

# Report to the Access Hawaii Committee

Portal Program Updates | February 3, 2022

## Highlights

### Honolulu Fire Department Website Wins 4th Award

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

### 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).

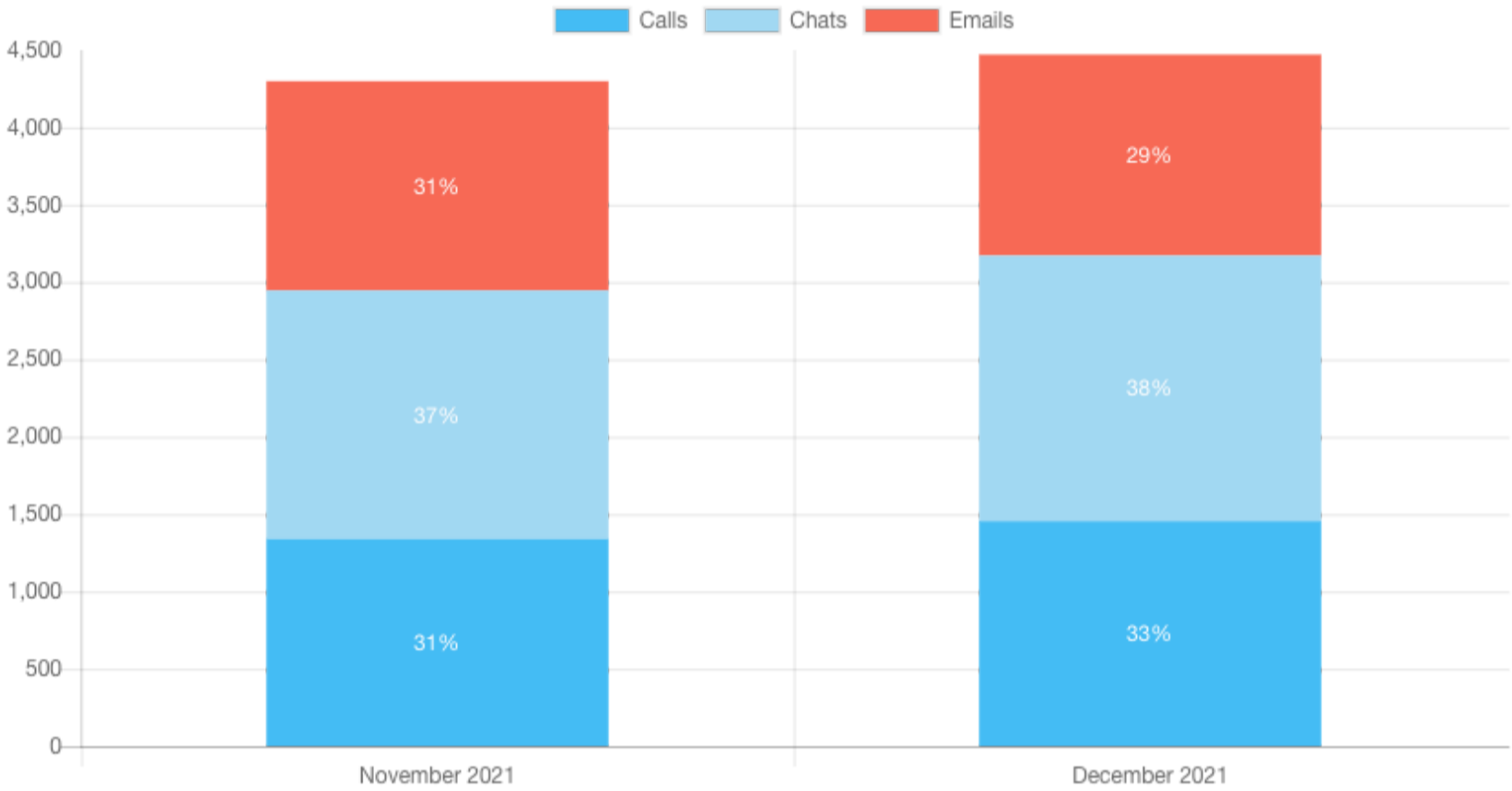
### Hawaii Virtual Digital Government Summit

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

# News & Updates

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

# Customer Service Summary



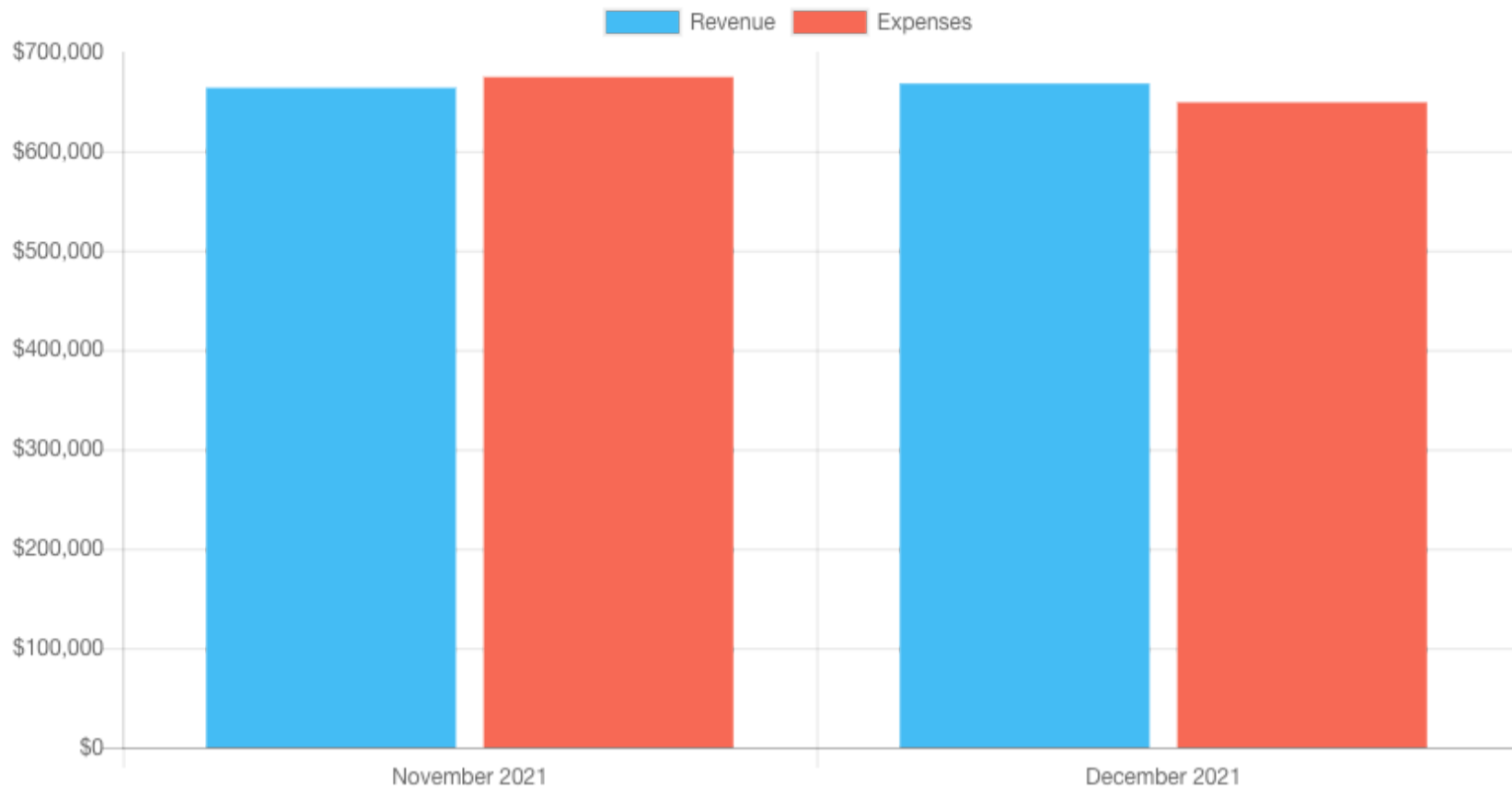
| Date             | Calls        | Chats        | Emails       |
|------------------|--------------|--------------|--------------|
| November 2021    | 1,339        | 1,607        | 1,353        |
| December 2021    | 1,454        | 1,717        | 1,300        |
| <b>Sub Total</b> | <b>2,793</b> | <b>3,324</b> | <b>2,653</b> |
| <b>Total</b>     | <b>8,770</b> |              |              |

## Top 10 Inquiries: November - December 2021

| Rank | Service                                 | November | December | Total |
|------|-----------------------------------------|----------|----------|-------|
| 1    | State Camping                           | 579      | 601      | 1,180 |
| 2    | Medical Cannabis Registry*              | 481      | 498      | 979   |
| 3    | Professional & Vocational Licensing*    | 409      | 570      | 979   |
| 4    | Login Questions                         | 376      | 317      | 693   |
| 5    | Hawaii Compliance Express               | 347      | 293      | 640   |
| 6    | Vital Records Ordering System           | 318      | 302      | 620   |
| 7    | Electronic Marriage Registration System | 261      | 293      | 554   |
| 8    | Motor Vehicle Registration Renewals     | 198      | 189      | 387   |
| 9    | Non-NIC Info                            | 163      | 134      | 297   |
| 10   | eTraffic                                | 160      | 130      | 290   |

\* includes login questions


# Financials: November - December 2021 (Unaudited)



| Month and year | Revenue            | Expenses           |
|----------------|--------------------|--------------------|
| November 2021  | \$663,685          | \$674,516          |
| December 2021  | \$667,999          | \$649,021          |
| <b>Total</b>   | <b>\$1,331,684</b> | <b>\$1,323,537</b> |

**Net income:** -\$3,466

## Consolidated Balance: December 2021 (Unaudited)

 **Assets**  
\$7,044,530

 **Members Equity**  
\$3,525,095

 **Liabilities**  
\$3,519,435

 **Total Liabilities & Shareholder Equity**  
\$7,044,530

## Looking Forward

- AG Collections
- Online Remote Notary Service
- DOE Commerce System
- Recurring Payments
- FY2022-24 Roadmap and Strategic Plan

# Contact Us



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# Appendix

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

## Press Releases

### **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           |

## 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         | <b><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></b>                        | 08/16/21      |
| Department of Education                                              | <b><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></b> | 08/24/21      |
| Department of Health – Harm Reduction Services Branch                | <b><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></b>                                                                                      | 11/3/21       |
| Department of Land and Natural Resources – Hunter Education Division | <b><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></b>                                                                      | 11/4/21       |



## 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](#).

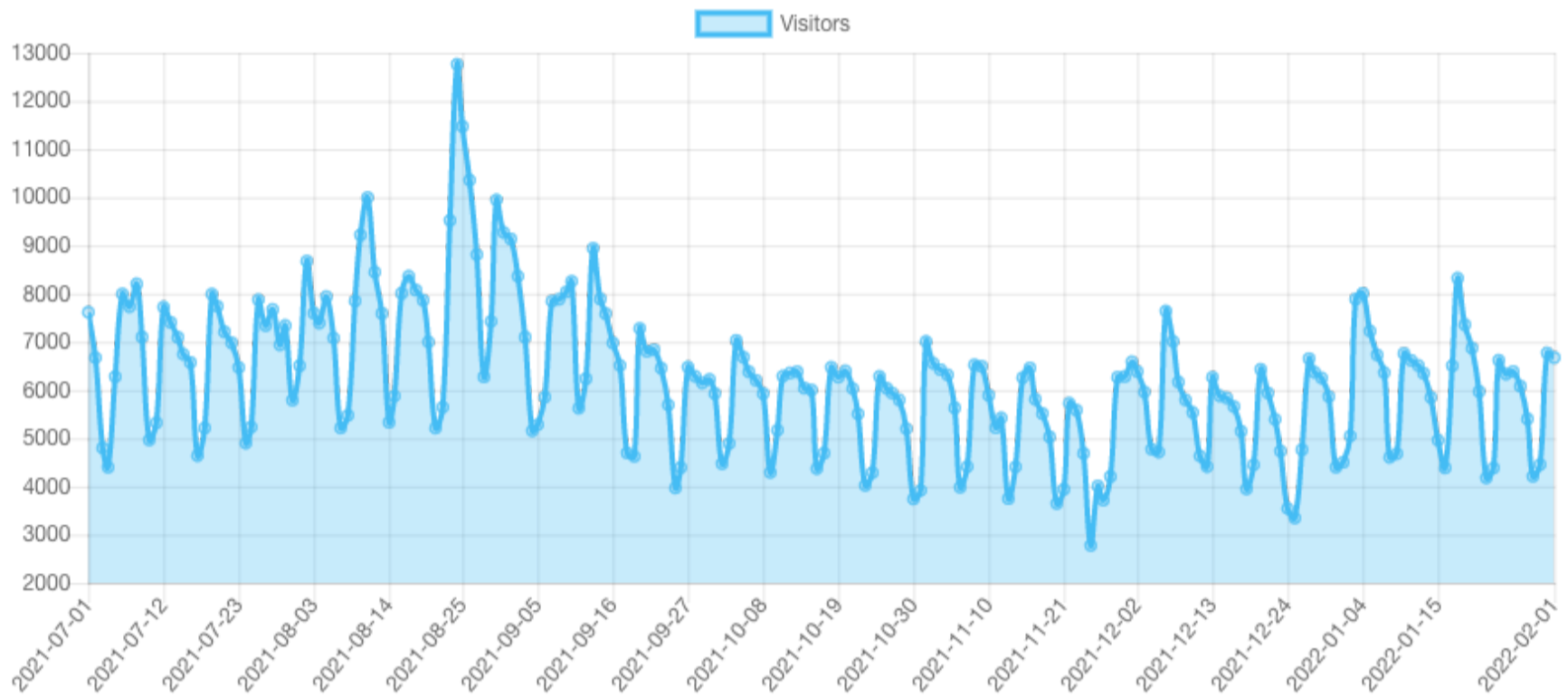
| Agency                                                                                | Service                               | Document        | Signed Date |
|---------------------------------------------------------------------------------------|---------------------------------------|-----------------|-------------|
| 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    |

## Unscheduled Downtime

| 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 |

| Time                  | Duration | Affected Sites                                      | Comments                                                 |
|-----------------------|----------|-----------------------------------------------------|----------------------------------------------------------|
| 08/31/21<br>at 8:20am | 4h       | Services requiring external communication           | Network issue with service provider (AWS) in our region  |
| 12/23/21<br>at 8:45am | 45m      | WordPress websites                                  | WordPress websites slow or down due to DB capacity issue |
| 1/23/22<br>at 1:00am  | 2h 30m   | AG Hawaii Criminal Justice Data Center Applications | Hawaiian Telecom network outage                          |

## Hawaii.gov Portal Web Analytics



**1,345,511 Visits**

**1,572,486 Unique Page Views**

**1 min 48 sec Average Visit Duration**

**50% Bounce Rate**