



ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

JULY 2008

Executive Summary

In July our portal staff prepared for our office move, migration to a new data center and continued development of key applications such as PVL Contractor Renewals, Wiki Permits, eBench Warrants, and the RICO complaints management systems upgrade.

Marketing Activity

DCCA BREG

HIC sent 7,407 emails to Q3 Annual Filers on starting of the online filing period.

DOH Wastewater Branch

HIC ordered 300 postcards to be mailed to engineers on the online filing service.

County of Maui

The Maui DMV office has received the online registration renewal posters we provided and they are in the process of posting them at countywide locations.

National Association of State Budget Officers

Russell and Rosemary attended this year's conference at Hyatt Regency in Waikiki, where they met with officers from 28 other states and members of our own State representatives from state and county agencies.

New Partner Contacts

HIC met with the following new, potential partners in July:

- Judiciary, Land Court
- Hawaii State Bar, Real Estate Section

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-July	Email	7,407	BREG	2008 Q3 Annual Filing Reminders

Highlights

HCE Member Meeting

On July 16, 2008, HIC met with HCE partner members at the SPO office. We share the success of the project as well as feedback we'd received. A list of action items were created to make the service better.

Office Move

Our office move is scheduled for Aug 6 – 12th depending on phone availability and network connectivity. The new address is 201 Merchant St., Suite 1805, Honolulu, HI 96813

CMS

Working on a SOW with ICSD to provide CMS Hosting.

Project Management Methodology

After discussions with multiple partners, we have decided that any non-trivial changes to existing applications will require a specifications document, work and cost (if-any) estimate. Changes that require reshuffling of projects will be brought up with ICSD and, if necessary, the AHC. This is congruent with the new portal contract adopted in January.

Hosting

After discussions with ICSD, SPO and HIC, we came to the conclusion that hosting our servers at ICSD would not be the best option for the portal at this time. Our production servers are being moved to DR Fortress next week.

Neighbor Island Visits

We visited Maui (twice) to discuss the specifics of the Motor Vehicle Renewal and Property Tax deployments. We also met with the Judiciary (Second Circuit) to discuss eBench Warrants.

We visited Kauai to touch base with our existing partners, discuss the MVR deployment and meet with Fifth Circuit staff to discuss eBench Warrants.

Application Upgrades

- State Calendar
- DCCA BREG Annual Filing
- DCCA BREG Online Documents
- DCCA PVL Search
- HCJDC eCrim
- DLIR HUI Express

New SOW's/ SLA's

HIC has new SOW's in the works for new projects with the following partners:

- Judiciary Land Court – Online Petition Filing
- Judiciary Land Court – Online Manual Publishing and Management
- HCDA – Hosting for Public Outreach Projects

Portal Metrics - July 2008

Last Update: 25 Jul 2008 - 02:12

Reported period: Jul 2008 OK



Summary

Reported period: Month Jul 2008

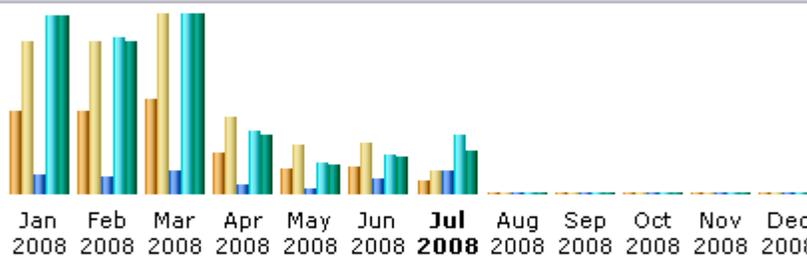
First visit: 01 Jul 2008 - 00:00

Last visit: 25 Jul 2008 - 01:01

	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	14424	24843 (1.72 visits/visitor)	1442390 (58.06 Pages/Visit)	3538648 (142.44 Hits/Visit)	13.31 GB (561.59 KB/Visit)
Not viewed traffic *			515976	578609	2.40 GB

* 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
Jan 2008	87429	161194	1102910	10851087	54.61 GB
Feb 2008	86789	160872	1073739	9540300	47.10 GB
Mar 2008	99999	190051	1339010	10923961	55.17 GB
Apr 2008	43587	81906	584732	3835836	18.31 GB
May 2008	27232	51465	356286	1924292	8.78 GB
Jun 2008	28152	53667	969206	2420666	11.27 GB
Jul 2008	14424	24843	1442390	3538648	13.31 GB
Aug 2008	0	0	0	0	0
Sep 2008	0	0	0	0	0
Oct 2008	0	0	0	0	0
Nov 2008	0	0	0	0	0
Dec 2008	0	0	0	0	0
Total	387612	723998	6868273	43034790	208.54 GB

Financial Report- June 2008

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<u>06/30/08</u>
Assets	\$18,040,376
Liabilities	\$18,034,053
Shareholder Equity	6,322
Total Liabilities & Shareholder Equity	\$18,040,375

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	April	May	June	Rolling 3 Month
Total Revenues	\$430,479	\$401,677	\$428,618	\$1,260,774
Cost of Revenues	\$227,512	\$218,334	\$220,057	\$666,415
Gross Margin	\$202,967	\$183,344	\$208,048	\$594,359
Operating Expenses	\$182,330	\$187,743	\$177,505	547,578
Income (Loss) from operations	20,637	(4,400)	30,543	46,781
Other Income (Expense)	\$10,370	\$11,686	\$11,686	\$30,424
Net Income (Loss) Before Taxes	31,007	7,287	38,910	\$77,205
Total Provision for Income Taxes	10,902	2,851	15,236	\$28,898
Net Income (Loss)	20,105	4,436	23,674	\$48,216

In Closing

Everyone at HIC appreciates the opportunity to serve as the State's Portal Manager. As always, I welcome your thoughts and feedback.

I can be reached at 808-587-4215 or by email at 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	russell@ehawaii.gov
Jing Xu	Director of Portal Operations	808-587-4214	808-220-6265	jing@ehawaii.gov
Zheng Fang	Director of Development	808-587-4217	808-741-1669	zheng@ehawaii.gov
Rosie Warfield	Partner Relationship Manager	808-587-4229		rosie@ehawaii.gov

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 discreet 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.