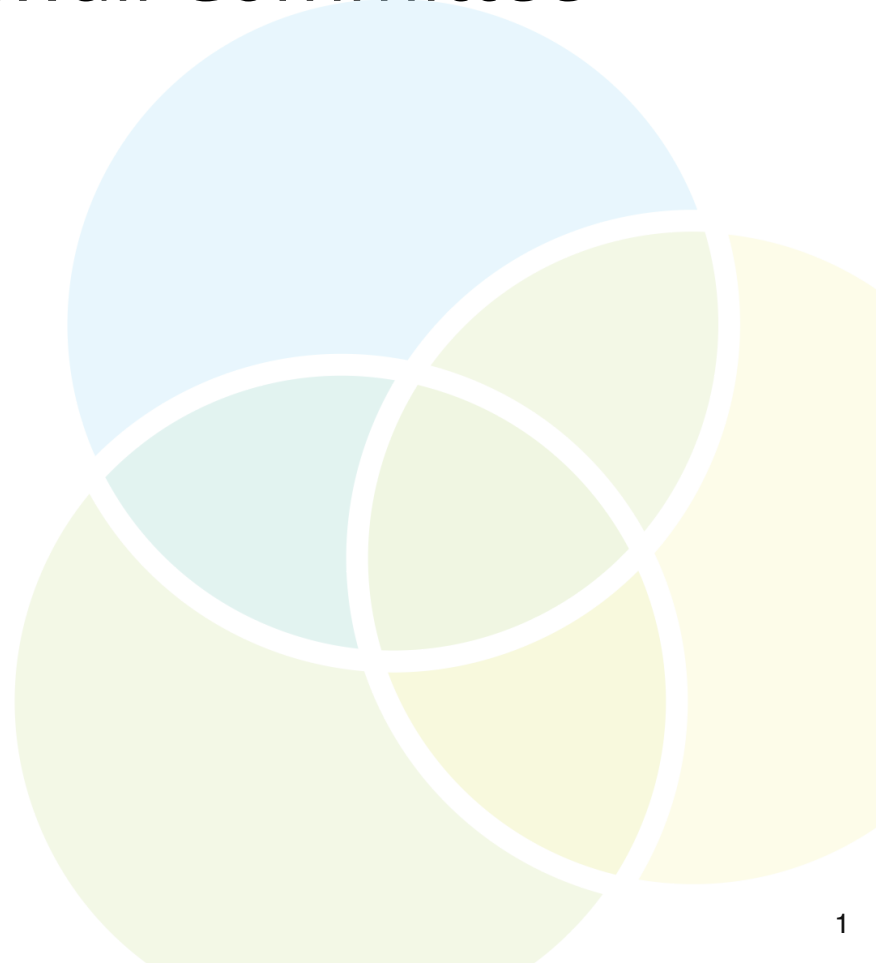# Portal Program Updates

Report to the Access Hawaii Committee
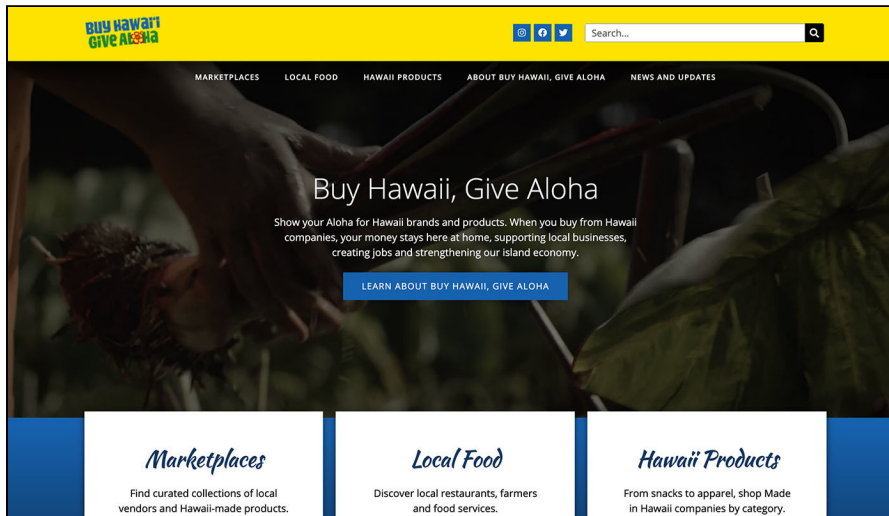
September 3, 2020

NIC HAWAII

Executive Summary

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

New/Upgraded Services

DBEDT Buy Hawaii, Give Aloha

- Launched 6/6/20
- Platform features Hawaii made products
- Provide greater exposure to local businesses experiencing hardship
- Partner with Innovate Hawaii and Shop Small Hawaii to offer free resources - marketing workshops and coaching
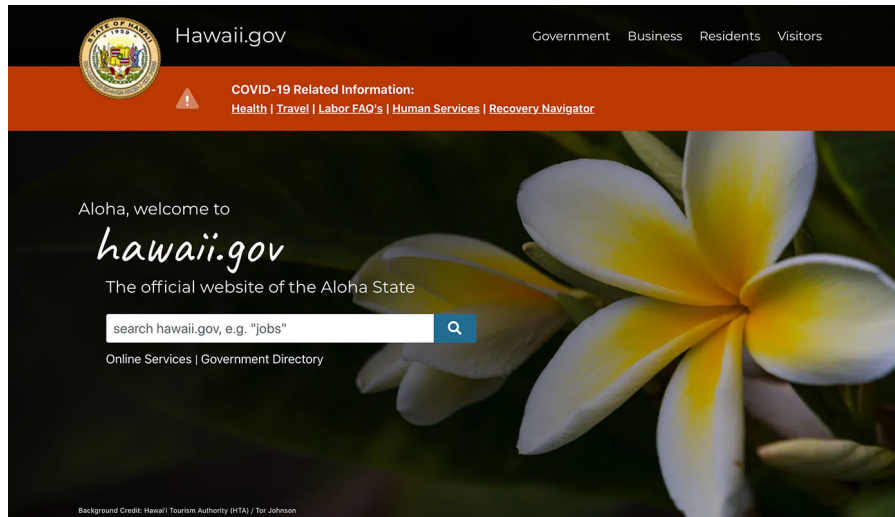
New/Upgraded Services

HNL Vote - Online Ballot Request System

- Launched 7/8/20 for primary election
- Accepts requests for replacement ballot
- Will reopen for general election
- 76% early users, replacement ballot mailed
- 56% erred in filling out ballots
- 63% included ballot, eased staff fulfillment process

New/Upgraded Services

Hawaii.gov redesign

- Launched 7/15/20
- Primary focus: improve the user experience
- Updated information and navigation based on analysis of data and audience behavior
- Responsive features that adapt to the end user's device

New/Upgraded Services

County of Hawaii Online Road Test Scheduler

- Launched 8/6/20
- View availability
- Schedule and reserve available time slot
- Online payments and electronic disbursements
- Consolidation/digitization of road test scheduling

New/Upgraded Services

ETS AHC Document Repository

- Launched for public use on 5/26/20
- All documents dating back to 2016 uploaded
- All DLNR documents uploaded

COVID-19 Related Support

- Ongoing priority - development, application modifications, fiscal and partner support for numerous agencies as requested

NiC
HAWAII

Key Updates

Migration to Amazon Web Services

- Contract extension requirement
- Notification of Oracle upgrade requirement
- In progress, target of 46 services moved by 9/30/20
- New target completion date: Q1 2121
- Velocity target = 45 services/quarter
- Update, test, validate, notify partner
- Priority 1 designation

Key Updates

Constituent Identity & Access Management

- Contract extension requirement
- Evolution from proposed NIC Hawaii SSO Approach
- Rapid request for July beta delivery tied to DCCA PVL
- Priority 1 designation
- Target completion date: Q4 2020

Key Updates

Portal Strategic Plan

- Updates
- North Star - navigate amidst multiple priorities
- Introduce scorecard
- 2021 Roadmap

Annual Report

- In progress
- Target completion of draft 10/1/20

Customer Service Overview

19,512 Interactions

📞 - Total calls 6,592 (34%)

💬 - Total chats 7,070 (36%)

✉️ - Total emails 5,850 (30%)

Date	Calls	Chats	Emails
May 2020	2,224	1,867	1,645
June 2020	2,388	2,791	2,195
July 2020	1,980	2,412	2,010

FY2020 CS Recap

71,959 Interactions

📞 - Total calls 26,431 (37%)

💬 - Total chats 22,619 (31%)

✉ - Total emails 22,909 (32%)

Notes

1. Streamlined staff
2. Abrupt COVID changes - heavy call volumes, 100% remote
3. CXsuite and IVR
4. Looking forward - expanded metrics, opportunities

Financials, May – July 2020

Rolling 3-Month Financials (Unaudited report)
Total Revenue: $2,779,878
Total Expenses: $2,230,687
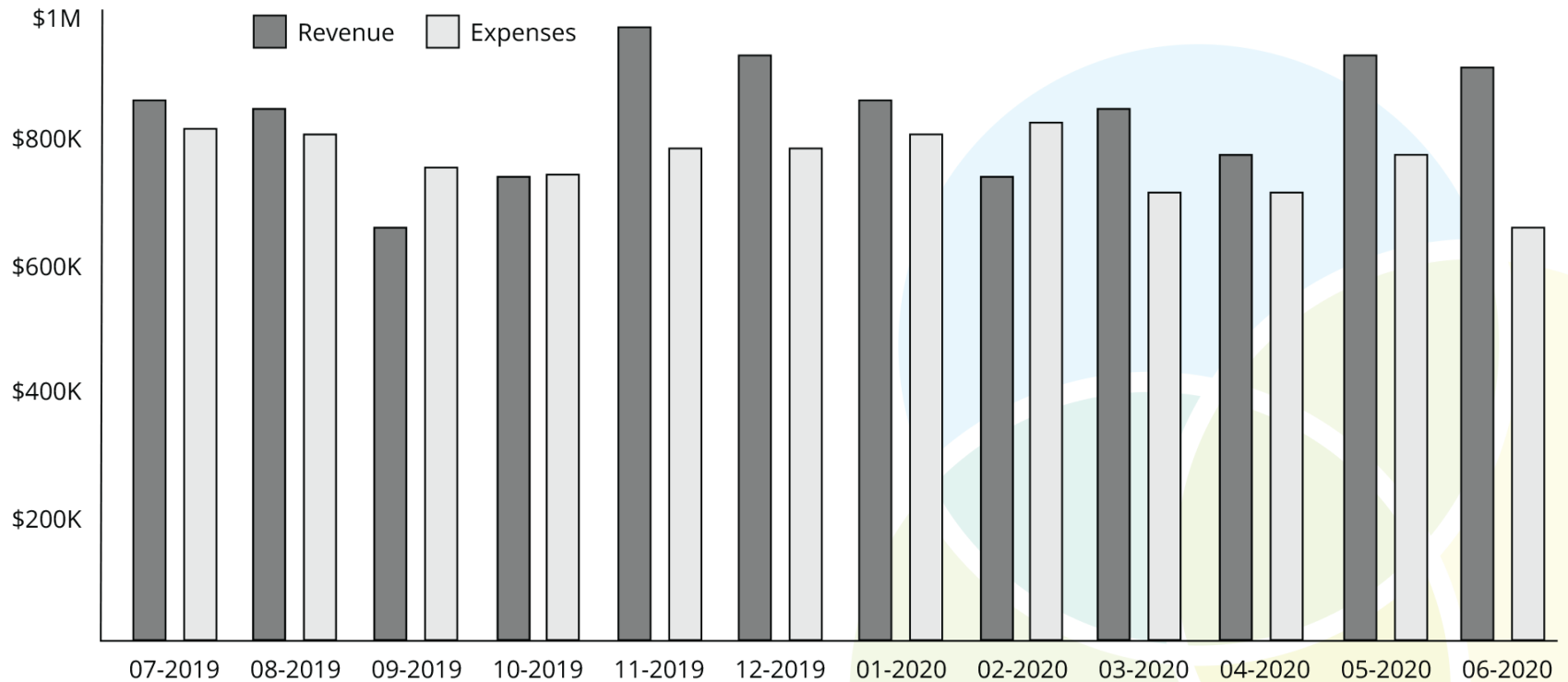Net Income: $404,783

Month and year	Revenue	Expenses
May 2020	$943,672	$739,010
June 2020	$929,301	$653,656
July 2020	$906,905	$838,021

Financials

FY 2020 - Unaudited year-to-date

Financials FY 2020 Year-to-Date (Unaudited)

Month	Revenue	Expenses
July 2019	$852,470	$815,454
August 2019	$848,687	$803,628
September 2019	$640,310	$746,958
October 2019	$742,940	$744,776
November 2019	$983,213	$791,747
December 2019	$935,866	$773,126
January 2020	$862,531	$798,397
February 2020	$760,932	$812,225
March 2020	$845,636	$741,384
April 2020	$782,399	$741,165
May 2020	$943,672	$739,010
June 2020	$929,301	$653,656

NIC
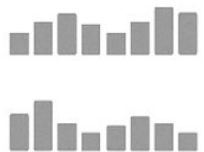HAWAII

Financials: Consolidated Balance (Unaudited)

Assets
$14,847,873

Liabilities
$12,392,079

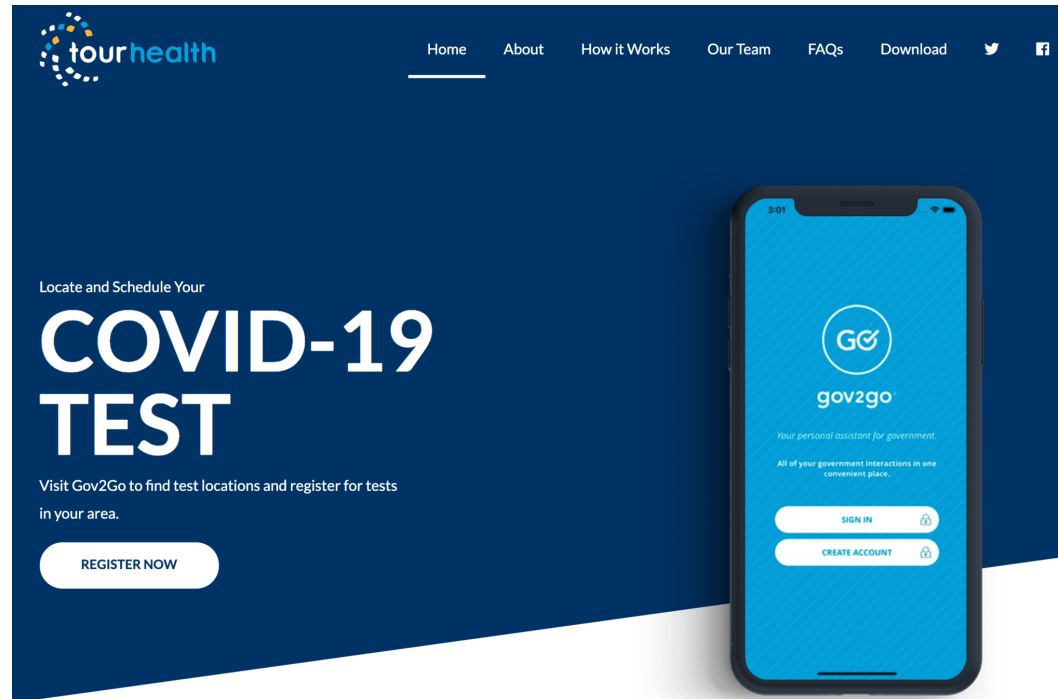Members Equity
$ 2,455,794

Total Liabilities & Shareholder Equity
$14,847,873

Looking forward

- Hawaii Compliance Express redesign
- DOH Vital Records Enhancements
- CC Honolulu Document Access Phase 2
- State Foundation of Culture and the Arts website
- Honolulu Fire Department website
- 2021 Roadmap and Strategic Plan

NiC
HAWAII

Items of interest

- Gov2Go
- TourHealth
- NIC Virginia

Contact Us

Burt Ramos, General Manager

bramos@egov.com   (808) 695-4616

Janet Pick, Director of Portal Operations

jpick@egov.com   (808) 695-4625

Zheng Fang, Director of Development

zfang@egov.com   (808) 695-4617