



## **ACCESS HAWAII COMMITTEE**

---

Hawaii Information Consortium General Manager's Report

**MARCH 2008**

## Executive Summary

March was an incredibly busy month for the portal with more than 10 application updates and deployments and continuing development on Electronic Tax Filings, upcoming PVL renewals, BOC documents, and payment processor changes.

As of March 28, 2008, the portal had 21,618 unique visitors with 48,980 visits.

## Marketing Activity

### DCCA PVL

A second round of renewal reminder cards were sent to licensees who have not renewed as of March 28, 2008. The deadline to renew online is April 30, 2008. A press release was also released on March 25, 2008. ( <http://biz.yahoo.com/bw/080325/20080325005051.html?v=1> )

### DCCA BREG

HIC ordered close to 25,000 Q2 2008 Annual filing postcards and letters for the April 1 mailing.

### eCrim Survey

After the last month's meeting, HIC sent out over 16,000 survey emails to eCrim users and have received almost 1,300 responses. We are in the process of compiling the results to better to improve the service.

### State ID Press Release

This was released on March, 24, 2008.

<http://biz.yahoo.com/bw/080324/20080324005030.html?v=1>

### Marketing Jersey

HIC has created the design of our 2008 triathlon jersey. We will be wearing them during both the Oklahoma City and Honolulu triathlons. If any of you or your staff is interested in running this or another triathlon and would like a jersey, please let us know.

### Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
15-MAR	Email	16,564	HIC	eCrim Service Survey
24-MAR	PR		AG	State ID
28-MAR	PR		PVL	2008 April Renewal Cycle
28-MAR	Mail	3,847	PVL	2008 April Renewal Reminders

# Highlights

## Access Hawaii Site

The new Access Hawaii Committee site is live and available. If the site is received positively we will migrate it to our production server. The preview url is <https://ahc.chawaii.gov>. Please send your comments to [Rosie@chawaii.gov](mailto:Rosie@chawaii.gov). We have also continued researching enterprise content management systems.

## Child Support Enforcement Agency Information Service Launched

The new CSEA Interactive Website application provides information to individuals making child support payments and to those that receive child support payments. This provides a readily accessible and expandable web-based channel for communicating with CSEA constituent groups. It launched in March and is available at <https://csea.chawaii.gov/iwa>.

## PVL Renewal Statistics

As of March 28, 2008, over 4,500 licensees have renewed their PVL licenses online. That represents 57% of all eligible licensees who are due to renew by April 30, 2008. Out of all the licensees who have renewed, approximately 98.5% of them have done so online for this cycle.

## Conveyances Setback

There is some trouble with legislation that will allow the BOC to process documents electronically. HB2302 had wide support in the House, but the language was removed in the senate CPH and Judiciary committee hearing. There is some hope that the language replaced either in the WAM (April 1st) or Conference (After April 8th). If the language is not replaced the BOC will not be able to process documents electronically at all, and will be required to continue to microfiche and print paper documents.

## Insurance Renew Statistics

March 16, 2008 concluded the February 2008 Insurance renewal cycle. There was an 87% adoption rate, with 1,310 out of the 1,507 licensees renewing online.

## CDB Upgrade

On March 31, 2008, HIC completed its internal billing system upgrade.

## Payment Processing Upgrade

This month we have asked our partners to test the new payment module that is used across the majority of our applications. The new version requires the user to navigate through one less page, has a more aesthetically pleasing format for emailed receipts and is clusterable (for fail-over). We are also migrating our back-end payment processing from CyberSource to ECHO. The primary reason for this move is compliance with future PCI requirements expected to come out later this year. This should be complete by the end of April.

## Portal Updates

- ☐ Updated our portal linking agreement and terms of use.
- ☐ Updated all application contact information and feedback links.
- ☐ Redirected all links to the old portal to the new version.
- ☐ Added more tags to all portal links

## Application Upgrades

- ☐ Unclaimed property search (B&F)
- ☐ Jury Pool (Judiciary)
- ☐ Sex Offender (AG)
- ☐ Online Documents (BREG)
- ☐ EDRS (DOH)
- ☐ Vessel Renewals (DLNR)
- ☐ VIPS (Judiciary)
- ☐ HUI Express (DLIR)

**Business Continuity Plans**

We are continuing to create business continuity plans and work with our partners to complete them. In March we submitted a BCP draft to DCCA- BREG.

**Colocation Move**

DAGS has requested that we work with ICSD to leverage their data center hosting facilities. We are working with ICSD to beginning planning for a move of our production hardware.

## Portal Metrics - March 2008

**Last Update:** 28 Mar 2008 - 02:17

**Reported period:** Mar 2008 OK

**Current Month:** Mar 2008



### Summary

**Reported period** Month Mar 2008

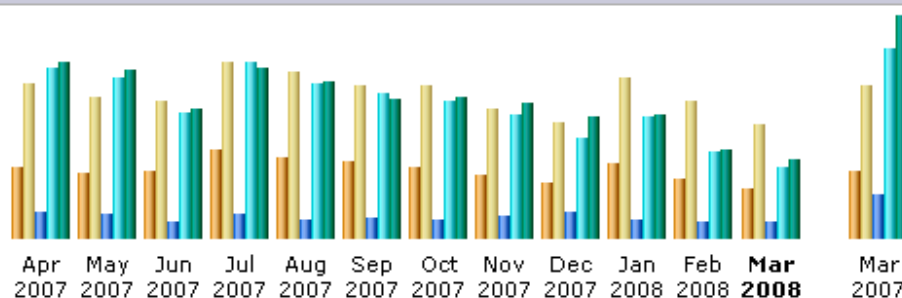
**First visit** 01 Mar 2008 - 00:00

**Last visit** 28 Mar 2008 - 01:00

	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	<b>21618</b>	<b>48980</b> (2.26 visits/visitor)	<b>513713</b> (10.48 Pages/Visit)	<b>2129751</b> (43.48 Hits/Visit)	<b>8.96 GB</b> (191.89 KB/Visit)
Not viewed traffic *			<b>231079</b>	<b>269194</b>	<b>489.17 MB</b>

\* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.

### Monthly history



Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Mar 2007	29230	65739	1306753	5695641	25.16 GB
Mar 2008	21618	48980	513713	2129751	8.96 GB
Feb 2008	25804	58934	496246	2606172	9.93 GB
Jan 2008	32486	68724	565315	3674930	13.91 GB
Dec 2007	23634	49536	789659	3042697	13.78 GB
Nov 2007	27501	56060	661925	3692308	15.23 GB
Oct 2007	30309	65752	568718	4130285	15.97 GB
Sep 2007	33243	65922	627682	4367674	15.69 GB
Aug 2007	34481	71587	565771	4641284	17.75 GB
Jul 2007	38191	75403	714747	5274264	19.22 GB
Jun 2007	28954	59337	502493	3797102	14.56 GB
May 2007	27762	60333	739553	4844518	19.13 GB
Apr 2007	30305	66569	774376	5156356	19.82 GB
Total	354288	747137	7520198	47357341	183.95 GB

## Financial Report- February 2008

### Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<b>02/29/08</b>
Assets	\$16,045,486
Liabilities	\$16,109,449
Shareholder Equity	<b>\$(63,963)</b>
Total Liabilities & Shareholder Equity	\$16,045,486

### Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	<b>December</b>	<b>January</b>	<b>February</b>	<b>Rolling 3 Month</b>
Total Revenues	\$445,382	\$430,811	\$370,501	\$1,246,694
Cost of Revenues	\$192,480	\$249,587	\$253,999	\$696,066
Gross Margin	\$252,901	\$181,224	\$116,502	\$550,628
Operating Expenses	\$167,365	\$170,108	\$173,649	\$511,122
Income (Loss) from operations	\$85,536	\$11,117	<b>(\$57,147)</b>	\$39,506
Other Income (Expense)	\$56,958	\$15,631	\$2,743	\$75,333
Net Income (Loss) Before Taxes	\$142,495	\$26,747	<b>(\$54,403)</b>	\$114,839
Total Provision for Income Taxes	\$55,807	\$10,471	<b>(\$22,731)</b>	\$43,547
<b>Net Income (Loss)</b>	<b>\$86,688</b>	\$16,276	<b>(\$31,672)</b>	<b>\$71,292</b>

## In Closing

As always, I welcome your thoughts and feedback.

I can be reached at 808-587-4215 or by email at [russell@ehawaii.gov](mailto:russell@ehawaii.gov).

Respectfully Submitted,

Russell Castagnaro  
General Manager

## Appendix A: Key Staff Contacts

<u>Name</u>	<u>Position</u>	<u>Phone</u>	<u>Cell</u>	<u>Email</u>
Russell Castagnaro	General Manager	808-587-4215	808-778-5621	<a href="mailto:russell@ehawaii.gov">russell@ehawaii.gov</a>
Jing Xu	Director of Portal Operations	808-587-4214	808-220-6265	<a href="mailto:jing@ehawaii.gov">jing@ehawaii.gov</a>
Zheng Fang	Director of Development	808-587-4217	808-741-1669	<a href="mailto:zheng@ehawaii.gov">zheng@ehawaii.gov</a>
Rosie Warfield	Partner Relationship Manager	808-587-4229		<a href="mailto:rosie@ehawaii.gov">rosie@ehawaii.gov</a>

## Appendix B: Acronyms

AOAO - Association of Apartment Owners  
B&F – Department of Budget and Finance  
BREG – Business Registration Division (DCCA)  
CMLS – Commercial Marine Licensing System  
DCCA – Department of Commerce and Consumer Affairs  
DLIR – Department of Labor and Industrial Relations  
DLNR – Department of Land and Natural Resources  
DOH – Department of Health  
EDRS – Electronic Death Registration System  
ELF – Electronic Filing System  
HBE – Hawaii Business Express  
HCE – Hawaii Compliance Express  
HCJDC – Hawaii Criminal Justice Data Center  
HID – Hawaii Insurance Division  
HUI EXPRESS – Hawaii Unemployment Insurance Express  
IRS – U.S. Internal Revenue Service  
JIMS – Judiciary Information Management System  
PVL – Professional Vocational Licensing  
UCC – Uniform Commercial Code  
UI – Unemployment Insurance  
VIPS – Volunteers in Public Service  
XML – Extensible Markup Language

## Appendix C: Web Analytics Terms

- **Hit** - A request for a file from the web server. Available only in log analysis. The number of hits received by a website is frequently cited to assert its popularity, but this number is extremely misleading and dramatically over-estimates popularity. A single web-page typically consists of multiple (often dozens) of discrete files, each of which is counted as a hit as the page is downloaded, so the number of hits is really an arbitrary number more reflective of the complexity of individual pages on the website than the website's actual popularity. The total number of visitors or page views provides a more realistic and accurate assessment of popularity.
- **Page View** - A request for a file whose type is defined as a page in log analysis. An occurrence of the script being run in page tagging. In log analysis, a single page view generates multiple hits as all the resources required to view the page (images, .js and .css files) are also requested from the web server.
- **Visit / Session** - A series of requests from the same uniquely identified client with a set timeout. A visit is expected to contain multiple hits (in log analysis) and page views.
- **Visitor / Unique Visitor** - The uniquely identified client generating requests on the web server (log analysis) or viewing pages (page tagging). A visitor can make multiple visits.