Hawaii.gov
Official Site of the Aloha State

ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

MARCH - MAY 2014

Executive Summary

In the past three month, the new State website, Hawaii,gov. continued to receive national recognition from awards and presses. The portal has taken a significant step toward making the citizen's online interaction with the state government more personalized and fun experience, through the launch of the my.hawaii.gov. We provided a quick walk-through of features at http://m.hi.gov/win It is a first of its kind approach to the gamification of government. HIC also won the Best Place to Work in Hawaii in the small business category.

Marketing Activity

DCCA BREG

First and second quarter annual filing reminders were sent to businesses, totaling 34,198 postcards and 15,045 emails. Annual report online adoption is around 90% this year.

DCCA PVL Division

15,000 postcards and 9,456 emails were sent during the April 2014 renewal cycle for the Engineer, Architect, Surveyor, & Landscape Architect (EASLA) group. Another 13,495 emails and 23,485 postcards were delivered for the June renewal cycle.

1,400 email notices were sent to dentists regarding the latest change on the

DCCA INS Division

3,473 reminder cards and 2,873emails were sent to the licenses that are due to renew by June 16, 2014.

Best of Web Award

Portal has submitted the hawaii.gov portal for the 2014 Best of Web awards.

Digital Government Achievement Award

Portal has submitted two entries for the DGAA Award; HIePRO in the Government-to-Business category and Notary Registration System in the Government-to-Citizen category.

Department of Taxation

Portal sent out 20,782 email reminders to G45 form filers who were due to file on April 20, 2014. Portal also reached out to 1,600 public accountants on the availability of the bulk tax filing service. The portal has processed over 950,000 tax returns for DOTAX in 2014.

Press Releases

DBEDT-346 TCRA QHTB Survey	http://dbedt.hawaii.gov/blog/dbedt-launches-online-tax-credit-research-activity-tcra-survey/	3/14/2014
Hawaii Information Consortium Selected as a Winner in the 34th Annual Telly Awards	http://hic.ehawaii.gov/2014/04/15/hawaii-information-consortium-selected-as-a-winner-in-the-34th-annual-telly-awards/	4/15/2014
Hawaii DLNR Launches Online Permitting for Commercial Vessels Landing at Mokulua and Popoia	http://hic.ehawaii.gov/2014/04/22/hawaii-dlnr-launches-online-permitting-for-commercial-vessels-landing-at-mokulua-and-popoia/	4/22/2014

Hawaii.gov Wins Gold Communicator Award	http://hic.ehawaii.gov/2014/04/29/hawaii-gov-wins-gold-communicator-award/ http://statescoop.com/hawaii-gov-takes-home-another-award/	4/29/2014
Hawaii Delivers Your Government - Your Way	http://finance.yahoo.com/news/hawaii-delivers-government-way-110000112.html	5/12/2014

Conferences Attended

- NIC Marketing Conference
- NIC Partner Conference
- South by Southwest (SXSW) Interactive
- National Association of State Procurement Officials (NASPO) Conference
- Federation of Tax Administrators e-File Symposium

Portal Introduction

- Motor Vehicle Safety Office, DOT
- Work Force Development Division, DLIR

Highlights

Awards

Best Place to Work
HIC is the First Place Winner in the Small Employer Category of the Hawaii Business Magazine's 2014 Best Place to Work Award.

Telly Awards
Bronze Winner – The New Hawaii.gov portal

Communicator Awards
Gold Award of Excellence for the redesign of the official website of the State of Hawaii.

Your Government Your Way

My.Hawaii.gov is a new tool for one-stop allowing Hawaii residents to completely customize how they interact online with the State on any device, anywhere, anytime – securely and reliably. http://m.hi.gov/win has a walk through of the system.

WELCOME TO MY.HAWAII.GOV
Jing t Xus
106
sheets
196
miles
4.6
hours
46
Transactions
0
Business Filings
3
Camping Reservations
57
PVL Licenses
0
HIePRO Solicitations
06/30/2019
HTSB Payment or Renewal Date
Provide Feedback
Follow Us
Like Us

mySavings
Account Settings
Logout
WELCOME TO MY.HAWAII.GOV
Close
mySavings
Jing t Xus
106
sheets saved
196
miles saved
4.6
hours saved
Community Contributions
Gabriel just saved 2 days and 3 sheets of paper using Hawaii Business Express.
Guess who saved 7 miles and 11 minutes by using Hawaii Property Tax, Jordan did!
By using Hawaii Property Tax, Jordan was able to save 7 miles and 10 minutes.
You helped the environment by saving 106 sheets of paper. Paper waste accounts for up to 40% of total waste in the United States, which adds up to 71.6 million tons of waste per year in the United States alone.
My contributions by service
Service Name
Papers
Miles
Time
Kauai Property Tax
60
84
124m
Kauai Sewer Payments
20
0
0m
PVL Renewals
10
14
19m

DCCA PVL Division

The EASLA group renewal period was ended on April 30, 2014 with 96% online adoption. This is the first group utilizing the all-new MyPVL dashboard with the requirement of having an account.

Freshdesk Implementation

HIC is scheduled (6/1/14) to migrate to a hosted helpdesk solution utilizing Freshdesk as our CMS solution to better service our customer inquiries and reporting needs.

New Website Launched

- State Procurement Site (spo.hawaii.gov)
- My.hawaii.gov

New Application Deployments

- MyPVL (https://pvl.ehawaii.gov/mypvl)
- DBEDT Tax Credit Form 346
- Family Court Judge Evaluation

New Application Improvements

- Charity Registry (ag.ehawaii.gov/charity)
- EDRS (MySQL)
- EMRS (MySQL)

New SLA's

- None

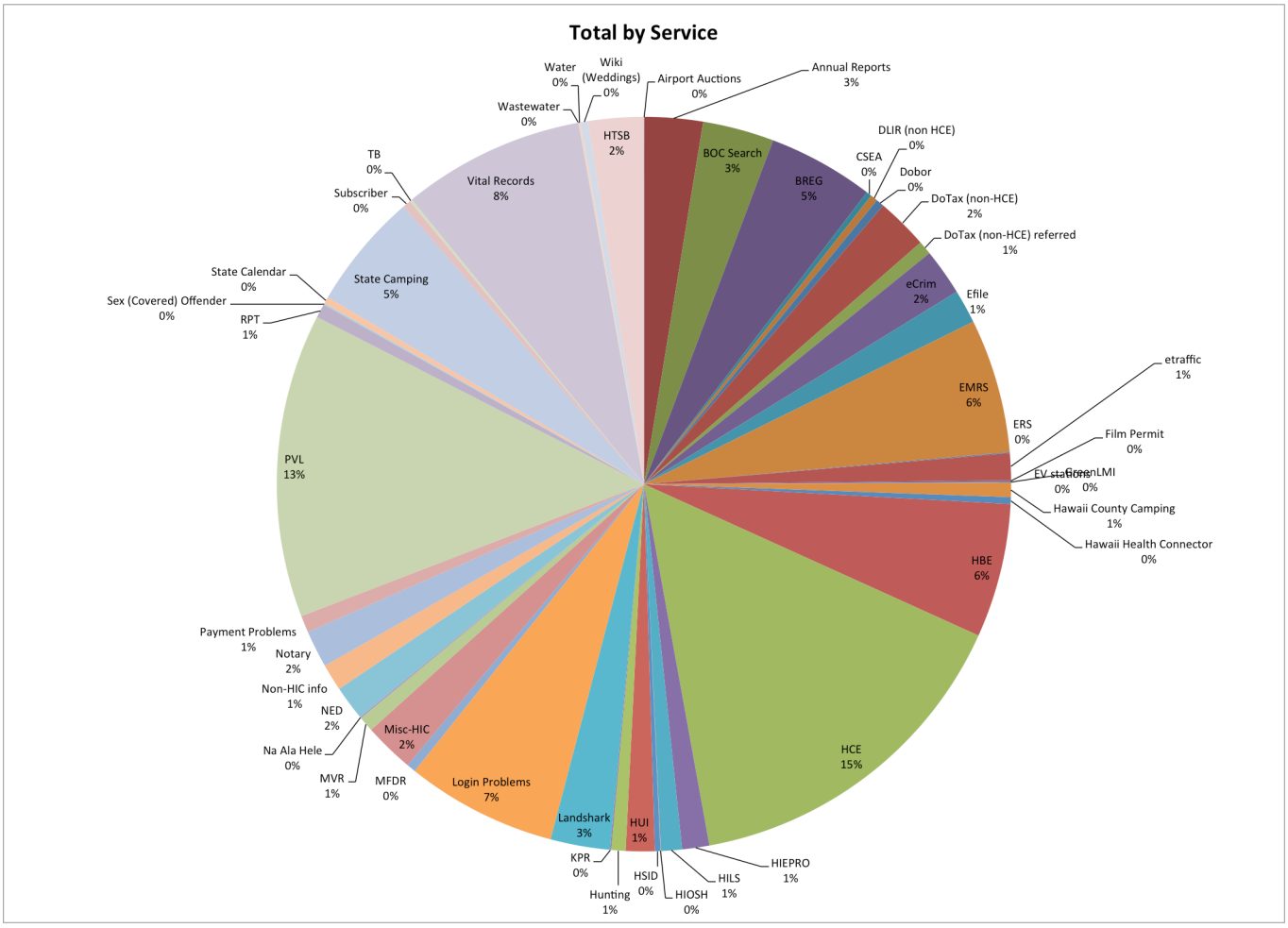
Additional Items

- Portal has hired Carrie Miyasato as a Partner Liaison
- Portal has hired Gabriel Bundac as a eGovernment Services Specialist

Reports

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

Customer Service Statistics 2014 Q1



Services by number of contacts:

Service	#	Service	#	Service	#
Airport Auctions	2	Hawaii County Camping	76	NED	182
Annual Reports	307	Hawaii Health Connector	36	Non-HIC info	141
BOC Search	376	HBE	706	Notary	196
BREG	558	HCE	1842	Payment Problems	89
CSEA	29	HIEPRO	143	PVL	1601
DLIR (non HCE)	38	HILS	111	RPT	73
Dobor	42	HIOSH	2	Sex (Covered) Offender	8
DoTax (non-HCE)	273	HSID	29	State Calendar	36
DoTax (non-HCE) referred	72	HUI	152	State Camping	616
eCrim	245	Hunting	75	Subscriber	42
Efile	178	KPR	6	TB	14
EMRS	707	Landshark	314	Vital Records	961
ERS	5	Login Problems	795	Wastewater	3
etraffic	141	MFDR	48	Water	9
EV stations	0	Misc-HIC	263	HTSB	292
Film Permit	10	MVR	80		
GreenLMI	2	Na Ala Hele	8		
				2014 Q1 TOTAL	**11,937**

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

	3/31/14
Assets	6,012,820
Liabilities	6,851,419
Shareholder Equity	(838,599)
Total Liabilities & Shareholder Equity	6,012,820

Income Statement

Hawaii Information Consortium, LLC
-Unaudited report

	January	February	March	Rolling 3 Month
Total Revenues	676,960	568,805	584,274	1,830,039
Total Expenses	559,649	542,747	572,465	1,674,861
Income (Loss) from operations	117,311	26,058	11,809	155,178
Other Income (Expense)	-	-	-	-
Net Income (Loss) Before Taxes	117,311	26,058	11,809	155,178
Total Provision for Income Taxes	45,939	10,204	4,624	60,767
Net Income (Loss)	71,372	15,854	7,185	94,411

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.