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

<b>Consolidated Balance Sheet</b>				
Hawaii Information Consortium, LLC				
-Unaudited report				
	<b>06/31/12</b>			
Assets	7,751,721			
Liabilities	7,565,199			
Shareholder Equity	186,523			
Total Liabilities & Shareholder Equity	7,751,722			

  

<b>Income Statement</b>				
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](mailto:russell@ehawaii.gov).

Respectfully Submitted,

Russell Castagnaro  
General Manager

## Appendix A: Key Staff Contacts

201 Merchant St, Suite 1805, Honolulu HI, 96813

<b><u>Name</u></b>	<b><u>Position</u></b>	<b><u>Phone</u></b>	<b><u>Email</u></b>
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 Project	808-695-4617	<a href="mailto:zheng@ehawaii.gov">zheng@ehawaii.gov</a>
Janet Pick	Management Office	808-695-4625	<a href="mailto:janet@ehawaii.gov">janet@ehawaii.gov</a>
<b>Emergency Help Line</b>	<b>Emergency Support</b>	<b>808-695-4627</b>	
Customer Support	Public Customer Support	808-695-4620	<a href="mailto:info@ehawaii.gov">info@ehawaii.gov</a>

## 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.