

Report to the Access Hawaii Committee

Portal Program Updates | December 7, 2023

Highlights

Hawaii Annual Code Challenge (HACC)

- Event date: 10/21/23 – 11/18/23
- Our challenge for participants was to create a resource that helps underinsured or uninsured individuals find and access affordable healthcare in Hawaii.
- Two of the teams tackling this challenge won first place (High School Division and best Low Code/No Code solution)!
- Congrats to all the winners!

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 and testing complete for user profile editing, multi-factor authentication, and sharing of app names for analytics
 - Group 1 development and testing completed for sixteen applications
 - Group 2 development in progress; development and testing to be completed in January 2024

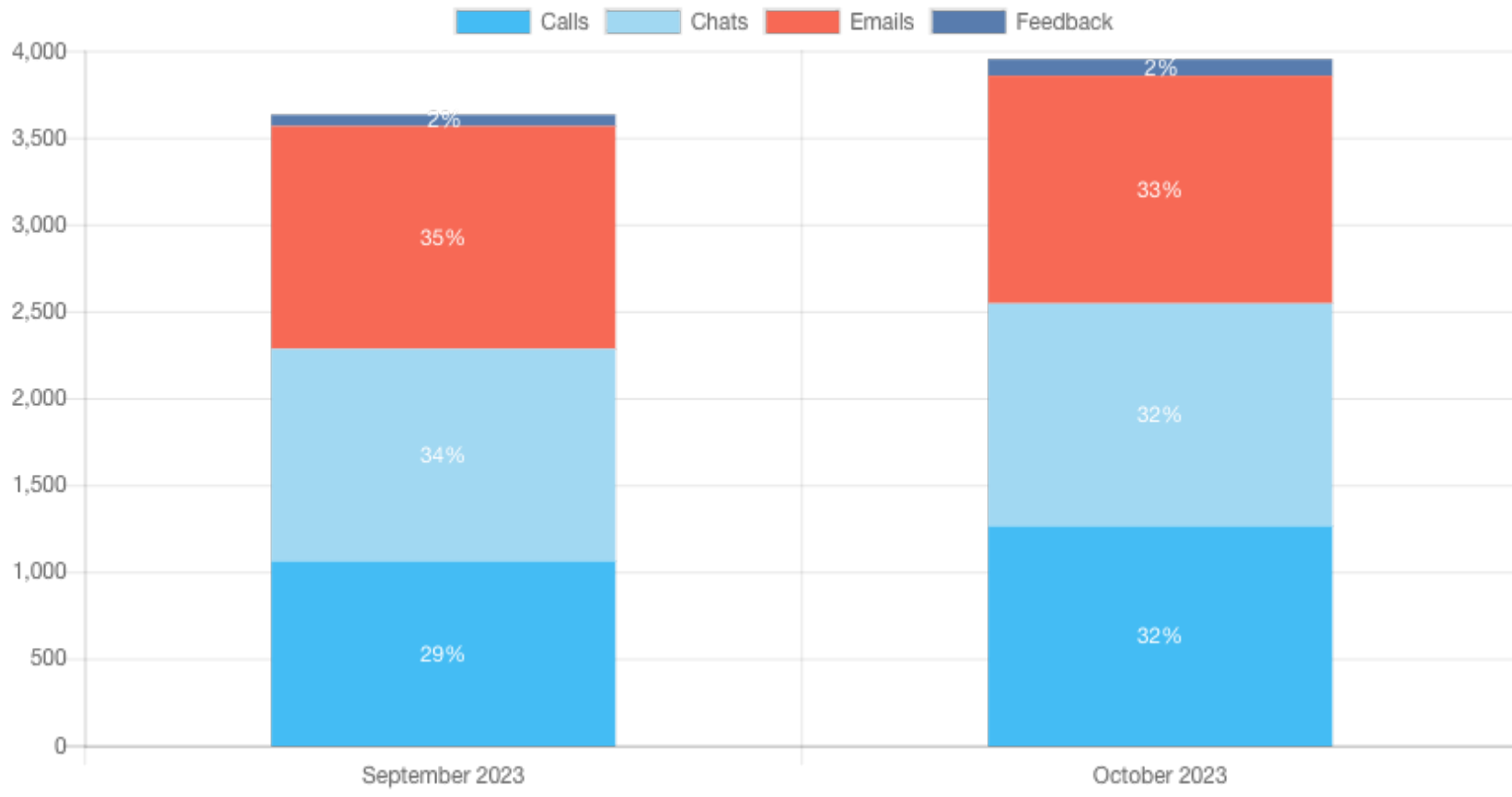
DBEDT Tax Credit Hub Phase 1

- Launch date: 10/25/23
- System permits Film Production companies to apply for the State Film Tax Credit for films shot in Hawaii
 - Previous manual process relied on paper forms
 - Communications were via e-mail and postal mail
 - Fees were all handled via paper check
- New online system includes:
 - Initial Production Application
 - New Account Set Up with Processing Fee capture
 - Final Report Submission for Tax Credit

DLNR DOFAW Tree Seedlings

- Launch date: 11/30/23
- System allows customers to pay for tree seedlings offered through the Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW)
- Available to both commercial and retail customers
- Accepts payment for orders online via credit card or eCheck

Customer Service Summary



Date	Calls	Chats	Emails	Feedback	Total
September 2023	1,065	1,223	1,283	65	3,636
October 2023	1,267	1,283	1,311	95	3,956
Sub Total	2,332	2,506	2,594	160	7,592

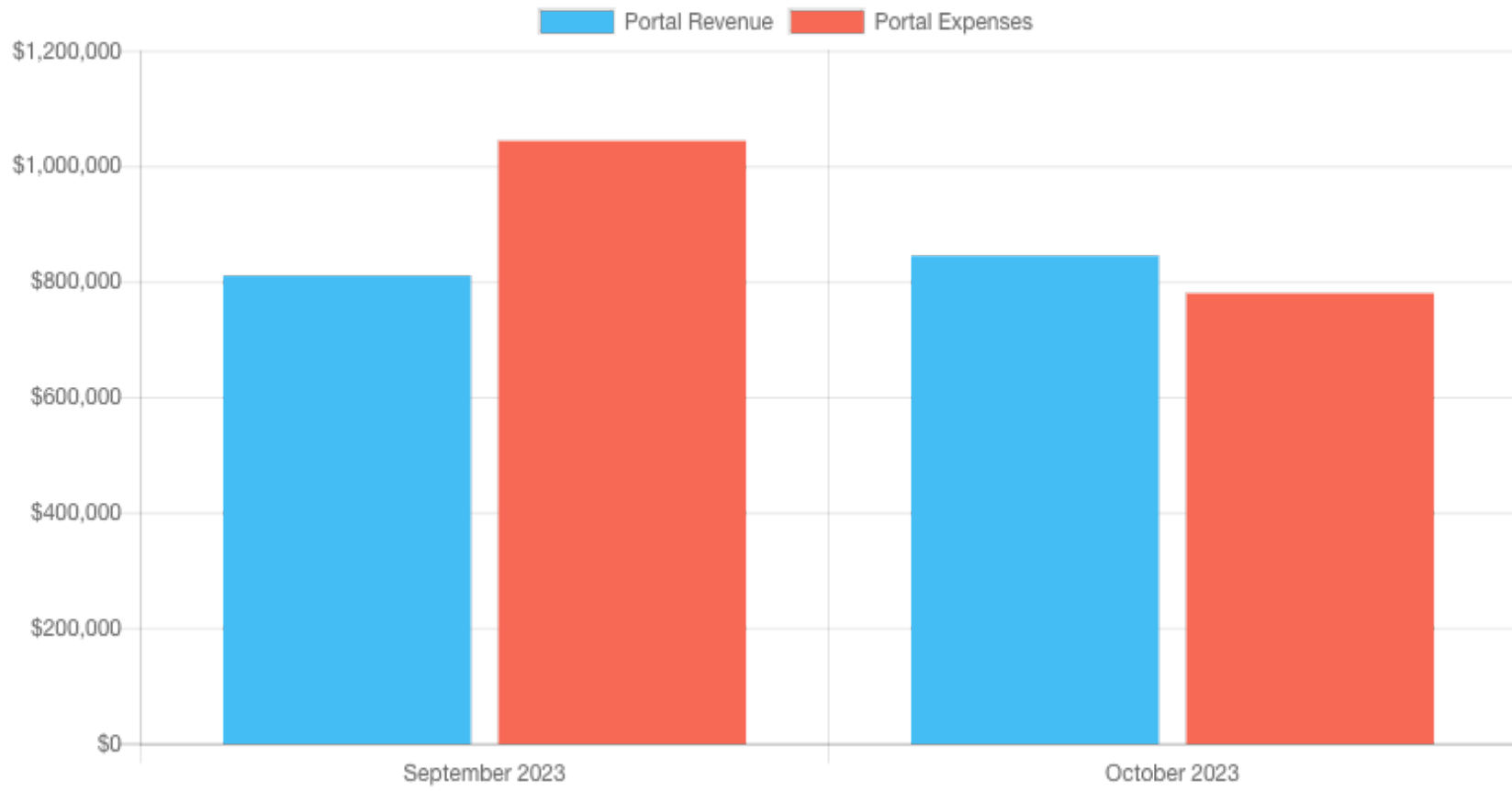
Top 10 Inquiries: September 2023 - October 2023

Rank	Service	September	October	Total	Percent
1	Medical Cannabis Registry*	429	446	875	11%
2	Diamond Head Park Reservations	340	404	744	10%
3	Hawaii Compliance Express	331	397	728	9%
4	Login Questions	302	349	651	9%
5	State Camping	270	269	539	7%
6	Vital Records Ordering System	286	237	523	7%
7	Electronic Marriage Registration System	200	176	376	5%
8	Motor Vehicle Registrations	180	176	356	5%
9	Miscellaneous	118	164	282	4%
10	Non-Tyler Hawaii	105	148	253	3%
11	All Others	1,075	1,190	2,265	30%

Total Inquiries: 7,592

*includes login questions

Financials: September 2023 - October 2023 (Unaudited)



Month and Year	Portal Revenue	Portal Expenses
September 2023	\$811,354	\$1,045,012
October 2023	\$845,864	\$781,037
Total	\$1,657,218	\$1,826,049

Looking Forward

- Office space revisions
- Department of State Parks Reservations – Wai'anapanapa (Phase II) – comes online in January
- Tax Credit Hub Phase II

Appendix

Supporting information covering the period July 1, 2023 – November 30, 2023.

Press Releases (1)

**Honolulu Emergency Services Department website
redesign wins silver W3 award**

November 2, 2023

Awards (2)

Agency	Service	Award Name	Date Received
City and County of Honolulu – Honolulu Emergency Services Department	Honolulu Emergency Services Department Website	W3 Award – Silver Award	10/19/23
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 (1)

Agency	Service	Description	Launch Date
City and County of Honolulu – Honolulu Police Department (HPD)	eBench Warrants Web Interface	The existing eBW web service was enhanced to add Warrant Status, Bail Amount, and Ordered Date as query parameters so HPD can perform more targeted searches.	10/12/23

Retired Services (1)

Agency	Service	URL	Retired Date
Department of the Attorney General – Child Support Enforcement Agency (CSEA)	AG CSEA Interactive Website	csea.hawaii.gov	11/30/23

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

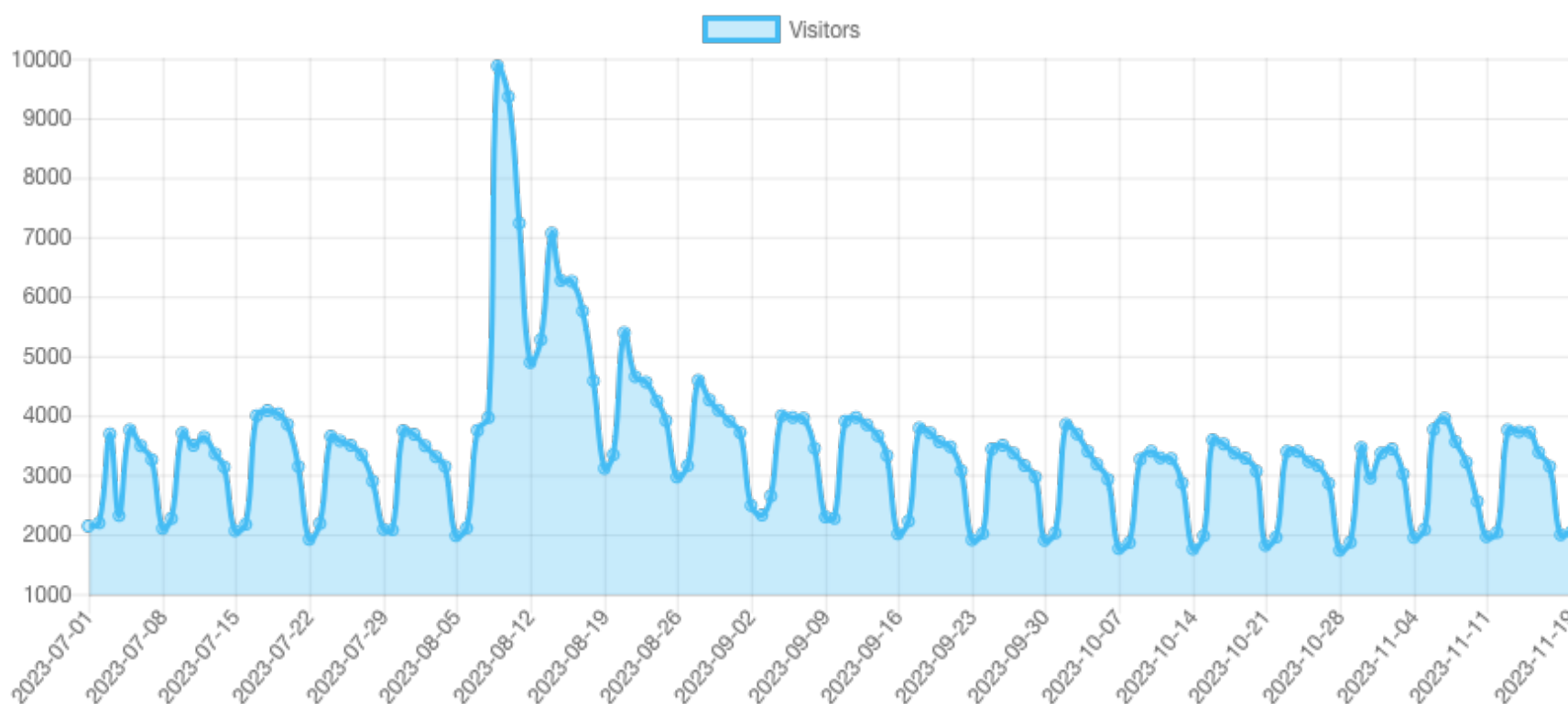
Conferences & Webinars Attended (3)

Conference Name	Description	Dates Attended
Hawaii Annual Code Challenge	HACC connects our community and challenges Hawaii youth to creatively provide solutions for government and public interactions. Tyler participated both as a HACC sponsor and a challenge sponsor.	10/21/23 – 11/18/23
Women in Renewable Energy – Decarbonization of Hawaii	Panelists leading different strategies at the state and county level discussed the state's decarbonization plan and the policies needed to drive change in different sectors.	10/23/23
Hawaii Digital Government Summit	The Hawaii Digital Government Summit provided the opportunity for attendees to connect with peers from the government and industry sectors in-person to share ideas, best practices, and technology trends.	9/25/23

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



478,690 Visits

576,631 Unique Page Views

1 min 56 sec Average Visit Duration

49% Bounce Rate