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## **ACCESS HAWAII COMMITTEE**

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Hawaii Information Consortium General Manager's Report

**DECEMBER 2008**

## Executive Summary

December marked the end of the December 2008 PVL renewal cycle. Portal launched multiple applications and updates that were due by end of the year, i.e. Department of Tax 2009 updates, Judiciary e-Bench Warrants, Hawaii Business Express, DCCA Annual Filings and Kauai MVR. Portal also launched the new web payment portal service to allow existing DOH Clinical License Renewal Application, or any existing applications, to direct users to our payment portal to complete the payment process. We completed work on the network upgrade to a larger space at the data center.

We have included report from Google Analytics for the month of December 2008.

## Marketing Activity

### DCCA BREG

HIC sent 13,534 postcard reminders to annual filers who are due in Q4 2008.

### DLNR Land Division

HIC worked with Land Division and sent out 354 emails to wedding vendors on the announcement of the new enhancement to allow backup locations for the existing online wedding permits application.

### New Partner Contacts

None.

### Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-DEC	Mail	13,534	BREG	Q4 2008 Annual Reminder
17-DEC	Email	354	DLNR	New feature enhancement for Wiki Permits

# Highlights

## **DCCA PVL**

At the end of the December 2008 renewal cycle, 20,079 out of 21,337 (94.1%) professional licensees renewed online. The same group of licensees had an 80.6% adoption rate in 2006.

## **DLNR Wiki Permits**

In December, the Wiki Permits application was enhanced to allow wedding vendors to specify a secondary location for the purchased wedding permits. This was the most requested feature by the wedding industry.

## **Kala Update**

The existing payment portal, Kala, was enhanced to allow third party applications to send payment due information to Kala and let user complete payment transaction online. This enabled the existing DOH Clinical License Renewal application to send payment info to Kala after licensees have completed their renewal application. This also included CVV data for credit card charges.

## **New Application Deployments**

- Kauai Motor Vehicle Renewals
- Health Clinic License Renewals

## **Application Upgrades**

- Kala payments
- Wiki Permits
- BREG Annual Filings – Rolling four quarters renewals
- Calendar
- eFile – 2009 updates, payment voucher, and
- Sex Offender – Totally revamped
- Hawaii Business Express – Fee changes
- RICO Complaints Management System – Major redesign

## **New SOW's/ SLA's**

- Working with DBEDT and County EDB Organizations on a Hawai'i Energy Website project.

## Analytics Reports

Included in packet as separate PDF.

## Financial Report- November 2008

### Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<b>11/30/08</b>
Assets	20,058,055
Liabilities	19,983,020
Shareholder Equity	75,035
Total Liabilities & Shareholder Equity	20,058,055

### Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	<b>September</b>	<b>October</b>	<b>November</b>	<b>Rolling 3 Month</b>
Total Revenues	443,042	474,841	444,147	1,362,031
Cost of Revenues	249,484	227,910	192,532	669,926
Gross Margin	193,559	246,931	251,615	692,104
Operating Expenses	194,975	183,369	229,391	607,734
Income (Loss) from operations	(1,416)	63,562	22,224	84,370
Other Income (Expense)	11,116	13,646	10,588	35,349
Net Income (Loss) Before Taxes	9,699	77,208	32,812	119,719
Total Provision for Income Taxes	130,954	29,901	9,224	170,079
<b>Net Income (Loss)</b>	<b>(121,255)</b>	<b>47,307</b>	<b>23,588</b>	<b>(50,360)</b>

## 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](mailto: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>Cell</u>	<u>Email</u>
Russell Castagnaro	General Manager	808-695-4615	808-778-5621	<a href="mailto:russell@ehawaii.gov">russell@ehawaii.gov</a>
Jing Xu	Director of Portal Operations	808-695-4614	808-220-6265	<a href="mailto:jing@ehawaii.gov">jing@ehawaii.gov</a>
Zheng Fang	Director of Development	808-695-4617	808-741-1669	<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.