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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

SEPTEMBER 2009

Executive Summary

In September, the portal visited the Big Island of Hawaii, Maui, and Kauai and demonstrated the new camping system. Partners are very excited about the flexibility and new features of the new camping system, and eager to use it for the near future. The portal launched the new traffic monitoring service, the new HTSB website on the CMS system, as well as a beta version of the HTSB licensing admin module. In addition, many applications are still being tested for the near future launch, i.e. Governor's Online Request System, Portal Reminder Service, PVL Dec 2009 renewal cycle, etc.

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

Marketing Activity

DCCA BREG

14,000 Q3 2009 Annuals Filing reminder cards were mailed out on September 1, 2009.

DCCA INS

743 emails and 2,678 postcards were sent for the November 2009 Insurance Renewal on September 1, 2009.

Hawaii County

Portal members visited the Hawaii County and met with Department of Public Works, Department of Motor Vehicle, and Department of Parks and Recreations.

Kauai County

Portal showcased the new beta DLNR camping system to the members of the Kauai County Department of Parks and Recreations.

Maui County

Portal presented the online property tax payment application.

New Partner Contacts

- Honolulu Board of Water Supply
- Hawaii Department of Public Works

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-Sep	Email	743	INS	Nov 2009 Insurance renewal cycle emails
1-Sep	Mail	2,678	INS	Nov 2009 Insurance renewal cycle postcards
1-Sep	Mail	14,000	BREG	2009 Q3 Annual reminder cards

Highlights

TAX

A new version of eFile was deployed on September 2, 2009. A \$1.00 fee is being added on to each of the online tax filings.

DOE HTSB

The newly designed HTSB website was launched on September 29, 2009 using the Alfresco CMS system.

Judiciary

The new traffic monitoring service was launched to enable insurance companies to monitor licensees and get notified when a violation has occurred.

New Application Deployments

- Traffic Monitoring Service
- HTSB website
- HTSB Licensing Admin Beta

Application Upgrades

- eFile
- Real Estate CE
- HBE
- Trails
- eBW
- HUI
- Insurance Renewal

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
- DLNR – DOBOR Accounts Receivable System
- B&F – ERS CMS
- County of Hawaii – Online Water Payments
- County of Hawaii – Sign Permits

Additional Items

None.

Analytics Reports

Included in packet as separate PDF.

Financial Report- July 2009

Consolidated Balance Sheet				
Hawaii Information Consortium, LLC				
-Unaudited report				
	07/31/09			
Assets	23,323,926			
Liabilities	23,248,924			
Shareholder Equity	75,002			
Total Liabilities & Shareholder Equity	23,323,926			

Income Statement				
Hawaii Information Consortium, LLC				
-Unaudited report				
	May	June	July	Rolling 3 Month
Total Revenues	479,065	541,750	729,017	1,749,833
Cost of Revenues	210,383	320,050	457,690	988,124
Gross Margin	268,682	221,700	271,327	761,709
Operating Expenses	217,834	216,745	211,021	645,600
Income (Loss) from operations	50,848	4,955	60,306	116,109
Other Income (Expense)	0	0	0	0
Net Income (Loss) Before Taxes	50,848	4,955	60,306	116,109
Total Provision for Income Taxes	19,651	2,196	23,609	45,456
Net Income (Loss)	31,197	2,759	36,697	70,653

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 Director of Portal	808-695-4615	russell@ehawaii.gov
Jing Xu	Operations	808-695-4614	jing@ehawaii.gov
Zheng Fang	Director of Development Manger of eGovernment	808-695-4617	zheng@ehawaii.gov
Rosie Warfield	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
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.