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## **ACCESS HAWAII COMMITTEE**

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Hawaii Information Consortium General Manager's Report

**JANUARY 2010**

## Executive Summary

During the last month of 2009 and first month of 2010, the portal successfully completed the December 2009 PVL renewal cycle and the DFI surcharge payments. We began the February 2010 Insurance renewal cycle, completed the year-end changes required for eFile and HBE for the Department of Taxation and DCCA BREG, updated all of the Kauai applications with a new fee model and made infrastructure enhancements for the New Year. In January, Portal launched the new BOC Document Search and the redesigned Judiciary website on our hosted CMS solution. We continued working with our partners on testing the Statewide Camping Reservations and the development of the new Vehicle Monitoring Service among other applications.

The Google Analytics for the period of December 2009 and January 2010 is included.

## Marketing Activity

### DCCA BREG

12,147 2009 Q4 Annual Filing Reminder postcards were mailed to annual filers on 12/10/2009.

22,557 2010 Q1 Annual Filing Notice postcards were mailed to filers on 1/15/2010.

14,664 2010 Q1 Annual Filing Notice emails were sent to filers on 1/4/2010.

### DCCA INS

February 2010 renewal cycle was started on 12/1/2009; 2,679 postcards and 680 emails were sent to licensees.

### DCCA PVL

13,458 December 2009 PVL renewal cycle reminders were mailed on 12/4/2009.

3050 January 2010 PVL renewal cycle reminders were mailed on 1/8/2010.

### Judiciary

The portal submitted an application to the O'Reilly Government 2.0 Conference for the eBench Warrants application.

### New Partner Contacts

- DBEDT Filming Permit Office

### Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-Dec	Email	680	INS	Feb 2010 Renewal Cycle email notice
1-Dec	Mail	2,679	INS	Feb 2010 Renewal Cycle postcard notice
4-Dec	Mail	13,458	PVI	Dec 2009 Renewal Reminder
10-Dec	Mail	12,147	BREG	Q4 Annual Reminder
3-Jan	Mail	3050	PVL	Jan 2010 Renewal Reminder
4-Jan	Email	12,664	BREG	Q1 2010 Annual Notice
15-Jan	Mail	22,557	BREG	Q1 2010 Annual Notice

## Highlights

### DCCA BREG

2009 completed the first year which BREG stopped automatically mailing the annual paper forms. 58,427 filings were completed online, a 21% increase over 2008. Roughly 70% of all Annual Reports were filed online in CY 2009.

### DCCA PVL

As of December 31, 2009, 80% of the 12,525 licensees who has renewed were renewed online.

### Tax eFile

During the Calendar year 2009, the portal processed more than 395,000 electronic tax filings. This was an increase of more than 76% over the 2008 calendar year. The portal will be adding more features to eFile over the next year including auto-calculation on the G-49 form and a new cross-application marketing campaign.

### DLNR BOC

The new BOC Document Search was launched on January 11, 2010. The new service improved on the search function, and the ability to purchase multiple documents with a single transaction utilizing shopping cart feature.

### Judiciary

The redesigned Judiciary website (<http://www.courts.state.hi.us/>) was launched on January 19, 2010. It is designed and hosted by HIC on the CMS solution.

### New Application Deployments

- BOC Document Search
- Judiciary website

### Application Upgrades

- eFile
- Trails
- Superstore
- HTSB
- Wiki Permits
- State ID
- HBE

### New SOW's/ SLA's/ Updates

- DLNR – DOFAW ePermitting System
- DBEDT – ePermitting System
- DLNR BOC – Conveyance Documents
- HTSB - Data Migration

## **Additional Items**

The Portal General Manager met with SimpliFile, a company in Utah, who specializes in financial and legal e-records management of financial and legal transactions for the mortgage industry.

Our Senior Developer, Will Johnston, has resigned effective the end of January. Will, the developer of DCCA Annuals, BREG online documents and HCJDC State ID among others, has been a core member to the eHawaii.gov team for five years. We wish him luck.

More and more state and county partners are utilizing Twitter and Facebook. I recommend that we discuss starting to use Twitter and Facebook again (we stopped in March 2009 per AHC request) at our next AHC meeting.

## **Analytics Reports**

Included in packet as separate PDF.

## Financial Report - December 2009

### Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<b>12/31/09</b>
Assets	17,297,146
Liabilities	17,114,971
Shareholder Equity	182,175
Total Liabilities & Shareholder Equity	17,297,146

### Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	<b>October</b>	<b>November</b>	<b>December</b>	<b>Rolling 3 Month</b>
Total Revenues	532,773	598,637	521,857	1,653,268
Cost of Revenues	308,323	296,034	256,791	861,148
Gross Margin	224,450	302,603	265,066	792,119
Operating Expenses	204,526	200,210	212,106	616,841
Income (Loss) from operations	19,924	102,393	52,960	175,278
Other Income (Expense)				
Net Income (Loss) Before Taxes	19,924	102,393	52,960	175,278
Total Provision for Income Taxes	7,808	40,099	20,736	68,643
Net Income (Loss)	12,116	62,294	32,224	106,635

### 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

<b><u>Name</u></b>	<b><u>Position</u></b>	<b><u>Phone</u></b>	<b><u>Email</u></b>
Russell Castagnaro	General Manager	808-695-4615	<a href="mailto:russell@ehawaii.gov">russell@ehawaii.gov</a>
Jing Xu	Director of Portal Operations	808-695-4614	<a href="mailto:jing@ehawaii.gov">jing@ehawaii.gov</a>
Zheng Fang	Director of Development Manger of eGovernment Services	808-695-4617	<a href="mailto:zheng@ehawaii.gov">zheng@ehawaii.gov</a>
Rosie Warfield		808-695-4629	<a href="mailto:rosie@ehawaii.gov">rosie@ehawaii.gov</a>
<b>Emergency Help Line</b>	<b>Emergency Support</b>	<b>808-695-4627</b>	
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  
DBEDT – Department of Business Economic Development and Tourism  
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  
DOE – Department of Education  
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 discrete 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.