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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

MAY 2009

Executive Summary

May was an extremely busy month. The portal completed the first part of the Oracle 10G database upgrade with DCCA and started a few internal initiatives to improve process and service. Our project management team attended the NIC marketing conference, and the portal is also working on the submissions for the awards that are due in June. We continue to work on new development on Driver Monitoring, legislative changes for Tax, HTSB renewals, CRVS, The new Judiciary Web site, statewide camping reservations and Kiosk solutions for Kauai as well as others.

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

Marketing Activity

DCCA INS

1,274 email reminders were sent to Insurance agents who are due to renew for May/July 2009 renewal cycles.

DCCA PVL

16,000 postcard reminders were sent to licensees are due to renew by June 30, 2009.

NIC Marketing Conference

The portal marketing team attended the 10th NIC Marketing Conference in Phoenix, AZ from May 18th to May 21st. We shared application ideas and marketing approaches with NIC's other 22 state portal staff that attended.

FTA Modernized e Filings Meeting

Rosie Warfield and Russell Castagnaro attended the FTA MeF working group meeting in San Diego.

Personal Finance Expo

The personal finance expo web site has been launched (<http://pfehawaii.com>). The portal will be processing registration payments for participants beginning in June.

New Partner Contacts

- None.

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
4-May	Email	1,274	INS	Email reminders for May/July 09 cycle
15-May	Mail	16,000	PVL	Postcard reminders for June 09 cycle

Highlights

DCCA/HIC Oracle 10G Upgrade

In the early morning of May 28, 2009, the portal and DCCA simultaneously upgraded each instances of BREG's database to Oracle 10G.

Department of Taxation

Russell met with the Department of Taxation on new fee structure will be taking place starting from July 1, 2009.

DCCA Professional and Vocational Licensing

As of May 26, 2009, 10,577 (80%) licensees renewed online out of the 13,222 have renewed.

Judiciary – District Court Judge Survey

This was the second District Court Survey and it was completed on May 15, 2009. This was the first all electronic survey the Judiciary has done, the last Judge survey was done by both mailing and online.

New Application Deployments

- None

Application Upgrades

- eFile
- AOA Condo Registration
- Insurance License Search
- Wiki Permits
- eCrim fee changes (Legislative)

New SOW's/ SLA's/ Updates

- Discussions with ICSD and the Judiciary about consolidating web reporting via an HIC hosted log analysis solution.
- Discussions with BOC and Tax for accepting Conveyance Taxes online.
- CSEA payment processing fees have been agreed upon.

Additional Items

Part-time Customer Service/Tech Support

The portal is interviewing candidates for the part-time position. This will allow us to enhance our existing customer service support.

Security/ Performance Events

- Due to the scheduled 10G upgrade, PVL services were not available from 10:00 pm to 12:00 pm on May 27, 2009. RICO and BREG services were not available from 4:20 pm on May 27, 2009 to 9:30 am May 28, 2009.
- JIMS Court Connect was available only sporadically on May 27th and 28th due to data mining. The portal

is currently working with the Judiciary on solutions. Court Connect is a service developed by ACS and hosted at the Judiciary.

Analytics Reports

Included in packet as separate PDF.

Financial Report- April 2009

Consolidated Balance Sheet				
Hawaii Information Consortium, LLC				
-Unaudited report				
	04/30/09			
Assets	22,845,508			
Liabilities	22,841,159			
Shareholder Equity	4,349			
Total Liabilities & Shareholder Equity	22,845,508			
Income Statement				
Hawaii Information Consortium, LLC				
-Unaudited report				
	February	March	April	Rolling 3 Month
Total Revenues	416,468	337,169	449,040	1,202,678
Cost of Revenues	272,641	198,125	230,460	701,226
Gross Margin	143,827	139,044	218,580	501,452
Operating Expenses	202,400	197,495	225,104	624,999
Income (Loss) from operations	(58,573)	(58,451)	(6,523)	(123,547)
Other Income (Expense)	774	880	304	1,958
Net Income (Loss) Before Taxes	(57,799)	(57,570)	(6,219)	(121,588)
Total Provision for Income Taxes	(24,281)	(22,554)	(2,439)	(49,274)
Net Income (Loss)	(33,518)	(35,016)	(3,780)	(72,314)

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	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
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.