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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

MAY 2011

Executive Summary

May was an exciting month. The portal has a brand new look on Hawaii.gov. We launched the new Land Records Management System for the DLNR Bureau of Conveyances (BOC), the first step of the modernization plan for the BOC. The PVL renewal cycle continues to show a phenomenal 90% plus online adoption and the AOOU Condominium Registration is tracking at 70% online adoption. The portal continues to work on developing DLNR Boating Accounts Receivable System (BARS), DOH Electronic Marriage Licensing, DoTax Modernized eFiling (MeF) and HTSB Teacher Licensing Phase 4.

The Google Analytics for the period of May 2011 is included.

Marketing Activity

DCCA Insurance Division

July 2011 renewal cycle was started on May 1st. 863 emails and 3,917 postcards were sent to licensees. It is the first cycle that the licensees can pay with e-check in addition to credit card payment method.

DCCA Professional and Vocational Licensing Division

16,741 reminder cards were sent to nurses who have not renewed but are due to by June 30, 2011.

Conferences Attended

- 10 Conference in Washington
- NIC Annual Marketing Conference in Nashville, TN

Portal Introduction Meeting

In May, Russell and Jing met with Joe Perez of Department of Human Services and David Keane of the Department of Human Resources Development for portal introduction and opportunities discussion.

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
1-May	Mail	3,917	INS	Renewal notices for July 2011 cycle
1-May	Email	863	INS	Email renewal notices for July 2011 cycle
13-May	Mail	16,741	PVL	Reminder notices for nurses due June 2011

New Partner Contacts

- Department of Human Services
- Department of Human Resources Development
- DCCA Office of Administrative Hearings

Highlights

DCCA Professional and Vocational Licensing

As of May 23, 2011, 12,403 (91.81%) licensees, out of the 13,510 who had renewed, renewed online.

DCCA Real Estate Branch

1,178 (70%) projects registered online during the 2011 AOUO Condominium Registration period, a 15% increase over the 2009 period.

New Application Deployments

- New Portal Hawaii.gov/ eHawaii.gov
- DLNR BOC LandLink System – Back Office
- DLNR BOC LandShark System – Document Search
- DLNR BOC Bulk Image Access – Subscription access

Application Upgrades

- Portal - <http://portal.ehawaii.gov/>
- DLNR BOC Document Search – <http://voc.ehawaii.gov>
- DCCA Insurance Renewal - <http://www.ehawaii.gov/insrenew>
- DCCA PVL Search – <https://pvl.ehawaii.gov/pvlsearch>
- DCCA PVL List builder – <http://www.ehawaii.gov/dcca/pvllist/html>
- DCCA Condo Renewal - <http://www.ehawaii.gov/condo>
- DLNR Camping – <https://camping.ehawaii.gov>
- HTSB Teacher Renewals - <https://htsb.ehawaii.gov>
- DOTax EFile - <http://www.ehawaii.gov/efile/>
- Hawaii Clean Energy Initiative site – <http://www.hawaiicleanenergyinitiative.org/>
- Governor Constituency Services Applications - <http://hawaii.gov/gov/contact>

New SOW's/ SLA's/ Update

- Attorney General – Solicitor Registry System (sent) Self Funded
- State Procurement Office – procurement notice rewrites (pending) TBD
- DLIR - Elevator Permit Registry (sent) Self Funded
- DoTax
 - Voucher Payment System (sent) Self Funded
 - Bulk Tax Filing System (sent) Self Funded
- ERS – Member Self Management System (sent) T&M
- DOH – Communities Putting Prevention to Work (sent) CMS/ T&M
- DCCA – Mortgage Foreclosure Dispute Resolution Program (sent) Self Funded
- DCCA – PVL Initial Licensing System (signed) Self Funded

Fee/ Pricing Agreements

- DLNR BOC
 - Daily image downloads (\$500 / month)
 - Daily Grantor/ Grantee Data (\$200/ month)
 - Land Shark
 - Information to all eHawaii subscribers
 - Images \$2.00 per document
 - \$500/ month unlimited access
 - Payment Processing Credit Card for 2.6% and \$1.00 for paper scanned checks

Additional Items

- KITV – Charity Fraud Interview <http://www.kitv.com/video/28089962/detail.html>
- HIC hired a Jr. Systems Administrator
- We experienced approximately 2 hours of portal downtime due to switch configuration problems at our ISP.
- Submitted Digital Government Achievement and Best of The Web Award 2011 Applications

Analytics Reports

Included in packet as separate PDF.

Financial Report – March 2011

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<u>4/30/11</u>
Assets	4,080,665
Liabilities	3,875,261
Shareholder Equity	205,404
Total Liabilities & Shareholder Equity	4,080,665

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	February	March	April	Rolling 3 Month
Total Revenues	669,961	678,554	885,276	2,233,792
Cost of Revenues	467,697	504,912	593,714	1,466,323
Gross Margin	202,264	173,642	391,562	767,468
Operating Expenses	272,381	266,748	290,355	829,485
Income (Loss) from operations	(70,117)	(93,106)	101,207	(62,016)
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	(70,117)	(93,106)	101,207	(62,016)
Total Provision for Income Taxes	(27,455)	(36,461)	39,638	(24,278)
Net Income (Loss)	(42,662)	(56,645)	61,569	(37,738)

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

AOUO - Association of Unit 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.