Report to the Access Hawaii Committee

Portal Program Updates | April 4, 2024

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
    - Group 1 (16 services) completed in test environment in October 2023
    - Group 2 (16 services) completed in test environment in February 2024
    - Internal design/UI completed in February 2024
    - User creation functionality for Admins completed in February 2024
    - Group 1 & 2 agency testing in progress as of March 7, 2024
    - Group 3 (16 services) development in progress

Dept. of Business, Economic Development & Tourism - Tax Credit Hub Phase II

- Launch date: 02/09/24
- This service allows film production companies to apply for tax credits online
- DBEDT staff can then review the submissions, certify the tax credits, provide the final certification letter, and generate reports
- The system will save the Agency and filers time by streamlining workflow and approval processes

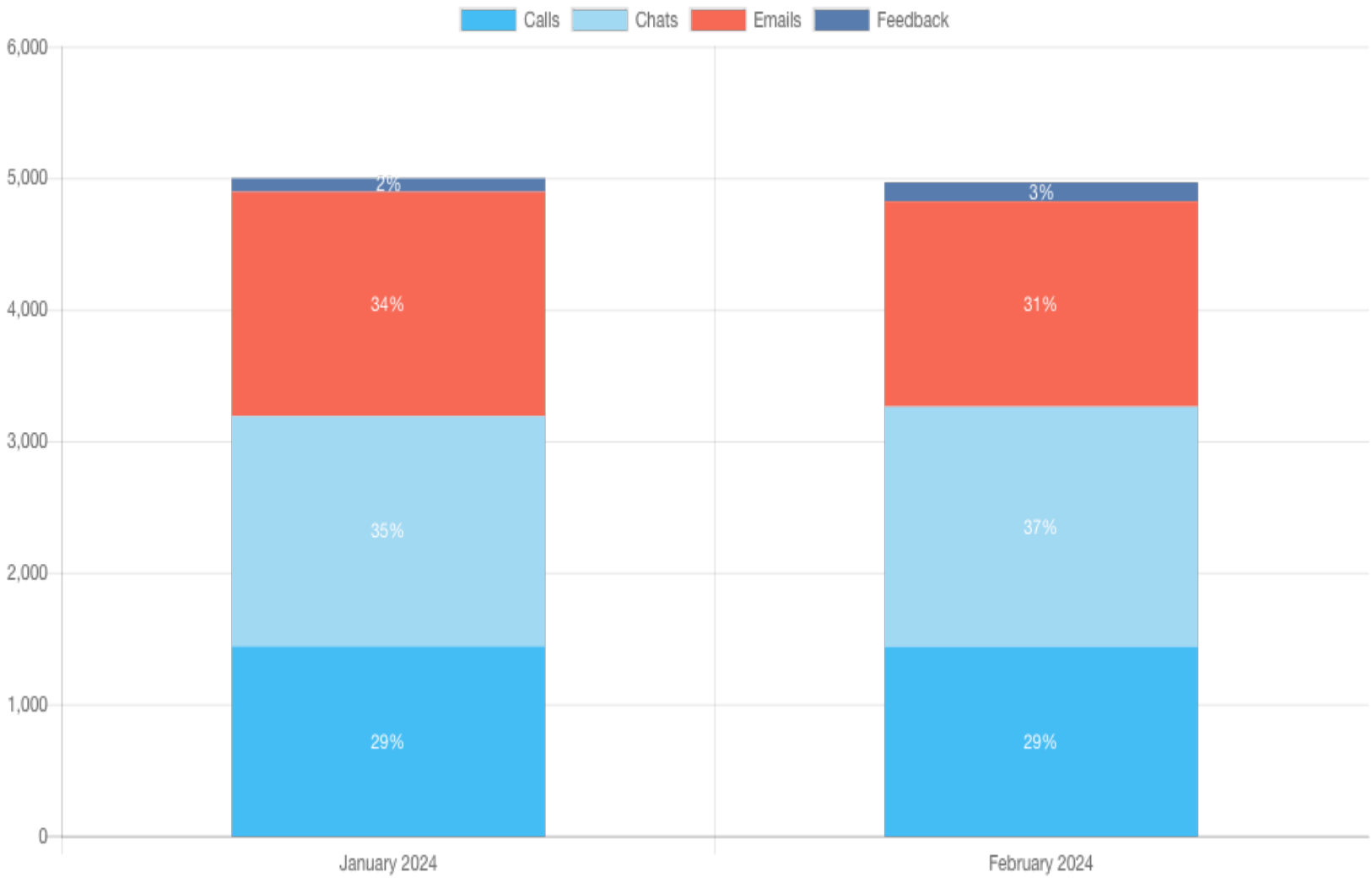
CXSuite - Customer Satisfaction Tracking

- Customer Satisfaction feedback loop
- Coded satisfaction levels
- Actionable items via an automated process
- Real time dashboards

Judicial Circuit Court Judge Evaluations

- The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 10 circuit court judges.
- This online process produces a greater response rate from recipients.

Customer Service Summary



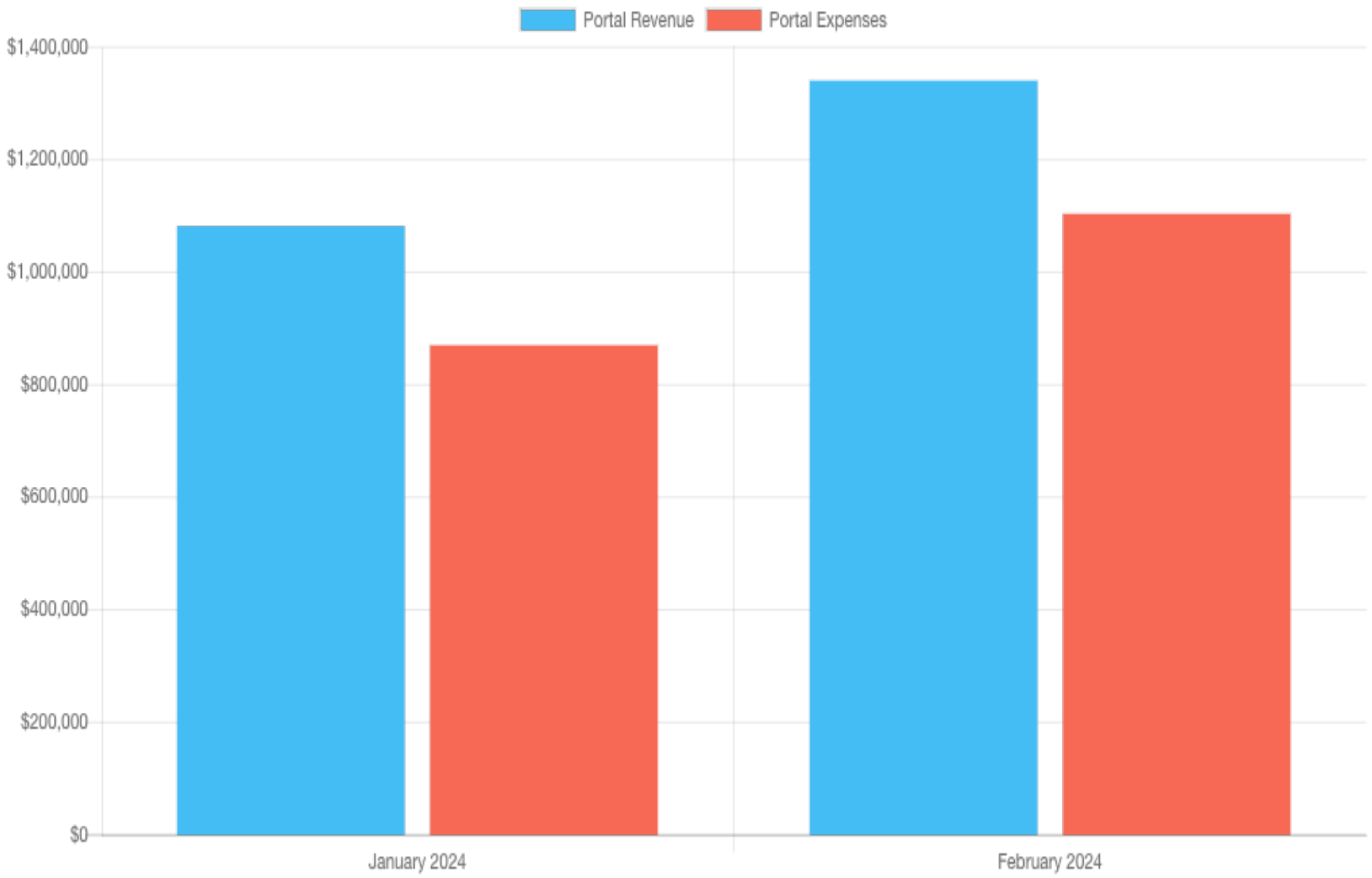
Date	Calls	Chats	Emails	Feedback	Total
January 2024	1,446	1,749	1,707	102	**5,004**
February 2024	1,442	1,826	1,561	143	**4,972**
Sub Total	**2,888**	**3,575**	**3,268**	**245**	**9,976**

Top 10 Inquiries: January 2024 - February 2024

Rank	Service	January	February	Total	Percent
1	Diamond Head Park Reservations	529	438	967	10%
2	Hawaii Compliance Express	467	396	863	9%
3	Medical Cannabis Registry*	390	471	861	9%
4	Login Questions	405	390	795	8%
5	State Camping	371	399	770	8%
6	Vital Records Ordering System	292	282	574	6%
7	Real Property Tax	151	381	532	5%
8	Employees' Retirement System	181	202	383	4%
9	Electronic Marriage Registration System	179	179	358	3%
10	Non-Tyler Hawaii	176	182	358	3%
11	All Others	1,863	1,652	3,515	35%

Total Inquiries: 9,976
*includes login questions

Financials: January 2024 - February 2024 (Unaudited)



Month and Year	Portal Revenue	Portal Expenses
January 2024	$1,082,098.83	$870,265.05
February 2024	$1,340,725.23	$1,103,881.81
Total	**$2,422,824.06**	**$1,974,146.86**

- **External Projects:** 2
- **External Revenue:** January 2024 $78,202, February 2024 $123,956
- **External Expenses:** January 2024 $70,382, February 2024 $111,560

Digital Government Trends

- Payment Card Industry (PCI) 4.0
- Data Transparency
- Artificial Intelligence

Looking Forward

- Hawaii Technology Development Corporation website launch
- Legislature 2024
- Contract Renewal

Appendix

Supporting information covering the period July 1, 2023 – March 14, 2024.

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 (3)

Agency	Service	Description	Launch Date
Tyler Hawaii	**PhonePay IVR**	The PhonePay IVR system allows citizens to make payments over-the-phone for government services. It offers a configurable workflow and customized scripting with automated prompts. It is currently implemented for Honolulu Real Property Tax payments.	1/2/24
Department of Land and Natural Resources – Division of Forestry & Wildlife	**Tree Seedling Payments**	This service will be used by DOFAW to charge customers for purchases of Tree Seedlings. Hawaii's State tree nurseries provide high-quality native, endangered, and windbreak trees and plants for both the public and DLNR out-plantings and reforestation projects.	11/30/23
Department of Business, Economic Development & Tourism – Creative Industries Division	**Tax Credit Hub**	Tax Credit Hub allows film production companies to apply for tax credits online and for the DBEDT staff to review the submissions, certify the tax credits, provide the final certification letter, and generate reports.	10/25/23

Service Upgrades (2)

Agency	Service	Description	Launch Date
Department of Land & Natural Resources – Division of State Parks	**Reservation and Access Management System**	The State hiking and parking reservation system for individual visitors and Public Utility Commission tour operators was enhanced to include Wai'ānapanapa (Maui County).	11/30/23
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 (4)

Agency	Service	Retired Date
Office of Enterprise Technology Services	MyHawaii website	2/2/24
Department of Labor & Industrial Relations	WDD Workforce Opportunity Tax Credit	1/24/24
Tyler Hawaii	Hawaii Driver Record Correction Request form	12/14/23
Department of the Attorney General – Child Support Enforcement Agency (CSEA)	AG CSEA Interactive Website	11/30/23

Executed Agreements (5)

All signed agreements can be found in the **AHC document repository**.

Agency	Service	Document	Signed Date
County of Hawaii	Police Department Website Redesign	SOW	12/08/23
Department of Land & Natural Resources – Hunter Education Division	Hunter Education Records and Management System	PCR	10/23/23
Department of Business, Economic Development & Tourism – Community-Based Economic Development	EZ Program Forms	PCR	10/19/23
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

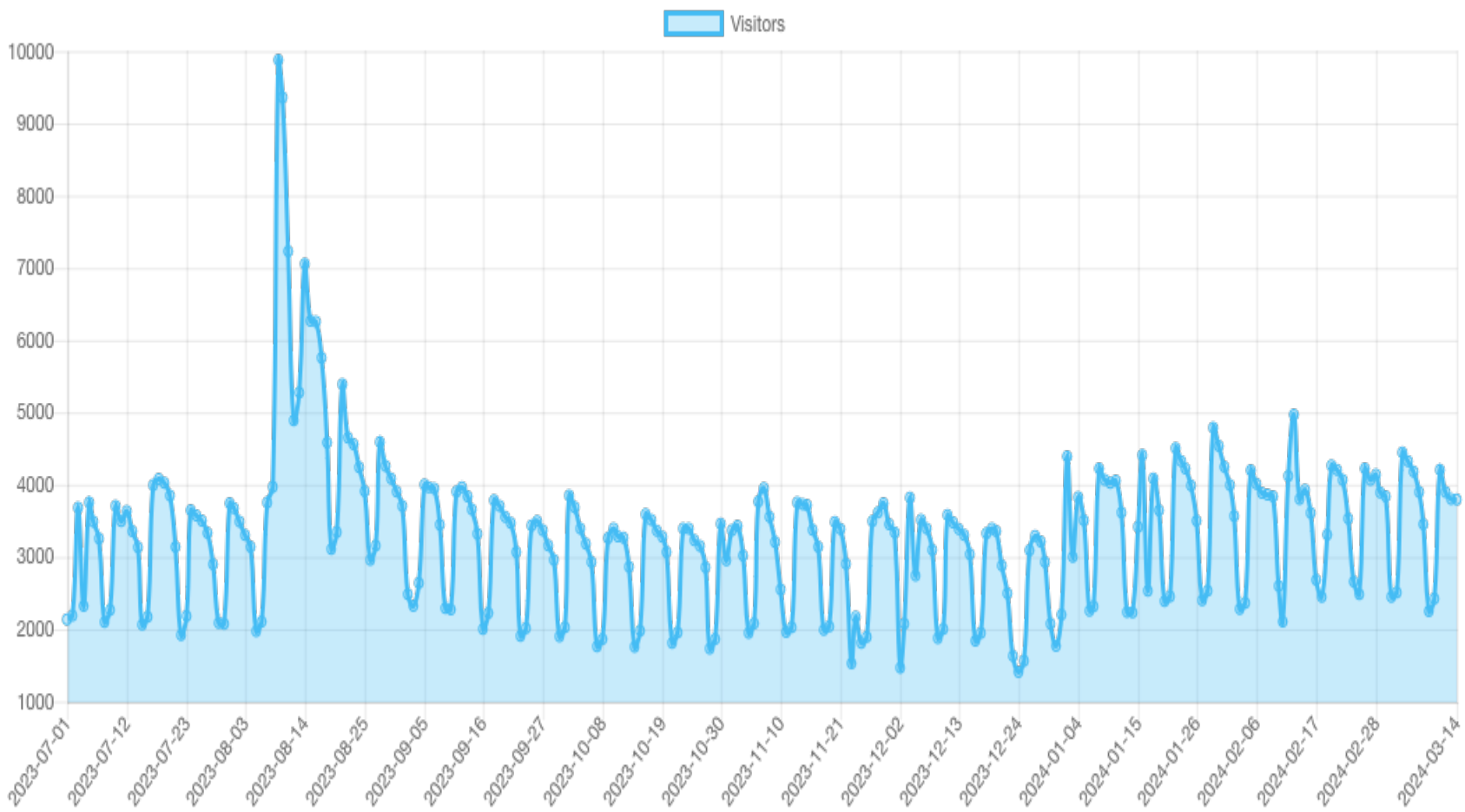
Conferences & Webinars Attended (3)

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 (3)

Time	Duration	Affected Site(s)	Comments
1/26/24 at 4:50 pm	10m	Various Services	Amazon Web Services Cloud Application Server Failure – Server automatically restarted onto new hardware and web services were online
1/5/24 at 5:00 pm	2d 22h	Motor Vehicle Registration Services	City & County of Honolulu mainframe outage
7/24/23 at 4:20 pm	35m	Annual Business Filings	Issue with the underlying Oracle database

Hawaii.gov Portal Web Analytics



855,155 Visits

1,033,533 Unique Page Views

2 min 1 sec Average Visit Duration

49% Bounce Rate

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CX suite

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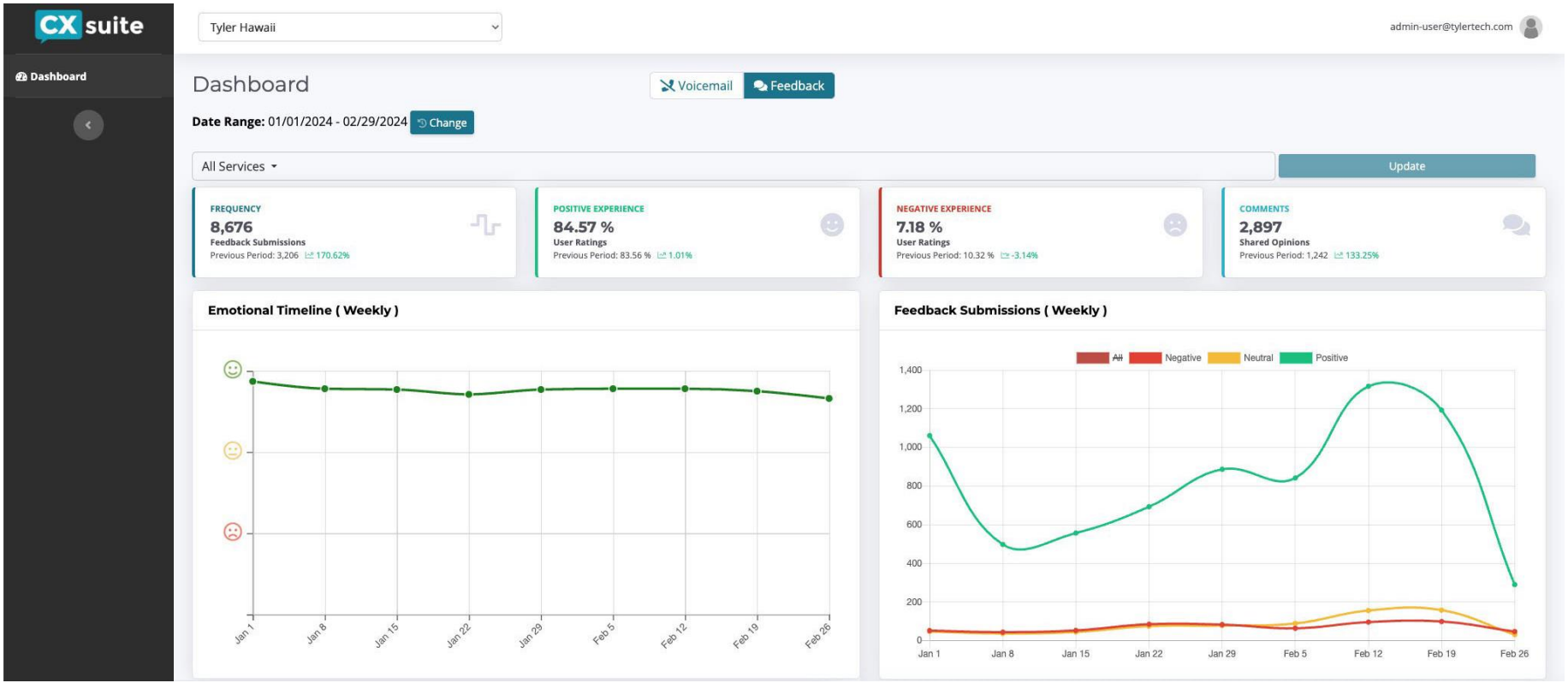
Dashboard



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CX suite

Overview

FREQUENCY

8,676

Feedback Submissions

Previous Period: 3,206 170.62%

POSITIVE EXPERIENCE

84.57 %

User Ratings

Previous Period: 83.56 % 1.01%

NEGATIVE EXPERIENCE

7.18 %

User Ratings

Previous Period: 10.32 % -3.14%

COMMENTS

2,897

Shared Opinions

Previous Period: 1,242 133.25%

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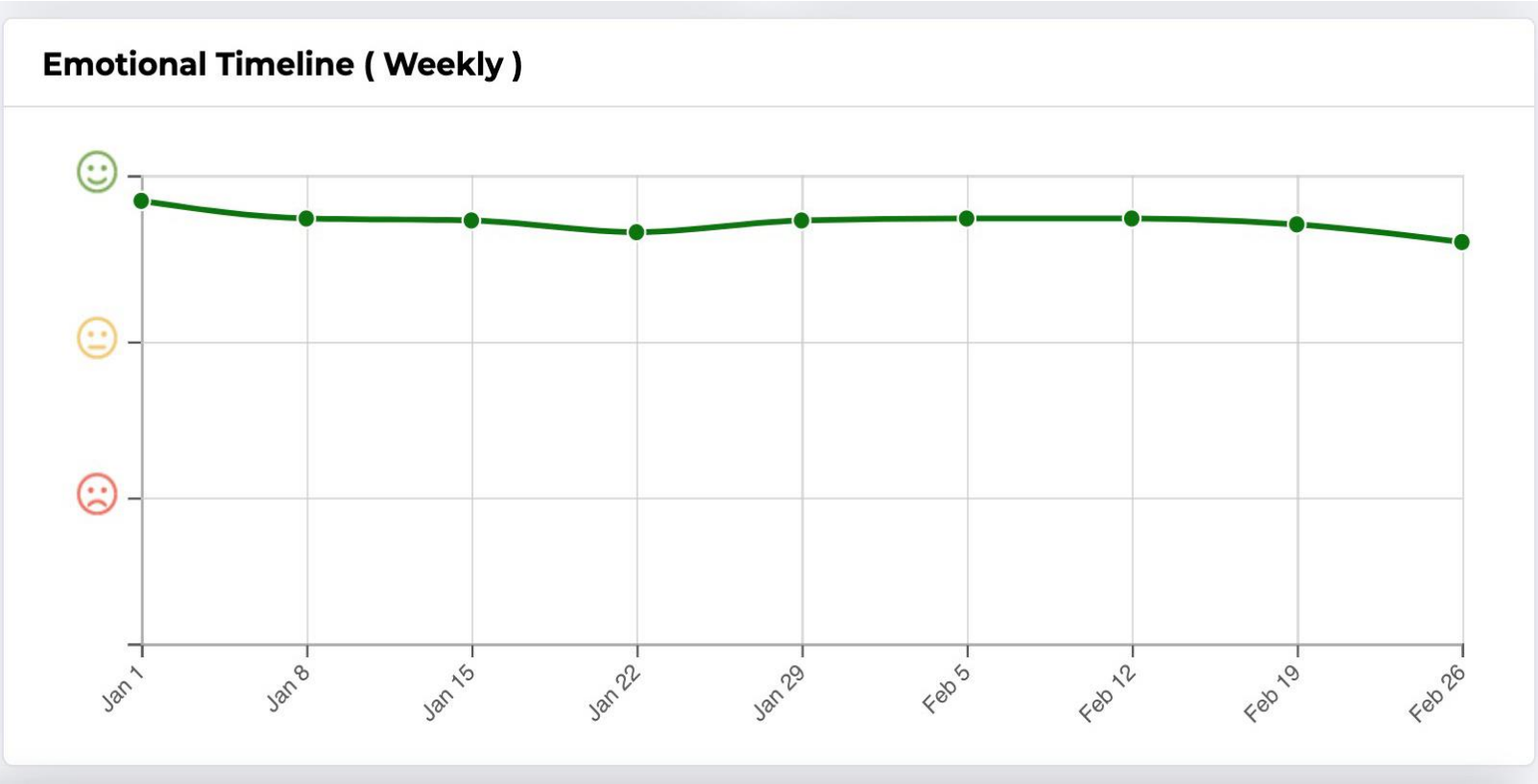
Emotional Timeline



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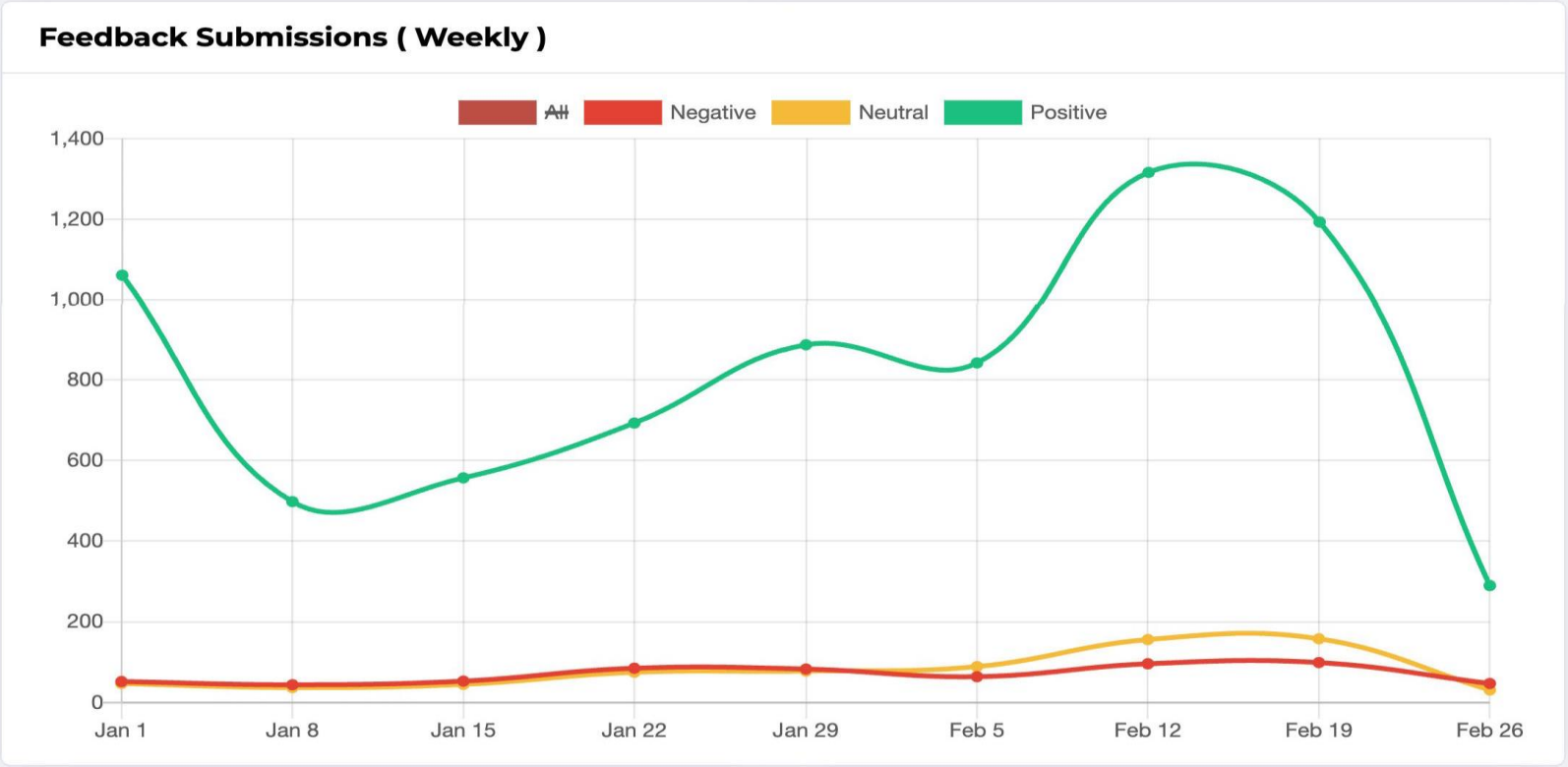
Feedback



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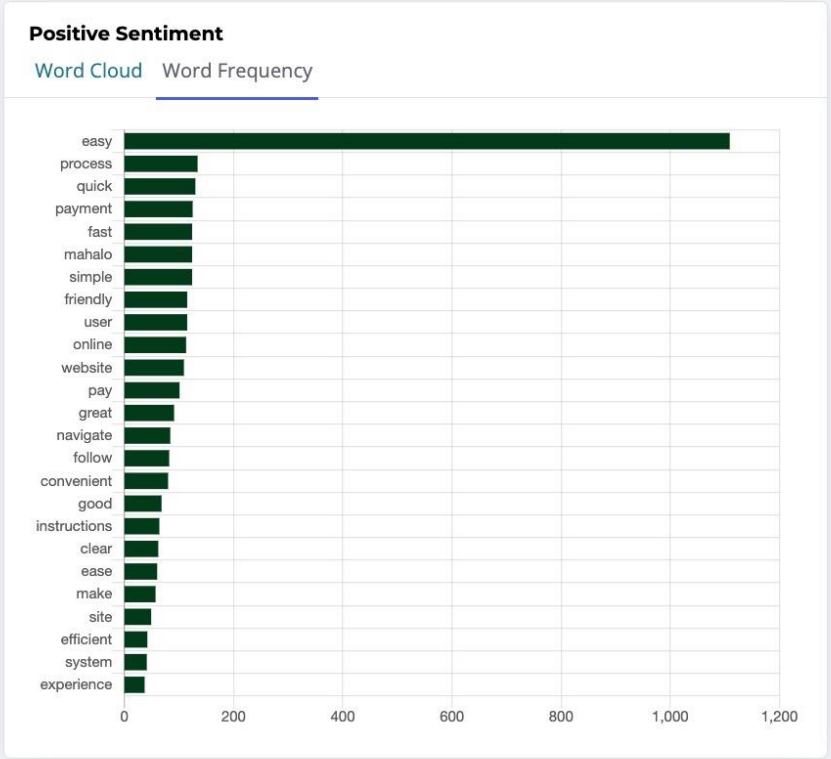
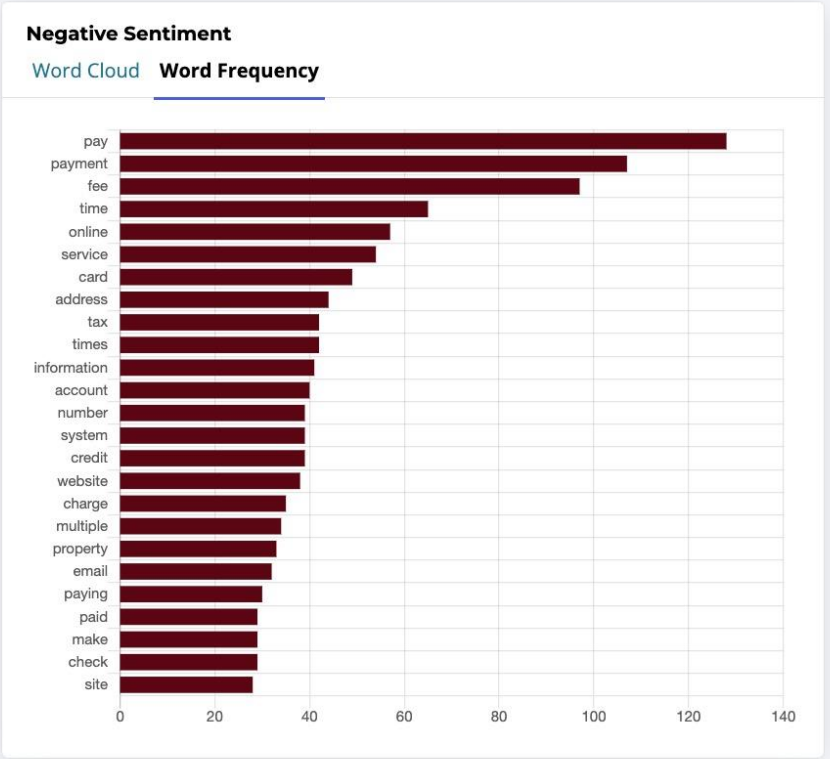
Positive & Negative Sentiment





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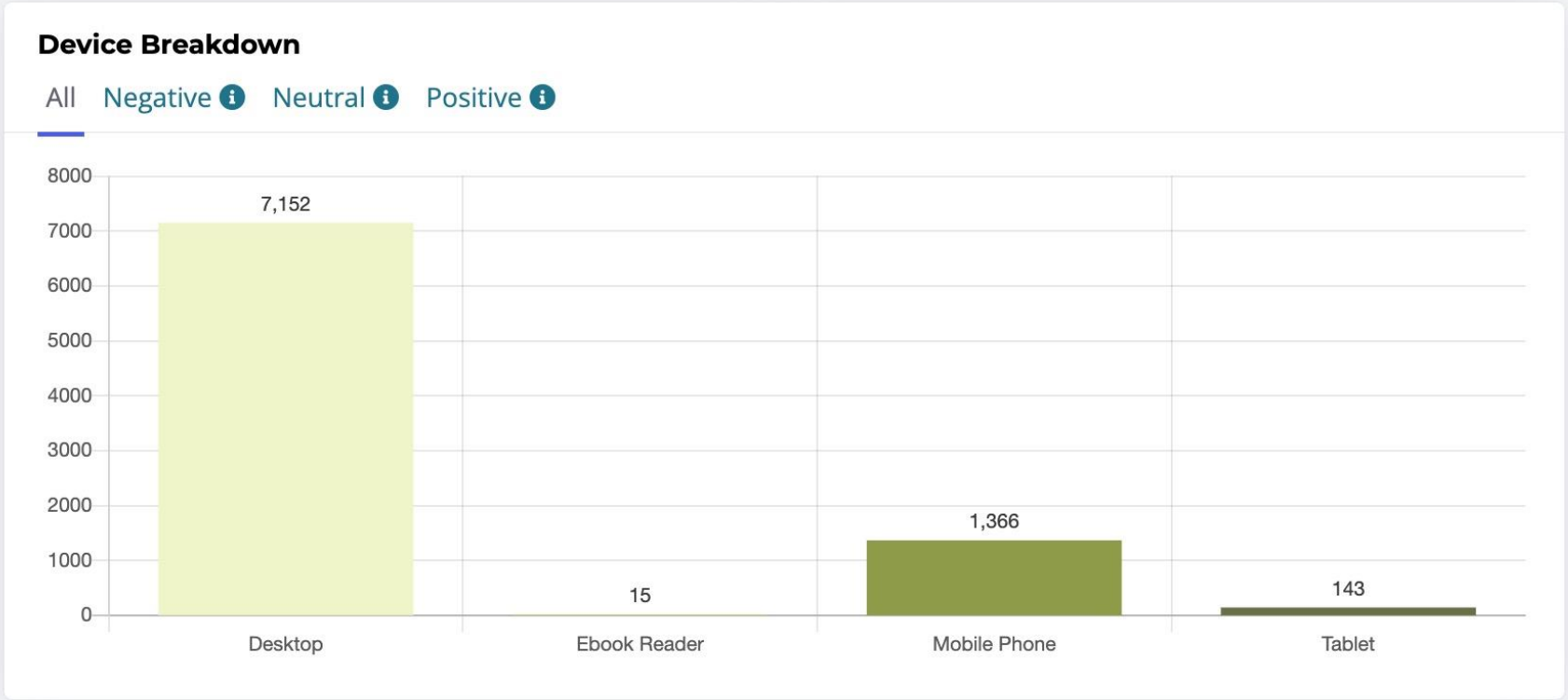
Devices



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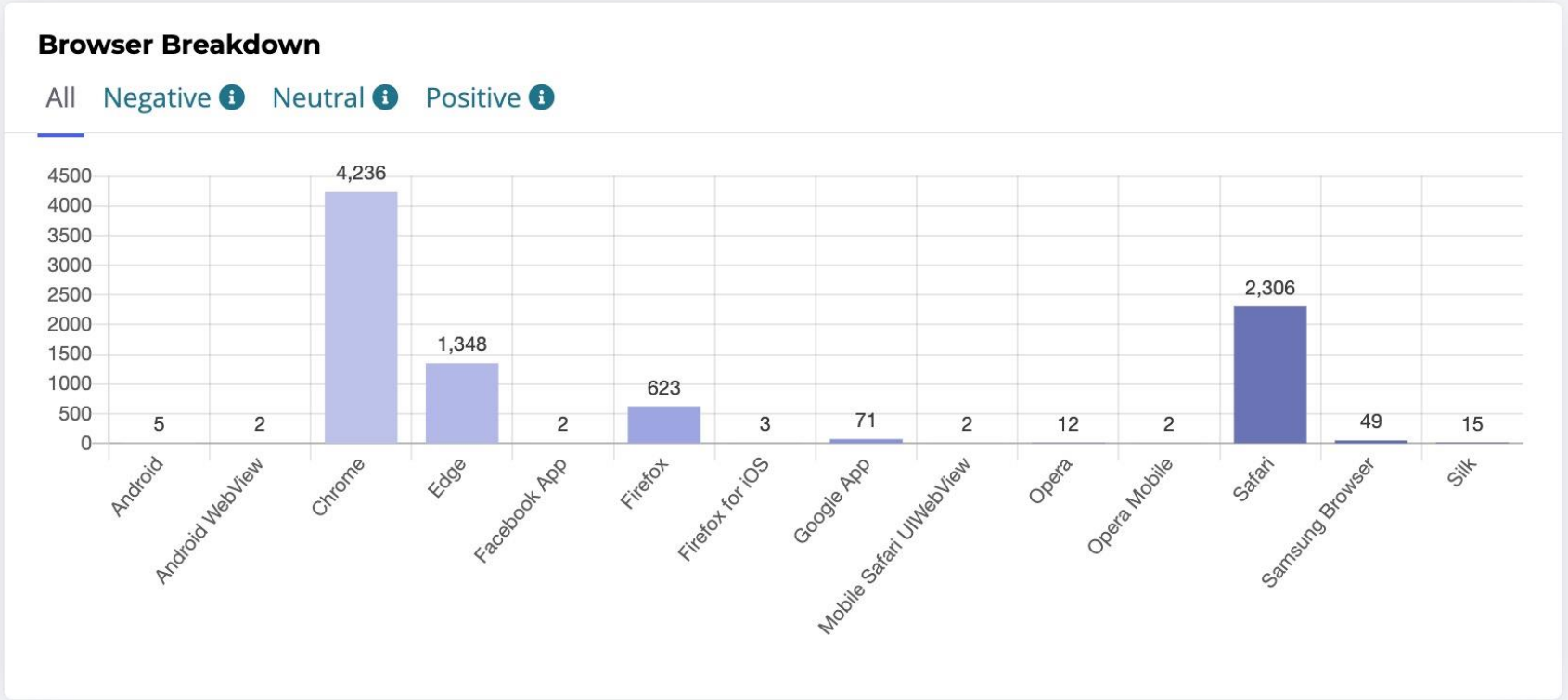
Browsers



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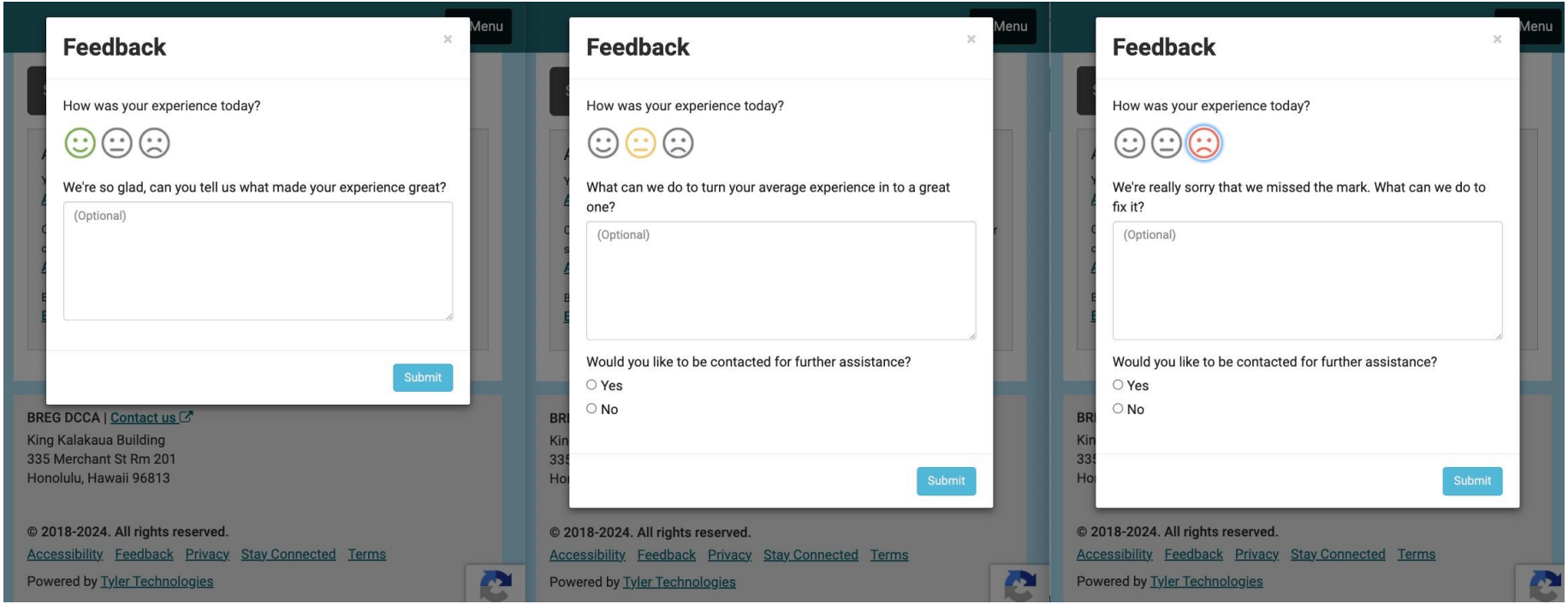
Feedback Forms



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Example Feedback

DCCA - BREG - Annual Business Reports
Device: Desktop Browser: Edge OS: Win10
Thu, Feb 29 2024 - 22:17:27

Hawaii County - RPT - Real Property Tax Payments - Thank You Page
Device: Desktop Browser: Safari OS: macOS
Thu, Feb 29 2024 - 20:21:28

Hawaii County - RPT - Real Property Tax Payments - Thank You Page
Device: Desktop Browser: Safari OS: macOS
Thu, Feb 29 2024 - 20:16:48

DCCA - BREG - Annual Business Reports
Device: Desktop Browser: Safari OS: macOS
Thu, Feb 29 2024 - 19:59:32

Hawaii County - RPT - Real Property Tax Payments - Thank You Page
Device: Desktop Browser: Chrome OS: macOS
Thu, Feb 29 2024 - 17:11:22

DCCA - BREG - Annual Business Reports
Device: Desktop Browser: Chrome OS: Win10
Contact: [redacted]
Thu, Feb 29 2024 - 14:57:01

FRESHDESK: 2050601 (Assignee: Bobby Bundac, Status: Closed, Ticket Last Updated: Thu, Feb 29 2024 - 15:23:20 Tags)

eHawaii.gov Portal
Device: Desktop Browser: Edge OS: Win10
Contact: [redacted]
Thu, Feb 29 2024 - 08:38:16

been trying to log on to oahu for the past few days. No Joy. is the local system down?
Comment Sentiment Analysis: NEGATIVE

FRESHDESK: 2050489 (Assignee: Jamie Kinion, Status: Closed, Ticket Last Updated: Thu, Feb 29 2024 - 08:42:15 Tags)

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Example Feedback

Hawaii County - RPT - Real Property Tax Payments - Thank You Page
Device: Mobile Phone Browser: Safari OS: iOS
Thu, Feb 29 2024 - 22:31:36

So easy to make payments
Comment Sentiment Analysis: POSITIVE

Hawaii County - RPT - Real Property Tax Payments - Thank You Page
Device: Mobile Phone Browser: Safari OS: iOS
Thu, Feb 29 2024 - 16:56:07

Aloha
Comment Sentiment Analysis: NEUTRAL

TylerTech Hawaii - KALA
Device: Desktop Browser: Chrome OS: macOS
Thu, Feb 29 2024 - 16:42:52

Fast and simple !!
Comment Sentiment Analysis: POSITIVE

DCCA - BREG - Hawaii Business Express (HBE)
Device: Desktop Browser: Chrome OS: Win10
Thu, Feb 29 2024 - 16:14:17

Easy online processing
Comment Sentiment Analysis: POSITIVE

DCCA - BREG - Hawaii Business Express (HBE)
Device: Desktop Browser: Edge OS: Win10
Thu, Feb 29 2024 - 10:56:50

Smooth and easy transaction
Comment Sentiment Analysis: POSITIVE

TylerTech Hawaii - Payment Platform - Footer
Device: Desktop Browser: Chrome OS: Win10
Thu, Feb 29 2024 - 10:35:02

Website is efficient and user friendly Thank you
Comment Sentiment Analysis: POSITIVE

DCCA - BREG - Hawaii Business Express (HBE)
Device: Desktop Browser: Chrome OS: macOS
Thu, Feb 29 2024 - 07:50:37

easy
Comment Sentiment Analysis: POSITIVE

DCCA - BREG - Annual Business Reports
Device: Desktop Browser: Chrome OS: Win10
Thu, Feb 29 2024 - 07:36:13

I was able to process the payment smoothly.
Comment Sentiment Analysis: POSITIVE

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