



ACCESS HAWAII COMMITTEE

Hawaii Information Consortium General Manager's Report

FEBRUARY 2008

Executive Summary

In February HIC focused on marketing efforts for existing applications, launched the DCCA Insurance Continuing Education application, prepared for the new PVL renewal cycle, began moving to a new Credit Card and ACH processing provider (ECHO) and continued work on business continuity plans and a new AHC website.

As of February 28, 2008, the portal had 24,213 unique visitors with 54,413 visits.

Marketing Activity

DCCA PVL

In February, HIC completed the following tasks in preparation for the upcoming April 08 PVL renewal cycle scheduled to start on March 3, 2008.

- Prepared email reminders to be send out on March 3, 2008
- Sent out close to 7,900 postcard sized renewal notices to 4 types of license holders on February 29th
- Drafted a press release and it is currently being reviewed

DCCA BREG

HIC printed 15,088 paper forms for the Q1 2008 Annual Filing. They were mailed on February 29th along with a reminder insert in each to encourage online filing.

DLNR Division of Boating and Ocean Recreation (DOBOR)

HIC and DOBOR have jointly created a press release for the online vessel registration renewal system. It has been passed to the DLNR Chairperson's office for approval. Hopefully we will be able to see it in the wires shortly

eCrim Marketing Meeting

On February 29th, HIC had a meeting with HCJDC staff on discussion of how to marketing the eCrim service, the following topics were discussed/presented.

- Created a survey for past users in survey monkey
- Drafted a potential letter for HR/Employer firms to introduce eCrim
- Possibly of adding feedback link on the application
- Add instructions for how to print record and also let them know they will receive a emailed copy
- Put a link on HCJDC FAQ page to eCrim

2007 Survey

HIC is in the process of compiling a list of all partners for our 2007 survey pool. Once the survey is completed, we will be sending them out shortly.

IACA Merit Award 2008

A draft of the award submission was completed and it is currently being reviewed.

NIC GM Conference

HIC GM attended the NIC, Inc General Manager's meeting (all 21 states were represented.)

Mailings and Other Notices to End-users

Date	Type	Qty	Agency	Description
29-Feb	Mail	15,088	BREG	2008 Q1 Annual Forms
29-Feb	Mail	7,894	PVL	2008 April Renewal Notices

Highlights

HIC Infrastructure Update Status

HIC has completed its database upgrade from Oracle 9i to 10G. 90% of all applications have been successfully migrated to the new database. The rest of the applications require partner agencies, i.e. DCCA, to complete internal upgrades first before HIC.

Business Continuity Plans

HIC has completed a first draft of the plans for Judiciary and BREG. We will be sharing those with our partners once they have been reviewed and fine-tuned.

Credit Card and ACH Processing

HIC has begun migrating to a merchant provider for transaction processing. We have outgrown our current merchant (Cybersource and Bank of America). Our new merchant also has enhanced ACH capabilities.

INS CE Submittal

HIC launched the online application that allows insurance providers to submit insurance continuing education courses and attendee information. This is currently in beta release. We expect to receive more feedbacks from providers after initial trial period.

Portal Metrics - February 2008

Last Update: 28 Feb 2008 - 02:13

Reported period: Feb 2008 OK

Current Month: Feb 2008



Summary

Reported period Month Feb 2008

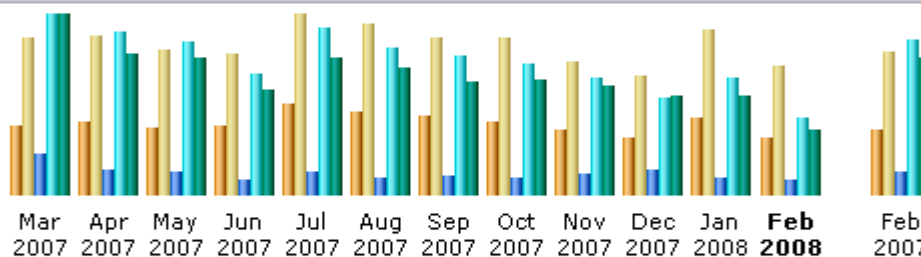
First visit 01 Feb 2008 - 00:00

Last visit 28 Feb 2008 - 01:00

	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Vied traffic *	24213	54413 (2.24 visits/visitor)	458127 (8.41 Pages/Visit)	2408671 (44.26 Hits/Visit)	9.14 GB (176.12 KB/Visit)
Not viewed traffic *			226457	268805	507.30 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
Feb 2007	27398	60132	746870	4904596	19.02 GB
Jan 2008	32486	68724	565315	3674930	13.91 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 2008	24213	54413	458127	2408671	9.14 GB
Total	360309	759375	8275119	50725730	199.35 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- January 2008

Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	01/31/08
Assets	\$16,418,823
Liabilities	\$16,451,114
Shareholder Equity	(\$32,2917)
Total Liabilities & Shareholder Equity	\$16,418,823

Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	November	December	January	Rolling 3 Month
Total Revenues	\$508,572	\$445,382	\$430,811	\$1,384,765
Cost of Revenues	\$248,420	\$192,480	\$249,587	\$690,487
Gross Margin	\$260,152	\$252,901	\$181,224	\$694,872
Operating Expenses	\$157,399	\$167,365	\$170,108	\$494,872
Income (Loss) from operations	\$102,753	\$85,536	\$11,117	\$199,406
Other Income (Expense)	\$0	\$56,958	\$15,631	\$72,589
Net Income (Loss) Before Taxes	\$102,753	\$142,495	\$26,747	\$271,995
Total Provision for Income Taxes	\$37,249	\$55,807	\$10,471	\$103,527
Net Income (Loss)	\$65,504	\$86,688	\$16,276	\$168,468

In Closing

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

<u>Name</u>	<u>Position</u>	<u>Phone</u>	<u>Cell</u>	<u>Email</u>
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 discrete 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.