



Hawaii.gov
Official Site of the Aloha State

ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

JUNE – AUGUST 2013

Executive Summary

The amazing Hawaii.gov website has been recognized as one of the top 10 State Portals in the nation by the Center for Digital Government, Best of Web Awards. The Hawaii Electronic Marriage System and the Commercial Fishing Catch Report System were awarded Digital Government Achievement Awards. The Portal also launched five new mobile applications plus seven new services in the past three months. In addition to the new services launched, we upgraded our user account service as a part of the my.hawaii.gov project for more than 50 applications. With many other services schedule to launch within the next few months, we are expecting to be very busy until the end of the year.

Marketing Activity

DCCA Insurance Division

September renewal cycle was started on July 1, 2013; 2,761 emails and 3,512 postcards were mailed to insurance agents.

DCCA BREG

12,153 Q2 Annual filing reminders and 20,876 Q3 notices were sent to the filers, plus 15,637 email notices.

State Procurement Office

HIC and SPO collaborated on an email campaign for HICPro Vendor registration complete with user guide, training video, and technical support; over 400 Vendors signed up within the first 48 hours. HIC has also assisted with Administrator webinar complete with questions and answers.

AG

HIC is working with the Notary team to initiate a mailing campaign in coordination with the launch of the Notary Registration and Licensing Renewal System.

Recreation.gov

Russell presented the Statewide Camping System for the Recreation.gov initiative in Colorado.

Press Releases

New Mobile App Finds Electric Vehicle Stations in Hawaii

(<http://www.hawaiinewsnow.com/story/22829820/new-mobile-app-finds-electric-vehicle-stations-in-hawaii>)

Hawaii Launches Online Elevator Permit Application and Payments Service

(<http://finance.yahoo.com/news/hawaii-launches-online-elevator-permit-110000430.html>)

Conferences Attended

- 2013 National Conference of State Liquor Administrators (NCSLA)
- 2013 American Association of Motor Vehicle Administrators (AAMVA) Region 4 Conference
- 2013 Federation of Tax Administrators (FTA) Technology Conference

Portal Introduction

- HIC met with County of Hawaii and County of Maui Liquor Commissioners during the annual NCSLA meeting
- HIC met with the Public Utility Commission on introduction and our core payment processing services

Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
14-Jun	Mail	12,153	BREG	2013 Q2 Annual Filing Reminder
1-Jul	Email	15637	BREG	2013 Q3 Annual Filing Notice
1-Jul	Email	2761	INS	Sept 2013 Renewal Notices
1-Jul	Mail	3,512	INS	Sept 2013 Renewal Notices
15-Jul	Mail	20,876	BREG	2013 Q3 Annual Filing Notice
05-Aug	Email	23647	SPO	Vendor Registration for HlePro
20-Aug	Email	68	AG	eCrim Bulk Data service announcement

New Partner Contacts

- Public Utility Commission
- Maui DMV

Highlights

Best of Web Award

The new Hawaii.gov portal has been recognized as one of the Top 10 State Portals in the nation. Hawaii has never been in the top ten since the inception of Best of the Web in 2001.

Digital Government Achievement Awards (DGAA)

The 2013 DGAA Awards winner has been announced. The Hawaii Electronic Marriage Registration System and the Hawaii Commercial Marine Licensing Fishing Catch Reporting System were winners in the Government-to-Citizen and Government-to-Business categories.

HIC wins NIC Team of the Year

Our parent company NIC Inc awards the Team of the Year award to the portal the gives the most back to the community HIC's entry is on our volunteering site <http://volunteer.chawaii.gov> Check out the volunteer events we have attended, see our favorite non profits and even learn about our TB Detection Rats Cheeky (R.I.P.) and Nala.

New eProcurement Service Launched

The State Procurement Office and HIC have been collaborating on the next generation eProcurement system for the last 18 months. The service was deployed earlier this summer. SPO staff has been very busy training government buyers on the use of the new system. We expect the first procurement events to be coming in soon!

New eHawaii User Account Service

Portal is in the process of upgrading existing services that use the Lala user account service to an improved account service, login.chawaii.gov. It has a new look and feel with added security. Check it out at <https://login.ehawaii.gov>

More Mobile Applications/Services Launched

- Hawaii Shark Game (iOS)
- EV Charging Station Finder (iOS/Android)
- ERS Benefit Calculator (HTML5)
- Hawaii.gov Portal (iOS/Android)
- BREG Business Suite (iOS/Android)

Condominium Registration Service

95% of all condominium association registration was completed online during the last registration period, which was ended on May 31, 2013.

New Application Deployments

- Bulk Covered Offender – <https://hcjdc.hawaii.gov/bulkcor>
- Hawaii Sharks Game – Apple Store
- Notary Registration System Admin Module – <https://notary.hawaii.gov>
- Gov. IQ Integration
- Elevator Installation Application - <https://hiosh.hawaii.gov>
- HIJIS Federated Search Service
- AG Supervisor Survey
- ERS Benefit Calculator – <https://ers.hawaii.gov>
- eProcurement System – <https://hiepro.hawaii.gov>

New Application Improvements

- Portal Account Service – <https://login.hawaii.gov>
- EMRS – <http://emrs.hawaii.gov>
- DLNR BARS – <http://dobor.hawaii.gov>
- HTSB – <https://htsb.hawaii.gov>
- DOTAX eFile – <https://dotax.hawaii.gov/efile>
- Rental Car Bulk Renewal Service – <https://vms.hawaii.gov>
- Real Estate Continuing Education System - <https://pvl.hawaii.gov/rece>
- Insurance License Renewal – <https://www.hawaii.gov/insrenew>
- eCrim – <https://ecrim.hawaii.gov>
- Vessel Registration - <https://vessel.hawaii.gov>
- eCrim – <https://ecrim.hawaii.gov>

New SLA's

- None

Additional Items

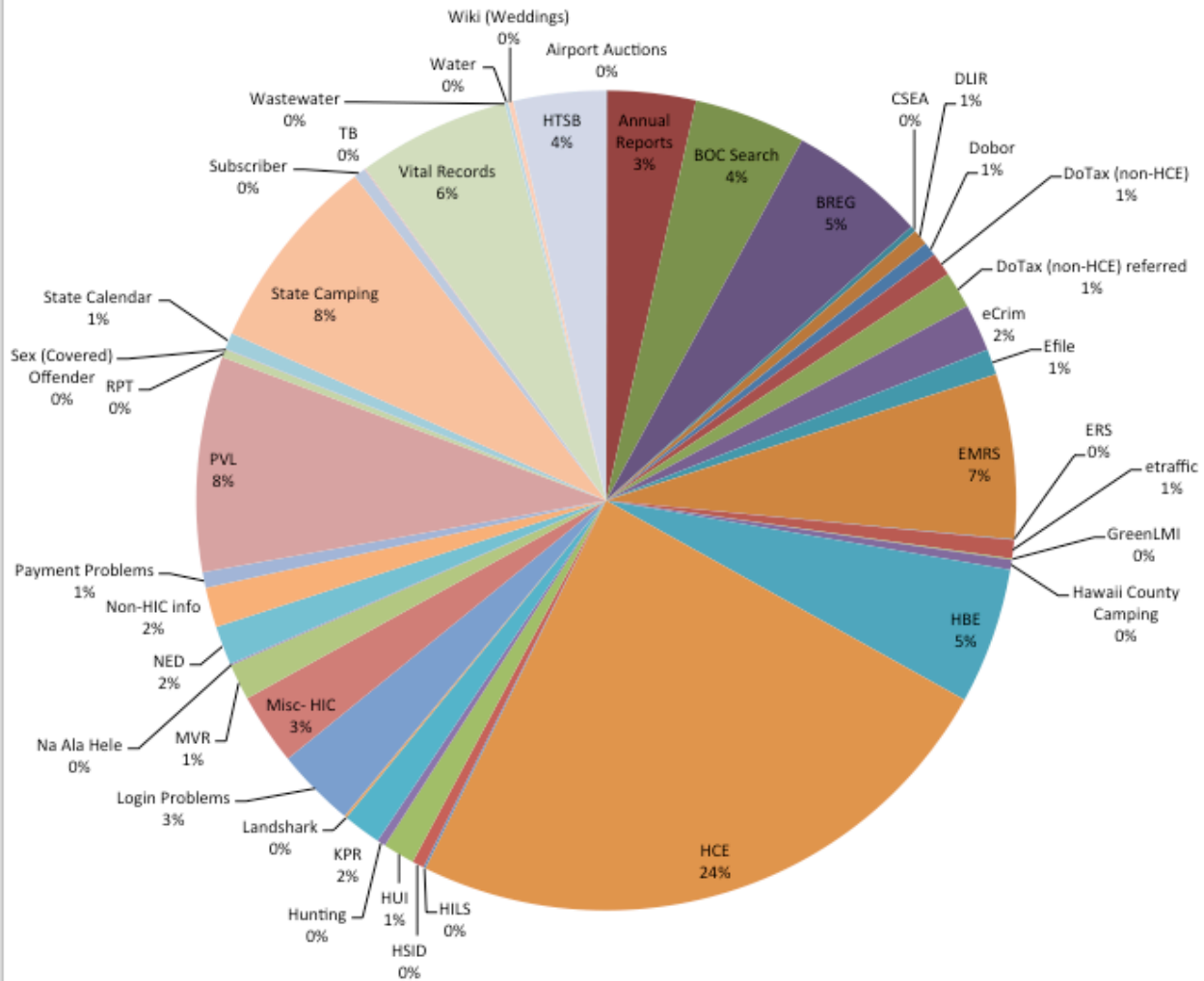
- Partner Liaison Erin Brown has left HIC due to family relocations to the mainland.
- Project Manager Julie Shohet has returned from her sabbatical.
- Office Manager Emily da Silva has returned from her maternity.
- HIC is sharing our support desk experiences with the Judiciary.
- Support statistics from 2nd quarter (10,492 requests + 681 off hours calls) all handled in less than one business day!

Reports

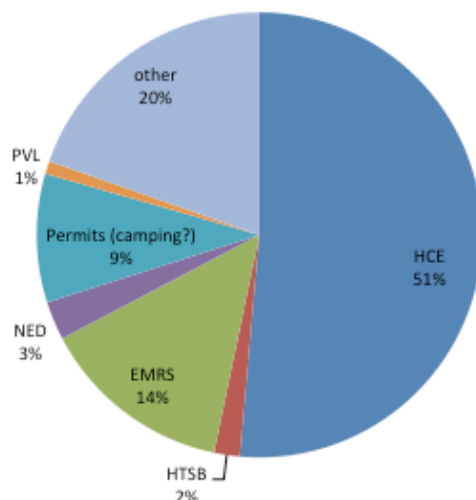
- Analytics report is included in the packet as separate PDFs.

Customer Service Stats

Requests by Service



Off-Hour Calls Answered



Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	07/31/13
Assets	6,101,352
Liabilities	7,292,166
Shareholder Equity	(1,190,812)
Total Liabilities & Shareholder Equity	6,101,354

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	May	Jun	Jul	Rolling 3 Month
Total Revenues	583,478	621,602	656,252	1,861,332
Total Expenses	525,386	522,260	539,769	1,587,415
Income (Loss) from operations	58,092	99,342	116,483	273,917
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	58,092	99,342	116,483	273,917
Total Provision for Income Taxes	33,021	28,627	45,609	107,257
Net Income (Loss)	25,071	70,715	70,874	166,660

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 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.