ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

SEPTEMBER 2011 - FEBRUARY 2012

Executive Summary

In the past six month, the portal launched the DLNR Bottom Fishing Trip Reporting System, the DCCA Mortgage Foreclosure Dispute Resolution Filing System, Members' Self-Service portal of the Employees' Retirement System, Green Employer Registry of DLIR, 2012 tax filing online form changes, BOC Land Records Receiving/Payment System, as well as the much anticipated Electronic Marriage and Civil Union Registration System. In addition, portal has been preparing for new and enhanced services are due by the early part of the 2012 calendar year.

The Google Analytics for the period of September-November 2011 and December 2011-February 2012 are included.

Marketing Activity

DCCA Insurance Division
November 2011, February 2012, and April 2012 renewal cycles were started during the past six months. 11,700 postcards and 35,100 emails were sent to the licensees who are due to renew.

DCCA Business Registration Division
11,300 reminder cards were sent to business entities that are due to file in the Q3 2011 filing period. Q4 2011 filing period started on December 1, 2011; 21,000 postcard notices and 13,220 emails were sent to filers, plus an additional 12,000 postcard reminders. 16,250 emails and 21,493 postcards were delivered for the Q1 2012 period.

Portal staff met with members of Hawaii Paralegal Association and received feedback on the new electronic signature process for the Hawaii Business Express service.

DCCA Professional and Vocational Licensing Division
Portal provided 5,700 mailing inserts to the division to be sent with the renewal forms for the Dec 2011 renewal cycle. In addition, 26,800 emails and over 43,000 postcards notices/reminders were sent to licensees.

DOTAX Neighbor Island Workshop
Portal staff and Tax staff attended tax workshops on Kauai, Hawaii, and Maui.

DOH Marriage and Civil Union Registration System
Portal and DOH held two webinars to train the agent and performers on the new marriage/civil union registration system.

TedX Honolulu
Hawaii Information Consortium was the Platinum Sponsor for the Honolulu Independently organizes TED event. In the spirit of "ideas worth spreading", TED has created TEDx. TEDx is a program of local, self-organized events that bring people together to share a TED-like experience. Our event is called TEDxHonolulu. At TEDx Honolulu, TED Talks video and live speakers combined to spark deep discussion and connection in a small group. The TED Conference provided general guidance for the TEDx program, but individual TEDx events, including ours, are self-organized.

Press Releases
- January 3, 2012 – Hawaii Directory of 'Green' Employers Now Available to Public
http://www.marketwatch.com/story/hawaii-directory-of-green-employers-now-available-to-public-2012-01-03

- February 6, 2012 - Hawaii Civil Union and Marriage Online Application Process Now Available
http://www.businesswire.com/news/home/20120205005027/en/Hawai'i-Civil-Union-Marriage-Online-Application-Process

Conferences Attended
- 2011 NIC Technology Conference (September 27-28, 2011)
- Hawaii Future Summit (October 7 2011)
- TEDx Honolulu (November 1, 2011) (Sponsor)
- Honolulu City Camp (December 3, 2011)
- CloudBeat 2011 (December 1-2, 2011)
- An Event Apart 2012 (February 6-8, 2012)

Portal Introduction Meeting
 - None

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
1-Sep	Mail	3,067	INS	2011 Nov Insurance renewal cycle notices
1-Sep	Email	603	INS	Email renewal notices for November 2011 cycle
15-Sep	Mail	11,300	BREG	2011 Q3 Annual filing Reminder cards
5-Oct	Email	13,220	BREG	Q4 2011 Annual filing reminder email
5-Oct	Mail	5,700	PVL	Mailing insert for Dec 2011 renewal cycle
15-Oct	Mail	21,000	BREG	Q4 2011 Annual filing reminder postcard
7-Nov	Email	26,800	PVL	Dec 2011 Renewal email notices
7-Nov	Mail	27545	PVL	Dec 2011 Renewal notices
1-Dec	Email	568	INS	2012 Feb Insurance renewal cycle notices
1-Dec	Mail	3,200	INS	2012 Feb Insurance renewal cycle notices
1-Dec	Mail	16,079	PVL	Dec 2011 Renewal Reminder – Non-Med
12-Dec	Mail	12,000	BREG	Q4 2011 Annual filing reminder postcard
15-Ded	Mail	3,074	PVL	Dec 2011 Renewal Reminder – Med
3-Jan	Email	16,250	BREG	Q1 2012 Annual filing notice email
16-Jan	Mail	21,493	BREG	Q1 2012 Annual filing notice postcard
24-Jan	Mail	1,500	ERS	Member Service Portal Notice
8-Feb	Mail	5,647	INS	April 2012 Renewal notice postcards
8-Feb	Email	1,080	INS	April 2012 Renewal notice postcards
8-Feb	Email	34,919	INS	INS Commissioner's Memo distribution

New Partner Contacts
- DBEDT – Strategic Industries Division

Highlights

DCCA Mortgage Foreclosure Dispute Resolution (MFDR)
On September 1, 2011, the MFDR online filing system was launched on schedule despite the portal had less than three-month of lead-time to launch the service.

DLNR Bottom Fishing Trip Report System
With the opening of the new bottom fishing season on September 1, 2011, fishermen can now file their trip report online within the 5-day submission requirement from their trip end date. This new online service will greatly enhance the ability for the Division of Aquatics to manage bottom-fishing resources and close the season timely once the quote is met.

HCE Updates
HCE was updated to include internal DLIR workflow process update and the new applicant and renewal export process for Tax. Both of the updates were designed to expedite and improve the existing process to accommodate the increase of applications due to the new law.

B&F Employees' Retirement Systems (ERS)
Portal was able to assist ERS to restore the website and host it on the portal domain.
As a beta release, a small group of ERS members now can access their retirement information through a self-service portal, which will be opened to all members in the future.

DOH Civil Union and Marriage Registration System
The online system was launched at midnight on January 1, 2012.   63 license applications were filed on the 1st day. As of end of January 2012, 104 civil unions and 776 marriages has been registered in the system. It also allows performers to register and be commissioned to perform marriage or civil unions in Hawaii.

DLIR Green Jobs Initiative
A web-based directory of Green Employers was launched on January 3, 2012, a directory of all who work in areas such as renewable energy production and natural resources conversation, description of their operations, core occupations, and the skills and education of their employees.

New Application Deployments
- DCCA MFDR Online Filing (https://mfdr.ehawaii.gov)
- DLNR Bottom Fishing Trip Reporting System (https://dlnr.ehawaii.gov/cmls-fr)
- ERS Member Self-service Portal (https://ers.ehawaii.gov/member)
- Marriage/Civil Union Registration System (https://emrs.ehawaii.gov)
- Green Employer Directory (https://lmi.ehawaii.gov)

New Application Improvements
- HCE – vendors.ehawaii.gov (enhanced process for DLIR and Tax)
- DLNR Camping – camping.ehawaii.gov (new site addition on Big Island)
- DLNR BARS – dobor.ehawaii.gov (service corrections and improvements)
- DCCA PVL Search - pvl.ehawaii.gov/pvlsearch (license type update)
- DCCA PVL List Builder - www.ehawaii.gov/dcca/pvllist/html/ (new license type addition)
- DOT Auction System – auction.ehawaii.gov

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)- Signed
- DoTax
    - Voucher Payment System (Self-Funded)
    - Bulk Tax Filing System (Self-Funded)
- ERS – Member Self Management System (T&M) - Signed
- DCCA – Mortgage Foreclosure Dispute Resolution Program (Self-Funded) - Signed
- DCCA – PVL Initial Licensing System (Self-Funded) - Signed
- 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)- Signed
- 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)-Signed
- DCCA Mobile apps

Additional Items

- Office expansion project was completed in November 2011.
- We have hired two new junior project managers, DeAnna Pinkerd and Lindsey Ashburn
- Our payment processor experienced approximately 30 minutes of intermittent service.
- We have upgraded our load balancer to F5.

Analytics Reports

Included in packet as separate PDF.

Financial Report – June 2011

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

 -Unaudited report

	12/31/11
Assets	4,967,157
Liabilities	4,633,071
Shareholder Equity	415,699
Total Liabilities & Shareholder Equity	5,048,770

Income Statement

Hawaii Information Consortium, LLC

 -Unaudited report

	Oct	**Nov**	**Dec**	**Rolling 3 Month**
Total Revenues	344,651	508,541	540,340	1,393,532
Total Expenses	376,966	432,384	406,952	1,216,302
Income (Loss) from operations	(32,315)	76,157	133,388	177,230
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	(32,315)	76,157	133,388	177,230
Total Provision for Income Taxes	(12,665)	38,011	44,040	69,386
Net Income (Loss)	(19,650)	38,146	89,348	107,844

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.