ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

M A R C H – M A Y 2 0 1 3

Executive Summary

The new Hawaii.gov is a success. The launch of the new portal was the focus of many of our staff this quarter and as a result of many all-nighters from portal CMS team we launched an amazing web portal. Congratulations to Sonny, Randy and Karen, Rosie Warfield and our CMS Team. In addition to the new portal launch, we also launched new services for DCCA, DLNR, County of Hawaii, Kauai, SPO and the Judiciary. With many other services schedule to launch within the next few month, we are expecting to be very busy until the end of the year.

Marketing Activity

DCCA Insurance Division
April through August renewal cycles have been started; 5,558 emails and 7,526 postcards were mailed to insurance agents.

DCCA Professional and Vocational Licensing Division
June 2013 renewal cycle was started on April 15, 2013. Since the start of the cycle, 22,063 email and 30,180 reminder cars have been delivered.

DCCA BREG
12,677 2013 Q1 Annual filing reminders and 22,021 Q2 notices were sent to the filers.

DCCA Condo Registration
138 email reminders and 530 postcard notices were sent in associations for the 2013 -2015 Condominium Registration.

Press Releases
Biennial Condominium Association Registration Starts with a New Look
(http://finance.yahoo.com/news/biennial-condominium-association-registration-starts-110000747.html)

Hawaii Launches Ungraded Hawaii Government Web Portal
(http://oimt.hawaii.gov/state-launches-upgraded-hawaii-government-web-portal/)

Award Submissions

Center for Digital Government Best of Web
-   Hawaii Portal (http://www.hawaii.gov)

Center for Digital Government Digital Government Achievement Awards
-   Hawaii Electronic Marriage Licensing and Registration System
-   Hawaii Commercial Marine Licensing Fishing Trip Catch Reports

Conferences Attended
-   2013 South by Southwest Interactive (SXSWi)
-   2013 Federation of Tax Administrators (FTA)
-   2013 NIC Marketing Conference

Interview
- Russell was interviewed by Luke Fretwell from stateScoop on implementing the new hawaii.gov portal (http://statescoop.com/of-hawaii-gov/)

Portal Introduction
- Russell and Jing met with Donn Yabusaki, IS Manager of the DCCA
- Russell, Jing and Burt, presented HIC to the Ombudsmen's offices
- Russell and Jing met with Deputy Chief of Staff of City and County of Honolulu
- Russell meeting with City and County of Honolulu CIO Mark Wong

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
1-Mar	Email	2,466	INS	April-June Renewal Notices
1-Apr	Email	17,193	BREG	2013 Q2 Annual Filing Notice
15-Apr	Email	22,063	PVL	June 2013 Renewal Reminder
6-May	Email	3,092	INS	July-Aug Renewal Notices
22-May	Email	138	PVL	2013 Condo Registration Reminder
15-Mar	Mail	12,667	BREG	2013 Q1 Annual Reminder Postcard
23-Mar	Mail	350	PVL	2013 Condo Registration Reminder cards
15-Apr	Mail	22,021	BREG	2013 Q2 Annual Filing Notice cards
15-Apr	Mail	26,240	PVL	June 2013 PVL Renewal Notices – Nurses
22-Apr	Mail	3,940	PVL	June 2013 PVL Renewal Notices - Other

New Partner Contacts
- DOH STD/AIDS Prevention Branch on Medical Marijuana Registry
- DOTAX licensing section
- Public Safety - Prisons

Highlights

New Portal Hawaii.gov
The new Hawaii.gov was launched on April 27, 2013. It is **stynamic** and designed for mobile with a touch-first Responsive web design. Built for touch, speech, and with accessibility for all users, the new design showcases the very best in Web design thinking. Highlighting Hawaii's diversity, native culture, and the uniqueness of each island, **Hawaii.gov** also provides a Web experience that truly reflects the Aloha State.

Kauai County Parks and Recreation
On May 15, 2013, the Kauai County, Department of Parks and Recreation launched the Summer Enrichment Program Online Registration Service.

PVL Renewal Cycle
The June 2013 renewal cycle is well on the way with 90% online adoption.

Judiciary
The new eTraffic service allows individuals to pay for citations online. Since March, the portal has processed over $6M in citation fees, saving the Judiciary $18,000 in credit card transaction fees.

New Condominium Registration Service
The new AOUO registrations service was a re-launched of an existing PERL application. It was re-written in Java and Responsive Design.

Electric Vehicle Station Finder
DBEDT Energy Office and the portal launched a new mobile application that allows anyone to find EV charging stations throughout Hawaii. It is available as an HTML, iOS or Android application!

Hawaii Magazine's Best place to Work in Hawaii 2013
- Most Family Friendly
- Healthiest

New Application Deployments
- New Portal – http://Hawaii.gov
- DLNR Ocean Coastal Conversation Land Records Directory
  https://occl.ehawaii.gov/cdup/admin/search.html
- Hawaii County Permit Payment Service
- Judiciary eTraffic – https://etraffic.ehawaii.gov
- AOUO Condominium Registration (mobile ready) – https://aouo.ehawaii.gov
- Kauai Summer Enrichment Program Registration – https://kpr.ehawaii.gov
- New Axway Server Update with ICSD for DLIR and AG services
- Mobile EV Charging Station Finder – http://energy.ehawaii.gov/ev

New Application Improvements
- EMRS – http://emrs.ehawaii.gov
- DLNR BARS – http://dobor.ehawaii.gov
- HTSB – https://htsb.ehawaii.gov
- DOTAX eFile – https://dotax.ehawaii.gov/efile
- Rental Car Bulk Renewal Service – https://vms.ehawaii.gov
- Real Estate Continuing Education System - https://pvl.ehawaii.gov/rece
- Insurance License Renewal – https://www.ehawaii.gov/insrenew
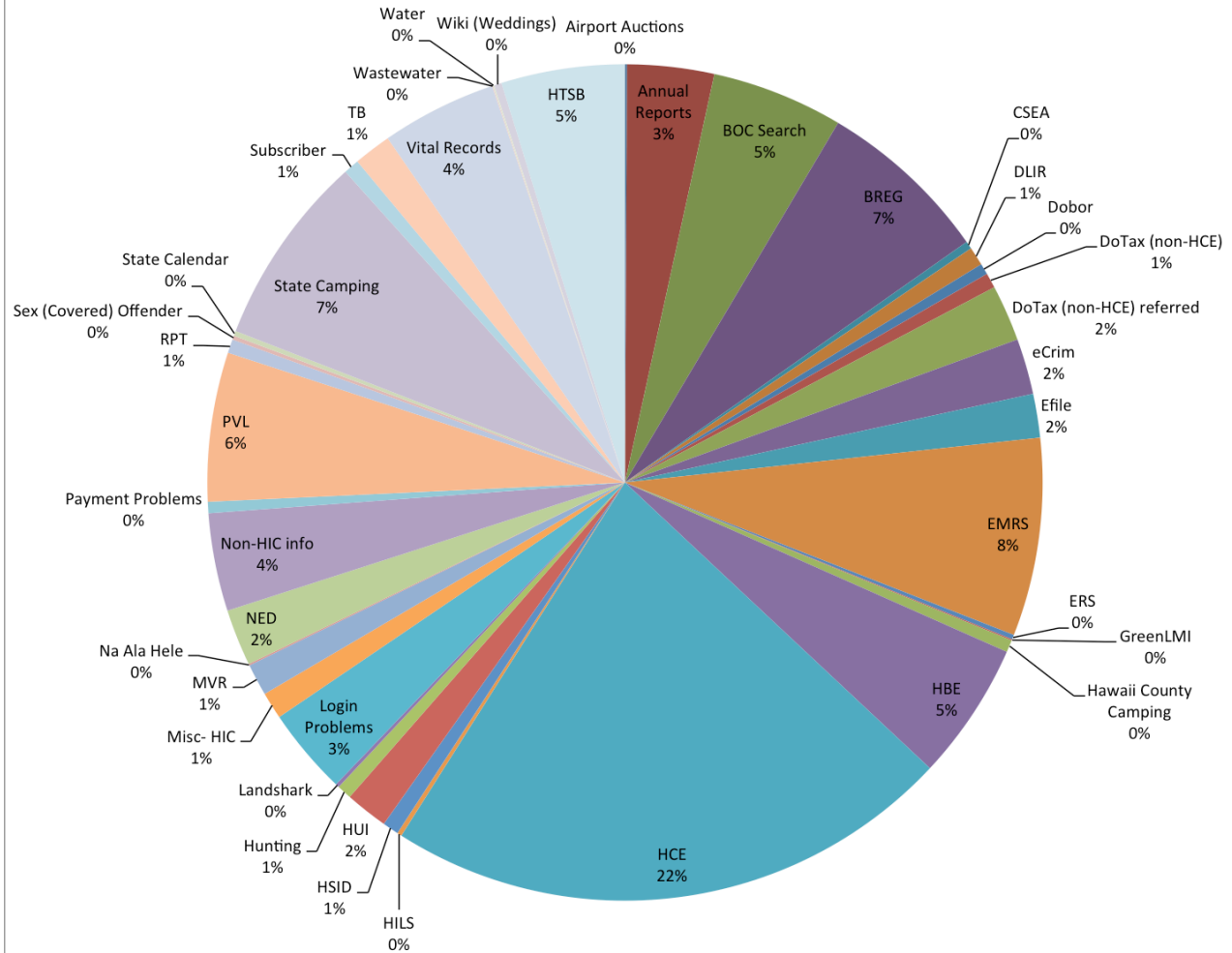- eCrim – https://ecrim.ehawaii.gov

New SLA's
- None

Additional Items

- Portal has hired Tony Tran as a Project Manager to fill an open position.
- Portal has hired Teri Rebo from NIC Washington DC office as one of our Partner Liaisons.
- Portal has answered an RFP for the mailing and payment services for the Hawaii Health Connector.
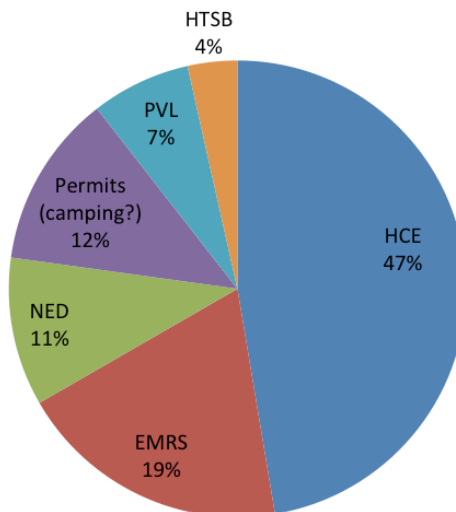- Support statistics from previous quarter (8,455 + 551 off hours calls)

Reports

- Analytics report is included in the packet as separate PDFs.

Requests By Service

Water 0%
Wiki (Weddings) 0%
Airport Auctions 0%
Wastewater 0%
HTSB 5%
Annual Reports 3%
BOC Search 5%
CSEA 0%
TB 1%
Vital Records 4%
BREG 7%
DLIR 1%
Subscriber 1%
Dobor 0%
DoTax (non-HCE) 1%
State Calendar 0%
DoTax (non-HCE) referred 2%
State Camping 7%
eCrim 2%
Sex (Covered) Offender 0%
Efile 2%
RPT 1%
EMRS 8%
PVL 6%
Payment Problems 0%
ERS 0%
GreenLMI 0%
Non-HIC info 4%
Hawaii County Camping 0%
NED 2%
HBE 5%
Na Ala Hele 0%
MVR 1%
Misc- HIC 1%
Login Problems 3%
Landshark 0%
Hunting 1%
HUI 2%
HSID 1%
HILS 0%
HCE 22%

Off HoursCalls Answered

HTSB 4%
PVL 7%
Permits (camping?) 12%
NED 11%
EMRS 19%
HCE 47%

Financial Report

Consolidated Balance Sheet

Hawaii Information Consortium, LLC
 -Unaudited report

	04/30/13
Assets	4,697,685
Liabilities	5,984,282
Shareholder Equity	(1,286,597)
Total Liabilities & Shareholder Equity	4,697,685

Income Statement

Hawaii Information Consortium, LLC
 -Unaudited report

	Feb	**Mar**	**Apr**	**Rolling 3 Month**
Total Revenues	402,625	395,344	600,183	1,398,152
Total Expenses	491,901	528,616	555,980	1,576,497
Income (Loss) from operations	(89,276)	(133,272)	44,230	(178,345)
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	(89,276)	(133,272)	44,230	(178,345)
Total Provision for Income Taxes	(349,616)	(52198)	17,310	(69,849)
Net Income (Loss)	(54,315)	(81,074)	(26,893)	(108,496)

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
Janet Pick	Manager of Project Management 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.