

Report to the Access Hawaii Committee

Portal Program Updates | April 7, 2022

Highlights

Honolulu Fire Department Website Wins 4th Award

- Website launch date: 4/28/21
- Award date: 12/2/21
- MobileWebAward – Outstanding Mobile Website

Hawaii Virtual Digital Government Summit

- Event date: 12/14/21
- General Manager Burt Ramos participated in the Transforming the Government Experience session.
- NIC Hawaii participated as an event sponsor.

Sex Offender Information Management System (SOIMS)

- Launch date: 1/19/22
- Sex offenders and other covered offenders who are registered with the State of Hawaii may use this service to update their information and make an appointment with the Hawaii Criminal Justice Data Center (HCJDC).

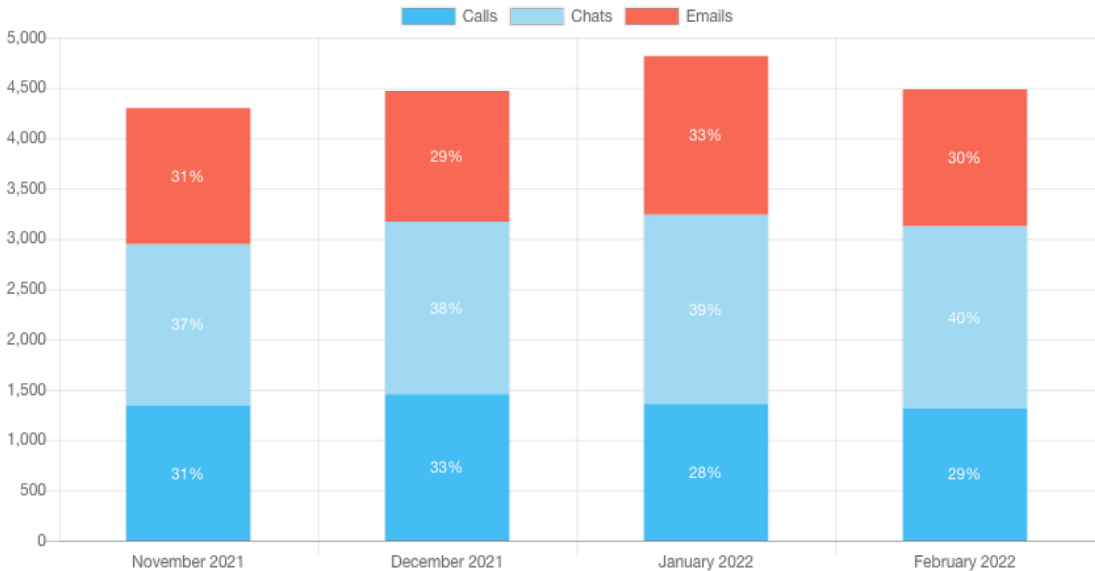
Remote Online Notary Registration & Renewal

- Launch date: 3/10/22
- The upgrade included a re-design of the homepage and added a new process for existing notary publics to become a remote online notary.

News & Updates

- Credit Card Rate Standardization
- Ongoing NIC Upgrades
 - Online Chat
 - Reports Module

Customer Service Summary



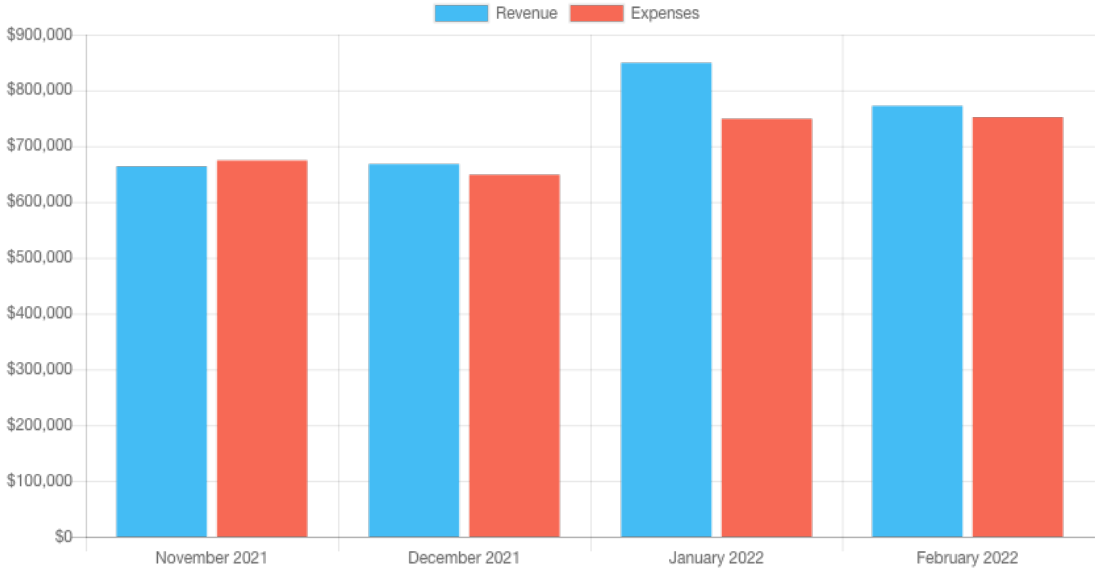
Date	Calls	Chats	Emails
November 2021	1,339	1,607	1,353
December 2021	1,454	1,717	1,300
January 2022	1,358	1,882	1,578
February 2022	1,315	1,808	1,360
Sub Total	5,466	7,014	5,591
Total	18,071		

Top 10 Inquiries: November 2021 - February 2022

Rank	Service	November	December	January	February	Total
1	State Camping	579	601	708	647	2,535
2	Medical Cannabis Registry*	481	498	516	571	2,066
3	Professional & Vocational Licensing*	409	570	324	155	1,458
4	Hawaii Compliance Express	347	293	356	385	1,381
5	Login Questions	376	317	361	323	1,377
6	Electronic Marriage Registration System	261	293	349	346	1,249
7	Vital Records Ordering System	318	302	309	317	1,246
8	Motor Vehicle Registration Renewals	198	189	224	225	836
9	Non-NIC Info	163	134	195	119	611
10	eTraffic	160	130	157	126	573

* includes login questions

Financials: November 2021 - February 2022 (Unaudited)



Month and year	Revenue	Expenses
November 2021	\$663,685	\$674,516
December 2021	\$667,999	\$649,021
January 2022	\$849,455	\$749,069
February 2022	\$772,378	\$751,856
Total	\$2,953,517	\$2,824,462

Net income: \$85,938

Consolidated Balance: February 2022 (Unaudited)



Assets

\$8,443,365



Members Equity

\$3,614,500



Liabilities

\$4,828,865



Total Liabilities & Shareholder Equity

\$8,443,365

Looking Forward

- AG Collections
- DOE Commerce System
- Recurring Payments
- FY2022-24 Roadmap and Strategic Plan

Contact Us



Burt Ramos

General Manager
bramos@egov.com
808-695-4616



Janet Pick

Director of Operations
jpick@egov.com
808-695-4625



Zheng Fang

Director of Development
zfang@egov.com
808-695-4617

Appendix

Supporting information covering the period July 1, 2021 – March 31, 2022.

Press Releases

[Hawaii Remote Online Notary Applications Now Available through Attorney General Website](#)

March 11, 2022

The Hawaii Department of the Attorney General's Notary Public Office is pleased to announce active notary commissions can now apply...

[Tyler Technologies Extends Contract for Digital Government and Payment Solutions in Hawaii](#)

February 15, 2022

Tyler Technologies, Inc. announced the state of Hawaii signed a contract extension for Tyler's digital government and payments services. The...

[Honolulu Fire Department Website Wins Two More Awards](#)

December 21, 2021

The Honolulu Fire Department (HFD) has been nationally recognized as a winner in two additional award competitions for the redesign...

[Online Hunting Tags and Permits Now Available on Go Hunt Hawaii](#)

November 16, 2021

The Hawaii Department of Land and Natural Resources (DLNR) has released a new online service that allows hunters to purchase...

[Honolulu Fire Department Website Wins Two Awards](#)

September 27, 2021

The Honolulu Fire Department (HFD) was recently awarded with two top honors for its recent redesign of the official website...

[Hawaii.gov Website Wins Platinum Global Excellence Award](#)

August 24, 2021

The winners of the 2021 Global Excellence (GX) Awards have been announced and the Hawaii.gov website is the winner of...

[The Redesigned State of Hawaii Unclaimed Property Search is Now Available](#)

August 16, 2021

NIC Hawaii and the Hawaii Department of Budget and Finance are pleased to announce the launch of the redesigned State...

Hawaii Remote Work Pilot Project Work Opportunities

August 12, 2021

The Department of Business, Economic Development and Tourism (DBEDT) and the Department of Labor and Industrial Relations (DLIR) announced the...

Conferences & Webinars Attended

Conference Name	Description	Dates Attended
Civil Beat: Tourism	IDEAS Live: Is Tourism Broken And Where Do We Go From Here?	07/28/21
GovTech Market Update: Budgets, Trends & Closing Out 2021	Actionable insights on the deals, opportunities, spending and budget trends shaping the market for the remainder of 2021 and into 2022.	08/11/21
TRUE Innovation: Innovation Framework – Ideas to Impact	The Innovation Framework provides a model for fostering creativity and innovation within organizations and communities.	08/19/21
Government & Civics	The mayors of Kauai, Honolulu, Maui and Hawaii counties spoke about the big issues impacting their jurisdictions.	08/19/21
Hawaii Annual Code Challenge	We participated both as a HACC sponsor and a challenge sponsor.	10/23/21
Freshworks Refresh	Freshworks Refresh brings together the best minds in customer experience, ITSM, sales and marketing, and HR to gain insights and connections needed to delight customers and fuel business growth.	11/11/21
AWS re:Invent Conference	Amazon Web Services (AWS) re:Invent is the largest global conference focused on cloud computing.	11/29/21 – 12/3/21
Hawaii Digital Government Summit	A one-day virtual event where attendees can connect with peers from the government and industry sectors.	12/14/21
IDEO Webinar	How to think in systems for greater impact	03/9/22

New Services

Agency	Service	Launch Date
County of Hawaii – Department of Liquor Control	Gross Liquor Sales Percentage Fee Payments	10/18/21
Attorney General – Hawaii Criminal Justice Data Center	Sex Offender Information Management System (SOIMS)	1/19/22

Service Upgrades

Agency	Description	Date Upgraded
Department of Budget & Finance – Unclaimed Property Division	<u>The Unclaimed Property Search service, originally launched in 2008, was redesigned to be responsive, accessible, and easy to navigate. The service allows citizens to search for unclaimed property for themselves or their family members.</u> ↗	08/16/21
Department of Education	<u>The DOE Waipahu Community Schools for Adults (WCSA) Online Registration and Payment System was updated to include the ability for users to purchase supplies online as part of enrollment or separately. Enhancements were also made to the Administrative module.</u> ↗	08/24/21
Department of Health – Harm Reduction Services Branch	<u>The Medical Cannabis Registration System was updated to allow the option for minor applicants to add up to two caregivers and two grow site locations with their application.</u> ↗	11/3/21
Department of Land and Natural Resources – Hunter Education Division	<u>As part of the Go Hunt, Hawaii service, hunters can now purchase hunting tags and permits online. Improvements were also made to help control the number of standbys produced in the lottery.</u> ↗	11/4/21
Attorney General – Civil Recoveries Division – Notary Registration System	<u>The upgrade included a re-design of the homepage and added a new process for existing notary publics to become a remote online notary.</u> ↗	3/10/22

New Websites

Agency	Service	Launch Date
N/A	N/A	N/A

Retired Services

Agency	Service	URL	Retired Date
County of Hawaii	Online payments for the County of Hawaii Permitting Application	N/A	07/16/21
Attorney General – Hawaii Criminal Justice Data Center	hcjdcsymposium.ehawaii.gov WordPress website	hcjdcsymposium.ehawaii.gov	10/21/21

Executed Agreements

All signed agreements can be found in the [AHC document repository](#).

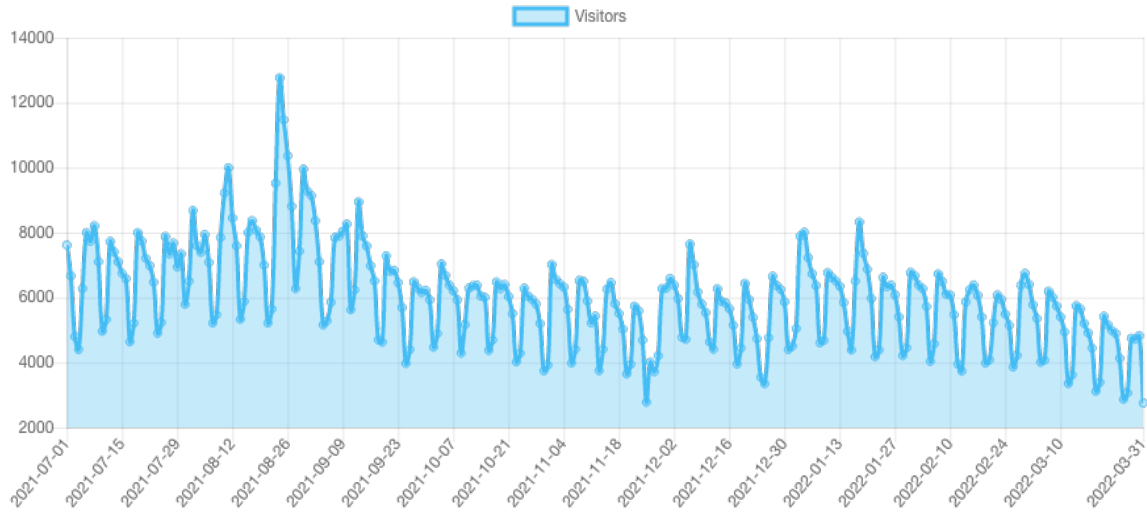
Agency	Service	Document	Signed Date
City and County of Honolulu – Honolulu Emergency Services Department	Website Redesign	SOW	08/27/21
Department of Land and Natural Resources – Division of Forestry and Wildlife	Na Ala Hele Trails and Access Program	SOW Amendment 3	10/10/21
City and County of Honolulu – Office of the City Clerk	Legislative Document Access	SOW Amendment 2	10/15/21
City and County of Honolulu – Office of the City Clerk	Online Ballot Request System	SOW Amendment 1	10/15/21
Department of Business, Economic Development & Tourism – Creative Industries Division	Tax Credit Hub	SOW	10/15/21
Department of Education	Commerce Platform and Payment System	SOW Amendment 1	10/22/21
Department of Commerce and Consumer Affairs	Fee Agreement	SOW Addendum	12/09/21
County of Kauai – Department of Liquor Control	Liquor Permits and Payments	SOW	12/09/21
Department of Accounting and General Services – Aloha Stadium	Scheduler & Storefront	SOW	12/13/21
County of Maui	Service Fee Update	MOU 7	12/23/21
County of Kauai – Fire Department	Fire Permit Payments	SOW Amendment 1	1/25/22
County of Maui	Service Fee Update	MOU 8	2/28/22

Unscheduled Downtime

Time	Duration	Affected Sites	Comments
------	----------	----------------	----------

Time	Duration	Affected Sites	Comments
07/22/21 at 2:33am	1h 30m	Limited sites: Criminal History Search, Covered Offender Search, Hawaii Integrated Justice Information Sharing (HIJIS) System, Traffic Abstract Service	Systemmetrics ISP network outage
08/18/21 at 2:26am	35m	Limited sites: Criminal History Search, Covered Offender Search, HIJIS	Systemmetrics ISP network outage
08/31/21 at 8:20am	4h	Services requiring external communication	Network issue with service provider (AWS) in our region
12/23/21 at 8:45am	45m	WordPress websites	WordPress websites slow or down due to DB capacity issue
1/23/22 at 1:00am	2h 30m	AG Hawaii Criminal Justice Data Center Applications	Hawaiian Telecom network outage
2/5/22 at 10:23pm	50m	AG Hawaii Criminal Justice Data Center Applications	Hawaiian Telecom network outage
2/13/22 at 1:00am	1d 12h	Motor Vehicle Registration (MVR) renewal applications	Honolulu mainframe update impacted the communication with the MVR Renewal applications.

Hawaii.gov Portal Web Analytics



1,639,097 Visits

1,921,180 Unique Page Views

1 min 49 sec Average Visit Duration

49% Bounce Rate