

FY2021 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
NIC Hawaii Announces Launch of Redesigned Hawaii.gov	nichawaii.egov.com/nic-hawaii-announces-launch-of-redesigned-hawaii-gov	07/20/20
NIC Hawaii Deploys Online Ballot Request System for Voters in Honolulu County	nichawaii.egov.com/nic-hawaii-deploys-online-ballot-request-system-for-voters-in-honolulu-county/	07/24/20
Announcing the Buy Hawaii, Give Aloha Site	nichawaii.egov.com/buy-hawaii%ca%bbi-give-aloha-showcases-locally-made-products-online/	08/17/20
NIC Hawaii, County of Hawaii Launch Online Road Test Scheduler	nichawaii.egov.com/nic-hawaii-county-of-hawaii-launch-online-road-test-scheduler	08/24/20



Appendix B: Conferences Attended

Conference Name	Description	Date(s) Attended
HTDC: Women in Tech	Interview with various women in Hawaii tech industry	07/22/20
How to Manage Remote Teams	Liza Rodewald, Founder and CEO of Instant Teams, discusses creating a strong remote culture and effectively managing remote teams	07/22/20
Hawaii Business Leadership Conference	Virtual sessions on cultivating leaders of Hawaii and the Pacific	07/28/20 - 07/30/20

Appendix C: New Services

Agency	Service	URL	Date Launched
City and County of Honolulu – Office of Council Services – Elections Division	The Online Ballot Replacement Request System allows public users to request for ballot replacements online.	hnlvote.ehawaii.gov/ballot/	07/08/20
County of Hawaii – Vehicle Registration Licensing	The Hawaii Road Test Scheduler service allows Hawaii County residents to schedule and pay for road test appointments online. They also have the ability to reschedule their appointment online if necessary.	hawaiicounty.ehawaii.gov/roadtest	08/06/20

Appendix D: Service Upgrades

Agency	Service	URL	Date Upgraded
Department of Business, Economic Development & Tourism (DBEDT), Hawaii State Energy Office	The Renewable Energy Permitting Wizard is a tool to assist project developers in navigating the permitting process at the Federal, State and County levels. This enhancement includes improvements to the user interface and user experience.	wizard.hawaiienergyinitiative.org	07/22/20
Department of Accounting and General Services (DAGS), State Procurement Office (SPO)	The redesigned Hawaii Compliance Express (HCE) System includes a responsive design that is mobile-friendly and improved usability.	vendors.ehawaii.gov	08/30/20

Appendix E: New and Updated Websites

Agency	Service	URL	Date Launched
Office of Enterprise Technology Services (ETS)	Hawaii Portal Website	portal.ehawaii.gov	07/15/20

Appendix F: Retired Applications

- N/A

Appendix G: Agreements

Agency	Service	Document	Signed Date
County of Maui	Motor Vehicle Registration Renewals	MOU	07/01/20

Appendix H: Unscheduled Downtime

Time	Duration	Affected Sites	Comment
07/26/20 at 1:15pm	1h 15m	Services hosted out of the SystemMetrics data center	SystemMetrics ISP outage caused instability in services
08/14/20 at 8:55am	20m	Services hosted out of the SystemMetrics data center	SystemMetrics ISP outage caused instability in services
08/14/20 at 9:30am	30m	VOIP phone outage (unable to take incoming customer service calls)	SystemMetrics VOIP outage caused phone outage

Appendix I: Web Analytics

July 2020 Web Traffic for hawaii.gov



- **213,637 Visits**
- **285,929 Unique Page Views**
- **2 min 52s Average Visit Duration**
- **40% Bounce Rate**