



Hawaii.gov

Portal Introduction

Presented by:
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Directory of Operations
Hawaii Information Consortium, LLC



Hawaii.gov

Who Are We?

- Hawaii Information Consortium, LLC
- Subsidiary of NIC Inc (NASDAQ: eGov)
- 26 employees
- 39 partners
- Over 85 public applications
- Honolulu based
- Established 1999
- 100% Government Focus



Revised: 11/09/2010



What makes up eHawaii.gov?

- Access Hawaii Committee
- State, County and Federal Agency Partners
- Hawaii Information Consortium, LLC
- Businesses
- Citizens



Who are our partners?

- City and County of Honolulu
- County of Hawaii
- County of Maui
- County of Kauai
- Department of Accounting and General Services
- Department of the Attorney General
- Department of Budget and Finance
- Department of Business, Economic Development & Tourism
- Department of Commerce & Consumer Affairs
 - Business Registrations Division
 - Insurance Division
 - Professional Vocational Licensing
 - Registered Industry Complaints Office
- Department of Health
- Department of Human Resource Development
- Department of Labor and Industrial Relations
- Department of Land and Natural Resources
 - Aquatic Resources
 - Boating and Ocean Recreation
 - Forestry and Wildlife
 - Bureau of Conveyances
- Department of Public Safety
- Department of Taxation
- Department of Transportation
- Employees Retirement System
- Hawaii Criminal Justice Data Center
- Internal Revenue Service
- Office of the Governor
- Office of the Lieutenant Governor
- State Procurement Office
- The Hawaii Judiciary

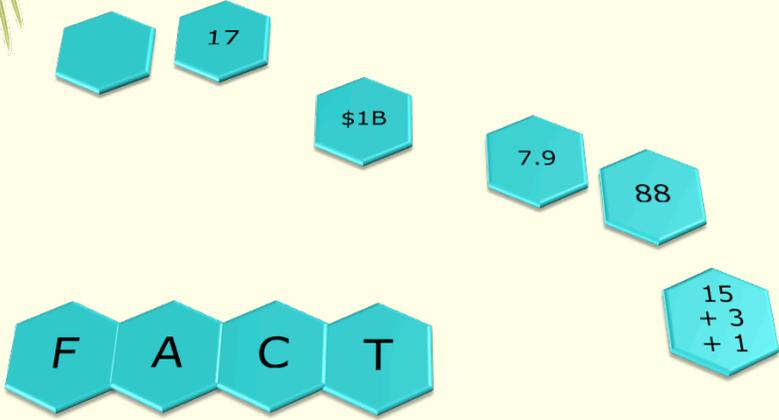


What do we do?

- Whole Lifecycle Web Applications
 - eCommerce Application
 - High Value Public Services
- Website Hosting (CMS)
- Back-office Integration
- Customer Service (eMail, Phone, Chat)
- Payment Processing
 - Over-the-Counter/Cash Register
 - Service Transaction
- Form Processing
- Marketing & Outreach



2011 Factoids



17

\$1B

7.9

88

15
+ 3
+ 1

F A C T

 **Hawaii.gov** How do we do It?

Self Funded Model

- Typically no charge for development
- A small portal administration fee supports us
- Free applications where appropriate

Time and Materials/ Maintenance

Hosting Fees



Category	Percentage
Self Funded	~75%
T&M	~20%
Hosting	~5%

 **Hawaii.gov** How do we do it?

Marketing

- Press Releases
- Government Awards
- Outreach



Russell Castagnaro, GM

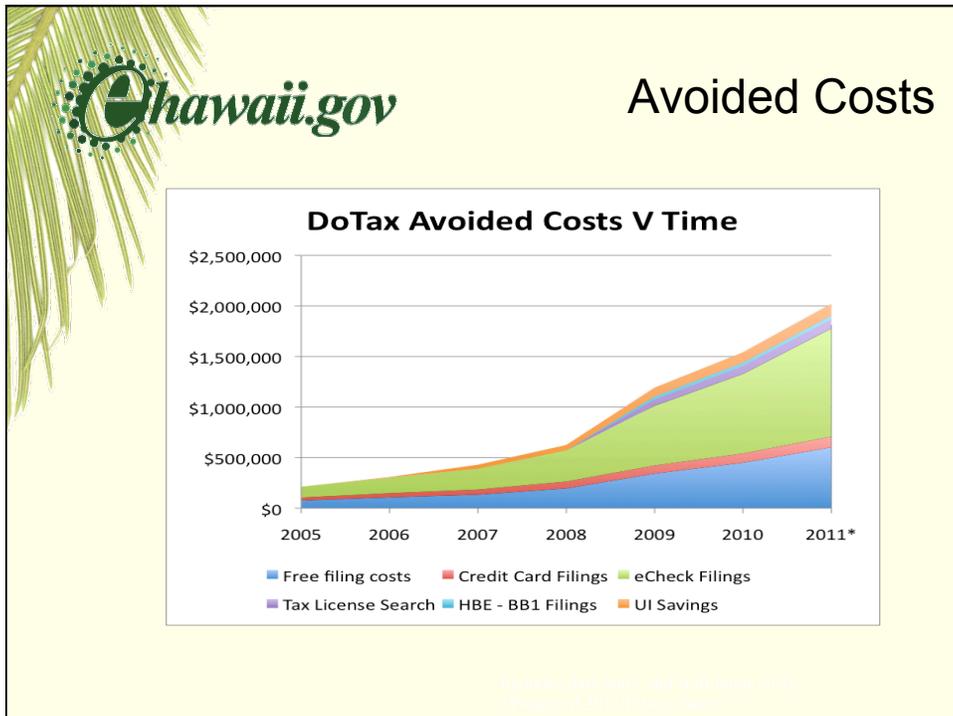
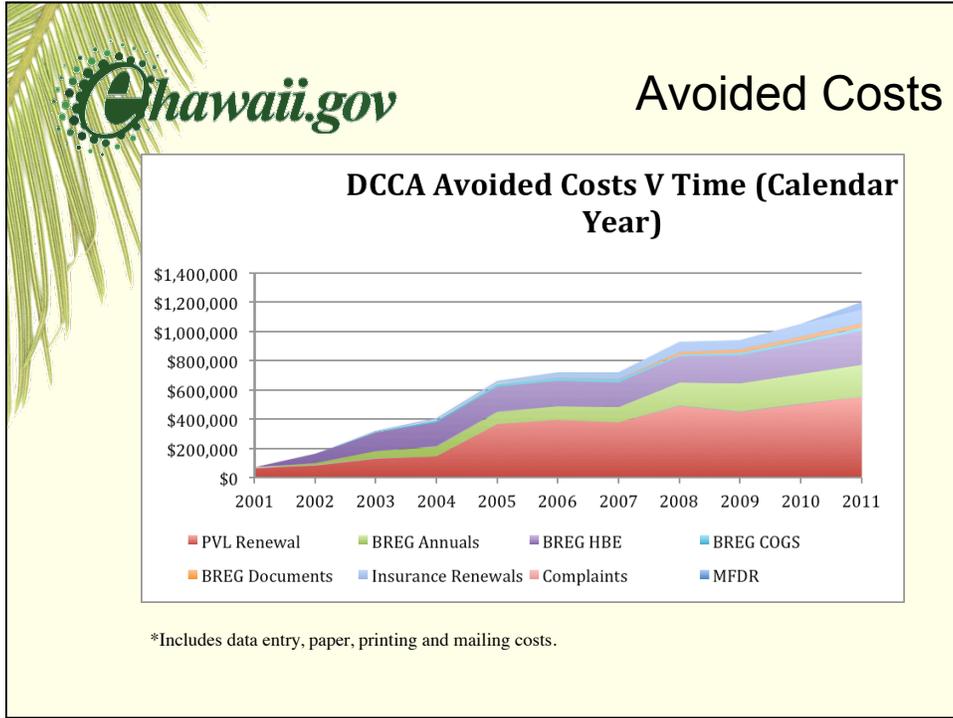
Success Stories

- Hawaii Compliance Express (Self-funded)
- Hawaii Business Express (Self-funded)
- Hawaii Marriage & Civil Union Registration System (T&M)
- Hawaii eBench Warrants System (Free)
- BOC Land Records System (Hybrid)
- HTSB Teachers' Licensing System (Self Funded)
- ERS Member Service Portal (T&M)
- Mobile Business Name Search (Self-funded)
- Statewide Camping System (Self-funded)



What is our value?

- Responsive
 - No RFP required
 - Partnership with mutual goals
 - Positive feedback cycle
- Effective
 - Cost
 - Time
 - Resources
- Innovative
 - Why not...
 - What if...
 - Be smart





2012 & Future

- **Mobile Friendly Services**
 - Annuals, Search, Trade Names
- **Marketing**
 - See tax marketing coming
- **Awards**
 - Marriage/Civil Union System
- **Electronic TDR Process**
- **Back-office Systems & Integrations**
- **More...**

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Questions?

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