

Report to the Access Hawaii Committee

Portal Program Updates | October 7, 2021

Highlights

Redesigned Unclaimed Property Search

- Launch date: 8/16/21
- Citizens can use this search to locate unclaimed property for themselves or their family members.
- Types of property can include:
 - Contents of safe deposit boxes
 - Deposits held by utility companies,
 - Dormant savings and checking accounts
 - Insurance and medical refunds
 - Shares of stock

Hawaii Remote Work Pilot Project

- Launch date: 8/11/21
- We partnered with the Department of Business, Economic Development and Tourism to create content for the Hawaii Remote Work Project.
- Users can find resources and opportunities to work remotely from Hawaii.
- Companies can hire workers in Hawaii to work remotely for their business.

Honolulu Fire Department Wins 2nd Award

- Launch date: 4/28/21
- Award date: 9/3/21
- Web Marketing Association – Government Standard of Excellence

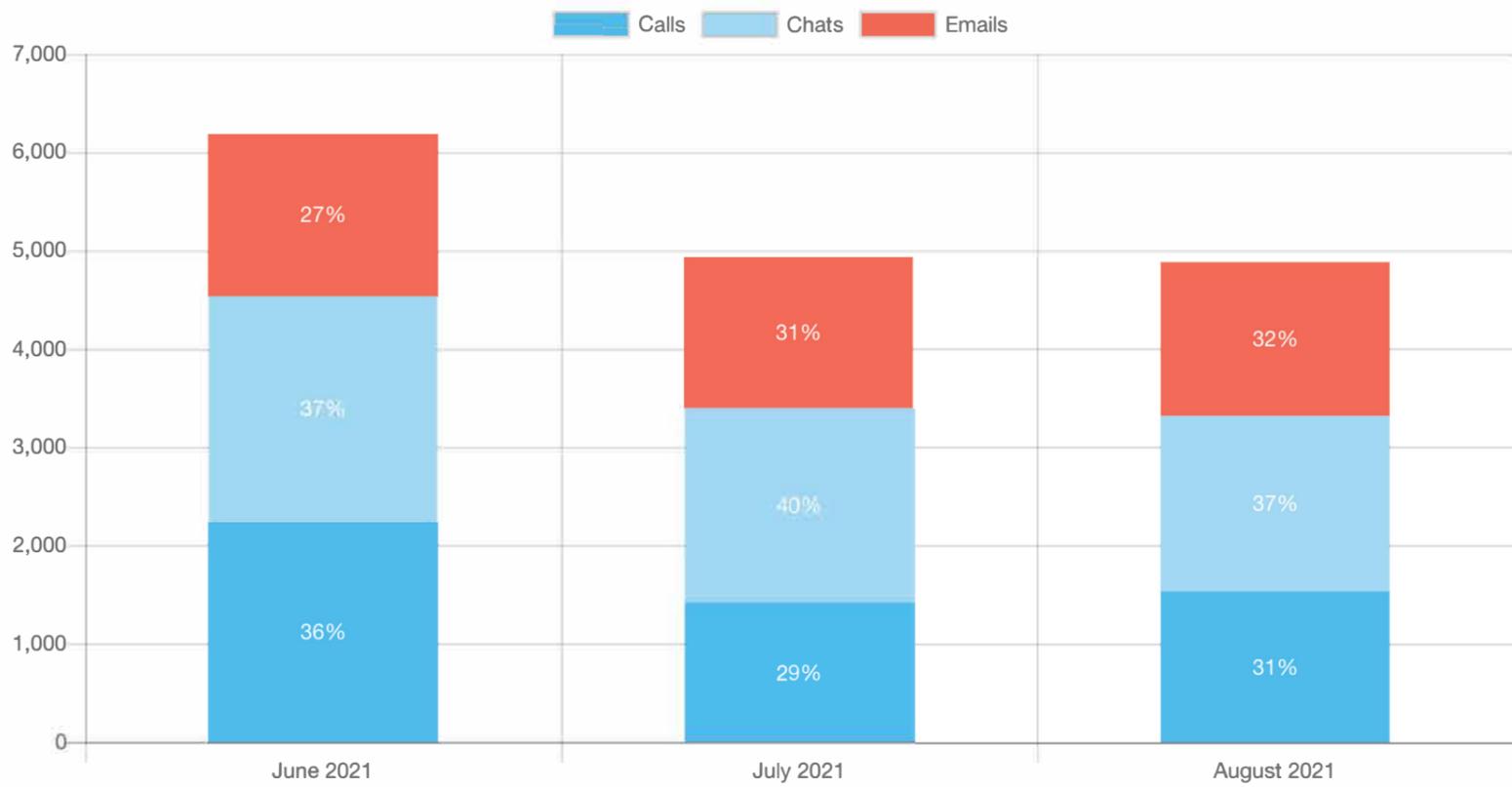
Hawaii.gov Wins Platinum Award

- Original launch date: 7/15/20
- Award date: 8/12/21
- Global Excellence Award – Platinum Award Winner

News & Updates

- Ongoing NIC Upgrades 2021
- Migration to Amazon Web Services
- Online Chat – December 2021
- Reports Module – December 2021

Customer Service Summary



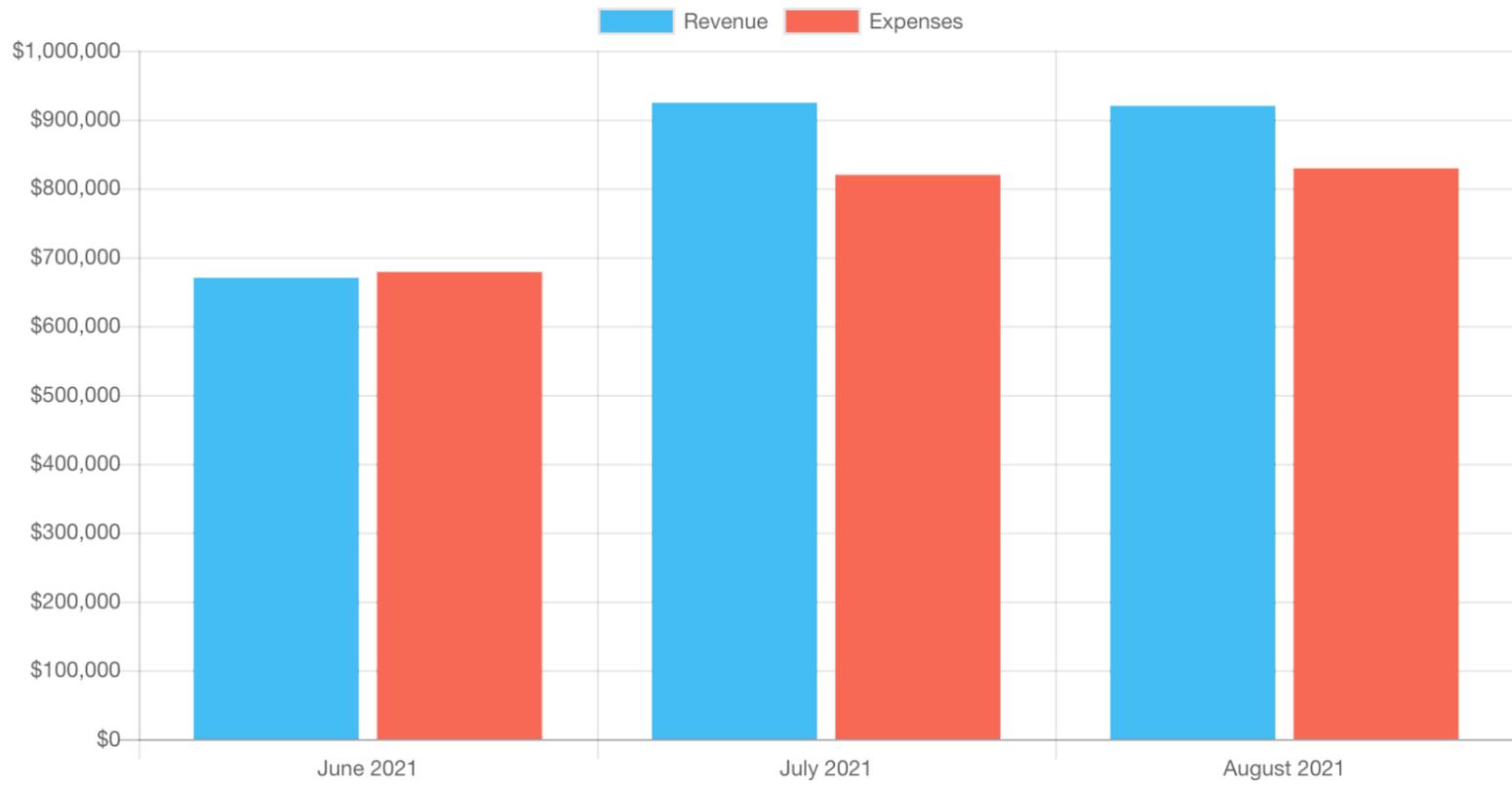
Date	Calls	Chats	Emails
June 2021	2,233	2,308	1,641
July 2021	1,418	1,973	1,536
August 2021	1,530	1,781	1,560
Sub Total	5,181	6,062	4,737
Total	15,980		

Top 10 Inquiries: June - August 2021

Rank	Service	June	July	August	Total
1	State Camping	907	871	684	2,462
2	Professional & Vocational Licensing*	1,112	229	161	1,502
3	Hawaii Compliance Express	519	470	470	1,459
4	Medical Cannabis Registry*	315	361	570	1,246
5	Login Questions	445	320	345	1,110
6	Vital Records Ordering System	416	351	314	1,081
7	Electronic Marriage Registration System	314	302	301	917
8	Non-NIC Info	403	287	217	907
9	eTraffic	199	187	165	551
10	Motor Vehicle Registration Renewals	201	165	169	535

* includes login questions

Financials: June - August 2021 (Unaudited)



Month and year	Revenue	Expenses
June 2021	\$670,036	\$678,448
July 2021	\$924,160	\$819,419
August 2021	\$919,660	\$828,855
Total	\$2,513,856	\$2,326,722

Net income: \$140,829

Consolidated Balance: January - August 2021 (Unaudited)

 **Assets**
\$8,314,793

 **Members Equity**
\$3,453,481

 **Liabilities**
\$4,861,312

 **Total Liabilities & Shareholder Equity**
\$8,314,793

Looking Forward

- AG Collections
- HACC 2021
- Hawaii Virtual Digital Government Summit 2021
- FY2021 Annual Report
- FY2022-24 Roadmap and Strategic Plan

Contact Us



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Appendix

Supporting information covering the period July 1, 2021 – September 30, 2021.

Press Releases

Honolulu Fire Department Website Wins Two Awards

September 27, 2021

The Honolulu Fire Department (HFD) was recently awarded with two top honors for its recent redesign of the official website...

Hawaii.gov Website Wins Platinum Global Excellence Award

August 24, 2021

The winners of the 2021 Global Excellence (GX) Awards have been announced and the Hawaii.gov website is the winner of...

The Redesigned State of Hawaii Unclaimed Property Search is Now Available

August 16, 2021

NIC Hawaii and the Hawaii Department of Budget and Finance are pleased to announce the launch of the redesigned State...

Hawaii Remote Work Pilot Project Work Opportunities

August 12, 2021

The Department of Business, Economic Development and Tourism (DBEDT) and the Department of Labor and Industrial Relations (DLIR) announced the...

Conferences & Webinars Attended

Conference Name	Description	Dates Attended
Civil Beat: Tourism	IDEAS Live: Is Tourism Broken And Where Do We Go From Here?	07/28/21
GovTech Market Update: Budgets, Trends & Closing Out 2021	Actionable insights on the deals, opportunities, spending and budget trends shaping the market for the remainder of 2021 and into 2022.	08/11/21
TRUE Innovation: Innovation Framework – Ideas to Impact	The Innovation Framework provides a model for fostering creativity and innovation within organizations and communities.	08/19/21
Government & Civics	The mayors of Kauai, Honolulu, Maui and Hawaii counties spoke about the big issues impacting their jurisdictions.	08/19/21

New Services

Agency	Service	Launch Date
N/A	N/A	N/A

Service Upgrades

Agency	Description	Date Upgraded
Department of Budget & Finance – Unclaimed Property Division	<u>The Unclaimed Property Search service, originally launched in 2008, was redesigned to be responsive, accessible, and easy to navigate. The service allows citizens to search for unclaimed property for themselves or their family members.</u> ↗	08/16/21
Department of Education	<u>The DOE Waipahu Community Schools for Adults (WCSA) Online Registration and Payment System was updated to include the ability for users to purchase supplies online as part of enrollment or separately. Enhancements were also made to the Administrative module.</u> ↗	08/24/21

New Websites

Agency	Service	Launch Date
N/A	N/A	N/A

Retired Services

Agency	Service	URL	Retired Date
County of Hawaii	Online payments for the County of Hawaii Permitting Application	N/A	07/16/21

Executed Agreements

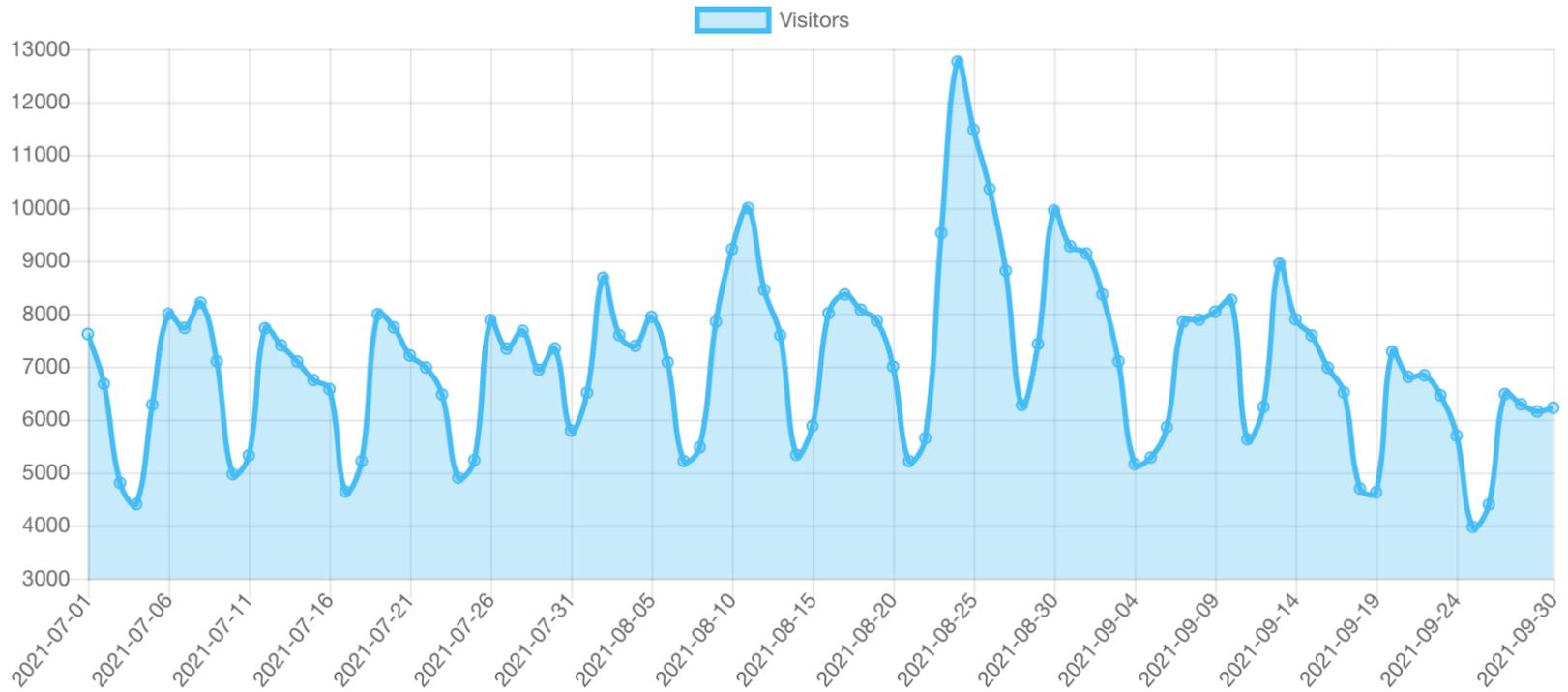
All signed agreements can be found in the [AHC document repository](#) [↗](#).

Agency	Service	Document	Signed Date
City and County of Honolulu – Honolulu Emergency Services Department	Website Redesign	SOW	08/27/21

Unscheduled Downtime

Time	Duration	Affected Sites	Comments
07/22/21 at 2:33am	1h 30m	Limited sites: Criminal History Search, Covered Offender Search, Hawaii Integrated Justice Information Sharing (HIJIS) System, Traffic Abstract Service	Systemmetrics ISP network outage
08/18/21 at 2:26am	35m	Limited sites: Criminal History Search, Covered Offender Search, HIJIS	Systemmetrics ISP network outage
08/31/21 at 8:20am	4h	Services requiring external communication were impacted	Network issue with service provider (AWS) in our region

Web Analytics



650,874 Visits

758,995 Unique Page Views

1 min 46 sec Average Visit Duration

51% Bounce Rate