

Report to the Access Hawaii Committee

Portal Program Updates | December 17, 2024

Highlights

County of Hawaii - Police Department Website Redesign

- Launched 11/12/24
- Built in WordPress
- Special features include:
 - An event calendar & job board
 - History of the Hawaii Police Department (HPD)
 - Kgs of HPD
 - Police Memorial Wall and bios of fallen officers

SPO Conference

- Held 10/30/24
- Presentations of new ideas and training on the future of Procurement
- Opportunity to talk with Procurement Officers and participate in interactive events together

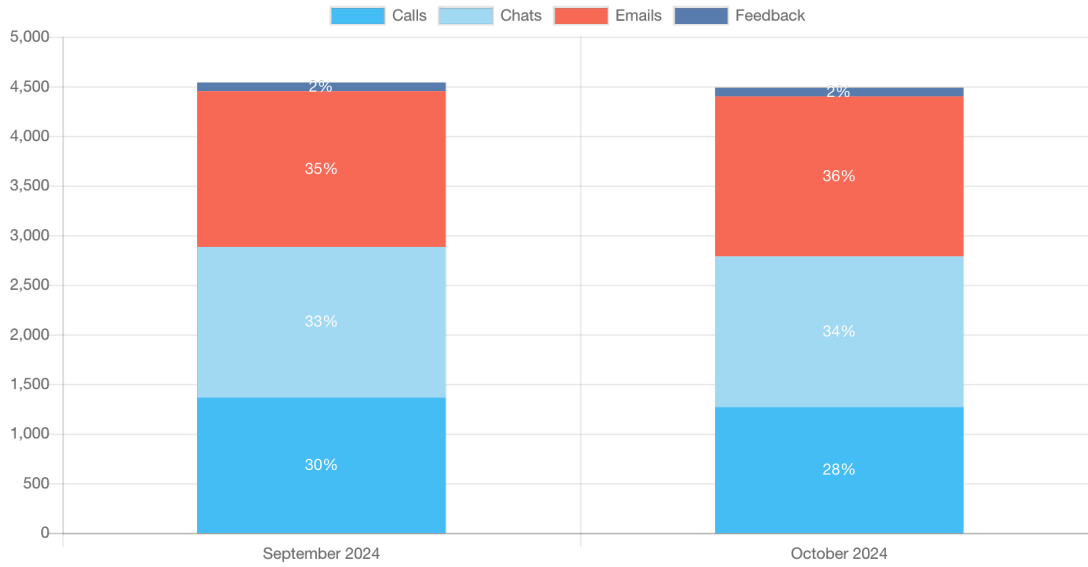
Hawaii Annual Code Challenge (HACC)

- Event date: 10/12/24– 11/16/24
- Our challenge for participants was to create an AI-powered chatbot to enable residents and visitors to more dynamically obtain information on the islands
- Congrats to all the winners!

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.hawaii.gov) services to use the State's SSO login; expected completion in February 2025
 - Groups 1-4 (60 services) completed in test environment
 - Group 5 development in progress
 - ForgeRock Ping Identity authentication development and testing complete
 - ForgeRock user interface design work in progress

Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
September 2024	1,366	1,519	1,570	88	4,543
October 2024	1,271	1,518	1,613	87	4,489
Sub Total	2,637	3,037	3,183	175	9,032

*Requests for assistance

Top 10 Inquiries: September 2024 - October 2024

Rank	Service	September	October	Total	Percent
1	Vital Records Ordering System	512	527	1,039	12%
2	Medical Cannabis Registry*	443	416	859	10%
3	Hawaii Compliance Express	367	382	749	8%
4	Login Questions	370	348	718	8%
5	State Camping	318	321	639	7%
6	Diamond Head Park Reservations	296	297	593	6%
7	Miscellaneous	228	171	399	4%
8	Employee Retirement System	159	181	340	4%
9	Electronic Marriage Registration System	181	157	338	4%
10	Professional Vocational Licensing	184	137	321	3%
11	All Others	1,485	1,552	3,037	34%

Total Inquiries: 9,032

*includes login questions

CXSuite

Customer Experience Feedback

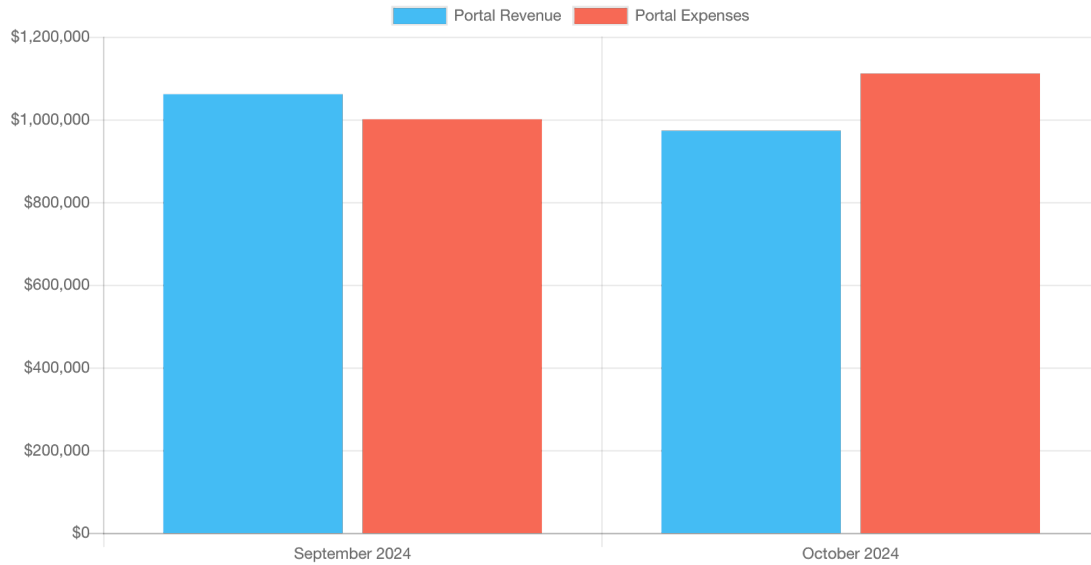
4,702 Feedback submissions



Feedback Submissions by Month

Month	Positive	Neutral	Negative
September 2024	1,589	140	185
October 2024	2,397	148	243

Financials: September 2024 - October 2024 (Unaudited)



Month and Year	Portal Revenue	Portal Expenses
September 2024	\$1,061,814.27	\$1,001,172.26
October 2024	\$973,539.52	\$1,111,804.81
Total	\$2,035,353.79	\$2,112,977.07

- **External Projects: 2**
- **External Revenue:** September 2024 \$148,314.73, October 2024 \$165,956.46
- **External Expenses:** September 2024 133,483.26, October 2024 \$149,360.81

Looking Forward

- County of Hawaii – Transient Accommodations Tax Payments
- Hawaii Digital Government Summit
- Kauai County – Commercial Refuse Payments

Appendix

Supporting information covering the period July 1, 2024 – June 30, 2025.

Press Releases (1)

Hawai'i Police Department Launches Redesigned Website

November 13, 2024

Awards

Agency	Service	Award Name	Date Received
N/A	N/A	N/A	N/A

New Services (3)

Agency	Service	Description	Launch Date
County of Hawaii, Police Department	Police Website Redesign	This was a redesign of the Hawaii County Police Department website in the content management system WordPress.	11/12/24
Department of the Attorney General	AG Online Auction	The Attorney General Civil Recoveries Division's Asset Forfeiture Program has transitioned from traditional in-person auctions to an innovative online auction platform, making it easier for the public to participate and bid on seized assets.	9/12/24
Judiciary	Judicial District Court Judge Evaluation	The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 10 district court judges. This online process results in a greater response rate.	9/3/24 – 9/27/24

Service Upgrades (1)

Agency	Service	Description	Launch Date
Department of Land & Natural Resources – Hunter Education	HunterEd Application	Upgrade allowed the public to more easily select hunts accepting applications (open hunts) versus selecting hunts already in progress.	7/25/24

Retired Services

Agency	Service	Retired Date
N/A	N/A	N/A

Executed Agreements (4)

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

Agency	Service	Document	Signed Date
Department of Land & Natural Resources – Hunter Education Division	Hunter Education Records and Management System	Project Change Request	10/1/24
Department of Business, Economic Development, & Tourism – Business Development & Support Division	Website Services	SOW Amendment	9/23/24
County of Hawaii – Department of Finance	Transient Accommodations Tax Payments	SOW	8/26/24
City and County of Honolulu – Office of the County Clerk	Legislative Document Access	SOW Amendment	8/2/24

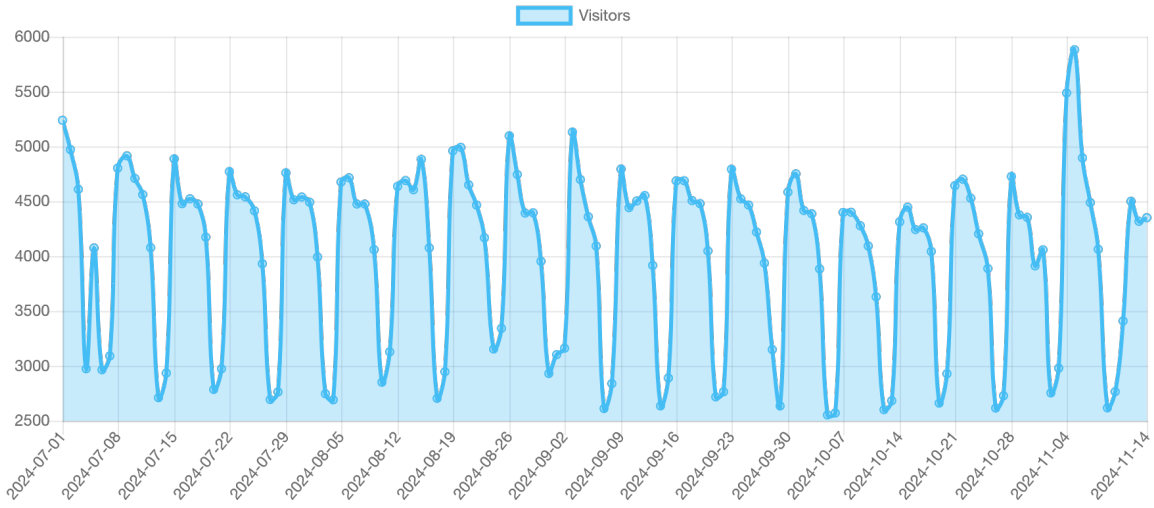
Conferences & Webinars Attended (3)


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.	10/12/2024 – 11/16/2024
State Procurement Conference	The event featured engaging speakers, introduction of SPO staff, and valuable networking opportunities. Tyler met state and county agency attendees and discussed ways to help meet their needs.	10/30/2024
Hawaii AI & Cloud Innovation Summit	This event brought together leaders and workers from Hawaii's public, private, defense, and non-profit sectors to explore how AI can change economies, businesses, and everyday life.	8/21/2024

Unscheduled Downtime (1)

Time	Duration	Affected Site(s)	Comments
7/9/24 at 7:57 pm	10m	Various Services	Amazon Web Services Cloud Application Server Failure – Server automatically restarted onto new hardware and web services were online

Hawaii.gov Portal Web Analytics



 **547,171 Visits**

 **642,282 Unique Page Views**

 **5 min 3 sec Average Visit Duration**

 **48% Bounce Rate**