

Report to the Access Hawaii Committee

Portal Program Updates | August 1, 2024

Highlights

Department of Labor & Industrial Relations - Unemployment Insurance Overpayment Collections

- Launched 7/17/24
- Allows UI overpayment recipients to pay online via credit card or eCheck
- Daily disbursements to DLIR

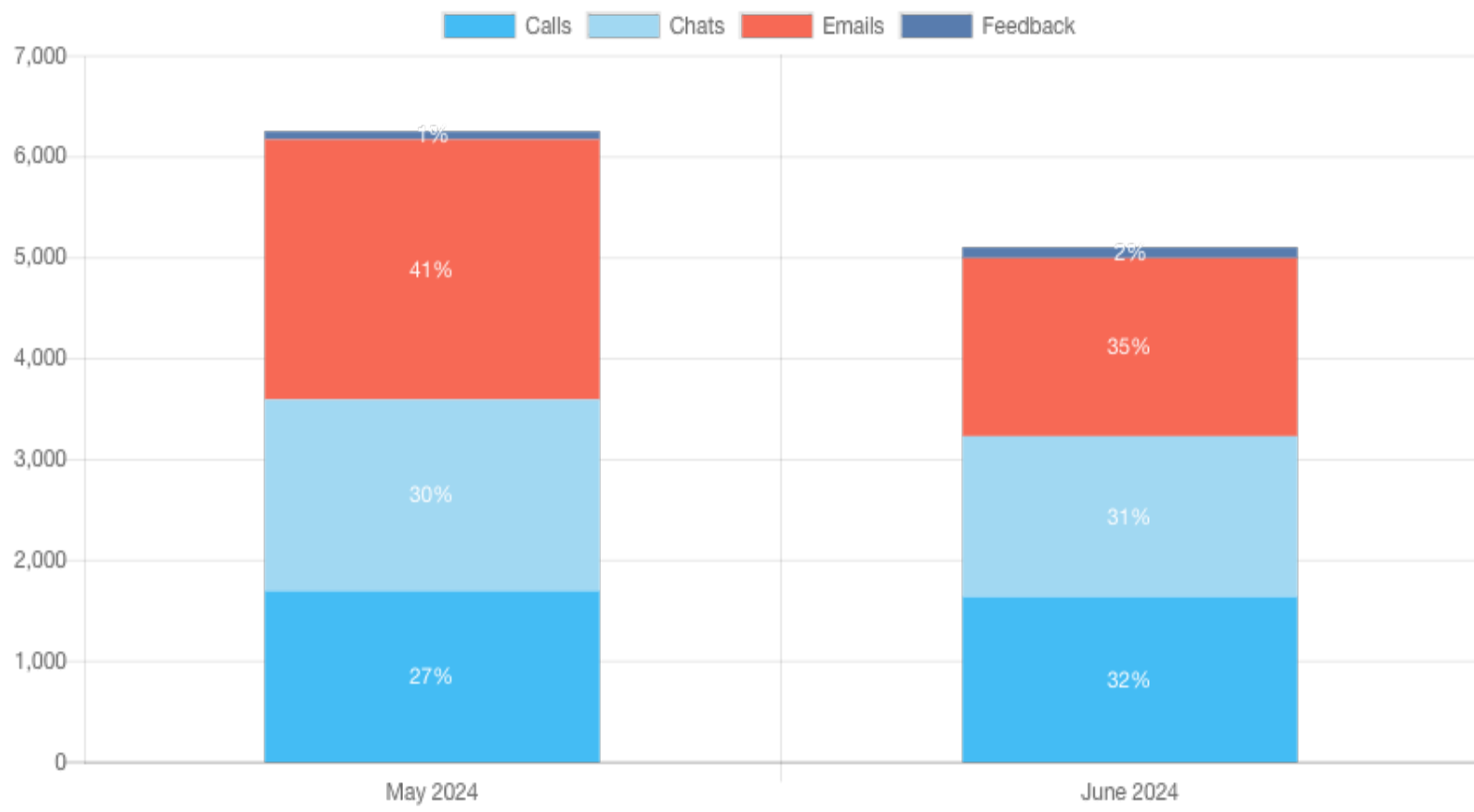
Hawaii Technology Development Corporation Website

- Launched 6/18/24
- Built in the content management system WordPress
- Highlights include:
 - A "dark mode" website design
 - A job board
 - An event calendar
 - An appointment scheduling tool for free legal services

Single Sign-On Phase 2.2 Update

- This initiative is in support of the State's move to a Single Sign-On (SSO) solution for online services
- Phase 2.2 is currently in progress to migrate 80+ [eHawaii.gov](https://www.ehawaii.gov) services to use the State's SSO login
 - 47 services completed in test environment
 - Group 4 (14 services) development in progress
 - Expected project completion extended from November 2024 to February 2025 due to change in scope per SOW Amendment 4
 - eHawaii.gov login integration with ForgeRock Ping Identity development in progress

Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
May 2024	1,698	1,898	2,578	80	6,254
June 2024	1,639	1,594	1,766	105	5,104
Sub Total	3,337	3,492	4,344	185	11,358

*Requests for assistance

Top 10 Inquiries: May 2024 - June 2024

Rank	Service	May	June	Total	Percent
1	Diamond Head Park Reservations	1,468	545	2,013	18%
2	Professional Vocational Licensing	491	522	1,013	9%
3	Hawaii Compliance Express	468	435	903	8%
4	Login Questions	425	431	856	8%
5	Medical Cannabis Registry*	486	365	851	8%
6	Vital Records Ordering System	369	284	851	8%
7	State Camping	376	378	754	6%
8	Miscellaneous	190	267	457	4%
9	Non-Tyler Hawaii	213	159	372	3%
10	Electronic Marriage Registration System	181	168	349	3%
11	All Others	1,507	1,432	2,939	25%

Total Inquiries: 11,358

*includes login questions

CXSuite

Customer Experience Feedback

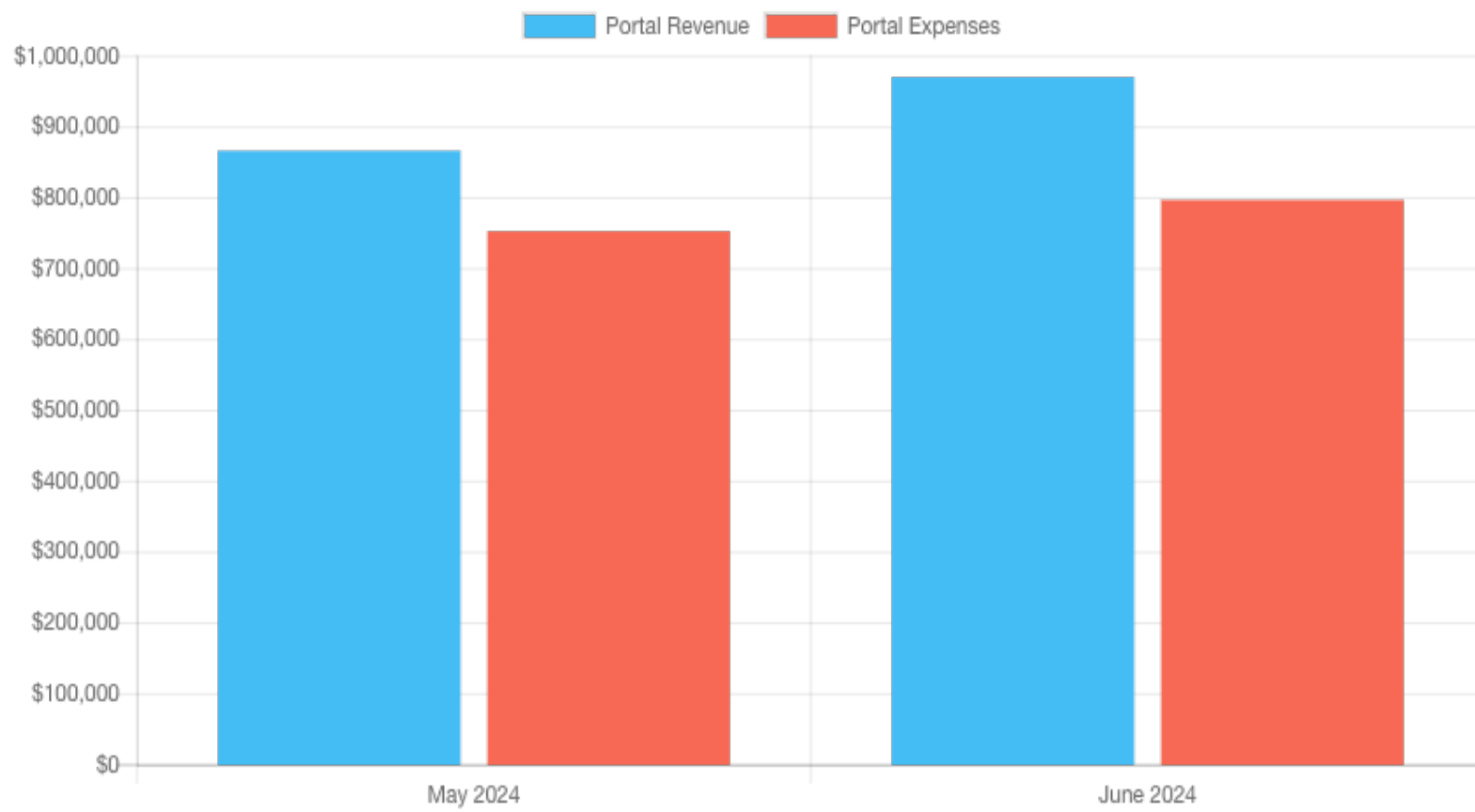
2,847 Feedback submissions



Feedback Submissions by Month

Month	Positive	Neutral	Negative
May 2024	1,077	107	159
June 2024	1,236	88	180

Financials: May 2024 - June 2024 (Unaudited)



Month and Year

Portal Revenue

Portal Expenses

May 2024

\$866,666.76

\$753,153.78

June 2024

\$970,679.93

\$797,257.24

Total

\$1,837,346.69

\$1,550,411.02

- **External Projects:** 3
- **External Revenue:** May 2024 \$134,250, June 2024 \$136,393
- **External Expenses:** May 2024 \$120,825, June 2024 \$122,753

Hawaii Resident Engagement Market Research Results*



45%

Report dealing with government is stressful



39%

Wish government made it easier to use digital services



29%

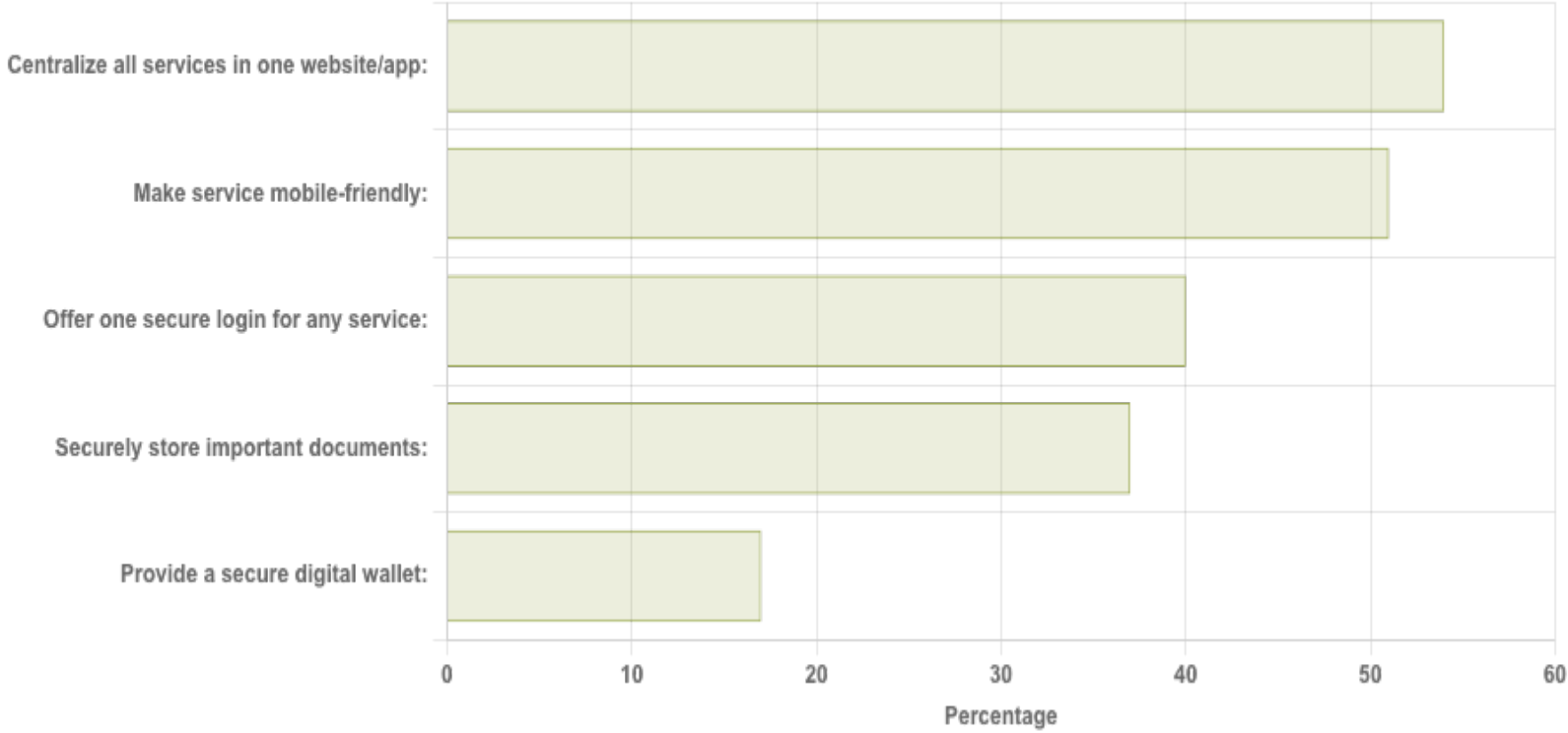
Say the structure of federal /state /local government is confusing



61%

Do not understand where to go to find the services they need

To make my life easier, I wish Hawaii would:



* Mobile phone-based text & voice survey conducted during May 2024

Looking Forward

- Attorney General Auction Site
- Department of Forestry and Wildlife – Hunter Education Change Request

Appendix

Supporting information covering the period July 1, 2023 – June 30, 2024.

Press Releases (2)

[Hawaii Technology Development Corporation Launches Redesigned Website](#)

June 19, 2024

[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 (6)

Agency	Service	Description	Launch Date
Department of Business, Economic Development & Tourism – Hawaii Technology Development Corporation	HTDC Website Redesign	Redesigned the HTDC website in the content management system WordPress. Highlights include a "dark mode" website design, job board, event calendar, and an appointment scheduling tool for free legal services.	6/18/24
Judiciary	Family Court Judge Evaluation	The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 9 family court judges. This online process results in a greater response rate.	4/2/24 – 4/26/24
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	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 (5)

Agency	Service	Description	Launch Date
Office of the Lieutenant Governor	Namechange Application	A third form, Change of Name for Minor by Both Parents, was brought online. This will make it easier for submitters to ensure they have included all required information, and will assist administrators in reviewing the documents.	4/23/24
State Procurement Office	HlePRO	The procedure for price list/vendor lists were not previously in HlePRO. Therefore, all the reporting and payments were done manually outside the system by vendors, agencies, and Tyler Hawaii. Now everything can be done within HlePRO. Agencies can mark an award as a PL/VL award. Vendors can upload their quarterly reports on the award in HlePRO.	2/15/24
Department of Business, Economic Development & Tourism – Creative Industries Division	Tax Credit Hub Phase II	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	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 (12)

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

Agency	Service	Document	Signed Date
Kauai County – Department of Water	Kauai County Department of Water Website Redesign	SOW	6/21/24
Kauai County – Department of Water		Service Level Agreement	6/20/24
Office of Enterprise Technology Services	Single Sign On	SOW Amendment	6/8/24
Department of Land and Natural Resources – Bureau of Conveyances	Online Payments	SOW Amendment	6/8/24
Department of Labor and Industrial Relations – Unemployment Insurance	Unemployment Insurance Overpayment Collections	SOW	6/8/24
Department of Land and Natural Resources – Hunter Education	Hunter Education Records and Management System	PCR	5/17/24
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

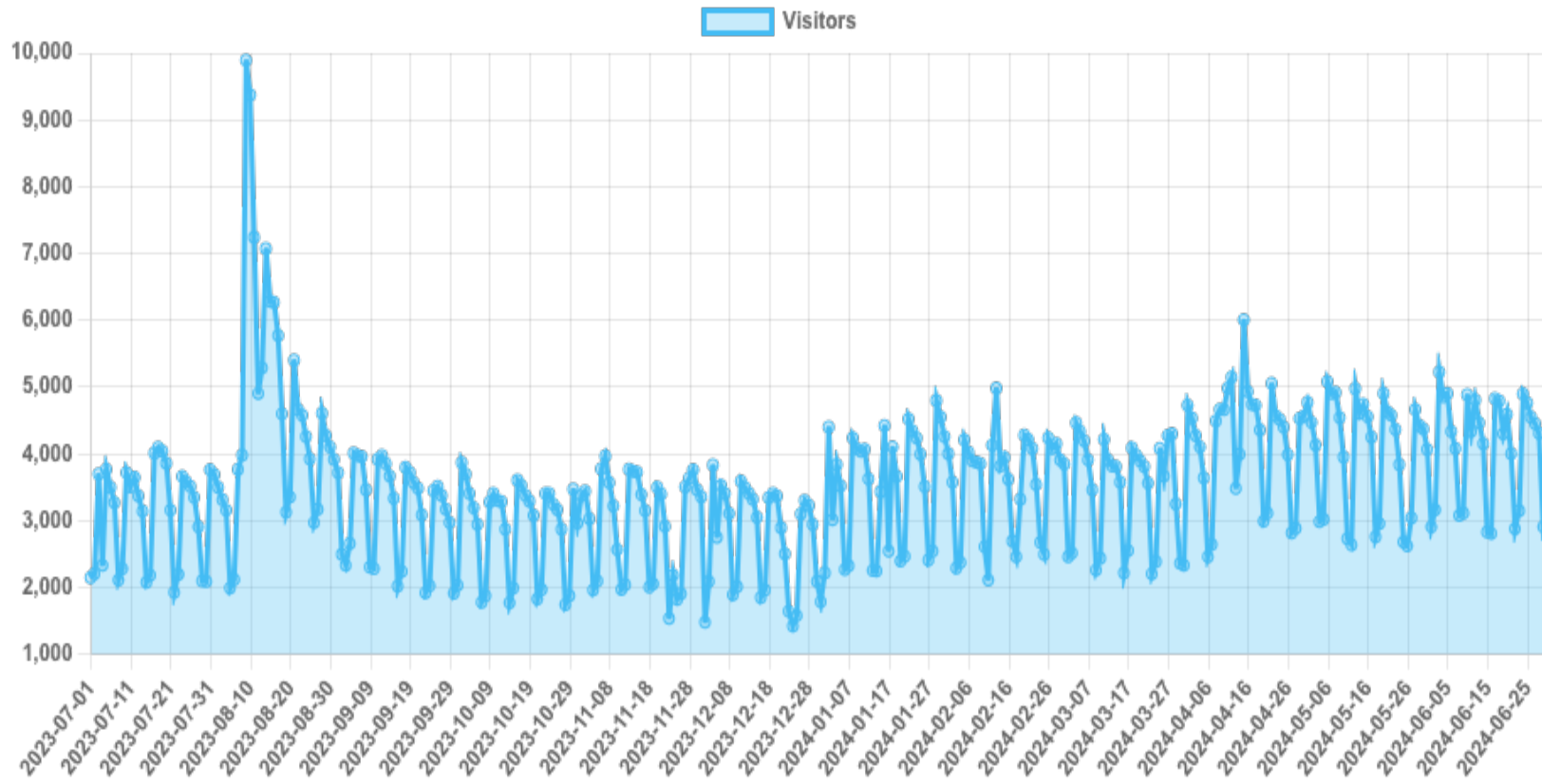
Conferences & Webinars Attended (4)


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



 **1,283,190 Visits**

 **1,541,836 Unique Page Views**

 **3 min 3 sec Average Visit Duration**

 **48% Bounce Rate**