

Congratulations on your new position, on behalf of eHawaii.gov and the Hawaii Information Consortium (HIC).

You may not be familiar with HIC, but there is a strong chance you have accessed eHawaii.gov or utilized one of the many online services we provide to citizens and businesses in partnership with Hawaii state and county agencies.

The twentieth Legislature, 2000 passed Act 292 which established the Access Hawaii Committee (AHC) to oversee the state of Hawaii's internet portal activities. Through a competitive bidding process, the state entered into a contract with the Hawaii Information Consortium (HIC), a wholly owned subsidiary of the National Information Consortium (NIC) headquartered in Olathe, Kansas.

Under the contract, HIC provides, at no cost to the state, all necessary hardware, software, portal infrastructure, administration, payment processing, and other services necessary for operation of the Internet portal. Pursuant to Act 292, the AHC coordinates the activities of HIC and the departments and agencies that utilize the Portal.

More than 60 online services are now available through eHawaii.gov, and HIC continues to add more each year. HIC processed more than 650,000 online secure electronic payments in FY 2010.

The portal is operated with oversight by the Access Hawaii Committee Board, comprised of public members, which sets strategic priorities, policies, and approves eHawaii.gov services.

Since 1999, HIC has held the contract as the Portal Manager. Funding for HIC comes from transaction and subscription fees associated with services created and managed by HIC. HIC receives no state appropriations.

Our partnership with the State of Hawaii creates a "win-win" situation for all involved. Online services create efficiencies for government and enhance service delivery to the public. The revenue provided to the portal by value-added services funds continued portal operations and the development of additional free information and services that benefit Hawaii's citizens and businesses.

In this packet, please find additional information about HIC and the services we provide to citizens and business in the State of Hawaii. HIC is a resource for you and your administration, and I would welcome the opportunity to discuss any of these items in more detail, as well as ways in which we can assist you.

Sincerely,

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eHawaii.gov / Hawaii Information Consortium, LLC

The eHawaii.gov portal is operated by Hawaii Information Consortium, LLC, the State Portal Provider through a long-term contract. The Access Hawaii Committee oversees HIC's contract.

- Hawaii Information Consortium, LLC is a Hawaii company based in Honolulu, and a subsidiary of NIC, a national eGovernment company that operates portals for 24 states.
- The purpose of the portal is to use technology to provide better access to government services for citizens and at the same time make government more efficient.
- We partner with the state to put government services online without the use of appropriated funds by employing a self-funded model.
- Started portal operations in Hawaii in 1999. Focus on high-volume business/ citizen transactions with the state. More than 60 online services available, over 650,000 online transactions processed.
- Hawaii is a national leader in eGovernment. eHawaii.gov and our partners (Hawaii State Judiciary, DCCA, SPO, DoTAX, DLIR UI, IRS) have won multiple awards over the last three years for Hawaii Compliance Express, eBench Warrants, and Hawaii Business Express.
- Popular online services include: Business registrations, camping permits, hunting and fishing licenses, professional license renewal, public criminal history records, and state tax payments.

eHawaii.gov Funding Model

eHawaii.gov is entirely self-funded with no state appropriations and operates through a public-private partnership model. The Access Hawaii Committee performs oversight and approval of all contracts and projects.

Transaction Fee & Subscription Services

- Funding for the program comes primarily from transaction and subscription fees associated with the online services created and managed by the HIC.
- Most of the services are funded by adding a service fee or the agency dedicating a portion of the existing statutory fee to the network for those transactions that pass through the portal
- Revenue provided by fee-based services funds the development of no-cost information and services to benefit Hawaii's citizens and businesses.
- Revenue provided by fee-based services funds the HIC data center, service maintenance, customer support, marketing, and hosting.
- The partnership model offers benefits to all involved – government, business, citizens, and HIC.

Fixed Price Agreement Projects

Not all projects fit into the transaction-fee funding model. Some projects are funded through fixed price agreements under the HIC Portal Manager contract.

- Agencies may work directly with HIC without the need for RFP.
- Most of the services developed by HIC under this model are not transaction-based or do not collect fees, such as website design, online searches, and front-end system development.

HIC and eHawaii.gov: Making Government Work Better for Citizens

Hawaii Information Consortium, LLC (HIC) has developed online services making Hawaii government more efficient, more transparent, and easier to access. With more than 60 online services in operation, HIC has the proven expertise to assist all levels of state government with projects both large and small.

Examples of successful online services include:

Department of the Attorney General

Criminal History Reports (<https://ecrim.ehawaii.gov>)

Employers and others can obtain public criminal history reports online. Nearly 90% of criminal history reports are now obtained online, saving the Department over \$60,000.

State ID (<https://stateid.ehawaii.gov>)

Nearly 20% of all State ID applicants chose to use the online application and payment system. Applicants saved an average of 40 minutes each. The AG has been able to streamline operations, eliminate data entry for online applications and handle significantly less money as a result of the system.

Department of Commerce and Consumer Affairs

Hawaii Business Express (<https://hbc.ehawaii.gov>)

The Business Registrations Division has been a national trendsetter in serving its constituencies.

- Over 50% of all businesses are started online.
- Over 80% of all businesses submit their Annual Report Online.
- Winner or Finalist of four IACA Awards.
- Over 10,000 business documents were ordered and fulfilled electronically in FY 2010.

PVL Renewals (<https://pvl.ehawaii.gov>)

Professional and Vocational Licensing Branch is responsible for 25 professional boards and commissions and 23 licensing programs. In total, the Division licenses 48 different professions and vocations. Each year over 80% of all types renew their bi- or tri-annual licenses online.

Department of Taxation

eFile (<https://www.ehawaii.gov/efile/>)

Almost 420,000 tax returns were filed via eFile at no cost to the State. Nearly 200,000 payments were made valued at over \$593 Million. Adoption has increase more than 30% annually for the last 5 years.

Hawaii State Judiciary

eBench Warrants (<https://judiciary.ehawaii.gov>)

The Hawai'i State Judiciary's new electronic bench warrant system (eBench Warrant), launched in March 2009, is

receiving positive reviews as it speeds the delivery of traffic warrants from the District Courts to law enforcement by eliminating the manual delivery of paper warrants. The new system has been providing online access to sheriffs at the Department of Public Safety (DPS) Sheriff Division and officers at the Honolulu Police Department (HPD) 24-hours a day, seven days a week.

The design and development process, spanning over a year, involved many collaborative meetings with representatives from the Hawai'i Criminal Justice Data Center of the Department of the Attorney General, DPS, Office of the Public Defender, Honolulu, Maui, Hawai'i and Kaua'i Prosecuting Attorney's Offices, Honolulu, Maui, Hawai'i and Kaua'i Police Departments, Department of Transportation Harbors and the Hawai'i Paroling Authority.

Sheriffs serve traffic warrants during periodic "sweeps" of a geographic area. eBench Warrant's database of traffic warrants issued statewide can be easily sorted by law enforcement officers to locate individuals with multiple warrants or streets where a large concentration of outstanding warrants exist. Previously, Sheriff Division staff sorted paper warrants manually.

Warrants are also served by police officers during traffic stops. On O'ahu, when a motorist is pulled over by a police officer, the officer calls a dispatcher to determine if the motorist has any outstanding warrants. If an outstanding traffic warrant exists, a police officer must drive to where the Sheriff Division stores the paper warrants to obtain the certified document for service to the apprehended motorist. Now, HPD officers can view and print certified copies for service 24/7 at the main station.

Department of Land & Natural Resources

Commercial Marine Licensing & Reports (<https://dlnr.ehawaii.gov/cmls-public/>)

Commercial Fishermen may apply for their licenses online, renew their licenses, and file their Fish catch reports.

Statewide Camping (<https://camping.ehawaii.gov/>)

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.

Civil Resource Violation System (<https://crvs.ehawaii.gov>)

DLNR, with approval from the state Attorney General, implemented new statutes for managing violations outside of the district court system. The online system was launched to support the process with direct ties to the CMLS system for Fish Catch Report violations being generated automatically. Since implementing the violation system, timely filing of fish catch reports has increased from 30% to 80% and actual adoption of the filing system has increased to over 90% providing DLNR the statistical data needed to better manage Hawaii's ocean resources. The CMLS system will support violations from any number of DLNR divisions in the future, taking the burden off of the courts while insuring violators are cited and cases processed in a timely manner. DLNR has approved several new violation types to be processed through the CRVS system which will be added in 2011. Efforts are underway to identify and adjust DLNR licensing & permitting applications to query the CRVS system and validate no outstanding violations appear for a customer prior to issuing permits insuring customers have paid all of their DLNR fines before receiving a new or renewed license or permit.

Department of Accounting & General Services

Capital Improvement Projects (<https://cip.ehawaii.gov>)

This online system was developed to provide transparency into federal funds allocated for capital improvement projects. It is the first step in providing online ARRA reporting for the state of Hawaii as well as visibility into all federally funded projects. The system not only provides reporting of funds allocated for capital improvement projects, it also provides visibility of upcoming bids for contractors and the ability for the departments to manage data for all projects regardless of funding, as a one source management tool.

Department of Education

Hawaii Teachers Standards Board (<http://htsb.org>, <https://htsb.ehawaii.gov>)

The Hawaii Teachers Standards Board is responsible for Teacher Licensing. HIC has provided a web Portal for HTSB with instructions and forms required to obtain a license.

In addition to the Portal, an online licensing renewal system was created that allows teachers to submit renewal applications online and make payments for their licensing. In 2011, the system will also support the initial licensing process allowing teachers to submit their license applications online and allowing HTSB the ability to log when licensing criteria has been met. Teachers will be informed by email when their license is approved and will be able to submit payment for their licenses online.

HIC also provides all front line support for HTSB through their help desk, reducing the burden on the HTSB staff, allowing them time to process the applications in a timely manner.

County Services

HIC partners with all of Hawaii's counties to provide online services to the public. Examples include:

Motor Vehicle Registration Renewals (<https://mvr.ehawaii.gov>)

HIC processes tag renewals for three out of the four Hawaii Counties. All at no cost to the County.

Sewer / Water Payments

HIC has implemented an online payment portal for sewer and/or water payments. Kauai was the first to leverage this service; Big Island and Maui are in the works.

Property Tax Payments

Kauai and Big Island leverage HIC's eCheck and Credit Card payment services to handle almost 10,000 property tax payments electronically.

Payment Processing

HIC can also offer Internet or Over the Counter payment processing services. These services include:

- Credit Card payments** (Amex, Discover, Master Card, Visa) with a blended rate of 2.6%. We also handle all payment support.
- eCheck payments** (instead of accepting paper checks any partner can accept eChecks (a.k.a. ACH Debit). Funds are originated into local banks and available in the partner's bank account as soon as 3 business days later.
- Subscriber Payments** – Some business entities have an ongoing relationship with our partners (CPAs, Law Firms, Newspapers, etc..) at a partner's request we can handle monthly invoicing and collection of fees for the partner.
- ACH Credit** – We are in the process of developing an ACH Credit solution for partners so they can receive electronic funds that are initiated by the payee.

Website Design Services

Whether we are re-designing an agency's current site or creating one from scratch, we work with state agencies to develop a site that is pleasing to the eye, easy to use, meets the needs of their users and agency, and complies with state and industry standards for accessibility for the disabled.

Examples:

- Governor's Website** (<http://hawaii.gov/gov>)
- Lt. Governor's Website** (<http://hawaii.gov/lsgov>)
- Hawaii State Judiciary** (<http://www.courts.state.hi.us>)
- County of Hawaii Dept. of Public Works: Flood Awareness** (<http://dpw.co.hawaii.hi.us/flood/>)
- County of Hawaii Dept. of Public Works: Traffic** (<http://dpw.co.hawaii.hi.us/traffic/>)
- Oahu Metropolitan Planning Organization** (<http://www.oahumpo.org/>)

*For a complete list of online services, visit

<http://www.ehawaii.gov/dakine/docs/allservices.html>