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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

OCTOBER 2009

Executive Summary

In October, the portal launched the new online request system for the Governor's Office Constituents Services, and enabled the eBench Warrant system to the County of Maui. After hours of extensive testing by both the DCCA and the portal, the new DFI Surcharge Payment service and PVL December 2009 renewal cycle are ready to be launched on November 2, 2009. Portal also showed the superstore to the Kauai Dept. of Parks and Recreation for their Golf reservation payment and received good feedback on the new camping system from the State Parks Division.

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

Marketing Activity

DCCA BREG
Q4 2009 Annual Filing cycle was started on Oct 1, 2009. 11,456 email notices were sent to filers. 15,000 postcards were mailed on Oct 15, 2009. By delaying the mailing for two weeks, DCCA BREG saved postage on 8,000 plus postcards.

DCCA DFI
3,180 postcards were mailed to mortgage brokers and solicitors for the notice of surcharge.

Kauai County
Portal showed to the Kauai Department of Parks and Recreations on how to use the Superstore service to accept credit card payments for its golf reservations.

DLNR State Parks
Portal presented the new camping system to State Parks; other attendees included staff from DOFAW, DOCARE, and neighbor island staff.

New Partner Contacts
- DLNR State Parks – Access permit for tour groups/buses
- DLNR Land Division – Commercial Hiking and Canyoneering Permits

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-Oct	Email	11,456	BREG	Q4 2009 Annual Filing Reminder
7-Oct	PR		HIC	70K Online documents available
15-Oct	Mail	15,000	BREG	2009 Q4 Annual reminder cards
23-Oct	Mail	3,180	DFI	Notice of Surcharge

Highlights

eBench Warrant

eBench Warrant system was launched on October 1, 2009 for the Maui County.

DCCA BREG

October 7, 2009, Business Wire's coverage on the 700,000 Hawaii Business Documents Available Online at ehawaii.gov
http://www.businesswire.com/portal/site/home/permalink/?ndmViewId=news_view&newsId=20091007005129&newsLang=en

Governor's Office

The new Governor's Online Request system (https://cs.ehawaii.gov) was launched for Governor's Office Constituents Service on October 26, 2009.

New Application Deployments

- eBW for Maui
- Governor's Office Constituents Service – Online Request System

Application Upgrades

- EDR
- eCrim
- MVR
- RECE
- Superstore
- Annuals

New SOW's/ SLA's/ Updates

- DLNR – DOBOR Accounts Receivable System - Signed
- County of Hawaii – Online Water Payments -Signed

Additional Items

None.

Analytics Reports

Included in packet as separate PDF.

Financial Report- July 2009

Consolidated Balance Sheet

Hawaii Information Consortium, LLC
 -Unaudited report

	09/30/09
Assets	19,557,191
Liabilities	19,481,650
Shareholder Equity	75,540
Total Liabilities & Shareholder Equity	19,557,190

Income Statement

Hawaii Information Consortium, LLC
 -Unaudited report

	July	August	September	Rolling 3 Month
Total Revenues	729,017	643,870	528,164	1,901,051
Cost of Revenues	457,690	436,740	324,970	1,219,400
Gross Margin	271,327	207,130	203,194	681,651
Operating Expenses	211,021	214,740	194,691	620,452
Income (Loss) from operations	60,306	-7,610	8,503	61,199
Other Income (Expense)				
Net Income (Loss) Before Taxes	60,306	-7,610	8,503	61,199
Total Provision for Income Taxes	23,609	-2,973	3,328	23,964
Net Income (Loss)	36,697	-4,637	5,175	37,235

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	Manger of eGovernment Services	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

DFI – Division of Financial Services

DLIR – Department of Labor and Industrial Relations

DLNR – Department of Land and Natural Resources

DOCARE - Division of Conservation and Resources Enforcement

DOFAW – Division of Forestry and Wildlife

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.