

# **FY2020 Portal Program Updates Appendix**

Report to the Access Hawaii Committee (AHC)

**September 3, 2020**



# Appendix – Table of Contents

- Appendix A: Press Releases
- Appendix B: Conferences Attended
- Appendix C: New Services
- Appendix D: Service Upgrades
- Appendix E: New and Updated Websites
- Appendix F: Retired Applications
- Appendix G: Agreements
- Appendix H: Unscheduled Downtime
- Appendix I: Web Analytics

# Appendix A: Press Releases

Title	URL	Date Issued
Hawaii Business Express Wins Outstanding Website Award	<a href="http://nichawaii.egov.com/awards/hawaii-business-express-wins-outstanding-website-award">nichawaii.egov.com/awards/hawaii-business-express-wins-outstanding-website-award</a>	09/10/19
Hawaii's One-Stop Solution for Professional Licensees Wins State Government Project Experience Award	<a href="http://nichawaii.egov.com/awards/hawaiis-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</a>	09/25/19
Hawaii Information Consortium Website Wins Silver W3 Award	<a href="http://nichawaii.egov.com/awards/hawaii-information-consortium-website-wins-silver-w3-award">nichawaii.egov.com/awards/hawaii-information-consortium-website-wins-silver-w3-award</a>	10/08/19
Hawaii MyPVL Service now Accepting Address Change Requests	<a href="http://nichawaii.egov.com/hawaii-mypvl-service-now-accepting-address-change-requests/">nichawaii.egov.com/hawaii-mypvl-service-now-accepting-address-change-requests/</a>	11/08/19
Lanai Hunting Applications Now Available on Go Hunt Hawaii	<a href="http://nichawaii.egov.com/lanai-hunting-applications-now-available-on-go-hunt-hawaii">nichawaii.egov.com/lanai-hunting-applications-now-available-on-go-hunt-hawaii</a>	03/23/20



# Appendix A: Press Releases Cont'd

Title	URL	Date Issued
State Calendar Allows Posting of Emergency or Continued Meeting Notices	<a href="http://oip.hawaii.gov/whats-new/state-calendar-allows-posting-of-emergency-or-continued-meeting-notices/">oip.hawaii.gov/whats-new/state-calendar-allows-posting-of-emergency-or-continued-meeting-notices/</a>	05/29/20
Hawaii MyPVL Service Now Accepting Online Licensing Applications	<a href="http://nichawaii.egov.com/hawaii-mypvl-service-now-accepting-online-licensing-applications/">nichawaii.egov.com/hawaii-mypvl-service-now-accepting-online-licensing-applications/</a>	06/02/20

# Appendix B: Conferences Attended

Conference Name	Description	Date(s) Attended
Hawaii Business Leadership Conference	Hawaii Business Magazine's 6 <sup>th</sup> Annual Leadership Conference focused on developing new relationships, building influence in your space, and challenging yourself to think differently and pushing yourself to grow as a leader.	07/25/19
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

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 B: Conferences Attended Cont'd

<sup>e</sup> Conference Name	Description	Date(s) Attended
WiRE	Balance at the Intersection of Land, Clean Energy and Indigeneity	03/04/20
HTDC: Women in Tech	Interview with various women in Hawaii tech industry	04/23/20, 05/06/20

# Appendix C: New Services

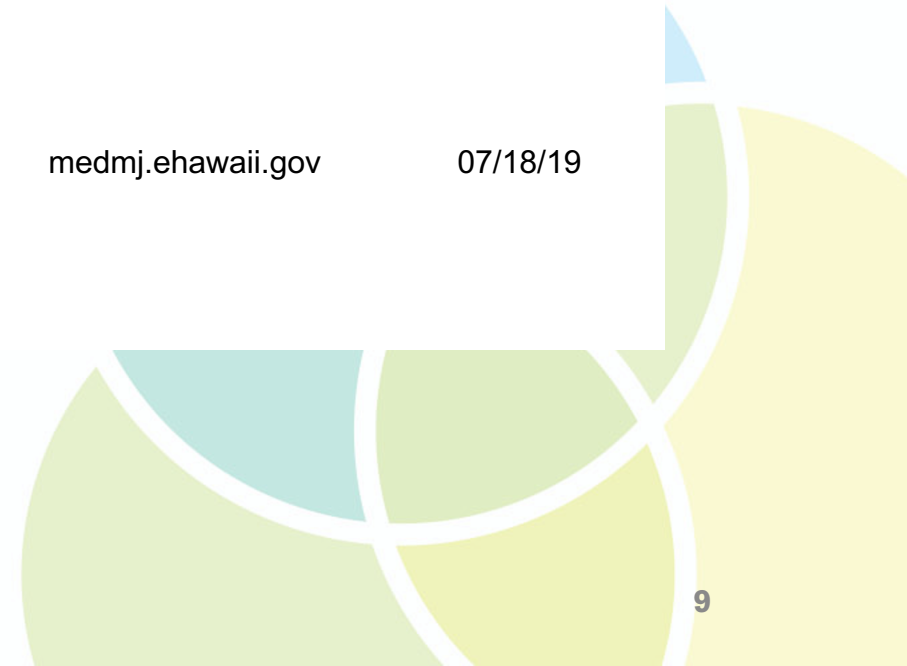
Agency	Service	URL	Date Launched
Hawaii Information Consortium, LLC	The <b>CXsuite</b> gathers customer feedback and displays the feedback data in a dashboard. In addition to reporting functionality it also can interact with the end user, answer questions, record speech to text, and generate emails from voicemails.	<a href="http://cxsuite.ehawaii.gov">cxsuite.ehawaii.gov</a>	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 <b>Commercial Marine Dealer Purchase Reporting System</b> establishes an online reporting system for commercial marine dealers to report marine life purchased from licensed fishermen on a weekly basis.	<a href="http://dlnr.ehawaii.gov/odr">dlnr.ehawaii.gov/odr</a>	10/09/19
City & County of Honolulu	The <b>Legislative Document Access System</b> is a records collection site that allows public users and city employees to access legislative documents pertaining to the City & County of Honolulu.	<a href="http://hnlldoc.ehawaii.gov/hnlldoc">hnlldoc.ehawaii.gov/hnlldoc</a>	12/10/19
HIC Internal	The <b>Access Hawaii Committee Document Repository</b> is an online repository of all HIC SOWs, SLAs, and AHC related documents that can be searched and downloaded by the public.	<a href="http://ahcdocuments.ehawaii.gov">ahcdocuments.ehawaii.gov</a>	05/26/20





# Appendix D: Service Upgrades

Agency	Service	URL	Date Upgraded
Department of Accounting and General Services (DAGS), State Procurement Office (SPO)	<p>The <b>Hawaii Awards &amp; Notices Data System (HANDS) Small Business System</b> was expanded to provide the following:</p> <ul style="list-style-type: none"> <li>• Small Business Landing Page - more informative</li> <li>• Added pie chart on the search that breaks down the percentage of registered small businesses by designation</li> <li>• Enhanced search including ability to filter search results by multiple criteria - category, island, commodity code, etc.</li> <li>• New Small Business Dashboard for vendors</li> <li>• New Small Business System Admin Dashboard - ability to manage registered small businesses and edit terms and conditions</li> <li>• Added Small Business Renewal Process - implemented a three-year renewal process for small businesses</li> </ul>	hands.ehawaii.gov/hands/small business	07/15/19
Department of Health (DOH), Harm Reduction Services Branch (HRSB)	<p>The <b>Medical Cannabis Registry</b> was enhanced to allow patients to apply for the desired registration period, based on doctor approval and meeting the conditions stated by DOH with the capacity for in-state patients to apply for either 1 or 2 year registrations.</p>	medmj.ehawaii.gov	07/18/19



# Appendix D: Service Upgrades Cont'd 1

Agency	Service	URL	Date Upgraded
Department of Labor and Industrial Relations (DLIR), Hawaii Occupational Safety & Health Division (HIOSH)	A new Temporary Construction Module was added to the existing <b>Inspection and Permitting System</b> . 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 <b>Electronic Bench Warrants</b> 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
Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW)	The existing Hunt Application service was redesigned and integrated with <a href="#">Go Hunt Hawaii</a> allowing hunters to apply for hunt, sign up for hunter education classes and order a replacement certification card all within one website.	gohunthawaii.ehawaii.gov/public/hunts	03/17/20
Department of Commerce and Consumer Affairs (DCCA)	With the COVID-19 Stay-at-Home proclamation and closure of State of Hawaii offices, walk-in services are unavailable. The <b>MyPVL System</b> allows new license applicants to submit their completed application, required documentation, and payment online.	pvl.ehawaii.gov/mypvl	04/27/20



# Appendix D: Service Upgrades Cont'd 2

Agency	Service	URL	Date Upgraded
County of Hawaii	The <b>Hawaii Liquor Licensing &amp; Permitting System</b> was enhanced to include updates to the renewals module such as reversing approvals, pre-populating applications, providing a principals report, addition of a new business structure as well as a secondary contact field set, and additional notifications.	<a href="http://liquorpermits.ehawaii.gov">liquorpermits.ehawaii.gov</a>	05/18/20

# Appendix E: New and Updated Websites

Agency	Service	URL	Date Launched
Department of Business, Economic Development & Tourism (DBEDT)	DBEDT Small Business Regulatory Review Board Website	<a href="http://sbrrb.hawaii.gov">sbrrb.hawaii.gov</a>	08/13/19
Legislative Reference Bureau	Legislative Reference Bureau Website	<a href="http://lrb.hawaii.gov">lrb.hawaii.gov</a>	12/19/19
Legislative Reference Bureau	Public Access Room Website	<a href="http://lrb.hawaii.gov/par">lrb.hawaii.gov/par</a>	12/19/19
DBEDT Business Development and Support Division (BDSD)	BDSD Invest – Buy Hawaii, Give Aloha Website	<a href="http://invest.hawaii.gov/buy-hawaii">invest.hawaii.gov/buy-hawaii</a>	06/06/20

# 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](http://dotax.ehawaii.gov/efile/user) as of August 28, 2019
- The DCCA HPEAP Online Transcript Ordering service, [hpeap.ehawaii.gov](http://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 1

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
Department of Health, Office of Health Status Monitoring	Vital Records Ordering System Improvement Project	SOW Amendment 3	03/06/20



# Appendix G: Agreements Cont'd 2

Agency	Service	Document	Signed Date
City & County of Honolulu, Office of the City Clerk	Online Ballot Request System	SOW	03/06/20
Department of Accounting and General Services, State Foundation on Culture and the Arts	Website Redesign	SOW	03/10/20
City & County of Honolulu, Office of the City Clerk	Legislative Document Access	SOW Amendment 1	03/19/20
County of Kauai	Motor Vehicle Registration Renewals Real Property Tax Payments Sewer Payments	MOU	03/19/20
County of Maui	Motor Vehicle Registration Renewals	MOU	03/19/20
County of Hawaii, Liquor Control	Licensing & Permitting Application	SOW Amendment 2	04/09/20
County of Kauai	Motor Vehicle Registration Renewals Real Property Tax Payments Sewer Payments	MOU	05/09/20



# Appendix G: Agreements Cont'd 3

Agency	Service	Document	Signed Date
County of Hawaii, Liquor Control	Licensing & Permitting Application	MOU	05/12/20
Department of Business, Economic Development, and Tourism (DBEDT), Business Development Support Division (BDSB)	Website Services	MOU	05/14/20
Office of the Lieutenant Governor	Statewide Calendar	MOU	05/18/20
Department of Accounting and General Services (DAGS), Office of Information Practices (OIP)	Statewide Calendar	SOW	06/05/20
Department of Health (DOH), Disability and Communication Access Board (DCAB)	Disability Parking Permit System	SOW Amendment 1	06/15/20
County of Maui, Maui Police Department (MPD)	E-Bench Warrants Interface	SOW	06/19/20
City and County of Honolulu (CCHNL), Honolulu Fire Department (HFD)	Website Redesign	SOW	06/25/20

# Appendix G: Agreements Cont'd 4

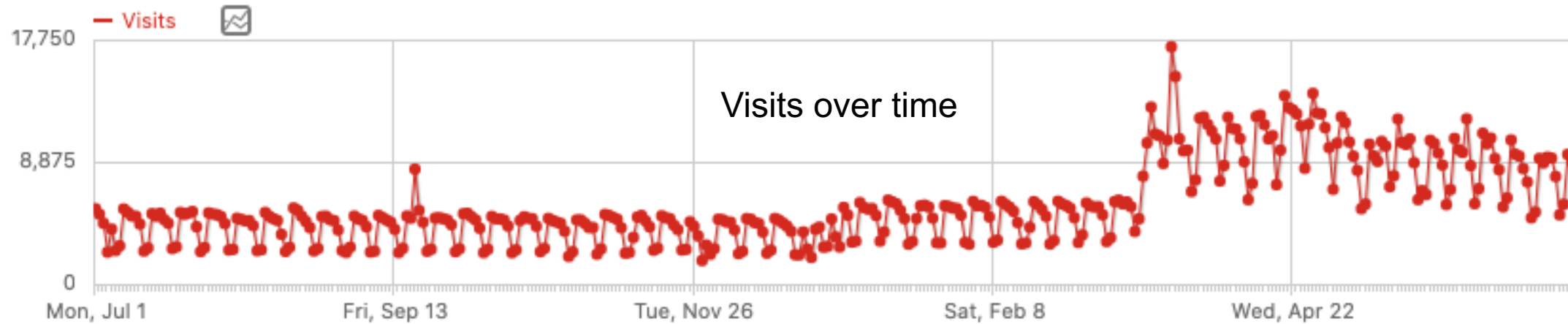
Agency	Service	Document	Signed Date
County of Kauai	Motor Vehicle Registration Renewals Real Property Tax Payments Sewer Payments	MOU	06/26/20

# 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

FY2020 (July 2019 – June 2020) Web Traffic for hawaii.gov



- **2,108,189 Visits**
- **2,943,946 Unique Page Views**
- **2 min 49s Average Visit Duration**
- **36% Bounce Rate**

The spike seen on March 23, 2020 corresponds to the day Governor Ige issued the Stay at Home order