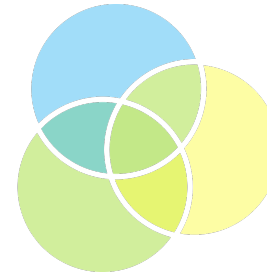


HIC

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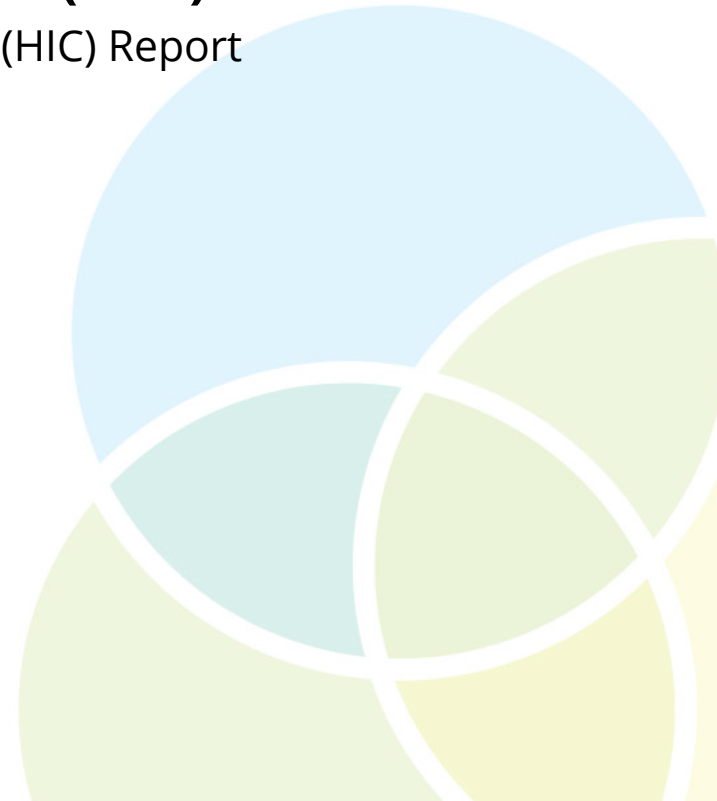


ACCESS HAWAII COMMITTEE (AHC)

Hawaii Information Consortium, LLC (HIC) Report

Appendix

December 5, 2019



Appendix – Table of Contents

- Appendix A – Press Releases
- Appendix B – Conferences Attended
- Appendix C – New and Updated Websites
- Appendix D – New Services
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- Appendix G – Agreements
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- 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)	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
Hawaii Business Express Wins Outstanding Website Award	nichawaii.egov.com/awards/hawaii-business-express-wins-outstanding-website-award	09/10/19
Hawaii's One-Stop Solution for Professional Licensees Wins State Government Project Experience Award	nichawaii.egov.com/awards/hawaiis-one-stop-solution-for-professional-licensees-wins-state-government-project-experience-award	09/25/19
Hawaii Information Consortium Website Wins Silver W3 Award	nichawaii.egov.com/awards/hawaii-information-consortium-website-wins-silver-w3-award	10/08/19

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 th 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 B: Conferences Attended Cont'd

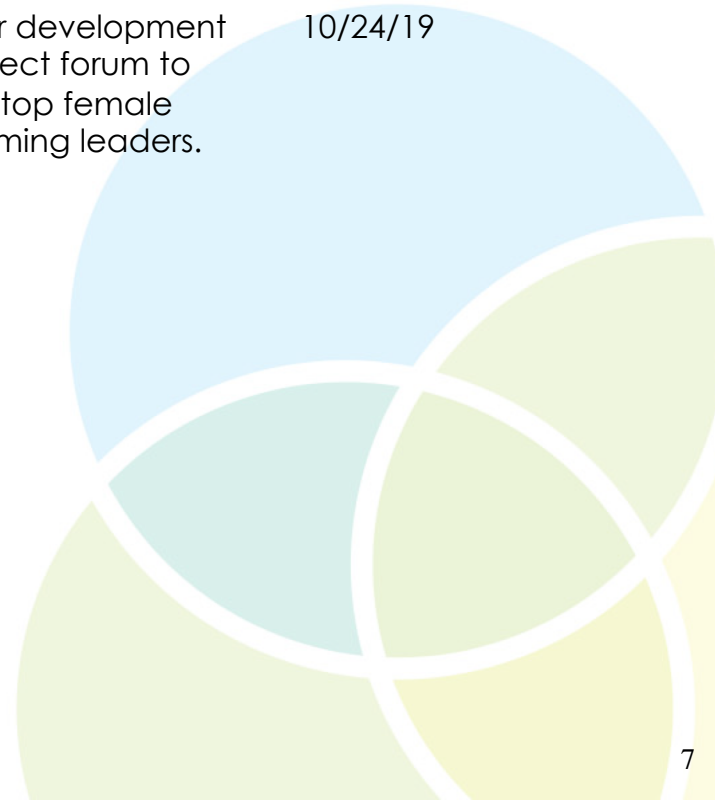


Conference Name	Description	Date(s) Attended
WiRE – Climate Reality	<i>Climate Action Week</i> included a panel discussion with local leaders trained by Former US Vice President and Nobel Peace Prize winner Al Gore on the reality of our climate crisis and related solutions pertaining to clean energy (electricity and transportation), resilience and emergency response.	09/25/19
NIC Tech Conference	NIC's annual tech conference gathering technical leaders from all portals with a focus on <i>Unleashing your inner Rock Star</i> and turning up your tech skills to beast mode level.	09/30/19 – 10/03/19
Hawaii Innovation Day	A forum to learn how revolutionary technology platforms easily integrate with current infrastructure to enable automation, collaboration, mobile, and swift response to change.	10/08/19
HICTA October Luncheon - #1 State for Cyber Attacks?	Hawaii State Chief Information Security Officer, Vince Hoang, provides insight on security/cyber-related topics.	10/15/19
State Procurement Office (SPO) Conference	SPOCon is a training conference for State/County purchasing and contracts professionals who will be given the opportunity to learn about the various contracts that the state has with various companies.	10/16/19

Appendix B: Conferences Attended Cont'd



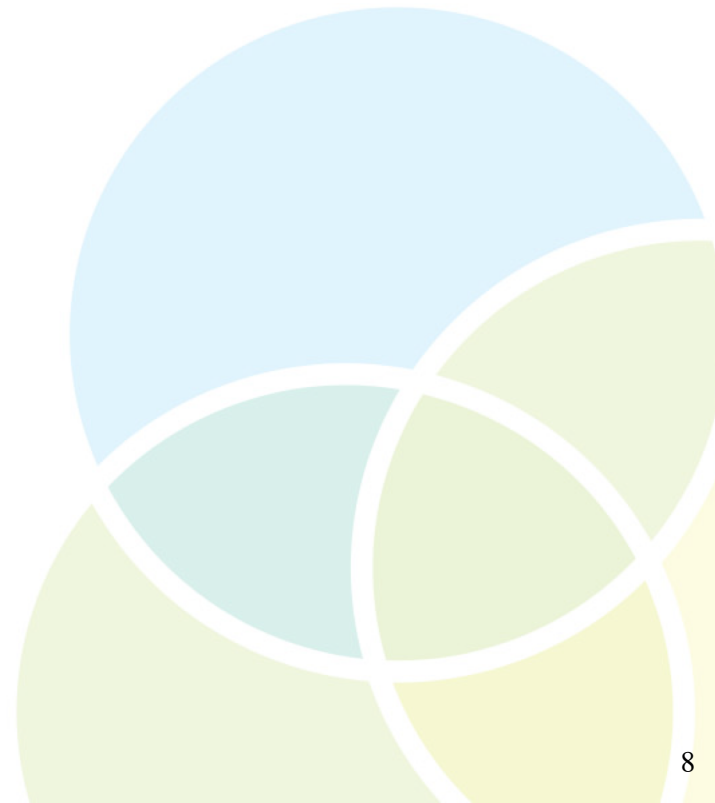
Conference Name	Description	Date(s) Attended
Hawaii Annual Code Challenge	The State's annual code challenge focused on fostering Hawaii Green Growth's sustainability goals and promoting interaction and mutual benefit between State agencies and communities using a public-private partnership model. HIC participated as a sponsor and workshop leader.	10/19/19, 10/26/19, 11/16/19
Wahine Forum	Hawaii's largest leadership and career development conference for women. This is the perfect forum to cultivate relationship among Hawaii's top female executives, entrepreneurs, up-and-coming leaders.	10/24/19



Appendix C: New and Updated Websites

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Agency	Service	URL	Date Launched
Department of Business, Economic Development & Tourism (DBEDT)	DBEDT Small Business Regulatory Review Board Website	sbrrb.hawaii.gov	08/13/19



Appendix D: New Services



Agency	Service	URL	Date Launched
Hawaii Information Consortium, LLC	HIC developed a centralized Payment Platform to simplify government payments. Kauai Sewer Payments will be migrating to this platform in December 2019 and we anticipate more to come in 2020.	pay.ehawaii.gov	01/03/19
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	03/01/19
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
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 D: New Services Cont'd



Agency	Service	URL	Date Launched
Hawaii Information Consortium, LLC	The CXsuite gathers customer feedback and displays the feedback data in a dashboard. In addition to reporting functionality it also can interact with the end user, answer questions, record speech to text, and generate emails from voicemails.	cxsuite.ehawaii.gov	10/03/19
Department of Land and Natural Resources, Division of Aquatic Resources	Effective in January 2018, the revised Hawaii Administrative Rule (HAR) Chapter 13-74 established the requirement for Commercial Marine Dealers to report all marine life obtained, purchased, transferred, exchanged, or sold during a weekly reporting period. The new Commercial Marine Dealer Purchase Reporting System establishes an online reporting system for commercial marine dealers to report marine life purchased from licensed fishermen on a weekly basis.	dlnr.ehawaii.gov/odr	10/09/19

Appendix E: Service Upgrades

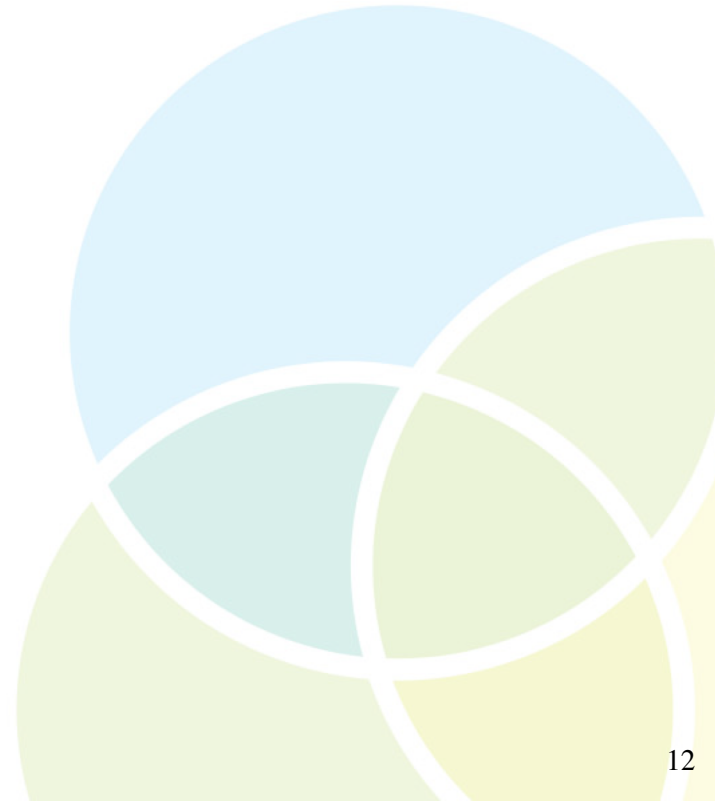


Agency	Service	URL	Date Upgraded
Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW)	The Hunt Lottery System is now a full-featured electronic hunt lottery drawing system. The service was updated to allow State administrators to setup future lotteries independently 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

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Agency	Service	URL	Date Upgraded
Department of Accounting and General Services (DAGS), State Procurement Office (SPO)	<p>The Hawaii Awards & Notices Data System (HANDS) Small Business System was expanded to provide the following:</p> <ul style="list-style-type: none"> • 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 	hands.ehawaii.gov/hands/smallbusiness	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 Medical Cannabis Registry 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.ehawaii.gov	07/18/19
Department of Labor and Industrial Relations (DLIR), Hawaii Occupational Safety & Health Division (HIOSH)	A new Temporary Construction Module was added to the existing Inspection and Permitting System . The new module allows users to submit online requests to use a designated elevator to haul equipment and tools to other floors during construction of the building.	hiosh.ehawaii.gov/hiosh	09/09/19
Judiciary	The Electronic Bench Warrants system was updated to include civil warrants that can be viewed, printed, and served/recalled electronically. Civil warrants is the third warrant type to be offered via eBW, in addition to traffic and criminal warrants.	private	10/07/19

Appendix F: Retired Applications

- The following DOTAX forms are no longer filed via the eFile service, dotax.ehawaii.gov/efile/user:
 - N-1, N-200V, N-201V as of February 1, 2019
 - VP-2, ICS-202V as of August 28, 2019
- The County of Hawaii Public Works website, flood.hawaiicounty.gov, was retired on May 1, 2019.
- The DLNR OCCL Conservation District Use Permit Directory service, occl.ehawaii.gov/cdup, was retired on May 31, 2019.
- The DCCA HPEAP Online Transcript Ordering service, hpeap.ehawaii.gov, was retired on August 15, 2019.
- The DCCA BREG Business Suite mobile application was retired on August 26, 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
Office of Enterprise Technology Services	Gov2Go	SOW	09/09/19

Appendix G: Agreements Cont'd



Agency	Service	Document	Signed Date
Office of Enterprise Technology Services, Technology Support Services Branch	State of Hawaii Website Theme Support	SOW	09/09/19
Department of Land and Natural Resources (DLNR), Division of Aquatic Resources	Commercial Marine Dealer Reporting System Maintenance Agreement	SOW Amendment 1	09/09/19
County of Kauai	Gov2Go for Kauai Online Sewer Payments	Gov2Go Connection Agreement	10/02/19
County of Kauai	Online Sewer Payments	SOW Amendment 2	10/03/19
Office of Enterprise Technology Services	Consolidated Annual Financial Report Support For FY2019	SOW	10/18/19

Appendix H: Unscheduled Downtime

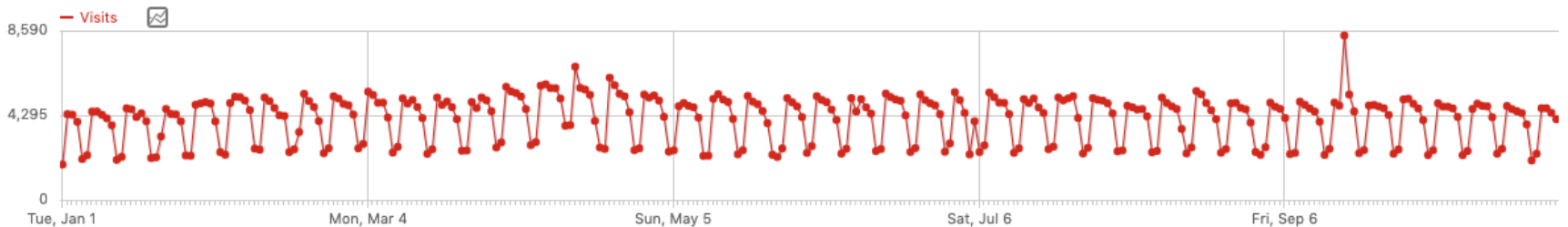


Time	Duration	Affected Sites	Comment
03/17/2019 at ~3:02pm	~5 min	eHawaii.gov single-sign on service (lala)	Application memory issue; application was bounced
06/01/2019 at 2:17am	~3.5 hr	eHawaii.gov single-sign on service (lala)	Application memory issue; application was bounced
06/07/2019 at 10:00pm	~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
10/01/19 at 1:34pm	~ 45 min	Various services had varying degrees of issues.	SystemMetrics ISP outage caused instability in services
10/09/19 at 11:35am	~ 1 hr	Various services had varying degrees of issues.	SystemMetrics ISP outage caused instability in services

Appendix I: Web Analytics

January-October 2019 Web Traffic for hawaii.gov

Visits Over Time



- 1,251,037 Visits
- 3 min 29s Average Visit Duration
- 35% Bounce Rate
- 1,813,264 Unique Page Views