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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

JULY - AUGUST 2012

Executive Summary

During July and August, we started new rounds of renewal cycles for three of the DCCA Divisions. 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 September. We were able to launch the new Public Sale Notice service within an extremely short deadline. 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 the state website standard template. We also learned that our Mobile Application for Annual Licensing for the DCCA BREG won an honorable mention at the Digital Government Achievement Awards (DGAA) and was identified as a finalist by NASCIO.

Marketing Activity

DCCA Insurance Division

October 2012 renewal cycle was started on August 1, 2012. 623 email and 3,085 postcard reminders were sent to insurance agents.

DCCA Business Registration Division

14,705 emails and 20,485 reminder cards were sent to business entities that are due to file in the Q3 2012 filing period.

DCCA Professional and Vocational Licensing Division

Portal sent 10,076 emails to contractors who are due to renew by Sep 30, 2012. Portal also provided 12,600 flyer inserts to PVL to be included as part of the renewal form mailing.

DOTAX Workshop

Portal staff attended neighbor island Tax Workshops alongside the DOTAX team in July.

Press Releases

None

Conferences Attended

- 2012 NIC Technical Conference in Park City, Utah
- 2012 Federal Tax Administrators Tech Conference in Indianapolis, IN

Portal Introduction

- None

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
2-Jul	Email	14,705	BREG	Q3 2012 Annual Filing Notice
16-Jul	Mail	14,705	BREG	Q3 2012 Annual Filing Notice postcard
1-Aug	Email	10,076	PVL	Sep 2012 Renewal Reminder
1-Aug	Email	623	INS	Oct 2012 Renewal Notice
1-Aug	Mail	3,085	INS	Oct 2012 Renewal Notice

New Partner Contacts

- Department of Transportation – Highway Safety
- Pacific Island Fisheries Science Center

Highlights

Digital Government Achievement Award Honorable Mention

The DCCA Business Registration Mobile Web App is the recipient of the Honorable Mention of the 2012 Center for Digital Government, Digital Government Achievement Award, in the Government to Citizen Category.

NASCIO Recognition Awards Finalists

The DCCA Business Registration Mobile Web App is the 2012 finalist.

Judiciary eBW

Criminal warrants has been added as part of the eBench Warrants system as of August 13, 2012.

Mortgage Foreclosure Dispute Resolution Program

The Public Sale Notice service was launched on Aug 30, 2012 to enable lenders to post notices. Public can also access the posting electronically.

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 September. This also affects the Bulk Tax and Modernized eFiling Applications.

Cabinet Review

The eDeposits application was previewed in a recent Governor's Cabinet meeting. This application will allow portal partners to electronically submit all of the information that would have been submitted via a Treasury Deposit Report (TDR) to B&F and DAGS. The eDeposits program promises to cut the number of steps to collect and deposit monies from 14 to less than 7.

Customer Service

Although our contract requires the we provide customer support from 7:45 to 4:30, HIC is experimenting with providing 24x7 phone support by leveraging an answering service used by many other state portals. Over the last three months this has been very successful and has resulted in far fewer users waiting for help.

New Application Deployments

- Mortgage Foreclosure Dispute Resolution Program – Public Sale Notice (<https://mfdre.hawaii.gov>)

New Application Improvements

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

New SLA's

- None

Additional Items

- During the scheduled maintenance on August 4, 2012, HIC has upgraded our Oracle database to version 11g.
- HIC has completed its internal reorganization with improved process to better serve our partners.
- HIC has purchased a project resource management software as a service to help us to better manage new and on-going projects.
- We welcomed back Laurenz Bacungan to Customer Service. Laurenz moved to the Philippines two years ago, but has returned to Hawaii and rejoined our team.
- Three new website projects have been confirmed: FTZ #9, HTSB and DBEDT.

Reports

Analytics report is included in the packet as separate PDFs.

Financial Report

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	07/31/12
Assets	6,547,380
Liabilities	6,160,175
Shareholder Equity	387,207
Total Liabilities & Shareholder Equity	6,547,382

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	May	June	July	Rolling 3 Month
Total Revenues	482,885	529,194	497,138	1,509,217
Total Expenses	449,280	482,900	488,464	1,420,644
Income (Loss) from operations	33,605	46,294	8,674	88,573
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	33,605	46,294	8,674	88,573
Total Provision for Income Taxes	13,169	20,474	1,031	34,674
Net Income (Loss)	20,436	25,820	7,643	53,899

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 Manager of Project Management	808-695-4617	zheng@ehawaii.gov
Janet Pick	Office	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 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.