

# Report to the Access Hawaii Committee

Portal Program Updates | June 6, 2024

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## 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](https://www.hawaii.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 3 (15 services) completed in test environment in May 2024
  - Group 4 (14 services) development in progress
- ETS confirmed procurement for a new SSO solution

### HlePRO - Price List / Vendor List Awards

- Launched 2/15/24
- Added creation and management of Price List/Vendor List (PL/VL) awards to HlePRO
- Agencies can mark an award as a PL/VL award
- Reporting and payments previously done manually outside HlePRO by vendors, agencies, and Tyler Hawaii can now be done within HlePRO
- Vendors can upload their quarterly reports on the award in HlePRO
- HlePRO facilitates this by sending email notifications at every step

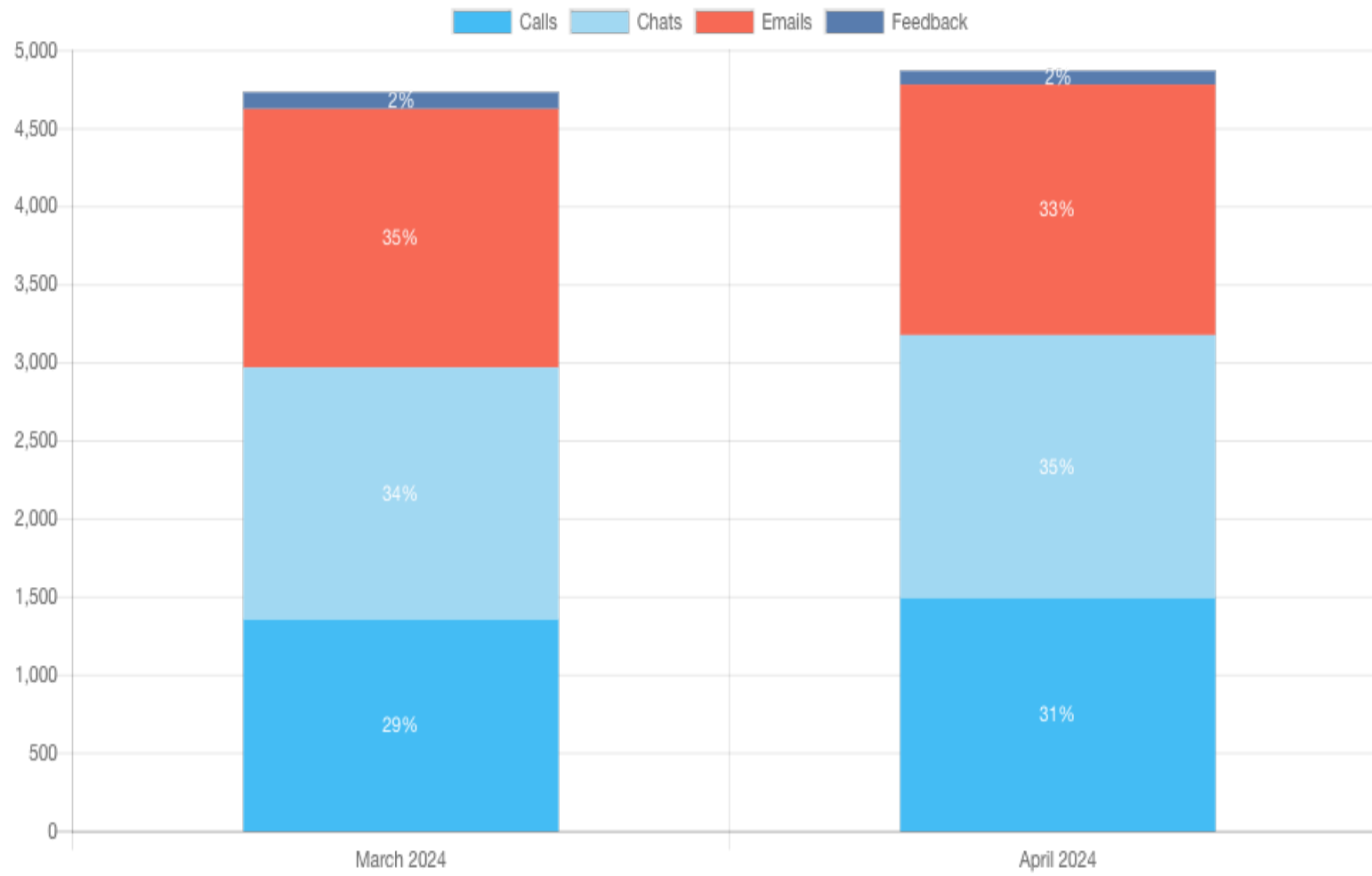
### Namechange - Minor New Name Form

- Launched 4/23/24
- Change of Name for Minor by Both Parents was brought online
- Online form will make it easier for submitters to ensure they have included all required information
- Validations and improved accuracy of submissions will assist processing

### Family Court Judge Evaluations

- Online 4/2/24 - 4/26/24
- The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 9 family court judges
- This online process produces a greater response rate from recipients

# Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
March 2024	1,357	1,614	1,656	107	<b>4,734</b>
April 2024	1,494	1,685	1,604	88	<b>4,871</b>
<b>Sub Total</b>	<b>2,851</b>	<b>3,299</b>	<b>3,260</b>	<b>195</b>	<b>9,605</b>

\*Requests for assistance

## Top 10 Inquiries: March 2024 - April 2024

Rank	Service	March	April	Total	Percent
1	Medical Cannabis Registry*	412	481	893	9%
2	Hawaii Compliance Express	397	446	843	9%
3	Login Questions	382	423	805	9%
4	Vital Records Ordering System	351	453	804	9%
5	Diamond Head Park Reservations	378	414	792	8%
6	State Camping	369	284	653	7%
7	Miscellaneous	198	210	408	4%
8	Employees' Retirement System	154	171	325	3%
9	Professional Vocational Licensing	152	173	325	3%
10	Non-Tyler Hawaii	153	167	320	3%
11	All Others	1,788	1,649	3,437	36%

Total Inquiries: 9,605

\*includes login questions

# CXSuite

## Customer Experience Feedback

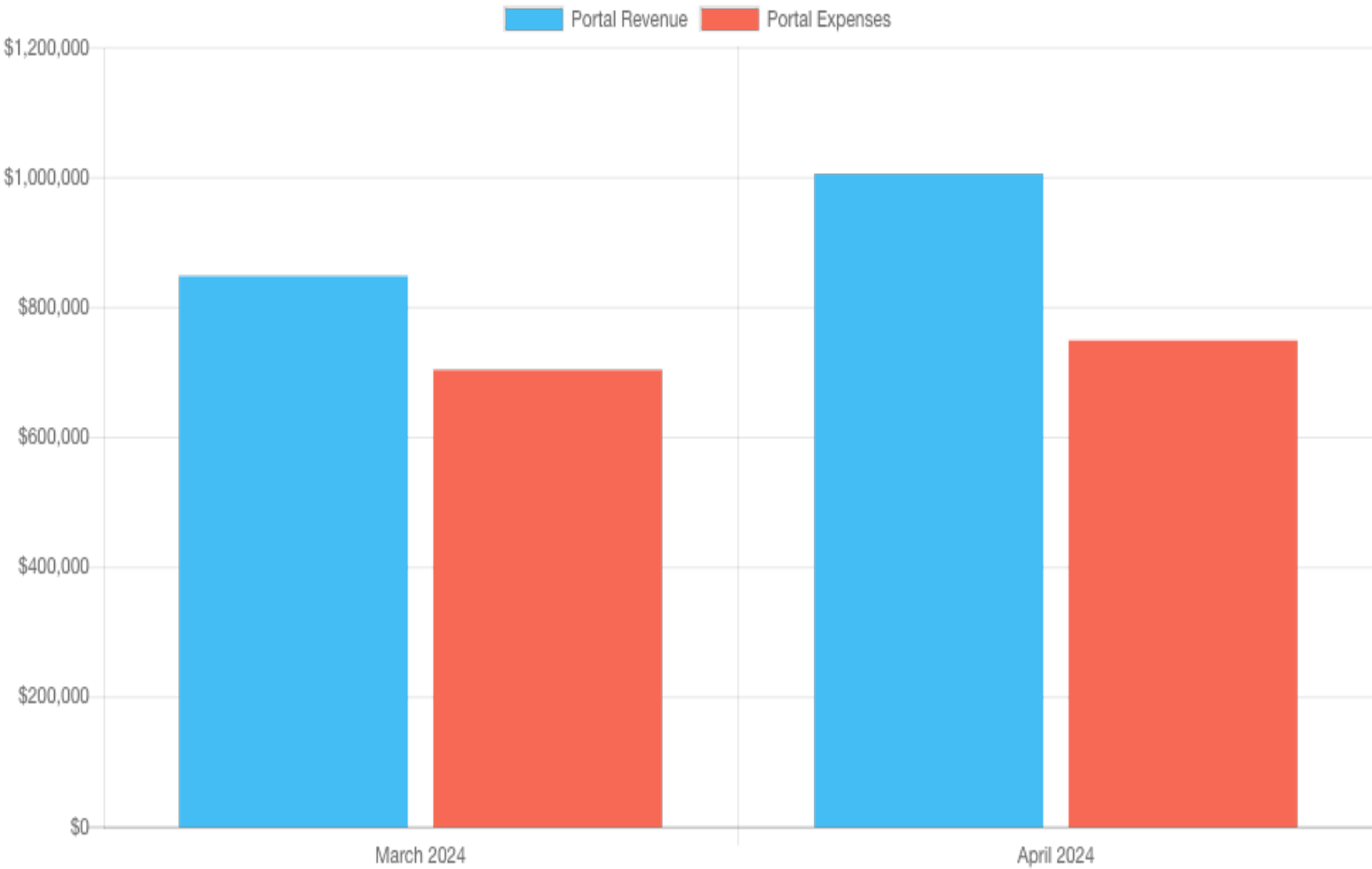
**4,898** Feedback submissions



## Feedback Submissions by Month

Month	Positive	Neutral	Negative
March 2024	1,700	155	206
April 2024	2,513	120	204

# Financials: March 2024 - April 2024 (Unaudited)



Month and Year	Portal Revenue	Portal Expenses
March 2024	\$848,629.72	\$704,118.35
April 2024	\$1,005,758.33	\$749,484
<b>Total</b>	<b>\$1,854,388.05</b>	<b>\$1,453,602.35</b>

- **External Projects: 4**
- **External Revenue:** March 2024 \$132,096, April 2024 \$327,246
- **External Expenses:** March 2024 \$118,886, April 2024 \$294,522

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## Looking Forward

- Attorney General Auction Site
- Hawaii Technology Development Corporation website launch
- Contract Renewal

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# 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	<a href="#">Honolulu Emergency Services Department Website</a>	W3 Award – Silver Award	10/19/23
City and County of Honolulu – Honolulu Emergency Services Department	<a href="#">Honolulu Emergency Services Department Website</a>	DotComm Award – Honorable Mention	7/21/23

## New Services (4)

Agency	Service	Description	Launch Date
Judiciary	Judicial Circuit Court Judge Evaluation	The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 10 circuit court judges. This online process results in a greater response rate.	2/6/24 – 3/1/24
Tyler Hawaii	<a href="#">PhonePay IVR</a>	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	<a href="#">Tree Seedling Payments</a>	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	<a href="#">Tax Credit Hub</a>	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 (3)

Agency	Service	Description	Launch Date
Department of Business, Economic Development & Tourism – Creative Industries Division	<b>Tax Credit Hub Phase II</b>	A second form called the Hawaii Production Report was brought online. This allows Film Companies to complete their Tax Credit application for productions filmed in Hawaii.	2/9/24
Department of Land & Natural Resources – Division of State Parks	<b>Reservation and Access Management System</b>	The State hiking and parking reservation system for individual visitors and Public Utility Commission tour operators was enhanced to include Waiānapanapa (Maui County).	11/30/23
City and County of Honolulu – Honolulu Police Department (HPD)	<b>eBench Warrants Web Interface</b>	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 (6)

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

Agency	Service	Document	Signed Date
City and County of Honolulu	Real Property Tax Payments	SOW Amendment 1	3/28/24
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



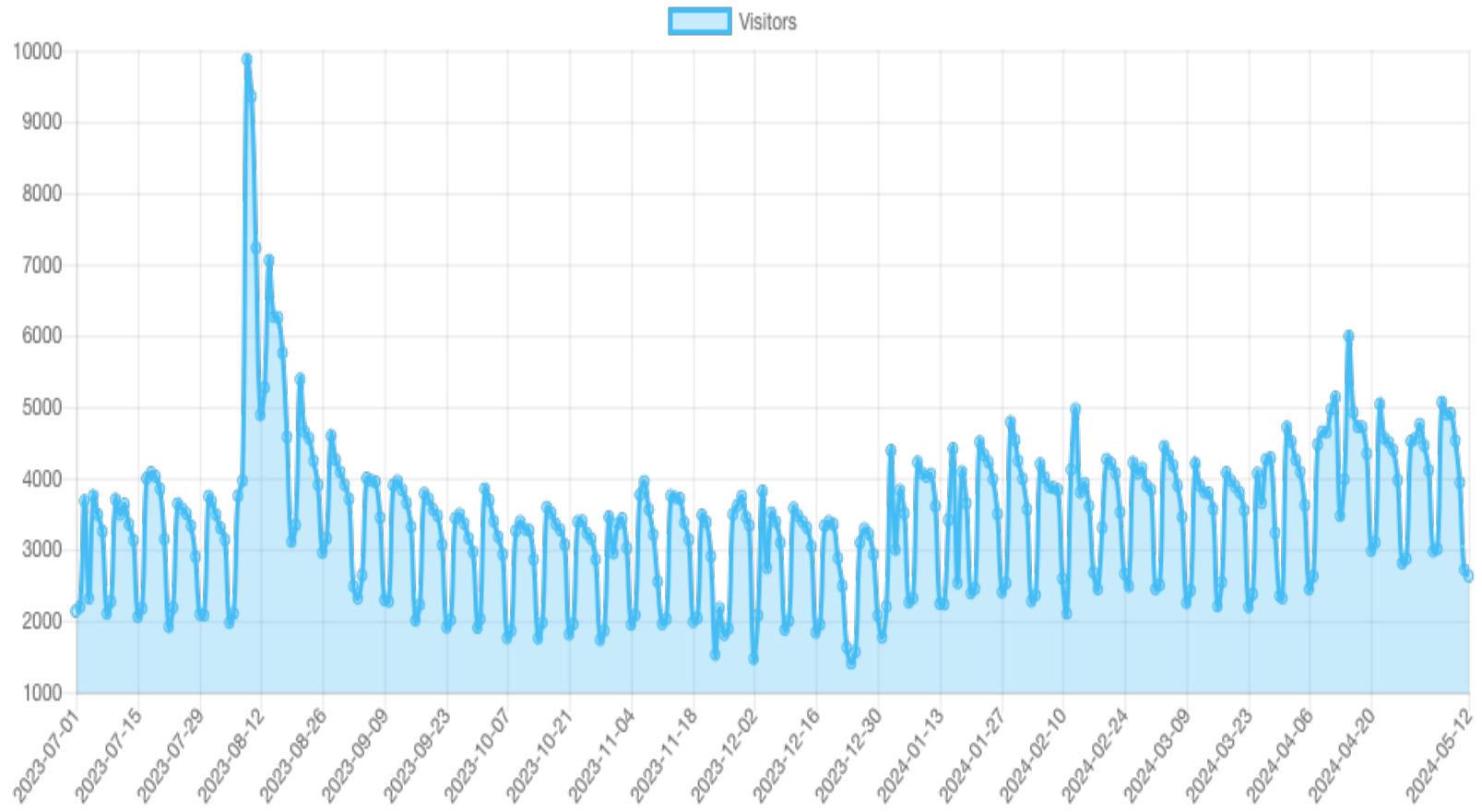
## Conferences & Webinars Attended (4)


Conference Name	Description	Dates Attended
Tyler Connect	Tyler's Annual User Conference allows users to learn about new ways of serving the public and network with others in government. Attendees return with valuable knowledge and connections.	5/19/24 – 5/22/24
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



 **1,085,173 Visits**

 **1,309,376 Unique Page Views**

 **2 min 31 sec Average Visit Duration**

 **48% Bounce Rate**