

# HAWAII INFORMATION CONSORTIUM

---

ANNUAL REPORT – DRAFT --

FISCAL YEAR 2010

July 1st 2009 – June 30<sup>th</sup> 2010



Hawai'i Information Consortium, LLC.  
City Financial Tower  
201 Merchant Street  
Suite 1805  
Honolulu, HI 96813

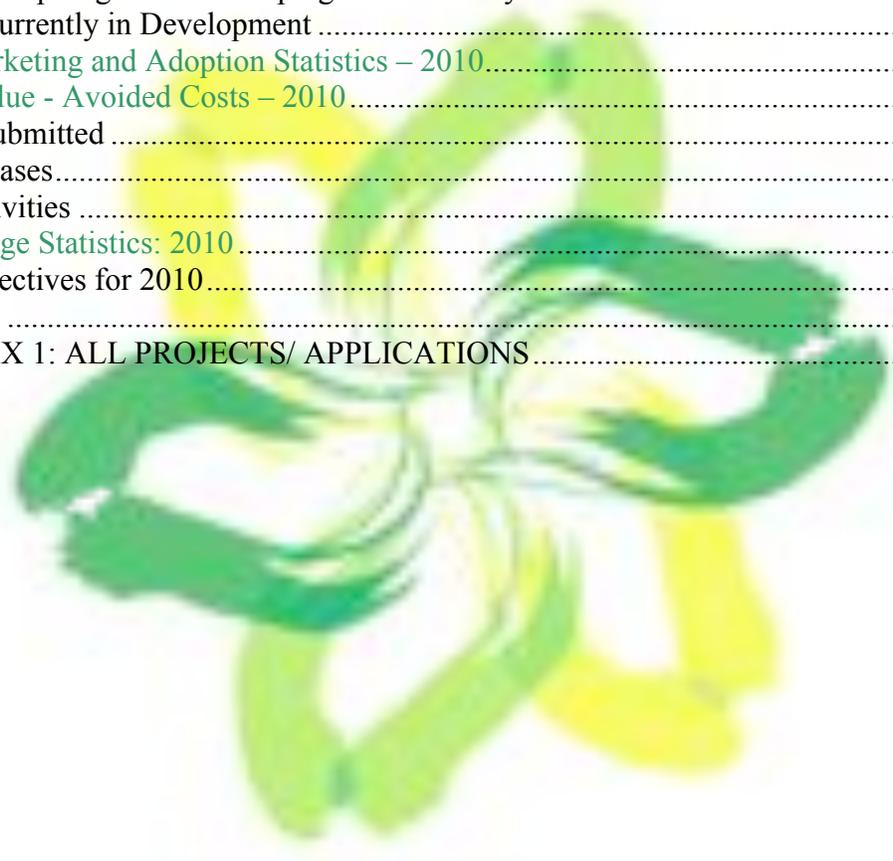
Russell Castagnaro  
General Manager  
808-695-4615  
[russell@ehawaii.gov](mailto:russell@ehawaii.gov)

---

TABLE OF CONTENTS

---

|   |    |
|---|----|
| Table of Contents .....                                       | 2  |
| Background on Hawaii's Internet Portal .....                  | 3  |
| Factoids for 2010 .....                                       | 5  |
| Portal Employees .....  | 6  |
| New Fee Services .....  | 7  |
| New Free Services .....                                       | 10 |
| Application spotlight: State camping reservation system ..... | 12 |
| Projects Currently in Development .....                       | 15 |
| Portal Marketing and Adoption Statistics – 2010 .....         | 18 |
| Added Value - Avoided Costs – 2010 .....                      | 22 |
| Awards Submitted .....  | 24 |
| Press Releases .....  | 24 |
| Other Activities .....  | 25 |
| Portal Usage Statistics: 2010 .....                           | 27 |
| Portal Objectives for 2010 .....                              | 32 |
| In Closing .....  | 33 |
| APPENDIX 1: ALL PROJECTS/ APPLICATIONS .....                  | 34 |



---

BACKGROUND ON HAWAII'S INTERNET PORTAL

---

2010 marks another record setting year for the Hawaii portal (HIC).

We were honored to receive the Harvard Business School's Bright Idea Award and the Center for Digital Government's Digital Achievement Award for the Electronic Bench Warrants System (eBW) which was developed with the State Judiciary, County Police, Public Safety and many other groups.

Over the course of the fiscal year, 20 applications and websites were released. Of these, 12 were fee based and 8 were free services.

After many years of talks and arrangements this year was the release of the Department of Land and Natural Resources (DLNR) Bureau of Conveyances (BOC) Online UCC filings and a major upgrade of the online document ordering process. UCC has been one of our most requested applications and it has been exciting to see it launched in Hawaii. Currently users can complete a UCC-1 financing statement and submit payment online with more forms to be brought online in coming phases. Before the end of calendar year 2010, the BOC will be accepting eRecordings (electronic conveyance documents) for the first time. We will also be working to completely replace the antiquated BCIS software, which currently runs the office. The BOC will be able to integrate directly with the eRecording system and support national standards, as well as better data access for the counties, agencies and public.

The Civil Resource Violation System (CRVS) Division of DLNR was deployed early last year and has provided a low-cost, simple way to address the non-criminal violations (fish catch reports, parking tickets, etc..) instead of tying up the Judiciary system or the Land Board with these types of violations. The system was developed at no cost and will be self supporting. It includes electronic notification and payment as well as case management and integration with other DLNR divisions.

The state camping system for DLNR Forestry and Wildlife and State Parks Divisions has been a huge success. The public can log in and choose the desired campsite in the comfort of their homes. It has eliminated the infamous lines that used to form at the DLNR Parks Offices a month before major holidays. Not only is the application completely self funded, but it has diverted over 80% of the foot traffic away from DLNR's offices. It also saves the state nearly \$50,000 in support costs per year. The system has been so well received that some counties already have plans to use the system for their reservations as well.

*Hawaii Business Express*

*Excellent, excellent web service and design, and the turnaround time for processing is so fast.*

*You have exceeded my expectations and I can't say enough good things about your on-line service!*

*Mahalo!*

In 2011, Hawaii will be launching an innovative Marriage Licensing system. From couple's registration to marriage agent's approval and marriage performers completion, it covers the complete marriage process in Hawaii and 100% of registrations will be handled through this system. It will be a model for the nation.

The portal and the Department of Taxation also signed an agreement to provide Electronic Personal Tax Filings via the IRS' Modernized Electronic Filing (MEF) program. Similar to the existing eFile application, MEF will be completely self-funded with no state funds being required to develop, host and maintain the service. It should automate the processing of up to 300,000 personal income tax filings each year.



---

FACTOIDS FOR 2010

---

|   |                    |
|---|--------------------|
| Total transaction amount processed by the portal: | \$680,000,000      |
| Total number of transactions:                     | 650,000            |
| Total number of applications/services:            | 74                 |
| Portal General Manager:                           | Russell Castagnaro |
| Number of Employees:                              | 15                 |

*Hawaii State ID  
Registration*

*Expediting the State  
ID process online is  
AWESOME!!!*

*I was DREADING  
sitting and waiting in  
line all day.*

*Great job and thank  
you so much for this  
process!!!*



---

PORTAL EMPLOYEES

---

As of July 2010, HIC had fifteen full-time employees.

- Russell Castagnaro, President & General Manager
- Jing Xu, Director of Marketing & Operations
- Zheng Fang, Director of Development
- Rosie Warfield, Manager of eGovernment Services
- Janet Pick, Senior Project Manager
- Burt Ramos, Project Manager
- Susan Laufer, Business Analyst / Project Manager
- Ernest Criss, Lead Developer
- Sebastien How, Developer
- Matthew Skoda, Developer
- Paul Graydon, Systems Administrator
- Lynn Nomura, Customer Service Manager
- Ben Dias, Customer Service Representative
- Emily da Silva, Office Manager
- Karthik Vijayarajan, Senior Java Developer

*Online Vital Records  
Ordering*

*Great site!*

*Very helpful saves  
time, & fuel.*

*Thank you very much  
for this site.*

### **Hawaii Teachers Standards Board**

Multiple projects in various phases are being developed for HTSB. The following have been completed:

- *HTSB Backend System*  
Phase one included centralizing HTSB's data and administrative functions as well as cleaning their data. Beginning in November 2009, teachers were able to go online to create their accounts and link them to their license on file. They were also able to update some of their information online. These phases were in preparation for the online license renewal system coming in 2011.
- *Mailings*  
In May 2010, the portal assisted HTSB in the designing and mailing of 14,000 postcards to each individual DOE school to notify teachers of the new online renewal system.

### **DLNR UCC Filings**

<https://boc.hawaii.gov/ucc-recording/index.html>

Launched in: July 2009

This online system allows you to file a UCC-1 form, financing statement, and submit payment via credit card online. An email acknowledgment is sent to the user once the document is processed.

### **CMS Hosting:**

HIC developed the following websites using our CMS solution, Alfresco, to create and maintain web site content for the following:

- Hawaii Teachers Standards Board Site Redesign  
<http://htsb.org/>  
September 29, 2009
- Hawaii State Judiciary Site Redesign  
<http://www.courts.state.hi.us/>  
January 19, 2010

### **DLNR Bureau of Conveyances Document Search**

<https://boc.hawaii.gov/docsearch/nameSearch.html>

Launched in: January 2010

We replaced the existing Land Title Records Search and Ordering System which was hosted by another vendor (HIC processed the payments only). We host the new system as well as continuing to process the payments. The new service improves on the search function and the ability to purchase multiple documents with a single transaction utilizing a shopping cart feature.

*Hawaii County Real  
Property Tax  
Payments*

*This is a very easy  
online payment system  
to use and it is terrific  
for those of us in the  
continental U.S.*

*Having the printable  
verification of payment  
is also a BIG plus!!*

*Thank you for making  
paying our taxes a  
little 'less taxing'!!*

**DLNR Commercial Marine License Reporting System:**

<https://dlnr.ehawaii.gov/cmlls-fr/app/license-search.html>

Launched in: February 2010

This system allows commercial fishermen to enter their monthly catch reports online. It helps 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.

**DLNR Camping Reservation System (State Parks Division)**

<http://camping.ehawaii.gov>

Launched in: March 2010

The online camping system allows the public to pay for and reserve campsites/cabins/shelters within the State Park system and the permit is available directly after purchase.

**Employee Retirements System Benefits Calculator**

<http://www.ehawaii.gov/ers/calculator/>

Launched: March 2010

HIC created an interactive online calculator for State of Hawaii employees to calculate their retirement benefits.

**Vehicle Violation Monitoring**

<http://vms.ehawaii.gov>

Launched: March 2010

The vehicle monitoring system enables car rental companies to monitor its fleet of vehicles and get notified when there is any violation and account for citations in a timely matter to avoid overdue penalties.

**DLNR Camping Reservation System (Division of Forestry and Wildlife)**

<http://camping.ehawaii.gov>

Launched in: May 2010

The division of Forestry and Wildlife integrated their permit processing in to the existing camping reservation system (launched in March 2010) for purchase. Forestry permits are generally more rugged with little or no amenities.

**DAGS CIP**

<http://cip.ehawaii.gov>

Launched: May 2010

The statewide Capital Improvement Projects (CIP) service allows the public to search and view the current CIP projects within each island and department. It also has an admin module which allows participating agencies to enter and track project data.

*PVL License Renewal System*

*I want to tell you that I just renewed my professional engineer's license and I am impressed with how great the system is.*

*You sent out a renewal notice and you sent me an email to renew.*

*This is efficiency at its best.*

*Congratulations for a job well done.*

**PVL Renewals:**

<https://payments.ehawaii.gov/propertytax/hawaii/index.html>

Multiple license renewal cycles were completed throughout the fiscal year that allowed various license types to renew their professional and vocational licenses online, many at a reduced fee.

*State Parks Online  
Camping Reservation  
System*

*Thanks for putting the  
camping permits on-  
line.*

*It is greatly  
appreciated!*

*Makes it very easy to  
purchase when coming  
from out of state.*



---

NEW FREE SERVICES

---

**Superstore**

<https://store.ehawaii.gov>

Launched: July 2009

The Portal has launched a new service called Superstore. It is a simple means for agencies to generate orders and collect payment online using the HIC payment processing system. Superstore allows our partners to take one-time payments, perform web-based collections, sell inventory, and most other payment-oriented activities that have no other data components. Specific projects slated for next fiscal year include selling golf tee times on Kauai and the sale of Hawaii County Traffic Awareness documents.

*DCCA Annual Filing*

*Best thing since sliced bread.*

*Saves so much time.*

*This is the best idea government has come up with to pay bills*

**Governor's Office**

<https://cs.ehawaii.gov>

Launched: October 2009

The new Governor's Online Request system was launched for the Governor's Office Constituents Services. The site allows the public to submit requests for messages, commendations & proclamations and to email the governors office.

**Hawaii Electronic Tax Filing System Upgrade**

<http://www.ehawaii.gov/efile/>

Launched in: January 2010

Annual changes to the electronic tax filing system to include: year end form changes and automatic calculation for form G-49. In a separate release on September 2, 2009, the re-addition of the \$1 fee was added to be paid for each filing that was associated with a payment.

**eBench Warrants**

<https://judiciary.ehawaii.gov/warrants/index.html>

Kauai County launched: March 2010

Maui County launched: Oct 1, 2009

The eBench warrants system enables all levels of the law enforcement agencies to search, view, and process new and existing traffic warrants online.

**Judiciary – District Court Judge Survey**

April 2010

An electronic survey was emailed that allowed attorneys to complete a survey on District Court Judges.

**Electronic Bill Notification**

<https://payments.ehawaii.gov/propertytax/kauai/ebill.html>

Launched: April 2010

The system allows users to sign up to receive an email when bills are due, as well as to receive delinquent notices if a bill is not paid on time.

**Honolulu Department of Community Services (DCS)**

June 2010

HIC was able to help DCS with the online Forever Honolulu nominations. We used the PDF form they had already created to make an online form that would email registrations to them and allow for an Excel download.

**Judiciary – Circuit Court Judge Survey**

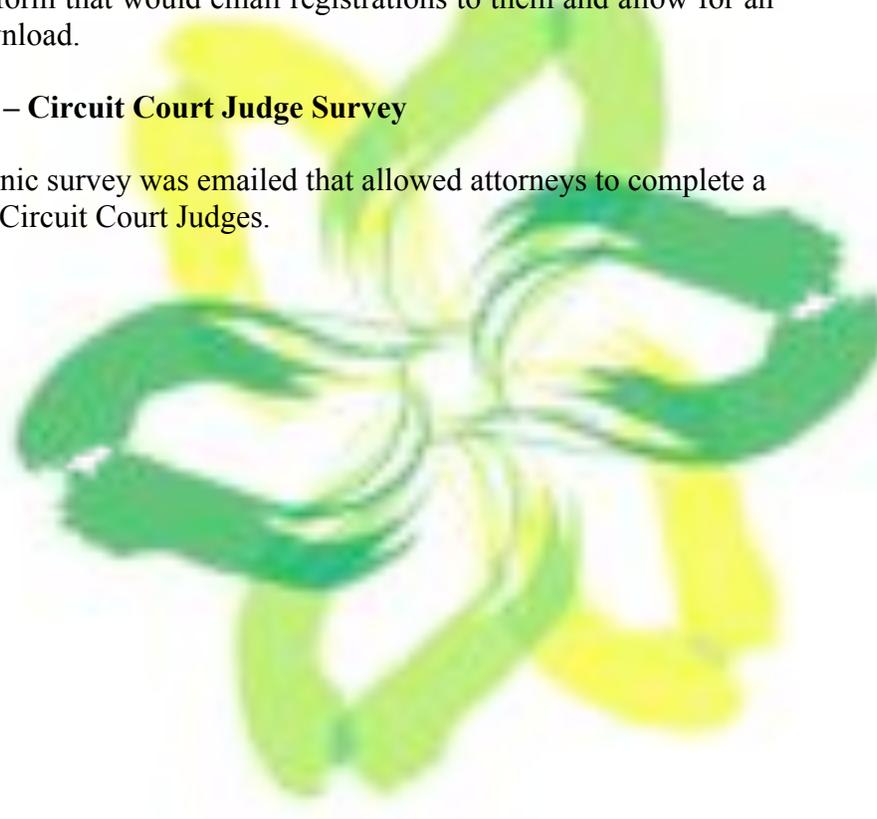
July 2010

An electronic survey was emailed that allowed attorneys to complete a survey on Circuit Court Judges.

*Kauai Real  
Property Tax  
Payment System*

*The County of  
Kauai and the  
State have made  
this online site  
very attractive and  
user friendly.*

*Mahalo for a job  
well done!*



---

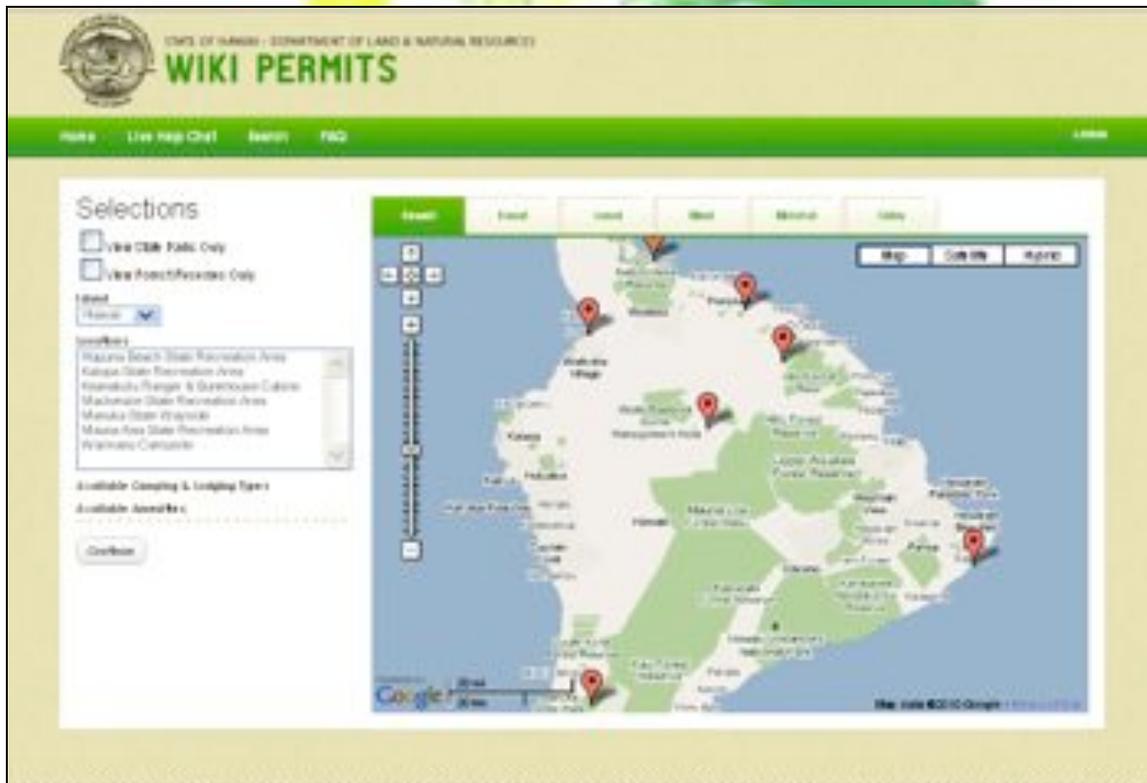
APPLICATION SPOTLIGHT: STATE CAMPING RESERVATION SYSTEM

---

In March 2010, we launched the Hawaii Department of Land and Natural Resources Online Reservation System. Here the public can reserve and purchase camping and cabin permits within two divisions of DLNR, the Hawaii State Parks and the Forestry and Wildlife division:

Within the Hawaii state parks, there are 53 state parks encompassing approximately 25,000 acres on the major islands, each of which offer varied outdoor recreation opportunities. The park environments range from landscaped grounds with developed facilities to wildland areas with trails and primitive facilities.

Camping in the Forest Reserves is usually much more remote and in mountainous locations, providing a wilderness experience and more privacy. Campsites are preferred by those who enjoy ‘roughing it’ and they are accessed by hiking or 4WD and have few or no amenities.



**Image A: Camping Landing Page with Map View**



**Image B: Detailed View of Camping Location with Pictures**

With the new service, users can check availability at all State Park locations, make reservations, and submit credit card payments through the state's secure payment system. The new online system eliminates the need for the public to visit or call Hawaii State Park offices for campsite and cabin availability and then mail in permit applications and payments. The online system also saves staff time and money spent on processing mailed or faxed permit applications as well as payments for camping and lodging reservations. Customer service is vastly improved by giving the same convenience to both Hawaii residents as well as out of state park visitors. Prior to this system, most permits were sold in person and the result was long lines and unfairness in permit distribution.

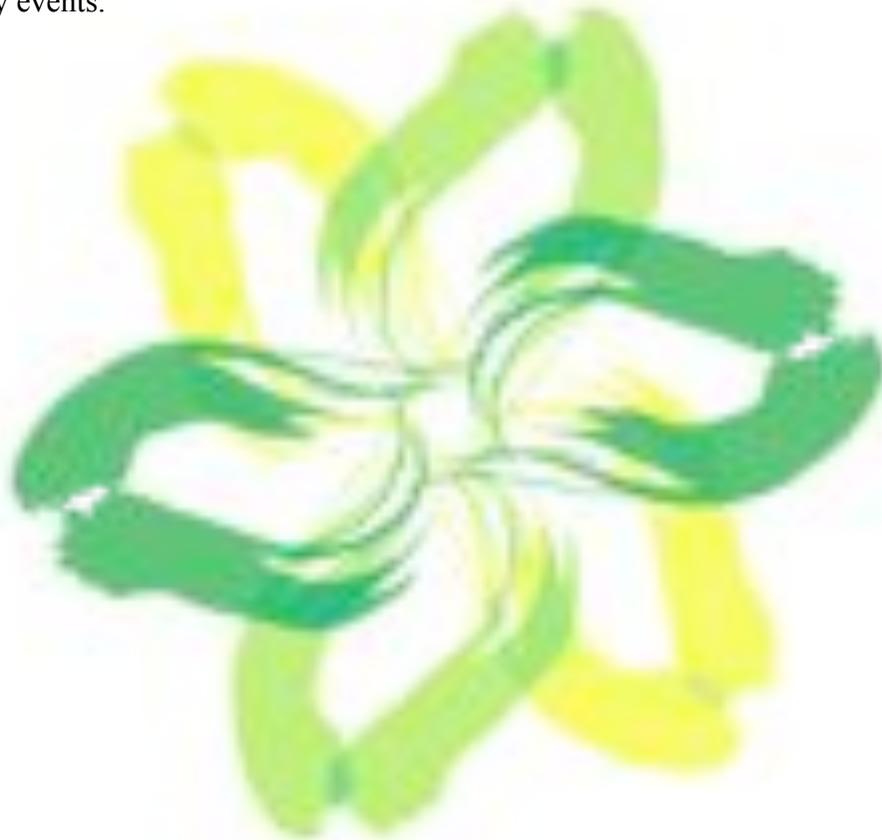
With the launch of the new system, users can now view all campsite information in one location, including:

- Rates and pricing
- Directions
- Amenities
- Photos
- Descriptions (capacity, maximum # of nights, etc)
- Availability

In only a few short months after its initial release, over 5,400 permits have been sold through the new system (March – June 30<sup>th</sup> 2010). Sales of over the counter permits have decreased as well, to 33% of the total permit sales meaning more traffic is being driven away from the office and online, freeing up DLNR staff time to focus on other duties. We are looking forward to 2011 and expect increased success in the coming year!

### **Camping Future Plans**

In 2011, the system will be enhanced to include pavilion reservations as well as various other special use permits, such as group use, wedding and other community events.



---

PROJECTS CURRENTLY IN DEVELOPMENT

---

**Online Motor Vehicle Renewals: *Hawaii County***

This system will allow registered owners to renew their motor vehicle registration online for the County of Hawai'i.

*Hawaii BREG Online Documents Search*

*I work for a service company and we are so happy to have certificates so quickly and easily and the certificates are so pretty!*

**Hawaii Electronic Tax Filing System Upgrade:**

2011 individual form upgrades will be completed as well as allowing the addition of pdf previewing for most forms, the addition of a new form GEW-TA-RV-6, and allowing an amended version of the HW-14 to be filed.

*Your easy access allows us to impress our clients and we appreciate that.*

**Department of Taxation – Modernized eFiling (MEF)**

A MeF gateway and viewer will be developed, maintained and hosted by HIC for a per transaction fee similar to the existing electronic tax filing application. The new gateway will integrate with Tax's existing ITIMS/JELF systems.

**Controlled Substance Registration System**

Online license registration and renewal for distribution of controlled substances.

**Online Marriage Registration Systems**

Allows couples to register online and authorized officiants to complete and issue certificates online.

**Hawaii County Water Payments**

Residents of the County of Hawaii will be able to make payments to the board of water supply utilizing an online system.

**Honolulu Online Auctioning System**

Confiscated goods at the Honolulu airport security gate will be auctioned online. The agency will no longer have to schedule a once a year auction event.

**Civil Resources Violation Systems (CRVS)**

The new service will allow violation citations to be electronically tracked and paid by violators through an online payment process. It is integrated with existing DLNR services, i.e. monthly catch reporting, so violations will be automatically created when reports are missed.

**Hawaii Judiciary Land Court Petition Filing System**

Will provide a secure and convenient way to complete petitions to amend a Transfer Certificate of Title and pay filing fees.

**eBench Warrants**

<https://judiciary.ehawaii.gov/warrants/index.html>

The existing eBench warrants system enables all levels of the law enforcement agencies to search, view, and process new and existing traffic warrants online. The final phase in development will bring the County of Hawaii on to the system in summer 2010, thereby making the warrants system available in all major counties.

**AG Notaries Public**

We will be developing a licensing registration and public search for notaries public in coordination with the Attorney Generals office.

**Kalaiwa Public Traffic Abstracts**

The system will allow the public to purchase official Hawaii state motor vehicle records, also known as traffic abstracts, online.

**DCCA Real Estate Branch**

This system will allow initial licensing for real estate license holders online.

**DBEDT Hawaii Film Permits**

HIC will be developing an online system to reserve permit locations for filming movies at specific Hawaii locations.

**Camping Reservation System**

The existing camping system will be enhanced to include new features for reserving pavilions for use as well as integrating special use permit reservations.

**Vital Records Ordering System**

The existing vital records system for ordering birth and death certificates will be enhanced with new features including an expedited mailing option as well as bringing the verification of birth requests online.

**HTSB Initial Teacher Licensing**

Changes will be incorporated in to the HTSB system to allow for initial teacher licenses to be submitted online.

**DLNR, Division of Boating and Ocean Recreation – Accounts Receivable System (BARS)**

The BARS system is a boating account management system and customer online payment processing. Payment services will include payments for harbors and boat slips.

*Hawaii Business  
Express*

*You have been the  
easiest state of the 32  
I have been trying to  
get licensed in.*

*Thanks for being so  
integrated, flexible  
and organized.*

### **Kauai Camping Reservations**

Kauai city and county camping reservations will be integrated in to the existing state camping reservation system.

### **Batch Criminal Histories**

The public will be able to purchase batch records for criminal background checks for the state of the Hawaii.

### **Online Rental Car Renewal System**

Car rental agencies on all islands will be able to do bulk renewals for their fleets of rental cars. As a subscriber, they can upload a list of their fleet of cards and get automated renewal notices informing them when it is time to renew.

### **DLNR BOC – Conveyance Documents**

The BOC's existing recording system (BCIS) runs on unsupported hardware and software. Over the last two years the system has had multiple issues, which brought Bureau operations to a halt. This is a major overhaul/replacement that will enable native eRecording and upgrade to a better back-office system. The new system will be able to integrate directly with the eRecording system (currently in pilot) and will support national (PRIA) standards and better data access for Hawaii Counties, other state agencies and the public. The new system will be 100% web-based and will give the Bureau more ways to provide information to the public and generate more revenue.

### **CMS Hosting:**

HIC is developing the following websites using a new CMS solution, Squarespace, to create and maintain web site content for the following:

- County of Hawaii Department of Public works – Flood Awareness website
- County of Hawaii Department of Public works – Traffic website
- County of Hawaii Police Department website redesign
- Hawaii Clean Energy Initiative web site
- Budget & Finance Employee Retirement Systems – Web Site Hosting
- Interisland Wind website

### *Hawaii State ID*

*Website was very easy to use and quick.*

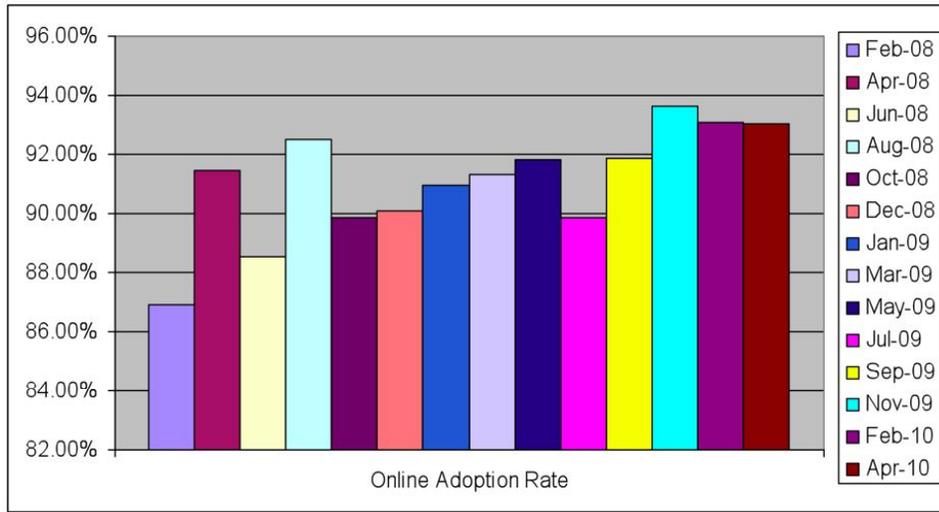
*My time is important and this process saves me time not having to wait in the ever present long line.*

*I was told of this service by the security guard working at the State ID office when I went to get an ID for myself.*

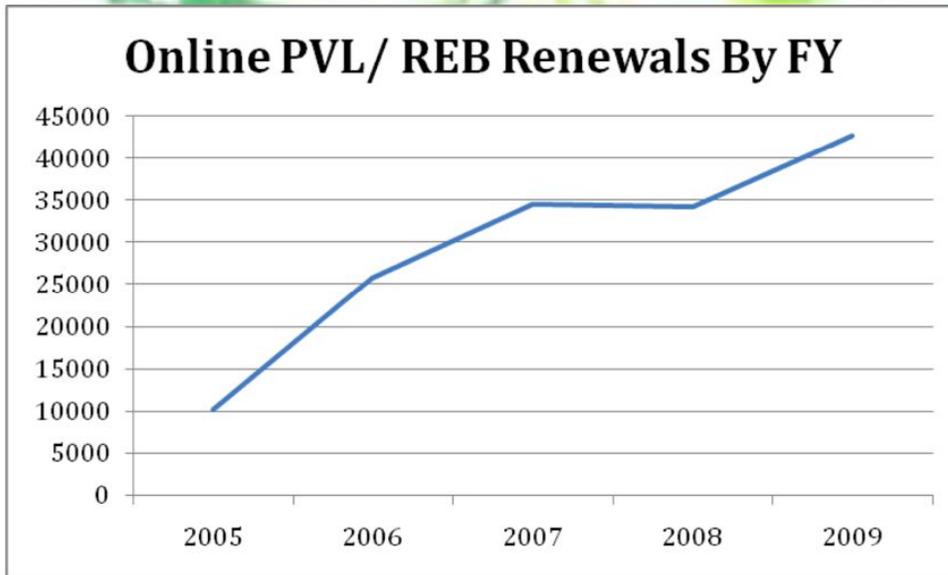
*I simply went outside and applied using my blackberry and had my state ID in hand within 1/2 hour.*

*This is a great service.*

Adoption of online services is the most obvious of HIC’s goal as the portal manager. Included are charts with adoption information from some of our applications.



**Chart 1: Online Insurance Renewals for the DCCA**



**Chart 2: Online DCCA PVL and REB Renewals**

*DLNR Bureau of Conveyances Search*

*Fabulous - Being used to Illinois I didn't really expect to find the info for the house I sold in 1976 but it was exceptionally accessible and I was even able to order a copy - the \$10 fee was gladly paid (it would have been \$20 here in Chicago).*

*KUDOS!*

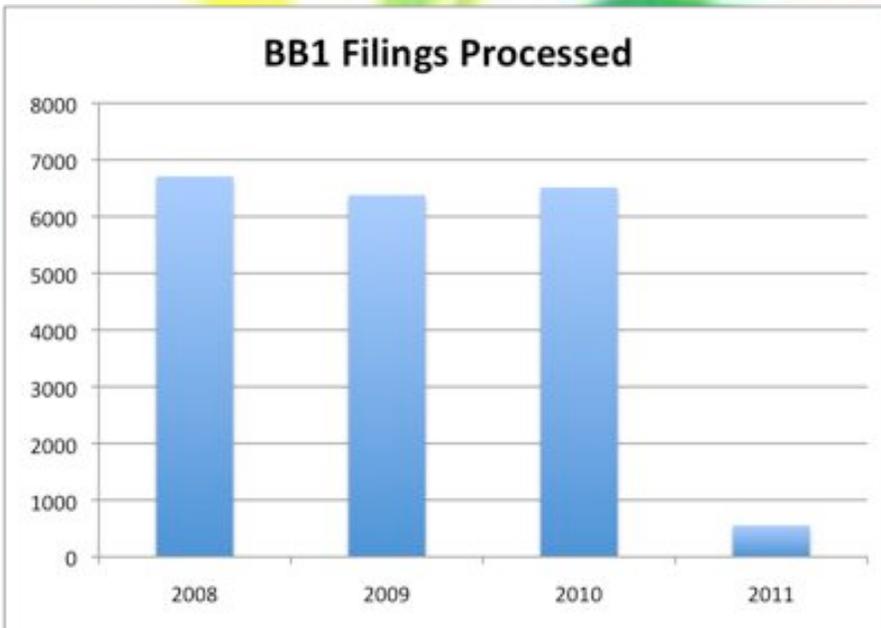
*Electronic Tax Filing System*

*Processing the G.E.T. monthly via the electronic tool is excellent and efficient vs filling and mailing out the hard copy.*

*Thank you...really saves time!*



**Chart 3: Online DCCA BReG Documents ordered**



**Chart 4: DoTax BB1 Filings processed**

BREG Online Filings Trend

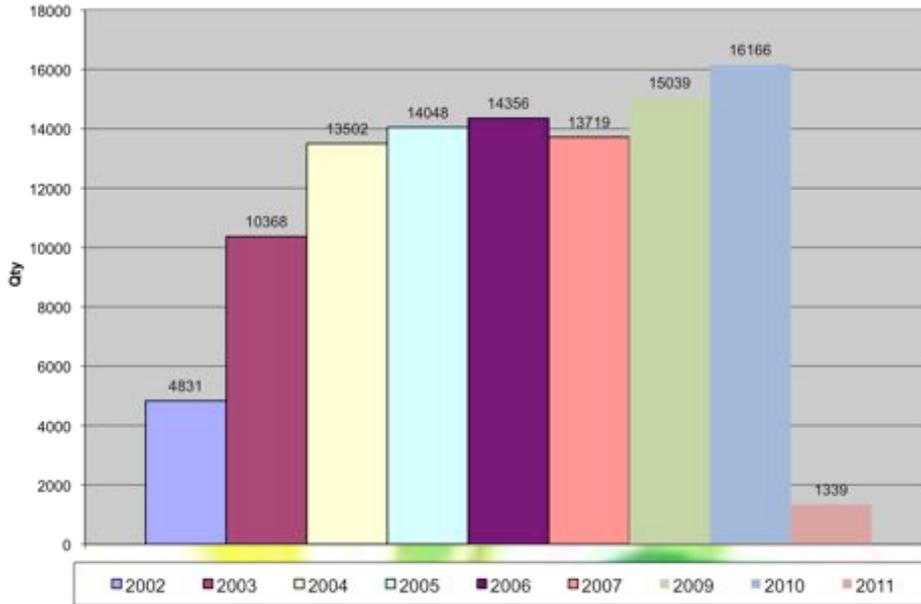
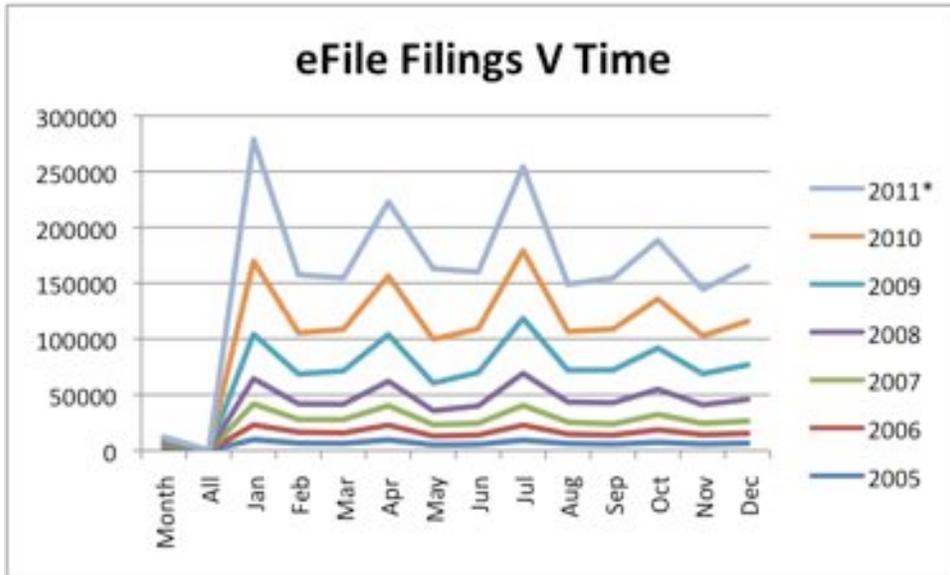


Chart 5: DCCA BREG Initial Filings

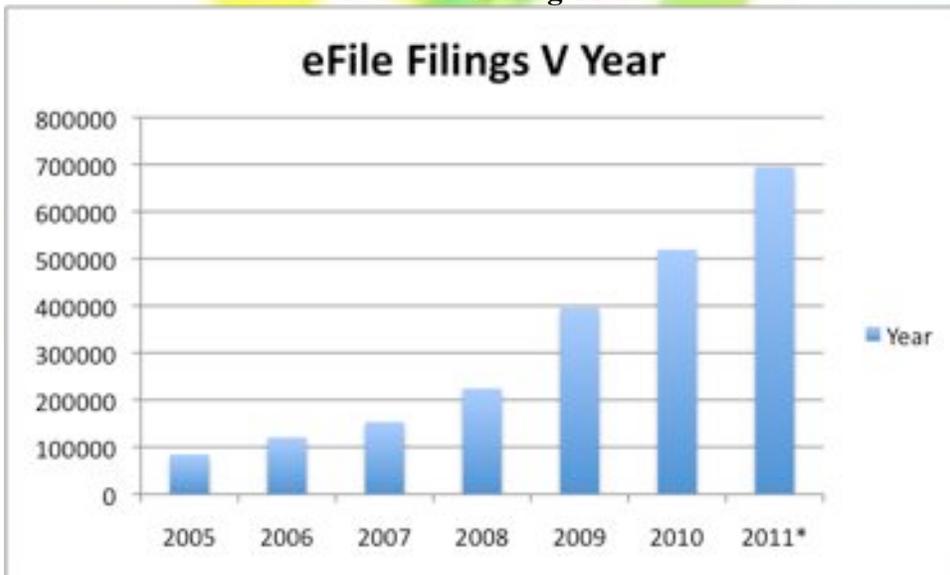
Annuals Filed By Year



Chart 6: DCCA BREG Annual Reports



**Chart 7: Tax eFiling Trends**



**Chart 8: Tax eFilings Processed**

Each portal partner had manual processes, which were the baseline for doing business with the division. A form is submitted, the form information must be reviewed and entered into the computer system, the form must be scanned (of filed), workflow must commence and a confirmation communicated. Through the portal program partners and HIC have transformed many divisions from being paper-oriented to being customer-focused. In optimizing division workflows with modern technology and leveraging the Internet, divisions realize huge savings each year.

Decreased labor is one area in which there are significant savings. However it is difficult to calculate a reliable number. Tax collection is an area where much research has been completed. The IRS says that it costs roughly \$2.87 to process a paper form (not validate, just enter it), versus \$0.35 for an electronic filing. The Georgia State Department of Revenue found that it costs roughly \$8.00 to process and review each paper filing. These numbers do not include the processing of the payment associated with the filing.

Forms vary in complexity greatly. Electronic annual filings are largely automated, requiring no review at all, while initial filings do require review for name clearance, but most other fields are validated (addresses, agent information, fees, etc.) Some partners are also largely automated since the validations that take place are extensive. Specific licensees can be selected for audit after the renewal is processed, without impacting the renewal process and license statuses are updated in a matter of hours (due to mainframe integration.)

Mailing, printing and postage is another area of significant avoided cost. Beginning in 2005, the Portal began printing the renewal forms and postcards for BREG and PVL. Insurance was added in 2007. The partner typically pays for postage in these cases. We also began to change the way that notifications were sent out at that time:

- The Portal sends out email reminders for renewals on the first business day of the new cycle.
- After two to six weeks (depending on the division) postcard reminders are sent out only to those who have not yet renewed online.
- After another two to four-week delay, the paper forms are mailed out.

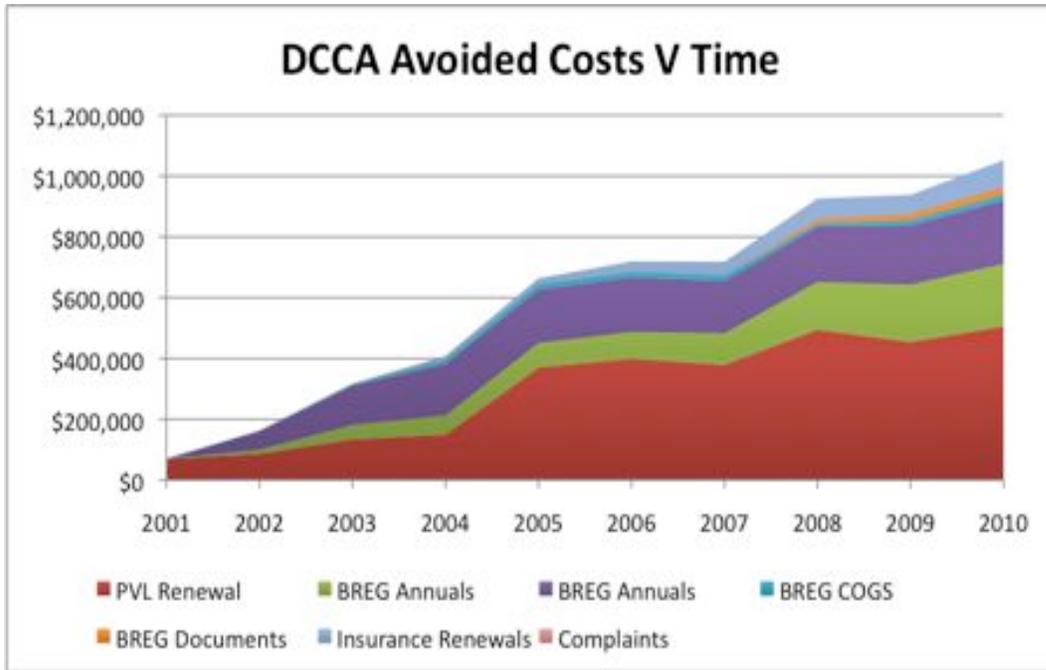
This process continues today with the exception that most divisions are phasing out mailing the paper forms completely.

*DLNR Bureau of  
Conveyances  
Search*

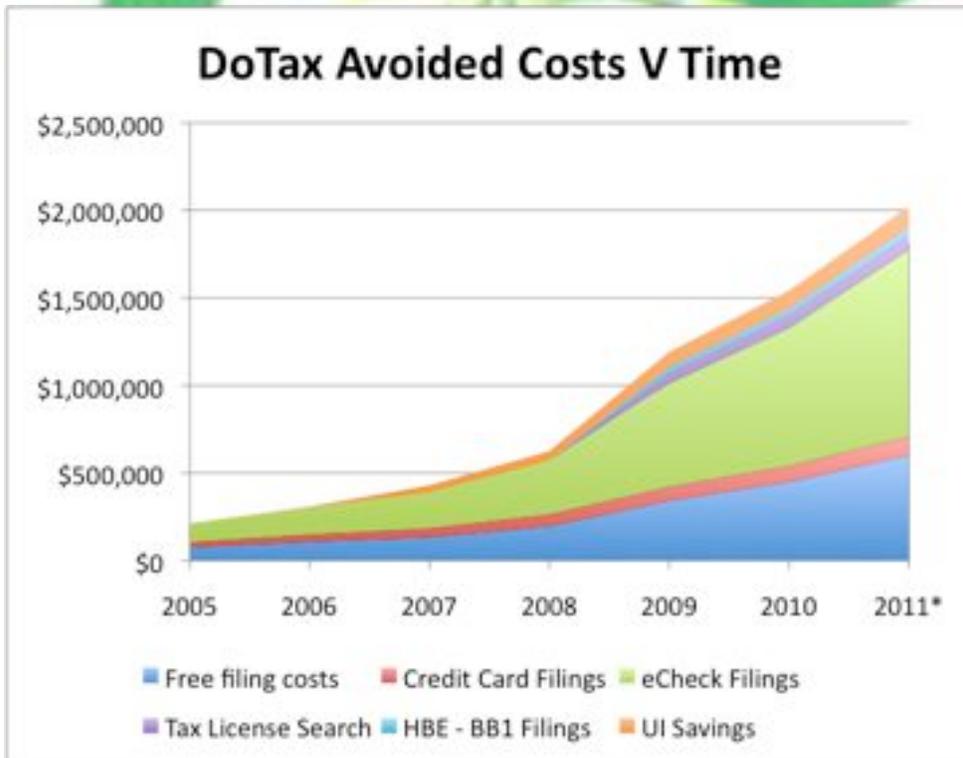
*Fabulous - Being  
used to Illinois I  
didn't really expect  
to find the info for  
the house I sold in  
1976 but it was  
exceptionally  
accessible and I  
was even able to  
order a copy - the  
\$10 fee was gladly  
paid (it would have  
been \$20 here in  
Chicago).*

*KUDOS!*

In 2010, Portal Partners realized over \$3 Million in Avoided Costs from only three of our partners: Tax, DCCA and the Judiciary.



**Chart 9: DCCA Avoided Costs**

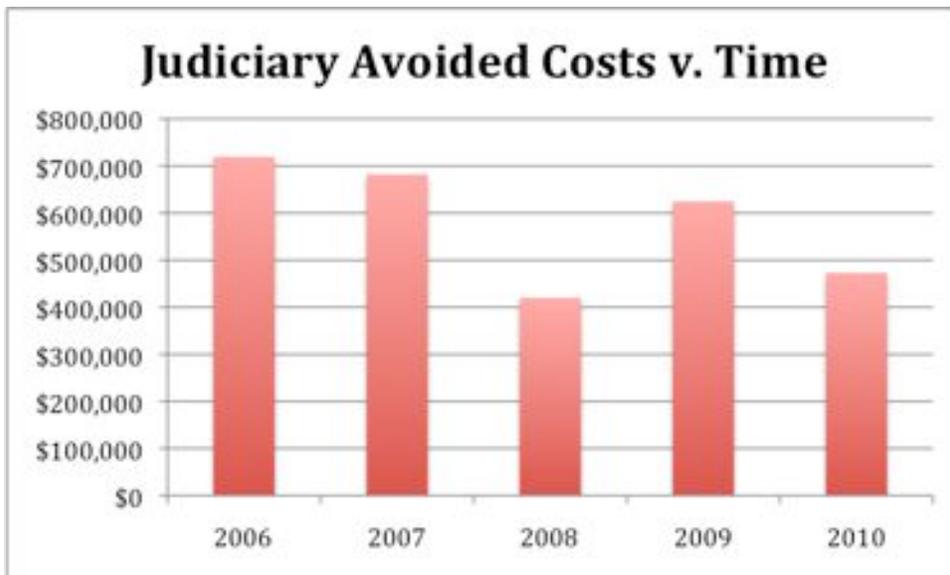


**Chart 10: DoTax Avoided Costs**

*DLNR Insurance Search and License Renewal*

*Of all the Insurance Websites, eHawaii is one of the cleanest, easy to use, uncluttered and navigation friendly.*

*Nice job!*



**Chart 11: Judiciary Avoided Costs**

---

**AWARDS SUBMITTED**

---

The Portal submitted the following awards on behalf of the partners during the fiscal year 2010.

- Better Government Competition – Hawaii Compliance Express
- Council of State Government Innovations Award – Hawaii Electronic Bench Warrants
- Harvard Innovation Awards – Hawaii Electronic Bench Warrants
- O’Reilly Government 2.0 Conference – Hawaii Electronic Bench Warrants
- Center for Digital Government – Digital Achievement Award - Hawaii Electronic Bench Warrants



*In 2010 the portal and the State Judiciary won the Center for Digital Government’s Digital Achievement Award and Harvard University’s Bright Idea Award for eBench Warrants. The DCCA BREG Division and the portal won the IACA Merit Award for 2010*

---

**PRESS RELEASES**

---

The portal worked closely with each of the partners for the following press releases:

- DCCA Hawaii Business Documents System (<https://hbe.ehawaii.gov/documents/search.html>)



- [http://www.businesswire.com/portal/site/home/permalink/?ndmViewId=news\\_view&newsId=20091007005129&newsLang=en](http://www.businesswire.com/portal/site/home/permalink/?ndmViewId=news_view&newsId=20091007005129&newsLang=en)
- DLNR State Parks Camping System  
(<https://camping.ehawaii.gov/camping/welcome.html>)
  - <http://finance.yahoo.com/news/Hawaii-State-Parks-Camping-bw-2806310976.html?x=0&.v=1>
- Judiciary Vehicle Monitoring System (<http://vms.ehawaii.gov>)
  - <http://www.thestreet.com/story/10732282/1/hawaii-launches-online-vehicle-monitoring-system-at-www.ehawaii.gov.html>
- DLNR BOC Document Search
  - <http://hawaii.gov/dlnr/chair/pio/nr/2010/NR10-030.pdf>
- “Hawaii Tracks Vehicle Violations With Online Monitoring System”
  - <http://www.govtech.com/gt/articles/764062>
- “Improved Real Property Recording and Researching Now Available Online at eHawaii.gov”  
<http://finance.yahoo.com/news/Improved-Real-Property-bw-239778892.html?x=0&.v=1>
- “Herington enjoys ride on winding path that leads to NIC”
  - <http://www.bizjournals.com/kansascity/stories/2010/04/26/story12.html>
- “Hawaii Launches Online Vehicle Monitoring System at www.ehawaii.gov”
  - <http://finance.yahoo.com/news/Hawaii-Launches-Online-bw-3080079637.html?x=0&.v=1>
- “Hawaii State Parks Camping & Lodging Reservations Now Available Online at www.ehawaii.gov”
  - <http://finance.yahoo.com/news/Hawaii-State-Parks-Camping-bw-2806310976.html?x=0&.v=1>

*Professional License Renewal*

*Super fast and easy.*

*If all Government ran this way we would save a lot of tax payer's money!*

---

**OTHER ACTIVITIES**

---

- **Ride 4 Cops – March 15, 2010**

HIC assisted in co-organizing the ‘Ride 4 Cops’ event, a fundraising venture started by the CEO, Harry Herington, of National Information Consortium (NIC) (HIC’s parent company). Harry is riding his motorcycle to each of the 50 states, visiting the State capitol, and making a donation in each location to raise awareness of the inherent dangers of law enforcement and support for families of fallen officers. Other participating event organizers were the Hawaii branch of COPS (Concerns of Police Survivors), the X-solo club and the Hawaii branch of the Blue Knights. The event was attended by Governor Linda Lingle and Police Chief Louis Kealoha and many others from the business, government and private sector.



▪ **‘Aloha on Rails’ - Nov 2009**

HIC was an official sponsor of the Aloha on Rails conference in Waikiki, an event for Ruby on Rails and Web Development. The three day event featured presentations from industry experts and two full days of advanced information and timely sessions covering Ruby on Rails and the future of web application engineering.

**Important Statistics (July 1, 2009 to June 30, 2010):**

**5,400,173 Visits:**

A visit is defined as the number of individual sessions initiated by a user who visits the site.

**14, 794.99 Average Visits Per Day**

**34,813,780 Pageviews:**

A pageview tracks each instance of a page being loaded by a browser. If a visitor hits reload after reaching the page, this will be counted as an additional pageview. Or if the user navigated to a different page then returns to the original page, a second pageview will also be recorded.

**6.45 Average Pages Per Visit:**

These are the average number of pages viewed by each visitor to eHawaii.gov.

**4:55 Time on Site:**

This is the average time each visitor spends visiting eHawaii.gov.

**30.79% Bounce Rate:**

The bounce rate is the percentage of single page visits or visits in which the person left your site from the entrance page. In other words, a bounce is an exit that was also an entrance. For example, if the page had 100 visits and 10 of those were entrances (they didn't come from another page on your site), if 5 of those entrances immediately exit (don't view any other page on the site), the bounce rate would be 50%. 5 out of 10 entrances were exits.

**40.11% New Visits:**

This statistic tracks users' new visitors to eHawaii.gov. This is tracked via cookies, which are pieces of text hosted in the users' browser.

*Hawaii Business Express*

*Great!*

*The staff to help answer questions were very helpful and knowledgeable.*

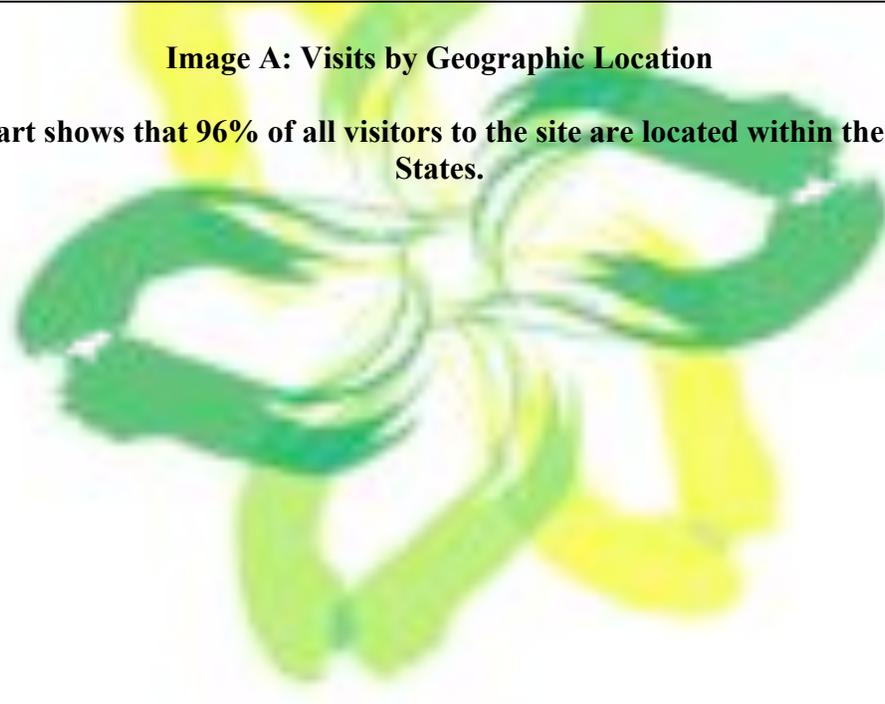
*A pleasure to do all paper work on line.*

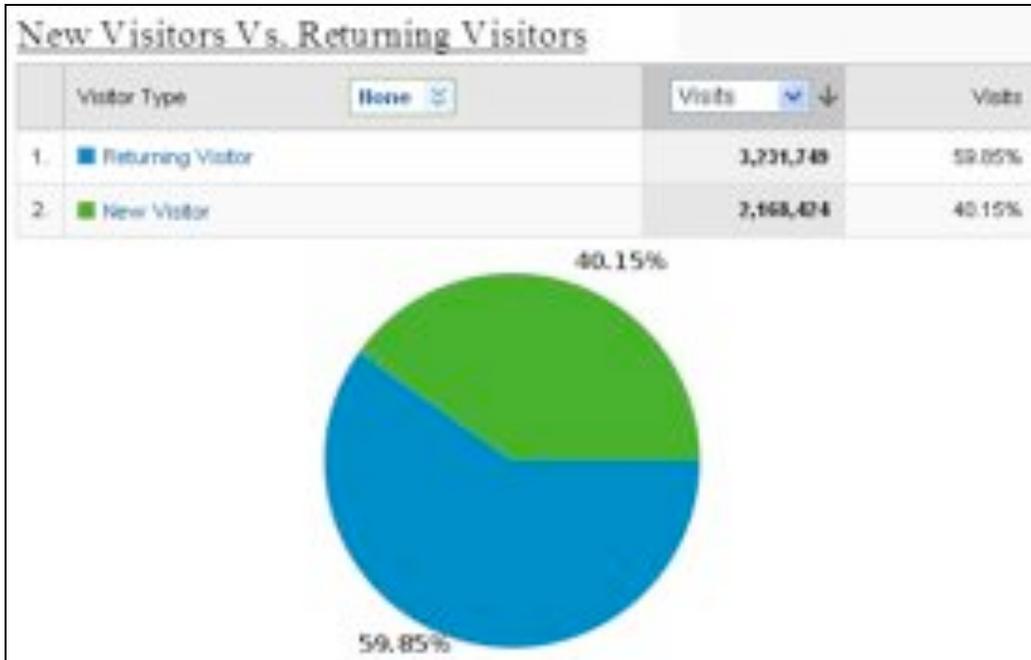
### 5,400,173 visits came from 215 countries/territories



**Image A: Visits by Geographic Location**

**This chart shows that 96% of all visitors to the site are located within the United States.**





**Image B: New Visitors Vs. Returning Visitors**

**This chart shows that roughly 40% of our site visitors are visiting eHawaii.gov for the first time and 60% are returning visitors.**



**Image C: Sources of Traffic to eHawaii.gov**

**This chart shows that eHawaii.gov receives 51% of its site traffic by visitors who access the site directly, not through a search engine. Referring sites may include other state agencies or other websites that link to the portal.**

| Sources                    | Visits    | % visits |
|----------------------------|-----------|----------|
| (direct) ((none))          | 2,806,915 | 51.98%   |
| hawaii.gov (referral)      | 725,343   | 13.43%   |
| ehawaii.gov (referral)     | 457,854   | 8.48%    |
| google (organic)           | 236,658   | 4.36%    |
| hbe.ehawaii.gov (referral) | 148,141   | 2.74%    |

**Image D: Top Traffic Sources**

**This chart shows that the top traffic sources, not including direct, is referrals from the Hawaii.gov domain, and that the top search engine referral is Google.**

| Keywords                | Visits | % visits |
|-------------------------|--------|----------|
| state of hawaii         | 24,492 | 6.33%    |
| hawaii.gov              | 18,459 | 4.77%    |
| ehawaii.gov             | 16,163 | 4.18%    |
| hawaii                  | 14,218 | 3.68%    |
| hawaii state government | 10,027 | 2.59%    |

**Image E: Top Keywords used to search**

**The top keywords above are the ones most commonly entered when searching for information about the portal.**

---

PORTAL OBJECTIVES FOR 2010

---

- While work has been ongoing throughout prior years, a main focus of 2010 will be to redesign the current portal. Information will be easier to find, reorganized to be more intuitive to use, and include more frequently updated content. We will be utilizing various focus groups and individuals to assist us in our redesign efforts and are scheduled to launch in April 2011.
- Expanding county coverage throughout the islands. Our main focus will be the Big Island where 80% of the growth is estimated to occur in the coming years. Currently we are focusing on various CMS website redesign projects as well as the launch of online water payments, coming in late 2010 and early 2011. HIC may also considering relocating staff to the island to meet with agencies and discuss solutions to Big Island issues such as permitting.
- Enhancing our content management system to allow streamlined and quick development utilizing pre-set templates for all state and county partners. Set up should be quick with minimal to no development time needed.
- We will begin offering a new form processing service to our partners. This web based will assist state partners in eliminating simple paper forms by placing them online. The forms will be used for those that do not need direct back-end validation integration and have no payments associated with the service.

*Certificate of Good Standing Search*

*Being able to purchase electronic files and receive them immediately is of great value.*

*Thank you for offering these options keep up the great work, you're appreciated more than you may know.*

**Services**

In 2011, we are poised to launch more than 20 new services and numerous CMS projects, including but not limited to:

- Continued expansion with the Department of Land and Natural Resources to bring even more permitting processes online for movie filming, special use permits, and camping permits for neighbor islands.
- Registration systems for real estate licenses, film permits, controlled substances and even marriage licensing!
- Our award winning eBench warrants application will be released in the final major county, the County of Hawaii for use, bringing all major counties on board!

---

IN CLOSING

---

The HIC team appreciates the opportunity to work with agency partners from all branches of state and county government in Hawaii, and to make exceptional services available to the public, businesses, and other government agencies.



**APPENDIX 1: ALL PROJECTS/ APPLICATIONS**

| <b>Department</b>        | <b>Application</b>                       | <b>Description</b>  | <b>Launched/<br/>Target</b> | <b>Status</b> |
|--------------------------|--|---|-----------------------------|---------------|
| Attorney General - HCJDC | Online State ID Cards                    | Allows applicants for a State of Hawaii ID card to apply online and pay the required fee.   | Q4 2007                     | Launched      |
| All                      | Lala Enhancements                        | Portal wide single sign-on improvements, security measures, admin                           | Q1 2009                     | Launched      |
| AG-HCJDC                 | Sex Offender Updates                     | Update Sex Offender Application with Mapping features and better usability                  | Q1 2009                     | Launched      |
| AG Charity Division      | Annual Non-Profit Report                 | Online service to allow filing of annual non-profit report                                  | Q1 2009                     | Launched      |
| AG/CSEA                  | Payments                                 | Process payments for CSEA clients   | Q1 2010                     | Scheduling    |
| AG- HCJDC                | Sex Offender Bulk Data                   | Access to Bulk Sex Offender Data  | Q4 2009                     | Launched      |
| AG HCJDC                 | LEOSA Permit Application                 | Allow retired law enforcement officers to apply to carry firearms under the LEOSA program.  |                             | Waiting       |
| B&F                      | Hawaii Employees Retirement System       | Allows Employee Retirement System to publish HIPPA compliant data for state and county      | Q1 2006                     | Launched      |
| B&F                      | Unclaimed property site redesign         |   | Q3 2010                     | Launched      |
| County of Hawaii         | Sewer/ Water Payments - Hawaii Island    | Allows businesses and citizens to pay their sewer bill with a credit card or eCheck.        | Q1 2010                     | Testing       |
| County of Hawaii         | MVR for Hawaii                           | Motor Vehicle Renewal   | Q3 2010                     | Launched      |
| County of Hawaii         | Public Works Websites, Traffic and Flood | Public Works Website  | 30-Aug-10                   | Launched      |
| County of Hawaii         | Hawaii Police Website                    | Hawaii Police Website   |                             | Development   |
| County of Kauai          | Online Kauai Sewer Payments              | Allows customers to pay their sewer bills online  | Q1 2006                     | Launched      |
| County of Kauai          | Online Real Property Tax payments        | Allows businesses and citizens to pay their real property tax with a credit card or eCheck. | Q3 2006                     | Launched      |
| DAGS                     | CIP administration and public website    | CIP Website   | 30-Jun-10                   | Launched      |
| DBEDT                    | GIS Software Hosting                     | Provide GIS software hosting and access   |                             | Development   |

|           |   |  |         |            |
|-----------|---|--|---------|------------|
| DCCA BREG | Rewrite/enhance BREG Annual Filings (into HBE)                            | Rewrite the Annual Filings application to take full advantage of infrastructure improvements, provide better functionality to the user, and more tightly integrate with the DCCA database environment. | Q1 2007 | Launched   |
| DCCA BREG | Online Imaged Document Retrieval  | Will allow public to order archival documents online, pay online, and receive electronic delivery of documents.  | Q1 2008 | Launched   |
| DCCA BREG | HBE Fee changes   | Fee Changes for initial filings  | Q1 2009 | Launched   |
| DCCA BREG | List Builder Rewrite  |  | Q2 2010 | Scheduling |
| DCCA HID  | Online Continuing Education Submittals/Presentation                       | Allows Hawai'i providers of continuing education courses to submit information to the state on licensed insurance agents who have completed continuing education courses.                              | Q1 2008 | Launched   |
| DCCA HID  | Insurance Renewals  | Insurance agent and Company Renewals. 6 times per year   | Q1 2003 | Launched   |
| DCCA PVL  | Online Real Estate Renewals + Rewrite/enhance PVL renewal online services | Starting with Real Estate renewals, this is an ongoing effort to totally re-write the 50 legacy PVL applications to take full advantage of latest java technology                                      | Q4 2006 | Launched   |
| DCCA PVL  | Nurse, Social Worker, Acupuncturists Renewals                             | 24,000 + Renewals  | Q2 2007 | Launched   |
| DCCA PVL  | PVL Real Estate System - CE   | Would provide a continuing education service for licensed real estate professionals  | Q3 2008 | Launched   |
| DCCA PVL  | PVL Renewals  | PVL renewals have 2 to 4 cycles per year   | Q3 2006 | Active     |
| DCCA PVL  | DFI Surcharge Payment   | Process DFI Surcharge Payments   | Q4 2009 | Launched   |
| DCCA RE   | Condominium AOA Renewals  | Update of the Biennial Renewal application   | Q2 2007 | Launched   |
| DCCA RE   | AOAO Updates  | Update of the Biennial Renewal application   | Q2 2009 | Launched   |
| DCCA RICO | Complaints Management System upgrades                                     | Update to the Complaints Management Search Application due to backend upgrades   | Q4 2008 | Launched   |
| DCCA-INS  | Insurance CE Enhancements   | Enhancements to existing insurance CE system   |         | Waiting    |

|                             |  |   |         |          |
|-----------------------------|--|---|---------|----------|
| DCCA/BREG                   | Business Name Search/COGS                              | Upgrades of Business Name Search app and the Certificate of Good Standing app, both now in java.  | Q2 2006 | Launched |
| DCCA/HID                    | Insurance License Renewals/ Insurance Company Renewals | A significant rewrite of an older fee-generating app in which new functionality was added.  | Q2 2006 | Launched |
| DCCA/PVL                    | Online Surety Filings                                  | Allows surety companies to electronically submit information on covered policy holders  | Q2 2006 | Launched |
| DCCA/PVL                    | Online Contractor Renewals and GET Clearance           | Allows licensed contractors to renew online. This application electronically verifies whether there is a valid tax clearance and surety bond, eliminating paperwork.  | Q3 2006 | Launched |
| Department of Health        | Wastewater Permits                                     | Apply for a wastewater discharge permit online  | Q2 2008 | Launched |
| Department of Public Safety | Controlled Substance Registration System               | Online registration and renewal for distribution of controlled substance  | Q2 2010 | Testing  |
| DLIR/UI                     | HUI Express Phase 2                                    | An enhancement to the Quarterly Wage Reporting System that allows employers to pay their unemployment insurance assessment online.  | Q4 2006 | Launched |
| DLIR/UI                     | HUI Enhancements                                       | Including new features into HUI   |         | Launched |
| DLNR                        | Revised Online Hunting License Sales                   | A new java version of one of the first apps developed by HIC. This new version allows hunting offices to sell over the counter using a subscriber account and will be rolled out to licensed vendors such as Wal-Mart and Sports Authority later this year. | Q2 2006 | Launched |
| DLNR                        | Online Vessel Registrations                            | Allow boat owners to renew their vessel registrations online  | Q4 2007 | Launched |
| DLNR                        | Na Ala Hele Trail System                               | Rewrite of the existing trails application to be able to be hosted in HIC environment and further enhance reservation capability and UI   | Q3 2008 | Launched |

|                            |  |  |         |            |
|----------------------------|--|--|---------|------------|
| DLNR                       | Commercial Marine Licensing System - Public System         | Will allow commercial fishers to renew their fishing licenses online. It will also allow citizens and businesses who operate within Hawaii's fishing industry, such as fish wholesalers, to verify that the catch they buy was caught by a properly licensed fisher. | Q4 2008 | Launched   |
| DLNR                       | Wiki Permits Enhancements                                  | Phase II enhancements  | Q1 2009 | Launched   |
| DLNR                       | Statewide reservations                                     | Statewide Camping Reservations   | Q1 2010 | Launched   |
| DLNR                       | CMS Hosting  | Create and maintain website on a CMS system for the DLNR BOC   |         | Waiting    |
| DLNR                       | Storefront - Super Store                                   | Allows online payment and order generation by agency   | Q3 2009 | Launched   |
| DLNR                       | ePermitting Application for Forestry and Wildlife Division | Online ePermitting Application for Forestry and Wildlife Division  |         | Launched   |
| DLNR - Land                | Land Use Permits   | Land use permits for weddings  | Q4 2008 | Launched   |
| DLNR -CRVS                 | Complaints and Violations Case Management System           | The new service will allow violation citations to be electronically tracked and paid by violators through an online payment process.   | Q3 2010 | Launched   |
| DLNR/Aquatic               | Online Fisheries Reporting                                 | Will allow commercial fishers to input their required catch reports online   | Q1 2010 | Launched   |
| DLNR/Bureau of Conveyances | Online BOC documents filings                               | Would allow electronic filings of UCC filings and other Conveyances  | Q2 2009 | Launched   |
| DLNR/Bureau of Conveyances | Online BOC documents Search                                | Would allow search of electronic filings of UCC filings  | Q1 2010 | Launched   |
| DLNR/Bureau of Conveyances | Backend Support for BOC                                    | Backend support (Backup and possible hosting of system)  |         | Scheduling |
| DOH                        | Online Vital Records Verification Service + Cert ordering  | Will verify the existence of a vital record in the DOH vital records database  | Q2 2007 | Launched   |
| DOH                        | Online Death Certificates                                  | Allows registered funeral homes to securely order death certificates for the decedent's family   | Q3 2007 | Launched   |
| DOH                        | Online Clinical Lab Personnel License Renewal              | Allows clinical lab personnel to renew a license   | Q4 2008 | Launched   |
| DOH                        | EDRS enhancements  | Database stand-by setup and integration with NEDSS system of disease outbreak control division   | Q2 2009 | Launched   |

|                      |  |   |         |             |
|----------------------|--|---|---------|-------------|
| DOH                  | Upgrade Vital Records Payment & Delivery Process           | Upgrade to include expedited service  | Q2 2010 | Development |
| DOT -Airports        | Airport Surplus Auction                                    | Confiscated goods at security gate will be auctioned online   | Q4 2010 | Launched    |
| DOTAX                | County Tax Surcharge Upgrades                              | Allow GE tax filers to pay county tax surcharge   | Q4 2006 | Launched    |
| DOTAX                | Revision to BB1 data transfer protocol                     | Make modifications to allow BB1 filing data to be integrated into the DOTAX system                      | Q2 2007 | Launched    |
| DOTAX                | ELF  | ELF Annual Updates  |         | Launched    |
| DOTAX/other Partners | Hawaii Business Express (HBE): add DOTAX BB1 to QuickFile. | Allows filers to submit BB1 Forms electronically and pay the required fee                               | Q2 2007 | Launched    |
| Hawaii               | Property Tax Payments                                      | Allow the public to pay for property tax payments on Hawaii   | Q2 2008 | Launched    |
| Hawaii County        | Big Island   | Update to county camping reservation system   | Q3 2010 | Testing     |
| HBE Development      | Annuals, BB1, initials, online Documents                   | All business related filings and renewals including BREG, TAX, DLIR and IRS forms                       | Q1 2004 | Active      |
| HIC                  | DR FORTRESS/ Reconfiguration                               | Moving to a 30 Amp rack, installing web defend, upgrading hardware                                      | Q4 2008 | Launched    |
| HIC                  | Portal Reminder Service                                    | Allows portal users to subscribe to a reminder service  | Q1 2010 | Launched    |
| HTSB                 | Content Management   | Web site hosting  | Q4 2008 | Launched    |
| HTSB                 | Teacher Licensing  | Initial Licensing, Renewals and continuous updates for teachers. Including backend integration with DOE | Q3 2009 | Launched    |
| HTSB                 | HTSB Website Hosting                                       | HTSB Website Hosting utilizing CMS solution   | Q3 2009 | Launched    |
| IRS                  | IRS integration to HBE                                     | Provide enhanced ability for HBE filers to get their Fed Employer ID number in near real-time           |         | Development |
| Judiciary            | Vehicle Violation Monitoring                               | Allow the public to monitor the status of a registered vehicle based on the tag number                  | Q1 2010 | Launched    |

|           |   |  |           |             |
|-----------|---|--|-----------|-------------|
| Judiciary | Volunteers in Public Service (VIPS)       | This application will provide the Judiciary a system for complete management of the Volunteers in Public Service records. Applicants will be able to fill out an application online. This information can be automatically placed in a database of volunteers. All information on volunteers will be in a centralized location, allowing for simple record management by Judiciary staff | Q1 2007   | Launched    |
| Judiciary | Online Judicial Surveys                   | Will allow the Judiciary to administer its annual surveys of judges via the Internet.  | Q3 2007   | Launched    |
| Judiciary | Pre-checking Abstracts                    | Better pre-checking of traffic abstract requests   | Q3 2007   | Launched    |
| Judiciary | Online Judicial Surveys (Appellate Court) | Allows the Judiciary to administer its annual surveys of judges via the Internet.  | Q2 2008   | Launched    |
| Judiciary | Online Judicial Surveys (Family Court)    | Allows the Judiciary to administer its annual surveys of judges via the Internet.  | Q3 2008   | Launched    |
| Judiciary | Electronic Bench Warrants System          | Develop a system for generating bench warrants from the JIMS system for the law enforcement community  | Q1 2009   | Launched    |
| Judiciary | Driver Monitoring Service                 | Monitoring of Licensed Driver Violations   | Q3 2009   | Launched    |
| Judiciary | Traffic Abstracts - electronic            | Electronic abstracts to public   | Q3 2010   | Development |
| Judiciary | Online Land Court Record Petition Filing  | Online petition filing for land court records with possible integration with DOH records of Marriage and Death   | Q4 2009   | Elaboration |
| Judiciary | Judiciary CMS and Rewrite                 | CMS Hosting site redesign for the Hawaii State Judiciary   | Q1 2010   | Launched    |
| Judiciary | Vehicle Monitoring Service                | Monitor Vehicle Violations   | 20-Apr-10 | Launched    |
| Kauai     | Online Motor Vehicle Renewals             | Allow registered owners to renew motor vehicle registration online.  | Q1 2009   | Launched    |
| Kauai     | ePermitting for Parks and Recreation      | Camping, rentals, and other permits for the Kauai Department of Parks and Recreation   | Q1 2010   | Elaboration |

|                          |  |  |           |             |
|--------------------------|--|--|-----------|-------------|
| Lt. Governor             | Enhanced Statewide Calendar                        | Launch an enhanced calendar system for government entities to post required meeting notices                                | Q1 2007   | Launched    |
| Maui                     | Online Motor Vehicle Renewals                      | Allow registered owners to renew motor vehicle registration online. Maui, Kauai, Hawaii County                             | Q2 2008   | Launched    |
| Maui                     | MVR Upgrade - Rental Car Registration Renewal Bulk | Extension of existing MVR service to allow bulk rental car registration renewal  | Q4 2010   | Launched    |
| OMPO                     | CMS Hosting  | Create and maintain website on a CMS system for the Oahu Metropolitan Planning Organization                                | Q4 2008   | Launched    |
| SPO                      | HCE enhancements                                   | HCE enhancements (multi-user access, foreign address, DLIR statuses, DOTAX Clearance)                                      | Q2 2009   | Development |
| Various                  | Multiple upgrades                                  | Deployed revisions to the following applications: eCrim, EDR, HUI Express, HBE, HCE, Portal, PVL Renewal, Secure Download. | Q2 2006   | Launched    |
| Batch Criminal Histories | Allow for batches of criminal histories            | Bulk retrieval of criminal histories   | Q3 2010   | Elaboration |
| AG- HCJDC                | Unlimited Access to eCrim                          | Provide unlimited access to Criminal Histories   |           | Elaboration |
| AG                       | Notary Licensing & Registration & Search           | Notary Licensing Registration and Public Search Service  |           | Elaboration |
| DAGS                     | Statewide CIP                                      | Statewide Capital Improvement Projects Search and Filings  | 20-May-10 | Launched    |
| DBEDT                    | ePermitting System for Film Office                 | Facilitate online permitting and process of the filming permits  | Q4 2010   | Elaboration |
| DBEDT                    | CMS Project  | CMS Project for HCEI and Interisland Wind  | Q4 2010   | Elaboration |
| DCCA BREG                | Agent Search                                       | Allows agents to search for businesses that list them as agent of record.  | Q2 2009   | Launched    |
| DCCA PVL                 | List Builder Rewrite                               |  | Q2 2009   | Scheduling  |
| DCCA PVL                 | PVL Continuous Updates                             | Would allow holders of occupational licenses to update their info at anytime   |           | Discussion  |
| DCCA-PVL                 | Generic Form Processing                            | Generic forms  |           | Elaboration |
| DCCA-PVL                 | Initial Licensing for Real Estate Agents           | Real Estate Continuing Education System Extension for Initial Licensing  |           | Elaboration |
| DLNR                     | Boating Accounts Receivable System                 | Boating Division Accounts Receivable Systems   | 1-Nov-10  | Discussion  |

|                            |   |   |          |             |
|----------------------------|---|---|----------|-------------|
| DLNR/Bureau of Conveyances | Online Conveyance Documents - Tracking Only                           | Online Conveyance Filings   |          | Testing     |
| DOH                        | Online Wedding Registration System                                    | Allows couples to register online and authorized officiants to complete and issue certificates online.                    | 1-Dec-10 | Active      |
| DOT                        | Statewide Traffic Incident Reporting                                  | Allow counties to report traffic incidents online   |          | Elaboration |
| DOTAX                      | Modernized eFiling  | MeF gateway and viewer developed, maintained and hosted by HIC  |          | Elaboration |
| GOV                        | Request for messages, commendations, and proclamations                | Allows public to submit requests for messages, commendations, and proclamations to be downloaded to desktop application   | Q4 2009  | Launched    |
| Judiciary                  | Circuit Court Judge Survey  | Allow attorneys to complete online survey on Circuit Court Judges   | Q1 2009  | Launched    |
| Judiciary                  | Modifications to Ho'ohiki online court records service                | Collaborate with Judiciary in providing controlled access for commercial data aggregators to retrieve information         |          | Waiting     |
| Judiciary                  | Criminal Bulk Data Download   | Bulk criminal data download through subscription  |          | Development |
| Maui                       | Online Water/Sewer Payments   | Online Water and Sewer Payments   |          | Elaboration |
| Office of Election         | Election Result Hosting   | Election Result Hosting   |          | Elaboration |
|                            |   |   |          |             |
| Agriculture                | Measurement Devices License Renewals                                  | Online service to allow renewal of license for measurement devices  | Q4 2009  | Discussion  |
| B&F                        | Website Hosting   | Hosting of the existing ERS website   |          | Elaboration |
| DCCA-PVL                   | Online Application Processing   | Online application process for PVL license applicant  |          | Discussion  |
| DLNR                       | Historic Findings Application and Review                              | Allows the public to submit applications for historic findings and review process by State Historic Preservation Division |          | Discussion  |
| DLNR                       | Commercial Access Permit for Tour Groups/Buses                        | Commercial access permit for tour groups and buses  | Q2 2010  | Elaboration |
| DLNR                       | Historic Preservation Division - Online Permit Filing and Data Access | Online Permits and Data Access (Search)   |          | Discussion  |
| DLNR -                     | Water User Reporting  | Well owners reporting of water use  |          | Waiting     |
| DLNR/Bureau of             | Conveyance Tax Payments   | Automate the archaic current method of paying   |          | Elaboration |

|              |  |  |          |            |
|--------------|--|--|----------|------------|
| Conveyances  |  | Conveyance Taxes (Tax and BOC)   |          |            |
| DOH          | Online Marriage Performer Registration System (Add On to Existing) | Maintenance and renewal of commissioned marriage performers, including training component. |          | Discussion |
| Judiciary    | Additional CMS Sites   | Adding the Law Library and other ICSD sites to judiciary CMS                               | Q1 2010  | Launched   |
| Judiciary    | Intake Services Web Site   |  |          | Discussion |
| C&C Honolulu | Forever Honolulu   | Forever Honolulu Registration  | 1-Jun-10 | Launched   |

