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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

FEBRUARY 2010

Executive Summary

February was a very busy month for the portal. We launched the new Commercial Marine License Fishing Catch Reporting System and kicked off the April 2010 insurance renewal cycle. The portal also prepared for the upcoming April PVL renewal cycle. In addition, we worked with our partners on testing the Statewide Camping Reservations and finalizing both the migration and deployment plans scheduled for early part of the March.

The Google Analytics for the period of February 2010 is included.

Marketing Activity

DCCA INS

April 2010 renewal cycle was started on 2/1/2010; 4,984 postcards and 1,224 emails were sent to licensees.

AG Charity

The portal assisted the AG's office by notifying 220 charities by email regarding their late annual payments.

DLNR State Parks

The portal has conducted a full-day training session with the State Parks office staff in preparation of the launch of the camping system in March.

New Partner Contacts

- None

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
1-Feb	Email	1224	INS	April 2010 Renewal Cycle email notice
11-Feb	Email	220	AG	Annual Charity Payment Reminder

Highlights

DCCA PVL

The final online adoption number of the December 2009 and January 2010 renewal cycles was 80%, an 8% increase over the same cycle in 2007.

DLNR DAR

The new commercial marine license fishing reporting system was launched on February 22, 2010. It allows commercial fishermen to enter their monthly catch reports online. It will help the division to reduce the over-all program cost by reducing the number of the printed paper booklets and the time required for staff to perform data entry.

New Application Deployments

- CMLS Fishing Reports

Application Upgrades

- eFile
- CMLS
- 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 Cleanup

Additional Items

HB 2505 language is of significant concern to the portal. Excessive fees will diminish the portal's ability to deploy applications for partners.

HIC has hired Suzannah Kayser as our Assistant/Project Coordinator. She will be supporting our project management team and customer service.

The portal is hiring temporary employees to assist us in the manual data verification process of the HTSB data migration project.

Analytics Reports

Included in packet as separate PDF.

Financial Report - January 2010

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	01/31/10
Assets	17,279,653
Liabilities	17,101,715
Shareholder Equity	177,939
Total Liabilities & Shareholder Equity	17,279,654

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	November	December	January	Rolling 3 Month
Total Revenues	598,637	521,857	495,713	1,616,207
Cost of Revenues	296,034	256,791	265,394	818,220
Gross Margin	302,603	265,066	230,318	797,987
Operating Expenses	200,210	216,657	216,622	633,489
Income (Loss) from operations	102,393	48,409	13,696	164,498
Other Income (Expense)				
Net Income (Loss) Before Taxes	102,393	48,409	13,696	164,498
Total Provision for Income Taxes	40,099	20,422	5,364	65,885
Net Income (Loss)	62,294	27,987	8,332	98,613

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 Manger of eGovernment Services	808-695-4617	zheng@ehawaii.gov
Rosie Warfield		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
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.