

FY2021 Portal Program Updates - Appendix

Report to the Access Hawaii Committee (AHC)

December 3, 2020



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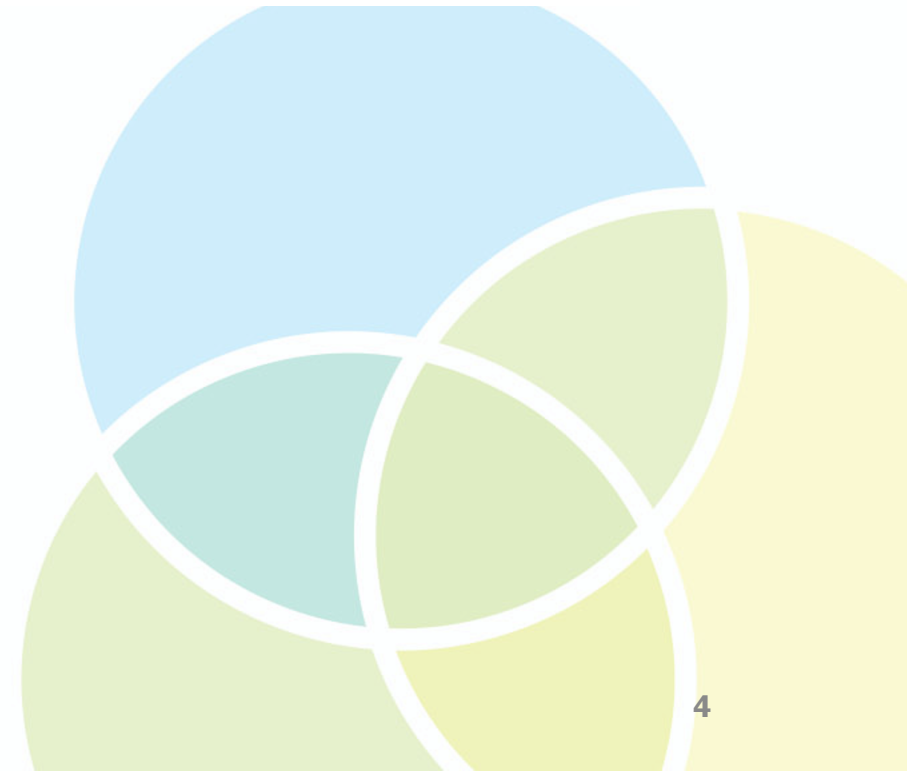
Appendix A: Press Releases

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-hawai%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
NIC Hawaii, State of Hawaii Introduce Redesigned Hawaii Compliance Express	nichawaii.egov.com/introducing-the-redesigned-hawaii-compliance-express	08/31/20
Hawaii Legislative Reference Bureau, NIC Hawaii Win Outstanding Website Award	nichawaii.egov.com/hawaii-legislative-reference-bureau-nic-hawaii-win-outstanding-website-award	09/18/20



Appendix A: Press Releases Continued

Title	URL	Date Issued
NIC Hawaii Introduces Redesigned Website for Hawaii State Foundation on Culture and the Arts	nichawaii.egov.com/nic-hawaii-introduces-redesigned-website-for-hawaii-state-foundation-on-culture-and-the-arts	10/26/20
County of Kauai, NIC Hawaii Upgrade Online Payment Services	https://nichawaii.egov.com/county-of-kauai-nic-hawaii-upgrade-online-payment-services	11/02/20



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
TRUE Initiative	"What's Working?" Technology Solutions to Curb the Pandemic!	08/25/20
TRUE Initiative	Showcase of the cloud-based Call Center solution developed by Central Pacific Bank using Amazon Connect	09/10/20
TRUE Initiative	A Tale of Two Government Agencies on Salesforce	10/15/20
Hawaii Annual Code Challenge	Annual hackathon to encourage civic engagement with the local technology community in modernizing state functions and services for a more effective, efficient and open government	10/24/20 – 11/21/20
GovTech Webinar Series	Doing Digital Payments Right: Expert Advice for Cities and Counties	11/16/20

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
County of Kauai – Finance Department	The Kauai Sewer Payments service allows Kauai citizens to review their bi-monthly invoices, complete payments online, and track their payment history. This is the first service to use NIC Hawaii's Payment Platform .	pay.ehawaii.gov/kauai#!/search/1	10/19/20

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.hawaiiicleanenergyinitiative.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
Department of Land and Natural Resources, Division of Aquatic Resources	The Freshwater Game Fishing License application was enhanced to allow the user to enter the start date of the fishing license rather than defaulting to the current date to ensure accurate license dates.	freshwater.ehawaii.gov/freshwater/	09/22/20

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
State Foundation on Culture and the Arts (SFCA)	SFCA Website	sfca.hawaii.gov	10/21/20

Appendix F: Retired Applications

- The DLNR DOBOR Boating Accounts Receivable System (BARS) service, <https://dobor.ehawaii.gov>, was retired on September 1, 2020.

Appendix G: Agreements

Agency	Service	Document	Signed Date
County of Maui	Motor Vehicle Registration Renewals	MOU 2	07/01/20
DLNR – Division of Aquatic Resources	Freshwater Game Fishing License	SOW Amendment 2	09/04/20
DCCA – Professional and Vocational Licensing Division	Transition Support	SOW	09/04/20
County of Maui	Motor Vehicle Registration Renewals	MOU 3	09/04/20
City and County of Honolulu – Honolulu Police Department	e-Bench Warrants Interface	SOW Amendment 1	09/11/20
County of Kauai – Finance Department	Landfill Payments	SOW	09/14/20
County of Kauai – Finance Department	Hawaii eRecording	SOW	09/14/20

Appendix G: Agreements Continued

Agency	Service	Document	Signed Date
County of Kauai – Finance Department	Motor Vehicle Registration Renewals, Real Property Tax Payments, Sewer Payments	MOU 4	09/14/20
DLNR – State Historic Preservation Division	Payment Processing	SOW	09/15/20
ETS	Consolidated Annual Financial Report (Support For FY2020)	SOW	10/7/20
County of Maui	Motor Vehicle Registration Renewals	MOU 4	10/26/20

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
08/25/20 at 9:30am	30m	VOIP phone outage (unable to take incoming customer service calls)	SystemMetrics VOIP outage caused phone outage
09/13/20 at 8:40pm	20m	Outage on one of the AWS application servers. App outage was for Facility Access Plan Submission and Renewal System, HlePRO, HANDS, Hawaii Liquor Permits, ERS Self-Service, HNL Doc, AHC Docs, Green LMI	Miscellaneous AWS physical hardware issue. Server restored by AWS.
10/06/20 at 2:40pm	15m	Users were unable to access applications hosted out of our Systemmetrics datacenter	SystemMetrics network outage; restored services

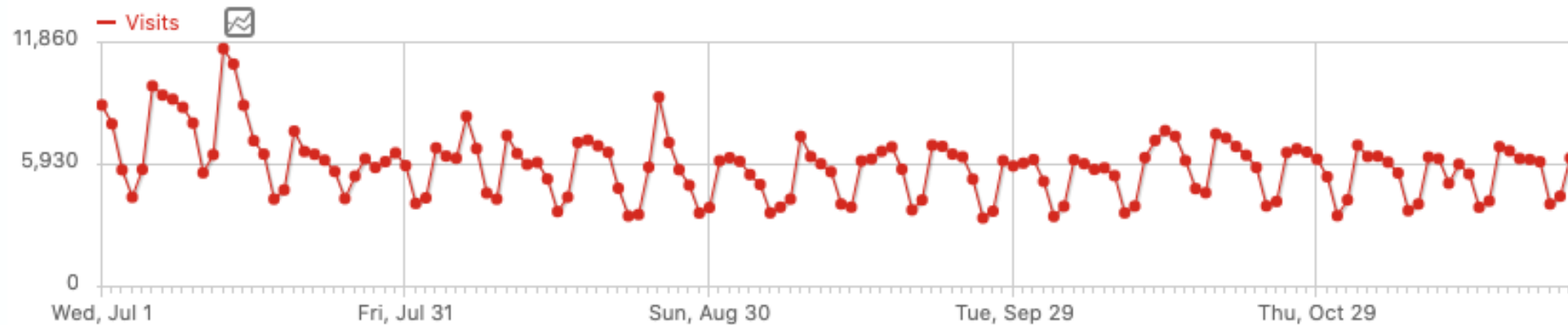
Appendix H: Unscheduled Downtime Cont'd

Time	Duration	Affected Sites	Comment
10/24/20 at 12:10am	20m	Users were unable to access applications hosted out of our Systemmetrics datacenter	SystemMetrics network outage; restored services

Appendix I: Web Analytics

July 1, 2020 – Nov 23, 2020 Web Traffic for hawaii.gov

Visits Over Time



- **848,717 Visits**
- **1,078,202 Unique Page Views**
- **3 min 0s Average Visit Duration**
- **41% Bounce Rate**