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ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

JANUARY 2008

Executive Summary

In January the HIC and DAGS executed the new portal contract, updated the tax filing applications (ELF), deployed the new BREG Online Documents and began to update all SLA's with new language.

As of January 24, 2008, the portal had 24,726 unique visitors with 48,432 visits.

Marketing Activity

During the first month of the New Year, HIC conducted the following marketing activities:

DCCA BREG
During the second week of January, HIC sent out both postcard and email reminders to annual business filers who are due in Q1 2008. They also received a letter regarding upcoming form mailing changes starting in Q4 2008.

AG HCJDC
A press release was released by AG's office on the launch of State ID service on January 22, 2008. (http://hawaii.gov/ag/main/press_releases/2008/2008-02.pdf). HIC also designed and made business card sized flyers to be passed out to the public.

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
08-Jan	Mail	24,345	BREG	2008 Q1 Annual Letter
09-Jan	Mail	24,345	BREG	2008 Q1 Annual Reminder Postcard
09-Jan	Email	8,613	BREG	2008 Q1 Annual Reminder Email
22-Jan	PR	1	AG	Press Release for State ID service

Highlights

BREG Annuals Statistics
As of January 24, 2008, we received over 6,148 online filings. We expect to have at least a 20% increase in the number of online filings compared to the same period last year by end of January.

PVL Renewal Statistics
January 31, 2008 will be the last day of the latest cycle of the PVL renewal period. As of January 22, we had 18,241 online renewals processed through the portal, which accounts for 74.5% of the total renewals. High adoption groups are CPA (85%), Emergency Medical Technician (92%), Beauty Instructor (91%), and Pharmacist (89%).

Online Document System
The portal launched a new service, Online Document Access, in cooperation with DCCA BREG division. The new service allows the public to preview and purchase business entity filing documentations. All Trade Name, Trade Mark and Service Mark registrations can be previewed before and downloaded instantly after purchase (http://hbe.ehawaii.gov/documents). Other documents are scanned and/or redacted and emailed directly to the customer.

HIC Infrastructure Update Status

HIC has committed to providing redundant infrastructure to ensure high availability. The following steps have been taken to achieve the goal:

1. Most applications are now load balanced between our three production application servers;
2. The portal acquired three additional servers for the redundant database setup and testing;
3. Completed operating system installation and patching;
4. Installed and configured Oracle 10G on servers;
5. Created internal plan/ schedule for the migration to 10G.

Next Steps:

1. Test and Migrate existing application from Oracle 9i to 10g;
2. Migrate production applications to redundant 10g servers

Business Continuity Plans

HIC has begun writing BCP's (similar to the Tax BCP last year) for all partners.

AHC web site

We are researching content management systems for the Access Hawaii Committee website. Next month we should have a preliminary version to share at the meeting.

eHawaii.gov Orientation

When we start to work with a new partner, one of the first things that we do is give a presentation 'orientation.' We will review the presentation with the AHC next month.

Portal Metrics - January 2008

Last Update:	24 Jan 2008 - 02:13	
Reported period:	Jan ▼ 2008 ▼ OK	
Current Month:	Jan 2008	

Summary

Reported period	Month Jan 2008
First visit	01 Jan 2008 - 00:00
Last visit	24 Jan 2008 - 01:00

	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	24726	48432 (1.95 visits/visitor)	392068 (8.09 Pages/Visit)	2629665 (54.29 Hits/Visit)	10.06 GB (217.73 KB/Visit)
Not viewed traffic *			240764	286920	561.85 MB

* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.

Monthly history
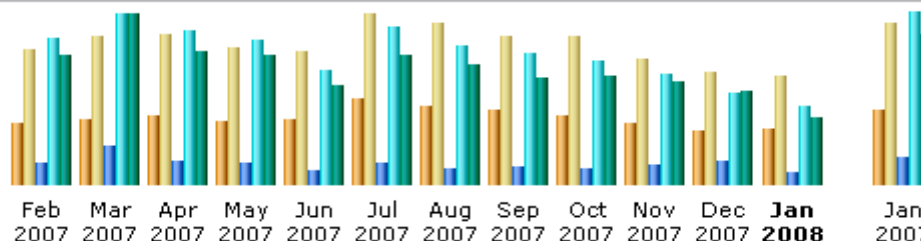
Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2007	33282	71790	889530	5803591	22.13 GB
Jan 2008	24726	48432	392068	2629665	10.06 GB
Dec 2007	23634	49536	789659	3042697	13.78 GB
Nov 2007	27501	56060	661925	3692308	15.23 GB
Oct 2007	30309	65752	568718	4130285	15.97 GB
Sep 2007	33243	65922	627682	4367674	15.69 GB
Aug 2007	34481	71587	565771	4641284	17.75 GB
Jul 2007	38191	75403	714747	5274264	19.22 GB
Jun 2007	28954	59337	502493	3797102	14.56 GB
May 2007	27762	60333	739553	4844518	19.13 GB
Apr 2007	30305	66569	774376	5156356	19.82 GB
Mar 2007	29230	65739	1306753	5695641	25.16 GB
Feb 2007	27398	60132	746870	4904596	19.02 GB
Total	355734	744802	8390615	52176390	205.38 GB

Note: HIC worked with ICSD to begin mirroring the portal web site instead of forwarding the requests directly to the HIC servers in June 2006, this lead to a significant decrease all web statistics. In October 2006, HIC began consolidating all web logs to gather more accurate statistics on visitor counts, etc...

Financial Report- December 2007

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

 -Unaudited report

	12/31/07
Assets	$14,925,615
Liabilities	$15,034,029
Shareholder Equity	($48,567)
Total Liabilities & Shareholder Equity	$14,985,462

Income Statement

Hawaii Information Consortium, LLC

 -Unaudited report

	October	November	December	**Rolling 3 Month**
Total Revenues	$471,176	$508,572	$445,382	$1,425,130
Cost of Revenues	$296,062	$248,420	$192,480	$736,962
Gross Margin	$175,114	$260,152	$252,901	$688,168
Operating Expenses	$160,455	$157,399	$167,365	$485,219
Income (Loss) from operations	$14,660	$102,753	$85,536	$202,949
Other Income (Expense)	$15,905	$0	$56,958	$72,864
Net Income (Loss) Before Taxes	$30,565	$102,753	$142,495	$275,812
Total Provision for Income Taxes	$14,945	$37,249	$55,807	$108,001
Net Income (Loss)	**$15,620**	**$65,504**	**$86,688**	**$167,811**

In Closing

I look forward to working more closely with all of you in 2008. As always, I welcome your thoughts and feedback.

I can be reached at 808-587-4215 or by email at russell@ehawaii.gov.

Respectfully Submitted,

Russell Castagnaro
General Manager

Appendix A: Key Staff Contacts

Name	Position	Phone	Cell	Email
Russell Castagnaro	General Manager	808-587-4215	808-778-5621	russell@ehawaii.gov
Jing Xu	Director of Portal Operations	808-587-4214	808-220-6265	jing@ehawaii.gov
Zheng Fang	Director of Development	808-587-4217	808-741-1669	zheng@ehawaii.gov
Rosie Warfield	Partner Relationship Manager	808-587-4229		rosie@ehawaii.gov

Appendix B: Acronyms

AOAO - Association of Apartment Owners
B&F – Department of Budget and Finance
BREG – Business Registration Division (DCCA)
CMLS – Commercial Marine Licensing System
DCCA – Department of Commerce and Consumer Affairs
DLIR – Department of Labor and Industrial Relations
DLNR – Department of Land and Natural Resources
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
HUI EXPRESS – Hawaii Unemployment Insurance Express
IRS – U.S. Internal Revenue Service
JIMS – Judiciary Information Management System
PVL – Professional Vocational Licensing
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.