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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

JUNE - AUGUST 2011

Executive Summary

The portal has been extremely busy during the past three month. We launched the new Boating Accounts Receivable System, the new enhanced State ID card Express service, the Annual Bottom Fishing Vessel Registration and the HIJIS program. Other service improvements were also completed for the award winning HCE service. Portal services continued to show increased adoption rates (87%) for PVL renewal cycle ended in June 2011 and May - July DoTax eFilings were up 17% from the same period in 2010. Our team also met with many new partners, while continuing to work on developing DLNR Bottom Fishing Trip Reporting System and the DCCA Mortgage Foreclosure Dispute Resolution Filing System, both are due to launch on September 1, 2011. Other services in development are DOH Electronic Marriage Licensing, DoTax Modernized eFiling (MeF) and HTSB Teacher Licensing Phase 4.

The Google Analytics for the period of June - August 2011 is included.

Marketing Activity

DCCA Insurance Division

September 2011 renewal cycle was started on July 1, 2011; 682 emails and 3,402 postcards were sent to licensees. On August 9, 2011, the portal assisted the DCCA Insurance Division by emailing all Life Insurers and Producers regarding the Commissioner's Memo on Annuity Training Requirements.

DCCA Business Registration Division

11,812 reminder cards were sent to business entities that are due to file in the Q2 2011 filing period. Q3 2011 filing period started on July 1, 2011; 20,047 postcard notices and 14,202 emails were sent to filers.

Department of Taxation

General exercise tax filing email reminders were sent to 17,883 individuals who elected to receive reminders.

Attorney General HCJDC

We drafted a press release for the newly enhanced appointment reservation feature for the online Hawaii State ID Card Express service, which was released in July.

Conferences Attended

- Federation of Tax Administrators Annual Meeting in Denver, CO (August 16 – 19, 2011)

Portal Introduction Meeting

In the past three month, Russell and Jing met with Senator Les Ihara, Chief Information Officer Sanjeev "Sonny" Bhagowalia and the Office of Information Management and Technology team for portal introduction and opportunities discussion.

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
15-Jun	Mail	11,812	BREG	Renewal notices for Q2 2011 Annual
1-Jul	Email	682	INS	Email renewal notices for September 2011 cycle
1-Jul	Mail	3,402	INS	Renewal notices for September 2011 cycle
6-Jul	Email	14,202	BREG	Q3 2011 Annual filing reminder email
11-Jul	Email	17,783	TAX	GE Tax Filing reminder email
15-Jul	Mail	20,047	BREG	Q3 2011 Annual filing reminder postcard
9-Aug	Email	4,454	INS	Email on annuity training requirement

New Partner Contacts

- Department of Business Economic Development and Tourism
 - Hawaii Clean Energy Initiative (HCEI)
 - Natural Energy Lab of Hawaii Authority (NELHA)
 - Foreign Trade Zone (FTZ #9)
 - Community Based Economic Development (CBED)
- Department of Land and Natural Resources, Historical Preservation
- Department of Labor and Industrial Relations, Labor Market Information (LMI)
- Department of Information and Technology Management (OIMI)

Highlights

DCCA Professional and Vocational Licensing

June 30, 2011 concluded the June 2011 renewal cycle. 21,973 licensees renewed online (86%) of the total licensees renewed.

AG State ID Card Express

The enhanced State ID Card Express service now allows applicants to make an appointment for the final processing before heading to the ID office. A 2nd window reservation queue has been created in order to meet the demand.

HCE Workgroup Meeting

Jing and Rosie met with SPO, IRS, DLIR, and Tax staff regarding the recent procurement change and the influx of the new applicants. From the meetings, we have a better understanding of the agency internal processes; a few changes have been made to help the workload on the agencies.

New Application Deployments

- AG Hawaii Integrated Justice Information Sharing Program (HIJIS)
- DLNR Boating Accounts Receivable System
- DLNR Annual Bottom Fishing Vessel Registration System

New Application Improvements

- HCE – vendors.ehawaii.gov (enhanced process for Tax, IRS, and DLIR)
- DLNR Camping – camping.ehawaii.gov (new edit feature for staff)
- DCCA Insurance License Search – insurance.ehawaii.gov (new search option)
- HCJDC State ID Card Express – stateid.ehawaii.gov (new appointment feature)
- DLNR Wedding Permits – dlnc.ehawaii.gov/permits (new page title and heading)
- DCCA Real Estate Continuing Education System – pvl.ehawaii.gov/rece (new CE requirement for 2012)

New SOW's/ SLA's/ Update

- Attorney General – Solicitor Registry System (TBD)
- State Procurement Office – procurement notice rewrites (TBD)
- DLIR - Elevator Permit Registry (Self Funded)
- DoTax
 - Voucher Payment System (Self Funded)
 - Bulk Tax Filing System (Self Funded)
- ERS – Member Self Management System (T&M)
- DCCA – Mortgage Foreclosure Dispute Resolution Program (Hybrid)
- DCCA – PVL Initial Licensing System (Self Funded)
- DOT Crash Report Repository - Host the statewide accident record registry. (Hosted Service)
- HawaiiPD, Maui PD, Kauai PD and Honolulu PD SOW on crash and incident reports. Centralized reporting and ordering for accident reports. (Self Funded, fee between \$3 and \$5)
- DLIR - Green LMI Registry - T&M Online registry of Green certified employers. (Hosted Service)
- OIMT - data.hawaii.gov (Hosted Service)
- DBEDT Multiple CMS (CBED, FTZ9, Energy Office, etc) (Hosted CMS)
- DBEDT NELHA – Overnight Fishing Permits (TBD)
- AG - HIJIS Front-end Development (T&M)
- DLNR – Historic Preservation Division (Hybrid)
- DCCA Mobile apps

Additional Items

- We experienced approximately 20 minutes of downtime for six of our online services due to configuration issues (human error). We are in the processing of upgrading two of our application servers.
- We have hired a new CMS Specialist, Nathan Hutchison and Software Developer, Jason LaBranch. Portal is also in the process of hiring a customer service representative, a project manager, and a junior project manager.
- Office expansion project is expected to complete in September 2011.

Analytics Reports

Included in packet as separate PDF.

Financial Report – June 2011

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	6/30/11
Assets	4,223,501
Liabilities	4,030,040
Shareholder Equity	278,419
Total Liabilities & Shareholder Equity	4,308,459

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	April	May	June	Rolling 3 Month
Total Revenues	885,276	815,487	836,208	2,536,971
Cost of Revenues	493,714	470,903	507,046	1,471,663
Gross Margin	391,562	344,584	329,162	1,065,308
Operating Expenses	290,356	273,553	277,173	841,082
Income (Loss) from operations	101,206	71,031	51,989	224,226
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	101,206	71,031	51,989	224,226
Total Provision for Income Taxes	39,638	27,818	20,344	87,800
Net Income (Loss)	61,568	43,213	31,645	136,426

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
OIMT – Office of Information and Management Technology
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 discreet 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.