

Report to the Access Hawaii Committee

Portal Program Updates | June 1, 2023

Highlights

Kauai Liquor License Renewals

- Launch date: 5/17/23
- This is an enhancement to the existing Kauai County Liquor Licenses & Permits system.
- It allows businesses to renew and pay for their liquor licenses online during an annual renewal period.

Maui Liquor Payments

- Launch date: 5/4/23
- This new payment service allows users to pay for Maui liquor red or blue card exam registration fees or to obtain a physical ID card.
- This automates payments currently done by mail and in person, and streamlines revenue tracking.

Waipahu Community School for Adults (WCSA) Online Registration and Payment System

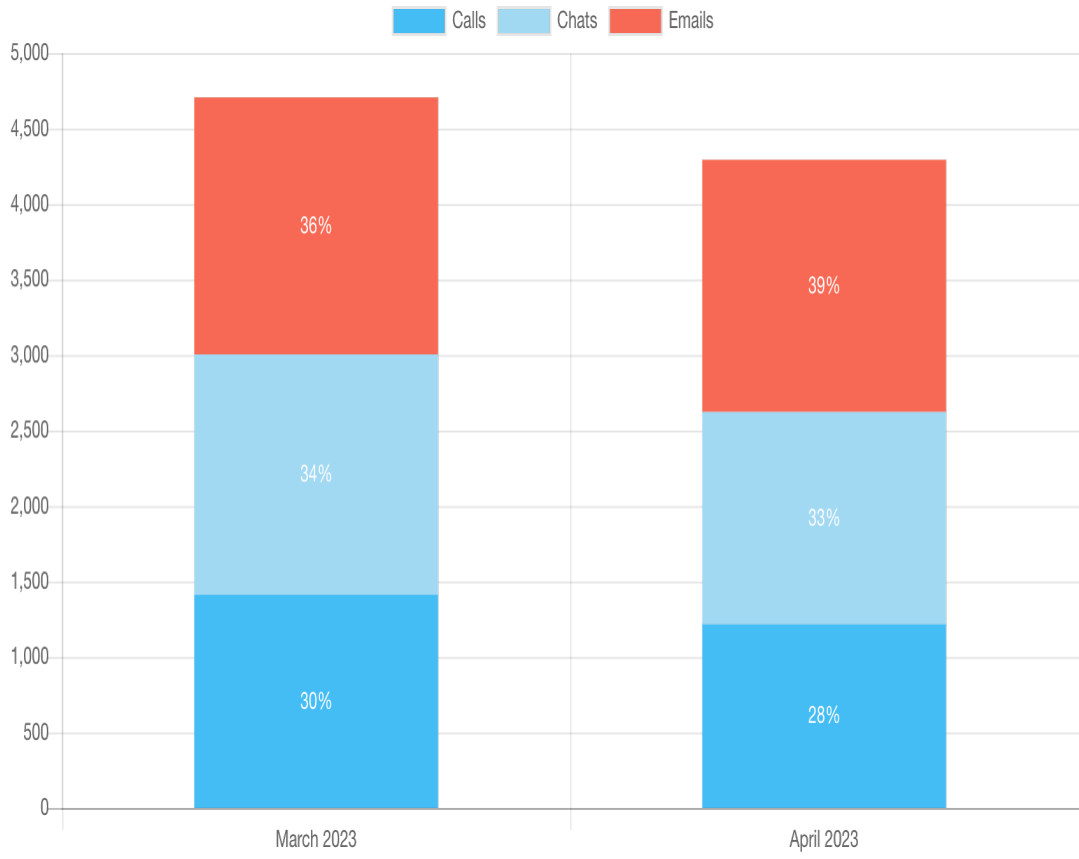
- Launch date: 5/1/23
- Includes the addition of the Wahiawa, Hilo and Kona campuses to the existing WCSA Online Registration and Payment System. The system allows:
 - Submission of class registration information.
 - Payment of the registration fee.
 - Purchase of supplies.
- WCSA now encompasses the Windward, Waipahu, Wahiawa, Hilo, and Kona campuses.

Reservation and Access Management System

- Launch date: 4/17/23
- The Iao Valley State Monument in Maui is now included in the state hiking and parking reservation system. The system is for use by individual visitors and Public Utilities Commission

operators.

Customer Service Summary



Date	Calls	Chats	Emails	Total
March 2023	1,412	1,592	1,702	4,706
April 2023	1,217	1,405	1,671	4,293
Sub Total	2,629	2,997	3,373	8,999

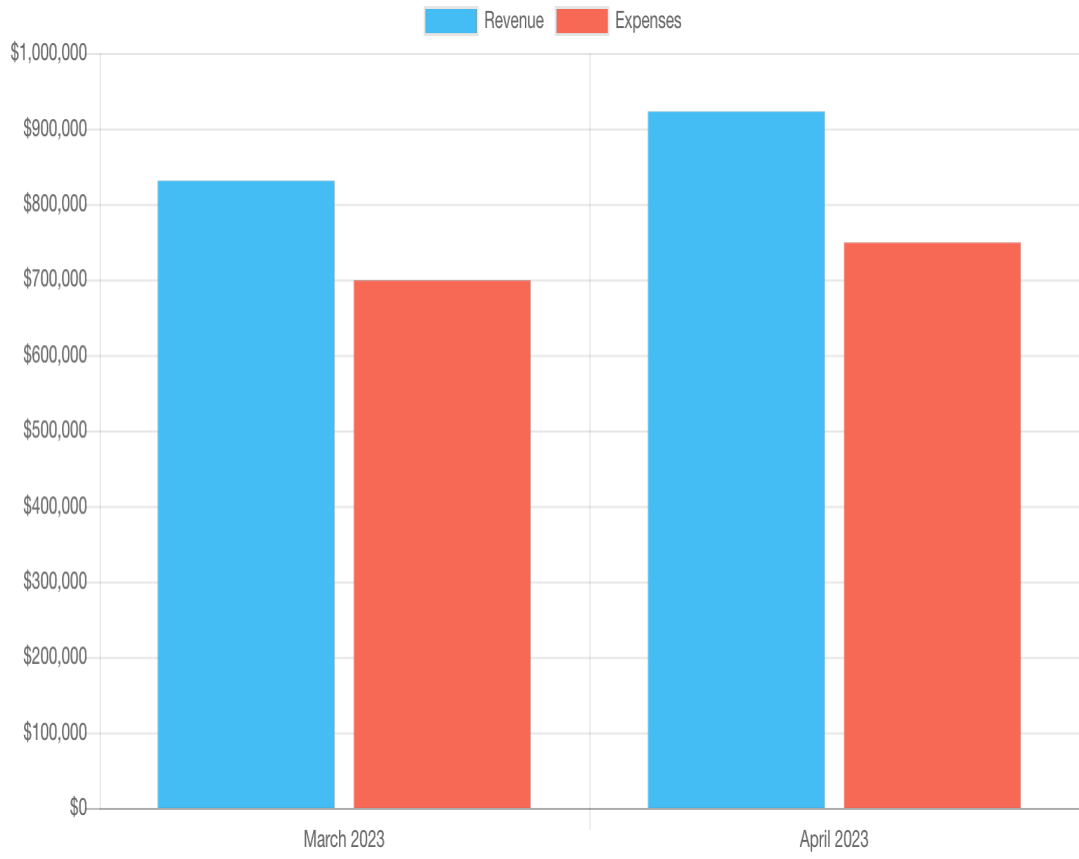
Top 10 Inquiries: March 2023 - April 2023

Rank ↕	Service	↕	March ↕	April ↕	Total ↕	Percent ↕
1	State Camping		442	433	875	10%
2	Medical Cannabis Registry*		499	369	868	10%
3	Diamond Head Park Reservations		417	407	824	9%
4	Vital Records Ordering System		451	315	766	9%
5	Hawaii Compliance Express		400	354	754	8%
6	Login Questions		446	308	754	8%
7	Electronic Marriage Registration System		210	207	417	5%
8	Misc-Tyler		183	163	346	4%
9	Professional & Vocational Licensing*		143	199	342	4%
10	Employee's Retirement System		155	167	322	4%
11	All Others		947	1,784	2,731	30%

Total Inquiries: 8,999

*includes login questions

Financials: March 2023 - April 2023 (Unaudited)



Month and year	Revenue	Expenses
March 2023	\$830,727	\$698,595
April 2023	\$922,416	\$748,761
Total	\$1,753,143	\$1,447,356

Net income: \$226,111

Looking Forward

- Honolulu Real Property Tax
- Single Sign On Phase 2.1
- New Theme Option for State Websites
- DOT Harbor Payments

Appendix

Supporting information covering the period July 1, 2022 – May 25, 2023.

Press Releases (11)

Go Hunt Hawaii Now Makes It Even Easier for Hunters to Purchase Tags and Permits

March 1, 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 (10)

Agency	Service	Description	Launch Date
County of Kauai – Liquor Control	Kauai Liquor License Renewals ↗	An enhancement to the existing Kauai County Liquor Licenses & Permits system that allows businesses to renew and pay for their liquor licenses online.	5/4/23
County of Maui – Liquor Control	Red Card or Blue ID Card and Registration Fees ↗	New payment service that allows users to pay for red or blue card exam registration fees or red or blue ID card fees.	5/4/23
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

Agency	Service	Description	Launch Date
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
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 (5)

Agency	Service	Description	Launch Date
Department of Education – Waipahu Community School for Adults	WCSA Online Registration and Payment System	 Addition of Wahiawa, Hilo, Kona Campuses to existing WCSA online registration and payment system.	5/1/23
Department of Land and Natural Resources – Division of State Parks	Reservation and Access Management System	 The state hiking and parking reservation system for individual visitors and PUC tour operators was enhanced to include Iao Valley State Monument in Maui.	4/17/23
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

Agency	Service	Description	Launch Date
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 (16)

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

Agency	Service	Document	Signed Date
Department of Land and Natural Resources – Division of State Parks	Reservation and Management System	SOW Amendment 1	5/4/23
City and County of Honolulu – Division of Treasury	Real Property Tax Payments	SOW	4/19/23
Department of Commerce and Consumer Affairs – Business Registration Division	Transition Support	SOW	4/12/23
Attorney General – Civil Recoveries Division	Online Auction	SOW	4/11/23
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: April 2023 (Unaudited)

 **Assets**
\$8,732,078

 **Members Equity**
\$5,198,235

 **Liabilities**
\$3,533,842

 **Total Liabilities & Shareholder Equity**
\$8,732,078

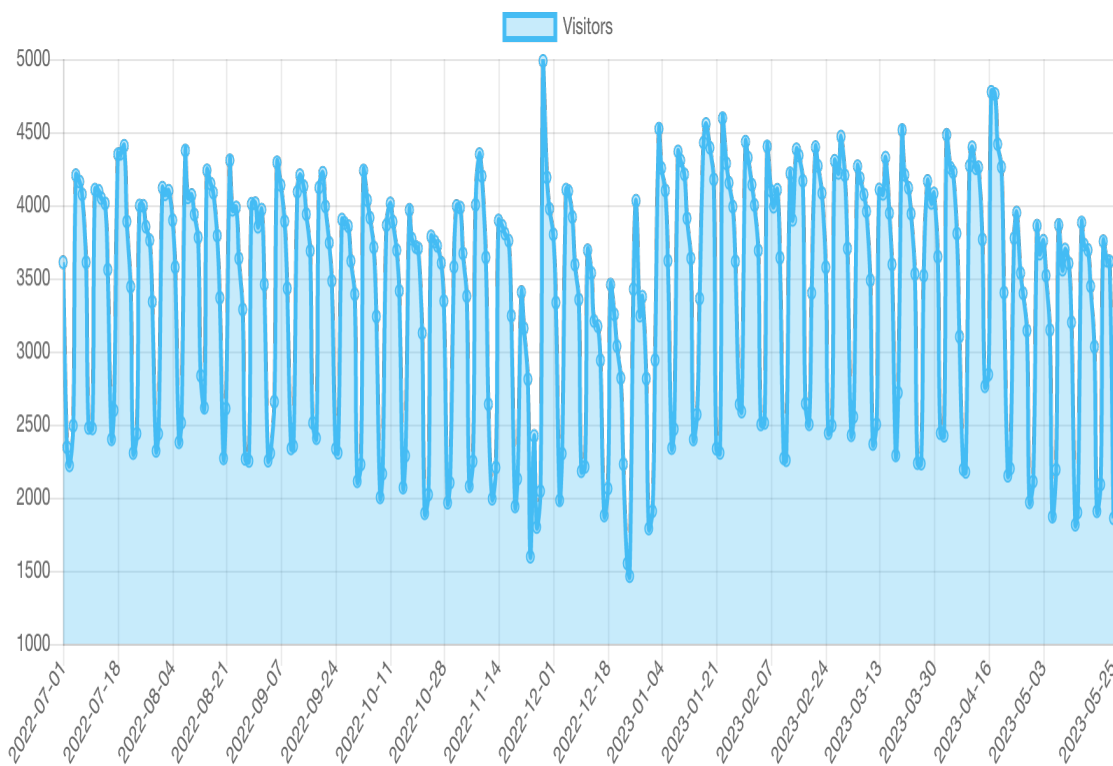
Conferences & Webinars Attended

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 using the NGN	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



1,110,730 Visits

1,364,492 Unique Page Views

2 min 7 sec Average Visit Duration

48% Bounce Rate

Duration