

Report to the Access Hawaii Committee

Portal Program Updates | April 6, 2023

Highlights

Go Hunt, Hawaii

- Launch date: 3/1/23
- This release included two new features.
 - Update #1 includes a highly requested new feature to allow hunters to purchase various types of hunting tags and permits in a single transaction.
 - Previously hunters would need to purchase each tag/permit separately.
 - Update #2 allows hunters to view all history for each submitted hunt application.
 - This feature assists the agency with documentation for each step of the process and also helps with transparency for the hunter.

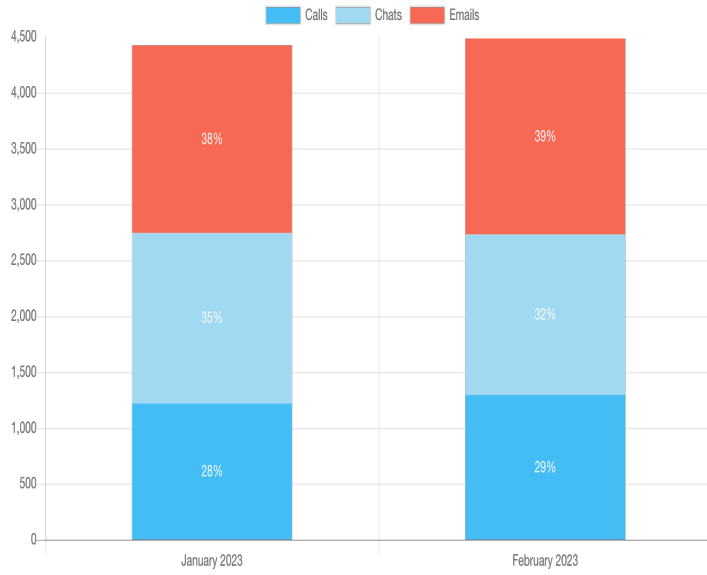
Medical Cannabis Registry System

- Launch date: 1/31/23
- Allows a MedMJ out of state registered patient to submit an online registration change request.
- This streamlines the process, reduces time required for updates, and enables online payment.

Tyler Hawaii

- Hawaii Information Consortium, LLC is still our official business name.
- DBA (doing business as) name change from NIC Hawaii to Tyler Hawaii in Feb 2023.
- Vendor list updated and effective April 1, 2023.

Customer Service Summary



Date	Calls	Chats	Emails	Total
January 2023	1,217	1,526	1,679	4,422
February 2023	1,294	1,436	1,754	4,484
Sub Total	2,511	2,962	3,433	8,906

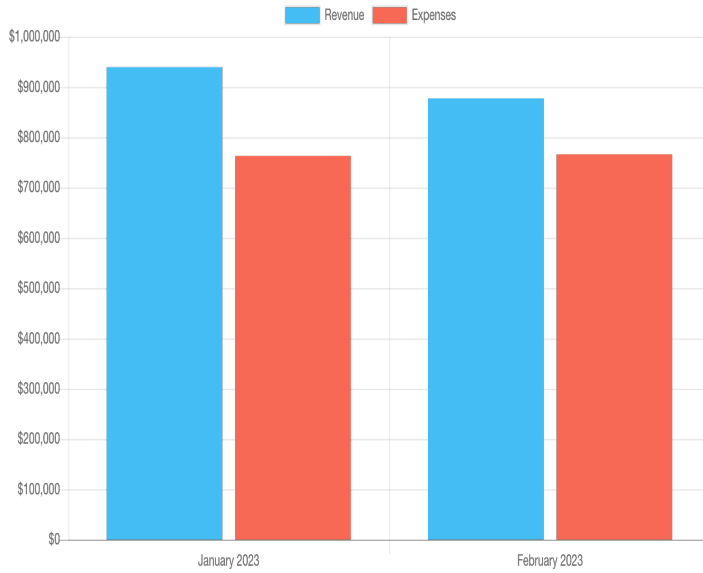
Top 10 Inquiries: January 2023 - February 2023

Rank ↕	Service	↕ January ↕	February ↕	Total ↕	Percent ↕
1	Medical Cannabis Registry*	467	473	940	11%
2	State Camping	436	433	869	10%
3	Hawaii Compliance Express	392	423	815	9%
4	Vital Records Ordering System	396	372	768	9%
5	Diamond Head Park Reservations	273	412	685	8%
6	Login Questions	345	334	679	8%
7	Electronic Marriage Registration System	220	224	444	5%
8	Misc-Tyler	165	182	347	4%
9	eTraffic	180	162	342	4%
10	Professional & Vocational Licensing*	167	119	286	3%
11	All Others	1,381	1,350	1,981	31%

Total Inquiries: 8,906

*includes login questions

Financials: January 2023 - February 2023 (Unaudited)



Month and year	Revenue	Expenses
January 2023	\$939,417	\$762,978
February 2023	\$877,272	\$766,046
Total	\$1,816,689	\$1,529,024

Net income: \$212,711

Looking Forward

- Honolulu Real Property Tax
- State Parks Reservations - 'Iao Valley
- Single Sign On Phase 2.1
- New Theme Option for State Websites
- Maui Liquor Card Payments and Direct Wine Shipper Permits

Appendix

Press Releases (10)

Supporting information covering the period July 1, 2022 – March 31, 2023.

Aloha Stadium Launches New Online Store

January 10, 2023

State of Hawaii Department of Labor HIOSH Division, NIC Provide New Online Collections Payment Services

December 1, 2022

Hawaii.gov Wins Third W3 Award

October 13, 2022

Small Business Regulatory Review Board Website Enhancements

October 11, 2022

Honolulu Emergency Services Department Launches Redesigned Website

September 30, 2022

Honolulu Records Collection Website Wins Government Project Experience Award

September 26, 2022

NIC Hawaii Wins Two Interactive Media Awards

September 23, 2022

**Redesigned Honolulu Fire
Department Website Wins 5th
Award**

September 13, 2022

**State of Hawaii Department of
Education McKinley
Community School for Adults,
NIC Hawaii Launch New Online
Payment Service for Farrington
Campus**

August 29, 2022

**State of Hawaii Attorney
General, NIC Hawaii Provide
New Online Collections
Payment Services**





August 22, 2022

Awards (6)




Agency	Service	Award Name	Date Received
City and County of Honolulu – Office of the City Clerk	Honolulu Records Collection ↗	Global Excellence Award – Platinum	12/28/22
State of Hawaii & NIC Hawaii	Hawaii.gov ↗	W3 Award – Silver	10/4/22
City and County of Honolulu – Office of the City Clerk	Honolulu Records Collection ↗	Interactive Media Awards – Outstanding Achievement Award	9/22/22
State of Hawaii & NIC Hawaii	Hawaii.gov ↗	Interactive Media Awards – Best in Class Award	9/22/22
City and County of Honolulu – Office of the City Clerk	Honolulu Records Collection ↗	Center for Digital Government – Project Experience Award	8/15/22
City and County of Honolulu – Honolulu Fire Department	Honolulu Fire Department website ↗	DotComm Award – Gold	8/10/22

New Services (8)

Agency	Service	Description	Launch Date
Department of Land and Natural Resources – Division of State Parks	Diamond Head Reservations System ↗	Transitioned full operational, maintenance, support and payment functions to NIC.	1/18/23
Department of Business, Economic Development & Tourism – Aloha Stadium	Aloha Stadium Store ↗	As a new chapter of the historic stadium facility evolves into the New Aloha Stadium Entertainment District, you now have the ability to purchase and take home a variety of some of the most memorable stadium merchandise and keepsakes using the online store.	1/9/23
Department of Labor & Industrial Relations, HIOSH Division	HIOSH Payments ↗	New payment service was added to Payment Platform to assist in collecting HIOSH inspection certification fees and citations for OSHA inspections.	12/1/22
County of Kauai – Liquor Control	Kauai County Liquor Licenses & Permits ↗	Addition to the recently launched service that allows Kauai County customers to apply and pay for liquor licenses & permits. This launch includes the new liquor license module.	11/30/22

Agency	Service	Description	Launch Date
County of Kauai – Liquor Control	Kauai County Liquor Licenses & Permits 	New service that allows Kauai County customers to apply and pay for liquor licenses & permits. This initial launch includes the Direct Wine Shipper Permits.	11/15/22
County of Kauai – Liquor Control	Kauai Gross Liquor Sales Percentage Fee 	New payment service was added to Payment Platform to assist in collecting Gross Sales Revenue fees for various liquor retailers and establishments on Kauai.	9/13/22
Department of Education	McKinley Community School for Adults Online Payments 	Allows students to make payments for classes, transcripts, books, and supplies across a variety of campuses.	8/29/22
Attorney General – Civil Recoveries Division	AG Collections Payments 	Make payments for debts owed to the State of Hawaii that have been referred to the Civil Recoveries Division.	8/11/22

Service Upgrades (3)

Agency	Service	Description	Launch Date
Department of Land and Natural Resources – Division of Forestry and Wildlife	Go Hunt, Hawaii 	Updated to allow hunters to purchase various types of hunting tags and permits in a single transaction.	3/1/23
Department of Health – Medical Cannabis Patient Registry Section	Medical Cannabis Registry System 	Updated to allow the option for managing patient-initiated OSP (out-of-state patient) registration change requests.	1/31/23
Department of Health – Medical Cannabis Patient Registry Section	Medical Cannabis Registry System 	Updated to allow the option for managing patient-initiated ISP (in-state-patient) registration change requests.	10/10/22

New & Updated Websites (3)

Agency	Service	Description	Launch Date
Department of Business, Economic Development & Tourism	Small Business Regulatory Review Board	Homepage redesign and a variety of content updates.	9/30/22
City and County of Honolulu	Honolulu Emergency Services Department	Redesigned the website using the WordPress platform.	9/28/22
Department of Business, Economic Development & Tourism	Hawaii Remote Work Project	Built a way to handle the automated distribution of FlexJobs licenses via email.	7/13/22

Retired Services (4)

Agency	Service	URL	Retired Date
Department of Commerce and Consumer Affairs	Insurance License Search	insurance.ehawaii.gov/hils	11/15/22
Department of Commerce and Consumer Affairs	Insurance License Renewals	ehawaii.gov/dcca/hils/renew/exe/insrenew.cgi	11/15/22
Department of Commerce and Consumer Affairs	Insurance Continuing Education Information Submission	ehawaii.gov/dcca/insprovider/exe/provider.cgi	11/15/22
Department of Commerce and Consumer Affairs	Licensee Continuing Education Verification	ehawaii.gov/dcca/insce/exe/ce.cgi	11/15/22

Executed Agreements (12)

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

Agency	Service	Document	Signed Date
Office of Enterprise Technology Services	Single Sign-On	SOW Amendment 2	2/6/23
Office of Enterprise Technology Services	Single Sign-On Azure AD B2C Support	SOW Amendment 1	12/5/22
Judiciary	Bail Payments	SOW	10/26/22
Department of Land and Natural Resources – Division of State Parks	Reservation and Access Management System	SOW	10/11/22
Department of Land and Natural Resources – Division of Forestry and Wildlife	Hunter Education and Records Management System	SOW Amendment 9	10/11/22
Department of Land and Natural Resources – Division of Forestry and Wildlife	Hunter Education and Records Management System	PCR	9/12/22
Department of Labor and Industrial Relations – Occupational Safety and Health	Online Payments	SOW	8/8/22
Department of Business, Economic Development & Tourism – Creative Industries Division	Standard Film Permit	SOW	8/8/22
County of Maui	eRecording Connection Agreement	Connection Agreement	7/27/22
County of Maui	Liquor Permits	SOW	7/20/22
Department of Accounting and General Services – State Procurement Office	Rate Change	MOU Amendment 1	7/18/22
Attorney General – Civil Recoveries Division	eRecording Connection Agreement	Connection Agreement	7/13/22

Consolidated Balance: February 2023 (Unaudited)



Assets

\$9,062,938



Members Equity

\$4,884,742



Liabilities

\$4,178,196



Total Liabilities & Shareholder Equity

\$9,062,938

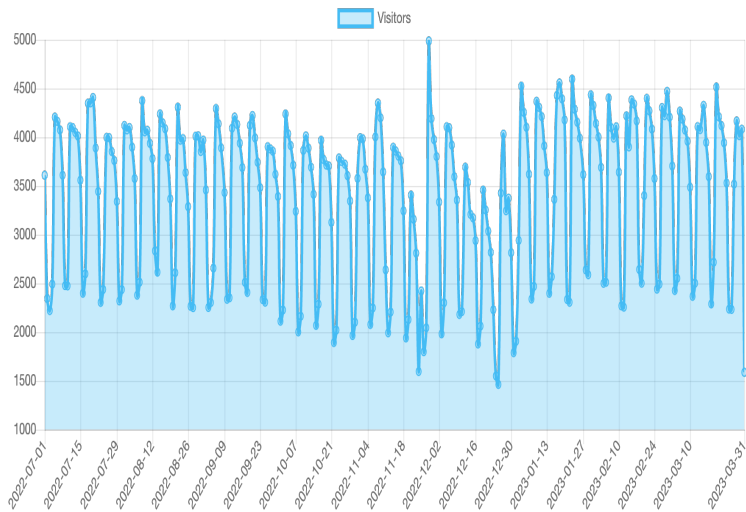
Conferences & Webinars Attended


Conference Name	Description	Dates Attended
GovTech Webinar	ChatGPT Unleashed: The Game-Changing Future of Generative AI for State and Local Governments.	3/7/23
Hawaii Annual Code Challenge	NIC participated both as a HACC sponsor and a challenge sponsor.	10/15/22 – 11/5/22
Hawaii Digital Government Summit 2022	A one-day virtual event where attendees can connect with peers from the government and industry sectors.	9/27/22

Unscheduled Downtime (1)

Time	Duration	Affected Sites	Comments
3/14/23 at 11:00 am	2d 9h 30m	Applications	Inadvertent disconnect of 3rd party network provider's connection to AWS. Provider restored services. Tyler Hawaii established another channel to the NGN.

Hawaii.gov Portal Web Analytics



 **926,901 Visits**

 **1,140,624 Unique Page Views**

 **2 min 7 sec Average Visit Duration**

 **48% Bounce Rate**