

# Report to the Access Hawaii Committee

Portal Program Updates | August 3, 2023

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## Highlights

### State Template (New Design Option)

- Launch date: 6/30/23
- In 2012, we built the first state template to establish a consistent look and feel across all government sites
- This project was to deliver a new, more modern design template that can be used on new websites built in WordPress
- Features include:
  - A language bar, site alerts, and emergency alerts
  - Ability to add Hawaiian characters to text and a Hawaiian site name
  - Ability to add highly requested features such as accordions, tabs, icon lists, maps and more
  - Mega menus

### DOT Harbors

- Launch date: 6/2/23
- This new service allows DOT Harbor customers to make online payments for harbor parking, permits, and fishing vessels
- Currently done by mail and in person
- Reduces cash handling and deposit delays
- Streamlines revenue tracking

### Honolulu Real Property Tax

- Launch date: 6/1/23
- Allows City and County of Honolulu customers to review their Honolulu property tax invoices, complete payments, and track their payment history
- Replaces the existing vendor
- Delivers improved functionality
- Realtime back end updates with the City and County of Honolulu

### Single Sign-On Phase 2.1

- This initiative is in support of the State's move to a Microsoft

Azure Single Sign-On (SSO) solution for online services

- In Phase 2.2, a prototype was built integrating the eHawaii.gov SSO with the State's Microsoft Azure Active Directory Business-to-Consumer (AD B2C) login
- Timeline
  - Phase 1 completed in January 2021
  - Phase 2.1 prototype completed in June 2023
  - Phase 2.2 currently in progress to migrate 80+ eHawaii.gov services to use the State's AD B2C login; expected completion in November 2024

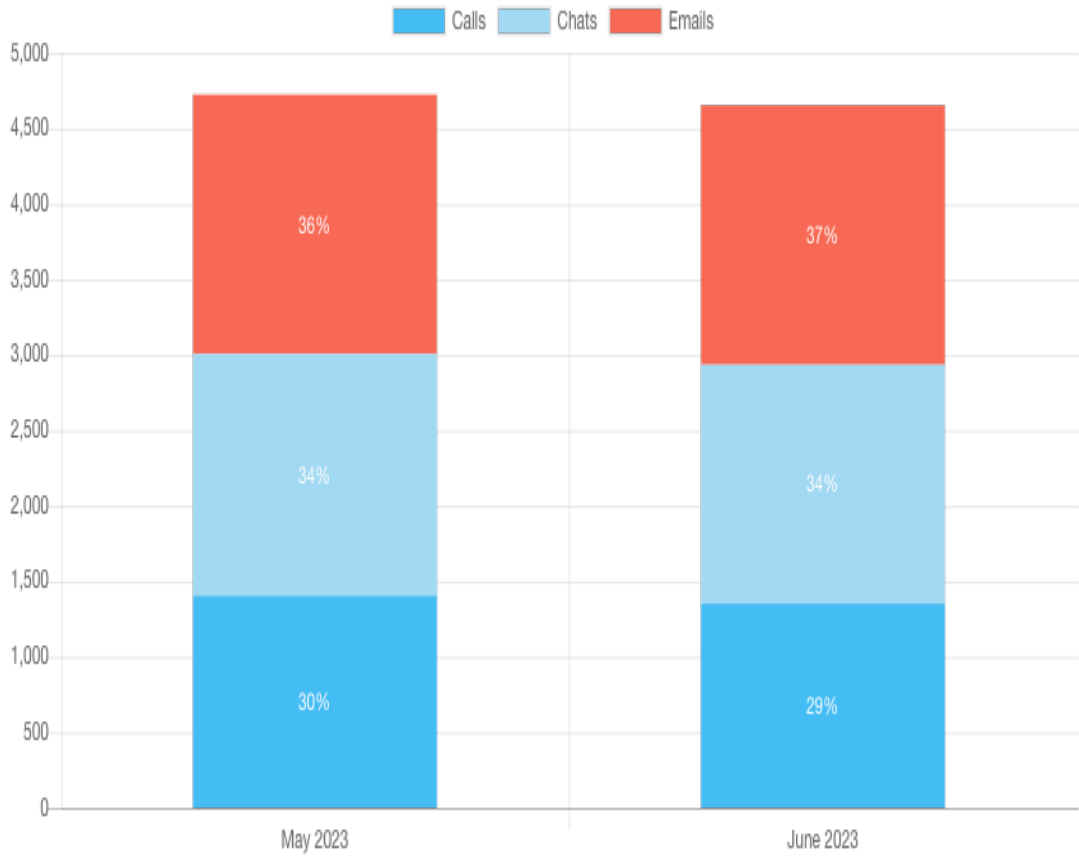
## **Hawaii Annual Code Challenge (HACC)**

- HACC connects our community and challenges Hawaii youth to creatively provide solutions for government and public interactions
- Sixth year of participation
- Goal: implement the solutions that are generated

## **Hawaii Digital Government Summit**

- Monday, September 25, 2023
- Seventh year of Tyler Hawaii participation

# Customer Service Summary



| Date             | Calls        | Chats        | Emails       | Total        |
|------------------|--------------|--------------|--------------|--------------|
| May 2023         | 1,404        | 1,602        | 1,719        | <b>4,725</b> |
| June 2023        | 1,352        | 1,583        | 1,719        | <b>4,654</b> |
| <b>Sub Total</b> | <b>2,756</b> | <b>3,185</b> | <b>3,438</b> | <b>9,379</b> |

## Top 10 Inquiries: May 2023 - June 2023

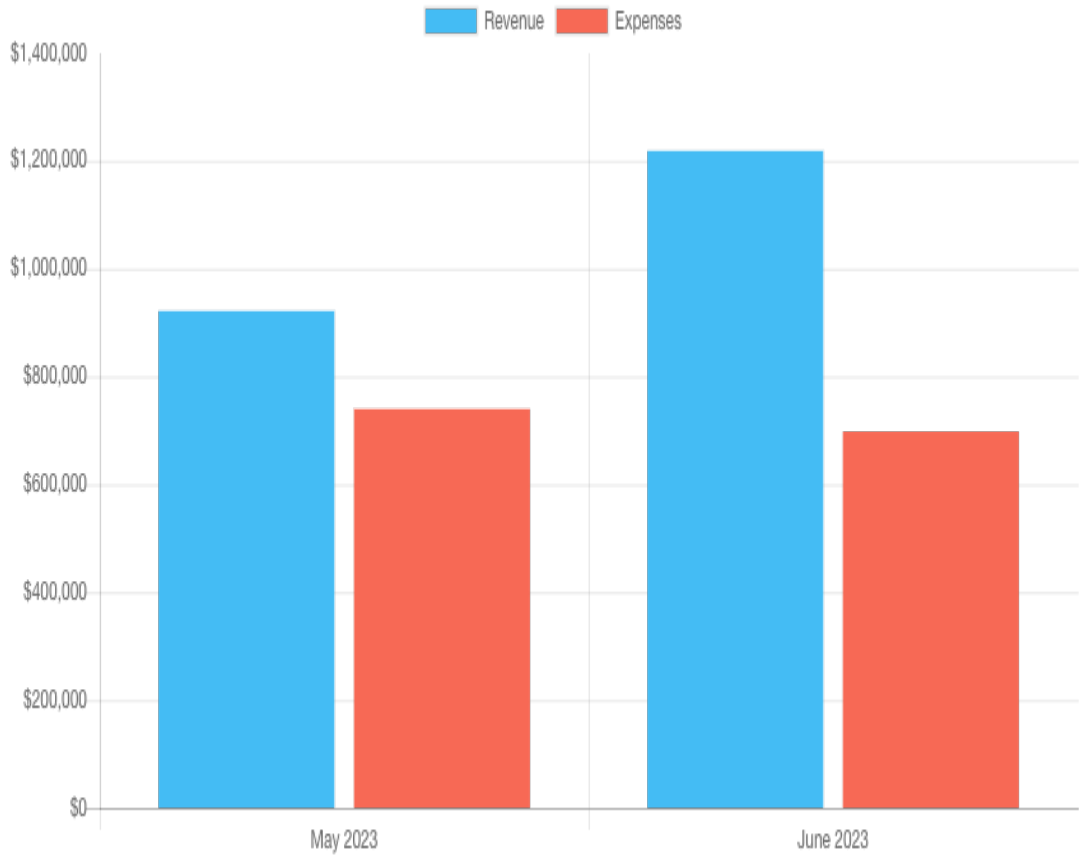
| Rank ↕ | Service                                 | May ↕ | June ↕ | Total ↕ | Percent ↕ |
|--------|-----------------------------------------|-------|--------|---------|-----------|
| 1      | Diamond Head Park Reservations          | 464   | 550    | 1,014   | 11%       |
| 2      | Hawaii Compliance Express               | 569   | 428    | 997     | 11%       |
| 3      | State Camping                           | 446   | 389    | 835     | 9%        |
| 4      | Medical Cannabis Registry*              | 399   | 378    | 777     | 8%        |
| 5      | Login Questions                         | 366   | 359    | 725     | 8%        |
| 6      | Professional & Vocational Licensing*    | 288   | 352    | 640     | 7%        |
| 7      | Vital Records Ordering System           | 302   | 278    | 580     | 6%        |
| 8      | Electronic Marriage Registration System | 196   | 182    | 378     | 4%        |
| 9      | Misc-Tyler                              | 152   | 150    | 302     | 3%        |
| 10     | Motor Vehicle Registrations             | 134   | 144    | 278     | 3%        |
| 11     | All Others                              | 1,409 | 1,444  | 2,853   | 30%       |

Total Inquiries: 9,379

\*includes login questions

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# Financials: May 2023 - June 2023 (Unaudited)



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| Month and year | Revenue            | Expenses           |
|----------------|--------------------|--------------------|
| May 2023       | \$921,587          | \$739,928          |
| June 2023      | \$1,218,528        | \$698,041          |
| <b>Total</b>   | <b>\$2,140,115</b> | <b>\$1,437,969</b> |

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Net income: \$517,820

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## Looking Forward

- Maui Liquor – Direct Wine Shipper
- Maui Liquor – Transient Vessel License
- Tree Seedling Payments
- Annual Report

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# Appendix

Supporting information covering the period July 1, 2022 – June 30, 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 | <b>Honolulu Records Collection</b> <a href="#">↗</a>      | Global Excellence Award – Platinum                       | 12/28/22      |
| State of Hawaii & NIC Hawaii                           | <b>Hawaii.gov</b> <a href="#">↗</a>                       | W3 Award – Silver                                        | 10/4/22       |
| City and County of Honolulu – Office of the City Clerk | <b>Honolulu Records Collection</b> <a href="#">↗</a>      | Interactive Media Awards – Outstanding Achievement Award | 9/22/22       |
| State of Hawaii & NIC Hawaii                           | <b>Hawaii.gov</b> <a href="#">↗</a>                       | Interactive Media Awards – Best in Class Award           | 9/22/22       |
| City and County of Honolulu – Office of the City Clerk | <b>Honolulu Records Collection</b> <a href="#">↗</a>      | Center for Digital Government – Project Experience Award | 8/15/22       |
| City and County of Honolulu – Honolulu Fire Department | <b>Honolulu Fire Department website</b> <a href="#">↗</a> | DotComm Award – Gold                                     | 8/10/22       |

## New Services (12)

| Agency                                                             | Service                                                                 | Description                                                                                                                                            | Launch Date |
|--------------------------------------------------------------------|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Department of Transportation – Harbors                             | <b>DOT Harbors Online Payments</b> <a href="#">↗</a>                    | Allows harbor customers to make payments for harbor parking, permits, and fishing vessels.                                                             | 6/2/23      |
| City and County of Honolulu – Budget and Fiscal Services           | <b>Honolulu Real Property Tax Payments</b> <a href="#">↗</a>            | Allows users to review their Honolulu Property Tax invoices, complete payments, and track their payment history online.                                | 6/1/23      |
| County of Kauai – Liquor Control                                   | <b>Kauai Liquor License Renewals</b> <a href="#">↗</a>                  | An enhancement to the existing Kauai County Liquor Licenses & Permits system that allows businesses to renew and pay for their liquor licenses online. | 5/17/23     |
| County of Maui – Liquor Control                                    | <b>Red Card or Blue ID Card and Registration Fees</b> <a href="#">↗</a> | 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 | <b>Diamond Head Reservations System</b> <a href="#">↗</a>               | Transitioned full operational, maintenance, support and payment functions to NIC.                                                                      | 1/18/23     |

| Agency                                                                 | Service                                                                       | Description                                                                                                                                                                                                                                                       | Launch Date |
|------------------------------------------------------------------------|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Department of Business, Economic Development & Tourism – Aloha Stadium | <b>Aloha Stadium Store</b> <a href="#">↗</a>                                  | 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             | <b>HIOSH Payments</b> <a href="#">↗</a>                                       | 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                                       | <b>Kauai County Liquor Licenses &amp; Permits</b> <a href="#">↗</a>           | 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                                       | <b>Kauai County Liquor Licenses &amp; Permits</b> <a href="#">↗</a>           | 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                                       | <b>Kauai Gross Liquor Sales Percentage Fee</b> <a href="#">↗</a>              | 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                                                | <b>McKinley Community School for Adults Online Payments</b> <a href="#">↗</a> | Allows students to make payments for classes, transcripts, books, and supplies across a variety of campuses.                                                                                                                                                      | 8/29/22     |
| Attorney General – Civil Recoveries Division                           | <b>AG Collections Payments</b> <a href="#">↗</a>                              | 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 | <b>WCSA Online Registration and Payment System</b> <a href="#">↗</a> | Addition of Wahiawa, Hilo, Kona Campuses to existing WCSA online registration and payment system. | 5/1/23      |



| Agency                                                                       | Service                                         | Description                                                                                                                                               | Launch Date |
|------------------------------------------------------------------------------|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Department of Land and Natural Resources – Division of State Parks           | <b>Reservation and Access Management System</b> | 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 | <b>Go Hunt, Hawaii</b>                          | 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             | <b>Medical Cannabis Registry System</b>         | 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             | <b>Medical Cannabis Registry System</b>         | Updated to allow the option for managing patient-initiated ISP (in-state-patient) registration change requests.                                           | 10/10/22    |

## New & Updated Websites (4)

| Agency                                                 | Service                                       | Description                                                                                           | Launch Date |
|--------------------------------------------------------|-----------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------|
| Office of Enterprise Technology Services               | State Template                                | Delivered a new design template for use by the State of Hawaii for new websites built with WordPress. | 6/30/23     |
| Department of Business, Economic Development & Tourism | <b>Small Business Regulatory Review Board</b> | ☑ Homepage redesign and a variety of content updates.                                                 | 9/30/22     |
| City and County of Honolulu                            | <b>Honolulu Emergency Services Department</b> | ☑ Redesigned the website using the WordPress platform.                                                | 9/28/22     |
| Department of Business, Economic Development & Tourism | <b>Hawaii Remote Work Project</b>             | ☑ 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 (18)


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

| Agency                                                                                | Service                                         | Document             | Signed Date |
|---------------------------------------------------------------------------------------|-------------------------------------------------|----------------------|-------------|
| Department of Land and Natural Resources – Division of Forestry and Wildlife          | Tree Seedling Online Payments                   | SOW                  | 6/23/23     |
| Office of Enterprise Technology Services                                              | Single Sign-On Azure AD B2C Support (Phase 2.2) | SOW Amendment 3      | 6/16/23     |
| 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     |


| <b>Agency</b>                                                            | <b>Service</b>                  | <b>Document</b>      | <b>Signed Date</b> |
|--------------------------------------------------------------------------|---------------------------------|----------------------|--------------------|
| 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            |

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# Consolidated Balance: June 2023 (Unaudited)

 **Assets**  
\$7,518,072

 **Members Equity**  
\$5,716,055

 **Liabilities**  
\$1,802,017

 **Total Liabilities & Shareholder Equity**  
\$7,518,072

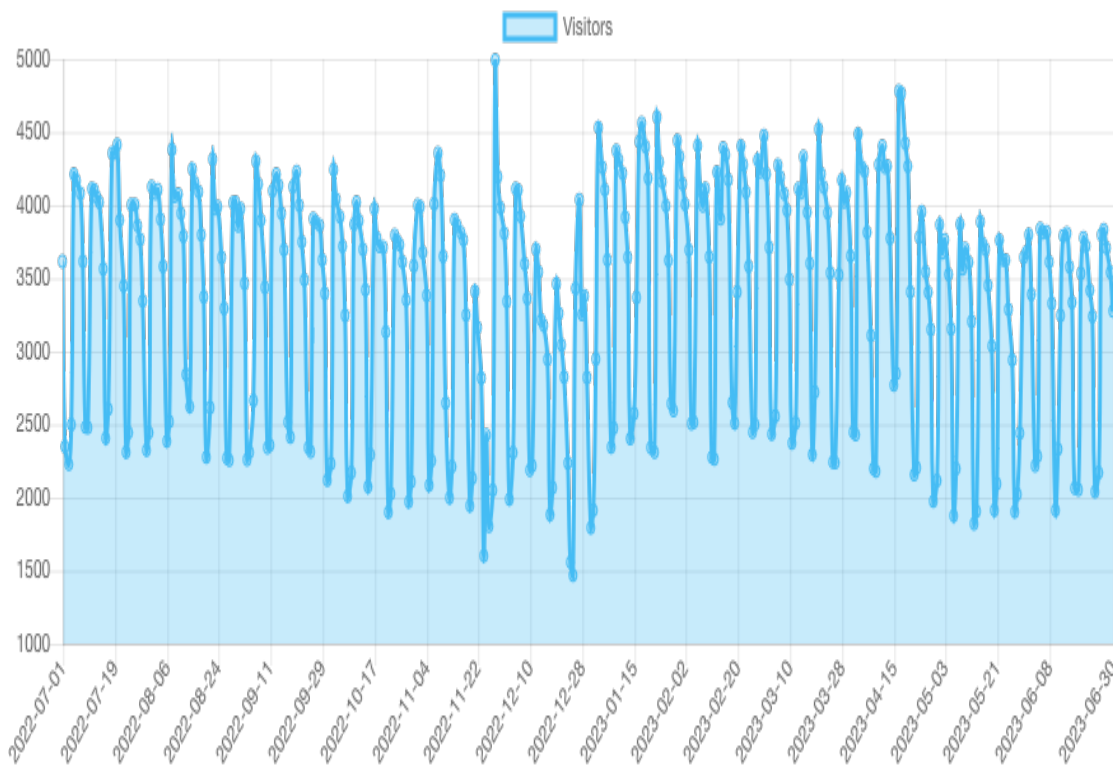
# Conferences & Webinars Attended

| 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



**1,224,836 Visits**

**1,502,040 Unique Page Views**

**2 min 6 sec Average Visit Duration**

**48% Bounce Rate**