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## **ACCESS HAWAII COMMITTEE**

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Hawaii Information Consortium General Manager's Report

**FEBRUARY 2011**

## Executive Summary

February 2011 was productive and busy. The portal successfully launched the online water bill payment service for the County of Hawaii and the controlled substance registration renewal for the Narcotics Enforcement Division (NED) of the Department of Public Safety (DPS). 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 February 2011 is included.

## Marketing Activity

### DPS NED

4,533 postcards were mailed to registrants who are due to renew this year for their existing controlled substance registration on the new online renewal service. The new service is also collecting emails for the following year's reminder service.

### County of Hawaii Department of Water Supply

Starting from February 14, 2011, flyers are being sent along with water bills to customers who are due for a period of one year. Before the launch of the online service, the Portal also provided two online training sessions to agency staff.

### Portal Introduction Meeting

Russell and Jing met with the Director of Department of Labor of Industrial Relations (DLIR) for the portal introduction and current status of the services offered at DLIR.

### Hawaii Health Information Exchange

Jing attended the forum on the Hawaii Health Information Exchange hosted by the Association of Information Technology Professionals.

### Hawaii Traffic Records Coordinating Committee

Russell attended February meeting along with Judiciary and four county police departments on the electronic data collection and sharing process.

### Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
14-Feb	Mail	Varies	DWS	Flyer inserts with water bill invoices
24-Feb	Mail	4,533	NED	Online service announcement

### New Partner Contacts

- None.

## Highlights

### **County of Hawaii, Department of Water Supply**

Online water bill payment service was launched on February 14, 2011.

### **Department of Public Safety, Narcotics Enforcement Division**

As of February 1, 2011, controlled substance registration renewal is available online.

### **New Application Deployments**

- County of Hawaii Online Water Payments
- Controlled Substance Registration Renewal

### **Application Upgrades**

- EDRS
- Insurance Renewal
- Insurance Search
- Insurance CE/Provider
- HTSB
- CRVS
- VIPS
- Auction

### **New SOW's/ SLA's/ Updates**

- City and County of Honolulu Service Level Agreement\*
- 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**

- Portal is in the process of hiring a Quality Assurance Analyst and a Project Manager

### **Analytics Reports**

Included in packet as separate PDF.

## Financial Report - December 2010

### Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<u>1/31/11</u>
Assets	5,055,960
Liabilities	4,517,641
Shareholder Equity	538,320
Total Liabilities & Shareholder Equity	5,055,961

### Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	November	December	January	Rolling 3 Month
Total Revenues	759,709	685,029	949,716	2,394,563
Cost of Revenues	465,771	473,880	488,563	1,428,214
Gross Margin	293,938	211,257	461,154	966,349
Operating Expenses	257,686	301,039	259,604	818,330
Income (Loss) from operations	36,251	(89,782)	201,550	148,018
Other Income (Expense)		(195)		(195)
Net Income (Loss) Before Taxes	36,251	(89,977)	201,550	147,823
Total Provision for Income Taxes	14,192	(33,079)	78,929	60,042
Net Income (Loss)	22,059	(56,898)	122,621	87,781

### 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](mailto: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	<a href="mailto:russell@ehawaii.gov">russell@ehawaii.gov</a>
Jing Xu	Director of Portal Operations	808-695-4614	<a href="mailto:jing@ehawaii.gov">jing@ehawaii.gov</a>
Zheng Fang	Director of Development Manager of eGovernment Services	808-695-4617	<a href="mailto:zheng@ehawaii.gov">zheng@ehawaii.gov</a>
Rosie Warfield		808-695-4629	<a href="mailto:rosie@ehawaii.gov">rosie@ehawaii.gov</a>
Emergency Help Line	Emergency Support	808-695-4627	
Customer Support	Public Customer Support	808-695-4620	<a href="mailto:info@ehawaii.gov">info@ehawaii.gov</a>

## 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.