



## ACCESS HAWAII COMMITTEE

### Hawaii Information Consortium General Manager's Report

**APRIL 2008**

## Executive Summary

April was one of the busiest months in HIC's long history. We launched updates to our common checkout application, Electronic Tax Filings, HUI Express, HBE and completed tests with a new Credit Card processing vendor. We have also been preparing for new security audits and reviewing our applications for automated data harvesting.

As of April 29, 2008, the portal had 52,155 unique visitors with 102,719 visits.

## Marketing Activity

### DCCA BREG

HIC sent out close to 25,000 letters and postcard reminders for the 2008 Q2 annual filing cycle.

### DCCA PVL

HIC sent out 171 postcard sized notices to Mental Health Counselors on rule and fee change for the upcoming June 2008 renewal cycle. HIC also provided 13,400 inserts for the renewal form mailing for the June cycle.

### DLNR DOBOR Press Release on Online Vessel Registration Renewal

This was released on April 24, 2008. <http://hawaii.gov/dlnr/chair/pio/nr/2008/N8-047.pdf>

### 2008 NACIO (National Association of State Chief Information Officers) Awards

HIC has drafted two award submissions for the 2008 Recognition Awards for Outstanding Achievement in the field of Information Technology. A third entry is still being worked on and they all will be reviewed by the partner agencies for approval before submission.

### Hawaii Compliance Express

HIC is currently working on improving the award winning application. It will be more user friendly with a lot more instructions. It is its first major revision since its introduction in 2006.

### New Partner Contacts

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

- Oahu Metropolitan Planning Organization
- Hawaii Community Development Authority
- Honolulu C&C Elderly Affairs Division
- Hawaii Executive Office on Aging

### Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-APR	Mail	25,000	BREG	2008 Q2 Annual Letters
2-APR	Mail	25,000	BREG	2008 Q2 Annual Reminder cards
10-APR	MAIL	171	PVL	MHC postcard notices
24-APR	PR		DLNR	Press release on Online Vessel Registration Application

## Highlights

### Access Hawaii Committee Site

The AHC site was updated per last AHC meeting by removing the login section from the home page.

### PVL Renewal Statistics

As of April 28, 2008, over 6,646 licensees have renewed their PVL licenses online. That represents 84% of all eligible licensees who are due to renew by April 30, 2008. Out of all the licensees who have renewed, approximately 96.14% of them have done so online for this cycle.

### 2008 Q2 Annual Filings

In April 2008, HIC received over 8,444 online filings as of April 28, 2008. Compared to the same period last year, it is a 37.5% increase in the number of filings.

### DOTAX Fee Update

As of April 14, 2008, the online eFile application no longer has a \$2.50 processing fee for payments. HIC is working closely with DOTAX staff on creating new approaches to further improve service and user experience.

### DOH EDR

Starting from May 1, 2008, a pilot mortuary will be ordering death certificates online through the EDR system. If all works tests well, DOH and the portal will open the service to all mortuaries.

### Data Harvesting Research

We have been researching automated harvesting of the portal's data services in light of the situation at the Judiciary with two of their services being hit relatively hard recently. The Judiciary, HCJDC, DCCA BREG, DCCA PVL and Taxation all have applications, which are being scraped. DCCA PVL Search has been hit quite hard recently. As a result we blacklisted access to a range of IP addresses. We have discussed appropriate actions with all partners.

### Portal Updates

Working on creating system requirements for most of our applications in development.

Researching CMS options for multiple agencies and counties.

Researching self-help systems for agency use.

Completed the PVL testing for the June 08 renewal cycle. Ready to be deployed on May 5, 2008.

### Application Upgrades

EDRS (DOH)

Vessel Renewals (DLNR)

VIPS (Judiciary)

ELF – Tax Filing

Kala – Payment Processing

## Portal Metrics - April 2008

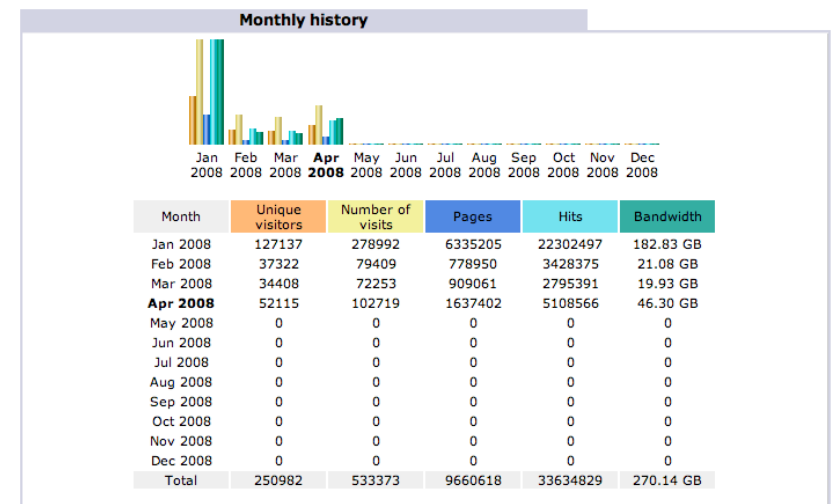
Last Update: 29 Apr 2008 - 02:37

Reported period: Apr 2008 OK



Summary					
Reported period	Month Apr 2008				
First visit	01 Apr 2008 - 00:00				
Last visit	29 Apr 2008 - 01:00				
	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	52115	102719 (1.97 visits/visitor)	1637402 (15.94 Pages/Visit)	5108566 (49.73 Hits/Visit)	46.30 GB (472.6 KB/Visit)
Not viewed traffic *			650078	899578	6.42 GB

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



## Financial Report- March 2008

### Consolidated Balance Sheet

Hawaii Information Consortium, LLC  
-Unaudited report

	<b>03/31/08</b>
Assets	\$16,682,616
Liabilities	\$16,724,510
Shareholder Equity	<b>\$(41,893)</b>
Total Liabilities & Shareholder Equity	\$16,682,617

### Income Statement

Hawaii Information Consortium, LLC  
-Unaudited report

	<b>January</b>	<b>February</b>	<b>March</b>	<b>Rolling 3 Month</b>
Total Revenues	\$430,811	\$370,501	\$414,256	\$1,246,694
Cost of Revenues	\$249,587	\$253,999	\$204,210	\$707,796
Gross Margin	\$181,224	\$116,502	\$210,046	\$507,722
Operating Expenses	\$170,108	\$173,649	\$180,349	524,106
Income (Loss) from operations	\$11,117	<b>\$(57,147)</b>	29,696	<b>\$(16,334)</b>
Other Income (Expense)	\$15,631	\$2,743	\$10,954	\$29,328
Net Income (Loss) Before Taxes	\$26,747	<b>\$(54,403)</b>	40,650	\$12,994
Total Provision for Income Taxes	\$10,471	<b>\$(22,731)</b>	18,581	\$6,321
<b>Net Income (Loss)</b>	\$16,276	<b>\$(31,672)</b>	22,069	<b>\$6,673</b>

## In Closing

This year continues to get busier. If any of you has potential projects please let us know as soon as possible. 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 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.