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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

JUNE 2012

Executive Summary

During the last month of the State's fiscal year 2011, we completed the June DCCA Professional and Vocational Licensing renewal cycle with another improved online adoption rate. HIC was awarded the RFP's issued by the Office of Information Management and Technology for web design, dashboards and Boards and Commissions. The new OIMT website is scheduled to launch in July. We continue to work intensively on the new DOH Tuberculosis Registry System, updates to the DLNR Boating Accounts Receivable System, the Federated Query and Identity modules of the AG's HIJIS project, Bulk Tax Filings for DoTax and state website standard template.

Marketing Activity

DCCA Insurance Division

Two August 2012 renewal cycles were started in June. Both insurance producers and companies received email and postcard reminders for their August renewal cycle.

DCCA Business Registration Division

11,833 reminder cards were sent to business entities that are due to file in the Q2 2012 filing period.

DCCA Professional and Vocational Licensing Division

11,140 Reminder cards for the June 2012 renewal cycle were mailed on June 7, 2012.

DLNR Land Division

Email campaign to notify commercial wedding operators on the new terms and conditions for the beach weddings.

Awards Submissions

- Government Computer News (GSN) Award
 - o Hawaii Electronic Marriage and Civil Union Registration System for DOH
- Center for Digital Government, Best Integrator Award
 - o Hawaii Electronic Marriage and Civil Union Registration System for HIC

Press Releases

None

Conferences Attended

- 2012 American Association of Motor Vehicle Administrators (AAMVA) Region IV Conference, Santa Fe, NM

Portal Introduction

- Brian Higgins, CFO, DOH ASO

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
5-Jun	Email	612	INS	August 2012 Renewal Notice
5-Jun	Mail	7,621	INS	August 2012 Renewal Notice
6-Apr	Email	256	DLNR	Rules and Terms update for Beach Weddings
7-Jun	Mail	11,140	PVL	June 2012 Renewal Cycle Reminder
15-Jun	Mail	11,833	BREG	2012 Q2 Annual Reminder

New Partner Contacts

- Department of Transportation – Highway Safety

Highlights

DCCA PVL Renewal

The June 2012 renewal cycle was ended on June 30, 2012. 87% of all licensees due to renew were renewed online, a 7% increase over the same cycle two years ago.

OIMT

Portal was awarded for the RFP of Office of Information Management and Technology for web design, dashboards and Boards and Commissions.

Banking Changes

HIC, Budget and Finance and DAGS have been working to create a streamlined method for processing tax payments. The current plan is to switch to the state's bank account at First Hawaiian Bank in August.

New Application Deployments

- None

New Application Improvements

- EMRS – <http://emrs.chawaii.gov>
- Wedding Permits – <http://dlnr.chawaii.gov/permits>
- DLNR BARS – <http://dobor.chawaii.gov>
- DLNR CMLS – <https://dlnr.chawaii.gov/cmls-public>
- DCCA Annuals – <https://hbe.chawaii.gov/annuals>
- HTSB – <https://htsb.chawaii.gov>
- State ID – <https://stateid.chawaii.gov>

New SLA's

- None

Additional Items

- Portal has hired an intern Megan Nichols to join the CMS team to assist us on the CMS projects.
- Three new website projects have been confirmed: FTZ #9, HTSB and DBEDT.

Reports

Analytics report, Avoided Costs Case Studies, and Portal Orientation Presentation included in the packet as separate PDFs.

Financial Report

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	06/31/12
Assets	7,751,721
Liabilities	7,565,199
Shareholder Equity	186,523
Total Liabilities & Shareholder Equity	7,751,722

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	APR	MAY	JUN	Rolling 3 Month
Total Revenues	528,260	482,885	529,194	1,540,339
Total Expenses	473,570	449,280	476,878	1,399,728
Income (Loss) from operations	54,690	33,605	52,316	140,611
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	54,690	33,605	52,316	140,611
Total Provision for Income Taxes	21,406	13,169	20,474	55,049
Net Income (Loss)	33,284	20,436	31,842	85,562

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	808-695-4617	zheng@ehawaii.gov
Janet Pick	Manager of Project	808-695-4625	janet@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 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.