

FY2021 Portal Program Updates - Appendix

Report to the Access Hawaii Committee (AHC)

August 5, 2021



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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 1)

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	nichawaii.egov.com/county-of-kauai-nic-hawaii-upgrade-online-payment-services	11/02/20
County of Kauai, NIC Hawaii Provide New Landfill Payment Services	nichawaii.egov.com/county-of-kauai-NIC-hawaii-provide-new-landfill-payment-services	02/09/21
Office of Information Practices, NIC Hawaii Launch Modernized State Public Meetings Calendar	nichawaii.egov.com/office-of-information-practices-nic-hawaii-launch-modernized-state-public-meetings-calendar	03/02/21
New Digital Platform for Washington Place Provides Enhanced Access to Historic Home in Honolulu	nichawaii.egov.com/new-digital-platform-for-washington-place-provides-enhanced-access-to-historic-home-in-honolulu	04/05/21

Appendix A: Press Releases (Continued 2)

Title	URL	Date Issued
Hunting Events, Announcements Now Available on Go Hunt Hawaii	nichawaii.egov.com/hunting-events-announcements-now-available-on-go-hunt-hawaii	04/06/21
Tyler Technologies Completes Acquisition of NIC	nichawaii.egov.com/tyler-technologies-completes-acquisition-of-nic	04/21/21
Honolulu Fire Department Launches Redesigned Website	nichawaii.egov.com/honolulu-fire-department-launches-redesigned-website	05/04/21

Appendix B: Conferences/Webinars 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 B: Conferences/Webinars Attended (Continued)

Conference Name	Description	Date(s) Attended
AWS re:Invent Conference	Amazon Web Services (AWS) re:Invent is an annual event focused on cloud computing	11/30/20 - 12/18/20
Dreamforce 2020	Showcase of Salesforce success stories	12/02/20
Hawaii Business Magazine Change Series: Natural Environment	Key developments in sustainability, clean energy, and being better stewards of the land and sea	12/03/20
Hawaii Digital Government Summit	NIC Hawaii was a sponsor at the event and our Director of Operations participated in the panel on <i>Acceleration of the Government Experience</i>	12/08/20 - 12/09/20
Channeling Your SupHERpower	Our Director of Operations was a speaker at an NIC company-wide panel discussion focused on how women leaders incorporate their talents and values into their roles	03/19/21
TRUE Initiative	Innovation: The People and Bots Behind Safe Travels	03/23/21
TRUE Innovation	Governor's efforts to build a digital economy and sustainable future	06/23/21

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 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
County of Kauai – Finance Department	The Landfill Payments service allows Kauai citizens to review their invoices, complete payments online, and track their payment history. This is the second service to use NIC Hawaii's Payment Platform.	kauai.gov/lfp	02/08/21

Appendix C: New Services (Continued)

Agency	Service	URL	Date Launched
Department of Education	The Waipahu Community School for Adults Online Registration and Payment System allows users to register and pay for their registration and tuition fees online via credit card or eCheck.	wcsa.ehawaii.gov	03/04/21

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
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
City and County of Honolulu, Office of City Clerk	The Legislative Document Access application was updated with an advanced search, ability to export search results and sign up for email notifications for measures, agendas, and communications.	hnldoc.ehawaii.gov/hnldoc/	12/08/20

Appendix D: Service Upgrades (Continued)

Agency	Service	URL	Date Upgraded
Department of Accounting and General Services (DAGS), Office of Information Practices	The Hawaii Statewide Calendar application was redesigned with a contemporary look and feel, and a responsive web design. The database was upgraded from Oracle to MySQL.	calendar.ehawaii.gov/calendar/	02/21/21
Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW)	The Hunter Education program's online tool, Go Hunt Hawaii , added new features, including a service for hunters who have graduated a basic hunter education class to enroll in advanced hunting events.	gohunthawaii.ehawaii.gov/	04/06/21

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
Department of Accounting & General Services	Historic Washington Place Website	washingtonplace.hawaii.gov	04/01/21
Honolulu Fire Department (HFD)	HFD Website	fire.honolulu.gov	04/28/21

Appendix F: Retired Applications

- The DLNR DOBOR Boating Accounts Receivable System (BARS) service, <https://dobar.ehawaii.gov>, was retired on September 1, 2020.
- The DBEDT Renewable Energy Projects Directory service, <http://energy.ehawaii.gov/epd>, was retired on December 31, 2020.
- The DBEDT Hawaii Clean Energy Initiative website, <http://www.hawaiicleanenergyinitiative.org/>, was retired on December 31, 2020.
- The DCCA PVL Initial Licensing service (Guards), <https://pvl.ehawaii.gov/mypvl> , was retired on February 22, 2021.
- The DCCA PVL General Application service, <https://pvl.ehawaii.gov/mypvl> , was retired on February 22, 2021.

Appendix F: Retired Applications (Continued 1)

- The DCCA PVL Renewals service, <https://pvl.ehawaii.gov/renewals> , was retired on February 22, 2021.
- The DCCA PVL License Search service, <https://pvl.ehawaii.gov/pvlsearch> , was retired on February 22, 2021.
- The DCCA PVL MyPVL Dashboard service, <https://pvl.ehawaii.gov/mypvl> , was retired on February 22, 2021.
- The DCCA PVL Bulk License Download service, <https://www.ehawaii.gov/SecureDownload/pvlbulk/> , was retired on February 22, 2021.
- The DCCA PVL Insurance Certificate Submittal (Surety) service, <https://pvl.ehawaii.gov/inikua/> , was retired on February 22, 2021.
- The DCCA PVL List Builder service, <http://pvl.ehawaii.gov/pvllistbuilder> , was retired on February 22, 2021.

Appendix F: Retired Applications (Continued 2)

- The DLNR BOC Document Search and Ordering service, <https://boc.ehawaii.gov/docsearch> , was retired on March 5, 2021.
- The DLNR BOC LandLink Records Management System, <https://boc.ehawaii.gov/landlink> , was retired on March 5, 2021.
- The DLNR BOC LandShark service, <https://boc.ehawaii.gov/LandShark> , was retired on March 5, 2021.
- The DLNR BOC LightHouse eRecording service, <https://boc.ehawaii.gov/landlink> , was retired on March 5, 2021.
- The DLNR BOC Bulk Image Download service, <https://www.ehawaii.gov/SecureDownload/bocimages/>, was retired on March 17, 2021.

Appendix F: Retired Applications (Continued 3)

- The DLNR BOC Bulk Indexed Data Download service, <https://www.ehawaii.gov/SecureDownload/bocdata/>, was retired on March 17, 2021.
- The DLNR BOC Power of Attorney and Names Change Glossary Download service, <https://www.ehawaii.gov/SecureDownload/bocglossary/>, was retired on March 17, 2021.
- The DCCA PVL Continuing Education System, <https://ce.ehawaii.gov> , was retired on March 26, 2021.
- The DCCA PVL Real Estate Continuing Education System, <https://rece.ehawaii.gov>, was retired on March 26, 2021.
- The DLNR DOBOR Vessel Registration system, <https://vessel.ehawaii.gov/>, was retired on June 30, 2021.

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 1)

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
County of Maui	Motor Vehicle Registration Renewals	MOU 5	11/25/20
ETS	Single Sign-On Azure AD B2C Support	SOW	12/03/20
DLNR – Engineering Division	Flood Control and Dam Safety Payments	SOW	12/21/20

Appendix G: Agreements (Continued 2)

Agency	Service	Document	Signed Date
County of Maui	Motor Vehicle Registration Renewals	MOU 6	12/23/20
County of Hawaii – Department of Liquor Control	Licensing & Permitting Application	SOW Amendment 3	01/14/21
AG – Civil Recoveries Division	Collection Payments	SOW	03/16/21
AG - Civil Recoveries Division	Remote Online Notary Registration	SOW Amendment 1	03/16/21
DLNR – Bureau of Conveyances	Online Payments	SOW	03/16/21
County of Kauai –Finance Department	Commercial Refuse Payments	SOW	03/16/21
DOE		SLA	03/17/21

Appendix G: Agreements (Continued 3)

Agency	Service	Document	Signed Date
DLNR – Hunter Education	Hunter Education and Records Management System	SOW Amendment 7	03/18/21
DBEDT – Business Development Support Division	Website services	SOW Amendment 4	03/23/21
Department of Education	Waipahu Community School for Adults (WCSA) Registration and Payment System	SOW	03/30/21
County of Hawaii	Road Test Scheduler	SOW Amendment 1	05/02/21
County of Hawaii	Liquor & Permitting Application	MOU	05/13/21
Department of Education	Commerce Platform and Payment System	SOW	06/04/21
Office of Enterprise Technology Services	Hawaii eRecording	Master SOW	06/04/21

Appendix G: Agreements (Continued 4)

Agency	Service	Document	Signed Date
County of Maui	Hawaii eRecording	Connection Agreement	06/04/21
County of Kauai	Hawaii eRecording	Connection Agreement	06/04/21
Department of Land and Natural Resources – Division of Forestry and Wildlife	Hunt Application System	SOW Amendment 2	06/07/21
Budget and Finance – Financial Administration Division	Unclaimed Property Search	SOW Amendment 1	06/15/21
County of Kauai – Fire Department	Fire Permit Payments	SOW	06/15/21

Appendix H: Unscheduled Downtime

Date/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

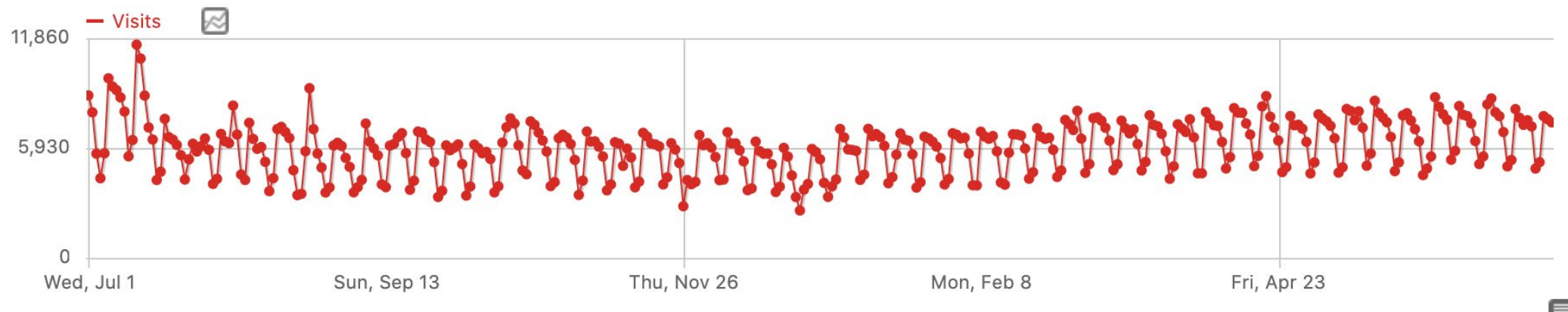
Appendix H: Unscheduled Downtime (Continued)

Date/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
01/27/21 at 8:00am	12h	Single service: DLNR Bureau of Conveyances (BOC) eRecording vendor could not submit documents to the BOC	Routing issue caused by HawaiianTel maintenance
03/20/21	2d	Motor Vehicle Registration Renewals	Sysadmin error led to non-functional application running; error corrected and service restored
05/22/21 at 9:35pm	10m	Most MySQL services impacted	DB server storage space issue caused by database import; AWS auto scaled storage to meet needs

Appendix I: Web Analytics

July 1, 2020 – June 30, 2021 Web Traffic for hawaii.gov

Visits Over Time



- Spike on July 13, 2020: Hawaii extended the mandatory 14-day quarantine for out-of-state travelers; Governor Ige announced delay in the launch of the state's pre-travel testing program
- Spike on August 25, 2020: Governor Ige approves stay-at-home, work-from-home order

Appendix I: Web Analytics (Continued)

July 1, 2020 – June 30, 2021 Web Traffic for hawaii.gov

- **2,180,850 Visits**
- **2,673,416 Unique Page Views**
- **2 min 28s Average Visit Duration**
- **44% Bounce Rate**