HAWAII INFORMATION CONSORTIUM

ANNUAL REPORT

Jan 1, 2013 - Dec 31, 2013

Hawaii Information Consortium, LLC.

City Financial Tower

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2013 HIC Annual Report (January 1, 2013 - December 31, 2013)

Executive Summary

At HIC, our goal is to bring government services to the people. Our proven ability to deliver effective and efficient solutions for each agency and familiarity with Hawaii government needs have and continue to be a major competitive strength differentiating HIC from other outsource options for Hawaii state and county government.

In 2013, we received **12 national and local awards** recognizing our services created in cooperation with our partner, State/County Agencies. Highlights include being honored with two (2) Digital Government Achievement awards from the Center for Digital Government for work on the Hawaii Electronic Marriage and Civil Union System and the Commercial Fishing License Services developed for the Division of Aquatic Resources.

As of October 31, 2013, we processed over **$1.4 billion** in payments for our partners and launched **21 new services**, including a revolutionary new eProcurement system (HIePRO) and Modernized eFiling (MEF) which enables individual income tax filing for tax preparers nationwide. **22** applications had major upgrades or rewrites during this reporting period. We also launched **6 new websites** all developed using WordPress.

The Portal's CMS offering using WordPress has been growing steadily since 2012. HIC was able to assist the Office of Information Management and Technology (OIMT) with the creation and launch of the standardized State Template which is used for all executive agencies websites and across more than 200 websites.

In Spring 2013, the CMS team worked with OIMT to redesign the State portal website, hawaii.gov. Launched in April, the new portal is 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. There has been significant buzz worldwide and our portal has been featured in many articles, interviews and articles as well as being the recipient of **6 awards**. The redesign of the portal was completed at no cost to the state.

10 mobile apps were launched throughout 2013. Six of the apps developed were responsive, HTML 5 web applications and four were native apps built to be distributed and downloaded directly to devices through the apple and android stores. In July, we received an award for the outstanding achievement in mobile for our EV Stations Hawaii app. Built in collaboration with DBEDT, it helps drivers locate publicly available electric vehicle charging stations statewide. We also developed the first government game in collaboration with the Department of Land and Natural Resources called "Reef Defender"; to play, visit https://itunes.apple.com/us/app/reef-defender/id657761952.

In September, a revolutionary new Electronic Procurement System called HIePRO (pronounced Hi-Pro) was released. The system is built to be cheaper, faster, and easier for vendors and procurement professionals to use while eliminating the need for paper. Not only does the public have immediate access to procurement notices and awards, but the built in vendor notification keeps all interested parties up to date with notices concerning active solicitations. HIePRO has received an abundance of positive feedback and is emerging on the national scene as a leader in eProcurement for government services. Over 1,000 vendors registered in the first month alone, we look forward to it's continued success.

In partnership with the Department of Health, the portal team completed a Business Process re-engineering project for the Department of Health Vital Records office. As a result of the analysis and recommendation, the portal will be implementing a vital record order tracking system which will integrate with the current vital records central depository, capturing all vital records issuance process. Currently, only a third of all records are ordered online and we look forward to enhancing this much needed service for Hawaii residents.

HIC and OIMT deployed the my.hawaii.gov service in September 2013. The service uses a Single Sign On service to allow individuals to visit one site to learn about all of their interactions with Hawaii government. The initial deployment includes information about all purchases, business filings with Hawaii Business Express and camping reservations. Future releases will include integration with more services and notifications.

Throughout 2013, HIC provided over **30,000** man-hours of labor to our partners at no-cost by leveraging HIC's self-funded portal contract. We also provided avoided cost savings of well over **$4 million**.

In 2014 we look forward to the release of many more services including the complete migration of the state to HIePRO, deployment of a responsive tax voucher payment service, integration of DCCA's Professional Vocational Licensing with my.hawaii.gov, a name change service for the Lieutenant Governor, and initial licensing services for the Professional & Vocational Licensing Division. We will also continue to launch many more my.hawaii.gov enhancements and responsive applications, all furthering our mission of bringing government to the people of Hawaii nei.

> *Your Annual Business Renewal site, the GET online site, etc. all save me so very much time and effort. I love your online services and the more you can put on there the less the lines at the counters will be! Thank you for making the effort to do all of this!*
>
> **Hawaii Business Express**

> *This is the most user friendly, easiest, expedient, time-saving and clearest government on line [website] I ever used.*
>
> *Thank you for making it available to us.*
>
> **eHawaii.gov**

2013 Highlights

Awards and Press

Awards Received (12)

Award	URL	App Name	Date Submitted	Status
Digital Government Achievement Award	govtech.com/cdg	Electronic Marriage and Civil Union Registration System	09/03/13	Winner - Government-to-Business
Digital Government Achievement Award	govtech.com/cdg	DLNR Online Fishing Report	09/03/13	Winner - Government-to-Citizen
Best of the Web Award	www.govtech.com	Portal	09/03/13	Finalist
Davey Awards	daveyawards.com	Portal	07/23/13	Winner - Gold
W3 Awards	w3award.com	Portal	07/23/13	Winner - Silver
CSS Award	cssawards.net	Portal	07/23/13	Nominee
CSS Design Award	cssdesignawards.com/sites/ehawaii-gov/21366	Portal		Nominee
NAGW Pinnacle Award	nagw.org/pinnacles	Portal	07/26/13	Winner - State/NGO Category
Community Spirit Award - Pacific Business News	bizjournals.com/pacific/nomination/52971	Volunteer Program	09/03/13	Finalist
Web Marketing Association Best Mobile Energy App	mobile-webaward.org/mwa/winner.asp?eid=7527	EV Stations Hawaii	07/01/13	Winner

| Transparency and Accountability: Contractor of the Year | oimt.hawaii.gov/wp-content/uploads/2013/11/2013-Hawaii-Technology-Excellence-Awards-Recipients.FINAL_.pdf | General | 11/21/13 | Winner |
| Transparency and Accountability: Open Gov | oimt.hawaii.gov/wp-content/uploads/2013/11/2013-Hawaii-Technology-Excellence-Awards-Recipients.FINAL_.pdf | General | 11/21/13 | Winner |

Press Releases

Title	Link	Date
Bulk Tax Filing and Payment Service for Tax Professionals Online at ehawaii.gov	http://finance.yahoo.com/news/bulk-tax-filing-payment-tax-120000540.html	02/27/2013
Biennial Condominium Association Registration Starts with a New Look	http://hawaii.gov/dcca/pvl/news-releases/News%20Release%20Condo%20Assn%20Renewal.pdf http://finance.yahoo.com/news/biennial-condominium-association-registration-starts-110000747.html	04/09/2013
Hawaii Launches Ungraded Hawaii Government Web Portal	http://oimt.hawaii.gov/state-launches-upgraded-hawaii-government-web-portal	04/30/2013
EV Launch Press Release	http://www.hawaiinewsnow.com/story/22829820/new-mobile-app-finds-electric-vehicle-stations-in-hawaii http://finance.yahoo.com/news/locating-electric-vehicle-stations-hawaii-110000075.html	07/12/2013

ERS Benefit Calculator; New Enhancement Is Now Available to the Public	http://hic.ehawaii.gov/2013/08/02/ers-benefit-calculator-new-enhancement-is-now-available-to-the-public	08/02/2013
Hawaii Launches Online Elevator Permit Application and Payments Service	http://finance.yahoo.com/news/hawaii-launches-online-elevator-permit-110000430.html	08/20/2013
State Makes New Elevator Permit Applications and Payments Available Online	http://hic.ehawaii.gov/2013/08/06/state-makes-new-elevator-permit-applications-and-payments-available-online	09/06/2013
Hawaii.gov Ranked Among Top 10 State Government Websites	http://www.businesswire.com/news/home/20130917005231/en/Hawaii.gov-Ranked-Top-10-State-Government-Websites	09/17/2013
State of Hawaii Website Named Pinnacle Award Recipient	http://www.nagw.org/news/2013/09/27/2013-nagw-pinnacle-award-recipients-announced	09/27/2013
Hawaii Department of Land and Natural Resources Wins National Award	http://finance.yahoo.com/news/hawaii-department-land-natural-resources-110000159.html	10/08/2013
Hawaii.gov Wins NAGW Pinnacle Award	http://hic.ehawaii.gov/2013/10/02/hawaii-gov-wins-nagw-pinnacle-award	10/02/2013
BOW Digital Government Achievement Awards 2013	http://www.govtech.com/cdg/digital-government-achievement/Best-of-the-Web--Digital-Government-Achievement-Awards-2013.html	09/03/2013
Hawaii Attorney General Launches Online Notary System	http://hic.ehawaii.gov/2013/10/08/hawaii-attorney-general-launches-online-notary-system http://finance.yahoo.com/news/hawaii-attorney-general-launches-online-192700661.html	10/08/2013 10/11/2013
Department of Taxation Announces Updated Mobile First Tax Search Tools	http://www6.hawaii.gov/tax/media/2013-10-08-mobile_apps.pdf	10/14/2013

| Hawaii Electronic Marriage and Civil Union Registration System Recognized | http://health.hawaii.gov/news/files/2013/05/13-058-DOH-Wins-Best-of-Web-Award.pdf

http://finance.yahoo.com/news/hawaii-department-health-wins-national-135400969.html | 10/15/2013

10/21/2013 |

New Services and Websites

New Applications/Services Launched (21)

2013 was a very big year for the portal as we launched more systems than ever before. The three applications that were largest in scope were Modernized eFiling, eTraffic and HIePro although the new Notary Registry, Elevator Inspection and my.hawaii.gov have also been very well received.

Name	Agency	Mission	Description	URL	Launch Date
Modernized Electronic Tax Filing System	TAX	Yes	Allows approved tax transmitters to submit tax filings electronically via the Modernized Electronic Filing System.	mef.ehawaii.gov	02/05/13
Conservation District Use Permit Directory (Admin Only)	DLNR	No	CDUP directory for users to purchase permit copies and any related information.	occl.ehawaii.gov/cdup/admin/search.html	02/14/13
Public Works and Permitting Payments	County of Hawaii	No	Payment processing only.	papaaukahi.hawaiicounty.gov	02/25/13
District Court Judge Evaluation	Judiciary	No	Evaluations of 13 District Court Judges via online survey.	N/A	02/26/13 - 03/27/13
eTraffic	Judiciary	Yes	Online payment of traffic or parking infractions.	etraffic.ehawaii.gov	03/27/13

HIePRO	DAGS	Yes	eProcurement system which promotes open competition and transparency when purchasing goods, services, and construction.	hiepro.ehawaii.gov	04/09/13
Summer Enrichment Program	County of Kauai	Yes	Register, pay, and submit child information for the Kauai Summer Enrichment program.	kpr.ehawaii.gov	05/15/13
Conservation District Use Permit Directory Record Directory (Public Only)	DLNR	No	CDUP directory for users to purchase permit copies and any related information.	occl.ehawaii.gov/cdup	06/20/13
Circuit Court Judge Evaluation	Judiciary	No	Evaluations of 10 Circuit Court Judges via online survey.	N/A	06/20/13 - 07/19/13
Bulk Covered Offender Data	AG - HCJDC	No	Download bulk data on sex offenders and other covered offenders in the State of Hawaii.	hcjdc.ehawaii.gov/bulkcor	08/21/13

Notary Registration System (Admin only)	AG	Yes	Allows admins to enter new notary applications and update payment status.	notary.ehawaii.gov/notary	07/09/13
IQ Integration (Admin)	Governor	No	Created active data interfaces to populate the IQ system with valid information from forms.	N/A	07/09/13
Supervisor Evaluations	AG	No	Evaluations of the 19 AG supervisors via online survey.	N/A	07/26/13 - 08/09/13
Elevator Inspection and Permitting System	DLIR - HIOSH	Yes	Allows elevator installation applications to be submitted online along with payment.	hiosh.ehawaii.gov	08/06/13
HIJIS Portal	AG	No	Hosting for the federated search service.	hijis.ehawaii.gov	08/12/13
HIJIS Security Model	AG	No	Implementation of Shibboleth and hosting for HIJIS.	hijis.ehawaii.gov	08/12/13
Supervisor Evaluations	AG	No	Evaluations of the Attorney General and First Deputy Attorney General via online survey.	N/A	09/09/13 - 09/18/13

Notary Registration System (Public)	AG	Yes	Allows the public to submit a new notary application and make payment.	notary.ehawaii. gov/notary	09/10/13
My.hawaii.gov	HIC	No	Personal management platform for interacting with the State, anytime, anywhere.	portal.ehawaii. gov/myhawaii	09/18/13
Film Permit Application	Hawaii Film Office	Yes	Online film permit application system for established entities to apply for film permits for State of Hawaii locations.	hfo.ehawaii.go v	09/23/13
Accessibility Accommodation Request System	HIC	No	Allows the public to submit an accessibility accommodation request for online materials on Hawaii government agency sites.	m.hi.gov/acces sible	12/02/13

Application Spotlight - MeF

The IRS' Modernized e-Filing (MeF) program provides a method for communicating and processing electronic tax filings and payments for businesses.

MeF represents a huge departure from the old system that the IRS and states used to communicate, the Fed-State back-end. The existing system was a batch process with one file being sent per day. MeF is a **24/7-web service with two way communication**, much **more filing detail, payments and attachments**.   Standards are set by the IRS, the Federation of Tax Administrators (FTA), the Tax Implementation Group for E-Commerce Requirements Standardization (TIGERS) and the National Association of Tax Professionals (NACTP).

The Hawaii State Department of Taxation (DOTAX) used the Fed-State back end to process electronic personal income taxes. In 2008, over 300,000 filings were processed this way. The Fed-State back end is no longer being supported beginning in 2013. DOTAX needed to migrate to MeF for personal income tax filings. Other returns will also be supported at a later date.
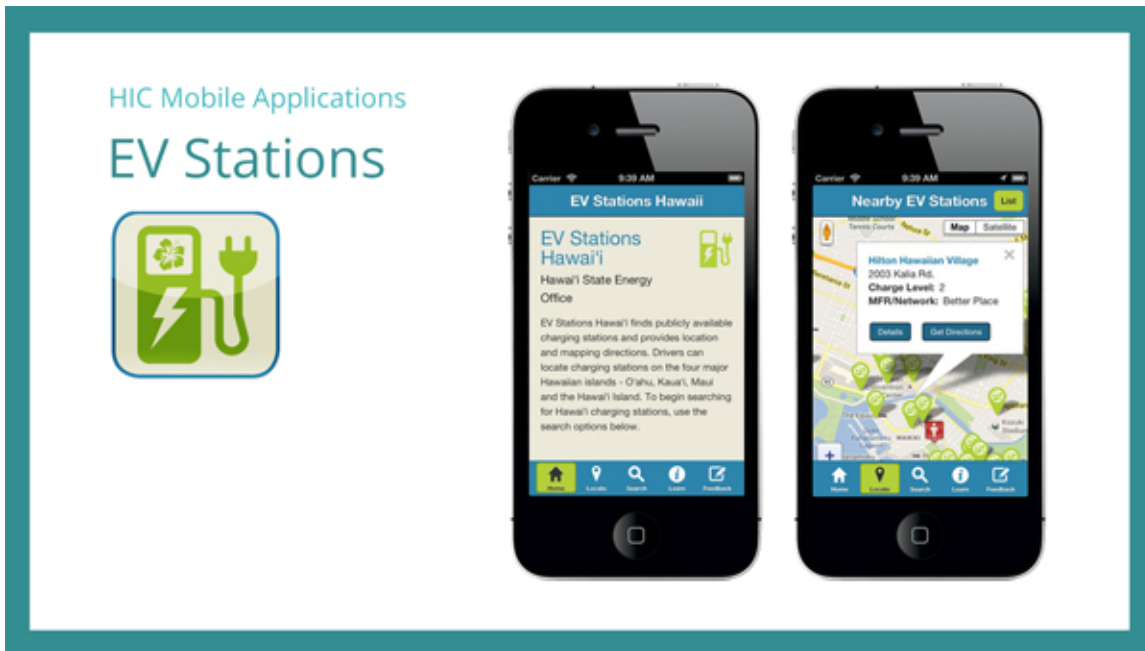
The portal (HIC) agreed to develop, host and maintain an internet-accessible gateway service that accepts and validates MeF tax returns from the IRS. The most critical forms for MeF are the N-11 and the N-15 returns and their associated attachments currently processed by the JELF program, which sunset after the 2012 tax year. This effort was not to include the MEF Viewer, which was explicitly excluded from the statement of work with HIC. In Late 2012 it became apparent that Tax would not have a viewer solution, and HIC implemented an MEF viewer at no cost to DOTAX.

In 2013, the first filing year of MEF being active DOTAX has processed 424,728 returns (as of Oct 31, 2013) and payments totaling over $2.8 Million. MEF supports a much wider array of returns, collects all of the pertinent data associated with the returns, and accepts payments and attachments when compared with the JELF solution. It also validates the returns for business rule and calculation errors before accepting the data. In 2014 another large advantage over JELF will be realized by DOTAX, when returns for previous tax years will also be accepted.

New Websites (6)

Name	Agency	URL	Launch Date
New Interim Portal Landing Page & Search	HIC	portal.ehawaii.gov/landing	01/16/13
Business Development & Support Division	DBEDT	invest.hawaii.gov	02/04/13
Access Hawaii Committee	AHC	ahc.ehawaii.gov	03/06/13
Hawaii.gov	HIC	portal.ehawaii.gov	04/26/13
Hawaii Foreign Trade Zone #9	DBEDT	ftz9.org	06/27/13
Engineering Division	DLNR	dlnreng.hawaii.gov	10/21/13

Native Mobile Applications (4)

HIC Mobile Applications
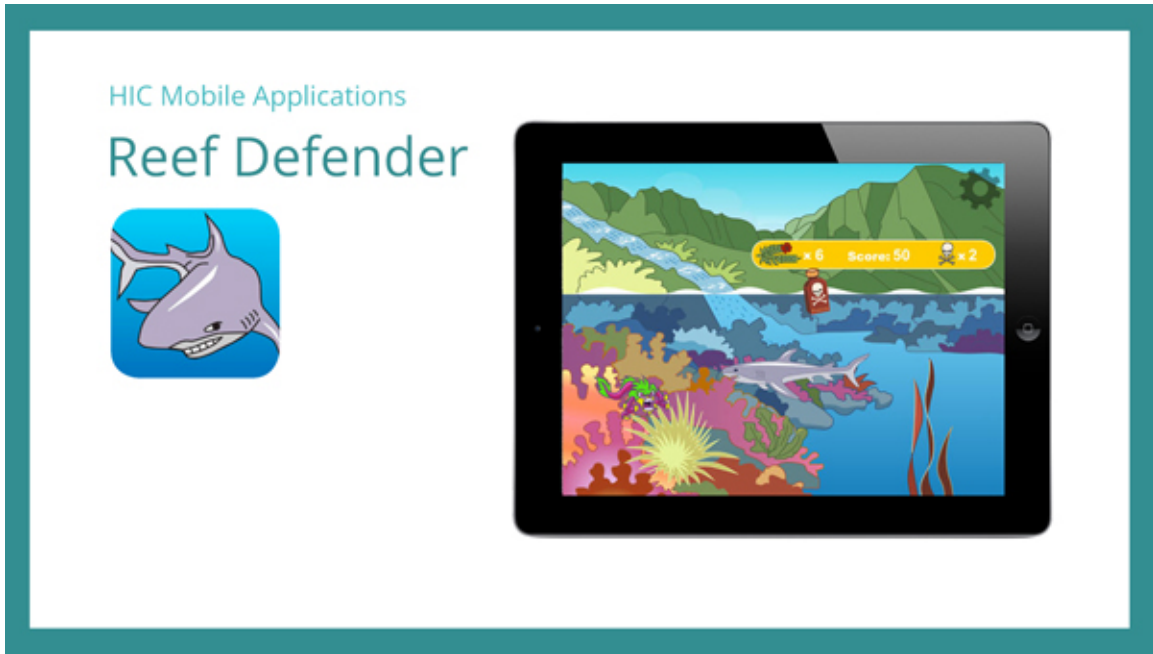## EV Stations

Description	Available	iOS	Android	Web
Locations and maps of all Hawaii EV charging stations.	Apple Store: 06/28/13 Android Store: 06/27/13	itunes.apple.com/us/app/ev-stations-hawaii/id650114531?mt=8	play.google.com/store/apps/details?id=com.nicusa.hiev	energy.ehawaii.gov/ev

HIC Mobile Applications
Hawaii.gov

Description	Available	iOS	Android	Web
Mobile version of the hawaii.gov website.	Apple Store: 07/09/13 Android Store: 07/11/13	itunes.apple.com/us/app/hawaii.gov/id672689245?mt=8	play.google.com/store/apps/details?id=gov.ehawaii.portal	portal.ehawaii.gov
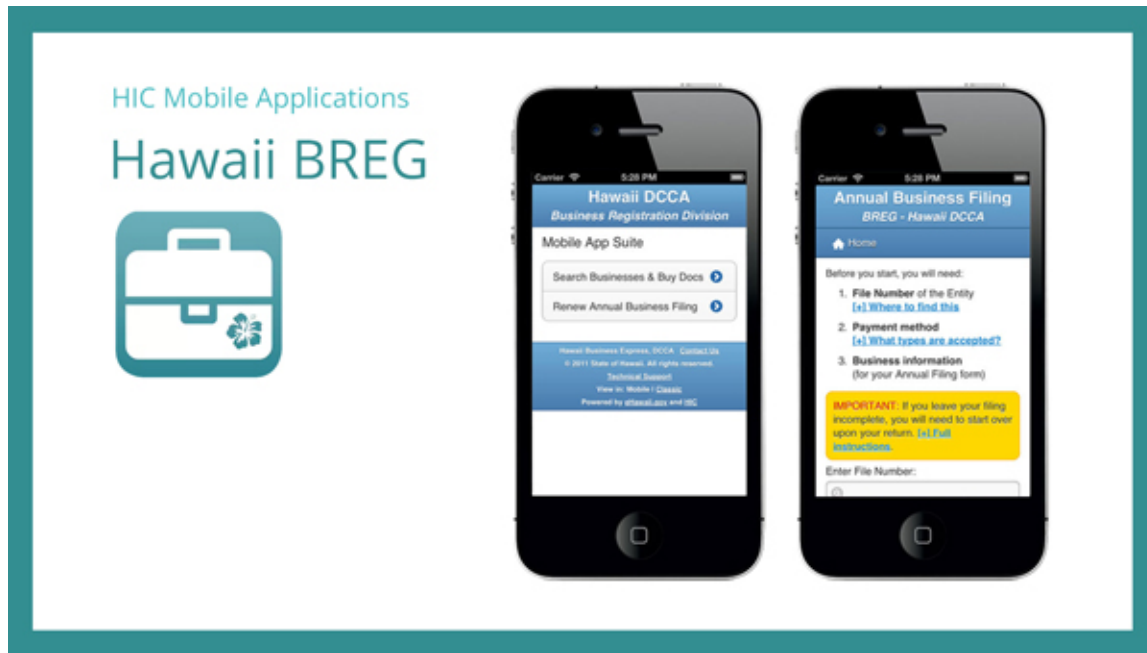
Description	Available	iOS	Android	Web
Mobile app for the DCCA BREG Business suite of services.	Apple Store: 08/23/13 Android Store: 07/11/13	itunes.apple.com/us/app/hawaii-breg/id672688342	play.google.com/store/apps/details?id=gov.ehawaii.businesssuite	hbe.ehawaii.gov/annuals/landing.html?site_preference=mobile

HIC Mobile Applications
Reef Defender

Description	Available	iOS	Android	Web
You can learn about the connection of land and sea by playing the game 'Reef Defender'.	Apple Store: 07/09/13 Android Store: 09/13/13	itunes.apple.com/us/app/reef-defender/id657761952?mt=8	play.google.com/store/apps/details?id=com.nicusa.ehawaii.reefdefender	hawaiisharks.org/game

Non-Native Mobile Applications (6)

Name	Description	Available	Web
Condominium Association Registrations	Submit condominium association biennial registration(s) online.	04/01/13	aouo.ehawaii.gov
Notary Registration System	Submit and pay for your application for Notary Public Commission online.	09/10/13	notary.ehawaii.gov
Tax License Search	Search for a Hawaii tax number.	10/07/13	dotax.ehawaii.gov/tls/app
Tax Refund Status	Check your individual tax refund status.	10/07/13	tax.ehawaii.gov/hoihoi
eTraffic	Pay your traffic citation online.	03/27/13	etraffic.ehawaii.gov

Service				
PVL License Search	Search all licenses registered with the Professional and Vocational Licensing Division.	11/18/13		pvl.ehawaii.gov/pvlsearch

Major Application Upgrades (22)

We rewrote a few of our old systems from scratch including the AOUO Condo Association system, Tax Refund Search, Tax License Search, PVL License Search and are in the middle of a long process to completely upgrade LandLink and replace LandShark.

Service	Agency	Description of Update	URL	Launch Date
Harbor Hui	DLNR - DOBOR	Added a method to accept online payments.	dobor.ehawaii.gov/harborhui/welcome.html	01/01/13
eFile	TAX	Annual updates to all forms and fields.	dotax.ehawaii.gov/efile/user	01/02/13
CSEA Account Information System	AG	Implemented method for CSEA billing statements to be viewable by users.	csea.ehawaii.gov	03/04/13
AOUO Condo Association Biennial Registration	DCCA - REB	Did a re-write of app (from perl) and implemented a new responsive design.	aouo.ehawaii.gov	04/01/13
CMLS License Renewal w/ CRVS check	DLNR	Modified the app to refuse renewal when license status is suspended or there are fishing report violation cases in DLNR/CRVS with status = NOT Closed, Decision - Comply, or Paid.	dlnr.ehawaii.gov/cmls-public	04/01/13

LandLink	DLNR - BOC	Launched first version of LandLink/LightHouse code post-TriMin.	boc.ehawaii.gov/landlink	04/11/13
HIC Kala Stored Payments	HIC	Added the ability for users to store a credit card or bank account info for faster payment processing.	kala.ehawaii.gov/mkala	05/07/13

| Continuing Education Enhancements | DCCA - REB | Added the following enhancements:

Admin:

1. Ability to mark licensee's course record as Makeup.
2. Add Author field when editing a course subject and allow search by Author via subject search.
3. Add subject approved date and track subject creation date.
4. View assigned providers to subjects.

Public:

1. Add Credit Hours field as an option for course search.
2. Add Credit Hours column in the download of future courses (PDF). | pvl.ehawaii.gov/rece | 05/23/13 |

Vessel Registration	DLNR - DOBOR	Added the following enhancements: 1. Capability for the public to apply for a new vessel registration online 2. Registration renewals now allow the user to request a change to their personal information 3. Citizenship status is now a required item. 4. A management queue has been added that allows for managing of new registrations and renewal change requests.	vessel.ehawaii.gov	06/27/13
Mobile - EV Stations Hawaii	DBEDT	Major rewrite of application.	Apple: itunes.apple.com/us/app/ev-stations-hawaii/id650114531?mt=8 Android: play.google.com/store/apps/details?id=com.nicusa.hiev	06/27/13
LandLink	DLNR - BOC	Added $1 archive fee to all documents received through the BOC LandLink System.	boc.ehawaii.gov/landlink	07/01/13

ERS Calculator Enhancement	B&F	Allows user to generate an estimate of their future retirement benefits; this enhancement includes: • Look & feel update with a mobile first responsive design (to match the ers.ehawaii.gov UI) • Table update to accommodate the new factors.	ers.ehawaii.gov/resources/calculator/	08/01/13
eHawaii.gov Account Management System (Lala)	HIC	Upgrade to our eHawaii.gov Portal Account Management System; changes include: 1. Look & feel update with a mobile first responsive design. 2. Security enhancements. 3. Single sign-out. 4. Search capability improvements.	login.ehawaii.gov	08/05/13
HIePRO	DAGS - SPO	Updated to allow users to register as vendors.	hiepro.ehawaii.gov	08/05/13

LDAP Account Request Form	HIC	Upgraded look and feel and now uses a mobile first responsive design.	office.ehawaii.gov/signup	08/12/13
eCrim	AG - HCJDC	Fee changes; incorporated subscriber payments for search fee; and incorporated stored payments.	ecrim.ehawaii.gov	09/03/13
BREG Documents	DCCA	Added $1 archive fee to all documents received through the DCCA BREG Document System.	hbe.ehawaii.gov/annuals	10/02/13
Tax Refund Search	TAX	Upgraded app with a mobile/responsive design.	tax.ehawaii.gov/hoihoi	10/07/13
Tax License Search	TAX	Upgraded app with a mobile/responsive design.	dotax.ehawaii.gov/tls/app	10/07/13
Notice of Public Sale	DCCA	Notice of Public Sale on foreclosure properties.	mfdr.ehawaii.gov/notices	10/08/13
Narcotics Registration System	NED	Admin system for the registration system.	ned.ehawaii.gov/renewal/admin	10/14/13
Mobile - PVL License Search	DCCA - PVL	Upgraded app with a mobile/responsive design.	pvl.ehawaii.gov/pvlsearch	11/18/13

The Redesign of eHawaii.gov

The new Hawaii.gov was launched on April 27, 2013.

Designed for mobile and built for touch, speech, and accessibility for all users, Hawaii.gov showcases the very best in Web design thinking. The site allows the public and businesses to re-imagine how they interact with Hawaii government.

During the redesign effort, we recognized mobile devices continue to grow in popularity and experts predict that in 2014-2015, the percentages of mobile devices and desktop machines will be equal. As such, our web interface design must accommodate interactions that users expect. The new portal allows access to content by swiping, touching or clicking and larger touch-sensitive zones make navigation easier. Search results, leveraging search.usa.gov, are presented in easily navigable pages and modal windows make accessing more detailed information simple. Results are pre-programmed to include the most popular search terms, and a predictive search pre-populates common search terms based on the first few characters typed.

The new Hawaii.gov is stynamic (static+dynamic). We wanted quick load times while providing the richest user experience possible. Hawaii.gov leverages text, SQL, JSON, RSS and ATOM data sources for dynamic content, and we used Markdown, a lightweight markup language, for static content. Liquid Templates combine the dynamic and static data sources. We employ Jenkins, an open source continuous integration tool to re-generate the site's HTML with updated data feeds every hour or on demand. Other building tools include: Zurb's Foundation for the framework and various icon fonts from Font Awesome, Fontello, Icomoon and Jekyl.

Hawaii.gov is also driven by feeds, consuming its own public API to build pages. We hope others will build and "slice and dice" the new Hawaii.gov into new ideas, apps, and services. We built a developer section (portal.eh awaii.gov/page/developers) to encourage the use of both our own datasets and those published at data.hawaii.gov.

HIC has been honored to receive the following awards and nominations for the portal.

Awards - 2013

Davey Awards Gold Award Winner	**NAGW** State/NGO Category Pinnacle Award
W3 Awards Silver Award Winner	**Best of the Web** State Portal Category Finalist
CSS Award Nominee	**CSS Design Award** Nominee

Portal Buzz

Lou Rinaldi @LouRinaldi 25 Aug

#Hawaii's official website puts the design of all other state websites to absolute, soul-crushing shame. http://portal.ehawaii.gov/page/design/ @**samhc #egov**

Mark Headd @mheadd 16 Aug
The State of Hawaii's website is freaking beautiful. http://portal.ehawaii.gov

Patrick MacMannis @pat_macmannis 3 May

http://portal.ehawaii.gov/ has to be one of the coolest **#HTML5** & **#RWD** sites I've ever seen! Check it out!

Matt Jukes @jukesie 30 Apr

So not only does Hawaii have well Hawaii (!) but now it also has a truly brilliant website - https://portal.ehawaii.gov/page/design/ - brilliant stuff

Matthew McNaughton @mamcnaughton 30 Apr
Wow. This is what a gov't website should look like http://hawaii.gov ...

Catherine Bracy @cbracy 30 Apr

And it's mobile-friendly! RT **@codeforamerica**: Props to **@ehawaiigov** on the beautiful new website: http://hawaii.gov **#simple #beautiful**

Hawaii.gov is a product of a collaboration between the Office of Information Management and Technology (OIMT) and the State Internet Portal Provider Hawaii information Consortium LLC (HIC).

My.Hi.Gov

OIMT is undergoing a major initiative to revamp the relationship of the Hawaiian government and its online presence. As part of this process, OIMT has launched a new Hawaii Government Portal and a new state-wide template across all major lines of business. As this initiative continues, OIMT would like to create interfaces which can aggregate the information and services to the Hawaii Government Portal leveraging HIC's eHawaii.gov User Accounts (aka Lala). This endeavor is to mimic the functionality and usability of the my.usa.gov site of the Federal Government. HIC has created an interface called "MyHawaii" or my.hi.gov to link together information and popular services used by the public.

The ultimate goal of this interface is to provide a single, "user-friendly-and-intelligent" web portal with a service catalog of all available on-line government information and services (both open and secure) that can be accessed with appropriate security credentials. In 2013, the goal of this project was to provide a proof of concept for the my.hi.gov interface and operation, and to show how personalized information will be made available to the my.hi.gov site to the appropriate users through existing eHawaii User Accounts. HIC exceeded expectations and turned the proof of concept into a live site by launching my.hi.gov in September 2013.

The initial components of MyHawaii include:

- My Transactions (leveraging eHawaii's Payment Engine)
- Business Filings
- Camping Reservations

Upcoming phases of MyHawaii will include a reminder service, the incorporation of more government e-services and leveraging an external source to provide information that can be displayed on the MyHawaii interface.

WordPress for Government!

The Rise of WordPress
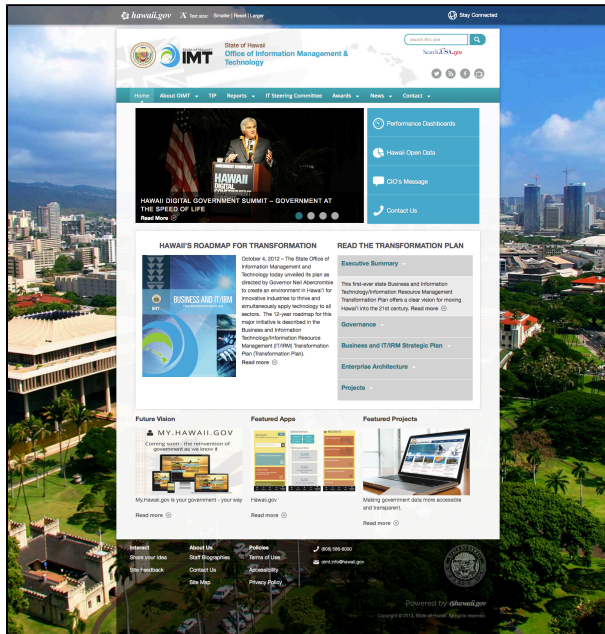
In the fall of 2012, HIC began a partnership with OIMT to develop a new design template in WordPress (WP) to establish a consistent look and feel across all state websites. The initial goal of the project was to implement the new template on all of the executive departments in time for the year's start to the legislative session in January. We met and surpassed this goal and as of Jan 01, 2013, 28 sites were launched and hosted in Hawaii's Public Cloud.

Prior to the redesign, the Hawaii Executive agency sites were not mobile-friendly or action oriented. Most department sites had little if any Hawaiian imagery and few standards for contacts, design or structure. Division sites were migrated from plone CMS servers (over 25 servers for websites alone) that had little if any version or operating system consistency.

The move to WordPress gave us an opportunity to give the state department and division web-masters the control they desperately wanted without the enormous cost and training associated with a Commercial Enterprise CMS. The Open Source aspects of WP actually made it easier to develop and deploy new templates and enforce accessibility and style requirements regardless of the technical level of the specific webmaster. The consistency that we have been able to achieve across all agencies is a tremendous advantage and something which, in the past, Hawaii's federated IT infrastructure made nearly impossible.

We accomplished this by using Open Source CMS software. Hawaii has saved hundreds of thousands of dollars a commercial CMS would have cost. The simple WP administration system made the administration of the sites incredibly simple, eliminating hundreds of hours of training. HIC estimates the total savings realized by leveraging OpenSource CMS at about $1.3M.

Throughout the course of 2013, our partnership with OIMT has continued and grown. Currently there are 61 sites using the standardized design with many more in the process of being converted.

The Future

In 2014, we will have development completed for the next iteration of the template (called 2.0). It will include improved site administration and customizations and one click updating for all plugin/theme/version updates, dramatically simplifying the process for maintaining the large number of websites on the state side.
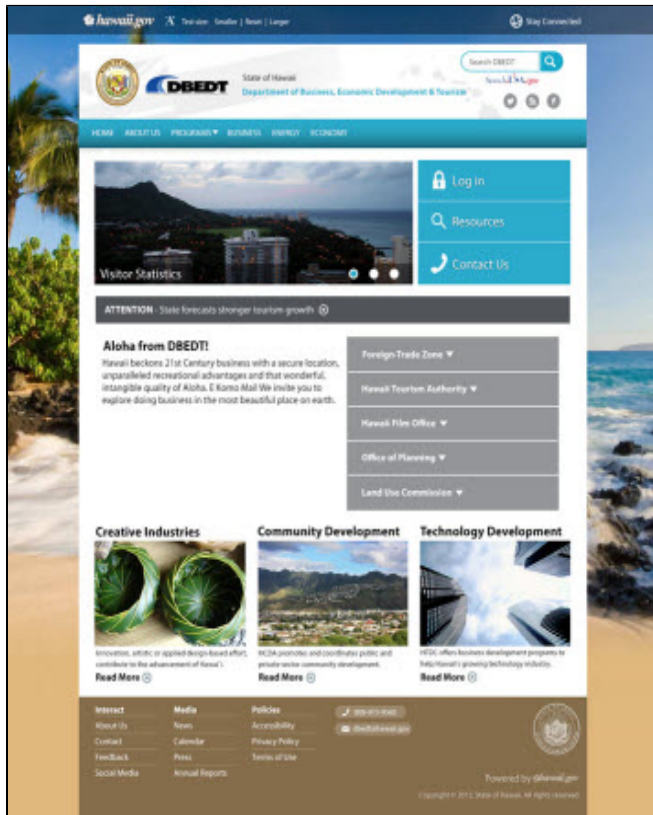
Cost Savings

Applications built by HIC save our partners hundreds of thousands of dollars each year. HIC considers only data entry labor, paper, mail and postage costs in our avoided costs estimates.

Department of Commerce and Consumer Affairs

BREG

Avoided Cost

Avoided cost was over $508K by the end of Q3 of 2013. Avoided costs include printing, postage, and data entry costs. No IT-related costs are considered.
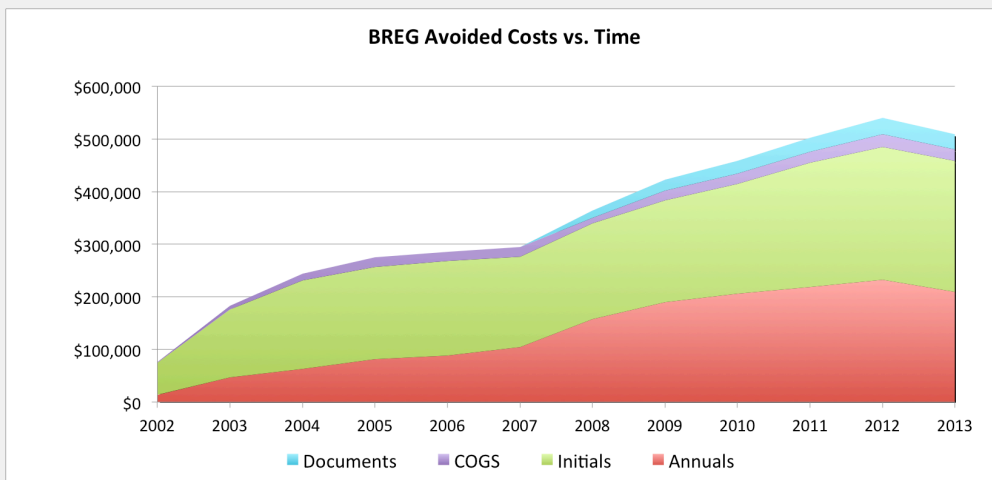
BREG Avoided Costs vs. Time

Avoided Cost

Through online transactions, savings are achieved through saved postage and printing of renewal application forms, data entry required from paper renewals. Based on the number of online renewal transactions since 2001, it's estimated PVL has saved over $1.3M through the online renewal program.
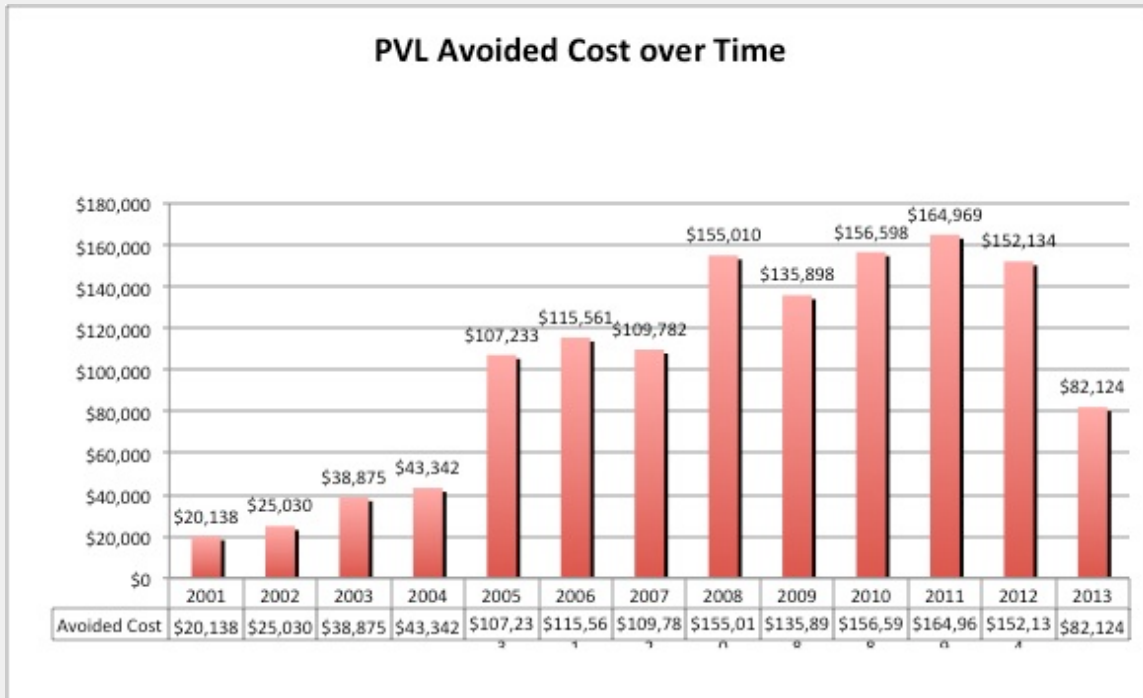
PVL Avoided Cost over Time

	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Avoided Cost	$20,138	$25,030	$38,875	$43,342	$107,233	$115,561	$109,782	$155,010	$135,898	$156,598	$164,969	$152,134	$82,124

Avoided Cost

Through online transactions, savings are achieved through saved postage and printing of renewal application forms, data entry required from paper renewals, continuing education course and attendee submissions. Based on the number of online renewal transactions since 2004, it's estimated INS has saved over $240K through the online services.

Insurance Division Avoided Costs

Legend: Renewal, Printing & Postage, CE, RPA
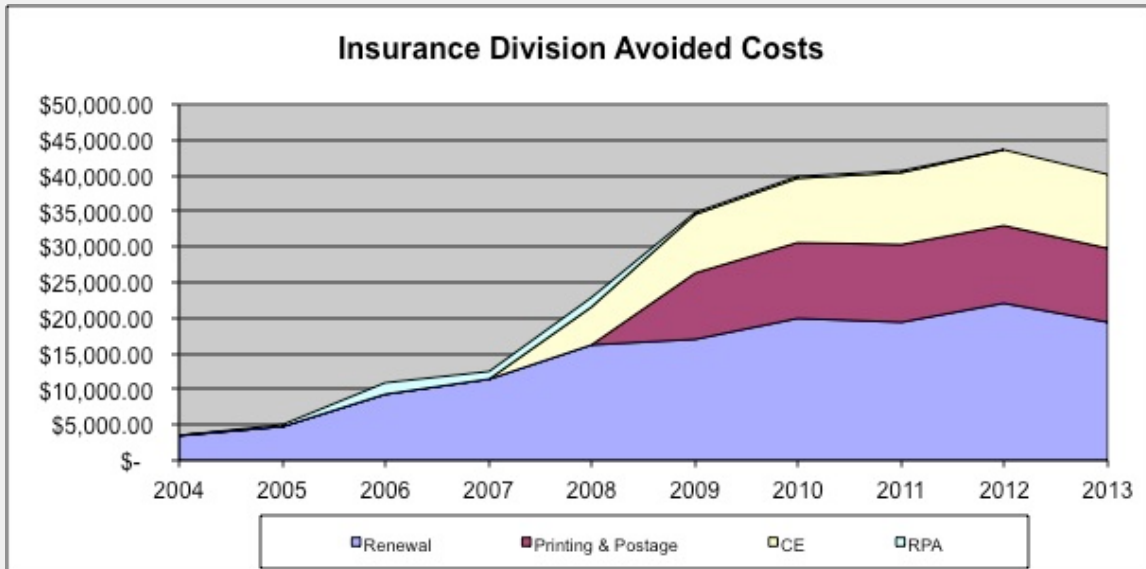
Department of Land and Natural Resources

Permitting and Licensing

Avoided Cost

The avoided cost for DLNR is estimated to reach $200K by the end of 2013. The avoided cost includes all licenses and permits issued through the eHawaii.gov program and only considers data entry time.
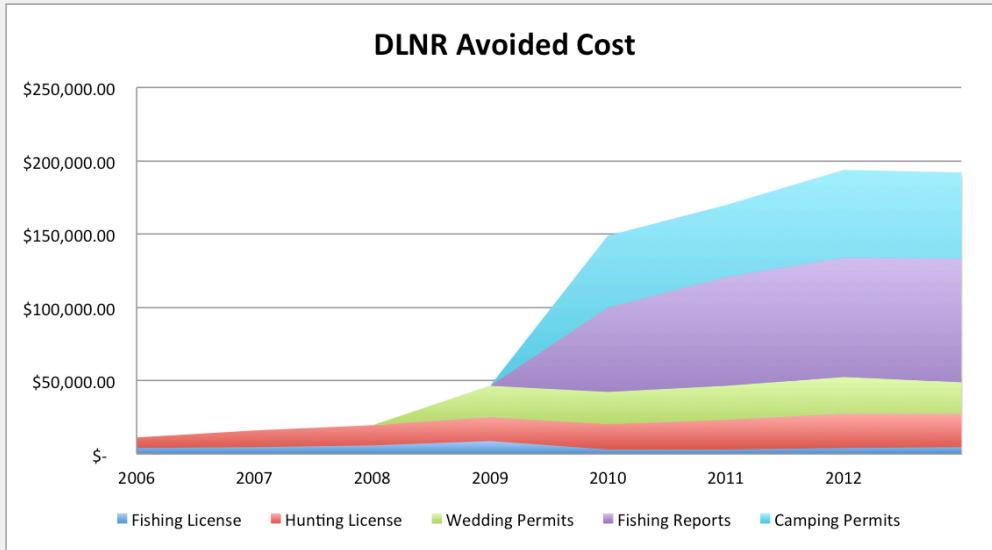
Department of Taxation

Tax

Avoided Cost

As a result of portal applications Tax has significantly decreased costs. We do not include any IT-related costs, only other quantifiable costs associated with the handling of returns, printing, mail and data entry.

Major areas of savings include:

- eFile tax returns
- MEF tax returns
- Tax License Search
- BB1 Filings
- UC-1 Cashiering

DoTax Avoided Costs V Calendar Year

Portal Marketing & Outreach

HIC aims to bring government to the people. To do so, we must continuously strive to simultaneously create awareness of and promote the efficiency of online services. We are active in various communities from the National Association of Tax Preparers to the Hawaii Paralegal Association. In addition to press releases and award submissions, we work with our partners to deliver cohesive messages by utilizing direct mailing, email campaigns, and providing posters or over the counter business cards for partner offices. In 2013, HIC produced an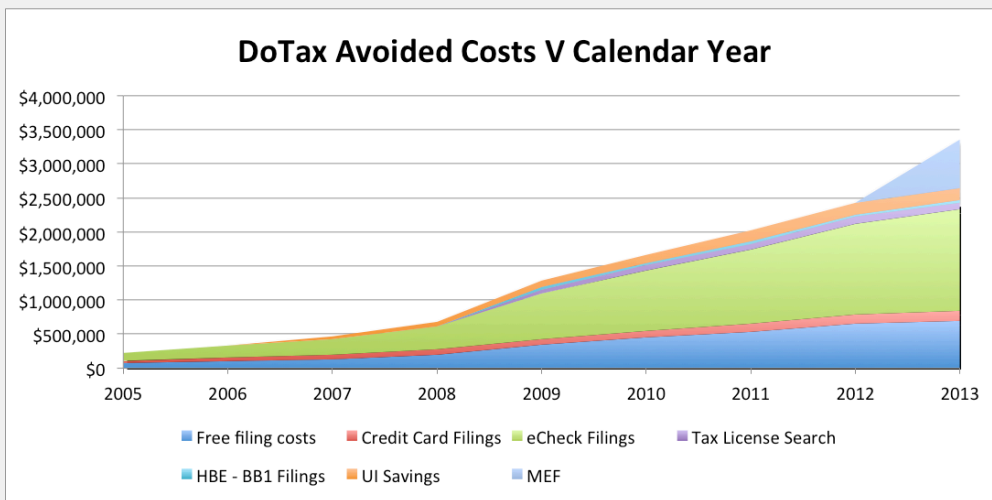d delivered thousands pieces of printed marketing collateral, **203,959 postcards** and **over 400,000 emails** to the citizens and businesses throughout the State of Hawaii. We have also produced 17 instructional videos all viewable online on Youtube under 'eHawaii gov.'

Factoid: Russell Castagnaro (GM) presented our unique self funded eGovernment model at the GOTO; Aarhus conference at the International Software Development Conference in Denmark in October.

Highlight - Digital Government Summit

HIC sponsored and attended the Hawaii Digital Government Summit in Honolulu, HI on November 21, 2013. This year's event theme was *Government at the Speed of Life*.

The Summit is designed to bring together experienced people in Hawaii state and local government to collaborate, share ideas, and participate in discussions on how information technology can be a strategic tool for managers, executives and decision-makers. This year's event offered a variety of concurrent sessions and talks by presenters who are experts in all fields, with focuses on technology transformation, business transformation, and transparency and accountability.

HIC set up a sponsor booth in the event gallery with an array of video and outreach materials that showcased our current services being used in the Aloha State. HIC managers and liaisons shared with the other attendees their experiences connecting the people to the government by enabling eGovernment solutions at no cost to the state.

HIC was presented with an award from the State of Hawaii's Lieutenant Governor, Shan S. Tsutsui, and Chief Information Officer, Sanjeev "Sonny" Bhagowalia for 'Contractor of the Year' in the Transparency and Accountability category.

The Summit was a successful opportunity for HIC to catch a glimpse at the latest eGovernment solutions, stay informed of the current issues and plans to move forward, and network with key influencers in information technology solutions, and government policy and decision-making.

Marketing Materials

Samples	
Business card for the Judiciary eTraffic online payment system.	Over the counter card for Harbor Hui Service.
Over the counter card for Online Marriage and Civil Union Service	Postcard for Motor Vehicle Registration Renewals
Postcard for Hawaii Compliance Express	Email reminder for Tax Efile GE Payment Reminders

Portal Enterprise Services

The portal provides a number of key enterprise services that our partner agencies leverage to improve efficiency, reduce cost and provide services on a day-to-day basis. These services have been developed and are maintained at a significant cost to the portal. Most of these services are leveraged in our self-funded solutions.

Payment Processing

The portal processed payments totaling over $1.4 Billion in CY 2013 (Oct 31,2013). Payment processing can take place through the Internet, Over the Counter (OTC), or via mail and includes multiple payment methods:

- Credit card (in-person or Internet)
- Electronic check (ACH)
- Paper check
- Invoice (on account)
- Subscriber payment fees and terms

HIC has established Master Merchant Bank Accounts for processing all types of major credit cards and adds new sub-merchant accounts for each branch, department or division who would like to leverage this relationship at no charge. HIC has negotiated lower rates by leveraging the transaction processing of all state and county partners.

HIC provides our partners and their vendors with Application Programming Interfaces (APIs), application support, and trouble shooting for its Payment Processing Service. The API is a simple web service that can be accessed by any platform. Currently it is being leveraged by systems running on Java, .net, Perl, and PHP.

HIC also provides initial customer support for payment and billing questions as well as help with subscriber account issues (i.e. Sign-up, forgotten password, disabled users, etc..)

Credit Card Processing

Credit cards are well suited for Internet payments because they allow the merchant to obtain a real-time authorization, which validates that the card is in good standing and has adequate funds available. After service is delivered for a transaction, the transaction is placed into a settlement batch for final processing. This batch is then sent to the processing network for settlement. HIC is able to disburse **all** credit card funds on a calendar day basis (12:00 AM to 11:59 PM HST) instead of the typical batch process (disbursements for each card type on a varying mainland time schedule). HIC also provides partners with automated downloads of fulfillment data for integration with backend systems. Most transactional applications take credit card payments.

ACH Processing (eCheck)

The ACH network provides a quick and effective way of moving money from one bank account to another. The customer provides their bank routing and account number, and this information is placed into an ACH file for processing. These files are processed nightly and the funds are typically deposited the following day. Processing charges are a fixed amount per transaction, unlike credit cards, which charge a percentage per transaction for processing payments. This makes ACH debits a desirable method for processing large payments, as illustrated by the numbers of existing eHawaii.gov customers who pay State Tax payments, Unemployment Insurance, Property Tax and Renewal fee Payments with this method. After a change in policy at the Budget and Finance office in 2012, HIC began originating EFT funds for tax payments directly into the state's bank account. This means that tax payments made online or at offices through HIC payment systems are deposited in the state's bank account the next business day.

Monthly Accounts/Invoice Processing (Subscriber Account)

The third major payment method is the most traditional in its approach of billing customers for their online service usage on a monthly basis. This payment method is best suited for high volume, low transaction amount business-to-government services, such as driver records, criminal histories, business filings, document ordering and annual renewals. For these services, it is inefficient for a customer to enter payment information for each transaction. Additionally, processing fees associated with processing each transaction individually may be prohibitive. Therefore, the customer establishes an account through a monthly account process and receives an invoice for their total online services usage at the end of each month. Typically the customer then pays by an automatic debit via credit card or a bank account. Customers also have the option to remit payment at any time by paper check via our lockbox address. HIC processes credit card payments or ACH Debit received for the entire invoice amount at the end of each month.

Over the Counter (OTS) Payment Processing

In the some cases a partner wishes to process payments at the point-of-service for over the counter payments, HIC provides Over The Counter payment processing, inventory management and reporting systems to process those payments. Credit card and check scanning hardware are also available.

Marketing

Self-Funded eGovernment entails more than development, managing, hosting and maintaining services for our partners. We also provide marketing to let the public and businesses know about the services that we create.

Portal Partners with Coordinated Marketing	Marketing Services Include
• Hawaii State Judiciary • Department of Commerce and Consumer Affairs • Department of Taxation • County of Kauai • County of Hawaii • State Procurement Office • Office of the Attorney General • Department of Land and Natural Resources	• Direct mail • Email reminders • Marketing materials • Attending public functions • Meeting with industry groups • Speaking at state and national events • Award submissions • Social media • Posters • Pocket cards • Website / Service integration • Market research • User surveys for each application • Press releases

Secure File Transfer

Many of our partners have security policies that restrict various types of file transfers or communication methods. These span from not being able to support modern secure transfer methods, such as Secure FTP, to policies that do not allow external entities to log in to internal IT assets (a "Pull Only" policy). In some cases file replication and encryption is also required to push data received on behalf of on agency or NGO from the Portal's infrastructure to another partner agency's servers.

Some of the partners who use these
services include:

- Hawaii State Judiciary
- Honolulu City and County
- County of Kauai
- County of Maui
- County of Hawaii
- Office of the Attorney General
- Department of Taxation
- Department of Public Safety
- Budget and Finance
- Department of Transportation
- Department of Health
- Department of Education
- Department of Land and Natural Resources

Single Sign On: Portal Accounts

The portal developed a Single Sign On service based on a framework that provides authentication, authorization and other security features for enterprise applications in 2004. The framework was incorporated into Spring Security in 2008 and it continues to be an extremely successful enterprise solution worldwide. Portal accounts were implemented for Hawaii Business Express in 2004, but have expanded to include 37 of the portal's applications. This year we leveraged the Single Sign on for the my.hawaii.gov initiative. As a result, upon launch we had a base of over 350,000 who already had an account as a result of other interactions with eHawaii.gov services.

Portal users create a single user name and password to access all applications including: My.hawaii.gov, Hawaii Business Express, eCrim, HUI Express, Camping Permits, Harbor Hui, Hawaii Compliance Express, Marriage Licenses, Covered Offender Alerts, Teacher Licenses, HIePRO (eProcurement System), stored payments, the state calendar and more every month.

my.hawaii.gov Account Statistics

- **Individual accounts**: 355,500
- **Power users** (more than 5 transactions): 7,806
- **Users with at least one transaction**: 153,304

Top Five Services with linked Portal Accounts

Application Name	Users
Hawaii Business Express	68,191
State Camping Reservations	37,780
Criminal History Search	34,380
PVL Licensing	11,027
Hawaii Unemployment Express	5,028

Single Sign On also allows state partners to easily administer and access portal services such as the state calendar, Charity Search, MFDR (Mortgage Foreclosure Dispute Resolution System), and eBench Warrants.

In 2013, we added a few significant enhancements to the eHawaii.gov login system including:

- User interface upgrade to a mobile first responsive design.
- Security enhancements
    - secure sites (and any administrative user) require strong passwords
    - passwords are required to be reset every 3 months
    - standardized selection of secret questions (used for password retrieval)
- Enhanced search capabilities including the ability to search by role or group, and ability to filter on search results for even more refined results.
- Single Sign-out: when logging out of one application using an eHawaii.gov account, the user will automatically be logged out of all eHawaii.gov services in the browser.

- Email Notifications: email notifications are now sent upon account creation, password reset, and email address update.

Website Design and Hosting

Building a website with us is easy! HIC utilizes WordPress as our content management system. WordPress started in 2003 with the original intention of being an easy way to set up a blog. However, since it's inception, WordPress has blossomed into a winning content management system (CMS) that can be used to build and manage full-sized websites. It is currently the most popular CMS in use on the Internet, due to it's ease of use, plug in architecture and template system which makes development and use a breeze.

- Agencies can manage their own text changes, not IT staff;
- The agency does not have to host the Web site on its own servers;
- Web based site management, site can be managed from anywhere there is an internet connection;
- No technical experience required;
- Security, hosting and disaster recovery
- Hands on training;
- Affordable pricing;
- Responsive design;
- Ease of use.

You can learn more at: webcms.ehawaii.gov

Customer Satisfaction

HIC considers customer service to be a key to being a great company and our customer service team knows our apps inside and out. If a customer has a question or problem while using an eHawaii.gov service, our support team is available to help via telephone, email, or live chat.

Fielding an average of 3,300 requests (monthly) via emails, phone calls and chats for over 100 applications, our team excels on returning any missed communications the same day when possible, and the next business day for communications that come in after business hours. "Customer service is the first impression people have of our company and we feel all customers deserve to be treated with respect and Aloha." Whether dealing with the public or working with our partners, the team strives to give out accurate and effective information in a timely and professional manner.
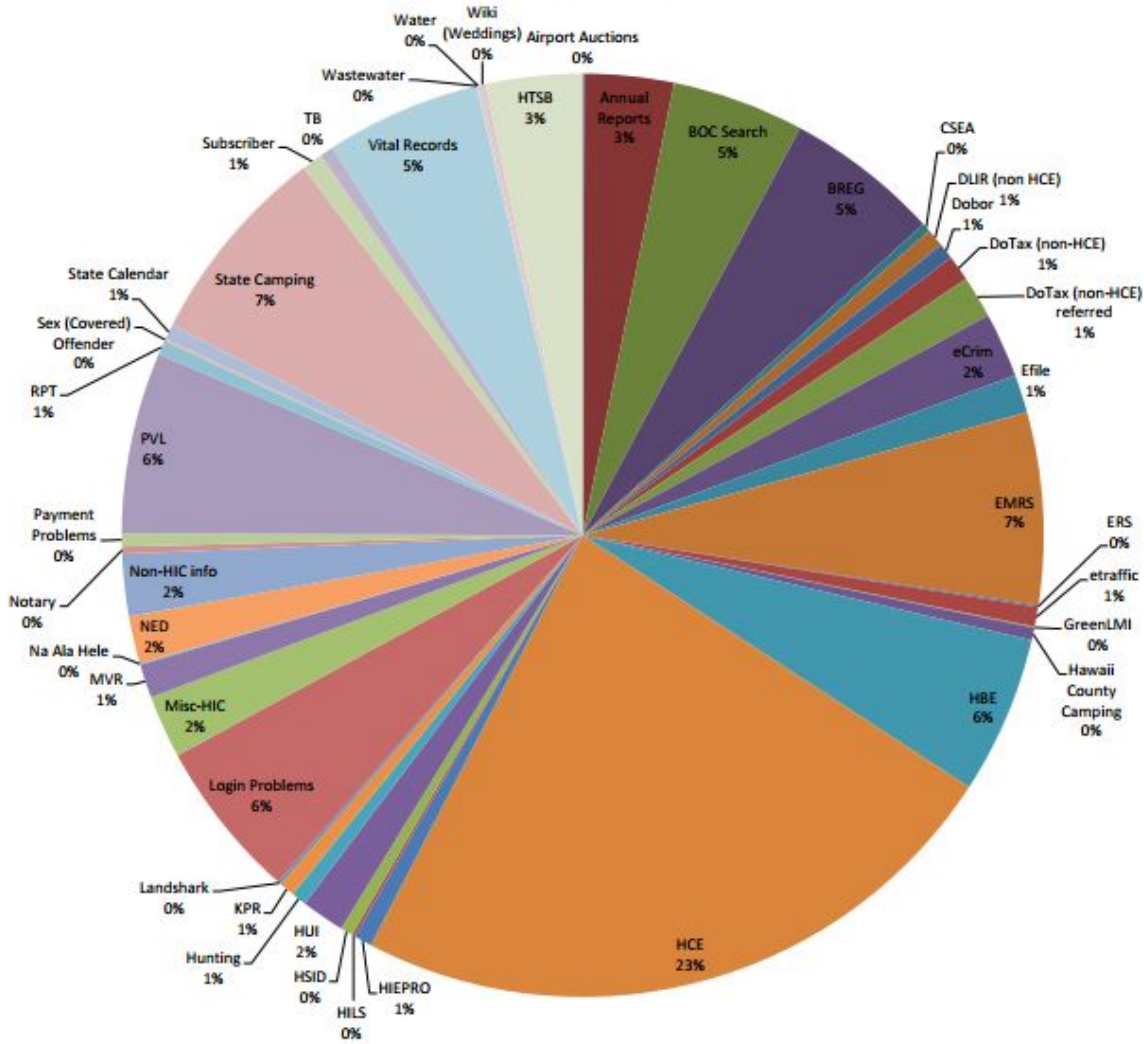
For the first three quarters of 2013 the CSR team answered a total of 29,756 emails, phone calls and chats. They ranged from technical assistance with the online services that we offer to questions regarding anything that is Hawaii related. Most questions can be answered by our CSR team, and those that cannot are referred to the proper agency or department.

Below are the statistics for the total of contacts from January 1st through September 30th 2013 with a breakdown showing the most common calls by specific service.

Service	Contacts	Service	Contacts	Service	Contacts
Airport Auctions	18	Hawaii County Camping	130	Non-HIC information	648
Annual Reports	929	Hawaii Business Express	1,647	Notary	75
BOC Search	1,378	Hawaii Compliance Express	6,967	Payment Questions	136
Business Registrations	1,612	HIePRO	186	Professional & Vocational Licensing	1,891

Child Support Enforcement Agency	91	Insurance License Renewals	36	Real Property Tax Payments	150
Dept. of Labor (non HCE)	188	State ID	128	Sex (Covered) Offender	20
DLNR Boating Division	168	Hawaii Unemployment Insurance Express	454	State Calendar	156
General DoTax (non-HCE)	267	Hunting	156	State Camping	2,123
DoTax (non-HCE) referred	439	Kauai Parks	159	Subscriber	217
eCrim	675	Hawaii Teacher Standards Board	1,008	TB Registry	142
Efile	396	Login Problems	1,668	Vital Records	1,616
Electronic Marriage and Civil Union System	2,001	Misc-HIC	655	Wastewater Permits	6
Employee Retirement System	19	Motor Vehicle Renewals	352	Water Payments	29
eTraffic	204	Na Ala Hele	14	Wiki (Weddings)	61
GreenLMI	11	Narcotics Enforcement	494		
				TOTAL	29,756

Total by Service

Water 0%
Wiki (Weddings) 0%
Airport Auctions 0%
Wastewater 0%
HTSB 3%
Annual Reports 3%
BOC Search 5%
CSEA 0%
TB 0%
BREG 5%
DLIR (non HCE) 1%
Subscriber 1%
Vital Records 5%
Dobor 1%
DoTax (non-HCE) 1%
DoTax (non-HCE) referred 1%
State Calendar 1%
State Camping 7%
eCrim 2%
Efile 1%
Sex (Covered) Offender 0%
RPT 1%
EMRS 7%
ERS 0%
PVL 6%
etraffic 1%
GreenLMI 0%
Payment Problems 0%
Non-HIC info 2%
Hawaii County Camping 0%
Notary 0%
NED 2%
HBE 6%
Na Ala Hele 0%
MVR 1%
Misc-HIC 2%
Login Problems 6%
Landshark 0%
KPR 1%
HUI 2%
HCE 23%
Hunting 1%
HSID 0%
HILS 0%
HIEPRO 1%

Top 10 Services of the Year

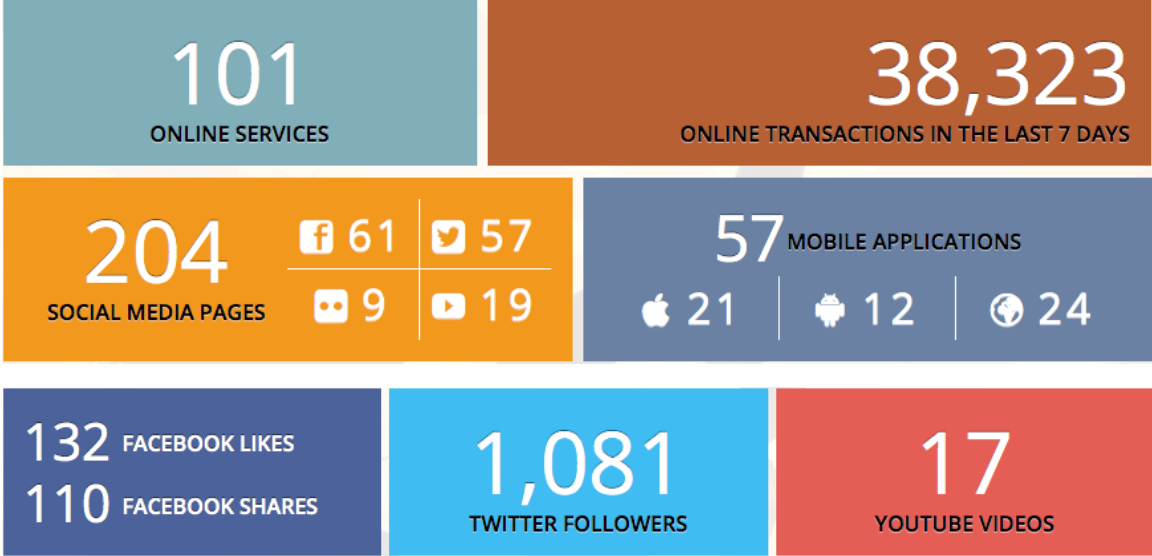|	
763,395 eFile Tax Returns	**458,329** Modernized eFile Tax Returns
331,227 Conveyance Documents Recorded	**305,246** eFile Tax eCheck Payments
202,779 Driver Records	**66,591** Annual Business Report Filings
32,500 PVL License Renewals	**30,665** HCJDC eCrim Searches
30,002 eFile Tax Credit Card Payments	**25,483** eTraffic Payments

Trending

With the creation of the State social media policy in early 2013, this gave us the opportunity to navigate in to the waters of social media and we've had a fantastic time interacting with the public ever since. Come join our conversations on Twitter, Facebook, Flickr, Youtube and even Yelp!

| 101 ONLINE SERVICES	38,323 ONLINE TRANSACTIONS IN THE LAST 7 DAYS
204 SOCIAL MEDIA PAGES — 61 / 57 / 9 / 19	57 MOBILE APPLICATIONS — 21 / 12 / 24
132 FACEBOOK LIKES / 110 FACEBOOK SHARES	1,081 TWITTER FOLLOWERS	17 YOUTUBE VIDEOS

Background Information

Who We Are

eHawaii.gov, the State of Hawaii Internet Portal was initially **launched in 2000**. Since then over 100 web-based applications have been deployed and over 2.5 million citizens come to the site annually. The portal manager is the **Hawaii Information Consortium, LLC.**, a **Hawaii corporation** located in downtown Honolulu and wholly owned subsidiary of eGovernment firm NIC Inc. (NASDAQ: EGOV).

NIC, a leading eGovernment solutions provider, has similar agreements with 29 other states, including Alabama, Arizona, Arkansas, Colorado, Delaware, Idaho, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Michigan, Mississippi, Montana, Nebraska, New Mexico, Oklahoma, Oregon, Rhode Island, Pennsylvania, South Carolina, Tennessee, Texas, Utah, Vermont, Virginia, West Virginia & Wisconsin.
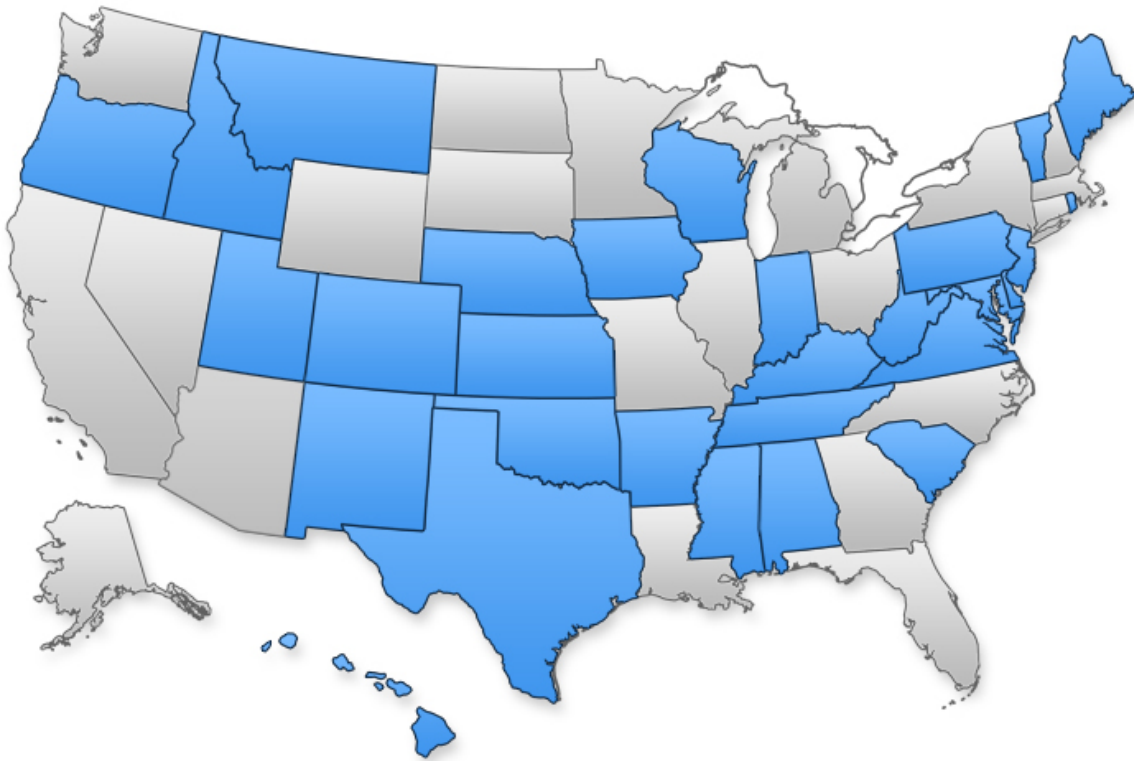
Our Goals

We enable citizens and businesses to conduct business with the government securely and efficiently using all digital channels. We also manage the official website for the State of Hawaii. Our goal is to make interacting with the government easier for the public by bringing services online and improving government efficiency. We leverage our self-funded model to deliver services to our government partners with very little risk or cost for development.

What We Do

While we operate as a for-profit company, state agencies, counties and local government can in many cases, work with us at no cost by utilizing our unique self funded model.

- **Build customized online applications** (e.g., searching for data, submitting forms, renewing licenses, buying permits, mobile applications and paying taxes)
- **Build and design websites for government agencies** as well as offering content management services to easily manage the website after completion (for non technical users)
- Website and application **hosting & development**
- Process credit card and **electronic payments**
- Offer **consulting services** to help improve government websites and online applications
- **Marketing** of online services on behalf of the state
- Offer **customer service** through phone, email, and live chat

Oversight of Our Operation

The twentieth Legislature, in 2000 passed Act 292 establishing the Access Hawaii Committee (AHC) to oversee the state of Hawaii's internet portal activities.

Pursuant to Act 292, the AHC coordinates the activities of HIC and the departments and agencies that utilize the Portal. The committee provides oversight of the portal manager including:

- Review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager;
- Review and approval of all charges to portal users;
- Review and approval of service level agreements negotiated by government agencies with the portal manager;
- Review of the annual financial reports and audit of the portal manager;
- Review of annual customer satisfaction surveys conducted by the portal manager; and
- Review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

Volunteerism

HIC is incredibly proud of our volunteer program. Since it's inception in 2012, we have participated in 26 events ranging from beach cleanups, athletic events, growing mustaches, recycling shoes, clearing trails, cleaning fishponds and more. We've adopted families during the holidays, held coin drives for the SPCA, and even used the proceeds from our office can recycling to adopt two amazing tuberculosis sniffing, landing mine detecting rats in Africa!

The Key to Success

Variety. The more kinds events you can offer, the more you can remove obstacles or excuses for participation. By doing a very large assortment of activities, we have achieved a 100% participation rate of which we are incredibly proud.

Why This Matters?

Volunteering takes us outside of our comfort zone, giving us an opportunity to work with new challenges, people, politics and interpersonal dynamics. It makes us better people, which makes us better employees. It gives our team a chance to feel a sense of pride and satisfaction which leads to happier and more productive workers. It leads to expanded perspective, a discovery of new talents, and equals the playing field between all the levels of the organizational chart as well as helping us to keep our family-like company culture.

Hours Volunteered: **360**

No. of Events: **26**

Money Raised: **$3,540**

Awards		
NIC Team of the Year Winner	Pacific Business News Community Spirit Award Finalist	2013 Best Places to Work: Finalist 2011-2012 Best Places to Work: First Place

Best Place to Work in Hawaii

In 2013 HIC was recognized as a finalist for the Best Places to Work in Hawaii by Hawaii Business Magazine. We also won 1st place in the Most Family Friendly Company and Healthiest Workplace categories.

Why is HIC the best place to work?

"One of the best things about working at HIC is that we actually solve problems for a huge number of people. In previous jobs, I helped make transactions for corporations more efficient, but in most cases no one actually saw the work that we did. At HIC, we are helping the state and counties with services that hundreds of thousands of people use each year. People I talk to may not know about HIC, but they definitely know our services, form Annual Business Reports to Tax Fillings to Licensing. I love that we make the business of government easier for so many." -Russell

"We help to connect people with Hawaii government. HIC is a private company with a very public purpose: developing, managing, and maintaining web-based applications that make working with the state and county government easier of the people of Hawaii. As architect, builder, and manager of the State of Hawaii's official website (hawaii.gov), HIC works closely with State and county partners, bringing important public services online to more that 3000,000 individual Hawaii residents and over 80,000 businesses."
-Janet

"At HIC, we are 'ohana. Our team leaders and the company really take care of us as employees. We receive awesome benefits including wellness and fitness programs, beach outings, company hikes, and pau hana activities. And you'll often find us spending time together after work and during the weekends. My coworkers are like a second family, and I can always count on them as friends too."
-Deanna

"I am so very proud that we give back to the community. In 2013, HIC participated in 12 events including beach cleanups, athletic events, growing mustaches for Movember, clearing trails, and cleaning fishponds. We've adopted families during the holidays, held coin drives for the SPCA, and used the proceeds from our office recycling to adopt two amazing bomb sniffing landmine detecting rats in Africa! You can follow our efforts at volunteer.ehawaii.gov." -Rosie

Portal Staff

As of December 2013, HIC has 33 full time employees.

Russell Castagnaro
President & General Manager

Jing Xu	Zheng Fang	Janet Pick
Director of Marketing & Operations	Director of Development	Project Management Office (PMO) Manager

CMS

Rosie Warfield	Nathan Hutchinson	Jenly Chen	Rika Torres	Megan Nichols
Manager of eGovernment Services & CMS	Web Coding & CMS Specialist	Responsive Web App Developer	Web Coding Specialist	Creative Content Specialist
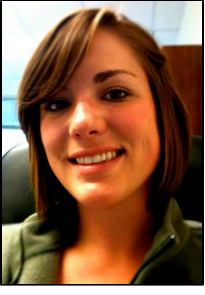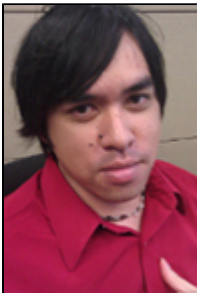
Partner Liaisons

Burt Ramos	Laurenz Bacungan	Teri Rebo	Sean Scura
Partner Liaison	Partner Liaison	Partner Liaison	Partner Liaison & QA Analyst

Customer Service & Office Administration

Emily DaSilva	Jamie Kinion	Ben Dias	Ann Yuasa	Caryn Pang
Office Manager	Customer Liaison	eGovernment Service Specialist	Office Assistant/Customer Service	eGovernment Service Specialist & QA Analyst

Developers

Ernest Criss	Sebastien How	Matt Skoda	Aga Wichrowska	Jordan Laimana	Isaac Strauss
Lead Developer	Developer	Developer	Developer	Developer	Developer

Project Managers

DeAnna Niderost	Julie Shohet	Jerome Koehler	Gordon Typer	Tony Tran
Project Manager	Project Manager	Project Coordinator	Project Manager	Project Manager

Systems Administrators

Matt Taniguchi	Julian Yap
Systems Administrator	Systems Administrator

Creative Team

Patrick Nakamura	Corey Rothwell
Manager of Creative Services	Responsive Web App Developer

Funding Portal Operations

Self Funded Model

eHawaii.gov is funded under a self-funded model. In most cases, there is no upfront cost for development of a new online service or application to the State or local government agency we are working with. Development for these applications also does not require any General Fund expenditures from the State.

We generate revenue through transaction fees that are added on to the online services we build. These fees can either be passed on to the user as a portal administration fee or absorbed by the agency, essentially funding the service with the avoided costs associated with electronic entry and automation.

This revenue allows HIC to re-invest a large portion back in to the infrastructure and staff required to build, manage, and enhance the state's eGovernment initiatives. It also allows us to develop no-cost applications where appropriate. These types of applications generally have a high public value or dramatically enhance public safety. Some examples include: Hawaii sex offender search, Electronic Bench Warrants (eBW), unclaimed property search, and the Hawaii State calendar for meeting and events.

Under the self funded model, it's in both our partner agencies and HIC's best interest to encourage high adoption. We employ various marketing techniques to encourage people and businesses to use our online services. HIC absorbs the risk in developing an application because If a service is under utilized or not used at all, HIC does not generate any revenue.   This provides a natural incentive to market our services on the agencies' behalf, develop them rapidly, and improve them often. Our success is tied to our partners' success...and HIC will do everything it takes to make sure we are the best partner they have ever had.

If our partners had to pay for the time that HIC has worked on self-funded projects, not including the infrastructure and common tools, it would have cost more than $1.7 million. The three agencies leveraging the portal for self-funded applications are:

- Department of Commerce and Consumer Affairs
- Department of Land and Natural Resources
- Department of the Attorney General

Time and Materials

When transaction fees are not feasible we can still offer services with our contract hourly development rates. In most cases, this funding model is used when an agency wants to develop an online service that has an existing funding model (i.e. Federal Grants) or the service doesn't generate any revenue but requires significant development and maintenance. The Office of Information Management and Technology was the department that leveraged the portal's T&M services the most followed by the Department of Business, Economic Development and Tourism and Department of Land and Natural Resources.

Hosting

Some partners leverage our hosting services for web site hosting or HIC developed services that have no revenue base. In certain scenarios, a partner may already have a service developed that only needs a server to be hosted on to continue providing service to the public. Please contact us for more information and pricing on how we can host your existing application.

Most portal projects have no development cost associated with them. HIC recovers its costs for development, deployment, hosting and maintenance by portal administration fees for Self-Funded applications. There are many applications which the portal supports at no cost to the state and which have no way to generate revenue. In select cases, selected by the Access Hawaii Committee and HIC, the portal will support these applications at no cost.

No Cost Sevices
In addition to the maintenance of our existing applications, the portal does work on a limited number of high-value applications at no cost. We currently have **33** no cost applications including: • Judiciary - Electronic Bench Warrants: judiciary.ehawaii.gov/warrants • The Hawaii Portal: hawaii.gov • AG - Covered Offenders Database: sexoffenders.ehawaii.gov • Budget and Finance - Unclaimed Property Search: ehawaii.gov/lilo/app • Judiciary - Volunteers in Public Service: vips.ehawaii.gov • DLIR - Quarterly Wage Reporting: hui.ehawaii.gov • LG - Statewide Calendar: calendar.ehawaii.gov • Governors Office - Contact Forms: governor.hawaii.gov/frequently-requested-numbers • Boards & Commissions Online Application: boards.hawaii.gov/apply/apply-for-a-board • eDeposits: an electronic replacement for the Treasury Deposit Reports.

 The largest no cost project for 2013 was the state portal redesign accounting for approximately 1,200 hours of work, followed by over 600 hours for the eDeposit application. HIC is required to keep our systems in order, to comply with various state, federal, banking and transaction processing standards and make constant upgrades to our infrastructure and shared services. Portal staff spent over 4,800 hours on audits, software, infrastructure and common tools.

In 2013, HIC spent over 8,800 hours on no cost, infrastructure and shared services in support of the portal. That is more than **$1M** in services!

Spotlight - Application Framework

HIC established our Web Application Framework starting in the Fall of 2012. Created to complement the State template's design, the App Framework allows HIC and our partners to develop fully Responsive web applications. Over the past year, the creative team has built over 30 app prototypes that will translate into fully Responsive web applications for our partners and citizen users.

Some of the key benefits of using the framework are as follows:

- Improves the creative team's efficiency & accuracy when prototyping;
- Helps HIC establish, maintain and update a unified look & feel across our web applications;
- Provides developers a reference for UI design & form patterns and example code;
- Increases consistency between the designs of prototypes and test/production apps;
- Allows for easier implementation of prototypes for new applications; and
- Reduces/eliminates the developers' need to do front-end development work.

All HIC web apps using the framework will be accessible on a wide variety of mobile devices and large display machines.

Latest version: test-appframework.ehawaii.gov/latest

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