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## **ACCESS HAWAII COMMITTEE**

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Hawaii Information Consortium General Manager's Report

**MARCH 2009**

## Executive Summary

March was very busy, with the portal preparing for the launch of eBench Warrants for the Judiciary and the Charity Registry for the Attorney General's Office. We continue to upgrade and enhance our servers and hardware configuration to optimize performance. The award season is upon us. As a result we have also been very busy writing award submissions. Most award programs apply to 2008, but 2009 will have many new submissions from Hawaii in multiple categories.

We have included report from Google Analytics for the month of March 2009.

## Marketing Activity

### HTSB

The portal helped HTSB to send 7,960 emails to teachers regarding the latest audit done by the Hawaii State Auditor's Office.

### DCCA BREG

On March 2, 2009, 14,438 postcards were mailed to remind annual filers who are due in Q1 2009. The portal also ordered 25,700 more postcards for the April 1, 2009 mailing.

### DCCA INSURANCE

2,598 postcards were mailed to insurance agents who are due to renew by May 16, 2009.

### DCCA PVL

The portal ordered 26,000 mailing inserts for the June 2009 renewal cycle mailing, which is scheduled to go out on April 17, 2009.

### Think Tech Hawaii Seminar

On March 24, 2009, Russell Castagnaro and Rosie Warfield attended the Think Tech Hawaii State of the Web seminar.

### Council of State Governments - Innovation Award

Hawaii Compliance Express and Hawaii Business Express were submitted for the 2009 Innovation Awards program.

### New Partner Contacts

We met with DBEDT's Office of Planning to discuss hosting GIS software that could be leveraged for the entire state.

## Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
2-Mar	Mail	14,438	BREG	Postcard reminders for Q1 09 annual filings
2-Mar	Mail	2,598	INS	Postcard notices for May09 cycle
4-Mar	Email	7,960	HTSB	Bulk email to teachers

# Highlights

## Judiciary

On March 24, 2009, the Electronic Bench Warrants system pilot was launched. It enables all levels of the law enforcement agencies to search, view, and process new and existing warrants. Currently it is being pilot tested by the First Circuit members.

## AG Charity Division

The Hawaii Charity Online service was launched on March 22, 2009. It allows the registered charities to pay their annual registration fees online; also the public can search to see the registered charitable organizations.

## New Application Deployments

- AG Charity
- Judiciary e-Bench Warrants

## Application Upgrades

- State ID
- eFile
- Tax Refund Search
- Wiki Permits
- Vessel

## New SOW's/ SLA's/ Updates

- DBEDT Office of Planning – Hosting GIS applications (Need to introduce and promote to “C”)
- DLNR BOC Document Search (Promote to “B”)
- DLNR CRVS Project enters active development.
- DOH ePermitting portal – SOW submitted
- Working on updates to CSEA website
- Ongoing discussions on transparency (stimulus) site for Hawaii

# Additional Items

## Twitter Policy

The portal has created a twitter account. The handle (IRL) is “@ehawaiiigov” and the url is <https://twitter.com/ehawaiiigov>. We welcome recommendations on content/ guidelines for sending ‘tweets.’ To date we post:

- Follow up items to comments or questions about a Hawaii.gov service.
- Links to existing services.
- Links to emergency information.
- Use a URL compressor for links (we’re using tr.im).

## Business Analyst

The portal is hiring a temporary business analyst to assist with multiple new projects. We should be hiring in early April for a three-month duration.

## Analytics Reports

Included in packet as separate PDF.

### Financial Report- February 2009

#### Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<u>01/31/09</u>
Assets	21,504,369
Liabilities	21,461,222
Shareholder Equity	43,146
Total Liabilities & Shareholder Equity	21,504,368

#### Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	December	January	February	Rolling 3 Month
Total Revenues	401,399	418,564	416,468	1,236,431
Cost of Revenues	180,950	241,489	272,641	695,081
Gross Margin	220,449	177,074	143,827	541,350
Operating Expenses	194,062	213,015	202,400	611,507
Income (Loss) from operations	26,387	(35,941)	(58,573)	(70,157)
Other Income (Expense)	13,755	2,699	774	17,228
Net Income (Loss) Before Taxes	40,917	(33,242)	(57,799)	(52,929)
Total Provision for Income Taxes	15,712	(12,471)	(24,281)	(21,040)
<b>Net Income (Loss)</b>	25,205	(20,771)	(33,518)	(31,889)

### 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

201 Merchant St, Suite 1805, Honolulu HI, 96813

<u>Name</u>	<u>Position</u>	<u>Phone</u>	<u>Email</u>
Russell Castagnaro	General Manager	808-695-4615	<a href="mailto:russell@ehawaii.gov">russell@ehawaii.gov</a>
Jing Xu	Director of Portal Operations	808-695-4614	<a href="mailto:jing@ehawaii.gov">jing@ehawaii.gov</a>
Zheng Fang	Director of Development	808-695-4617	<a href="mailto:zheng@ehawaii.gov">zheng@ehawaii.gov</a>
Rosie Warfield	Partner Relationship Manager	808-695-4629	<a href="mailto:rosie@ehawaii.gov">rosie@ehawaii.gov</a>
Emergency Help Line	Emergency Support	808-695-4627	
Customer Support	Public Customer Support	808-695-4620	<a href="mailto:info@ehawaii.gov">info@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  
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.