



ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

SEPTEMBER 2008

Executive Summary

In September the portal continued working on the upcoming eBench Warrants application for the Judiciary, purchased a new Content Management System, invited partners to CMS training, and met with many partners to discuss projects. We also had multiple major expenditures this month including our Content Management System, Web Defend application firewall appliance, a new backup solution, training and moving costs associated with our new office and the collocation facility.

We have included report from Google Analytics instead of the standard web traffic report. As we continue to migrate our sites to Google Analytics this report will become more and more useful.

Marketing Activity

DCCA PVL

HIC sent 8,600 postcard reminders to contractors who are due to renew by September 30, 2008. HIC provided mailing inserts for PVL to be included in the renewal form packages for the contractors.

DCCA BREG

HIC printed the last batch of annual renewal forms for the 2008 Q3 cycle. Starting from Q4 2008, no more forms will be mailed to the annual filers automatically, but a notice and a reminder, both in the postcard format will be mailed to them. We are currently working with BREG staff on the design of the second reminder.

Over the Counter Cards

HIC received over the counter cards for the Online Wastewater System Permitting and Hawaii Real Property Tax Payment applications. We will be distributing them to DOH and County of Hawaii shortly.

NIC Press Releases

Maui MVR Online Renewal
DOH Online Wastewater System Permitting
DCCA Real Estate Online Continuing Education System
DCCA BREG Going Green!

New Partner Contacts

HIC met with the Department of Agriculture, Marketing Development Branch.

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
10-Sept	Mail	8,600	PVL	Sept 2008 Renewal Cycle Reminder Cards
12-Sept	Print	14,000	BREG	Q3 2008 Annual Forms & Inserts

Highlights

DCCA PVL

As of September 23, 4,870 Contractors renewed online, doubling the number of licensees renewed online in 2006 cycle.

DCCA INS

During the June 2008 renewal cycle, 1,494 insurance agents renewed online, reaching 90% online adoption. This could qualify Hawaii as the state with the highest adoption of its online renewals in the United States.

Buy Fresh Buy Local

The project with the Department of Agriculture is to promote local produces by creating a one-stop shop for the consumers to find local producers, local produce, seasonal items, and how to select them. It will be both educational to the consumer and beneficial to the local producers and economy.

Neighbor Island Visits

Russell met with Hawaii County Data Processing and Sewer staff on Big Island.

Partner Rescue

The Hawaii Teachers Standards Board contacted the portal early last week. Their contractor had “turned off” their server and associated email accounts. After meeting with the Executive Director, HIC proceeded to switch the DNS record, deploy the HTSB.org website content and configure email for them. HIC proceeded without AHC approval because of urgency of the situation. HIC has issued an SOW and SLA for HSTB and we urge the AHC to approve it.

Application Upgrades

- HCE
- HBE Initial Filings and Annuals
- BREG Online Documents

New SOW's/ SLA's

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

- Department of Agriculture, Marketing Development Branch *
 - Buy Fresh, Buy Local
 - Content Management
- HTSB Hosting *
 - Static web hosting
 - Email routing
- DLNR Content Management *
 - CMS Hosting
 - Static web hosting
- DLNR Case Management System
 - Complaints and Violations
 - Integration with DOCARE and all DLNR Business Units
 - T&M
 - SOW still being compiled

Proposed CMS and Hosting Fees

As a result of last month’s AHC decision on CMS and Hosting Services, the portal is proposing the following schedule for CMS Services:

Hosting services will include the following fees:

- One-time configuration fee up to \$2000.
- Non-ehawaii.gov SSL Configuration – up to \$2000 + Cost of SSL Certificate(s).
- Load Balancing - Variable
- Support as needed: State Contract Rates

Public Web Storage Hosting Fees (Invoiced monthly or quarterly):

- \$.20 per MB per month billed in minimum 100 MB increments.

Optional Service: CMS Hosting Fees (Invoiced monthly or quarterly):

- Up to 30 Pages and 100 MB of storage- \$1,200 per year.
- Up to 100 Pages and 500MB of storage - \$3,600 per year.
- Up to 200 pages and 1 GB of storage - \$5,000 per year.
- Up to 300 pages and 2 GB of storage - \$7,200 per year.
- Up to 500 pages and 5 GB of storage - \$12,000 per year.
- Up to 1000 pages and 25 GB of storage - \$36,000 per year.

Financial Report- August 2008

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	08/31/08
	\$ 18,782,859
Assets	
Liabilities	\$ 18,657,463
Shareholder Equity	125,395
Total Liabilities & Shareholder Equity	\$18,782,858

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	June	July	August	Rolling 3 Month
Total Revenues	\$428,618	433,200	471,360	1,333,178
Cost of Revenues	\$220,057	249,408	292,853	762,831
Gross Margin	\$208,048	183,792	178,507	570,346
Operating Expenses	\$177,505	194,636	197,579	569,719
Income (Loss) from operations	30,543	(4,400)	30,543	627
Other Income (Expense)	\$11,686	11,399	11,718	31,485
Net Income (Loss) Before Taxes	38,910	556	(7,354)	32,112
Total Provision for Income Taxes	15,236	326	(126,197)	\$(110,635)
Net Income (Loss)	23,674	230	118,843	\$142,747

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 808-695-4615 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	808-695-4615	808-778-5621	russell@ehawaii.gov
Jing Xu	Director of Portal Operations	808-695-4614	808-220-6265	jing@ehawaii.gov
Zheng Fang	Director of Development	808-695-4617	808-741-1669	zheng@ehawaii.gov
Rosie Warfield	Partner Relationship Manager	808-695-4629		rosie@ehawaii.gov
Emergency Help Line	Emergency Support	808-695-4627		
Customer Support	Public Customer Support	808-695-4620		info@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
CMS – Content Management 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
DOCARE - Division of Conservation and Resources Enforcement
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
HTSB- Hawaii Teachers Standards Board
IACA - International Association of Commercial Administrators
IRS – U.S. Internal Revenue Service
JIMS – Judiciary Information Management System
NASCIO – National Association of State Chief Information Officers
OMPO – Oahu Metropolitan Planning Organization
PVL – Professional Vocational Licensing
REB – Real Estate Branch

RICO - Regulated Industries Complaints Office
SLA – Service Level Agreement
SOW – Statement of Work
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.