

Report to the Access Hawaii Committee

Portal Program Updates | February 6, 2025

Activity Recap

Kauai County, Solid Waste Division – Commercial Refuse Payments

- Launched 11/18/24
- Allows County of Kauai Commercial Refuse customers to:
 - Review their invoice
 - Complete payments
 - Track their payment history online
- Allows County of Kauai to accept online payments, track transactions, and view reports

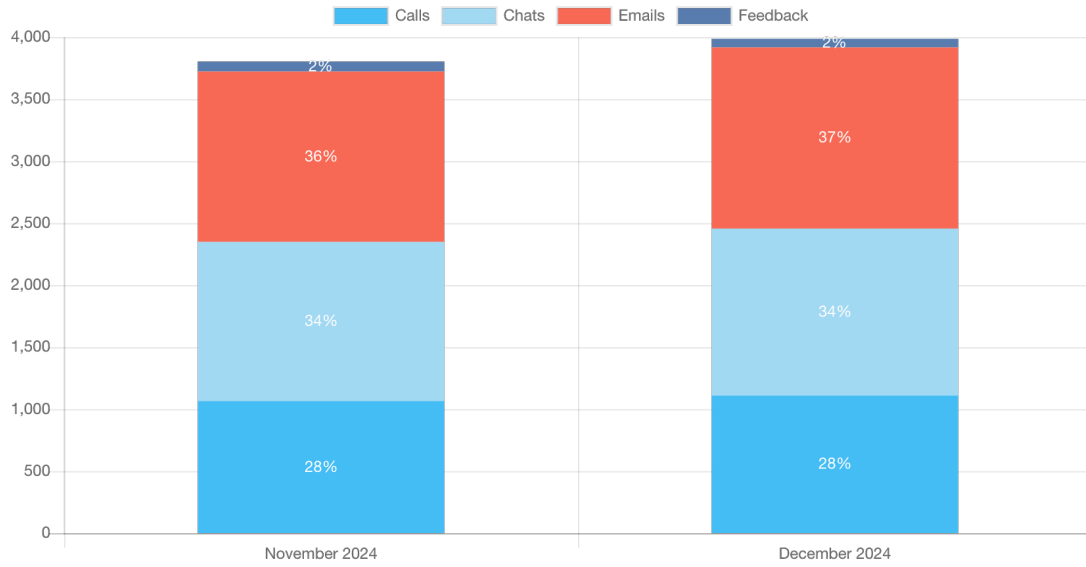
Hawaii Digital Government Summit

- Event date: 12/4/24
- Eighth year of Tyler Hawaii participation
- Foster relationships, culture of learning, embracing change

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
 - All SSO integration changes completed in test environment for portal services
 - ForgeRock Ping Identity authentication development and testing complete
 - ForgeRock user interface design work complete and implemented in staging environment
 - Final testing in progress and on track for SSO go live

Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
November 2024	1,065	1,283	1,374	81	3,803
December 2024	1,110	1,346	1,461	69	3,986
Sub Total	2,175	2,629	2,835	150	7,789

*Requests for assistance

Top 10 Inquiries: November 2024 - December 2024

Rank	Service	November	December	Total	Percent
1	Vital Records Ordering System	538	460	998	13%
2	Diamond Head Park Reservations	282	428	710	9%
3	Medical Cannabis Registry*	340	338	678	9%
4	Login Questions	300	318	618	8%
5	Hawaii Compliance Express	298	293	591	8%
6	State Camping	240	248	488	6%
7	Miscellaneous	177	197	374	5%
8	Professional Vocational Licensing	166	170	336	4%
9	Electronic Marriage Registration System	151	117	268	3%
10	Waiānapanapa Park Reservations	132	117	249	3%
11	All Others	1,179	1,300	2,479	32%

Total Inquiries: 7,789

*includes login questions

CXSuite

Customer Experience Feedback

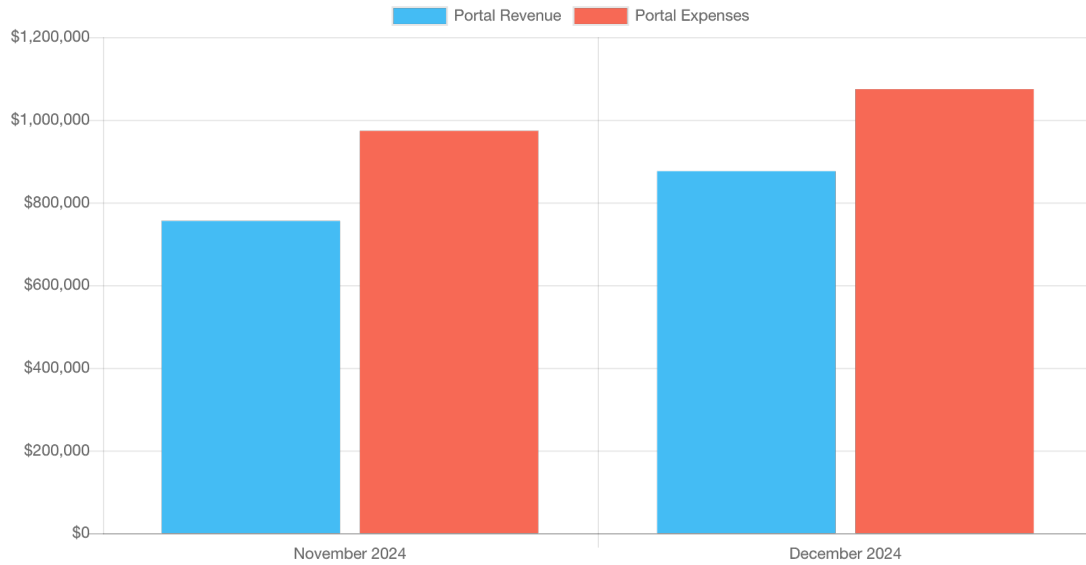
2,916

 Feedback submissions

Feedback Submissions by Month

Month	Positive	Neutral	Negative
November 2024	1,169	90	174
December 2024	1,262	86	135

Financials: November 2024 - December 2024 (Unaudited)



Month and Year	Portal Revenue	Portal Expenses
November 2024	\$755,267.43	\$973,149.91
December 2024	\$875,574.73	\$1,073,973.44
Total	\$1,630,842.16	\$2,047,123.35

- **External Projects: 1**
- **External Revenue:** November 2024 \$161,407, December 2024 \$164,688
- **External Expenses:** November 2024 \$145,266, December 2024 \$148,219

Looking Forward

- SSO Implementation
- Kauai Department of Water website
- Department of the Attorney General, Department of Transportation, and State Procurement Office Auctions

Appendix

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

Press Releases (1)

[Hawaii Police Department Launches Redesigned Website](#)

November 13, 2024

Awards (1)

Agency	Service	Award Name	Date Received
Department of Business, Economic Development, & Tourism – Hawaii Technology Development Corporation (HTDC)	HTDC Website Redesign	Horizon Interactive Award – GOLD	1/21/25

New Services (4)

Agency	Service	Description	Launch Date
County of Kauai, Solid Waste Division	County of Kauai Commercial Refuse Payments	This service allows County of Kauai Commercial Refuse customers to review their invoices, complete payments, and track their payment history online.	11/18/24
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 (2)

Agency	Service	Description	Launch Date
Department of Land & Natural Resources – Hunter Education	HunterEd Application	Upgrade improves accuracy of duplicate hunter reports.	10/17/24
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 (1)

Agency	Service	Retired Date
Office of the Attorney General, Hawaii Criminal Justice Data Center	Sex Offender Information Management System	11/22/24

Executed Agreements (7)

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

Agency	Service	Document	Signed Date
Department of Accounting & General Services – State Procurement Office	Online Auction System	SOW Amendment	12/30/24
Department of Transportation – Airports Division	Online Auction System	SOW Amendment	12/30/24
Department of Transportation – Airports Division	Payment Processing	SOW	1/7/25
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

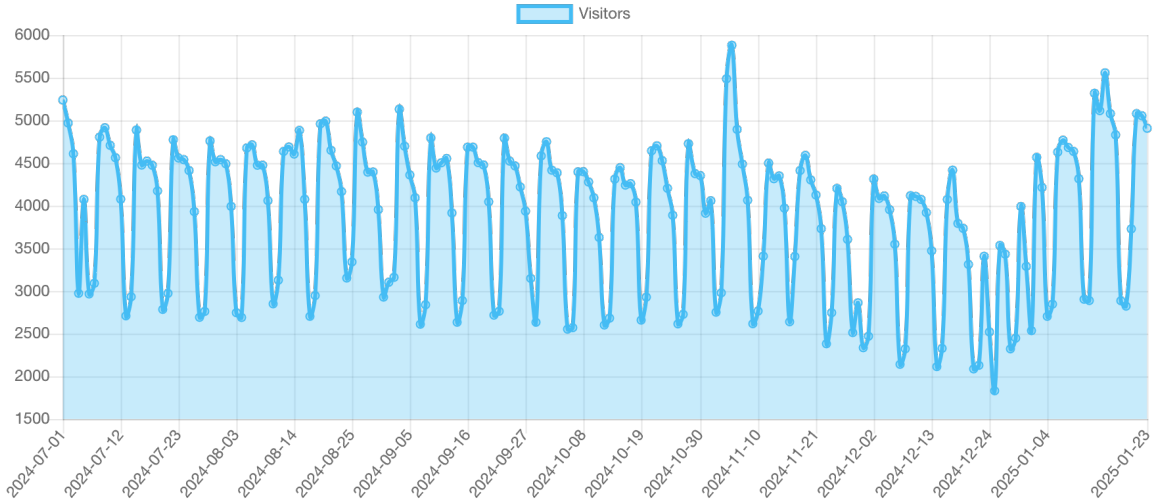
Conferences & Webinars Attended (4)

Conference Name	Description	Dates Attended
Hawaii Digital Government Summit	The Hawaii Digital Government Summit provides the opportunity for attendees to connect with peers from the government and industry sectors in-person to share ideas, best practices, and technology trends.	12/4/2024
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



 **800,522 Visits**

 **943,625 Unique Page Views**

 **5 min 0 sec Average Visit Duration**

 **47% Bounce Rate**