HIC AHC Status Report Part - I (June 6, 2013 - January 31, 2014)

Background

This report was requested of HIC in the December 2013 Access Hawaii Committee (AHC) meeting. In June 2013, the Access Hawaii Committee suspended the $8,000 / month fee paid by the portal. This fee funds the AHC Special Fund, which in turn pays for the Portal Program Manager position and related expenses. The portal has been paying the $8000 / month fee for nearly three years, but very little of those funds has been used since the Portal Program Manager position is vacant. The current funding ceiling is $90,018 per year, and the fund now contains approximately $216,000. The AHC agreed to suspend the HIC payments while there is more than 200% of the funding ceiling available. HIC has agreed to work on other projects that will benefit our partners during this period. If the fee had not been suspended, the portal would not have been able to support the projects detailed in the Accomplishments section.

Purpose

The purpose of this report is to provide an accounting of the use of $56,000.00 by HIC from June 6, 2013 to January 31, 2014, as these funds were not deposited into the AHC Special Fund account.

Accomplishments

General Tasks

Beginning December 16, 2013, HIC has provided clerical support to facilitate AHC meetings. As of January 31, 2014, HIC provided support during the December 16, 2013 and January 8, 2014 meetings.

Tasks Performed	Hours
Creating and distributing the agenda and other communications to AHC members, designee, and the public	1.0
Capturing minutes of meetings, working with Sharon on the drafts of the minutes, and finalizing approved minutes	11.0
Preparing, filing and distributing notices of meetings in accordance with section 92-7, Hawaii Revised Statues	1.0

TOTAL Hours	13.0

Projects

DAGS/OIMT eDeposit (Free)

Background: HIC currently has over 50 applications that accept payments and require disbursement to state and county partners. In calendar year 2013, the portal processed over $1.3 billion in payments. All county and three state partners accept electronic disbursements, but the vast majority of our partners require a paper check to be issued to the cashiers at each division. This results in slower processing of funds, large amounts of paper being generated and overall inefficiencies.

Description: HIC agreed to work with DAGS and Budget and Finance to create a centralized system to augment and eventually replace the paper-based funds routing system that is currently used. The system, called eDeposit, will include a published web service and file interfaces that will allow non-portal hosted divisions to leverage the system as well. eDeposit will facilitate electronic entry, and tracking and workflow for incoming funds from cashing to reconciliation. Once deployed, eDeposit can potentially save the state over $3 million per year in paper, printing, and labor costs.

This project was originally scoped to be a small pilot application with HIC's partner divisions only; however, the scope of the project grew significantly and now has a team of more than 8 subject matter experts. HIC continues to develop and manage this project in spite of its added complexity and resources.

Result: OIMT Project Manager left the project in March 2013. The project was on hold until HIC was able to provide full project manager support with the additional funding starting in June 2013. Phase I of the project was completed on December 24, 2013. Phase II of the project is pending further discussion.

Added Value	Hours
Held weekly project meetings and performed PM tasks in OIMT Project Manager's absence since June 2013	40.0
New features added to improve previous accepted design: - Organization Code Creation to ease the process to add new departments, originally designed for Phase II - Two new roles for DAGS to separate duties to transmit deposit information - Revamped inputs and functionalities per the team in an iterative fashion	167.0
TOTAL Hours:	**207.0**

DBEDT CBED Forms (T&M with Set Amount)

Background: Community Based Economic Development (CBED) is a program that offers loans, grants and technical assistance to eligible non-profit, geographic, cultural, or economic-based community groups.

Description: This project will enable the public to complete the CBED application forms online with payment, and includes an administration module to meet management and reporting needs of staff.

Result: With the additional funding, HIC was able to complete a review of a couple of potential form tools to be used for this project, based on the requirements and project schedule. The decision was to develop a complete custom system that accepts applications with payments, instead of only a form acceptance module. The system is in the final testing and review phase prior to launch. New features are already being considered for Phase II of this project.

Added Value	Hours
Provided research and recommendations for the best approach	20.0
TOTAL Hours:	**20.0**

DLIR - HIOSH - Elevator Inspections (Self-Funded)

Background: The elevator inspection process is paper based and HIOSH is not able to complete the necessary inspections and certifications in a timely manner. Approximately 75% of the elevators in the state and 50% of the boilers are operating without a current operating permit because their inspections are overdue and their permits are delayed. There is a backlog in performing critical load tests on elevators, internal inspections of elevators, and inspections of amusement rides.   This results in a number of significant public safety concerns.

Description: The proposed system is intended to improve the administrative efficiency of the inspection and permitting process within HIOSH. Another objective is to provide transparency for the users so they will be more informed of the needs. The system would also allow the inspectors to complete the submission of findings online via a mobile device.

Result: The HIOSH SME announced retirement before completion of the first phase of the project. As a result, the project schedule was delayed one month because of her on-and-off temporary hire status. With the additional funding, HIC started to work with inspectors and formed working groups. The process took longer than it would have been working with a single SME, but HIC was able to launch the first phase of the project almost on schedule with only one week of delay. The first phase of this application was deployed in August 2013.

Added Value	Hours
Additional hours required to re-engage the inspector working group and development of added requirements	120.0

Redesigned system architecture and completed design documentation for Phase II	57.0
Working with HIOSH in submission of BTR forms for Phase II funding through OIMT	3.0
Total Hours	**180.0**

DLNR - DOFAW - Commercial Vessel Landing Permits (Self-Funded)

Background: The Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW) is the gatekeeper for several online permitting applications for commercial activities on State-owned, unencumbered lands. Any commercial activity that is to take place on these lands requires a permit granted by DOFAW or another division within DLNR.

In the past, all permitting has been done through manual, paper-based processes. As part of the DLNR's e-permitting initiatives, the forestry division is automating and streamlining more and more of their permitting processes by making them available online. HIC was involved in one such transition, online permitting for entrance to Hawaii's historic trails through the Na Ala Hele Trail and Access program. HIC developed the online Na Ala Hele Trail Access System, which regulates commercial activity by allowing purchase of trail and access permits to approved tour operators.

HIC also supported the DLNR Land Division in the creation of Wiki Permits. Wiki Permits allows approved vendors to reserve and purchase permits for commercial beach wedding activities on unencumbered State lands.

Project: DLNR DOFAW asked HIC to design and develop an online permitting solution to replace the manual permitting processes for commercial vessel activities and kayak landings in DLNR's regulated, wildlife sanctuaries. The Commercial Vessel Landing Permits application was designed to be such an engine to allow for approved vendors to obtain landing permits at DOFAW sanctioned locations, as well as manage location inventory online.

Result: The project was initially scoped with 200 hours of development time and an initial target launch date of June 2013 with the set fee agreement. Due to business rule changes, HIC had to redesign the application work flow to include a vendor module and admin approval process without changing the transaction fee model. HIC could not have done this redesign without the additional funding. This service was launched on March 3, 2014.

Added Value	Hours
Provided support for the additional development and completion of the new work flow	280.0
Total Hours	**280.0**

Summary

HIC was able to continue work on the four projects identified above as a direct result of AHC action and the suspension of the AHC Fee from June 2013 - January 2014. The total resources expended is 720 hours, or $72,000, with total number of months accelerated is 5.5 months.

Metrics	eDeposit	CBED Forms	Elevator Inspections	Comm. Vessel Landing Permits
How did the use of the $56,000 accelerate the progress or completion date?	3 month	N/A	1 month	1.5 month
Was work performed a result of a increase in scope of work?	Yes	No	No	Yes
Is this a new project initiated with the new funding?	No	No	No	No
The work resulted in the project being ahead of projected completion date by	10%	N/A	7%	6%
Resources Expended	207hrs/$20,700	20hrs/$2,000	180hrs/$18,000	280hrs/$28,000

Respectfully Submitted,

Russell Castagnaro