



ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

JUNE 2008

Executive Summary

In June 2008, the portal was somewhat shorthanded since three employees chose to take their vacations in June instead of later in the summer when more late-cycle application development is taking place. We are moving forward on multiple new SOWs, which are available for review in the meeting packet. The portal is moving from our old, error prone AW Stats-based web logs to google analytics, traffic reports for the next two months will not be dependable.

Marketing Activity

DCCA Insurance

HIC sent 931 emails and postcards to the insurance companies who are due to renew by August 16, 2008. A new feature of the applications allows companies who wish to renew by mail to print out a completed form and submit it with a check payment by mail. The INS division mailed no paper renewal forms this cycle.

DOH Wastewater Branch

HIC worked with Wastewater Branch on the design of the postcard and over-the-counter business card for the Online Wastewater Permit Filing application. We will be sending out postcards to the selected Professional Engineers to let them know the online filing is available.

DOTAX Survey

HIC sent out 18,568 email surveys to the registered user of the Hawaii State Electronic Filing System. The survey was designed to get feedbacks and suggestions on the eFile system.

2008 Digital States Survey

HIC worked with ICSD on the answers to the 2008 Digital States Survey. It is due on July 23, 2008.

County of Maui and County of Hawaii

HIC is also working with both Maui and Hawaii counties on the design of posters, postcards, and business card sized handouts for the various online services the portal provides.

New Partner Contacts

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

- DLNR, Land Use Permitting

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
5-June	Email	931	INS	Aug 2008 CD/CN Renewal Reminder
5-June	Mail	931	INS	Aug 2008 CD/CN Renewal Reminder
17-June	Email	18,568	DOTAX	eFile Survey

Highlights

DCCA PVL

June 30, 2008 marked ending of another successful PVL renewal cycle. Out of 10,647 professional licensees who had renewed, 8,577 professional licensees renewed online. That's over 80% in online adoption, increased from the 57% rate in 2006.

Office Move

Soon we will sign our new lease and begin the move to our new offices at 201 Merchant Street.

Hosting at ICSD

We are working with the state to amend the portal contract to support moving our production servers to ICSD as requested by DAGS. Hopefully the move will be complete in the next 60 days.

Liquor Commission Project

Due to procurement concerns the Gross Liquor Sales project for the City and County of Honolulu has been suspended. We have been encouraged to use standard procurement channels in the future and not leverage the state contract.

Application Upgrades

- Online Hunting Application
- Online Vessel Registration Renewal
- Hawaii Electronic Death Registration Systems
- Online Insurance Continuing Education
- Online Tax Booklet Request

New SOW's/ SLA's

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

- DLNR Land Use Permitting
 - Proposed online system would allow registered/licensed wedding operators to complete existing paper-based land use permitting process online along with payment. It will help the agency in promoting the permitting requirement and significantly lower the work load related to the increasing number of permits.
 - Fee Amount: Pending further discussion
- City and County of Honolulu
 - No SLA

Portal Metrics - June 2008

Last Update: 07 Jul 2008 - 02:08
Reported period: Jun 2008 OK

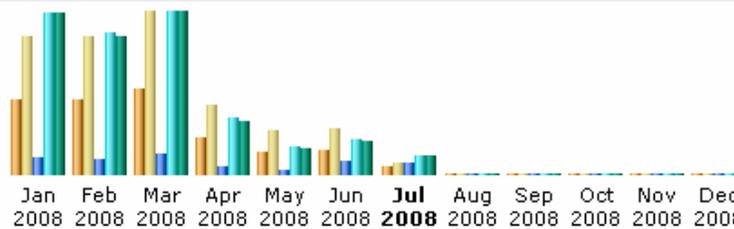


Summary

Reported period	Month Jun 2008				
First visit	01 Jun 2008 - 00:00				
Last visit	30 Jun 2008 - 23:59				
	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	28152	53667 (1.9 visits/visitor)	969206 (18.05 Pages/Visit)	2420666 (45.1 Hits/Visit)	11.27 GB (220.13 KB/Visit)
Not viewed traffic *			395038	462463	778.61 MB

* 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	9070	13297	766609	1261442	6.44 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	382258	712452	6192492	40757584	201.68 GB

Financial Report- May 2008

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	05/31/08
Assets	\$12,693,038
Liabilities	\$12,777,781
Shareholder Equity	\$(17,352)
Total Liabilities & Shareholder Equity	\$12,760,429

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	March	April	May	Rolling 3 Month
Total Revenues	\$414,256	\$430,479	\$401,677	\$1,246,413
Cost of Revenues	\$204,210	\$227,512	\$218,334	\$650,055
Gross Margin	\$210,046	\$202,967	\$183,344	\$596,357
Operating Expenses	\$180,349	\$182,330	\$187,743	550,422
Income (Loss) from operations	29,696	20,637	(4,400)	45,935
Other Income (Expense)	\$10,954	\$10,370	\$11,686	\$33,010
Net Income (Loss) Before Taxes	40,650	31,007	7,287	\$78,945
Total Provision for Income Taxes	18,581	10,902	2,851	\$32,334
Net Income (Loss)	22,069	20,105	4,436	\$46,611

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.