/site-launches/announcing-the-redesigned-hawaii-business-express</a>	05/09/19

# Appendix A: Press Releases Cont'd



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

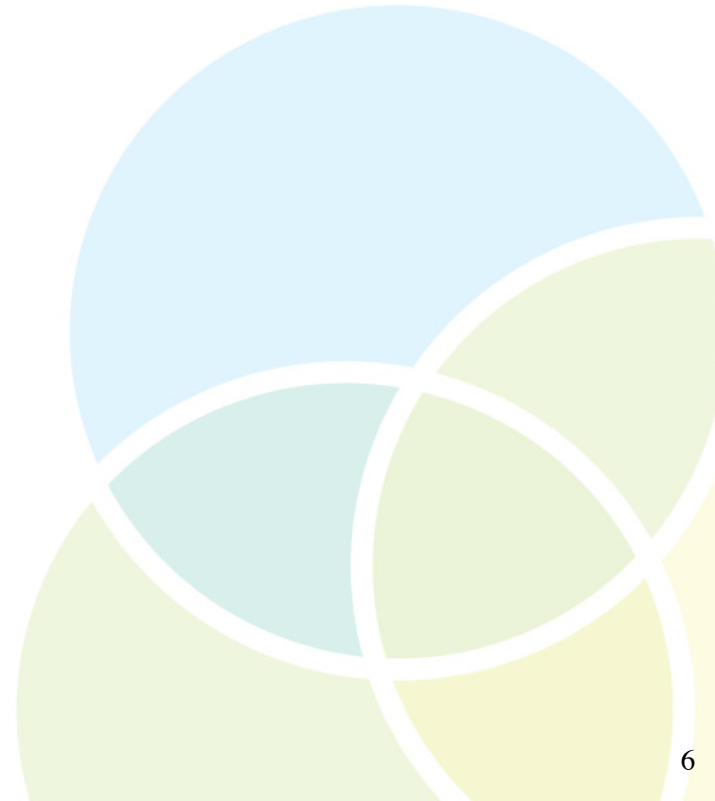


# Appendix B: Conferences Attended

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
National Association for Public Health Statistics and Information Systems (NAPHSIS) Annual Meeting	Annual meeting bringing together professionals in vital records and public health statistics. This year's meeting provided a unique opportunity to collaborate on public health and personal identity.	06/03/19 – 06/06/19
NIC Growth and Innovation Conference	NIC's annual conference gathering leaders from all portals with a heightened focus on the growth of the company.	06/17/19 – 06/19/19
Hawaii Business Leadership Conference	Hawaii Business Magazine's 6 <sup>th</sup> Annual Leadership Conference focused on developing new relationships, building influence in your space, and challenging yourself to think differently and pushing yourself to grow as a leader.	07/25/19

# Appendix C: New and Updated Websites

Agency	Service	URL	Date Launched
Department of Business, Economic Development & Tourism (DBEDT)	DBEDT Small Business Regulatory Review Board Website	<a href="http://sbrrb.hawaii.gov">sbrrb.hawaii.gov</a>	08/13/19



# Appendix D: New Services

Agency	Service	URL	Date Launched
Department of Health, Alcohol and Drug Abuse Division	The <b>Clean and Sober Homes</b> 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 <b>Facility Access Plan Submission and Review System</b> allows engineering firms to submit and manage their document transmittal forms online to DCAB.	fau.ehawaii.gov	04/01/19
County of Hawaii, Liquor Control	The <b>Liquor License and Permitting System</b> was expanded to allow Hawaii County businesses to renew their liquor license online.	liquorpermits.ehawaii.gov	05/14/19

# Appendix E: Service Upgrades

Agency	Service	URL	Date Upgraded
Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW)	The <b>Hunt Lottery System</b> 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 <b>Medical Cannabis Registry</b> 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 <b>Medical Cannabis Registry</b> .	medmj.ehawaii.gov	03/27/19
Department of Commerce and Consumer Affairs (DCCA), Business Registration Division (BREG)	The <b>Hawaii Business Express (HBE)</b> 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

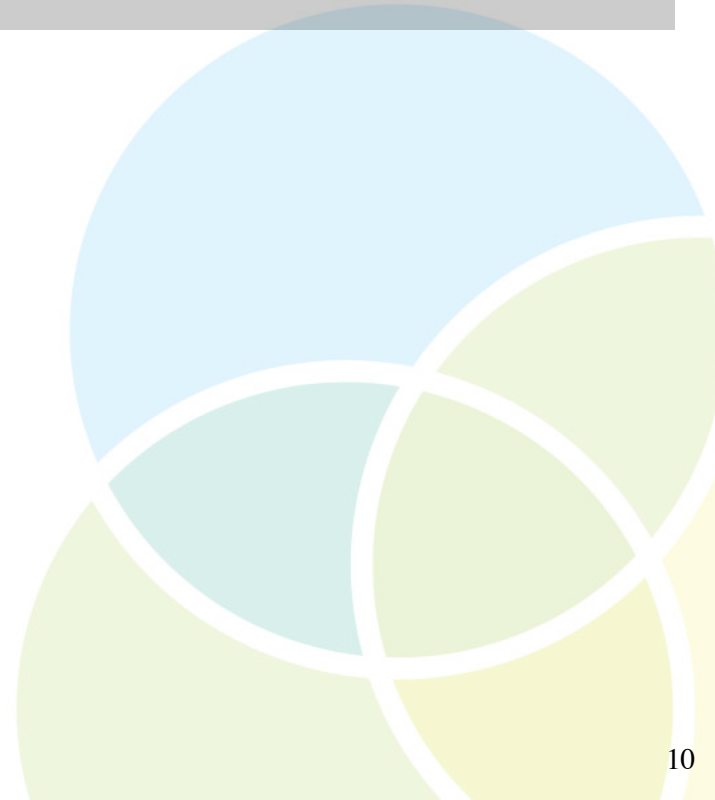
Agency	Service	URL	Date Upgraded
Department of Accounting and General Services (DAGS), State Procurement Office (SPO)	<p>The <b>Hawaii Awards &amp; Notices Data System (HANDS) Small Business System</b> was expanded to provide the following:</p> <ul style="list-style-type: none"> <li>• Small Business Landing Page - more informative</li> <li>• Added pie chart on the search that breaks down the percentage of registered small businesses by designation</li> <li>• Enhanced search including ability to filter search results by multiple criteria - category, island, commodity code, etc.</li> <li>• New Small Business Dashboard for vendors</li> <li>• New Small Business System Admin Dashboard - ability to manage registered small businesses and edit terms and conditions</li> <li>• Added Small Business Renewal Process - implemented a three-year renewal process for small businesses</li> </ul>	<a href="https://hands.ehawaii.gov/hands/smallbusiness">hands.ehawaii.gov/hands/smallbusiness</a>	07/15/19



# Appendix E: Service Upgrades Cont'd

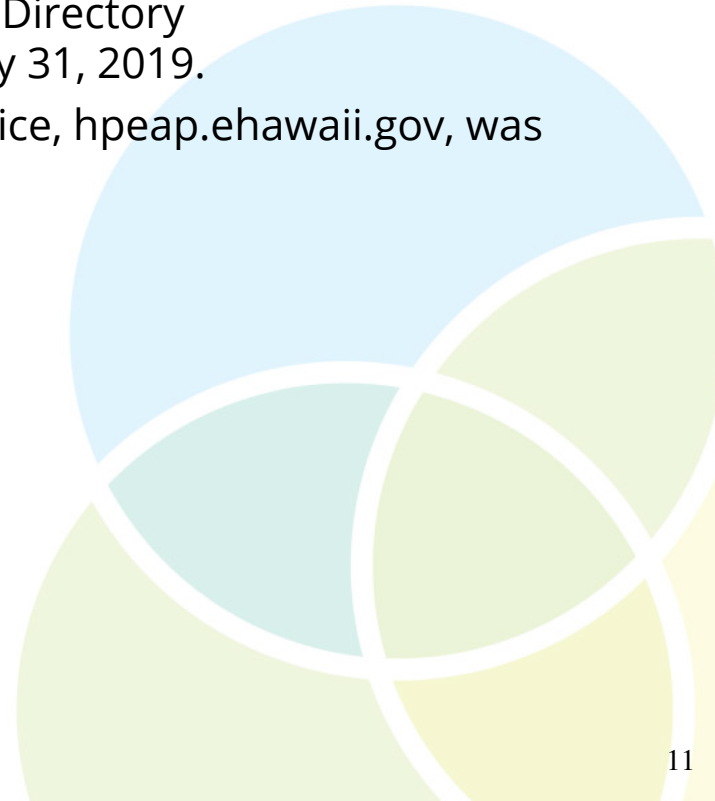
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Agency	Service	URL	Date Upgraded
Department of Health (DOH), Harm Reduction Services Branch (HRSB)	The <b>Medical Cannabis Registry</b> was enhanced to allow patients to apply for the desired registration period, based on doctor approval and meeting the conditions stated by DOH with the capacity for in-state patients to apply for either 1 or 2 year registrations.	medmj.hawaii.gov	07/18/19



# Appendix F: Retired Applications

- The following DOTAX forms are no longer filed via the eFile application, [dotax.ehawaii.gov/efile/user](https://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](https://flood.hawaiicounty.gov), was retired on May 1, 2019.
- The DLNR OCCL Conservation District Use Permit Directory service, [occl.ehawaii.gov/cdup](https://occl.ehawaii.gov/cdup), was retired on May 31, 2019.
- The DCCA HPEAP Online Transcript Ordering service, [hpeap.ehawaii.gov](https://hpeap.ehawaii.gov), was retired on August 15, 2019.



# Appendix G: Agreements

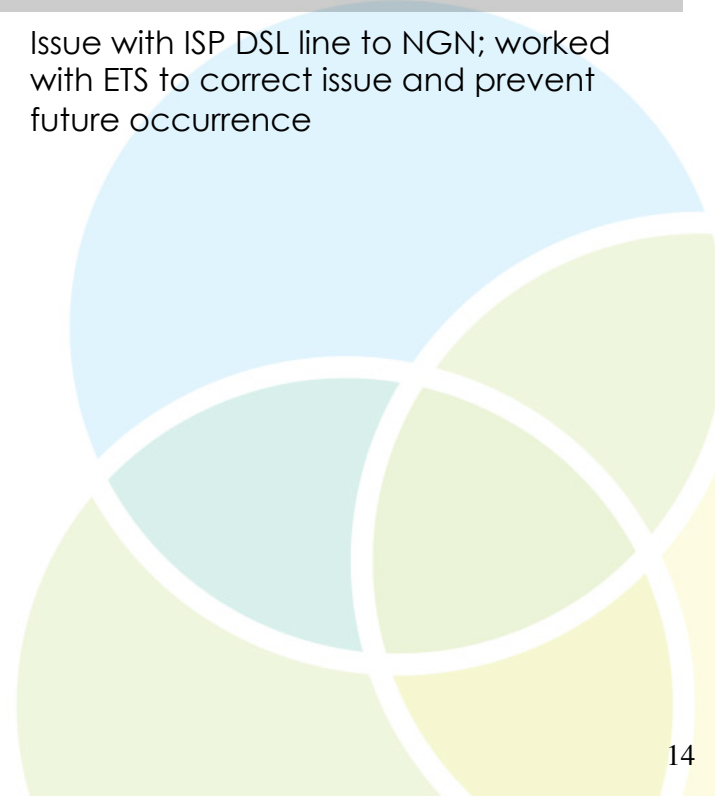
Agency	Service	Document	Signed Date
Department of Business, Economic Development and Tourism (DBEDT), Business Development and Support Division (BDSD)	Website Services – Clarification on supported services and fees	SOW Amendment 3	03/29/19
Department of Land and Natural Resources (DLNR), Administrative 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 G: Agreements Cont'd

Agency	Service	Document	Signed Date
Department of Land and Natural Resources (DLNR), Division of Boating and Ocean Recreation (DOBOR)	Boating Accounts Receivable System (BARS) - Fee change to annual maintenance, support, and hosting	SOW Maintenance 3	06/17/19
Legislative Reference Bureau (LRB)	N/A	Service Level Agreement (SLA)	06/21/19
Legislative Reference Bureau (LRB)	LRB Website Redesign	SOW	06/25/19
City and County of Honolulu, Office of the City Clerk	Legislative Document Access	SOW	06/25/19
County of Maui	Professional Vocational Licensing Data Integration	SOW	06/26/19
Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW)	Hunt Application System – Redesign site to integrate with GoHunt Hawaii system	SOW Amendment 1	06/26/19
County of Hawaii	Professional Vocational Licensing Data Integration	SOW	08/08/19

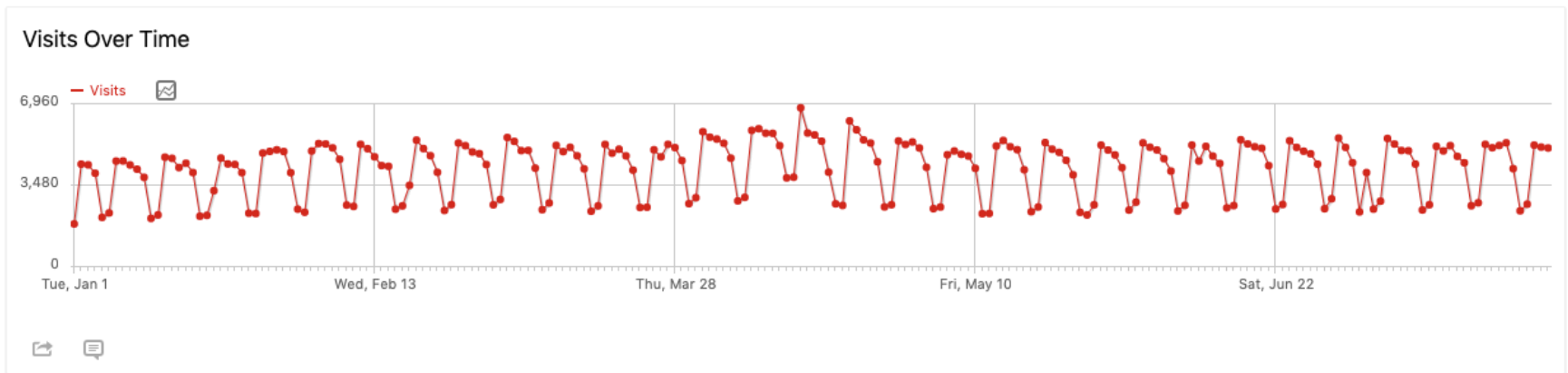
# Appendix H: Unscheduled Downtime

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
06/01/2019 at 2:17am	~3.5 hr	eHawaii.gov single-sign on service (lala)	Application memory issue; application was bounced
06/07/2019 at 10:00pm	~5 min	All Services	Emergency network maintenance by ISP
06/10/2019 at 9:10am	~1 hr ~20 min ~4 hr	Services utilizing the NGN connection	Issue with ISP DSL line to NGN; worked with ETS to correct issue and prevent future occurrence



# Appendix I: Web Analytics

## January-July 2019 Web Traffic for hawaii.gov



- 880,301 Visits
- 3 min 35s Average Visit Duration
- 34% Bounce Rate
- 1,276,225 Unique Page Views