

Application Review

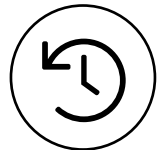
Agency: **Office of Enterprise Technology Services (ETS)**



Project Name: **Hawaii.gov website**

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CONTENT OUTLINE



**Background**



**Challenges & Objectives**



**Solution**



**Metrics & Successes**



## Background

- Since 2000, Tyler Hawaii has built and maintained 6 versions of the Hawaii.gov website as part of the portal contract
- All development, maintenance and hosting for Hawaii.gov is done at no cost to the State
- Site is monitored weekly
- Today we are focusing on the most recent redesign (2020)
- Stakeholders: ETS, the public, and agencies across all levels of government (Counties, State, Judiciary, Legislature)



# Challenges & Objectives

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## Challenges & Objectives

- Design highlights the beauty of the Hawaiian islands
- Evergreen content carefully curated to stay accurate and up to date
- All site information is taken from or linked to official government sources
- Meets accessibility requirements (WCAG 2.0 AA)
- Promotes all online services available statewide



# Solution

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## Redesigned Hawaii.gov Website

- Top priority was to give the site a new look
- To keep it looking fresh, background photos automatically change every 2 months
- Inventoried all existing pages to ensure accuracy
- Revised navigation to reduce steps to view content and condensed pages
- Public information officers reviewed all social media links



# Solution (Features & Highlights)

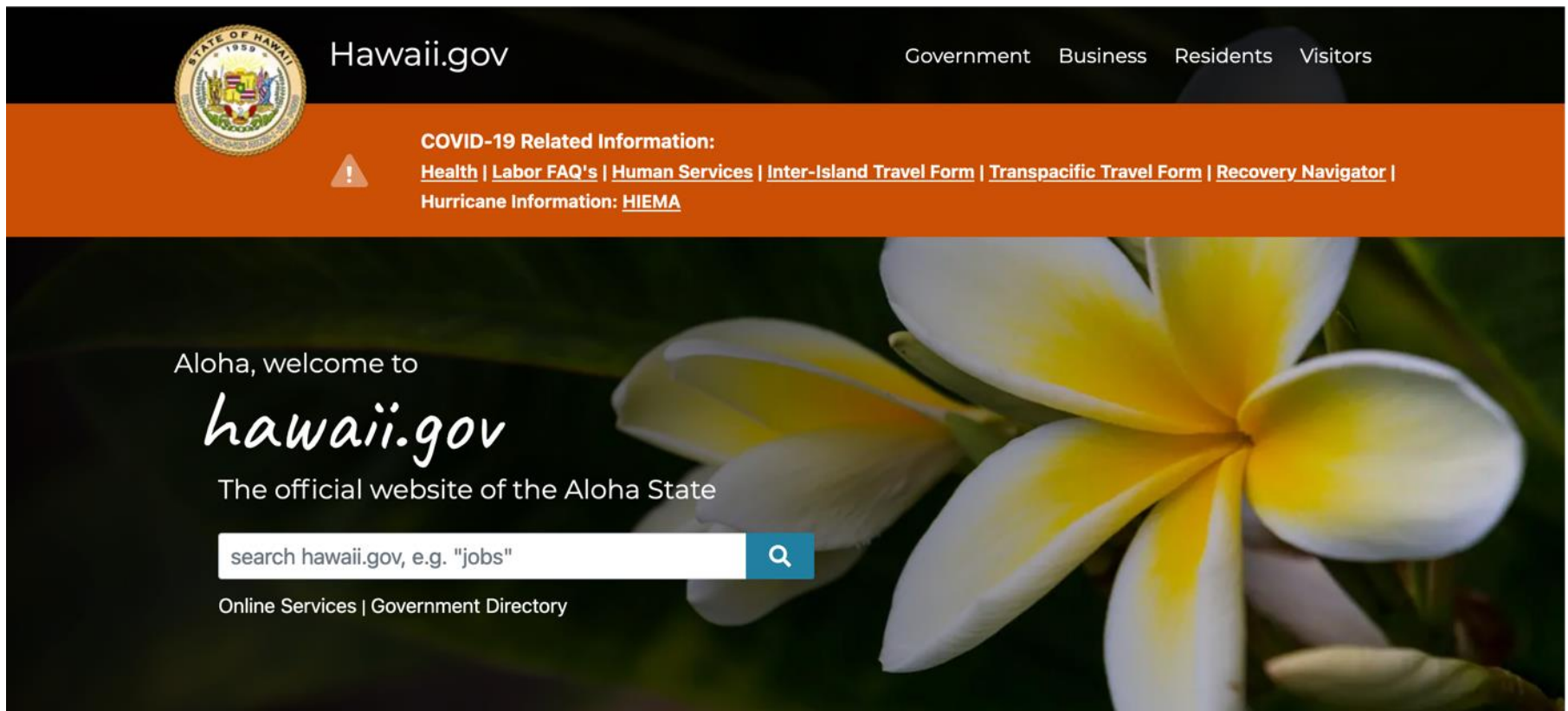
Background images update every two months from the images below:





# Solution (Features & Highlights)

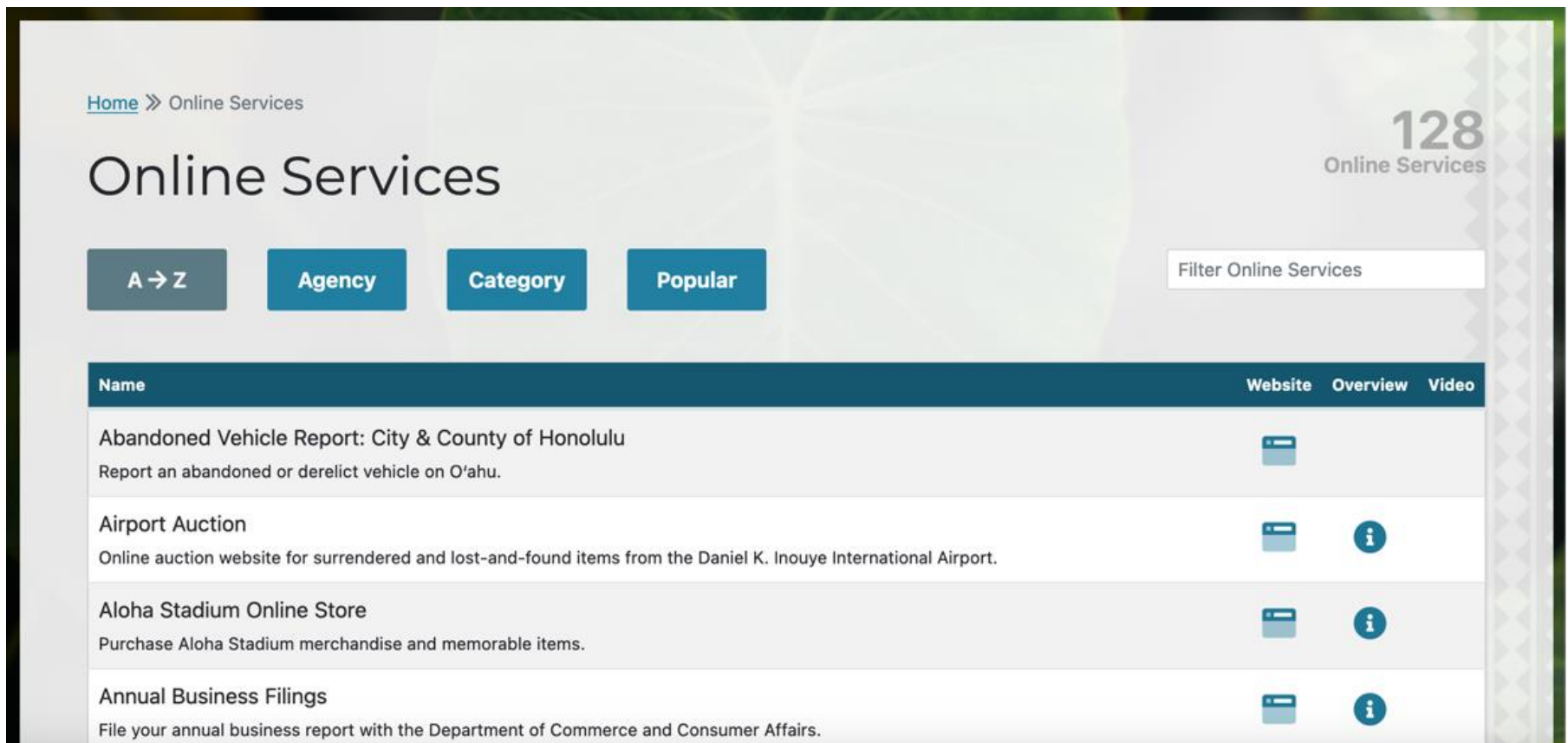
Emergency alerts can be published on Hawaii.gov and easily pushed to display across all state websites:












# Solution (Features & Highlights)

Comprehensive listing of online services in Hawaii:



The screenshot shows the "Online Services" page on Hawaii.gov. At the top left, there is a breadcrumb trail: "Home >> Online Services". The main heading is "Online Services". On the right side, a large number "128" is displayed above the text "Online Services". Below the heading, there are four filter buttons: "A → Z", "Agency", "Category", and "Popular". To the right of these buttons is a search box labeled "Filter Online Services". Below the filters is a table listing various services. The table has columns for "Name", "Website", "Overview", and "Video".

Name	Website	Overview	Video
<b>Abandoned Vehicle Report: City &amp; County of Honolulu</b> Report an abandoned or derelict vehicle on O'ahu.			
<b>Airport Auction</b> Online auction website for surrendered and lost-and-found items from the Daniel K. Inouye International Airport.			
<b>Aloha Stadium Online Store</b> Purchase Aloha Stadium merchandise and memorable items.			
<b>Annual Business Filings</b> File your annual business report with the Department of Commerce and Consumer Affairs.			



# Solution (Features & Highlights)

Weather info and alerts from NOAA automatically display:

The screenshot shows the weather section of the Hawaii.gov website. At the top, there is a breadcrumb trail: [Home](#) » [Visitors](#) » Weather. Below this is the main heading "Weather". Two alert banners are displayed: a pink one for a "Hurricane Watch issued July 24 at 10:48AM HST by NWS Honolulu HI" with a [More Information](#) link, and a yellow one for a "Hydrologic Outlook issued July 24 at 5:42AM HST by NWS Honolulu HI" with a [More Information](#) link. Below the alerts are three forecast cards for O'ahu, Maui, and Kaua'i. Each card shows the current temperature (89°, 86°, and 83° respectively), the condition "A Few Clouds" with a sun and cloud icon, and a link to the "Detailed Forecast".





# Solution (Features & Highlights)

Social media for elected officials, state, and county agencies:

[Home](#) » Social Media

## Social Media

405 Social Media Accounts

### State Officials

Name	Facebook	Twitter	Instagram	News	YouTube	LinkedIn	Flickr	Vimeo
Office of the Governor, State of Hawai'i								
Governor Josh Green								
First Lady of Hawai'i								
Lieutenant Governor Sylvia Luke								
U.S. Senator Mazie Hirono								
U.S. Senator Brian Schatz								
Congressman Ed Case								




# Solution (Features & Highlights)

State officials page highlights Hawaii's elected officials:





The screenshot shows a web page titled "State Officials" with a breadcrumb trail: Home >> Government >> State Officials. It features two profiles: Governor Josh Green and Lt. Governor Sylvia Luke. Each profile includes a portrait, name, title, address, phone, fax, email, and social media icons (Globe, Facebook, Twitter, Instagram).


[Home](#) >> [Government](#) >> State Officials

## State Officials







**Governor Josh Green**  
Executive Chambers,  
State Capitol  
Honolulu, HI 96813  
Phone: (808) 586-0034  
Fax: (808) 586-0006  
Email: [Contact the Governor](#)

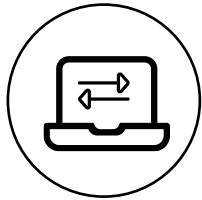


**Lt. Governor Sylvia Luke**  
State Capitol  
Honolulu, HI 96813  
Phone: (808) 586-0255  
Fax: (808) 586-0006  
Email: [Contact the Lt. Governor](#)

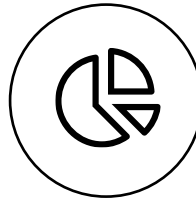


# Metrics & Successes



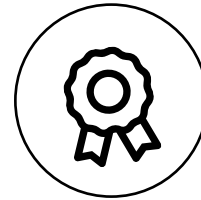
**1.8M**

Average annual page visits to Hawaii.gov, 2019 – 2023



**\$0**

Maintenance and hosting



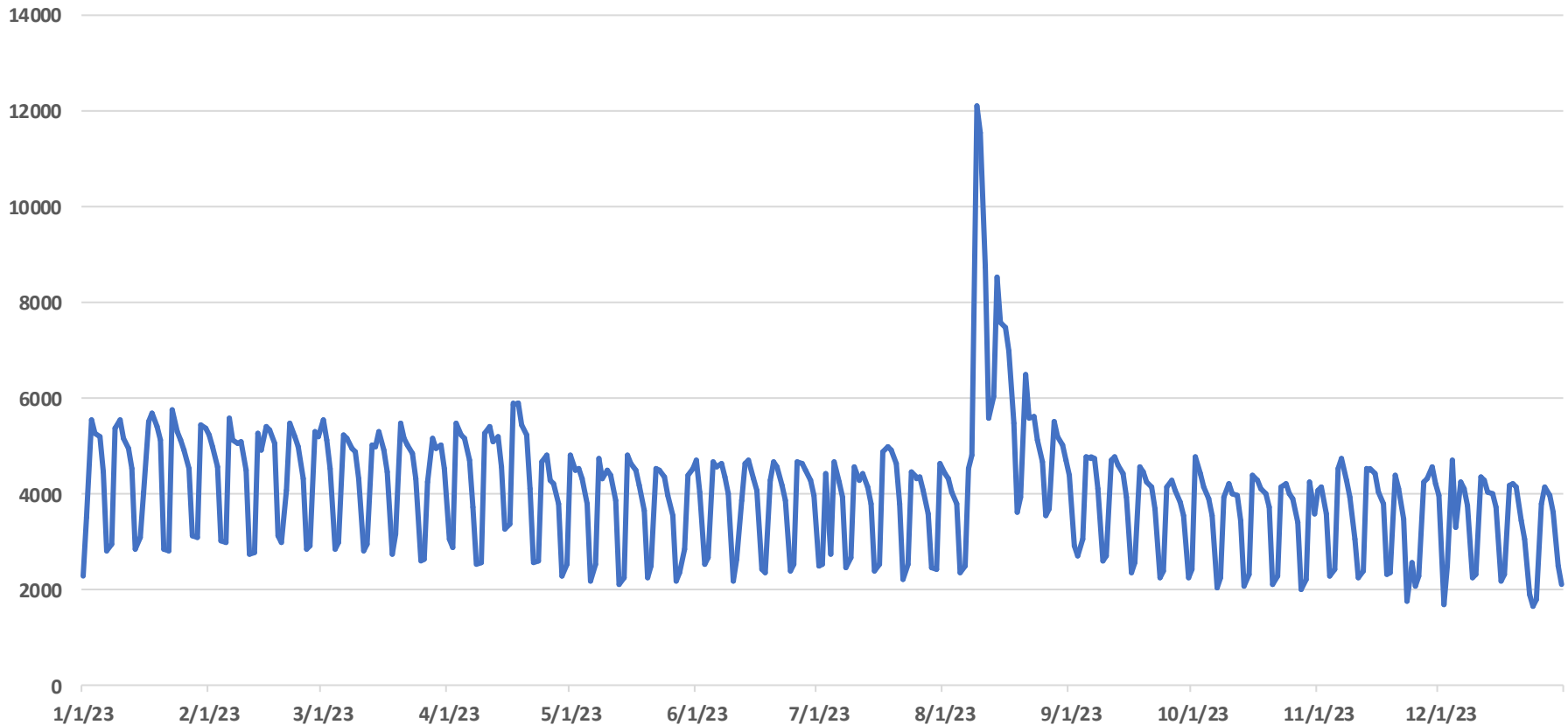
**20**

Awards received for Hawaii.gov, 2013 – 2023



# Metrics & Successes (Analytics)

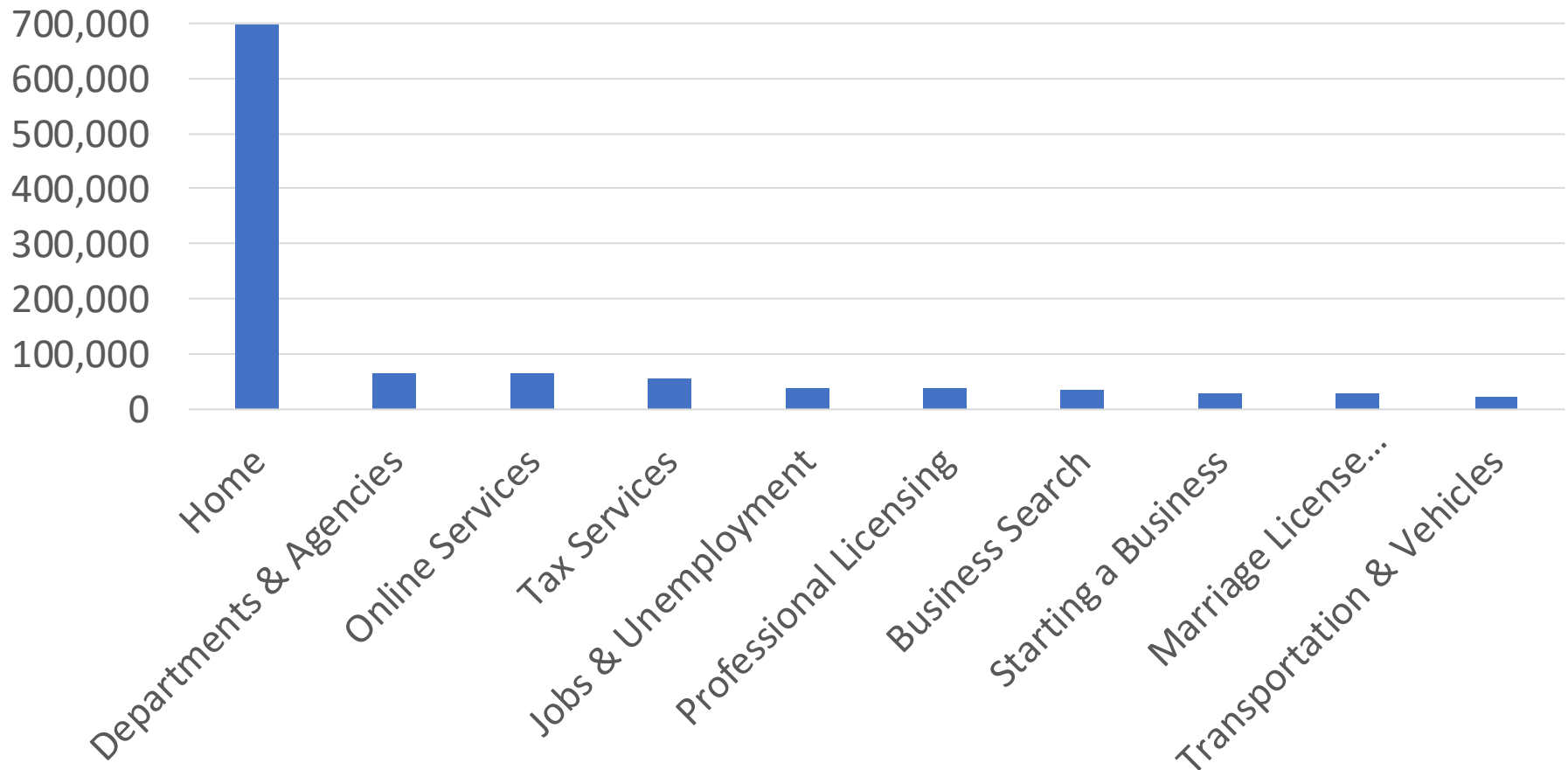
## Hawaii.gov Unique Pageviews - 2023





# Metrics & Successes (Analytics)

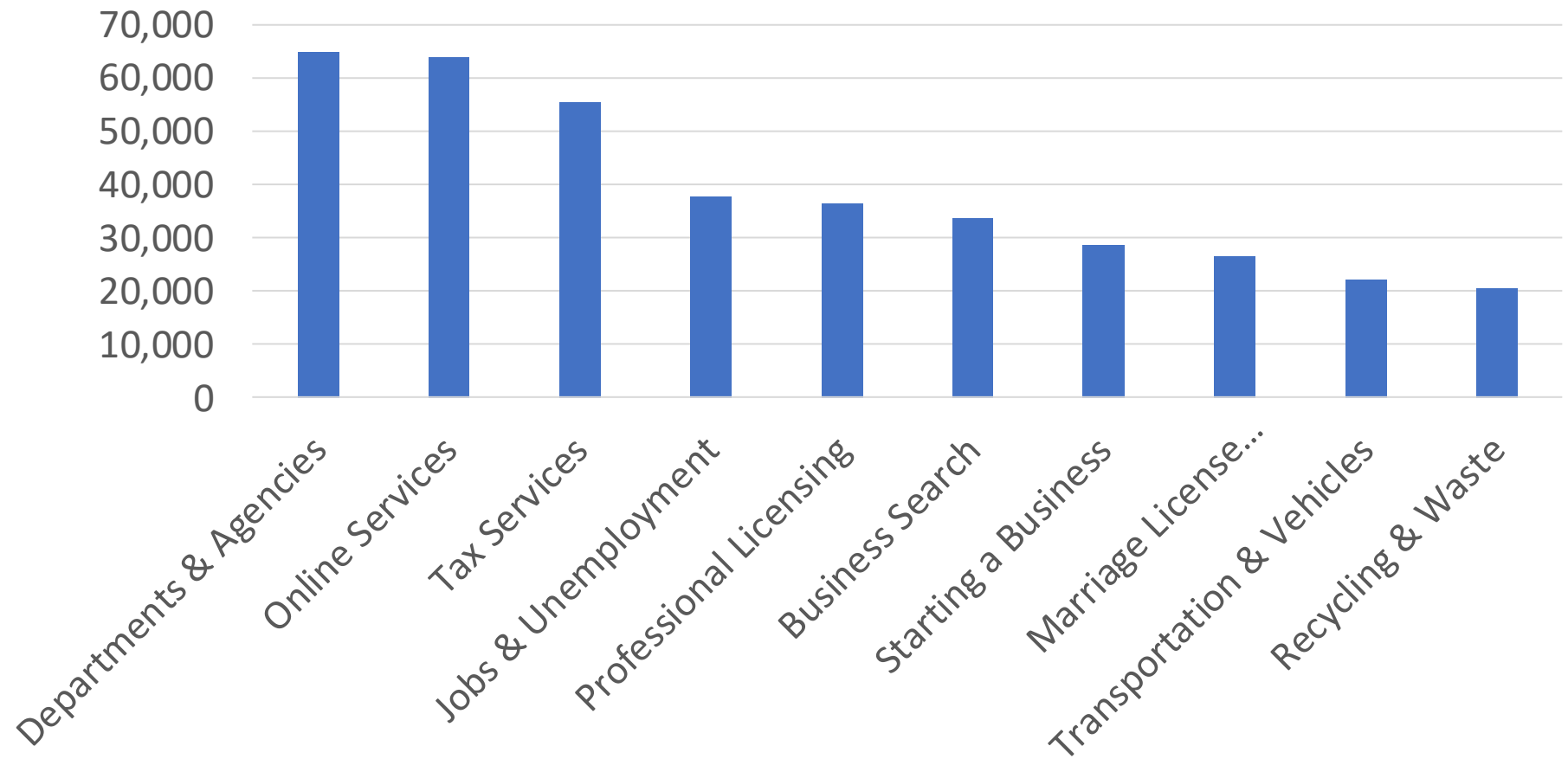
## Top 10 Most Visited Pages on Hawaii.gov - 2023





# Metrics & Successes (Analytics)

Top 10 Pages (Excluding Home Page - 2023)





# Metrics & Successes (Awards)

The 2020 Hawaii.gov redesign has received 3 awards:



2022

**W3 Awards – Silver Winner**  
**Hawaii.gov Redesign**



2022

**Interactive Media Awards – Best in Class Award**  
**Hawaii.gov Redesign**



2021

**Global Excellence Award – Platinum Award**  
**Hawaii.gov Redesign**

# Application Review ETS – Hawaii.gov Website



# Mahalo!

