



# AHC E-Gov Orientation

Presented By  
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## **What is eHawaii.Gov?**

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The State of Hawaii's initiative to provide state and local government information and services to businesses and local citizens via the Internet.



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# Hawaii Information Consortium

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## A Hawaii Corporation

HIC is the Network Manager for eHawaii.Gov. Our sole focus is to develop, manage, and maintain the eHawaiiGov portal.

We were awarded the original self-funded portal RFP in December 1999 and the more recent 2007 RFP.



## Mission of HIC

- 24/7/365 access to Hawaii government information and services
- Focus on electronic commerce interactions and Internet applications not websites
- Rapid deployment of high quality applications
- Help state and county partners provide services to the public
- No increased tax burden on citizens



## Access Hawaii Committee (AHC)

- Created by Act 292 of the 2000 Legislature; renewed in 2003 and 2007 sessions
- Governor's Chief Tech Advisor plus 14 or fewer members from State and County Government
- Provides oversight of the portal manager
  - *Approves projects*
  - *Reviews priorities, plans and periodic reports*
  - *Approves SLA's*
  - *Approves fees to users*
  - *Reviews performance*



# State, City, & County Applications

**City and County of Honolulu**  
**County of Hawaii**  
**County of Maui**  
**County of Kauai**  
**Department of Accounting and  
General Services**  
**Department of the Attorney General**  
**Department of Budget and  
Finance**  
**Department of Business, Economic  
Development & Tourism**  
**Department of Commerce &  
Consumer Affairs**  
**Business Registrations Division**  
**Insurance Division**  
**Professional Vocational Licensing**  
**Registered Industry Complaints  
Office**  
**Department of Health**

**Department of Human Resource  
Development**  
**Department of Labor and Industrial  
Relations**  
**Department of Land and Natural Resources**  
**Aquatic Resources**  
**Boating and Ocean Recreation**  
**Forestry and Wildlife**  
**Bureau of Conveyances**  
**Department of Public Safety**  
**Department of Taxation**  
**Department of Transportation**  
**Employees Retirement System**  
**Hawaii Criminal Justice Data Center**  
**Internal Revenue Service**  
**Office of the Governor**  
**Office of the Lieutenant Governor**  
**State Procurement Office**  
**The Hawaii Judiciary**



## What We Do

- We develop web applications
  - eCommerce Applications (\$\$)
    - Tax Filing, Starting a Business, Paying a Bill
  - High-Value, Public Applications
    - Search for a licensee, unclaimed property, etc.
- Self Funded
  - Typically do not charge for development
  - A small transaction fee supports us
  - Free applications where appropriate
- Time and Materials/ Maintenance
  - When transaction fees are not feasible



## **Transaction Fees**

### **Convenience/ Management Fees (HIC)**

- Typically an add-on fee

### **Processing Fee (Merchant)**

- Credit Card or ACH costs

### **Fee Flexibility**

- Added to a transaction (Tax, eCrim, Camping)
- Deducted from payment (HBE, PVL Renewals)
- Invoiced to agency (Kauai Sewer Payments)
- Invoice part, add on part (HUI Express)



## Partner Payments

### ACH or Check Payment

- We include fiscal report with payment (electronic)

### Bounced Checks\*

- Partner collects on returned eChecks (<1% returns)

### HIC Fee Collection

- Deducted from partner payments
- Invoiced to partner
- Invoice part, keep part

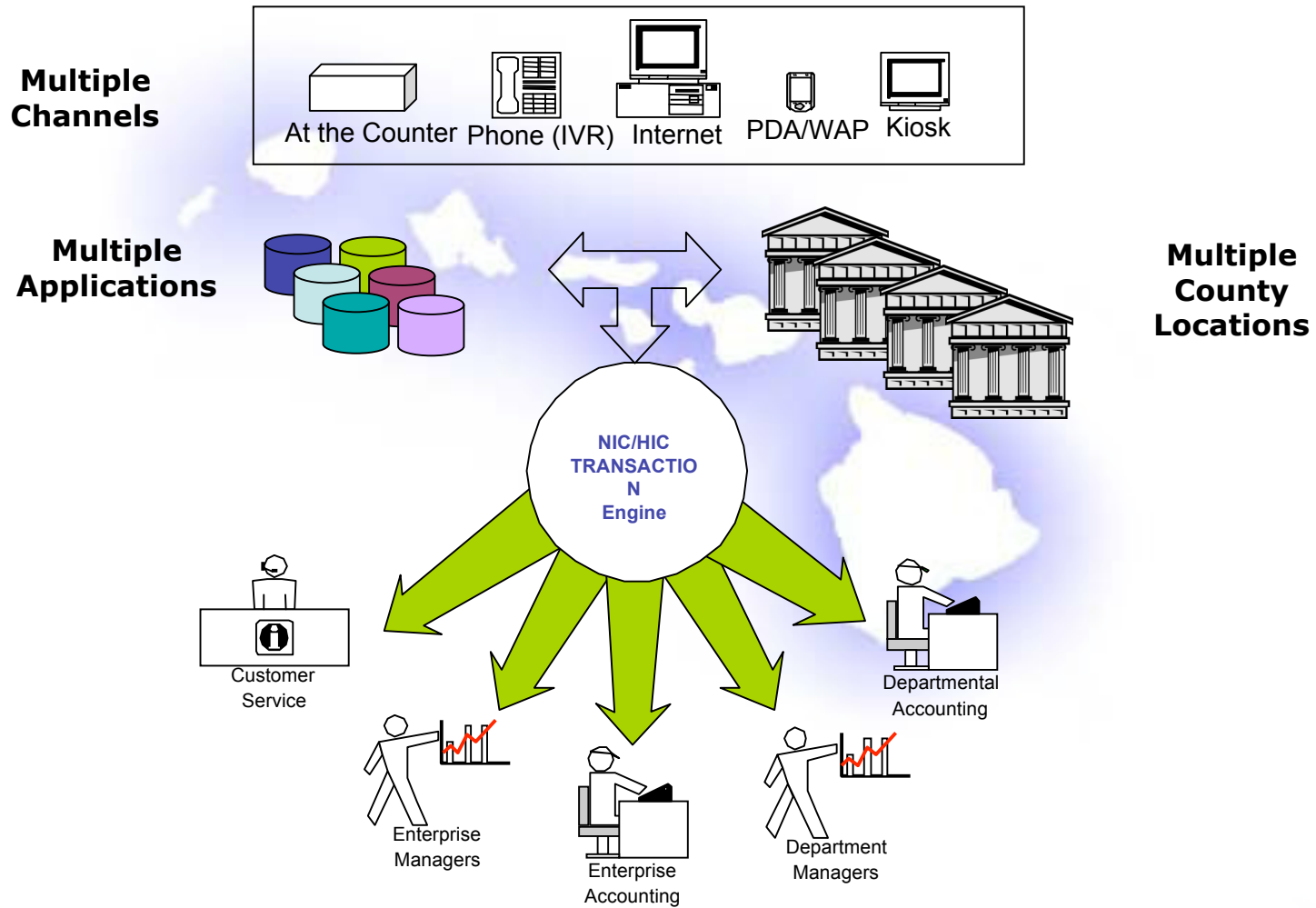


## **The HIC/NIC Transaction Engine**

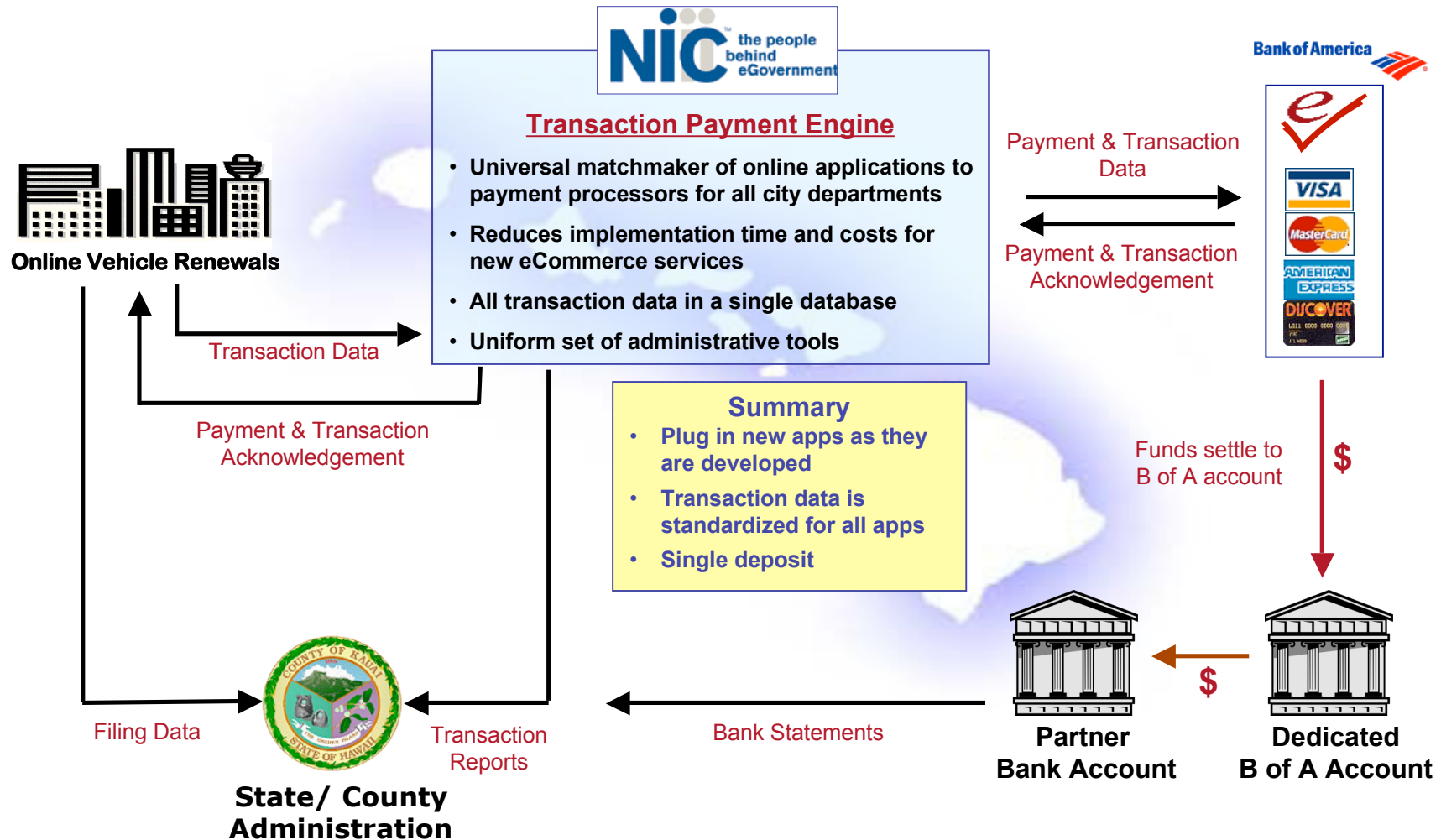
Single payment engine provides payment processing for all client applications:

- Internet, IVR, Kiosk, Over-the-Counter
- Credit Card and e-Check
- Every Department/Location Connects to the Same Engine
- 3<sup>rd</sup> Party / Offsite Applications Can Also Use the Engine

# The HIC/NIC Transaction Engine



# Payment Engine Processing

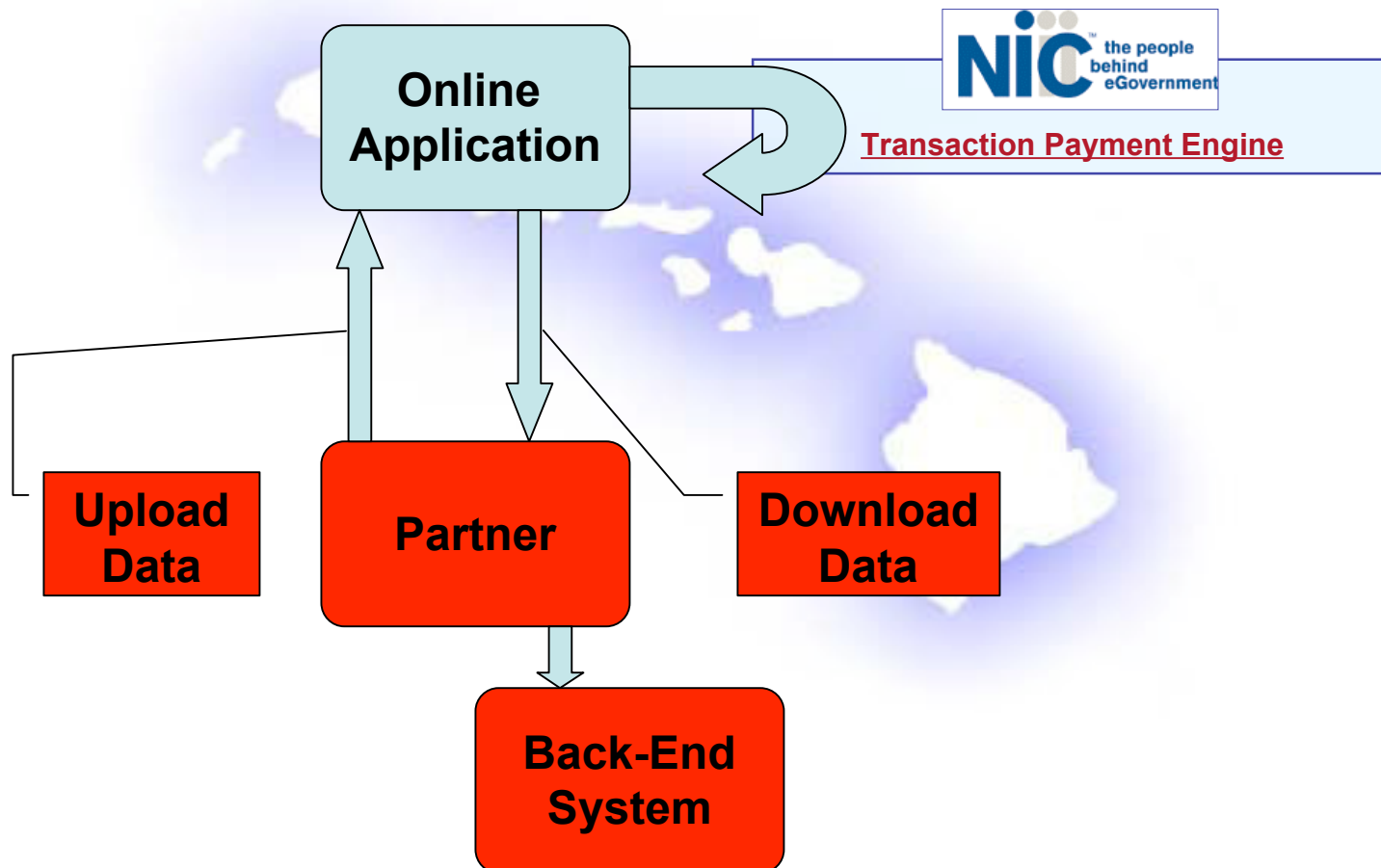




## Round Trip Data

- You will probably need some of the information that we collect along with the payments.
- HIC provides:
  - Reports available on-line
  - Reports delivered with check/ ACH payment
  - Automated upload/ download of data

## Data Exchange Process





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## Reporting

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We will provide any/ all of the following:

- Statistical reports
- Summary transaction reports
- Detailed transaction reports
- Performance Surveys



## Marketing

- Self funded model encourages higher adoption
  - More efficiency for the partner
  - Increased fee revenue for HIC
- We assist partners with
  - Press Releases
  - Marketing Collateral
  - Award Submissions
  - Mailings



**Questions**



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## Contact Information

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