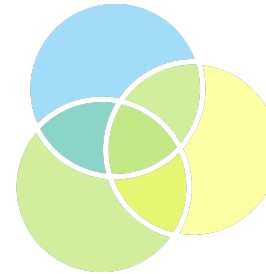


HIC

HAWAII
INFORMATION
CONSORTIUM
the people behind eHawaii.gov

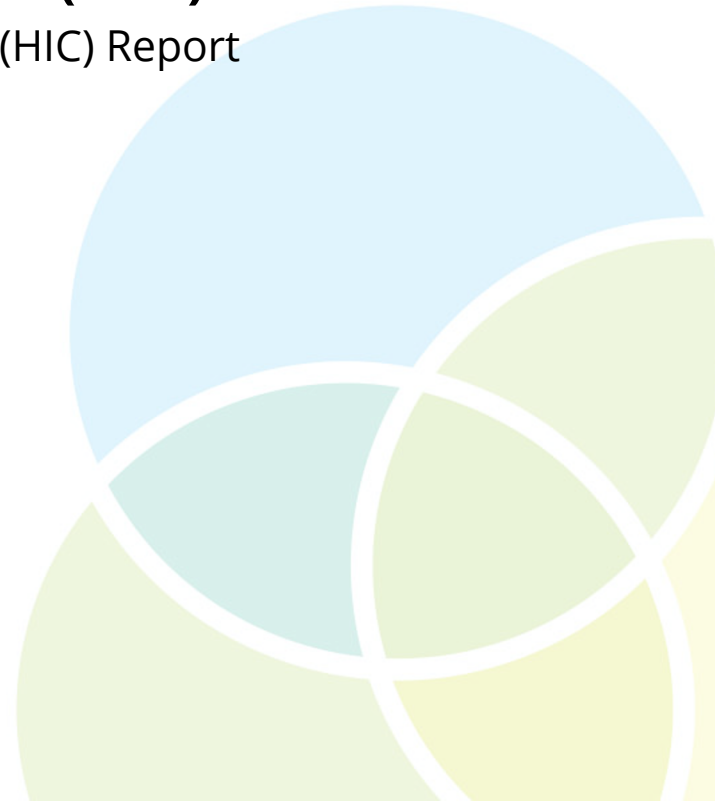


ACCESS HAWAII COMMITTEE (AHC)

Hawaii Information Consortium, LLC (HIC) Report

Appendix

March 5, 2020



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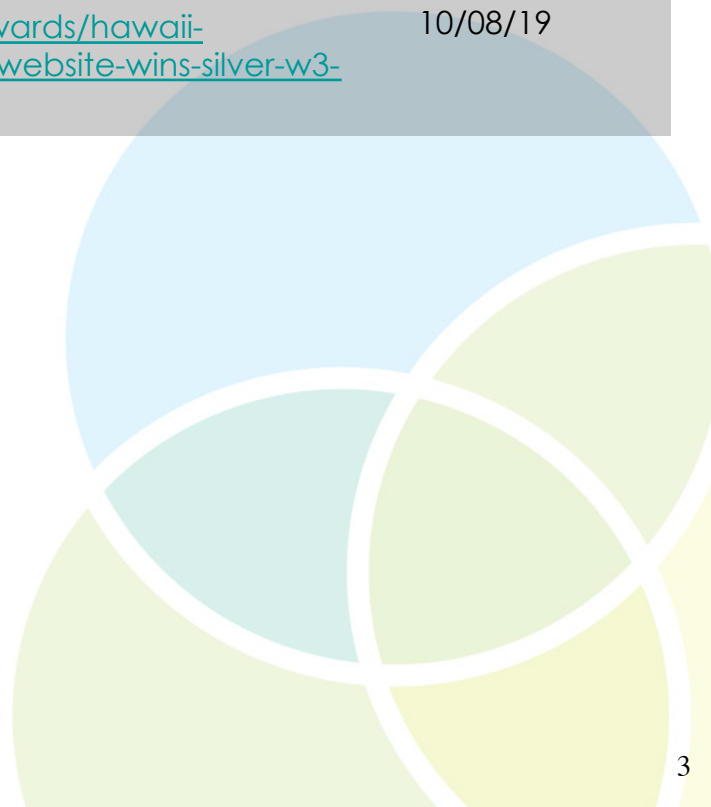
- Appendix A – Press Releases
- Appendix B – Conferences Attended
- Appendix C – New and Updated Websites
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- Appendix E – Service Upgrades
- Appendix F – Retired Applications
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- Appendix H – Unscheduled Downtime
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Appendix A: Press Releases



Title	URL	Date Issued
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
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
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

Appendix B: Conferences Attended Cont'd

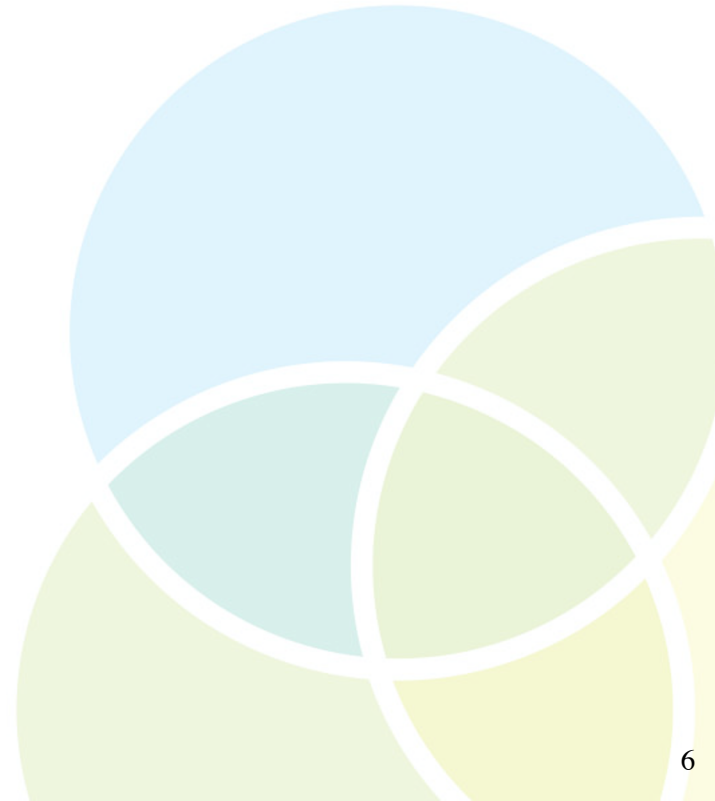
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Conference Name	Description	Date(s) Attended
State Procurement Office (SPO) Conference	SPOCon is a training conference for State/County purchasing and contracts professionals who will be given the opportunity to learn about the various contracts that the state has with various companies.	10/16/19
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
AWS re:Invent Conference	Amazon Web Services (AWS) re:Invent is the largest global conference focused on cloud computing.	12/02/19 – 12/06/19
HVCA: 2020 Legislative Agenda for the Innovation Economy	A panel discussion focusing on the 2020 legislative agenda.	01/29/20
East Meets West 2020	Startup event bringing together investors and entrepreneurs from Asia, Hawaii, and North America.	01/30/20 – 01/31/20

Appendix C: New and Updated Websites



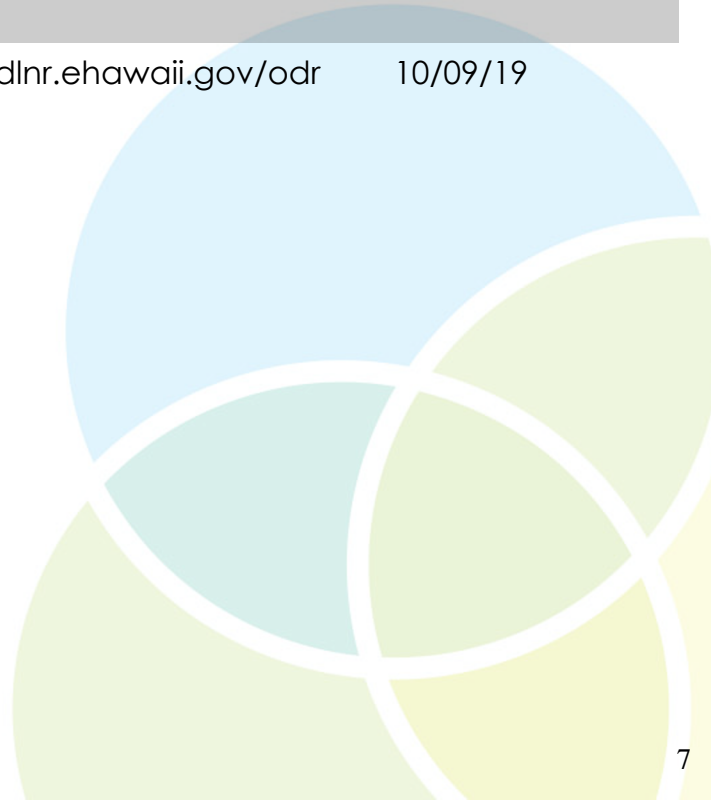
Agency	Service	URL	Date Launched
Department of Business, Economic Development & Tourism (DBEDT)	DBEDT Small Business Regulatory Review Board Website	sbrrb.hawaii.gov	08/13/19



Appendix D: New Services



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 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

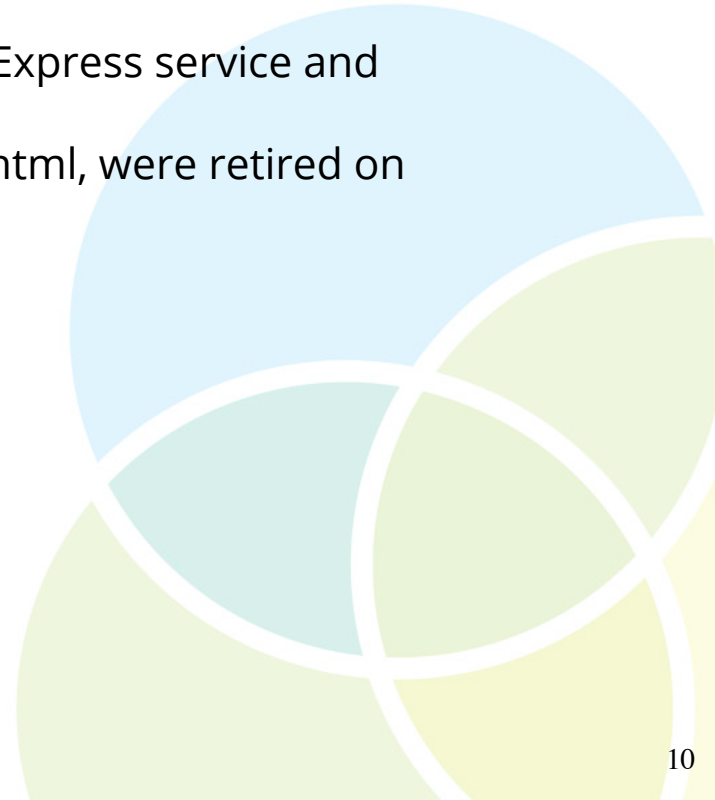


Appendix E: Service Upgrades Cont'd

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 remaining DOTAX forms (VP-2, ICS-202V) are no longer filed via the eFile service, dotax.ehawaii.gov/efile/user as of August 28, 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.
- The DLIR Hawaii Unemployment Insurance (HUI) Express service and Quarterly Wage Reports service, <http://hui.ehawaii.gov/hui/app/welcome.html>, were retired on December 31, 2019.



Appendix G: Agreements

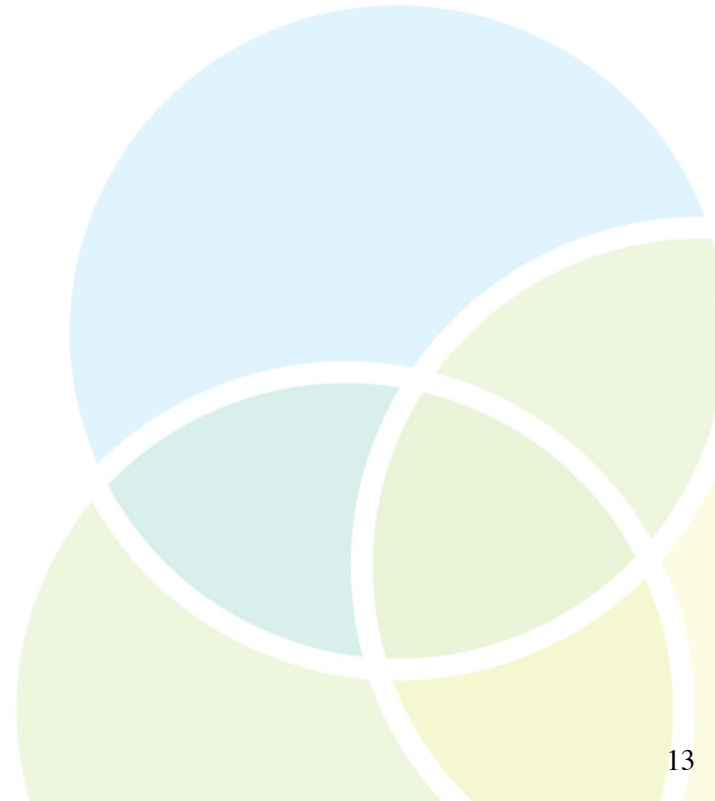
Agency	Service	Document	Signed Date
County of Hawaii	Professional Vocational Licensing Data Integration	SOW	08/08/19
Office of Enterprise Technology Services	Gov2Go	SOW	09/09/19
Office of Enterprise Technology Services, Technology Support Services Branch	State of Hawaii Website Theme Support	SOW	09/09/19
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
Department of Land and Natural Resources (DLNR), Hunter Education Program	Hunter Education and Records Management System	SOW Amendment 6	12/06/19

Appendix G: Agreements Cont'd

Agency	Service	Document	Signed Date
Department of Accounting and General Services, State Procurement Office	Hawaii Compliance Express	SOW Amendment 1	12/09/19
Department of Land and Natural Resources (DLNR), Division of Boating and Ocean Recreation (DOBOR)	BARS Maintenance	SOW Maintenance 4	12/09/19
Department of Business, Economic Development, and Tourism, Energy Office	Renewable Energy Permitting Wizard Enhancements	SOW Amendment 8	12/11/19
Department of Health, Harm Reduction Services Branch	Medical Cannabis Registration System	SOW Amendment 4	12/16/19
Office of Enterprise Technology Services	Hawaii.gov Refresh	SOW	02/14/20

Appendix H: Unscheduled Downtime

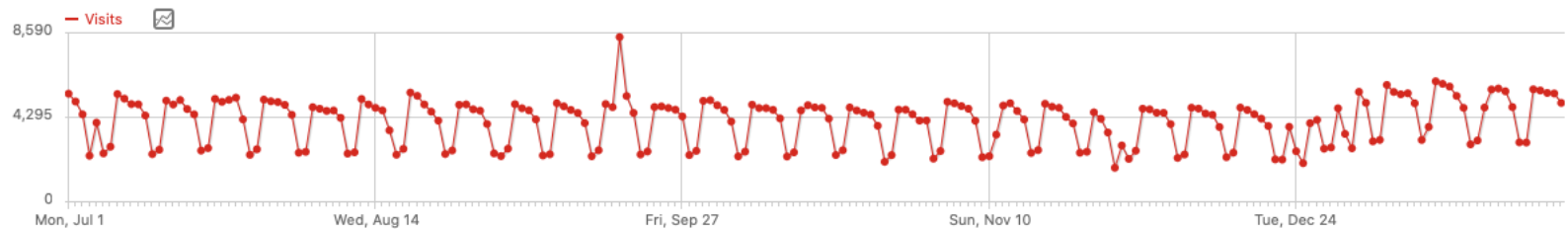
Time	Duration	Affected Sites	Comment
10/01/19 at 1:34pm	~ 45 min	Various services had varying degrees of issues.	SystemMetrics ISP outage caused instability in services
10/09/19 at 11:35am	~ 1 hr	Various services had varying degrees of issues.	SystemMetrics ISP outage caused instability in services



Appendix I: Web Analytics

July 2019 – January 2020 Web Traffic for hawaii.gov

Visits Over Time



- 871,653 Visits
- 3 min 9s Average Visit Duration
- 37% Bounce Rate
- 1,258,499 Unique Page Views