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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

DECEMBER 2010 – JANUARY 2011

Executive Summary

Welcome to the first Access Hawaii Committee Meeting in 2011. There are many new board members so the most important topic is introduction to the eHawaii.gov portal program. This month's meeting will be dominated by the orientation presentation.

During the last two months, the portal successfully launched the year-end changes for the DoTax eFile service, and HBE Business filings and new Governor and Lt. Governor forms. Current large projects include: DLNR Boating Accounts Receivable System (BARS), DOH Electronic Marriage Licensing, DoTax Modernized eFiling (MeF), DLNR Bureau of Conveyances (BOC) System and HTSB Teacher Licensing Phase 4

The Google Analytics for the period of December 2010 – January 2011 is included.

Marketing Activity

DCCA BREG

11,620 postcard reminders were sent to annual filers who were due to file by the end of the 2010.

16,512 emails were sent for the Q1 2011 filers on January 3, 2011.

20,994 postcard notices were mailed on January 16, 2011.

DCCA PVL

1,211 postcard reminders were sent to licensees who are due to renewal by Dec 2010.

DCCA INS

686 emails and 3,141 postcard notices were delivered to insurance licensees for the March 2011 renewal cycle.

County of Hawaii Department of Water Supply

In anticipation of the February 2011 launch of the online water payments, HIC provided 45,000 flyer inserts as part of the mailing campaign for the 2011 year.

DOE HTSB

The portal assisted in printing and mailing of 13,200 postcards to the teachers regarding the online system.

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
3-Dec	Mail	1,121	PVL	Reminder for Dec 2010
13-Dec	Mail	11,620	BREG	Annual filing reminder Q4 2010
3-Jan	Mail	3,141	INS	March 2011 renewal notices
3-Jan	Email	686	INS	March 2011 renewal notices
3-Jan	Email	16,512	BREG	Annual filing notices for Q1 2011
16-Jan	Mail	20,994	BREG	Annual filing notices for Q1 2011
28-Jan	Mail	13,300	HTSB	Online Licensing Renewal notification

New Partner Contacts

- Legislative Data Bureau
- LG Office
- Governor Office

Highlights

DCCA PVL

The December 2010 PVL renewal cycle was completed on December 31, 2010. 18,368 licensees renewed during the period, over 96% of them renewed online and took advantage of the online discount.

Portal Transition

In cooperation with the Governor's Office, Lt. Governor's Office and ICSD PIAS, we successfully updated and completed the design and form processing, PIAS implemented the design and embedded our forms and the Governor's and Lt Governor's websites deployed on time on December 6, 2010.

New Administration

Portal's General Manager has met with Director of DAGS, Director of DLNR, Director of B&F, Director of Tax, Director of DCCA, and continues to schedule meetings with new cabinet members. The goal from the meeting is to introduce HIC and review current projects.

New Portal Design

We are working on the new portal design by incorporating public, steering committee and Governor's office feedback along with industry best practices and accessibility guidelines. Anyone interested in getting involved in the process, please let Russell know.

New Application Deployments

- Governor Forms
- Lt. Governor Forms

Application Upgrades

- HBE DCCA fee changes
- eFile
- CMLS
- Camping
- Wedding Permits
- EDRS
- Insurance Renewal
- Insurance Search
- Insurance CE/Provider
- Insurance RPA
- HTSB
- CRVS

New SOW's/ SLA's/ Updates

- Governor's Office support *
- Lt. Governor's Office support *
- DLNR CMLS Bottom Fishing Annual License Registration
- DCCA Insurance Renewal Amendment – eCheck payment
- DCCA Insurance Bulk Insurance Data
- DoTax – Bulk Tax Update (revision)

Additional Items

- Purchased two new F5 Load balancers and will be installing them in February (After the January tax filing deadlines).
- Creating standard CMS templates to facilitate easier site development.
- Annual Portal Report compilation in process

Analytics Reports

Included in packet as separate PDF.

Financial Report - December 2010

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<u>12/31/10</u>
Assets	5,050,167
Liabilities	4,606,287
Shareholder Equity	443,882
Total Liabilities & Shareholder Equity	5,050,169

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	October	November	December	Rolling 3 Month
Total Revenues	713,126	759,709	685,029	2,157,972
Cost of Revenues	447,753	465,771	473,880	1,387,405
Gross Margin	265,373	293,938	211,257	770,568
Operating Expenses	238,868	257,686	258,454	755,010
Income (Loss) from operations	26,504	36,251	(47,197)	15,558
Other Income (Expense)				
Net Income (Loss) Before Taxes	26,504	36,251	(47,197)	15,558
Total Provision for Income Taxes	10,371	14,192	(18,482)	6,081
Net Income (Loss)	16,133	22,059	(28,715)	9,477

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 Manager 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
BOC – Bureau of Conveyances (DLNR)
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
MORAA - Model Registered Agent's Act
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
PRIA - Property Records Industry Association
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.