ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

M A R C H - M A Y 2 0 1 2

Executive Summary

The past three months have been the busiest ever for the portal. We completed the April DCCA Professional and Vocational Licensing renewal cycle and started the June cycle just seven days apart. We launched the new ERS website after migrating the content to the new Content Management platform just two month after the project kick-off. The BOC eRecording system was launched in early May. In addition, the portal completed another round of judge surveys, and submitted four award nominations on behalf of our partners. We responded to two RFP's issued by the Office of Information Management and Technology for web design and Boards and Commissions. We are also working intensively on the new DOH Tuberculosis Registry System, which is due to launch by early July, updates to the DLNR Boating Accounts Receivable System, the Federated Query and Identity modules of the AG's HIJIS project and Bulk Tax Filings for DoTax.

Marketing Activity

DCCA BREG Wins IACA Merit Award
The Department of Commerce and Consumer Affairs' (DCCA) Business Registration Division (BREG) received a 2012 Merit Award for its mobile application suite from the International Association of Commercial Administrators (IACA) at its annual conference. The award was presented at the annual IACA conference in Williamsburg, Virginia on May 21, 2012.

Winners were evaluated based upon each project's magnitude of change, time to implement, cost, general appeal, and the overall benefit to customers and to the filing office.

The mobile Annual Business Filing, Business Entity Search and Document Ordering suite is a mobile optimized version of BREG's existing online services. It was custom-designed to help filers renew their annual reports with ease using their mobile devices. It is one of the first mobile apps in the country for annual renewals and the second mobile app launched by the Business Registration Division of the DCCA. To access DCCA's suite of mobile apps, mobile users visit http://business.ehawaii.gov on their mobile device and a mobile version of the DCCA Business Registration Division website will automatically be displayed.

DCCA BREG Wins Best Government Mobile Website
The DCCA BREG also won **Best Mobile Government Website** (http://www.mobile-webaward.org/mwa/winner.asp?eid=1131) from the Web Marketing Association.

DCCA Insurance Division
June 2012 renewal cycles was started on April 1, 2012. 3,149 postcards and 531 emails were sent to the licensees who are due to renew.

DCCA Business Registration Division
11,821 reminder cards were sent to business entities that are due to file in the Q1 2012 filing period. Q2 2012 filing period started on April 1, 2012; 22,328 postcard notices and 16,056 emails were sent to filers.

DCCA Professional and Vocational Licensing Division
Portal sent 9,621 email notices and postcards to start the April 2012 renewal cycle. No paper renewal forms were mailed by DCCA to this renewal group, which has the highest adoption rates of all types. The June 2012 renewal cycle were started on May 7th, 14,606 postcard notices and close to 13,000 emails were sent to this group.

County MVR Public Service Announcement
Portal team is currently working on a public service announcement to promote the online motor vehicle registration renewal service for neighbor island counties.

DOH Marriage and Civil Union Registration System
Portal has provided DOH with the Google Analytics report for the online certificate validation module of the system. We are confirming that Federal, State, and County agencies are indeed using the service to validate the temporary marriage/civil union certificates, even internationally.

Awards Submissions
- Center for Digital Government, Digital Government Achievement Award (DGGA)
    o Green Registry for DLIR
    o Hawaii State ID for AG
    o Hawaii Marriage and Civil Union Registration System for DOH
- International Association of Commercial Administrators (IACA)
    o Hawaii Mobile Business Suite
- NASCIO
    o Hawaii Mobile Business Suite
    o Hawaii State ID
    o Hawaii Marriage and Civil Union Registration System

Press Releases
None

Conferences Attended
- 2012 NIC GM Conference, Santa Fe, NM
- 2012 NIC Marketing Conference, Providence, RI
- 2012 IACA Annual Conference, Williamsburg, VI

Portal Introduction Meeting
- Dean Seki, Comptroller, DAGS
- Kimberly Huntzinger, Senior PM, OIMT
- Lynn Heirakuji, Director Hawaii Fair Share Initiative, LG's Office

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
7-Mar	Email	9,621	PVL	April 2012 Renewal Cycle Notice
7-Mar	Mail	9,621	PVL	April 2012 Renewal Cycle Notice
15-Mar	Mail	11,821	BREG	2012 Q1 Annual Reminder
30-Mar	Mail	3,357	PVL	April 2012 Renewal Cycle Reminder
1-Apr	Email	16,056	BREG	2012 Q2 Annual Filing Notice
1-Apr	Mail	3,149	INS	June 2012 Renewal Cycle Notice

1-Apr	Email	531	INS	June 2012 Renewal Cycle Notice
15-Apr	Mail	22,328	BREG	2012 Q2 Annual Filing Notice
7-May	Mail	14,606	PVL	June 2012 Renewal Cycle Notice
7-May	Email	13,000	PVL	June 2012 Renewal Cycle Notice

New Partner Contacts
- UH HCC Central Pacific Academy Support and Instructor Training Center
- DLNR Engineering Division
- DBEDT Research and Economic Analysis Division

Highlights

IACA Merit Award

The DCCA, Business Registration Division, Mobile Business Service Suite received the 2012 Merit Award from the International Association of Commercial Administrators.

DCCA PVL Renewal

The April 2012 renewal cycle, which has ended on April 30, 2012, was another success. Close to 96% of all licensees due to renew were renewed online, maintaining the above 95% trend.

DLNR Bureau of Conveyance (BOC)

In early May 2012, the portal successfully launched the initial phase of eRecordings, allowing trusted filers to submit conveyance documents 100% electronically.

B&F Employees' Retirement Systems (ERS)

The new ERS website (ers.ehawaii.gov) was launched in March 2012. It has the same look and feel as the member self-service portal we'd developed for them. The conversion was done on-time within the 2 month timeline.

New Application Deployments
- ERS Website – http://ers.ehawaii.gov
- BOC eRecording Module

New Application Improvements
- EMRS – http://emrs.ehawaii.gov
- Wedding Permits – http://dlnr.ehawaii.gov/permits
- DLNR BARS – http://dobor.ehawaii.gov
- DCCA PVL Search - http://pvl.ehawaii.gov/pvlsearch
- DCCA Insurance Renewal – http://www.ehawaii.gov/insrenew
- DCCA Insurance CE Search – http://www.ehawaii.gov/dcca/insce/exe/ce.cgi
- DCCA Annual Filing – http://hbe.ehawaii.gov/annuals
- DCCA REB RECE – http://pvl.ehawaii.gov/rece
- Attorney General eCrim – http://ecrim.ehawaii.gov
- DLNR Fishing Reports – http://dlnr.ehawaii.gov/cmls-fr

New SLA's
- None

Additional Items

- Office Warming Party – Ice Cream Social was a success! We had over 60 partners attend and all enjoyed Ice Cream and hospitality.
- HIC added Corey Rothwell to our new design team and Troy Wegner to our customer service team.
- The Hawaii Business Magazine recognized Hawaii Information Consortium, LLC as the Best Place to Work and the Fittest Company for 2012 in the small size company category.
- We have begun using a third party answering service to handle customer service calls after hours and in the event that we are unable to handle all the calls at a given time. This goes well beyond our contract requirement, however we are trying it to see what results in customer service.
- Our Office Manager, Emily DaSilva, received a letter from a DCCA customer, that has been shared with the committee.

Analytics Reports

Included in packet as separate PDF.

Financial Report

Consolidated Balance Sheet

Hawaii Information Consortium, LLC
 -Unaudited report

	03/31/12
Assets	5,318,370
Liabilities	4,985,059
Shareholder Equity	333,311
Total Liabilities & Shareholder Equity	5,318,370

Income Statement

Hawaii Information Consortium, LLC
 -Unaudited report

	Feb	March	April	Rolling 3 Month
Total Revenues	410,132	473,037	528,260	1,411,429
Total Expenses	423,397	424,064	473,570	1,321,031
Income (Loss) from operations	(13,265)	48,973	54,690	90,398
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	(13,265)	48,973	54,690	90,398
Total Provision for Income Taxes	(5,184)	19,177	21,406	35,399
Net Income (Loss)	(8,081)	29,796	33,284	54,999

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

Name	Position	Phone	Email
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
Rosie Warfield	Manager of eGovernment Services	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.