

Report to the Access Hawaii Committee

Portal Program Updates | October 5, 2023

Highlights

Single Sign-On Phase 2.2 Update

- This initiative is in support of the State's move to a Microsoft Azure Single Sign-On (SSO) solution for online services
- Phase 2.2 is currently in progress to migrate 80+ eHawaii.gov services to use the State's AD B2C login; expected completion in November 2024
 - Development is complete and testing is in progress for user profile editing and multi-factor authentication
 - By October's end, Group 1 applications will have completed development and testing

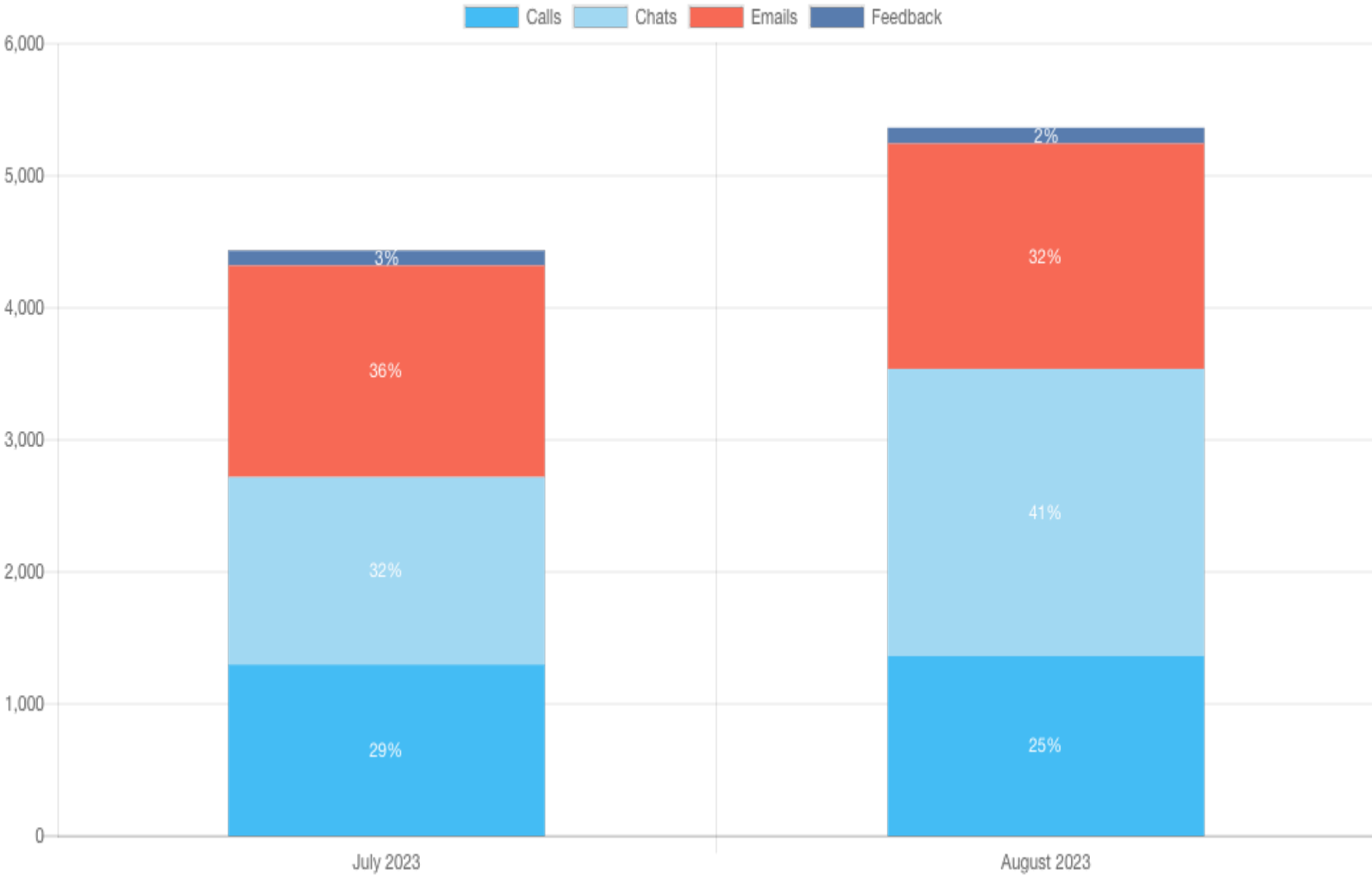
Hawaii Digital Government Summit

- Attended event on Monday, September 25, 2023
- Seventh year of Tyler Hawaii participation
- Culture of learning, embrace change, importance of relationships

Tyler Hawaii Customer Service

- In fiscal year 2023, there was an 8.6% year over year decrease in contacts due to our implementation of chatbots and other user-focused improvements
- This decline was in spite of the introduction of Diamond Head Park Reservations
- Our 3 person Customer Service team is skilled at handling thousands of inquiries each month
 - Team members are familiar with all 158 services

Customer Service Summary



| Date | Calls | Chats | Emails | Feedback | Total |
|------------------|--------------|--------------|--------------|------------|--------------|
| July 2023 | 1,298 | 1,420 | 1,602 | 114 | 4,434 |
| August 2023 | 1,363 | 2,175 | 1,706 | 120 | 5,364 |
| Sub Total | 2,661 | 3,595 | 3,308 | 234 | 9,798 |

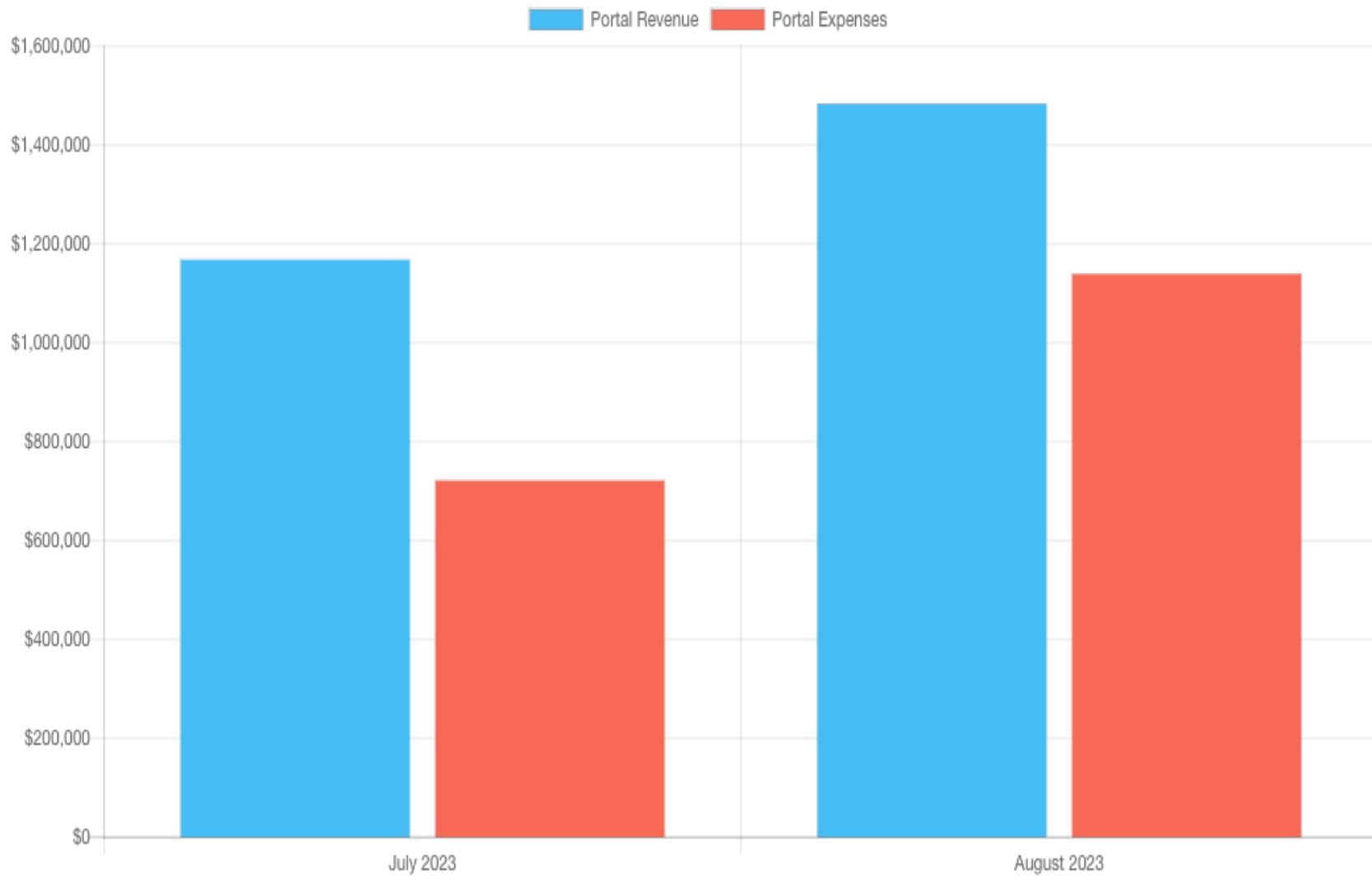
Top 10 Inquiries: July 2023 - August 2023

| Rank | Service | July | August | Total | Percent |
|------|---|-------|--------|-------|---------|
| 1 | Diamond Head Park Reservations | 472 | 544 | 1,016 | 10% |
| 2 | Medical Cannabis Registry* | 421 | 465 | 886 | 9% |
| 3 | State Camping | 378 | 452 | 830 | 9% |
| 4 | Hawaii Compliance Express | 362 | 384 | 746 | 8% |
| 5 | Real Property Tax | 268 | 409 | 677 | 7% |
| 6 | Login Questions | 287 | 366 | 653 | 7% |
| 7 | Vital Records Ordering System | 258 | 354 | 612 | 6% |
| 8 | Electronic Marriage Registration System | 224 | 288 | 512 | 5% |
| 9 | Motor Vehicle Registrations | 192 | 206 | 398 | 4% |
| 10 | Miscellaneous | 173 | 178 | 351 | 4% |
| 11 | All Others | 1,399 | 1,718 | 3,117 | 31% |

Total Inquiries: 9,798

*includes login questions

Financials: July 2023 - August 2023 (Unaudited)



| Month and Year | Portal Revenue | Portal Expenses |
|----------------|--------------------|--------------------|
| July 2023 | \$1,167,852 | \$721,298 |
| August 2023 | \$1,482,896 | \$1,138,930 |
| Total | \$2,650,748 | \$1,860,228 |

- **External Projects:** 6
- **External Revenue:** July 2023 \$208,265, August 2023 \$169,778

Looking Forward

- Tree Seedling Payments
- Annual Report
- Test Environment move to AWS

Appendix

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

Press Releases

Awards (1)

| Agency | Service | Award Name | Date Received |
|--|---|---|---------------|
| City and County of Honolulu – Honolulu Emergency Services Department | Honolulu Emergency Services Department Website | 🔗 DotComm Award – Honorable Mention | 7/21/23 |

New Services (0)

| Agency | Service | Description | Launch Date |
|--------|---------|-------------|-------------|
| N/A | N/A | N/A | N/A |

Service Upgrades (0)

| Agency | Service | Description | Launch Date |
|--------|---------|-------------|-------------|
| N/A | N/A | N/A | N/A |

Retired Services (0)

| Agency | Service | URL | Retired Date |
|--------|---------|-----|--------------|
| N/A | N/A | N/A | N/A |

Executed Agreements (2)

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

| Agency | Service | Document | Signed Date |
|--|---|-----------------|-------------|
| County of Hawaii | Online and Payment Processing Services (MVR Renewals) | SOW Amendment 2 | 8/25/23 |
| Department of Business, Economic Development & Tourism – Hawaii Technology Development Corporation | HTDC Website Redesign | SOW | 8/15/23 |

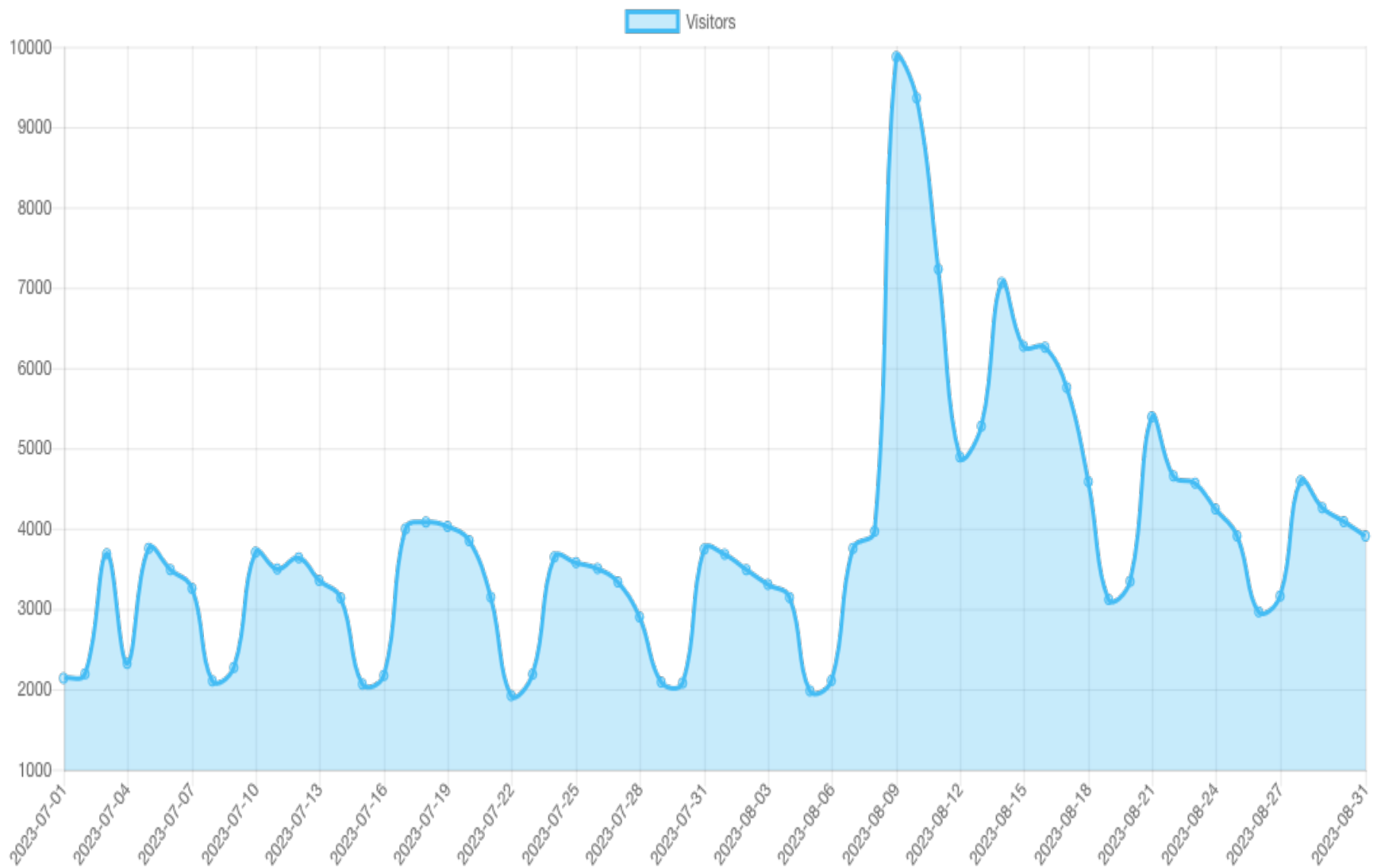
Conferences & Webinars Attended (0)

| Conference Name | Description | Dates Attended |
|-----------------|-------------|----------------|
| N/A | N/A | N/A |

Unscheduled Downtime (1)

| Time | Duration | Affected Site(s) | Comments |
|--------------------|----------|-------------------------|--|
| 7/24/23 at 4:20 pm | 35m | Annual Business Filings | Issue with the underlying Oracle database. |

Hawaii.gov Portal Web Analytics



239,021 Visits

288,456 Unique Page Views

1 min 51 sec Average Visit Duration

50% Bounce Rate