

# Report to the Access Hawaii Committee

Portal Program Updates | February 3, 2022

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## Highlights

### Honolulu Fire Department Website Wins 4th Award

- Website launch date: 4/28/21
- Award date: 12/2/21
- MobileWebAward – Outstanding Mobile Website

### Sex Offender Information Management System (SOIMS)

- Launch date: 1/19/22
- Sex offenders and other covered offenders who are registered with the State of Hawaii may use this service to update their information and make an appointment with the Hawaii Criminal Justice Data Center (HCJDC).

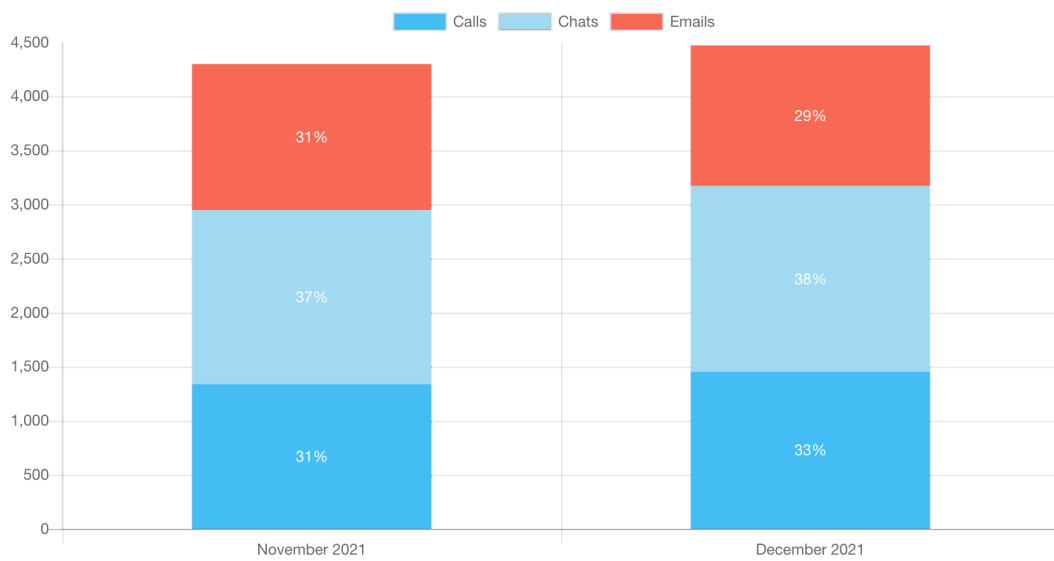
### Hawaii Virtual Digital Government Summit

- Event date: 12/14/21
- General Manager Burt Ramos participated in the Transforming the Government Experience session.
- NIC Hawaii participated as an event sponsor.

## News & Updates

- Credit Card Rate Standardization
- Ongoing NIC Upgrades
  - Online Chat
  - Reports Module

## Customer Service Summary



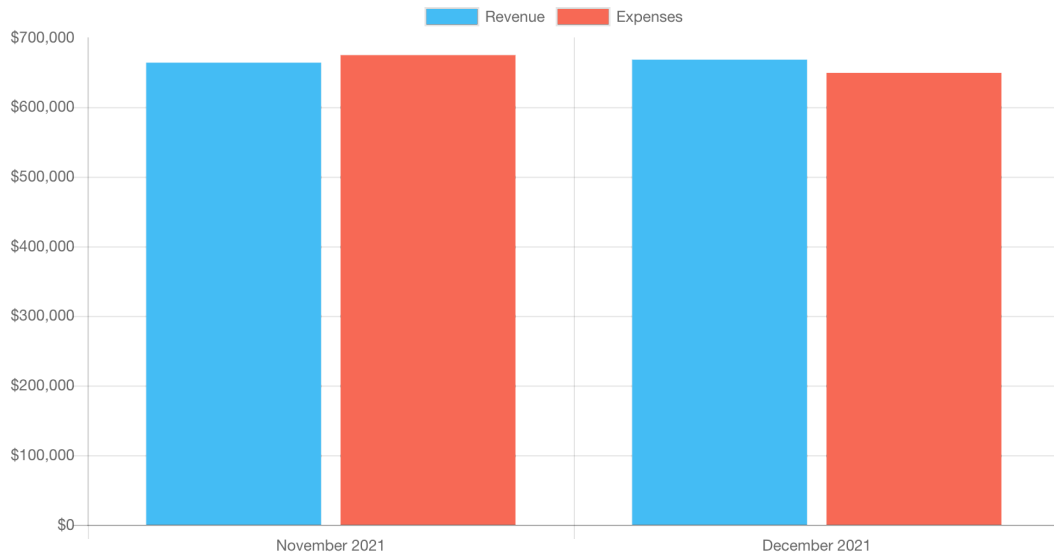
Date	Calls	Chats	Emails
November 2021	1,339	1,607	1,353
December 2021	1,454	1,717	1,300
<b>Sub Total</b>	<b>2,793</b>	<b>3,324</b>	<b>2,653</b>
<b>Total</b>	<b>8,770</b>		

## Top 10 Inquiries: November - December 2021

Rank	Service	November	December	Total
1	State Camping	579	601	1,180
2	Medical Cannabis Registry*	481	498	979
3	Professional & Vocational Licensing*	409	570	979
4	Login Questions	376	317	693
5	Hawaii Compliance Express	347	293	640
6	Vital Records Ordering System	318	302	620
7	Electronic Marriage Registration System	261	293	554
8	Motor Vehicle Registration Renewals	198	189	387
9	Non-NIC Info	163	134	297
10	eTraffic	160	130	290

\* includes login questions


## Financials: November - December 2021 (Unaudited)



Month and year	Revenue	Expenses
November 2021	\$663,685	\$674,516
December 2021	\$667,999	\$649,021
<b>Total</b>	<b>\$1,331,684</b>	<b>\$1,323,537</b>

Net income: -\$3,466

## Consolidated Balance: December 2021 (Unaudited)

 **Assets**  
\$7,044,530

 **Members Equity**  
\$3,525,095

 **Liabilities**  
\$3,519,435

 **Total Liabilities & Shareholder Equity**  
\$7,044,530

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## Looking Forward

- AG Collections
- Online Remote Notary Service
- DOE Commerce System
- Recurring Payments
- FY2022-24 Roadmap and Strategic Plan

## Contact Us



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# Appendix

Supporting information covering the period July 1, 2021 – January 31, 2022.

## Press Releases

### **Honolulu Fire Department Website Wins Two More Awards**

*December 21, 2021*

The Honolulu Fire Department (HFD) has been nationally recognized as a winner in two additional award competitions for the redesign...

### **Online Hunting Tags and Permits Now Available on Go Hunt Hawaii**

*November 16, 2021*

The Hawaii Department of Land and Natural Resources (DLNR) has released a new online service that allows hunters to purchase...

### **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
Hawaii Annual Code Challenge	We participated both as a HACC sponsor and a challenge sponsor.	10/23/21
Freshworks Refresh	Freshworks Refresh brings together the best minds in customer experience, ITSM, sales and marketing, and HR to gain insights and connections needed to delight customers and fuel business growth.	11/11/21
AWS re:Invent Conference	Amazon Web Services (AWS) re:Invent is the largest global conference focused on cloud computing.	11/29/21 – 12/3/21
Hawaii Digital Government Summit	A one-day virtual event where attendees can connect with peers from the government and industry sectors.	12/14/21

## New Services

Agency	Service	Launch Date
County of Hawaii – Department of Liquor Control	Gross Liquor Sales Percentage Fee Payments	10/18/21
Attorney General – Hawaii Criminal Justice Data Center	Sex Offender Information Management System (SOIMS)	1/19/22

## Service Upgrades

Agency	Description	Date Upgraded
Department of Budget & Finance – Unclaimed Property Division	<b><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></b>	08/16/21
Department of Education	<b><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></b>	08/24/21
Department of Health – Harm Reduction Services Branch	<b><u>The Medical Cannabis Registration System was updated to allow the option for minor applicants to add up to two caregivers and two grow site locations with their application.</u></b>	11/3/21
Department of Land and Natural Resources – Hunter Education Division	<b><u>As part of the Go Hunt, Hawaii service, hunters can now purchase hunting tags and permits online. Improvements were also made to help control the number of standbys produced in the lottery.</u></b>	11/4/21



## 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
Attorney General – Hawaii Criminal Justice Data Center	hcjdcsymposium.ehawaii.gov WordPress website	hcjdcsymposium.ehawaii.gov	10/21/21

## Executed Agreements

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

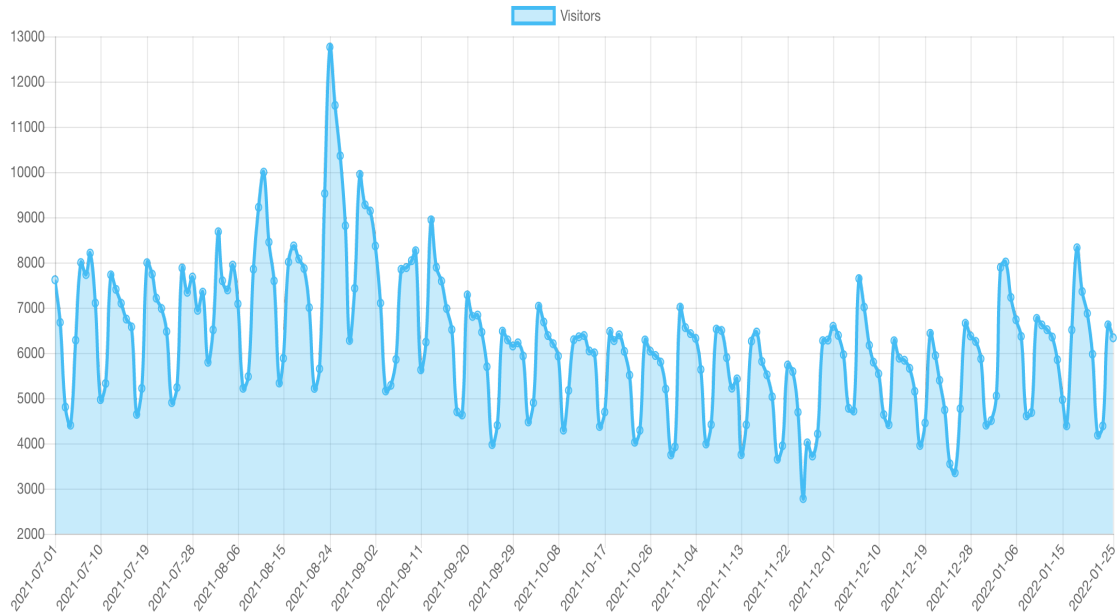
Agency	Service	Document	Signed Date
City and County of Honolulu – Honolulu Emergency Services Department	Website Redesign	SOW	08/27/21
Department of Land and Natural Resources – Division of Forestry and Wildlife	Na Ala Hele Trails and Access Program	SOW Amendment 3	10/10/21
City and County of Honolulu – Office of the City Clerk	Legislative Document Access	SOW Amendment 2	10/15/21
City and County of Honolulu – Office of the City Clerk	Online Ballot Request System	SOW Amendment 1	10/15/21
Department of Business, Economic Development & Tourism – Creative Industries Division	Tax Credit Hub	SOW	10/15/21
Department of Education	Commerce Platform and Payment System	SOW Amendment 1	10/22/21
Department of Commerce and Consumer Affairs	Fee Agreement	SOW Addendum	12/09/21
County of Kauai – Department of Liquor Control	Liquor Permits and Payments	SOW	12/09/21
Department of Accounting and General Services – Aloha Stadium	Scheduler & Storefront	SOW	12/13/21
County of Maui	Service Fee Update	MOU 7	12/23/21

## 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

Time	Duration	Affected Sites	Comments
08/31/21 at 8:20am	4h	Services requiring external communication	Network issue with service provider (AWS) in our region
12/23/21 at 8:45am	45m	WordPress websites	WordPress websites slow or down due to DB capacity issue
1/23/22 at 1:00am	2h 30m	AG Hawaii Criminal Justice Data Center Applications	Hawaiian Telecom network outage

## Hawaii.gov Portal Web Analytics



**1,305,526 Visits**

**1,525,172 Unique Page Views**

**1 min 48 sec Average Visit Duration**

**50% Bounce Rate**