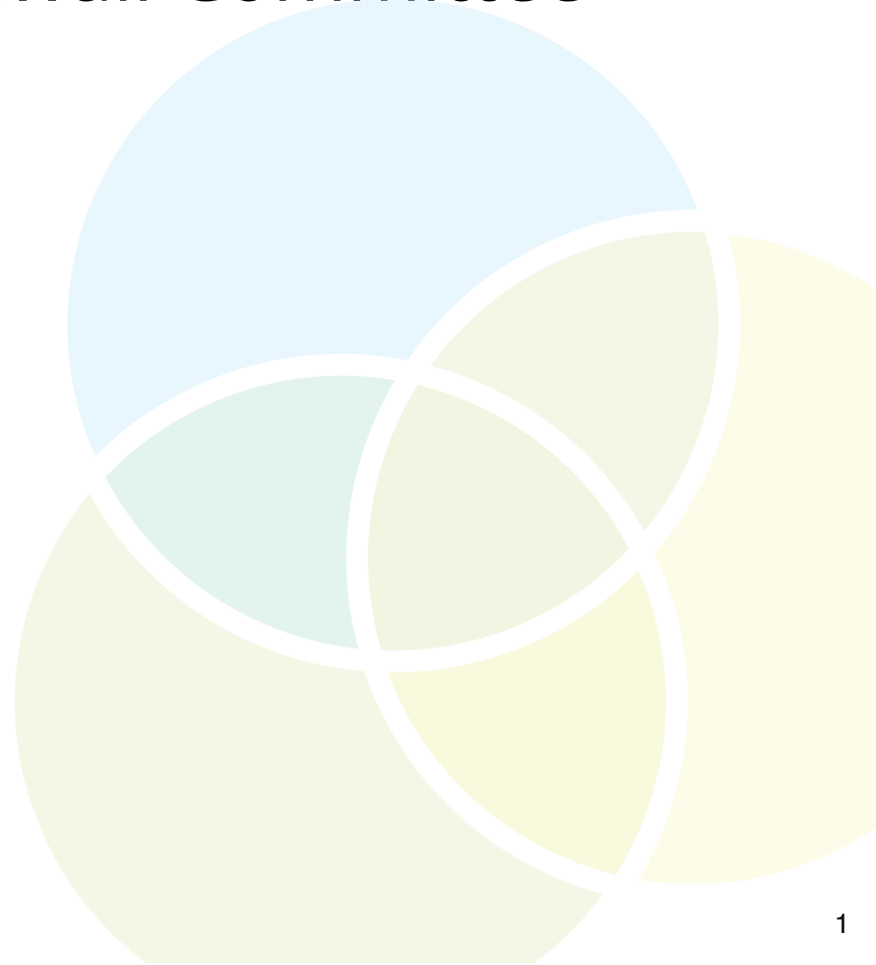


# Portal Program Updates

Report to the Access Hawaii Committee

December 3, 2020



# Executive Summary

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

# New/Upgraded Services

## Hawaii Compliance Express

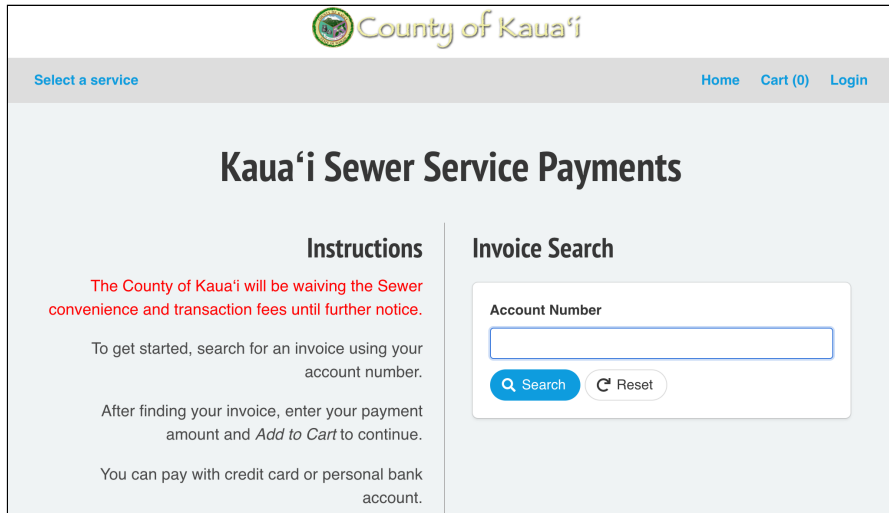


Compliance status updates may be delayed due to COVID-19 safety issues. We appreciate your patience and apologize for any inconvenience this may cause.

- Launched 8/30/20
- Mobile friendly responsive design adjusts to all screen sizes and provides improved user experience
- User-friendly and easy to navigate
- Completes SPO objective to implement a suite of procurement products

# New/Upgraded Services

## County of Kaua'i Sewer Payments

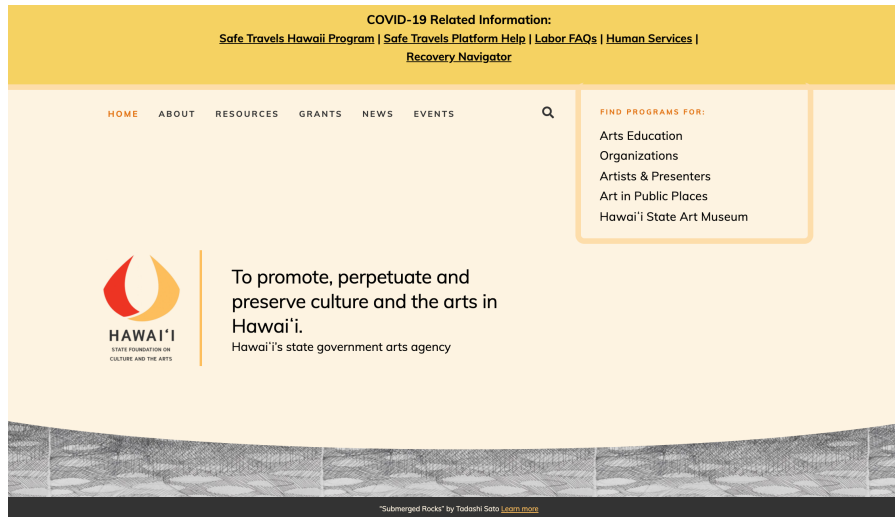


The screenshot shows the web interface for the County of Kaua'i Sewer Service Payments. At the top, there is the County of Kaua'i logo and navigation links for "Home", "Cart (0)", and "Login". Below the navigation bar, the main heading is "Kaua'i Sewer Service Payments". The page is divided into two columns. The left column, titled "Instructions", contains three paragraphs: "The County of Kaua'i will be waiving the Sewer convenience and transaction fees until further notice.", "To get started, search for an invoice using your account number.", and "After finding your invoice, enter your payment amount and Add to Cart to continue. You can pay with credit card or personal bank account." The right column, titled "Invoice Search", features a text input field labeled "Account Number" and two buttons: a blue "Search" button with a magnifying glass icon and a "Reset" button with a circular arrow icon.

- Launched 10/19/20
- First service on the Payment Platform
- Low code and rapid implementation approach
- Kauai citizens are able to review their bi-monthly invoices, complete payments, and track their payment history using the new site.

# New/Upgraded Services

## State Foundation on Culture and the Arts



- Launched 10/21/20
- Primary goal: restructure the previous website's extensive information to better meet the website user needs. Features include:
  - Responsive web design
  - Contemporary look and feel matches SFCA visual identity and brand values
  - Detailed grant and program information and SFCA event calendar

# Key Updates

## Migration to Amazon Web Services

- Contract extension requirement
- Target completion date: Q1 2021
- In progress, velocity target = 45 services/quarter
- Process: 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
- Phase 1 completion date: Q4 2020
- Priority 1 designation
- Phase 2 conversations started

# Customer Service Overview

18,303 Interactions during August - October

-  - Total calls 5,869 (32%)
-  - Total chats 6,902 (38%)
-  - Total emails 5,532 (30%)

Date	Calls	Chats	Emails
August 2020	2,065	2,134	2,066
September 2020	1,874	2,378	1,735
October 2020	1,930	2,390	1,731



# Financials, Aug - Oct 2020

Rolling 3-Month Financials (Unaudited report)

Total Revenue: \$2,985,162

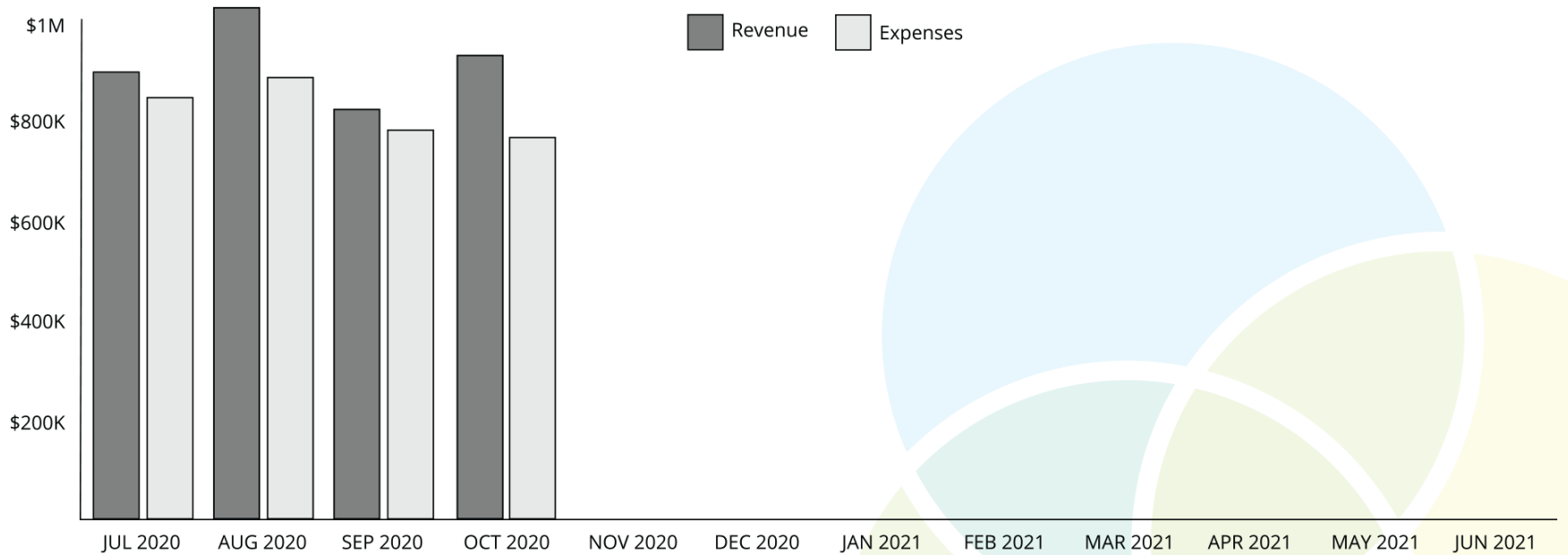
Total Expenses: \$2,453,658

Net Income: \$394,326

Month and year	Revenue	Expenses
August 2020	\$1,196,091	\$893,066
September 2020	\$815,272	\$786,806
October 2020	\$973,799	\$773,786

# Financials

FY 2021 - Unaudited year-to-date



# Financials FY 2021 Year-to-Date (Unaudited)

<b>Month</b>	<b>Revenue</b>	<b>Expenses</b>
July 2020	\$906,905	\$838,021
August 2020	\$1,196,091	\$893,066
September 2020	\$815,272	\$786,806
October 2020	\$973,799	\$773,786
November 2020		
December 2020		
January 2021		
February 2021		
March 2021		
April 2021		
May 2021		
June 2021		

# Financials: Consolidated Balance (Unaudited)



Assets

\$9,850,135



Liabilities

\$7,000,015



Members Equity

\$ 2,850,120



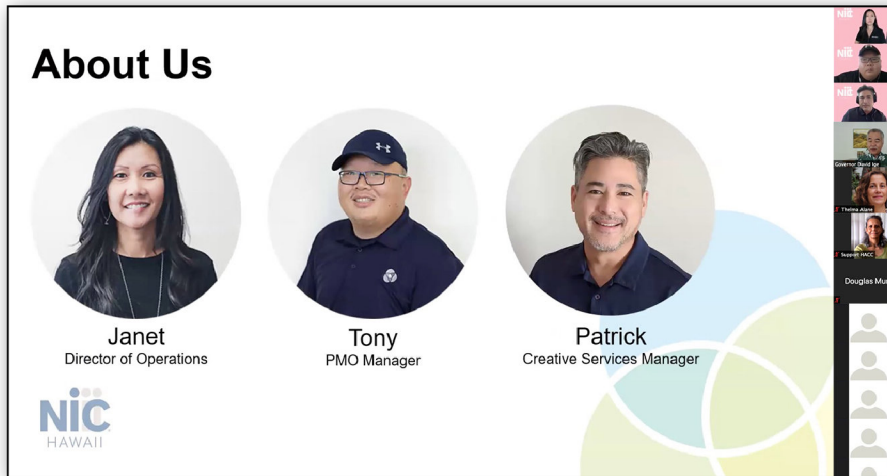
Total Liabilities & Shareholder Equity

\$9,850,135

# Looking Forward

- Hawaii Virtual Digital Government Summit 2020
- DOH Vital Records Enhancements
- CC Honolulu Document Access Phase 2
- State Calendar
- Honolulu Fire Department website
- Washington Place website
- 2021 Roadmap and Strategic Plan

# Items of Interest



- 2020 Hawaii Annual Code Challenge
  - Challenge Sponsor: COVID-19 Chatbot
- The Underbanked and Unbanked
  - How can digital government serve this community?

# Contact Us

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