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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

AUGUST 2009

Executive Summary

In August, the portal met with partners from Honolulu and Hawaii counties, and we are excited about possible future projects. The portal completed preparation for the upcoming new cycles of DCCA Insurance license renewal cycle and the Q3 reminder cards mailing for DCCA BREG. In addition, many applications are still being tested for the near future launch, i.e. Governor's Online Request System, Portal Reminder Service, etc.

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

Marketing Activity

DCCA BREG
Q3 2009 Annuals Filing reminder cards are set for the mailing date of September 1, 2009.
HIC and the DCCA completed the Oracle 10G migration which began early this year with DCCA RICO.

DCCA INS
November 2009 Insurance Renewal notices are ready to be mailed on September 1, 2009.

HTSB
The portal assisted in the distribution of the August 2009 newsletter to teachers. The new licensing system back-end should be deployed in early September.

Maui Department of Water Supply
The portal held a demo/conference call session with the Maui Dept. of Water Supply on the online payment system.

Personal Finance Expo
The Personal Finance Expo was held on August 15 – 16th at the Neal Blasdell Center. All portal staff volunteered to work shifts at the Expo and promoted online services at our booth. We learned a great deal about the public's perception of the portal and what services have broad appeal.

New Partner Contacts
- Honolulu Board of Water Supply
- Hawaii Department of Water Supply
- Honolulu Department of Parks & Recreation

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
12-Aug	Email	7,710	HTSB	August 2009 HTSB Newsletter

Highlights

Tax

A new agreement has been reached between HIC and Tax to deploy a new version of eFile by September 15, 2009. A $1.00 fee will be added on to each of the online tax filings.

New Application Deployments

- None

Application Upgrades

- eFile
- Insurance Renewal
- Wiki Permits
- HCE

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
- **County of Hawaii – Online Water Payments**

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

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
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.