

# Introduction to eHawaii.gov

Presented by:

Russell Castagnaro, General Manager



Russell Castagnaro, GM  
Hawaii Information Consortium

## Who Are We?

- Hawaii Information Consortium, LLC
- Subsidiary of NIC Inc (NASDAQ: eGov)
- 17 employees
- 36 partners
- Over 70 public applications
- Honolulu based
- Established 1999
- 100% Government Focus



## What makes up eHawaii.gov?

Access Hawaii Committee

State, Federal and County Partners

Hawaii Information Consortium, LLC

Businesses

Citizens

## Our Partners

City and County of Honolulu  
County of Hawaii  
County of Maui  
County of Kauai  
Department of Accounting and General Services  
Department of the Attorney General  
Department of Budget and Finance  
Department of Business, Economic Development & Tourism  
Department of Commerce & Consumer Affairs  
    Business Registrations Division  
    Insurance Division  
    Professional Vocational Licensing  
    Registered Industry Complaints Office  
Department of Health

Department of Human Resource Development  
Department of Labor and Industrial Relations  
Department of Land and Natural Resources  
    Aquatic Resources  
    Boating and Ocean Recreation  
    Forestry and Wildlife  
    Bureau of Conveyances  
Department of Public Safety  
Department of Taxation  
Department of Transportation  
Employees Retirement System  
Hawaii Criminal Justice Data Center  
Internal Revenue Service  
Office of the Governor  
Office of the Lieutenant Governor  
State Procurement Office  
The Hawaii Judiciary

# What We Do

## Whole Lifecycle Web Applications

- eCommerce Applications (\$\$)
- High-Value, Public Applications

## Web Site Hosting (CMS)

## Customer Service (web, phone, email)

## Payment Processing (web & OTC)

## Form Processing

## Marketing/ Outreach

# eHawaii.gov Portal

The screenshot shows the eHawaii.gov portal homepage. At the top, there is a navigation menu with links for Government, Business, Community, Education, Employment, and Voting. Below this is the Hawaii.gov logo and a search bar. A 'Web Redesign Survey' banner is visible. The main content area is divided into several sections: 'Featured Services' with links for 'Find Your Voting Location', 'State Camping Reservations', 'Certificate of Good Standing', and 'Electronic Tax Filing'; 'New Online Services' with links for 'Looking for a State Agency?', 'Register for a Hawaii State ID', 'Child Support Information System', 'DOH Individual Wastewater System Online Filing', and 'Online Real Estate Continuing Education'; 'Event Calendar' showing a calendar for December 2010; and profiles for 'Gov. Neil Abercrombie' and 'Lt. Gov. Brian Schatz'.

# eHawaii.gov - HCE



**ehawaii.gov** Certificate of Compliance  
**Dept. of Accounting and General Services**

**Navigate**

- Home
- Logout
- Update My Account
- FAQ
- Contact Information
- Procurement Regulations

**Modules**

- Vendor
- Buyer
- DLIR Admin
- Dotax Admin
- IRS Admin
- Users Admin

**Live Chat**  
Technical Support

Click Live Support button to begin chat

**Search Results**

Below you may find all applications matching search criteria entered by you.

**Applications: 1 - 15 of 447**

- **4 AG HAWAII, INC.**  
P. O. Box 31,  
Kapaa, HI 96746  
FEIN/SSN: 27-1373697  
Status: **Compliant**
- **ACCESS INFORMATION MANAGEMENT OF HAWAII, LLC**  
205 Main Street # E,  
Pleasanton, CA 94566  
FEIN/SSN: 27-3523572  
Status: **Not Compliant**
- **ACTIVITIES & ATTRACTIONS ASSOCIATION OF HAWAII, INC.**  
P O BOX 598,  
MAKAWAO, HI 96768  
FEIN/SSN: 99-0286994  
Status: **Expired**

# eHawaii.gov - Hawai'i Judiciary



**Hawai'i State Judiciary**

*for Public* *for Litigants* *for Attorneys* *for Jurors* *for Media*

General Information | News & Reports | Self-Help | Services | Courts | Legal References | Community Outreach | Special Projects & Events

Home

Search the site...

**I want to...**

- Get Judiciary Furlough Information
- Search Court Records
- Pay a Traffic Fine Online
- Access Court Forms Online
- Appellate eFiling
- Find Jobs with the Judiciary
- Get Jury Information (aJuror)
- Give feedback

**Searches**

- eCourt Kokee  
For access to traffic case information

**Hawaii State Judiciary**

**Featured News**

- Public Meeting on Kona Judiciary Complex Site Selection Scheduled on November 18 11:44:2010**  
A public meeting will be held on Nov. 18 at the Kaunakakai Elementary School cafeteria at 7:00 p.m. to inform the community about a site selection study for a court complex in Kona on the Big Island. [More](#)
- Electronic Bench Warrant System Receives Second National Award 12-12-2010**  
The Hawaii State Judiciary's electronic bench warrant system (eBW) was selected by the Ash Center for Democratic Governance and Innovation at Harvard University's John F. Kennedy School. [More](#)
- Appellate eFiling Launches on September 27 16:23:2010**  
On Monday, September 27, 2010, the Hawaii Supreme Court Clerk's Office will implement the appellate portion of the Judiciary Information Management System and attorneys will be able to file docs. [More](#)

[More News](#)

# eHawaii.gov - eBench Warrants

The screenshot shows the 'eBench Warrants' web application. At the top, it features the 'ehawaii.gov' logo and the text 'Russell Castagnaro, GM Hawaii Information Consortium'. Below this is a navigation bar with buttons for 'Home', 'Search', 'My Warrants', 'Reports', 'FAQs', and 'Support'. The main content area is titled 'WARRANTS MAP' and displays a map of a residential area with several red location pins. The map includes a search bar, a list view button, and map style controls for 'Map', 'Satellite', and 'Hybrid'. The application also includes a 'Judiciary Home' link and 'Login Sign Up' options.

# eHawaii.gov - Camping

The screenshot shows the 'WIKI PERMITS' page of the Hawaii Department of Land and Natural Resources Online Reservation System. The page features a green header with the 'ehawaii.gov' logo and the text 'STATE OF HAWAII - DEPARTMENT OF LAND & NATURAL RESOURCES WIKI PERMITS'. Below the header is a navigation bar with buttons for 'Home', 'Live Help Chat', 'Search', and 'FAQ'. The main content area is titled 'Hawaii Department of Land and Natural Resources Online Reservation System' and includes a 'Selections' section with checkboxes for 'View State Parks Only' and 'View Forest Reserves Only'. A dropdown menu shows 'Oahu' selected under the 'Island' category. A list of locations is provided, including 'Kamohānui Trail', 'Kaunala Trail', 'Kaunala State Recreation Area', 'Kuaokala Trail', 'Kulouou Trail', 'Maui Ridge Trail', 'Maui Ridge State Recreation Area', and 'Māhāna Trail'. The 'Available Camping & Lodging Types' section lists '-Campsite'. The 'Available Amenities' section lists 'Camping area', 'Picnic tables', 'Hiking trails', and 'Lodging'. The right side of the page features a map of the Hawaiian Islands with red location pins indicating various camping sites. The map includes a search bar, a list view button, and map style controls for 'Map', 'Satellite', and 'Hybrid'.

# eHawaii.gov: HBE

Department of Commerce & Consumer Affairs (DCCA)  
BUSINESS REGISTRATION DIVISION (BREG)

Home - BREG  
BREG Online Services  
Annual Business Filing  
Search for a Business Entity  
Purchase Documents Online  
Purchase Certificate of Good Standing  
Authenticate a Certificate of Good Standing  
Register a Business  
Entity List Builder  
Contact BREG  
Technical Support  
Feedback  
Account Login [?]  
Create an Account

**Live Chat**  
Technical Support

**General Info**

**MASTER NAME** KANU HAWAII  
**BUSINESS TYPE** Domestic Nonprofit Corporation  
**FILE NUMBER** 216751 D2  
**STATUS** Active  
**PURPOSE** THIS CORPORATION IS ORGANIZED EXCLUSIVELY FOR CHARITABLE, EDUCATIONAL, AND SCIENTIFIC PURPOSES;  
**PLACE INCORPORATED** Hawaii UNITED STATES  
**REGISTRATION DATE** Aug 22, 2006  
**MAILING ADDRESS** 1050 BISHOP STREET #504 HONOLULU, Hawaii 96813 UNITED STATES  
**TERM** PER  
**AGENT NAME** SCOTT ALANI APIO  
**AGENT ADDRESS** 1363 MANU MELE ST KAILUA, Hawaii 96734 UNITED STATES

## How We Do It

### Self Funded Model

- Typically no charge for development
- A small transaction fee supports us
- Free applications where appropriate

### Time and Materials/ Maintenance

### Hosting Fees



# How We Do It

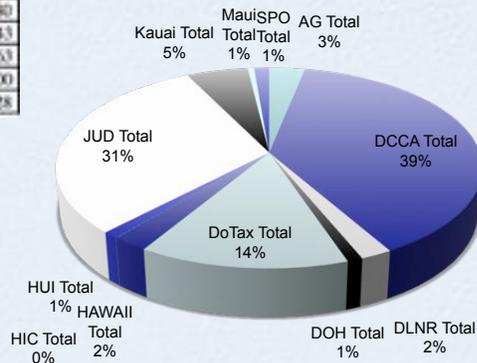
## Portal Management Fees:

- Convenience/ Management Fees
- Processing Fee

# eHawaii.gov: Payment Processing

	Gross	Agency	HIC
<b>AG Total</b>	\$912,012.00	\$806,122.64	\$105,889.36
<b>DCCA Total</b>	\$9,159,516.60	\$7,853,423.34	\$1,306,093.26
<b>DLNR Total</b>	\$669,857.02	\$599,189.25	\$70,667.77
<b>DOH Total</b>	\$328,468.25	\$294,055.00	\$34,413.25
<b>DOTAX</b>	\$588,024,249.48	\$587,557,650.75	\$466,598.73
<b>HAWAII Total</b>	\$5,037,397.70	\$4,955,077.27	\$82,320.43
<b>HIC Total</b>	\$26,524.00	\$25,953.46	\$570.54
<b>HUI Total</b>	\$22,245,243.19	\$22,209,956.11	\$35,287.08
<b>JUD Total</b>	\$3,277,691.80	\$2,242,072.00	\$1,035,619.80
<b>Kauai Total</b>	\$9,234,912.79	\$9,052,363.36	\$182,549.43
<b>Maui Total</b>	\$512,363.13	\$493,622.50	\$18,740.63
<b>SPO Total</b>	\$44,752.00	\$0.00	\$44,752.00
<b>Grand Total</b>	\$639,472,987.96	\$636,089,485.68	\$3,383,502.28

Transactional Funds to HIC



Note: HIC column includes direct costs such as credit card merchant, interchange, banking, software licensing and other fees.

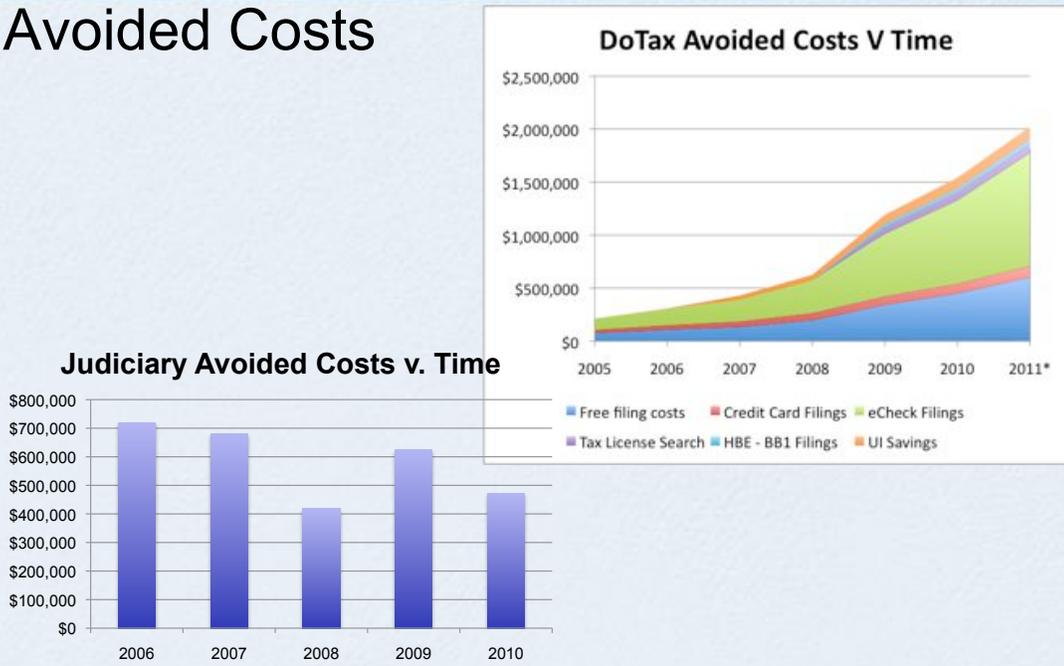
# From long lines, to happy smiles...



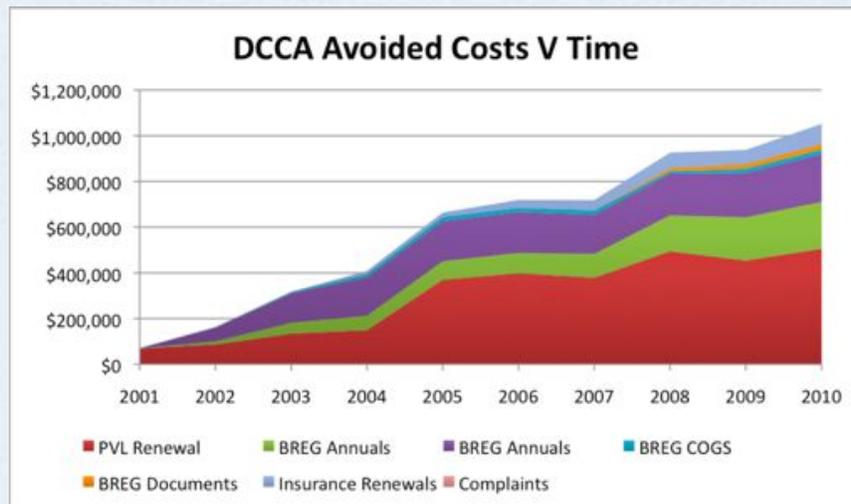
# Why it works



# Avoided Costs



# Avoided Costs



## Why it works

**Wiki**

**Akamai**

## Why it works

**HELP**



## Why it works



## Why it works



## Why it works



## Recent Major Successes

Statewide Camping



State CIP Tracking



eBench Warrants



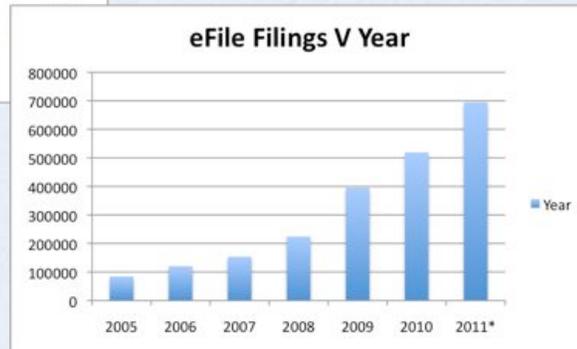
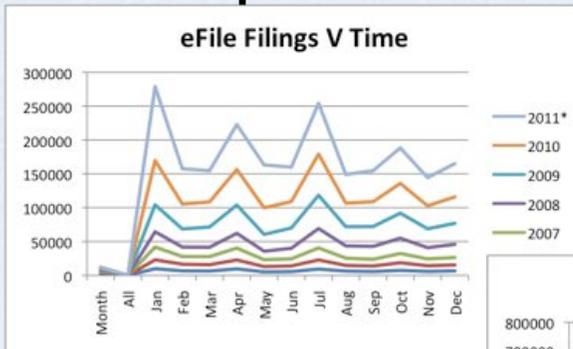
Hawaii Compliance Express



Teacher Licensing System

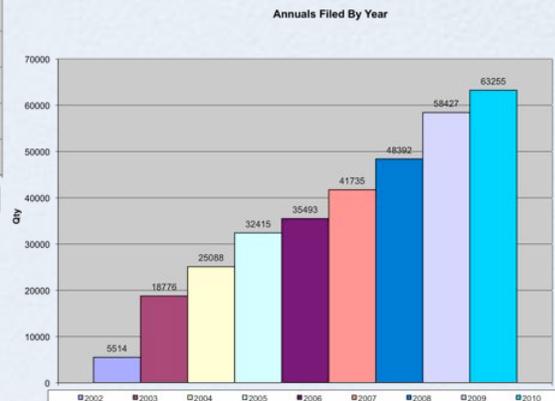
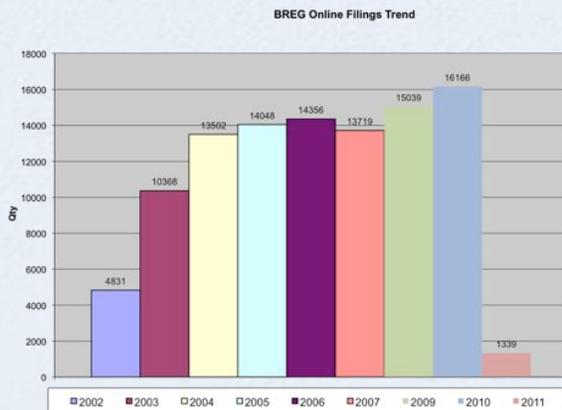


# Adoption – eFile/ ELF

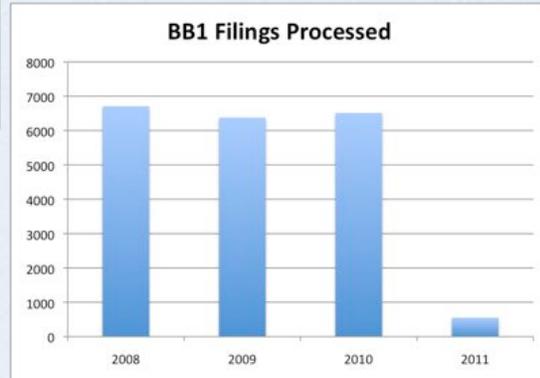
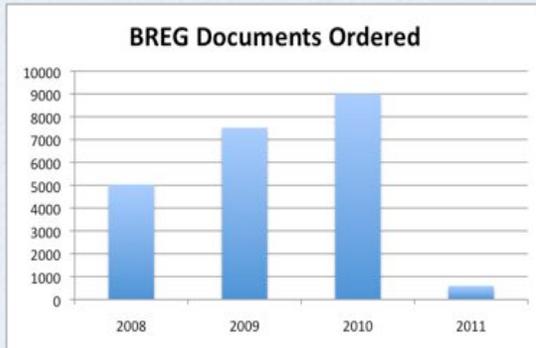


\*FY 2010 adoption 15%

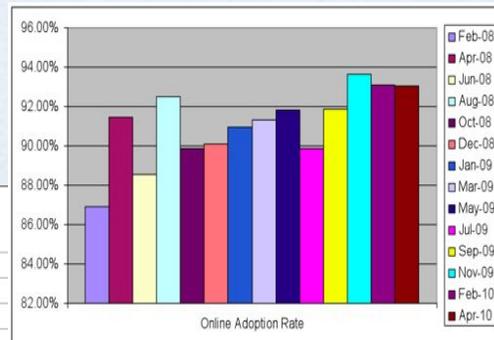
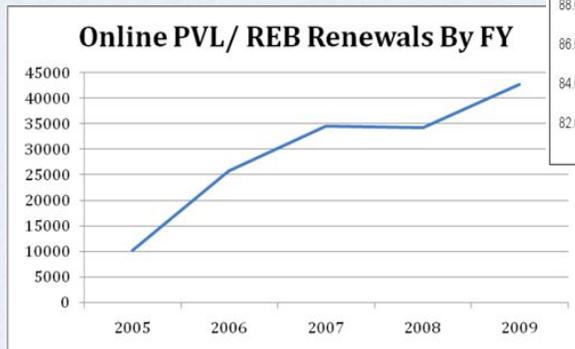
# Adoption – HBE



# Adoption – HBE



# Adoption – PVL and Insurance



## Projects in Development

Portal Redesign



Land Records Management System



Online Marriage System



Modernized eFiling



Boating AR System



Statewide ePermitting



## Questions?

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