STATE OF HAWAIʻI

ACCESS HAWAIʻI COMMITTEE
AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

ANNUAL REPORT ON

THE OPERATION OF THE INTERNET PORTAL

FOR THE PERIOD

JULY 1, 2018 THROUGH JUNE 30, 2019

SUBMITTED TO

THE THIRTIETH STATE LEGISLATURE

IN ACCORDANCE WITH
SECTION 27G-5, HAWAIʻI REVISED STATUTES

STATE OF HAWAI'I
ACCESS HAWAI'I COMMITTEE
ANNUAL REPORT ON THE
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Introduction

Pursuant to section 27G-5, Hawai'i Revised Statutes (HRS), the Access Hawai'i Committee (AHC) submits its annual report to the 2020 Legislature. This year's annual report contains a report by the portal manager/vendor, Hawai'i Information Consortium, LLC (HIC), reflecting work the vendor was authorized to perform by the AHC in conjunction with various State and County agencies.

Overview:

Chapter 27G, HRS, sets forth the duties of the AHC which include the following oversight functions of the State Internet Portal Program: 1) review the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager; 2) review and approval of all charges to portal users; 3) review and approval of service level agreements negotiated by government agencies with the portal manager; 4) review of the annual customer satisfaction surveys conducted by the portal manager; and 6) review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

History:

The AHC was created by Act 292, SLH 2000 to exercise oversight of the portal manager. The AHC operated as an informal committee. Pursuant to Act 110, SLH 2003 (SB1334, HD1), Act 110 removed the sunset date scheduled on July 1, 2005. Due to the value of the oversight function, Act 172 SLH 2007 re-enacted the original law of Act 292, SLH 2000 that established the AHC.

Act 101, SLH (2010) amended Chapter 27G, HRS, and created the AHC Special Fund within the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services (DAGS) to support the AHC.

In 2011, the Portal Program Manager position was created by Act 164 (SLH 2011) to assist the AHC with the mandated oversight of the internet portal provider. The Portal Program Manager provides guidance to the AHC relating to strategies for online payment and processing, internet initiatives, electronic document filing, paperless initiatives, and web application development. The Portal Program Manager also monitors portal provider activities to ensure compliance with terms and conditions of the portal provider contract, reviews the portal provider's financial reports, evaluates new and existing Statements of Work, fee agreements, priorities, and Service Level Agreements being negotiated between government agencies and the portal provider. The Portal Program Manager collaborates with the portal provider and government agencies to promote e-government and to increase on-line services that can be easily, conveniently, and securely accessed by the public.

In 2014, the Chief Information Officer of the State was added to the AHC membership and was designated as the chairperson of the committee through Act 21.

Current Status:

New online government services are continually being added through the portal program. State and County agencies and their employees working with HIC have identified new online services and work hand-in-hand with HIC through the planning, implementation, and operational phases for these services. As a result, government is more accessible to the public and is being provided with added convenience. Citizens can conduct business with government online from their homes, offices, and mobile devices during the State's business and non-business hours.

The portal program's success has been achieved through the work of the vendor in conjunction with the AHC, the Office of Enterprise Technology Services (ETS), and the business and information technology teams of the State agencies, the Counties, and the Judiciary.

In a recent trend, some citizen-facing applications that existed on the portal are being redeveloped for platforms other than the portal. This trend may impact the long-term viability of the portal and impact services provided to citizens. The Access Hawaii Committee and ETS are monitoring this trend and evaluating the impact on citizen-facing digital government.

2019 Activities
The following sections provide key issues and activities addressed by the AHC in 2019.

<u>Preparation for New Request for Proposals (RFP)</u>

On March 1, 2018 the board agreed that to support the existing portal services while the RFP is in progress, the current contract that was to expire on January 3, 2019 was extended for one year to January 3, 2020. The extension was signed on July 1 2018.

On June 21, 2019 the AHC agreed to support the procuring agency: SPO and the ETS CIO (contract administrator) to extend the contract up to two years, with a study to further support an RFP in the second year. Modifications to the existing contract were made by ETS, SPO, and HIC in October 2019. The Supplemental Contract No. 5 to Contract RFP-08-01 1-SW, SPO Contract No. 08-13 was signed on November 14, 2019.

<u>Oversight of Financial Reporting</u>

The AHC sent a formal letter regarding Clarification of Financial Data in the Annual Reports to the vendor on July 18, 2019. The vendor responded July 31, 2019 addressing questions concerning annual amounts remitted to "Affiliated Companies" and the use of the State of Hawai'i's data. The AHC was satisfied with the response but will continue to provide diligent oversight in this area.

Accolades:

The State portal program earned the following awards in 2019:

1. Hawai'i State Public Library System
   - Outstanding Website Award (Web Marketing Association Web Award)
   - W3 Award- Silver Winner
2. State Procurement Office- Hawaii Awards and Notices Data System
   - Government Standard of Excellence
3. Hawaii Information Consortium Website Redesign
   - Communicator Award
4. DLNR Go Hunt, Hawaii
   - Communicator Award

2019 Annual Report by Hawaii Information Consortium, LLC

A comprehensive progress report by HIC regarding the activities and expenses of the portal program is provided on the subsequent pages.

Hawaii Information Consortium
Annual Report Fiscal Year 2019

July 1, 2018 – June 30, 2019

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Executive Summary

Access to digital government services across Hawaii has established Hawaii as a leader in state government in the areas of business registration, vital records access, electronic procurement, licensing / permitting website design and accessibility.

When the State issued the original Request for Proposal (RFP) for a self-funded (funded by fees collected from the fee payer or State or County agency) Internet Portal Provider, the Hawaii Information Consortium, LLC answered and won. In 2008, the RFP under which the current contract was awarded, was updated to include self-funded services, marketing and outreach, time and materials projects, hosting services, and website design and implementation.

On September 6, 2018 the Access Hawaii Committee approved the modification of the Portal Program Annual Report from the previous calendar year reporting to a fiscal year report time frame. The information in this report covers the time period from July 1, 2018 to June 30, 2019.

The portal program launched 7 new services in Fiscal Year (FY) 2019. These services include the Judiciary's Circuit Court Judge Evaluation, the Department of Attorney General Tax & Charities Special Invoice Payment System, the Energy Office's Solar Water Heater Variance Application, HIC's Payment Platform, the Department of Health's (DOH) Clean and Sober Homes Registry, the DOH's Facility Access Plan Submission and Review System, and the County of Hawaii's Liquor License Renewals System. In addition, 12 major application updates and 1 website upgrade were delivered.

Today, the portal provides over 160 online services. The breakdown of portal services by department is provided in Table 1 below. The Department of Land and Natural Resources (DLNR) and Department of Commerce and Consumer Affairs (DCCA) leverage the portal most effectively with 31 and 27 services, respectively. A number of agencies have expanded services to the public consistently in recent years, and we hope that more departments and divisions will do so in the coming years.

Table 1: Services by Department

Department	Services*
Department of Land and Natural Resources (DLNR)	31
Department of Commerce and Consumer Affairs (DCCA)	27

Department	Services*
HIC Enterprise Applications and Other**	13
County of Hawaii (Hawaii)	9
Department of Attorney General (AG)	11
Department of Business, Economic Development & Tourism (DBEDT)	11
Department of Health (DOH)	13
Judiciary (JUD)	10
Department of Labor and Industrial Relations (DLIR)	6
Department of Budget and Finance (B&F)	6
Department of Accounting and General Services (DAGS)	5
County of Kauai (Kauai)	4
City and County of Honolulu (CCHNL)	2
Department of Taxation (DOTAX)	2
Enterprise Technology Services (ETS)	2
Office of the Governor (GOV)	2
Office of the Lieutenant Governor (LG)	2
County of Maui (Maui)	1
Department of Defense (DOD)	1
Department of Public Safety (DPS)	1
Department of Transportation (DOT)	1
Hawaii State Public Library (HSPLS)	1
Grand Total	**161**

*Services include online applications and WordPress websites

**This includes services such as our eHawaii.gov single sign-on service, payment processing service, the portal

   website, the Access Hawaii Committee website, and others.

Throughout FY2019, HIC's four-person customer service team provided nearly 8,000 hours to Hawaii citizens, businesses, visitors, and State and County agencies. Averaging approximately 5,600 interactions each month, the team handled inquiries and questions via phone, online chat, and email.

We work closely with our oversight committee, the Access Hawaii Committee (AHC) and the Portal Program Manager (PPM). Detailed weekly status meetings between HIC and the PPM help keep the portal program moving forward to bring efficient and innovative digital government to the people of the State of Hawaii.

Funding Portal Operations

Self-Funded Model

When a State or County agency works with HIC to develop a new service using the self-funded model, there is no upfront cost for development. HIC and the agencies collaborate to come up with sustainable solutions. HIC absorbs the risk and cost of developing the service in return for future revenue over the lifecycle of the service to recover costs and maintain and support the service.

HIC generates revenue through service fees that are added on to the online services we build. These fees can be passed to the fee payer or absorbed in part or whole by the agency. Sometimes our services make an existing paper form available online. Other times we come up with innovative solutions that never existed before, such as Hawaii Compliance Express, which integrates a process involving multiple State agencies into one online solution. The idea of eGovernment is not simply to make existing procedures have electronic analogs. We work with the agency to find ways to streamline existing processes, making the whole system more efficient.

HIC maintains each of the services we develop over the lifecycle of that service. This means the agencies pay no fees for software licensing, operating system upgrades, and security scans. HIC staffs a full team of customer service representatives and takes calls, emails, and instant messages at no cost to the agencies for services funded under the self-funded model. Finally, HIC provides outreach support for our services, assisting with education, training, and marketing efforts to drive awareness and adoption of the services. You may have seen examples like the annual report postcards (DCCA Business Registration), email reminders (Hawaii eProcurement System, Kauai Real Property Tax Payments, Hawaii Unemployment Insurance Express), videos, training, community meetings, industry meetings, posters, and business cards.

The self-funded model is a flexible funding model that works for government, businesses, and citizens in the following manner:

1. Modest efficiency or transaction fees are applied to a limited number of services, which cover the cost of building, maintaining, and expanding the entire digital government platform at no cost to government.

2. Transaction fees create a sustainable funding stream to support long-term digital government growth.

3. Funding from this small number of fee services supports enterprise-wide digital government expansion. With this funding source established, many digital government services are then provided at no cost, or significantly reduced cost, to users.

4. The ongoing funding source is reinvested in building more new services. Reinvestment examples include collaborative efforts to propose and build new self-funded and discounted/no cost systems, maintain and upgrade existing services, meet security and compliance requirements, and participate in conversations with the community, policy makers, and agency directors.

5. HIC is paid only when digital government services are used, so a strong natural incentive exists to build, deploy and market services that the community wants and needs.

6. Strong central government sets the digital government strategy, establishes priorities, sets efficiency fees, and maintains data control.

Time and Materials

When transaction fees are not feasible, HIC can still offer services with our contract hourly development rates. In most cases, this funding model is used when an agency wants to develop an online service that has an existing funding model (i.e. federal grants) or the service doesn't generate any revenue but requires significant development and maintenance. The Department of Land and Natural Resources, Department of Labor and Industrial Relations, and Department of the Attorney General are some of the agencies who have leveraged this funding model.

Hosting

Some agencies leverage our hosting services for website hosting or HIC developed web applications that have no revenue base. In certain scenarios, an agency may already have an application developed that only needs hosting service to continue providing service to the public.

No Cost Projects

HIC also develops some applications entirely at no cost where appropriate. Most of these applications have no way to generate revenue. HIC recovers its costs for development, deployment, hosting, and maintenance through portal administration fees from other self-funded services.

The Access Hawaii Committee collaborates with HIC in determining which services will be provided at no cost to the State or County agency. These types of applications generally have a high public value or dramatically enhance public safety. Some examples include: Hawaii sex offender search, unclaimed property search, and the state calendar for posting public meeting and events. Below is a list of some of the no cost services provided by HIC:

- Access Hawaii Committee AHC website
- AG - CSEA - Child Support Account Information System
- AG - HCJDC - Covered Offenders Search
- Boards & Commissions Online Application
- Budget and Finance - Unclaimed Property Search
- City and County of Honolulu - Work Hawaii Division - Youth Build Website
- County of Hawaii - Parks & Recreation - Mauna Kea Group Application
- DCCA - BREG - Agent Search
- DCCA - INS - Insurance Continuing Education Information
- DCCA - INS - Insurance License Search
- DCCA - INS - License CE Verification
- DCCA - INS - Self-Service Portal
- DCCA - PVL - Continuing Education System
- DCCA - PVL - Insurance Certificate Submittal (Surety)
- DCCA - PVL - License Search
- DCCA - PVL - MyPVL Dashboard
- DLIR - Quarterly Wage Reporting
- DLNR - BOC - Power of Attorney and Names Change Glossary Download
- eHawaii.gov (Lala) Single Sign-On Service
- eHawaii.gov Kala Payment Module
- eHawaii.gov Payment Platform
- Hawaii.gov State portal website
- HIC Driver Record Correction Request
- HIC Invoicing System
- HIC Kala Refund Module
- Judiciary - Policy & Planning - Judge Evaluations
- Judiciary - Volunteers in Public Service
- Statewide Calendar

The vast majority of the portal's funding is from self-funded applications. Without that base of resources the portal would not be able to offer these no cost services to the State and County agencies and citizens.

Portal Financial Information

Overview of Revenue

HIC submits its audited financials to the Access Hawaii Committee each year and submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our agencies. The portal manages about 65 services that feature online payments. We refer to services that include a payment system as "transactional services". Transactional services are typically self-funded, in whole or part. In addition, in a given year, the portal has anywhere from 40 to 60 hosting, and/or time and materials projects. In fiscal year 2019, the portal collected $302,792,709 and disbursed $293,099,930 to the State and County agencies. HIC portal revenue was $9,692,779 in FY2019 and expenses were at $9,284,361, resulting in an operating income of $408,418.

Table 2: Financial Summary by Fiscal Year (FY2019 – Unaudited)*

Year	Funds Collected	Disbursed to Agency	HIC Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
**FY2019	$302,792,709	$293,099,930	$9,692,779	$9,284,361	$408,418	$96,315	$312,103

* Please see Appendix D: Glossary for a more detailed explanation of the column headings

** Please note that all financial numbers in this report include 3 projects that were completed outside of the Portal Contract totaling $39,553 in HIC revenue. (These projects include DOH Disinterment $31,023, ETS Affordable Care Act Support $5,530, and State Procurement Office HIePro videos $3,000.)

Funds Collected

$302M

Collected in FY2019

Percentage of Funds Disbursed

96.8%

Percentage of Collected Funds Disbursed to Agencies

Funds Disbursed

$293M

Disbursed to Agencies in FY2019

The below tables provide a historical financial summary from HIC's audited financial statements for calendar years (CY) 2010 to 2017 and unaudited financials for fiscal year (FY) 2018. "**Funds Collected**" indicates total monies collected by the portal and "**Disbursed to Agencies**" indicates the total amount disbursed to the State and County agencies.

Table 3: Financial Summary by Calendar Year (2010 – 2017 - Audited)

Year	Funds Collected	Disbursed to Agency	HIC Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
CY2010	$751,174,040	$747,015,378	$4,158,662	$3,776,699	$381,963	$144,768	$237,195
CY2011	$1,003,797,269	$998,537,542	$5,259,727	$4,682,687	$577,040	$223,820	$353,220
CY2012	$1,345,767,601	$1,339,424,575	$6,343,026	$5,796,751	$546,275	$215,262	$331,013
CY2013	$1,592,725,137	$1,586,044,805	$6,680,332	$6,330,419	$349,913	$109,634	$240,279
CY2014	$1,722,535,140	$1,714,395,703	$8,139,437	$6,833,673	$1,305,764	$504,585	$801,179
CY2015	$2,016,484,180	$2,008,153,427	$8,330,753	$7,453,899	$876,854	$344,771	$532,083
CY2016	$2,018,077,300	$2,009,013,881	$9,063,419	$8,078,259	$985,160	$260,427	$724,733
CY2017	$510,350,683	$501,513,927	$8,836,756	$8,751,788	$84,968	$23,468	$61,500
Total	**$10,960,911,351**	**$10,904,099,239**	**$56,812,112**	**$51,704,175**	**$5,107,937**	**$1,826,735**	**$3,281,202**

Table 4: Financial Summary by Fiscal Year (2018 - Unaudited)

Year	Funds Collected	Disbursed to Agency	HIC Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
FY2018	$421,694,982	$412,644,034	$9,050,948	$9,091,008	$(40,060)	$(50,499)	$10,439

Solution

The portal uses a standard payment processing system called Kala, which processes credit and debit card payments, e-checks (ACH Debit), paper checks and invoices. Kala can process payments via multiple means: online, at a kiosk, via a mobile device or at the point of sale.

HIC can disburse funds based on each agency's needs, electronically or manually, on a daily, weekly, semi-monthly or monthly basis and provide detailed reporting.

Sources

The portal receives three types of revenue to support its operations: transactional, time and materials and hosting.

- **Transactional revenue** is collected for services that charge a portal administration fee on each transaction. Self-funding depends primarily on transactional revenue.

- **Time and materials revenue** is collected for projects that cannot justify a transaction fee, for example, services that do not involve a financial transaction or that serve a population too small to sustain self-funding. In most cases these projects benefit from the portal's significantly discounted hourly rates and take advantage of our existing services and infrastructure.

- **Hosting revenue** is collected for hosting websites or services that are not supported by transactions; it accounts for less than 1% of the portal's overall revenue. In some cases, a hybrid approach may be applied; a service that cannot pay for itself is funded partly by time and materials while hosting and maintenance is supported by transactional revenue.

Payments Made to the Portal

Prior to earning a single dollar of revenue, HIC assumes all upfront investment risk of (1) implementing the hardware, software, and hosting infrastructure and (2) building and operating the online State or County agency services. The majority of services managed by HIC are funded by end user (business, citizens, and visitors) efficiency fees on a per-transaction basis, where the user pays for the service. With other services, HIC's fees are paid by the agency (State and Counties). In typical situations, the agency receives more value or avoids more cost than the amount of the per-transaction fee it pays to HIC. In both of these situations, those who benefit most from the services pay for them.

Revenues and expenses are reported quarterly to the Access Hawaii Committee. In 2016, HIC responded to Senate Resolution 54 and provided a detailed report of payments to the portal.

The table below shows that 91.5% of HIC's Portal Revenue in FY2019 is comprised of transactional revenue while only 8.5% is from funds collected through time and materials work, hosting and maintenance fees.

Table 5: FY2019 Portal Revenue by Funding Model (Unaudited)

Category	Amount	Percentage
Transactional Revenue	$8,866,987.40	91.5%
Time and Materials, Hosting and Maintenance Fees	$825,791.48	8.5%
Total HIC Portal Revenue	$9,692,778.88	100%

HIC's monthly portal revenue and expenses in FY2019 are displayed in the below table. Monthly portal revenue fluctuates based on the number of transactions processed per service as well as the amount of work performed on time and materials projects.

Table 6: FY2019 Monthly Revenue and Expenses (Unaudited)

Month	HIC Portal Revenue	HIC Portal Expenses
July 2018	$813,780.00	$762,544.00
August 2018	$878,944.00	$840,847.00
September 2018	$667,658.00	$767,429.00
October 2018	$865,384.00	$800,149.00
November 2018	$884,252.00	$778,884.00
December 2018	$667,650.00	$761,376.00
January 2019	$919,679.00	$840,298.00
February 2019	$731,162.00	$830,215.00
March 2019	$693,021.00	$721,839.00
April 2019	$848,843.00	$812,767.00
May 2019	$921,778.00	$785,431.00
June 2019	$800,628.00	$582,582.00
Totals	**$9,692,779.00**	**$9,284,361.00**

Revenue by Service

The FY2019 Revenue by Service for the portal is listed below:

Table 7: FY2019 Portal Revenue from Transactional Services (Unaudited)

Service Name by Department	Funds Collected	Disbursed to Agency	Agency Paid HIC	User Paid HIC	HIC Portal Revenue
Budget & Finance	**$539,315.69**	**$526,805.18**		**$12,510.51**	**$12,510.51**
Employer-Union Health Benefits Trust Fund Payment	$539,315.69	$526,805.18		$12,510.51	$12,510.51
County of Hawaii	**$49,508,691.91**	**$48,979,569.12**		**$529,122.79**	**$529,122.79**
Building Permit Payments	$855,035.65	$840,571.50		$14,464.15	$14,464.15

Service Name by Department	Funds Collected	Disbursed to Agency	Agency Paid HIC	User Paid HIC	HIC Portal Revenue
Liquor Permits	$66,228.30	$62,408.00		$3,820.30	$3,820.30
Motor Vehicle Registration Renewals	$3,967,206.20	$3,831,075.40		$136,130.80	$136,130.80
Online Reservation System (Camping)	$321,349.50	$286,332.53		$35,016.97	$35,016.97
Real Property Tax Payments	$44,298,872.26	$43,959,181.69		$339,690.57	$339,690.57
County of Kauai	**$27,353,155.73**	**$27,137,129.90**		**$216,025.83**	**$216,025.83**
Motor Vehicle Registration Renewals	$1,348,241.09	$1,306,656.39		$41,584.70	$41,584.70
Real Property Tax Payments	$23,915,880.50	$23,789,423.71		$126,456.79	$126,456.79
Sewer Payments	$2,089,034.14	$2,041,049.80		$47,984.34	$47,984.34
County of Maui	**$9,352,957.61**	**$9,137,481.55**		**$215,476.06**	**$215,476.06**
Motor Vehicle Bulk Renewal	$1,508,822.92	$1,498,688.92		$10,134.00	$10,134.00
Motor Vehicle Registration Renewals	$7,844,134.69	$7,638,792.63		$205,342.06	$205,342.06
Department of Business, Economic Development and Tourism	**$339,411.54**	**$325,573.08**	**$4,362.00**	**$9,476.46**	**$13,838.46**
EZ Forms	$1,690.00	$0.00	$1,690.00		$1,690.00
Film Permits	$5,840.00	$0.00		$5,840.00	$5,840.00
FTZ9 Bill Presentment	$323,531.54	$319,895.08		$3,636.46	$3,636.46
Solar Water Heater Variance	$8,350.00	$5,678.00	$2,672.00		$2,672.00
Department of Commerce and Consumer Affairs	**$20,463,613.60**	**$17,824,758.01**	**$2,504,904.06**	**$133,951.53**	**$2,638,855.59**
Agent List Builder	$741.40	$331.62		$409.78	$409.78
Annual Business Filings	$1,975,868.00	$1,452,715.02	$523,152.98		$523,152.98
Business Bulk Data	$73,000.00	$0.00		$73,000.00	$73,000.00
Business Documents	$202,755.50	$135,173.23	$67,582.27		$67,582.27
Business Entity List Builder	$12,286.75	$0.00		$12,286.75	$12,286.75
Condominium Association Registration and Renewals	$988,653.00	$950,664.31	$37,988.69		$37,988.69
Hawaii Business Express (DCCA)	$1,381,233.50	$946,181.80	$435,051.70		$435,051.70
Hawaii Business Express (DOTAX)	$200,932.50	$178,455.00		$22,477.50	$22,477.50
Hawaii Insurance License Renewals	$3,014,685.00	$2,854,952.80	$159,732.20		$159,732.20
Hawaii Post-Secondary Education Authorization Program payments	$8,887.50	$7,110.00		$1,777.50	$1,777.50
Mortgage Foreclosure Dispute Resolution Public Notices	$10,800.00	$10,260.00	$540.00		$540.00

Service Name by Department	Funds Collected	Disbursed to Agency	Agency Paid HIC	User Paid HIC	HIC Portal Revenue
MyPVL	$350,356.00	$314,863.00	$35,493.00		$35,493.00
Professional Vocational Licensing Bulk Data	$48,000.00	$24,000.00		$24,000.00	$24,000.00
Professional Vocational Licensing List Builder	$111,181.45	$54,116.09	$57,065.36		$57,065.36
Professional Vocational Licensing Renewals	$12,084,233.00	$10,895,935.14	$1,188,297.86		$1,188,297.86
Department of Health	**$3,661,596.14**	**$3,167,484.69**	**$10,919.70**	**$483,191.75**	**$494,111.45**
Clinical License Renewals	$2,370.00	$2,061.90	$308.10		$308.10
Electronic Death Registration System	$101,324.75	$93,626.00		$7,698.75	$7,698.75
Electronic Disinterment Application Permit	$560.00	$420.00		$140.00	$140.00
Facility Access Plan Submission and Review System	$49,912.89	$48,525.29	$1,387.60		$1,387.60
Marriage Licenses	$1,244,143.00	$1,135,218.00		$108,925.00	$108,925.00
Marriage Performer Licenses	$36,300.00	$0.00		$36,300.00	$36,300.00
Medical Cannabis Registry	$991,646.00	$899,903.00		$91,743.00	$91,743.00
Vital Records Ordering System	$1,120,039.50	$881,654.50		$238,385.00	$238,385.00
Waste Water Permits	$115,300.00	$106,076.00	$9,224.00		$9,224.00
Department of Labor and Industrial Relations	**$64,505,348.57**	**$64,415,973.85**	**$89,374.72**	**$0.00**	**$89,374.72**
Hawaii Installation & Inspection Permitting System	$82,595.00	$74,335.50	$8,259.50		$8,259.50
Hawaii Unemployment Insurance (HUI) Express	$64,412,753.57	$64,332,638.35	$80,115.22	$0.00	$80,115.22
Hoisting Machine Operators Advisory Board Website	$10,000.00	$9,000.00	$1,000.00		$1,000.00
Department of Land and Natural Resources	**$29,536,728.32**	**$28,612,735.19**	**$637,344.94**	**$286,648.19**	**$923,993.13**
Boating Accounts Receivable System	$787,954.45	$767,986.43		$19,968.02	$19,968.02
Bureau of Conveyances eRecording	$18,399.25	$0.00		$18,399.25	$18,399.25
Bureau of Conveyances Image Bulk	$40,000.00	$12,000.00		$28,000.00	$28,000.00
Bureau of Conveyances Index Bulk	$4,800.00	$1,440.00		$3,360.00	$3,360.00
Bureau of Conveyances Land Title Records Online Search & Ordering System	$291,136.00	$256,184.32	$34,951.68		$34,951.68
Bureau of Conveyances LandShark	$74,484.00	$37,242.00		$37,242.00	$37,242.00

Service Name by Department	Funds Collected	Disbursed to Agency	Agency Paid HIC	User Paid HIC	HIC Portal Revenue
Bureau of Conveyances LandShark Bulk	$70,500.00	$21,150.00		$49,350.00	$49,350.00
Bureau of Conveyances Title & Records Management System	$474,129.00	$0.00	$474,129.00		$474,129.00
Bureau of Conveyances Title & Records Management System Payments	$25,394,017.97	$25,380,558.89	$13,459.08		$13,459.08
Civil Resource Violation System	$37,520.00	$23,975.00	$13,545.00		$13,545.00
Commercial Activity/Beach Wedding Permits (Wiki Permits)	$195,064.00	$169,703.07	$25,360.93		$25,360.93
Commercial Marine Licensing System	$199,040.00	$193,068.80	$5,971.20		$5,971.20
Commercial Vessel Landing Permits	$113,779.00	$102,365.50	$11,413.50		$11,413.50
Freshwater Game Fishing Licenses	$18,498.00	$15,893.00		$2,605.00	$2,605.00
Hunt Application System	$333,258.50	$296,789.00	$36,469.50		$36,469.50
Hunt Lottery Drawing System	$39,006.00	$33,237.00	$5,769.00		$5,769.00
Hunter Education Online Course Registration and Records Management System	$990.00	$792.00	$198.00		$198.00
Na Ala Hele Trail & Access System	$77,131.25	$69,230.03		$7,901.22	$7,901.22
Online Reservation System (Camping)	$1,074,698.90	$958,632.20		$116,066.70	$116,066.70
Uniform Commercial Code Filings	$55,088.00	$51,332.00		$3,756.00	$3,756.00
Vessel Registrations	$237,234.00	$221,155.95	$16,078.05		$16,078.05
Department of Public Safety (DPS)	**$857,730.00**	**$752,594.43**	**$105,135.57**		**$105,135.57**
Controlled Substances Registration System	$857,730.00	$752,594.43	$105,135.57		$105,135.57
Department of Taxation	**$81,404,761.60**	**$80,312,499.66**		**$1,092,261.94**	**$1,092,261.94**
eFile	$81,404,761.60	$80,312,499.66		$1,092,261.94	$1,092,261.94
Department of the Attorney General	**$2,629,373.25**	**$2,299,484.57**	**$62,055.43**	**$267,833.25**	**$329,888.68**
Adult Criminal Information Search (eCrim)	$779,054.75	$583,440.00		$195,614.75	$195,614.75
Bulk Covered Offender Registry Data	$3,500.00	$1,750.00		$1,750.00	$1,750.00
Charities - Special Invoice Payment System	$3,200.00	$3,080.00	$120.00		$120.00

Service Name by Department	Funds Collected	Disbursed to Agency	Agency Paid HIC	User Paid HIC	HIC Portal Revenue
Charity Registration	$1,389,080.00	$1,332,931.57	$56,148.43		$56,148.43
Notary	$240,668.50	$217,000.00		$23,668.50	$23,668.50
Solicitors Registration System	$57,870.00	$52,083.00	$5,787.00		$5,787.00
Unlimited Criminal History Search	$156,000.00	$109,200.00		$46,800.00	$46,800.00
Department of Transportation	**$29,314.64**	**$26,382.05**	**$2,932.59**		**$2,932.59**
Surplus Auction	$29,314.64	$26,382.05	$2,932.59		$2,932.59
Hawaii Information Consortium, LLC	**$83,095.34**	**$0.00**	**$677.58**	**$82,417.76**	**$83,095.34**
Adjustments	$4,339.17			$4,339.17	$4,339.17
eHawaii.gov Notification Service	$7,650.00	$0.00		$7,650.00	$7,650.00
Late Fees	$677.58	$0.00	$677.58		$677.58
Non-Sufficient Funds Fees	$6,290.49	$0.00		$6,290.49	$6,290.49
Service Fees	$33,013.10	$0.00		$33,013.10	$33,013.10
Subscriber Fees	$31,125.00	$0.00		$31,125.00	$31,125.00
Judiciary	**$10,920,974.73**	**$9,476,912.93**		**$1,444,061.80**	**$1,444,061.80**
Document Payments	$60,330.21	$58,794.34		$1,535.87	$1,535.87
Driver Monitoring	$519,362.70	$0.00		$519,362.70	$519,362.70
eTraffic Payments	$4,501,394.21	$4,319,793.59		$181,600.62	$181,600.62
Filing Payments	$191,846.61	$186,985.00		$4,861.61	$4,861.61
Traffic Abstracts	$5,648,041.00	$4,911,340.00		$736,701.00	$736,701.00
Office of the Lieutenant Governor	**$71,720.00**	**$65,200.00**		**$6,520.00**	**$6,520.00**
Name Change	$71,720.00	$65,200.00		$6,520.00	$6,520.00
State Procurement Office	**$709,128.85**	**$39,345.91**	**$4,457.26**	**$665,325.68**	**$669,782.94**
Hawaii Compliance Express (HCE)	$199,162.00	$0.00		$199,162.00	$199,162.00
Hawaii eProcurement System (HIePro)	$465,413.56	($750.12)		$466,163.68	$466,163.68
Surplus Auction	$44,553.29	$40,096.03	$4,457.26		$4,457.26
Grand Total	**$301,966,917.52**	**$293,099,930.12**	**$3,422,163.85**	**$5,444,823.55**	**$8,866,987.40**

Table 8: FY2019 Portal Revenue for Time and Materials, Hosting and Maintenance (Unaudited)

Service Name by Department	HIC Portal Revenue
Budget & Finance	**$6,200.00**
ers.ehawaii.gov Website	$6,200.00
County of Hawaii	**$20,887.99**
eBench Warrants Service	$4,759.99
Hawaii County Police Department Website Hosting	$1,200.00
Liquor Permits	$14,328.00
traffic.hawaiicounty.gov Website	$600.00
County of Kauai	**$879.73**
eBench Warrants Service	$879.73
Department of Business, Economic Development and Tourism	**$56,308.34**
Business Development & Support Division Website Hosting	$1,200.00
Business Development & Support Division Website Maintenance	$18,229.66
Community Based Economic Development Application	$12,423.68
EV Stations Hosting	$1,200.00
FTZ9 Hosting	$1,200.00
Hawaii Clean Energy Initiative Website Hosting	$600.00
Renewable Energy Permitting Wizard Hosting	$1,200.00
Renewable Energy Permitting Wizard Hosting (TEST site)	$1,575.00
Renewable Energy Projects Directory	$2,400.00
SBRRB Website Work	$16,280.00
Department of Health	**$324,921.30**
Disability Parking Permit System Hosting	$12,000.00
Electronic Disinterment Application Permit System	$30,883.20
Facility Access Plan Submission and Review System	$85,614.51
Inspection & Complaints Portal	$107,396.54
Medical Cannabis Registry	$7,809.92
Medical Cannabis Registry for Out-of-State Patients	$68,217.13
State Council on Mental Health Website Work	$3,000.00
TB Branch	$2,000.00
TB Branch Hosting	$8,000.00
Department of Labor and Industrial Relations	**$15,199.92**
Green LMI Hosting	$1,200.00

Service Name by Department	HIC Portal Revenue
Work Opportunity Tax Credit Form Application	$13,999.92
Department of Land and Natural Resources	**$324,986.63**
Commercial Marine Dealer Reporting System	$205,345.99
Commercial Marine Licensing System	$37,500.00
Engineering Division WordPress Site Hosting	$1,200.00
Hunt Lottery Drawing System	$55,740.64
Hunter Education Online Course Registration and Records Management System	$24,000.00
Special Use Permitting System	$1,200.00
Department of the Attorney General	**$42,982.24**
Charities - Special Invoice Payment System	$2,102.19
Charity Registration Updates	$29,445.44
Hawaii Integrated Justice Information Sharing	$350.00
Hawaii Integrated Justice Information Sharing Hosting	$9,000.00
Sex Offender Information Management System (SOIMS)	($467.75)
Solicitors Registration System	$2,552.36
Ethics Commission	**($125.00)**
Hawaii State Ethics Commission	($125.00)
Hawaii State Public Library System	**$6,933.70**
Hawaii State Public Library System Website Redesign	$6,933.70
Judiciary	**$4,000.00**
Hosting Fees	$4,000.00
Office of Enterprise Technology Services (ETS)	**$18,588.59**
ACA Support	$5,530.00
Accessibility Accommodation	$9,655.72
State Template	$3,402.87
State Procurement Office	**$3,000.00**
Hawaii eProcurement System (HIePro)	$3,000.00
University of Hawaii	**$1,028.04**
University of Hawaii Survey	$1,028.04
Grand Total	**$825,791.48**

New Applications / Services Launched

A total of 20 services were launched as new services or with major upgrades this year. Of these, 2 were implemented at no-cost, 5 were transaction-based funded, 10 time & materials projects, and 3 hybrid (combination of both transaction-based and time & materials funded).

Table 9: Count of New/Upgraded/Retired Services

Category	Number
New Applications / Services	7
Major Application Upgrades	12
New Websites / Website Upgrades	1
Retired Services	4

#1: Circuit Court Judge Evaluation

Hawaii State Judiciary

- Description: The Judicial Circuit Court judge evaluation launched July 24, 2018 – August 17, 2018 to evaluate 10 circuit court judges. This paperless evaluation saves the State time and money from having to manually print evaluation forms, stuff envelopes, and mail the forms. The collection of completed evaluations and analysis of the results is also much simpler with automated reports.
- Funding Model: No Cost
- Launch Date: 07/24/18

#2: Special Invoice Payment System

Department of Attorney General – Tax & Charities Division

- Description: 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 Special Invoice Payment System.
- Funding Model: Hybrid
- URL: invoice.ehawaii.gov/charity
- Launch Date: 08/22/18

#3: Solar Water Heater Variance Application

Department of Business, Economic Development & Tourism – State Energy Division

- Description: The State Energy Division administers the Solar Water Heater Variance program. The program collects and approves/denies requests for a variance (exemption) to the solar water heater law Act 204 (now HRS 196-6.5). The current process is entirely

manual and time consuming with no cost to the applicants. The purpose of this project is to: 1) streamline the collection and approval/denial process; 2) process online payment; 3) provide reporting.

- Funding Model: Hybrid
- URL: swhv.ehawaii.gov
- Launch Date: 09/04/18

#4: Payment Platform

Hawaii Information Consortium, LLC

- Description: HIC developed a centralized payment platform that simplifies government payments and provides a means for agencies to get setup quickly to accept online payments.
- Funding Model: No Cost
- URL: pay.ehawaii.gov
- Launch Date: 01/03/19

#5: Clean and Sober Homes Registry

Department of Health – Alcohol and Drug Abuse Division

- Description: 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.
- Funding Model: Time and Materials
- URL: cshome.ehawaii.gov
- Launch Date: 03/01/19

#6: Facility Access Plan Submission and Review System

Department of Health – Disability and Communication Access Board

- Description: This service allows engineering firms to submit and manage their document transmittal forms online to DCAB.
- Funding Model: Time and Materials
- URL: fau.ehawaii.gov/fau
- Launch Date: 04/01/19

#7: Liquor License Renewals

County of Hawaii – Liquor Control

- Description: The Liquor Licenses and Permits service for the County of Hawaii, Department of Liquor Control has been expanded. Allows Hawaii County businesses to renew their liquor licenses online. Includes OTC component for agency.
- Funding Model: Hybrid
- Launch Date: 05/14/19

Application Upgrades

A total of 12 major application upgrades to existing services were launched this year.

#1: Hawaii Charities Registry

Department of the Attorney General – Tax and Charities Division

- Description: The Charity Registry site (public & admin modules) has been updated to include the new Commercial Co-venturer (CCV) module and its related queues, searches, and pages. The CCV module allows CCVs to submit online consent forms that can be signed by the CCV and charity involved, then submitted to the agency for review.
- Funding Model: Time and Materials
- URL: ag.ehawaii.gov/charity
- Launch Date: 07/19/18

#2: Medical Cannabis Registry

Department of Health (DOH) – Harm Reduction Services Branch

- Description: This enhancement included the addition of a tracked DOH email communications feature. DOH now sends pre-formed emails automatically to patients and doctors when an application is approved or denied, or when an application is returned to either the doctor or the patient for a correction prior to approval. Email content can be customized by DOH to include specific instructions. DOH can also send free form emails at any time. All outbound communications are tracked in the enhanced system.
- Funding Model: Time and Materials
- URL: medmj.ehawaii.gov/medmj
- Launch Date: 09/05/18

#3: Hawaii Charities Registry

Department of the Attorney General – Tax and Charities Division

- Description: This enhancement includes implementation of a Unified Registration Statement (URS) confirmation email. The application also now sends a filing fee email to all emails associated with the submission, and the late fee citation has also been updated.
- Funding Model: Time and Materials
- URL: ag.ehawaii.gov/charity
- Launch Date: 09/27/18

#4: State Camping Refunds

Department of Land and Natural Resources
- Description: Added functionality to refund security deposits electronically making the lengthy and cumbersome fiscal check process obsolete. The agency also now has the ability to refund credit card transactions older than 45 days. Furthermore, there is an addition of an admin role with view-only privileges. (These enhancements also extend to the County of Hawaii Camping site).
- Funding Model: Transaction-based
- URL: camping.ehawaii.gov and hawaiicounty.ehawaii.gov/camping
- Launch Date: 10/23/18

#5: Professional Fundraiser Registration

Department of the Attorney General – Tax and Charities Division
- Description: Solicitors are now sent a reminder when the End of Campaign Financial Reports are due. This is restricted to be sent to Solicitors only (not to Professional Fundraisers).
- Funding Model: Time & Materials
- URL: ag.ehawaii.gov/fundraiser
- Launch Date: 10/24/18

6: Motor Vehicle Registration Renewals

County of Maui, Hawaii, and Kauai
- Description: The application was updated to improve usability by optimizing the user flow, redesigning the look and feel, and implementing a mobile responsive design.
- Funding Model: Transaction-based
- URL: mvr.ehawaii.gov/renewals
- Launch Date: 11/07/18

#7: Hawaii Awards & Notices Data System (HANDS)

State Procurement Office

- Description: Small businesses, including businesses owned by veterans, native Hawaiians, and women are now able to be targeted for contracting opportunities within the State of Hawaii. The following enhancements were made on HANDS:

    o Created an online registration form for small businesses
    o Developed a powerful search using SOLR for agencies to search for registered small businesses
    o Implemented a small business view and gave them the ability to manage their own registration
    o Included a system admin view and gave the admin the ability to manage registrations
    o Established automatic emails when a registration is submitted, deactivated, and reactivated

- Funding Model: Transaction-based
- URL: hands.ehawaii.gov/hands/smallbusiness
- Launch Date: 11/26/18

#8: Inspections and Permitting System

Department of Labor and Industrial Relations – Hawaii Occupational Safety and Health Division

- Description: The addition of the Alterations Permit Module allows elevator contractors the ability to submit an online request to alter an existing elevator. It's easy and user-friendly. The State Supervisor will review, approve/deny, and issue an invoice for each request.

- Funding Model: Transaction-based
- URL: hiosh.ehawaii.gov
- Launch Date: 12/04/18

#9: Hunt Lottery

Department of Land and Natural Resources – Division of Forestry and Wildlife (DOFAW)

- Description: The Hunt Lottery System was expanded to allow DOFAW staff the ability to setup and administer future hunt lottery drawings independently by creating hunt seasons and individual unique hunting types without additional code changes to the system by HIC.

- Funding Model: Time and Materials

- URL: gohunthawaii.ehawaii.gov
- Launch Date: 01/09/19

#10: Medical Cannabis Registry – Out-of-State Patient Applications

Department of Health – Harm Reduction Services Branch

- Description: Allows out-of-state patients to apply for a Hawaii medical cannabis card before arrival in Hawaii. This enhancement makes cannabis cards electronically available to out-of-state and in-state patients.
- Funding Model: Time and Materials
- URL: medmj.ehawaii.gov/medmj
- Launch Date: 03/05/19

#11: Medical Cannabis Registry

Department of Health – Harm Reduction Services Branch

- Description: This enhancement allows DOH staff to rapidly add new medical conditions to the list of approved medical conditions for in-state patients in the Medical Cannabis Registry. This speeds the processing of individuals with these new medical conditions as additional coding of the system by HIC is no longer necessary.
- Funding Model: Time & Materials
- URL: medmj.ehawaii.gov/medmj
- Launch Date: 03/27/19

#12: Hawaii Business Express (HBE)

Department of Commerce and Consumer Affairs – Business Registration Division (BREG)

- Description: The Hawaii Business Express customer experience was completely redesigned with new navigation, look and feel, and revisions to the flow. In addition, a new user-focused feature called My Dashboard was incorporated to help business owners manage and track their interactions with BREG. With My Dashboard, users view reminders of overdue or upcoming forms, and can easily monitor the status of form submissions, track document & data purchases, and subscribe to reminders. The navigation was restructured to more easily access the six BREG applications: Hawaii Business Express, Annuals, Search & BREG Documents, My Business Notifications, Agent Search, and Entity List Builder – the suite is now under the umbrella name Hawaii Business Express. In addition, the look and feel of several applications including Hawaii

Business Express, Search & Buy, and Agent Search were updated to mirror the upgraded design of HBE.

- <u>Funding Model</u>: Transaction-based
- <u>URL</u>: hbe.ehawaii.gov
- <u>Launch Date</u>: 04/23/19

New Websites / Major Website Updates

One major website update was launched this year.

#1: Hawaii State Public Library System (Update)

- <u>Description</u>: The Hawaii State Public Library System website was originally launched in October 2016 to create a more user-friendly experience that enabled patrons to find and use the resources of the library. This year, we redesigned the homepage based on customer input and data, and included quick links to the most popular content. The library website has already won five (5) distinct awards for excellence.
- <u>URL</u>: www.librarieshawaii.org
- <u>Funding Model</u>: Time & Materials
- <u>Launch Date</u>: 08/01/18

Retired Services

The following four (4) services were retired from use during fiscal year FY 2019:

1. The following DOTAX forms are no longer filed via the eFile application, dotax.ehawaii.gov/efile/user:
   a. Form N-101A Application for Automatic Extension of Time to File Hawaii Return - disabled September 12, 2018
   b. Tax Payment Voucher (CBV) - Form ICS-202V no longer allows selection of Location 2 as of November 7, 2018
   c. N-1 – disabled February 1, 2019
   d. N-200V – disabled February 1, 2019
   e. N-201V – disabled February 1, 2019
2. The DOTAX Tax Refund Search service, tax.ehawaii.gov/hoihoi, was retired as of November 13, 2018.
3. The County of Hawaii Public Works website, flood.hawaiicounty.gov, was retired on May 1, 2019.
4. The DLNR OCCL Conservation District Use Permit Directory service, occl.ehawaii.gov/cdup, was retired on May 31, 2019.

Portal Oversight

The twentieth Hawaii State Legislature, in 2000 passed Act 292 establishing the Access Hawaii Committee (AHC) to oversee the State of Hawaii's internet portal activities.

Pursuant to Act 292, the AHC coordinates and provides oversight of the activities of HIC and the departments and agencies that utilize the Portal. In addition to the AHC, the State Portal Program Manager functions as a vendor relationship manager to assist the AHC with its Legislative mandated duty of providing oversight of the portal provider. The responsibilities of the Portal Program Manager include:

- Track portal provider activities to ensure compliance with the terms and conditions of the portal provider contract;
- Review Portal Contractor's financial reports;
- Evaluate new Statements of Work, fee agreements, priorities, and Service Level Agreements under negotiation between government agencies and the portal provider and present findings and recommendations to the Access Hawaii Committee;
- Review and report on enhancements and maintenance proposed to existing portal applications and services; provide recommendations to Access Hawaii Committee regarding any need for a new Statement of Work;
- Work with the portal provider to create and analyze an annual survey of government agencies and end users utilizing the State Portal to determine if portal provider's services are satisfactory; and present findings and recommendations based on the survey results to the Access Hawaii Committee.
- Assist in prioritizing self-funded applications in the development queue;
- Organize, support, document, and facilitate Access Hawaii Committee meetings, to include abiding by Sunshine Law (Hawaii's open meetings law, part I of chapter 92, HRS);
- Ensure that State standards for all applications and services are adhered to by portal provider;
- Collaborate with portal provider to develop best practices documents on Internet presentation and consistency, data exchange, and cyber security;
- Coordinate and conduct studies of portal direction and services related to changes in the portal technology lifecycle.

Looking Forward

As the eHawaii.gov program approaches its 20th year of partnership with the State and Counties of Hawaii, we acknowledge and accept the responsibility of working with the Access Hawaii Committee to improve the delivery of digital government services.

We will support the steady progress towards streamlined and positive government interactions. Our commitment to the partnership and the growth of broader areas of innovation will leverage the many conversations that our national presence as an NIC office provides.

Using the Portal Strategic Plan as both a guide and an exploration mechanism, we look forward to continuing the success of the eHawaii.gov program.

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Appendix A: Customer Service Statistics

Overview

Our customer service team supports all portal services as well as miscellaneous calls received about the State of Hawaii. The following are statistics from fiscal year 2019:

- HIC provided nearly 8,000+ labor hours via a 4-person customer service team
- Total interactions (phone calls, online chats, emails) 67,680
- Average of 5,600 interactions each month
- Nine out of every 10 inquiries are resolved on the first contact (91% First Contact Resolution rate)
- Total phone call inquiries: 29,172 (39%)
- One of our primary customer service goals is to respond to emailed inquiries within 24 hours (1,440 minutes). Over the past year, the average first response time was within 1-2 hours (60-120 minutes).

Total Interactions by Channel

Below is a table showing the total number of customer service interactions (phone calls, chats, and emails) from July 1, 2017 to June 30, 2018 with count and percentage breakdown by interaction type.

Interaction Type	Number	Percentage
Calls	29,172	43%
Chats	19,651	29%
Emails	18,857	28%
Total	**67,680**	**100%**

Top 10 Customer Service Inquiries

The below table and chart show that 84% of our customer service inquiries span ten services.

Service	Percent
Vital Records	21%
Professional Vocational Licenses (PVL)	17%
Hawaii Compliance Express (HCE)	9%
Login Questions	9%
State Camping	7%
Medical Cannabis Registry	7%

Service	Percent
Business Registration (BREG) Documents	6%
Electronic Marriage Registration System (EMRS)	4%
eTraffic	2%
Bureau of Conveyances (BOC) Documents Search	2%
Other	16%
Total	**100%**

Customer Service Feedback

During FY2019, we began development and implementation of a real time Feedback platform to collect data and provide data visualizations about the feedback that was being received regarding digital government services. Launched to production in October 2019, CXsuite allows HIC to better collect, evaluate, and act on comments, questions, and suggestions from Hawaii's citizens and businesses.

- 1,245 feedback forms were submitted
- 665 comments were shared
- 86% of users who submitted feedback forms had a positive or neutral user experience
- The 5 services that received the most positive feedback are:
    - BREG – One Stop Business Shop
    - Hawaii County – Real Property Tax Payments
    - BREG – Access Filings Online
    - DOH – Marriage and Civil Union Registration System
    - DOH Vital Records

Appendix B: Marketing and Outreach

Portal Notifications

HIC sends postcards, reminders, alerts and other notices on behalf of many of the agencies. These include U.S. postal mail, email, and automated email and text messages via the eHawaii.gov Notification Service. The eHawaii.gov Notification Service is integrated with my.hawaii.gov where portal users can view a history of automated notifications received from the portal. The table below lists some of the notifications sent to portal users.

Agency	Service Name	Description	Message Type(s)
County of Kauai	Real Property Tax Payments (payments.ehawaii.gov/propertytax/kauai)	Email notice to County of Kauai property owners to pay property tax bill	Email
DCCA BREG	AlertMe (alertme.ehawaii.gov)	Near real-time business activity monitoring alerts of business registration filings and reminders to file your annual business report	Email, Text Message
DCCA BREG	Annual Business Filings (hbe.ehawaii.gov/annuals)	Email reminder to file your annual business report	Email
DCCA BREG	Annual Business Filings (hbe.ehawaii.gov/annuals)	Postcard reminder to file your annual business report	Postcard
DCCA INS	Hawaii Insurance License Renewals (www.ehawaii.gov/insrenew)	Email reminder to renew your Hawaii insurance license	Email
DCCA INS	Hawaii Insurance License Renewals (www.ehawaii.gov/insrenew)	Postcard reminder to renew your Hawaii insurance license	Postcard
DCCA PVL	PVL License Renewals (pvl.ehawaii.gov/renewals)	Email reminder to renew your professional vocational license	Email
DCCA PVL	PVL License Renewals (pvl.ehawaii.gov/renewals)	Postcard reminder to renew your professional vocational license	Postcard
DLIR UI	Hawaii Unemployment Insurance Express (hui.ehawaii.gov)	Reminder to employers that your Unemployment Insurance form is due	Email, Text Message
DOH HRS	Medical Cannabis Registry (medmj.ehawaii.gov)	Email reminder to renew your Hawaii Medical Cannabis registration	Email
DPS NED	Controlled Substances Registration System (ned.ehawaii.gov)	Notice regarding change in registration fees for prescribers of narcotics	Email
SPO	Hawaii Awards and Notices Data System (hands.ehawaii.gov)	Email announcements to all users or to users within a particular department	Email
SPO	HIePro (hiepro.ehawaii.gov)	Newsletters, overdue payment notices, service improvement notices, surveys, and other announcements to HIePro users	Email
SPO	Surplus Auction Service (sposurplusauction.ehawaii.gov)	Notice announcing upcoming auction	Email
State of Hawaii	RSS Alerts (login.ehawaii.gov/lala/reminder)	Alert of State of Hawaii government news	Email, Text Message

Press Releases (16)

Title	URL	Release Date
DOH to Begin Implementation of New Medical Cannabis Amendments	m.hi.gov/30h	07/11/18
State Announces Improvements to Online Filing System	m.hi.gov/30i	07/20/18
Electronic Filing Now Available for Solar Water Heater Variance Applications	m.hi.gov/30j	09/04/18
Hawaii Launches New Special Invoice Payment System	m.hi.gov/30k	09/06/18
Hawaii State Public Library System Website Wins Outstanding Website Award	m.hi.gov/30l	09/11/18
Hawaii Awards & Notices Data System (HANDS) Wins Government Standard of Excellence Award	m.hi.gov/30m	09/11/18
Electronic Filing Now Available for Solar Water Heater Variance Applications	m.hi.gov/30n	09/12/18
Hawaii State Public Library System Website Wins Silver Davey Award	m.hi.gov/30o	10/25/18
Hawaii Small Business Registration now available on the Hawaii Awards & Notices Data System (HANDS)	m.hi.gov/30t	02/0819
Hawaii's Clean and Sober Home Registry Provides Support for Recovery Efforts	m.hi.gov/30u	03/08/19
Out-of-State Medical Cannabis Patients Can Now Register Using the Hawaii MEDMJ Medical Cannabis Registry Application	m.hi.gov/30v	03/12/19
Hawaii Ensures Accessibility of Government Facilities with an Electronic Submission and Review Process	m.hi.gov/30w	04/02/19
Self-Printing Service for Hawaii Professional Licensees Available at MyPVL	m.hi.gov/30x	05/03/19
Announcing the Redesigned Hawaii Business Express	m.hi.gov/30y	05/09/19
Go Hunt Hawaii Wins A Communicator Award	m.hi.gov/30z	05/10/19
Liquor License Renewals Now Available for Hawaii County Businesses	m.hi.gov/31a	05/17/19

Awards (5)

Award	URL	Agency / Service	Category	Award Date
Web Marketing Association Web Award	www.webaward.org	Hawaii State Public Library System	Outstanding Website	09/11/18
Web Marketing Association Web Award	www.webaward.org	State Procurement Office - Hawaii Awards and Notices Data System	Government Standard of Excellence	09/11/18
W3 Award	w3award.com	Hawaii State Public Library System	Silver Award	10/24/18
Communicator Award	www.communicator awards.com	Hawaii Information Consortium Website Redesign	Websites – General- Computer/IT for Websites	05/08/19
Communicator Award	www.communicator awards.com	DLNR Go Hunt, Hawaii	Websites – General- Government for Websites	05/08/19

Appendix C: Web Analytics

Overview

The data in this section covers web traffic statistics from the portal website, ehawaii.gov, as well as the many ehawaii.gov services created under the State portal contract.

- Visitor Sessions in FY2019: 11,072,005
- Average Visit Duration: 4 minutes and 40 seconds

Table: eHawaii.gov Portal and Services Usage by Browser

Browser	Percent Usage
Chrome	43%
Safari	26%
Internet Explorer	16%
Firefox	6%
Other	9%

Table: eHawaii.gov Portal and Services Usage by Device

Browser	Percent Usage
Desktop	70%
Mobile	25%
Tablet	5%

Table: Visitor Sessions

Month	Number of Visitors
July 2018	943,317
August 2018	916,699
September 2018	792,780
October 2018	908,782
November 2018	809,157
December 2018	746,272
January 2019	998,876
February 2019	843,585
March 2019	937,431
April 2019	1,045,647
May 2019	1,069,594

Month	Number of Visitors
June 2019	1,061,883
Total	**11,072,005**

Table: Top 5 Services (Visitor Sessions)

Service	Number of Sessions
BREG Documents	1,756,457
Camping	1,049,208
PVL Search	848,128
Unclaimed Property Search	830,024
Warrants	718,360

Appendix D: Glossary

- **Avoided Costs** – Costs avoided by the State or County agency with regard to labor associated with data entry, paper, mailing, marketing and outreach. This does not include any IT related costs/savings.

- **CMS** (Content Management System) - A system of software that provides website authoring, collaboration, and administration tools to help users with little/ no knowledge of web coding to create, edit and manage website content. WordPress is the CMS used by HIC.

- **Disbursed to Agency** – Statutory fees collected on behalf of a State or County agency and disbursed by HIC to the agency.

- **Funds Collected** – Total amount of monies collected through the portal. This includes all statutory fees, credit card or eCheck fees, and convenience fees.

- **HIC Portal Revenue** – HIC income ("Funds Collected" amount minus the "Disbursed to Agency" amount).

- **Agency Paid HIC** – Amount State or County agency pays HIC which may include Portal Administration Fee if absorbed by the agency.

- **Portal Administration Fee** – Sum of service fee (i.e. convenience fee of using the service) and transaction fee (i.e. credit card or eCheck fee).

- **Service** - A service is an online application or a CMS website.

- **Statutory Fees Collected** – Statutory Fees collected by HIC on behalf of the State or County agency and disbursed to the agency.

- **Time and Materials** – Funds paid by State or County agency for a project or other work based upon fixed cost pricing or hourly contract rates.

- **Transactional Revenue** – Revenues generated through transaction fees paid by the customer or State or County agency to HIC.

- **User** – Customer or public user of the service.

- **User Paid HIC** – Amount that a user pays to HIC in Portal Administration Fees.

- **Web Application** – An application that utilizes web technologies to allow users to perform tasks over the internet using their web browser (e.g., searching for data, submitting forms, renewing licenses, buying permits, paying taxes).

Appendix E: Portal Strategic Plan

eHawaii.gov
Portal Strategic Plan
2019-2022

Draft version 2.1

November 29, 2019

Table of Contents

Introduction

The 2019–2022 Strategic Plan for eHawaii.gov provides strategic goals, transparency, and direction to the Hawaii community about how the eHawaii.gov portal program will continue to be an innovative, strategic, responsive, and relevant digital government partner organization.

In addition, this plan will help government leaders envision, evaluate, plan and prioritize the digital government opportunities, expectations and innovations that assist in the realization of successful outcomes in both short and long-term timeframes. Each agency, regardless of whether they leverage the program or not, should carefully consider how the eHawaii.gov program and strategic direction in this plan strengths and aligns with their own agency priorities and objectives. The plan presents contemporary and relevant digital government solution trends identified locally and nationally and describes how these trends will affect the direction for digital government management statewide.

The eHawaii.gov program enables agencies to perform more efficiently and fulfill citizen needs, and continues to provide a vehicle for cost effective and innovative solutions. The Portal Manager must ensure that eHawaii.gov program initiatives align with agency priorities, both now and in the future. To meet the needs and expectations of the rapidly changing mobile based citizens of Hawaii, the digital government program and agencies must work together to develop and implement best practice planning and governance processes to ensure responsible and secure around-the-clock access to government.

The State of Hawaii Portal Manager is strategically and tactically positioned to meet the goals in this plan.

Accordingly, this document aligns the following Core Strategic Objectives for 2019–2022 with the requirements of the Internet Portal Manager and Services Provider RFP-08-011 SW. These goals are meant to support state agency business objectives, support the goals of Governor Ige, Hawaii leadership, the Access Hawaii Committee (AHC) and the Office of Enterprise Technology Services (ETS), and help define metrics by which ETS can measure progress.

Mission and Values

Our parent company, NIC, is a public company whose sole purpose is to make government interactions more accessible for everyone through technology. Digital government is our single focus. We helped create this industry 25 years ago, and our passion drives future digital government innovation.

We are driven by our founding principles:

1. To be the best partner government has ever had
2. To be the best place employees have ever worked
3. To be the best investment stockholders have ever made.

01 Grow the eHawaii.gov Program and Services

To continue the portal program success over the past 19 years, the following items should be implemented.

1. Move to Paperless Government

Electronic intake and workflow routing of forms are highly efficient and cost-effective processes for both government agencies and citizens.

   a. Identify and prioritize manual paper processes in the Executive Branch

   b. Set fiscal year targets for number of paper forms moved to electronic forms

   c. Standardize data collection approach and data storage

   d. Create a Forms Warehouse to intake, store and manage the data

2. Centralize payment processing and notifications

Payment processing is an end to end customer experience and merits a standardized and centralized approach.

   a. Develop a centralized payment portal

   b. Develop and implement an easy to use centralized mobile based notification system

   c. Extend payment processing services to state

   d. Propose and influence the conversation on the need for a single payment processing vendor for the State of Hawaii

3. Broaden and strengthen Customer Service

Excellent customer service is fundamental to portal success and customers demand convenient, reliable assistance when they need it.

   a. Identify ways to serve target and non-target customers, with a focus on target customers. Target customers are customers with high current or future value.

   b. Streamline the many intake channels into an operationally efficient and centralized triage approach.

   c. Implement new technologies such as voice-to-text, chatbots and artificial intelligence to anticipate, and quickly deliver customer needs.

d. Improve websites - FAQs and leverage specific interaction zones where customers can find answers to their own questions.

4. Develop and propose relevant and efficient new technologies to the State of Hawaii

The world we live in today evolves very quickly, and government must meet growing citizen expectations for service access and delivery.

a. Introduce and implement proven successful NIC Platforms (Gov2Go, Outdoor Recreation, RxGov, YourPassNow) in Hawaii.

b. Implement technologies such as voice-to-text, chatbots and artificial intelligence to anticipate, and quickly deliver customer needs.

c. Continue to partner with state and local government to modernize and improve more government-to-business and government-to-citizen services to better serve businesses and the public and expand our partnerships.

d. Create an agile working environment that brings people, processes, and technology together and encourages flexibility.

e. Create an annual Vision Planning session with AHC that results in an annual Portal Roadmap.

5. Maintain Essential Services

Sustaining our current services inventory is essential to our ability to achieve growth. We cannot get there by simply launching new services.

a. Maintain and modernize the existing services inventory, as well as implement new technologies (new application framework, mobile responsive design, etc.), to keep pace with emerging technologies and user demands.

b. Analyze current services to determine features not used / areas for improvement.

a. Implementation of marketing tactics to encourage user adoption and growth and increase service awareness.

b. Integrate services with social media.

c. Streamline services to represent a consistent look and feel across the services inventory to include the idea that all services are represented by a single, unified look.

02 Strive for Operational Transparency

Operational transparency will benefit everyone. The following items will clarify requirements that have previously been undefined or unstructured.

1. Cultivate and strengthen relationships with Hawaii ETS to share operational processes, development approaches, challenges and collaboration areas. Initiate ongoing and regular conversations with the Hawaii ETS Security, Service Operations, Governance leads in concert with the Portal Program Manager (PPM).

2. Develop best practice Standard Operating Procedures (SOP) in collaboration with AHC, ETS, and State Procurement Office (SPO).

3. Develop best practice Financial and Performance Reporting Metrics and guidelines for monthly, quarterly, and annual report delivery.

4. Develop, maintain, and regularly review a Portal Roadmap.

5. Apply management techniques to more effectively plan, collect, and deliver information within and outside the portal; process information to better enable partner liaisons and project managers to make more timely and effective business decisions; and preserve information for quick future reference.

03 Closely Align with ETS and State of Hawaii Priorities

As ETS has grown into a formally defined and more highly structured organization, alignment with ETS, AHC, and the State of Hawaii priorities is a win-win approach. Both ETS and HIC see the value in a cloud-based infrastructure and as such HIC will be moving to a cloud-based infrastructure by the end of 2020. The state also needs a single sign-on login system, and HIC looks forward to collaborating with ETS and AHC to help bring a secure solution to all users statewide.

1. Broaden PPM meeting scope to include other members of ETS team and set monthly alignment meetings with key ETS team members. Create a forward-looking structure that enables the portal program to be a true extension of the ETS team.

2. Look for collaborations that provide short term and long-term wins for the Governor, the State of Hawaii, AHC, and ETS.

3. Maintain best practice cybersecurity efforts.

4. Align and support with ETS data initiatives, including best practices data collection, data management, data aggregation and data sharing.

5. Review ETS Department Roadmaps on a quarterly basis to find and explore potential projects that are a good fit with the portal contract and can bring cost effective solutions to the State of Hawaii and County partners.

6. Explore and expand collaborative approaches to Enterprise Systems, including the appropriate level and scope of web services and service catalog.

7. Participate in the search for win-win approaches to identity access management.

8. Develop white label opportunities with ETS and county IT teams when appropriate.

04 Participate and Give Back to Hawaii

Historically, our presence in our community has been very low key as we have preferred to give the state and county partners as much credit as possible for the eGovernment success. Here are ways HIC can give back to our community.

1. Participate and contribute to the numerous technology conversations in Hawaii.

2. Define and develop areas of excellence where the portal program can directly benefit constituents of the state of Hawaii.

3. Create a competitive internship program in collaboration with the local universities.

4. Plan develop and implement free services annually in collaboration with AHC.

5. Work with AHC, ETS, and the agencies to create cross-functional teams with different responsibilities working towards a common goal.

6. Position the portal program as an innovation center, both locally and on the national landscape.

05 Proposed Projects 2019-2022

Looking forward, there are numerous opportunities to improve the delivery of government services to the citizens and businesses of Hawaii. These opportunities are both large and small, complex and easy. Beyond the many projects listed in the ETS Department Roadmaps, here is a preliminary list of proposed projects:

1. **SOW Warehouse** – create repository for all Statement of Work documents to be housed in a single location that can be accessed by AHC, ETS, agencies, and the general public as needed.

2. **Portal Redesign** – Update and refresh the eHawaii.gov portal.

3. **Forms Warehouse** – create single repository for all government forms still using paper or PDF versions. Repository will handle information submitted, payments (if needed), simple workflow routing, approval/denials, and electronic notifications.

4. **Camping System Upgrade** – design and deliver an updated State and County camping system that leverages NIC's Outdoor Recreation platform.

5. **State Calendar Redesign** – design and deliver an updated State Calendar system to provide statewide users a contemporary and better end-to-end customer experience.

6. **NIC RxGov** – Explore and deliver functionality overlays as needed on DOH Appriss system and/or evaluate replacement of the current system with a best-of-breed solution.

7. **DOE Online Lunch Payments System** – Quickly pilot and implement an electronic payments process to end the paper check process currently in use to accept lunch payments at many DOE schools.

8. **Executive Branch use of Gov2Go** Platform – Evaluate and approve Gov2Go as the primary notification platform for use by any agency.

9. **Judiciary/County use of Gov2Go Platform** - Evaluate and approve Gov2Go as the primary notification platform for use by the Judiciary and any county agency.

10. **Executive Branch use of Payment Portal** Platform - Evaluate and approve Gov2Go as the primary payment platform for use by any agency.

11. **Judiciary/County use of Payment Portal Platform** - Evaluate and approve Gov2Go as the primary payment platform for use by Judiciary and any county agency.

12. **Vacation Rentals System** – Develop, manage, and implement a rapid and no-cost centralized solution to the State and Counties of Hawaii to resolve the Vacation Rentals concerns.

13. **Homeless App** - Develop, manage, and implement a rapid and no-cost centralized mobile based solution to the State and Counties of Hawaii to deliver relevant and timely information to the State of Hawaii's homeless population.