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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

DECEMBER 2012 – FEBRUARY 2013

Executive Summary

The portal closed the year 2012 by completing the year-end eFile updates, replacing the existing County of Hawaii Camping system, launching the mobile application for EV charging station search, and energy project registry search. The New Year's bell was rung with the launch of the Modernized eFiling, upgraded HTSB website, new portal landing page, and the 28+ newly designed departmental websites. 2013 will be another busy year for the portal with many new and existing services to be launched.

Marketing Activity

DCCA Insurance Division

March 2013 renewal cycles was started January 1, 2013; 2,340 emails and 3,405 postcards were mailed to insurance agents.

DCCA Professional and Vocational Licensing Division

During the December 2012 renewal cycle, 35,486 postcards plus 26,042 emails were delivered to licensees who were due to renew.

DCCA BREG

2013 Q1 Annual filing period started on Jan 1, 2013. 21,828 postcards and 17,485 emails were sent to the filers.

Press Releases

Department of Taxation - Bulk Tax filing service

<http://finance.yahoo.com/news/bulk-tax-filing-payment-tax-120000540.html>

County of Hawaii - Updated Camping System Goes Live Dec.31, 2012

<http://www.hawaiinewsnow.com/story/20420216/upgraded-big-island-camping-website-goes-live-dec-31>

Conferences Attended

- 2012 Amazon Web Services re: Invent Conference
- 2013 NIC General Managers' Conference

Portal Introduction

- Jing and Laurenz visited County of Kauai, Department of Parks and Recreation and the Fire Department

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
11-Dec	Mail	35,486	PVL	Dec 2012 PVL Renewal Notice
11-Dec	Email	26,042	PVL	Dec 2012 PVL Renewal Notice
2-Jan	Email	2340	INS	Email reminder for March 2013 cycle
2-Jan	Mail	3,405	INS	Postcard notices for March 2013 cycle
2-Jan	Email	17,485	BREG	2013 Q1 Annual Filing Notice
15-Jan	Mail	21,828	BREG	2013 Annual Filing Notice

New Partner Contacts

- DOH Tobacco Settlement office on the possible online registration of vendors.
- DOH Emergency Medical Service Branch

Highlights

Hawaii County Parks and Recreation

The new County of Hawaii online camping system was launched on December 31, 2012. It replaced the existing decade old system. Now both staff and individual use the same system to issue/purchase permits. The self-servicing features will reduce foot traffic into the offices.

PVL Renewal Cycle

The December 2012 renewal cycle was ended on December 31, 2012. 96% of renewals were completed online.

Department of Taxation

New ACHPay instance has been configured to directly original payment to DOTAX directly.

HIC

Portal CMS/ OIMT/ ICSD team was able to complete the 28+ re-design and launch of all executive branch websites before the start of the Legislation with the CIO approved State Templates.

Modernized eFile

The MEF gateway and viewer launched in early February. This allows software vendors such as Intuit and CCH to transmit returns electronically to the IRS who relays the returns to HIC's Gateway. HIC validates the return, processed any payments and sends the information and return image to DoTax. As of Feb 29th, DoTax has already electronically processed nearly 145,000 Individual Tax Returns without a single paper return or check being processed.

New Application Deployments

- Hawaii County Camping System (<https://hawaiicounty.chawaii.gov/camping>)
- HTSB Website Upgrade (<http://htsb.org>)
- Mobile App for EV Charging Stations Search (<https://energy.chawaii.gov/ev>)
- Renewable Energy Project Search (<https://energy.chawaii.gov/epd>)
- Modernized eFiling (<https://mef.chawaii.gov>)
- New Portal Landing Page (<https://chawaii.gov>)
- New Departmental Websites (28+ sites)
- County of Hawaii Permit Payment Processing

New Application Improvements

- EMRS – <http://emrs.ehawaii.gov>
- HCE – <https://vendors.ehawaii.gov>
- Wedding Permits – <http://dlnr.ehawaii.gov/permits>
- DLNR BARS – <http://dobor.ehawaii.gov>
- DLNR CMLS – <https://dlnr.ehawaii.gov/cmls-public>
- DCCA Annuals – <https://hbe.ehawaii.gov/annuals>
- HTSB – <https://htsb.ehawaii.gov>
- Hunting License – <https://hunting.ehawaii.gov>
- TB Client Tracking – <https://tb.ehawaii.gov>
- DOTAX eFile – <https://dotax.ehawaii.gov/efile>

New SLA's

- None

Additional Items

- Portal has met with the CIO's office team for the DOH Vital Record Office Business Process Reengineering team with kick off meeting
- Daniel Chapman from our sister portal in Rhode Island, a Presidential Innovation Fellow, is working with our CMS team and OIMT to design the next generation portal.
- We have a signed contract with TriMin Systems to enable HIC to support the BOC in future enhancements.
- Congrats to our QA specialist Sean on the birth of his new baby girl Keana Skye Scura born on 2/25/2013!

Reports

Analytics report is included in the packet as separate PDFs.

Financial Report

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	01/31/13
Assets	4,141,428
Liabilities	5,319,530
Shareholder Equity	(1,178,101)
Total Liabilities & Shareholder Equity	4,141,429

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	NOV	DEC	JAN	Rolling 3 Month
Total Revenues	540,411	530,364	551,908	1,622,683
Total Expenses	509,132	475,399	528,486	1,513,017
Income (Loss) from operations	31,279	54,965	23,422	109,666
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	31,279	54,965	23,422	109,666
Total Provision for Income Taxes	12,246	21,235	9,175	42,656
Net Income (Loss)	19,033	33,020	14,247	66,300

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 Office	808-695-4617	zheng@ehawaii.gov
Janet Pick		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 discrete 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.