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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

JANUARY - FEBRUARY 2014

Executive Summary

We closed a phenomenal 2013 with 12 local and national awards, 15 press releases, 22 new services, 6 new websites, 13 mobile applications and 23 major service upgrades. We look to 2014 to be a year to set new records. As of the beginning of March, we have completed all of the 2014 Tax filing year changes for both eFile and MEF services, setting a new stage for all PVL licensees, we launched two new mobile responsive services, as well as a major upgrade for the Real Estate Education System.

Marketing Activity

DCCA BREG
The New Year kicks off a new annual filing quarter. 22,546 annual reminder cards and 18,597 emails were sent to the filers at the beginning of January 2014.

DCCA PVL Division
3,248 reminder cards were mailed to the licenses from the Medical and Osteopathy Board, who are due to renewal their licenses by January 31, 2014.

DCCA INS Division
6,239 reminder cards and 4,853 emails were sent to the licenses that are due to renew by April 16, 2014.

Office of Election
Portal has responded to an RFI for the Office of Election regarding the Electronic Voter Registration Systems.

Judiciary
New round of Applellate Clourt Judge Evaluation was kicked off in January through a online survey process.

Press Releases

Hawaii Mobile Sex Offender Search App	http://www.hawaiireporter.com/hawaii-sex-offender-search-is-now-available-for-downloading-as-mobile-app/123	1/8/2014
Hawaii Freshwater Fishing License App	http://finance.yahoo.com/news/hawaii-freshwater-game-fishing-license-120000468.html	1/13/2014
Mobile Insurance License Search	http://www.insurancejournal.com/news/west/2014/01/31/319043.htm	1/31/2014
Mobile PVL License Search	http://cca.hawaii.gov/blog/news-release-access-to-thousands-of-licenses-now-available-on-mobile-devices/	2/24/2014

Conferences Attended
- Hawaii International Conference on System Sciences
- NIC Region 2 Conference
- NIC General Manager Conference – Chicago, IL

Portal Introduction
- Sarah Allen, State Procurement Office Administrator
- Alison Lum, Youth Build Honolulu, City & County of Honolulu

Highlights

Department of Taxation
The year-end updates for 2013 filing period were completed and launched on schedule on January 2, 2014. Coinciding with the Federal tax filing portal opening of 2014 filing season, the Modernized eFile service update for 2014 was also enabled. As of late January, the portal had already processed over 185,000 personal income tax returns, enabling the Department of Taxation to set new records on the number and dollar amount, and shortened timeframe to issue refunds.

DCCA PVL Division
With the beta launch of the MyPVL dashboard, the December 2013 renewal cycle was ended on January 31, 2014. During the cycle, 25,830 (88%) licensees renewed online.

Real Estate Branch
The Real Estate Continuing Education system has been renamed to the Real Estate Education System with the additional of the Pre-licensing module. Now individucals who are interested in getting a real estate license can register online and receive credits for their pre-licensing courses, while schools can manage courses and attendees online. It also received a makeover with mobile responsive design and MyPVL integration.

MyPVL
The brand new service for all PVL licensees, MyPVL (pvl.ehawaii.gov/mypvl) was launched on March 3, 2014. This page acts as the dashboard for all individual licensees. From the dashboard, licensees can access and manage licenses, complete renewal transactions, access continuing education information, apply for new licenses, and submit change requests. This service leverages the advances made as a result of the work on the my.hawaii.gov project. PVL is one of the first divisions to leverage the single-sign-on service.

More Mobile Applications/Services Launched
- Freshwater Fishing License Application (HTML5)
- Real Estate Education System (HTML5)

New Application Deployments
▪ MyPVL (https://pvl.ehawaii.gov/mypvl)

New Application Improvements
▪ eFile (https://dotax.ehawaii.gov/efile)
▪ Modernized eFile (https://mef.ehawaii.gov)
▪ Real Estate Education System (https://pvl.ehawaii.gov/rece)

New SLA's
- County of Hawaii – Appointment Service
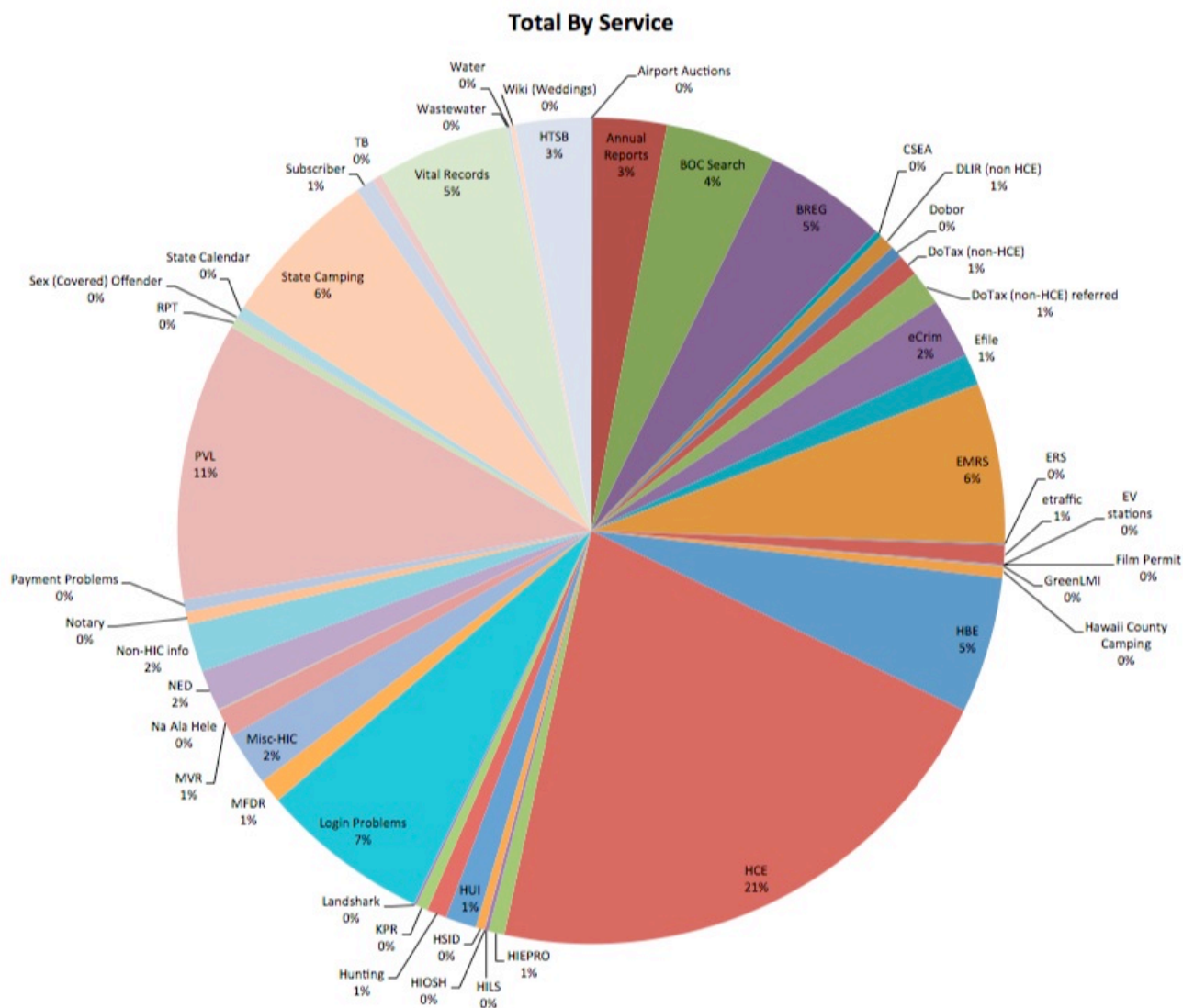- County of Hawaii – Driver's testing system

Additional Items

▪ Portal has hired Nicolas Choy as an eGovernment Services Specialist
▪ Sean Scura, Partner Liaison has relocated to the mainland.

Reports

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

Customer Service Statistics 2013

Total By Service

Services by number of contacts:

Service	#	Service	#	Service	#
Airport Auctions	22	Hawaii County Camping	192	Payment Problems	201
Annual Reports	1212	HBE	2233	PVL	4562
BOC Search	1794	HCE	8887	RPT	165
BREG	2044	HIEPRO	263	Sex (Covered) Offender	24
CSEA	108	HILS	65	State Calendar	195
DLIR (non HCE)	254	HIOSH	1	State Camping	2636
Dobor	201	HSID	147	Subscriber	303
DoTax (non-HCE)	362	HUI	505	TB	153
DoTax (non-HCE) referred	564	Hunting	326	Vital Records	2177
eCrim	983	KPR	191	Wastewater	12
Efile	515	Landshark	43	Water	42
EMRS	2623	Login Problems	2781	Wiki (Weddings)	85
ERS	23	MFDR	393	HTSB	1242
etraffic	317	Misc-HIC	891	Non-HIC info	790
EV stations	1	MVR	455	Notary	205
Film Permit	18	Na Ala Hele	17		
GreenLMI	11	NED	667		
				2013 TOTAL	**41,901**

Financial Report

The portal continues to struggle financially due to deployment delays and a large volume of unfunded and T&M development projects.

Consolidated Balance Sheet

Hawaii Information Consortium, LLC
 -Unaudited report

	1/31/14
Assets	4,144,830
Liabilities	5,323,876
Shareholder Equity	(1,179,045)
Total Liabilities & Shareholder Equity	4,144,831

Income Statement

Hawaii Information Consortium, LLC
 -Unaudited report

	November	December	January	Rolling 3 Month
Total Revenues	580,002	750,609	676,960	2,007,571
Total Expenses	533,865	552,157	559,649	1,645,671
Income (Loss) from operations	46,137	198,452	117,311	361,900
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	46,137	198,452	117,311	361,900
Total Provision for Income Taxes	17,782	80,303	45,939	144,024
Net Income (Loss)	28,355	118,149	71,372	217,876

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
My.hawaii.gov – the single-sign-on service for Hawaii state government
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.