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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

JUNE - AUGUST 2014

Executive Summary

The past three months the portal has been focused on building and integrating new and innovative services for the state. The new notification center was deployed to My.Hawaii.gov. It provides a single point of access all state/ county notifications sent from portal services. Real Estate professionals have been included in MyPVL for renewal and continuing education. The new DLIR Elevator Installation and Inspection System passed its first development milestone on-time and on-schedule. We are working diligently on the new vital records ordering and tracking system and medical marijuana patient registry which are both set to go live this year.

Marketing Activity

DCCA BREG

The portal sent out 3675 emails and 11,696 postcards for Q2 annual filing reminders; for Q3 17,444 emails and 22,407 postcards. Annual report online adoption is around 90% this year.

DCCA PVL Division

Prior to end of June renewal cycle, 17,090 reminder cards were mailed to licensees. We started the September Contractor renewal cycle by sending 8,140 emails to contractors.

DCCA INS Division

The portal sent 3,195 emails and 3,795 postcards to agents who are due to renew by 10/16/2014.

SPO

The portal assisted SPO by sending out 8,879 emails to the registered vendors in HCE for the SPO 2014 Past Performance Survey.

Press Releases

| | | |
|---|---|-----------|
| Hawaii.gov Wins Best In Class Award | http://hic.hawaii.gov/2014/06/25/hawaii-gov-wins-best-in-class-award/ | 6/25/2014 |
| State Launches Revamped Business List Website | http://cca.hawaii.gov/breg/news-release-state-launches-revamped-business-list-website/ | 7/30/2014 |

Conferences Attended

- Federation of Tax Administrators Technology Conference

Portal Introduction

- UH P-20 Partnerships for Education

Highlights

Notifications in My.Hawaii.gov

The new notification service has been added to the portal. This will allow all of the portal services to deliver notifications through a single gateway, including email and text messages. Individual users have access to all message history since creating a profile.

DLIR Occupational Safety and Health (OSH)

HIC and OSH are currently in development of Phase 2 of the HIOSH Elevator Inspection and Permitting project. Iteration 1, the first of multiple iterations in this phase, was completed on schedule on July 11, 2014. The backbone of the entire system was created, including efficient workflows for registration and management of users on both the company and OSH teams.

HIC conducted 3 hands-on user-training sessions for the OSH supervisor and inspectors in late July 2014 to introduce them to the new system. Development for Iteration 2 started on Tuesday, August 26.

DCCA PVL Division

The June 2014 renewal group was completed with 92% online adoption, over 21,000 licensees, out of the 23,198 who have renewed, renewed online.

DCCA Real Estate Branch

The existing Real Estate Continuing Education System (RECE) has been integrated into the MyPVL program, eliminating the need for the licensees to access two systems for renewal and education credit information. In approximately one year all PVL types should leverage a single access point through the MyPVL service.

Honolulu City Council

HIC is poised to launch our first project with the Honolulu City Council in September. It is the new Absentee Ballot delivery system. The new system enables absentee voters to access the accurate ballot and waiver for their registered polling place at any time. It will significantly reduce transit time and costs to send the ballots and reduce labor associated with sending the notifications by over 75%.

Freshdesk Implementation

HIC migrated to a new helpdesk solution utilizing Freshdesk on 6/1/2014. The system is more user friendly and has more robust reporting capabilities for our staff.

New Website Launched

- DLNR, Division of Aquatics (<http://dlnr.hawaii.gov/dar>)
- Hawaii Sharks (<http://dlnr.chawaii.gov/sharks>)

New Application Deployments

- Notification System (<https://login.hawaii.gov>)
- Circuit Court Judge Evaluation (July and August)

New Application Improvements

- MyPVL (<https://pvl.chawaii.gov/mypvl>)

- Entity List Builder (<https://hbe.hawaii.govlistbuilder>)
- EV Station (iOS/Android Platforms)
- Energy Permitting Wizard (<https://wizard.hawaii-cleanenergyinitiative.org>)

New SLA's

- None

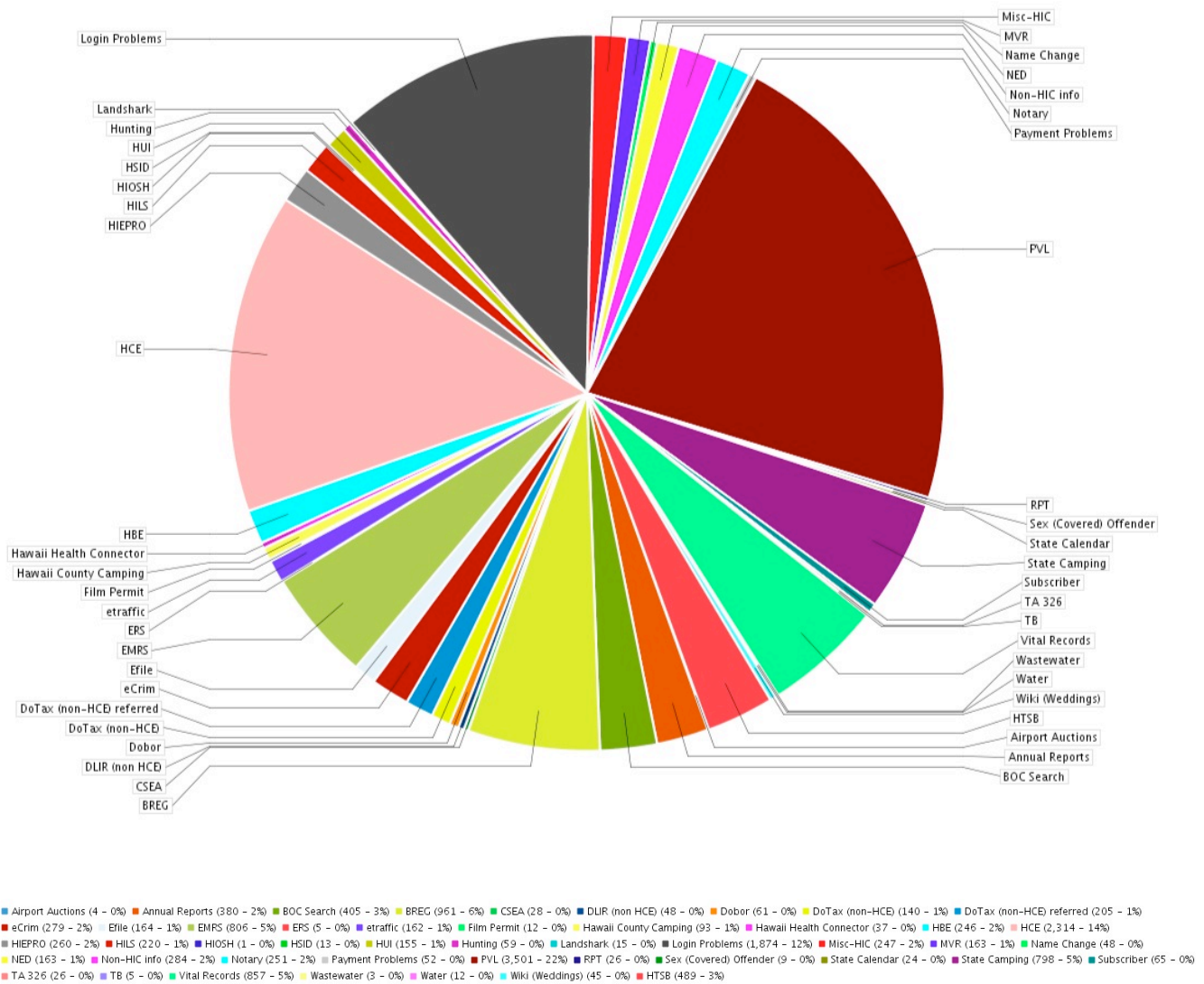
Additional Items

- We are waiting expectantly on the Center for Digital Government's announcement of the Digital Government Achievement (DGAA) and Best of the Web (BOW) Awards in September.

Reports

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

Customer Service Statistics 2014 Q2



Services by number of contacts:

| Service | # | Service | # | Service | # |
|--------------------------|-----|-------------------------|------|------------------------|---------------|
| Airport Auctions | 4 | Hawaii County Camping | 93 | Name Change | 48 |
| Annual Reports | 380 | Hawaii Health Connector | 37 | NED | 163 |
| BOC Search | 405 | HBE | 246 | Non-HIC info | 284 |
| BREG | 961 | HCE | 2314 | Notary | 251 |
| CSEA | 28 | HIEPRO | 260 | Payment Problems | 52 |
| DLIR (non HCE) | 48 | HILS | 220 | PVL | 3501 |
| Dobor | 61 | HIOSH | 1 | RPT | 26 |
| DoTax (non-HCE) | 140 | HSID | 13 | Sex (Covered) Offender | 9 |
| DoTax (non-HCE) referred | 205 | HUI | 155 | State Calendar | 24 |
| eCrim | 279 | Hunting | 59 | State Camping | 798 |
| Efile | 164 | Landshark | 15 | Subscriber | 65 |
| EMRS | 806 | Login Problems | 1874 | TA 326 | 26 |
| ERS | 5 | MFDR | 0 | TB | 5 |
| etraffic | 162 | Misc-HIC | 247 | Vital Records | 857 |
| EV stations | 0 | MVR | 163 | Wastewater | 3 |
| Film Permit | 12 | Na Ala Hele | 0 | | |
| GreenLMI | 0 | Hawaii County Camping | 93 | | |
| | | | | 2014 Q2 TOTAL | 16,015 |
| | | | | | |

Financial Report

Consolidated Balance Sheet

Hawaii Information Consortium, LLC
-Unaudited report

| | <u>7/31/14</u> |
|--|----------------|
| Assets | 15,849,622 |
| Liabilities | 16,272,922 |
| Shareholder Equity | (423,300) |
| Total Liabilities & Shareholder Equity | 15,849,622 |

Income Statement

Hawaii Information Consortium, LLC
-Unaudited report

| | May | June | July | Rolling 3 Month |
|----------------------------------|---------|---------|---------|-----------------|
| Total Revenues | 746,763 | 850,783 | 696,964 | 2,294,510 |
| Total Expenses | 560,443 | 583,822 | 574,474 | 1,718,739 |
| Income (Loss) from operations | 186,320 | 266,961 | 122,490 | 575,771 |
| Other Income (Expense) | - | - | - | - |
| Net Income (Loss) Before Taxes | 186,320 | 266,961 | 122,490 | 575,771 |
| Total Provision for Income Taxes | 72,962 | 104,542 | 47,966 | 225,470 |
| Net Income (Loss) | 113,358 | 162,419 | 74,524 | 350,301 |

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 | 808-695-4617 | zheng@ehawaii.gov |
| Janet Pick | 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)
CDG – Center for Digital Government
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 (DCCA)
RICO - Regulated Industries Complaints Office (DCCA)
PRIA - Property Records Industry Association
PUC – Public Utilities Commission
SLA – Service Level Agreement
SOW – Statement of Work
UCC – Uniform Commercial Code
UI – Unemployment Insurance (DLIR)
VIPS – Volunteers in Public Service (Judiciary)
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.