Hawaii.gov
Official Site of the Aloha State

ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

JULY 2009

Executive Summary

In July, the portal began new cycles of DCCA BREG quarterly filing and DCCA Insurance renewals. We were able to complete all of the legislative tax changes for the new fiscal year and they were reflected correctly starting on July 1, 2009. The portal launched the UCC filing, Superstore, and completed the Oracle 10g upgrade for the DCCA PVL Division systems. In addition, many applications have began the testing phase, i.e. Governor's Online Request System, Portal Reminder Service, etc.

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

Marketing Activity

DCCA BREG
Q3 2009 Annual filing cycle was started on July 1, 2009. 24,768 postcards and 11,869 email reminders were sent on the first day of the renewal period.

DCCA INS
September 2009 Insurance renewal cycle kicked off on July 1, 2009. The portal sent out 820 emails notices and 3,101 postcards. The portal also worked with the Insurance Division staff on the latest design of the reminder cards to be used for the November 2009 cycle, where no paper renewal forms will be mailed.

JUDICIARY eBench Warrant
The Judiciary announced the new electronic warrant system on July 13, 2009. It has been receiving positive reviews from the Honolulu Policy Department (HPD) and the Sheriff Division.
http://www.courts.state.hi.us/page_server/News/PressReleases/Articles/5F989417969FF73A11D1BC177Z5.html

New Partner Contacts
- Budget & Finance, Employee Retirement Systems – Website hosting solution
- DLNR, Division of Boating and Ocean Recreation – Accounts Receivable System

Personal Finance Expo
The Personal Finance Expo is August 15 – 16th at the Neal Blaisdel Center. Coupons are available online at http://www.ehawaii.gov/dakine/coupon-hic.pdf.

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-July	Mail	24,768	BREG	Postcard notices for Q3 Annual filing
1-July	Email	11,869	BREG	Email notices for Q3 Annual filing
1-July	Mail	3,101	INS	Postcard reminders for September '09 cycle
1-July	Email	820	INS	Email reminders for September '09 cycle

Highlights

DCCA PVL
The final online adoption number for the PVL June 2009 renewal cycle was 79%.
- Acupuncturist - 86.60% (59% in 2007)
- Registered Nurses - 80.49% (70.52% in 2007)
- Plumber – 74.97% (28% in 2006)

DLNR BOC
The online Uniform Commercial Code Recording System was launched on July 1, 2009. It allows businesses to file a UCC-1 form, financing statement, and submit payment via credit card online.

Superstore
The Portal has launched a new service called Superstore at http://store.ehawaii.gov. It is a simple means for agencies to generate orders and collect payment online using the HIC payment processing system. Superstore will allow our partners to take one-time payments, perform web-based collections, sell inventory, and most other payment-oriented activities that have no other data components.

DCCA/HIC
HIC and DCCA completed the Oracle 10g upgrade for the PVL systems on July 29, 2009.

Tax
HIC and Tax had agreed to deploy a new version of eFile where a $1.00 fee was passed on the taxpayer for submitting a filing with a payment. On June 30th, we had an urgent meeting with Tax to wait on adding the fee back on. We made some very quick changes to the application and complied with the Tax office's request. We are discussing the timing for adding the fee back to filings as is set in our SOW.

New Application Deployments
- UCC Recording System (https://boc.ehawaii.gov/ucc-recording/index.html)
- Portal Superstore (https://store.ehawaii.gov)

Application Upgrades
- eFile
- EDRS
- RECE
- eCrim
- eBench Warrants
- Wiki Permits
- BREG Document Search
- MVR

New SOW's/ SLA's/ Updates
- AG – HCJDC: Bulk Data Access to Sex Offender
- AG – HCJDC: Unlimited Access to eCrim Criminal Histories
- DLNR – BOC/ Tax: Conveyance Tax Payments
- DOH – OHSM: Online Marriage Officiant Registration System
- **DLNR – DOBOR Accounts Receivable System**
- **B&F – ERS CMS**

Additional Items

Tax Collection – Due to a bug introduced on the July 1st eFile deployment approximately 130 tax payments were not fully processed. The Tax department received all filing and funds as usual, but HIC was not able to collect all of the funds from the taxpayers at transaction time. Internal audits caught the problem and we deployed a patch to the software immediately. HIC has already collected over 90% of the funds as of July 31.

Analytics Reports

Included in packet as separate PDF.

Financial Report- June 2009

Consolidated Balance Sheet

Hawaii Information Consortium, LLC
 -Unaudited report

	06/30/09
Assets	23,534,276
Liabilities	23,495,972
Shareholder Equity	38,305
Total Liabilities & Shareholder Equity	23,534,276

Income Statement

Hawaii Information Consortium, LLC
 -Unaudited report

	April	May	June	Rolling 3 Month
Total Revenues	449,040	479,065	541,750	1,469,856
Cost of Revenues	230,460	210,383	320,050	760,893
Gross Margin	218,580	268,682	221,700	708,962
Operating Expenses	225,104	217,834	216,745	659,683
Income (Loss) from operations	(6,523)	50,848	4,955	49,280
Other Income (Expense)	304	0	0	304
Net Income (Loss) Before Taxes	(6,219)	50,848	4,955	49,584
Total Provision for Income Taxes	(2,439)	19,651	2,196	19,408
Net Income (Loss)	(3,780)	31,197	2,759	30,176

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

Name	Position	Phone	Email
Russell Castagnaro	General Manager	808-695-4615	russell@ehawaii.gov
Jing Xu	Director of Portal Operations	808-695-4614	jing@ehawaii.gov
Zheng Fang	Director of Development	808-695-4617	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
DOCARE - Division of Conservation and Resources Enforcement
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
HTSB- Hawaii Teachers Standards Board
HUI EXPRESS – Hawaii Unemployment Insurance Express
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
PUC – Public Utilities Commission
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.