

STATE OF HAWAI'I
ACCESS HAWAI'I COMMITTEE AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON
THE OPERATION OF THE INTERNET PORTAL
FOR THE PERIOD
JANUARY 1, 2015, THROUGH DECEMBER 31, 2015

SUBMITTED TO
THE TWENTY-EIGHTH STATE LEGISLATURE
IN ACCORDANCE WITH ACT 172, SLH 2007

STATE OF HAWAII
ACCESS HAWAII COMMITTEE AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON THE OPERATION OF THE INTERNET PORTAL
FOR THE PERIOD FROM JANUARY 1, 2015, THROUGH DECEMBER 31, 2015

Introduction

Pursuant to Act 172, SLH 2007, the Access Hawai'i Committee (AHC) submits its annual report to the 2015 Legislature. This year's report is comprised of a report by the portal manager/vendor, Hawai'i Information Consortium, LLC (HIC), reflecting work it was authorized to perform by the AHC in conjunction with various State and county agencies.

Overview

The AHC provides oversight of the portal manager/vendor, including: 1) review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager; 2) review and approval of all charges to portal users; 3) review and approval of service level agreements negotiated by government agencies with the portal manager; 4) review of the annual financial reports and audit of the portal manager; 5) review of annual customer satisfaction surveys conducted by the portal manager; and 6) review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

The AHC exercised its oversight of the portal manager through a transition enabled by Act 172, SLH 2007. The AHC operated as an informal committee beginning in July of 2005. Act 110, SLH 2003 (SB1334, HD1), had sunset the AHC on July 1, 2005. Because of the value of the oversight function, the AHC, during the 2007 legislative session, submitted draft legislation that the Legislature passed as SB 1315, SD2, HD1, CD1, and which was enacted into law as Act 172 on June 13, 2007. Act 172 re-enacted and codified substantive sections of Act 292, SLH 2000 (SB 2838, SD1, HD1, CD1), which was the original law that established the AHC.

An amendment to the AHC law under Chapter 27G, Hawai'i Revised Statutes, was enacted in the 2010 legislative session as Act 101 (HB2505, CD1). The amendment to Chapter 27G created the AHC Special Fund within the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services (DAGS) to support the AHC.

The authorization of a position to serve as the portal program manager was requested during the 2011 legislative session. A Governor's Message submitted draft legislation that the Legislature passed as HB 200 HD1, CD1, which was enacted into law as Act 164 on July 1, 2011.

During the 2014 legislative session, the Chief Information Officer of the State was added to the Access Hawai'i Committee membership, and was designated as the

chairperson of the committee. The Legislature passed SB1000 SD1, which was enabled into law as Act 21 on April 19, 2014.

New online government services are continually being added to the portal. State and county agencies and their employees working with HIC have continuously identified new online services to be added to the State portal. They have also worked hand-in-hand with HIC through the planning, implementation and operational phases for these services. As a result, government is more accessible to the public and is being provided with added convenience, saving time conducting its business with government. Citizens who choose to go online can conduct business with government from their homes and offices during the State's business and non-business hours.

The portal's success has been achieved through the work of HIC, in conjunction with the AHC, the Office of Enterprise Technology Services*, and the business and information technology staffs of the State agencies, the counties, and the Judiciary. The HIC contract was renewed through competitive solicitation effective January 2008 for the initial five-year period, and a contract extension was also approved by the AHC beginning January 4, 2016 for an additional three years.

2015 Activities

The following sections provide key issues and activities addressed by the AHC from January 1, 2015, through December 31, 2015:

Renewal of the Portal Manager Contract

The committee voted to renew the contract for three (3) years beginning January 4, 2016.

Portal Program Manager Position

The position was filled July 2015. The position is currently a temporary position. The Office of Enterprise Technology Services intends to ask the Legislature to make the Portal Program Manager position a permanent one.

Consideration to Develop Request for Proposal

At the September 3, 2015, AHC meeting, the committee voted to create a permitted interaction group to research criteria necessary for an RFP beyond the newly approved contract extension.

A motion was passed to begin procurement activities with the intent of issuing an RFP.

DOBOR

HIC and DOBOR are working to complete online payment system project and discuss terms of the maintenance contract for 2016.

Accolades

The State portal program earned the following awards in 2015:

- W3 Awards — Gold Award (for eHawaii.gov)

- Web Marketing Association — Government Standard of Excellence (for Hawaii.gov)
- Interactive Media Awards (for Hawaii.gov)
- International Association of Commercial Administrators (IACA) Merit Award (for MyBusinessAlerts)
- Bright Ideas Award Recipient (for my.hawaii.gov)

2015 Annual Report by Hawaii Information Consortium, LLC

The 2015 Annual Report by HIC on the operations of the portal from January 1, 2015, through December 31, 2015, is provided as Exhibit 1.

*Pending the consolidation of the Information and Communication Services Division and the Office of Information Management and Technology

Hawaii Information Consortium

Annual Report 2015

January 1, 2015 – December 31, 2015

Hawaii Information Consortium, LLC

City Financial Tower
201 Merchant Street, Suite 1805
Honolulu, HI 96813

Russell Castagnaro

General Manager
808-695-4615
russell@ehawaii.gov

2015 HIC Annual Report (January 1-December 31, 2015)

Table of Contents

Executive Summary	1
Portal Report	
Why HIC	2
Measuring Customer Satisfaction	4
Partner Spotlight: Hunter Education Program	13
Cost Avoidance.....	15
Medical Marijuana	20
Hawaii's eProcurement System: HlePRO	21
Presenting at WordCamp Maui	22
Awards	23
Press Releases	24
New Services Spotlight	25
Portal Enterprise Services	27
MyBusiness Alerts	32
Background Information	33
Portal Staff	35
Why is HIC a Great Place to Work?	38
Hawaii.gov: Visitor Traffic & Trends.....	39
Funding Portal Operations.....	42
Contact Information	45
Appendix.....	46

2015 HIC Annual Report (January 1-December 31, 2015)

Executive Summary

2015 had the distinction of being both the first year of the new Ige administration as well as a contract renewal year. Our team has been hard at work educating staff throughout Hawaii government and on July 28, 2015, the Access Hawaii Committee (AHC) unanimously voted to extend our contract for an additional three years, expressing high levels of satisfaction, and acknowledging the need for more outreach and reporting on value and benefit to the State. This is the second renewal of our contract and we look forward to continuing our work in Hawaii for many more years to come.

In 2015*, we received **6 national and local awards** which recognized our services created in cooperation with our partner state/county agencies. Highlights include taking home a Best Places to Work award for the 5th year in a row, 3 more wins for our award winning portal, Hawaii.gov, and an International Association of Commercial Administrators (IACA) Merit Award for our MyBusiness alerts service.

As of November 9, 2015, we processed over **\$1.75 billion** in payments for our partners and launched **14 new services**, including the Department of Labor and Industrial Relations Occupational Safety and Health Division's (HIOSH) Elevator Inspection and Permitting system <http://m.hi.gov/hiosh> and the Department of Health's Medical Marijuana Registry <http://m.hi.gov/mj>. **14 applications had major upgrades or rewrites** during this reporting period. We also launched **9 websites** all developed using WordPress. The service that was deployed in 2015 which had the most positive affect on the most people was without a doubt the Department of Health's new vital records ordering system, deployed in early 2015. Since its deployment wait times have come down from 6 to 8 weeks to less than one week for all vital records orders. This project was made possible via a collaboration with the DOH, HIC, Office of Information Management and Technology (now ETS) and the Hawaii Community Foundation.

Throughout 2015, HIC provided over **18,000 man-hours** of labor to our partners at no-cost by leveraging HIC's self-funded portal contract. We also provided avoided **cost savings of over \$6.5 million**.

A noteworthy change in our management structure, in August, Teri Berschneider was promoted from Partner Liaison to Director of Operations. Teri has been key in bolstering our relationships with the Department of Land and Natural Resources and Department of Commerce and Consumer Affairs Business Registration Division, agencies that have been integral to our revenue growth in recent years.

In July, Derek Ichiyama was hired as the state internet portal program manager. The position functions as a vendor relationship manager to assist the AHC in its legislatively mandated duty of providing oversight of the portal provider. We have been working closely with him to provide introductions to active and ongoing projects and various partners and continue to meet with him weekly.

On June 30, 2015 the Hawaii Department of Taxation signed a 5 year contract with FAST Enterprises to install a new tax system for Hawaii. The loss of these revenues for HIC in 2016 means a projected decline of approximately 10% of our annual revenue. This is a serious threat to the portal. We must find other services to secure reliable funding for our operations or significantly downsize our operations, which would affect all state and county partners negatively.

We look forward to the release of many more small services in 2016 including Na Ala Hele Trails & Access System, Special Use Permitting System, The Medical Marijuana Dispensary Licensing System, and many more.

All information in this report reflects information as of October 31, 2015.

Portal Report

Why HIC?

In 1997, Hawaii was recognized in a national poll as one of the worst states for electronic access to government services in the United States. This was a huge blow to the state where the Internet got its start (with Aloha Net). As a result the Executive and Legislative branches reached out to the states that were rated in the top 10 of all states to see what they were doing that was so great. In seven of the ten states they were leveraging something called self-funded government through a Portal Manager Program.

Two years later, the state of Hawaii issued a Request for Proposal (RFP) for an Internet Portal Manager to implement self-funded government solutions for any government entity operating in the state. HIC was the winner. Eight years later, the state issued another RFP that expanded the portal program. HIC also won that RFP and continues in its role to deploy self-funded eGovernment for the state, county and federal government in Hawaii.



Why We're Here

At HIC we believe in solving problems in a very different way than any other companies.

Our goals are:

- to be the best partner our customers have every had;
- to be the best place our employees have ever worked; and
- to give the best return on investment in the industry.

We do this by actively partnering with our customers to provide living, evolving services that are elegantly designed, easy to use and require no maintenance from our customers. We provide the best eGovernment services in the country as shown by the dozens of awards we have received over the last few years including the Center for Digital Government's Best Government Website (Best of the Web) in 2014.

Measuring Customer Satisfaction

As part of our contract with the state, we measure customer satisfaction through multiple channels to ensure both the public and our agency partners continue to be satisfied with the services we are providing. In 2015, in addition to our regular feedback form available to the public, we also conducted a survey in partnership with the University of Utah and received 23 reference letters in support for renewal of our contract. See the Appendix. Also included are the results from our post project survey sent to our partners at the completion of each project and our customer service statistics and information, from our team that mans the front lines of support.

University of Utah eGovernment Study

In February, HIC began working with NIC and the University of Utah on a two-part research effort to help sell the story of eGovernment and its success in Hawaii. The Center for Public Policy & Administration at The University of Utah was commissioned by NICUSA to conduct a study measuring the satisfaction of agencies working with its Hawaii Information Consortium (HIC) subsidiary. The research began in February 2015 and concluded in July 2015.

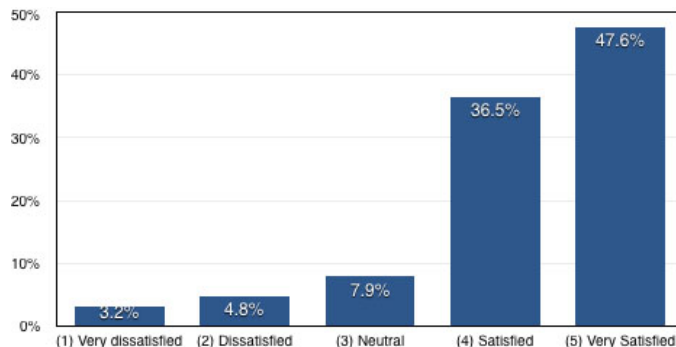
The survey was conducted in two parts: 1) An agency satisfaction study administered via email to 88 participants and 2) in-depth interviews conducted over the phone with agency partners. Respondents from each group were asked to assess how they view their experience with HIC. The results of the survey show overall satisfaction with HIC's efforts. One respondent described HIC this way:

They are real partners in all things. They are outside-the-box thinkers and very responsive.

HIC receives the highest praise from the agency contact group for general customer service and, more specifically, for being prompt and responsive in their communications with their clients. Conversely, HIC has the opportunity to better serve agencies through faster implementation of projects and through improvements to specific technical aspects of agency sites. The eGovernment priorities for 2015 cited by agency contacts consist of improving and maintaining existing sites, adding new services and tools, and completing existing projects. Some new services are suggested for the portal, but the majority of survey participants offered no comments. A small number of administrators provided feedback in an in-depth telephone survey. Though the number of responses is limited, all express overall satisfaction with HIC services. The following description of HIC was given by an administrator:

Friendly, fast, diligent, creative and flexible are descriptors used by both our business and technical staff.

Overall, over **84% of our partners were either satisfied or very satisfied.**



For the full report, please visit: m.hi.gov/2015.

Measuring Customer Satisfaction (continued)

Post Project Survey Results from Agency Partners

As each project comes to a close and the service is made available to the public, we like to send out a survey to the team to get a sense of how the project went overall. Via an easy to use form with 12 questions, they are welcome to share any thoughts on what we did well or where we can improve.

The results of the survey show high levels of satisfaction with HIC's efforts. Two respondents described HIC this way:

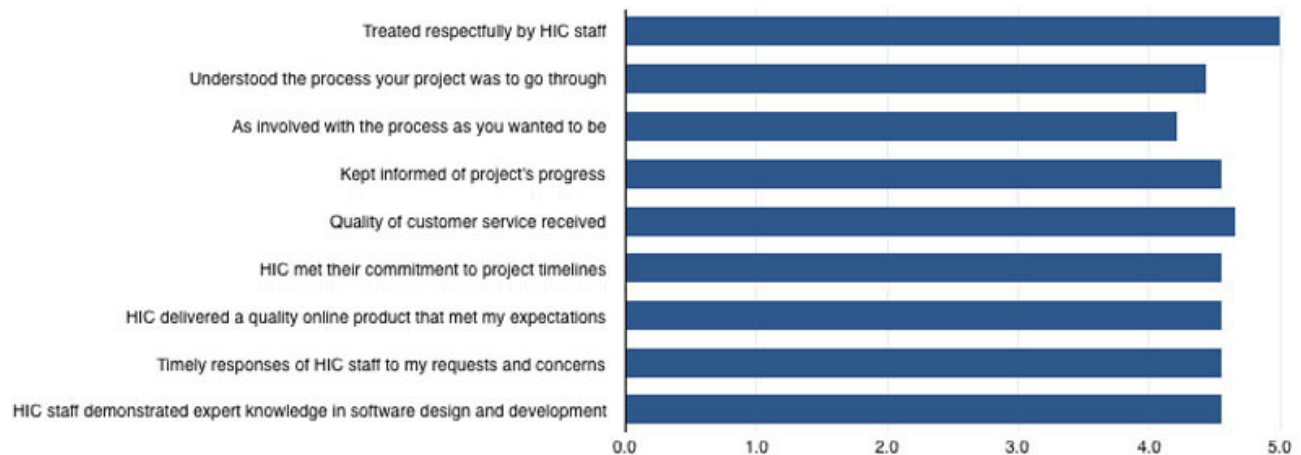
"Everyone we met or worked with at HIC were very patient, helpful and respectful. We worked with Rosie the most, she is awesome! Also, Nathan took the time to come to our office and work with our staff. That hands-on experience was a great help due to our limited technical experience in creating a website."

"Everything worked well. HIC has provided outstanding administration of this project."

On a scale from 1 to 10 (10 meaning very responsive), when asked to rate the overall responsiveness of HIC personnel and satisfaction of final product, we were rated a **9.5**.

Overall Satisfaction

When asked to rate their overall satisfaction in key areas, on average we scored **4.6 out of 5** (see the following chart for details).



Post Project Survey Results from Agency Partners (continued)

Areas to Improve

When ask the question, *"If you had to choose areas where HIC most needs to improve, which areas would they be?"* respondents could select one or more of the following:

- Responding to customer requests
- Listening to customer needs
- Meeting customer needs
- Meeting established deadlines
- Creating quality products
- Consulting expertise
- Technical proficiency
- Other (please specify)

Only two respondents indicated "Technical proficiency" and one indicated "Meeting established deadlines" as areas most needing improvement. Two individuals who selected "Other" wrote the following comments:

- *HIC has satisfactorily met my expectations as far as my involvement with projects with their company.*
- *HIC exceeded my expectations because the staff were very patience, helpful and treated us with respect.*

To see a full version of all feedback, visit m.hi.gov/surveyresults2015.

Measuring Customer Satisfaction (continued)

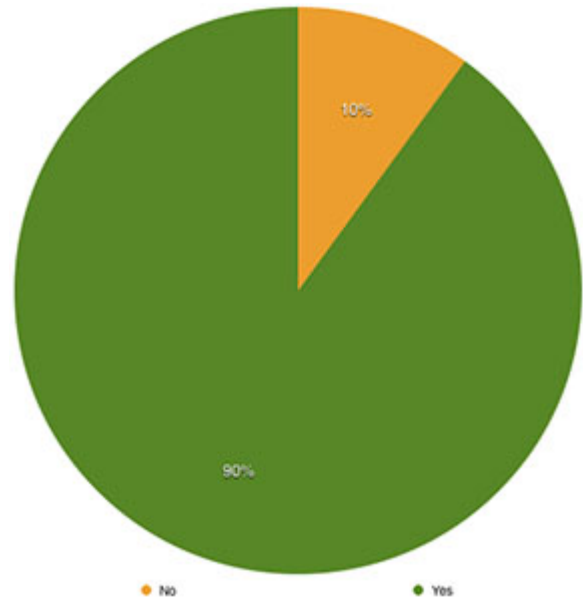
Public Feedback on HIC Services

Customer feedback is essential in order for HIC to successfully design services that are user friendly and easy for our customers to use. To aid us in tracking user suggestions, a link to a feedback survey exists on each of our online services. The survey has a total of 10 questions and can be found at: portal.ehawaii.gov/page/feedback

The following feedback is for the date range January 1, 2015 through October 23, 2015 from 2,327 responses.

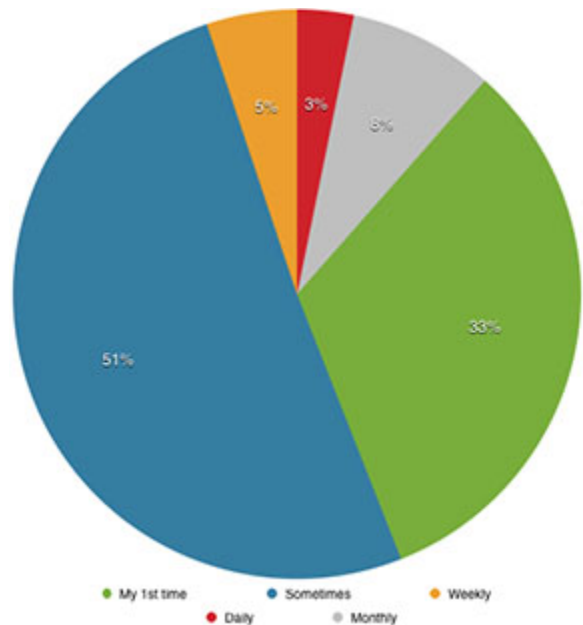
Did you find what you were looking for?

Response	Number
Yes	2,319
No	258



How often do you access eHawaii.gov?

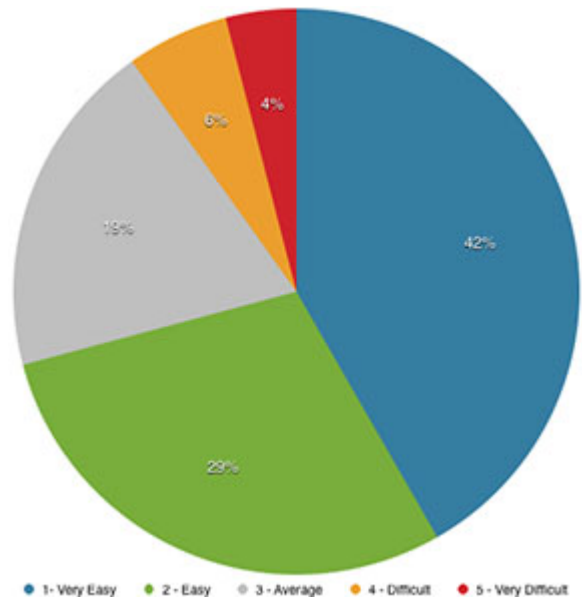
Response	Number
Daily	93
Weekly	149
Monthly	240
Sometimes	1,471
My 1 st time	941



Public Feedback on HIC Services (continued)

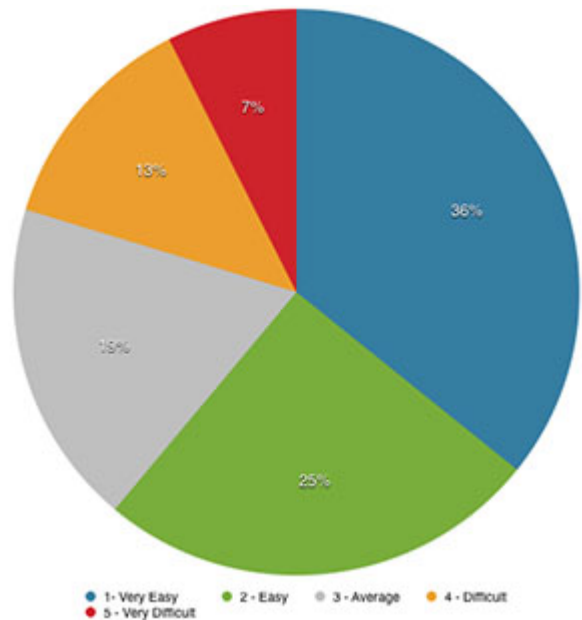
Overall, how easy or difficult is it to use this site?

Response	Number
Very Easy	921
Easy	642
Average	426
Difficult	129
Very Difficult	89



Can information be located quickly and easily?

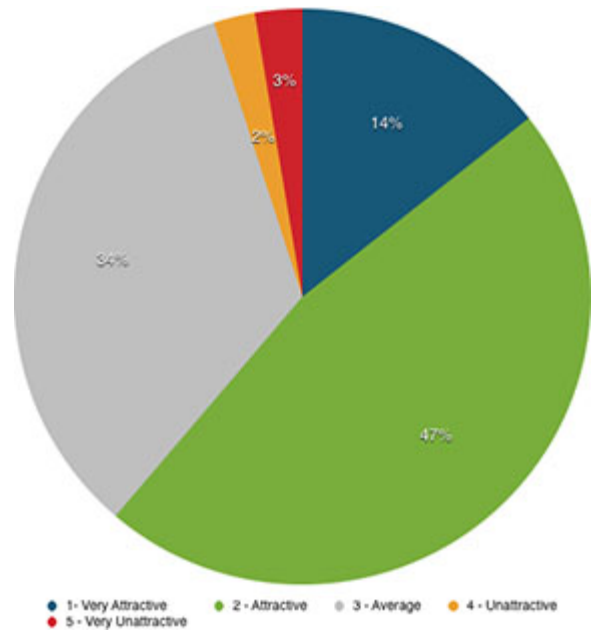
Response	Number
Very Easy	949
Easy	671
Average	494
Difficult	341
Very Difficult	197



Public Feedback on HIC Services (continued)

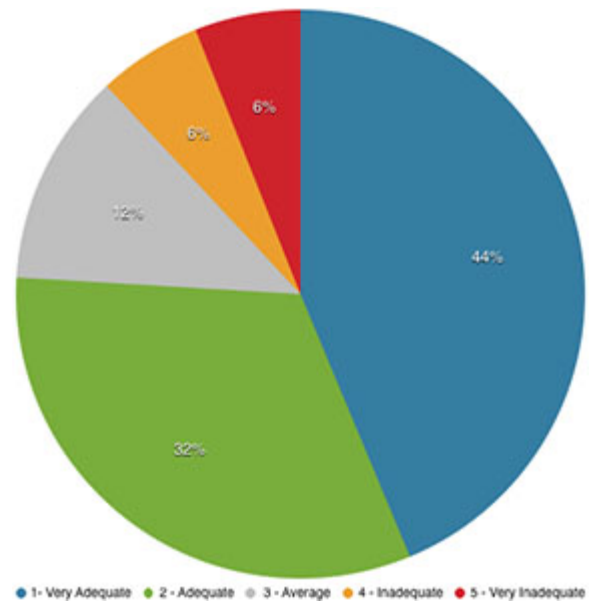
Do you find the design & colors attractive?

Response	Number
Very Attractive	341
Attractive	1113
Average	803
Unattractive	55
Very Unattractive	63



Was the information adequate for your needs?

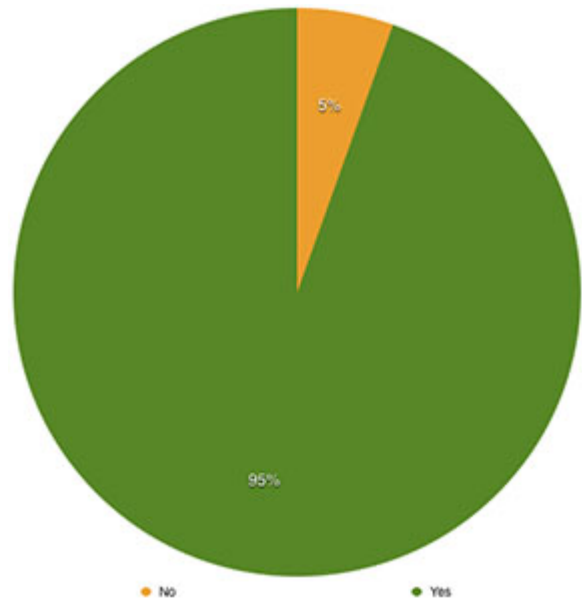
Response	Number
Very Adequate	959
Adequate	707
Average	266
Inadequate	130
Very Inadequate	132



Public Feedback on HIC Services (continued)

Would you use this online service again?

Response	Number
Yes	2,032
No	118



Measuring Customer Satisfaction (continued)

Customer Service Feedback

Our contract requires that we run a help desk to assist individuals on weekdays from 7:30 AM to 4:30 PM and that we respond to all requests within two business days. HIC considers customer service a key factor in being a great company and our customer support team knows our services inside and out. If a customer has a question or problem while using one of our services, our support team is available to help via telephone, email, or live chat during work hours. We decided that did not go far enough, as a result we also contract with a virtual answering service to offer 24/7 phone support to ensure citizens receive the help they need 24/7, day or night.

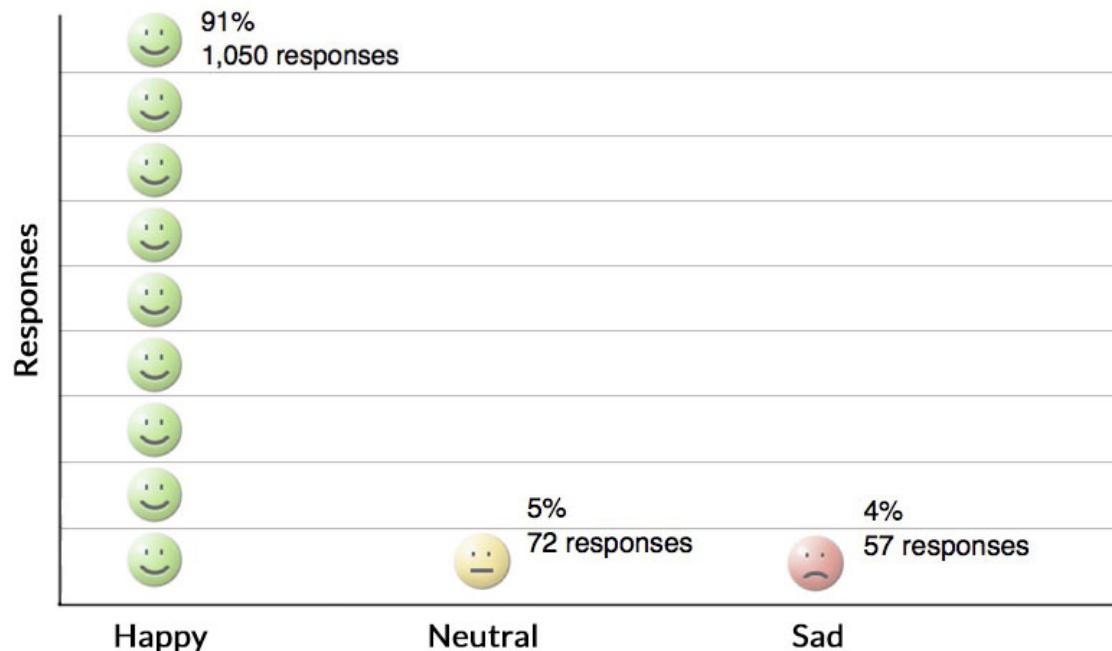
Fielding an average of 5,300 requests (monthly) via emails, phone calls and online chats for 100+ services, our team surpasses the requirement set in our contract of returning calls within two business days. We return any missed communications the same day and the next business day for communications that come in after business hours. Our email **average response time is 1 hour and 50 minutes**. Whether dealing with the public or working with our partners, the team strives to provide accurate and effective information in a timely and professional manner. From January 1, 2015 to October 31, 2015, HIC's customer service department handled 52,843 inquiries, an increase of over 3,200 since 2014.

For a full report of requests broken down by service, read the customer service statistics in the appendix.

Satisfaction Report

When users contact us via email, they are given the option to rate their satisfaction with a simple happy, neutral or sad face. As you can see, our happiness quotient is over 90%!

Customer Satisfaction Ratings



Feedback



With FreshDesk, when an inquiry is made, the user is eligible to rate the customer service representative that handled the questions and provide supporting comments. FreshDesk also gives points to the customer service team members and rates them as Most Valuable Player, Customer Wow Champion, Sharpshooter and Speed Racer. This is an added motivator and encourages the team to answer tickets promptly, courteously, and efficiently.

Below is a sampling of comments given to our HIC team members by actual customers.

"I just wanted to commend and thank Jamie, Bobby and Nick for being so kind and helpful. Great staff there. Jamie I feel has went above and beyond the job description of helping a vendor. It has always been so pleasant working with the staff at customer support. I felt I had to write and tell you about it. Thank you again."

"Jamie who I contacted for help was absolutely wonderful and patient. She was such a life saver for me. I'm definitely grateful she is there to help!!!! :)"

"You guys rock!"

"This live chat was awesome!! My questions were answered immediately. I didn't have to leave a message and wait for someone to call me back. It is an outstanding system!!"

"Outstanding for both politeness and level of proficiency. Nick found what I wanted in a matter of seconds. Thank you for excellence!"

"Bobby guided me each step of the way, and even called me directly to assist me with my problem. Very good customer service and communication skills."

"I am very impressed with your follow-up... This kind of customer service is rare these days in my world. Please keep it up, don't let anyone tell you it is an 'unnecessary cost'... it does matter. Aloha!"

"Received a reply within 15 minutes of submitting my question. Thank you very much for the quick response! You folks are awesome! Have a nice week."

"I was impressed (and surprised!) at the speed with which you responded. And that it was a PERSONAL response! Thanks for being there and helping us to understand the system!"

Partner Spotlight: Hunter Education Program

The goal of the Hunter Education Program is *to educate land resource users to be responsible, conservation minded, and safety conscious.*

This isn't just a tagline. The four people who make up the DLNR's Hunter Education Program, Andrew Choy, Jaye Mertens, Lila Opacic and Kekoa Billena, and the sixty-five volunteers across the state, passionately promote hunting - a family tradition of respect for people, animals, and the environment - and compassionately educate the community.



But they had a problem. Their antiquated data management system forced them to coordinate paper intensive processes across the islands. To set up the class schedules Jaye had to exchange emails, phone calls, printed pages, PDFs, and post-its. Once the classes were lined up, Kekoa, working alone on the Big Island, had to get a second phone just to field the flood of calls of people eager to sign up. And when classes ended, Lila would receive paper packets of non-standard student information that she painstakingly entered into a broken database. On top of it all, there were continuous requests coming in from past students requesting replacement certification cards or out-of-state hunters wanting a letter of exemption.



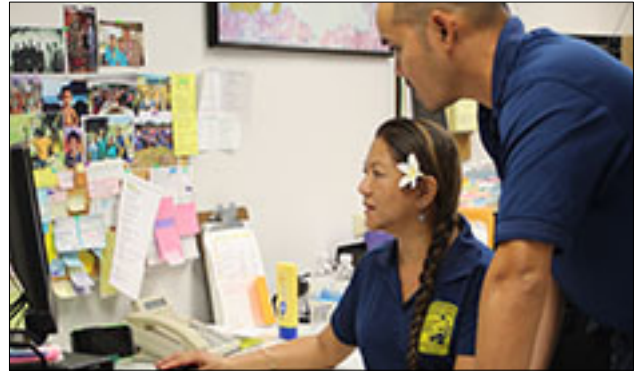
Seeing that these inefficiencies impaired his team's ability to serve the public and, frankly, was getting them down, Andrew reached out to HIC for help. He also started laying the foundation for an automated telephone system and an online training course.

When HIC began working with the Hunter Education team, we entered a world of file cabinets, manila folders, post-it notes, and wire inboxes filled to the top. Though buried under mounds of paperwork, the team generously found time to help us uncover, articulate, and standardize their business processes. As we iterated through designs, they spent countless hours offering us insightful feedback and working through problems. When it came time to clean up 50 years of manual data, to include over 70,000 records, they rolled up their sleeves and learned about data normalization.



We learned from them, too. In September, they generously made space for us in a basic Hunter Education class run by their amazing volunteer instructors. (We are happy to report that we all passed and are now officially certified!)

Together we look forward to the launch of the administrative module of the Hunter Education Records Management System, which will give the team a centralized database paired with streamlined flows and business processes that they can all use. (Kekoa will still be far away, but he'll finally be in the same digital universe.) In a few months, we'll begin designing phase II of the system, which will include an interface that will let the public register for classes themselves and manage all their Hunter Education Program needs.



Our hope is that by this time next year, the physical inboxes will be empty, there will be no paper in sight, and the amount of time it takes to register students and process a completed class will be cut in half. And, maybe, if we're really lucky, they'll invite us out on a hunting trip.

"I want our program to go from being 20% automated and 80% manual to 80% automated and 20% manual. This would reduce cost to the state and let our team focus on improved customer service, volunteer support, and community outreach."

- Andrew Choy, Program Manager

Cost Avoidance

In 2015, the relatively small subset of our services below have resulted in our **partners avoiding costs of over \$6.5 million**. These avoided costs include payments for data entry labor, paper, mail and postage costs.

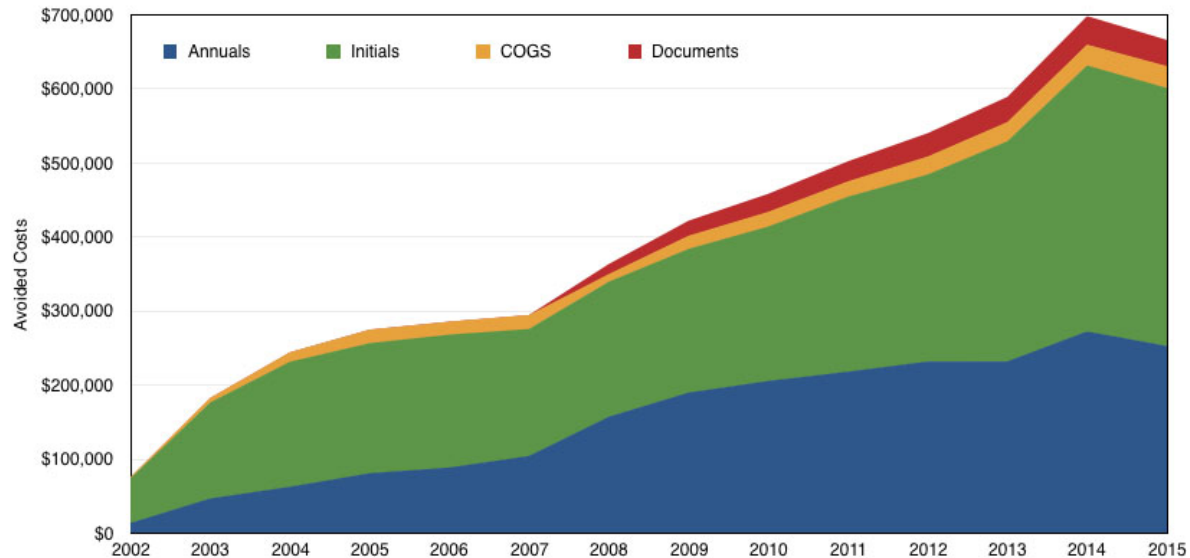
Department	Division	Avoided Cost
Tax	Tax	\$4,000,000
DCCA	BREG	\$650,000
DLNR	BOC	\$600,000
DOH	Various	\$315,000
DLNR	Various	\$250,000
Hawaii County	Various	\$215,000
DCCA	PVL	\$200,000
Judiciary	TVB	\$105,000
Kauai	Various	\$90,000
Maui	MVD	\$80,000
DCCA	Insurance	\$40,000
Total		\$6,545,000

Each graph below includes a description of the costs factored in to our estimates. All reports are as of November, 2015 and numbers are expected to increase by the end of the year.

Department of Commerce and Consumer Affairs

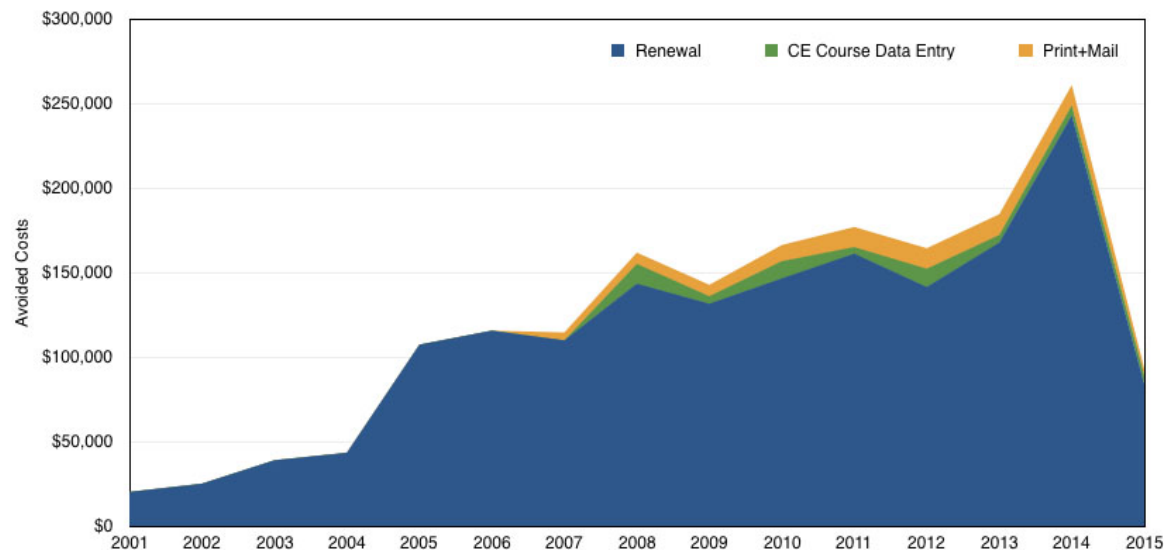
Business Registration Division

Avoided costs are over \$650,000* to date for 2015. Avoided costs include printing, postage, and data entry costs. No IT-related costs are considered.



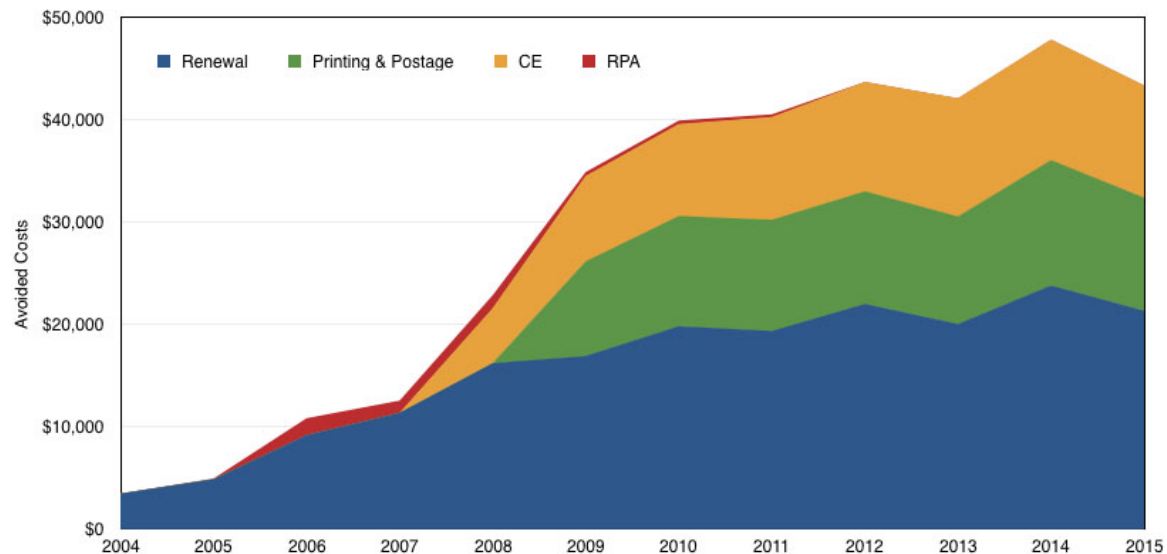
Professional & Vocational Licensing

The avoided cost for PVL is estimated to exceed \$200,000 by the end of 2015. The second of two renewal cycles began in November 2015. Avoided costs include printing, postage, and data entry costs associated with paper submissions from renewal and continuing education course/attendee submissions.



Insurance Division

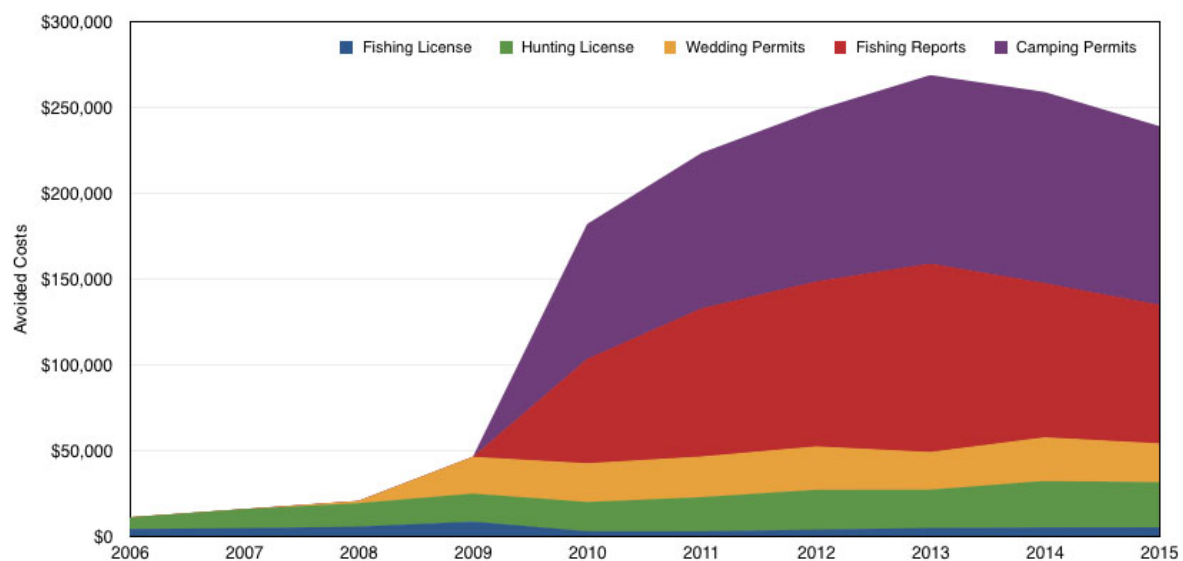
The avoided cost for the insurance division will exceed \$40,000. Avoided costs include printing, postage, and data entry costs associated with paper submissions related to renewal, continuing education course/attendee, and rate filing submissions.



Department of Land and Natural Resources

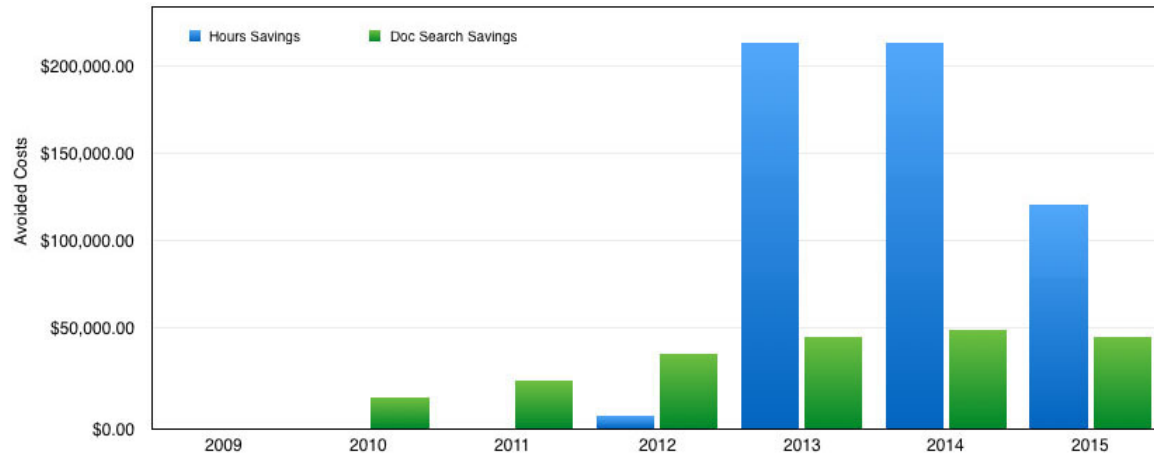
- Division of Aquatic Resources
- Division of Forestry and Wildlife
- Division of State Parks
- Land Division

The avoided cost for DLNR (Non BOC) is estimated to exceed \$250,000 by the end of 2015. The avoided costs include all licenses and permits issued through HIC and considers data entry time, reduced fishing reporting booklet printing and mailing cost, as well as eliminating the annual maintenance fee associated with the old camping system.



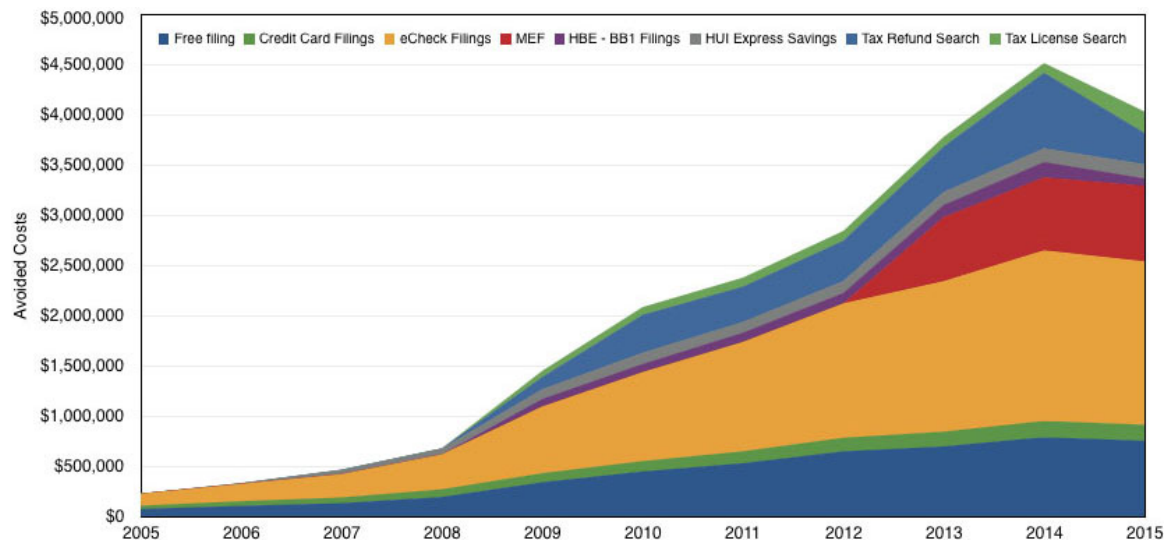
Bureau of Conveyances

The avoided cost for the BOC is estimated to exceed \$180,000 by the end of 2015, with the largest area of savings in the labor hours required for the maintenance of the recording software. Avoided costs include document searching and payment processing. Using the self-funded model, the BOC eliminated annual maintenance and hosting fees. This is the first year HIC has included the BOC services in determining cost avoidance. Not all BOC services are included.



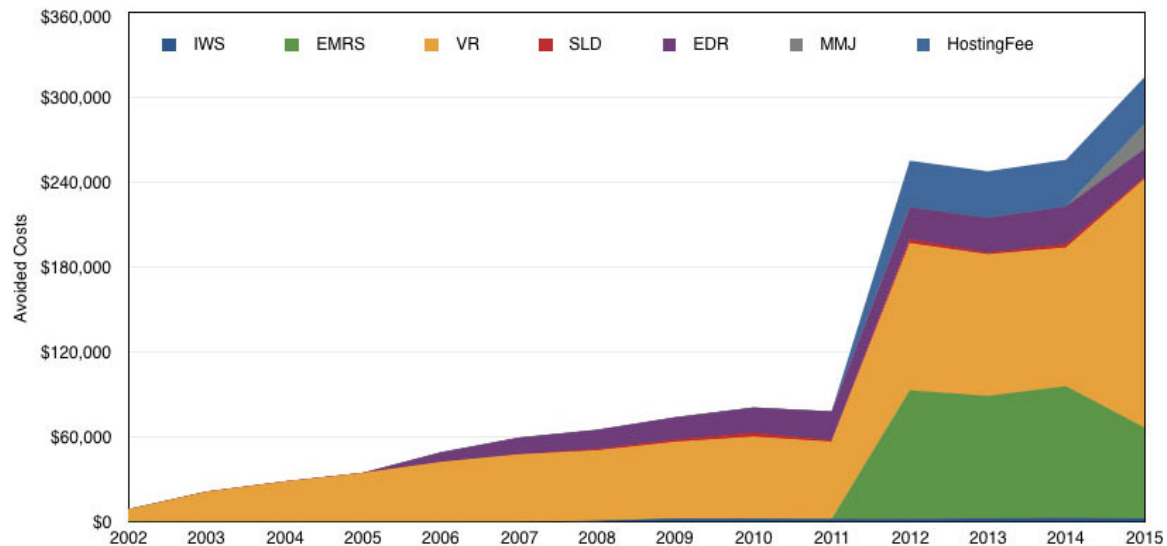
Department of Taxation

The avoided cost for Tax is estimated to exceed \$4 million by the end of 2015. As a result of portal services, Tax has significantly decreased costs with major areas of savings including: eFile and MeF Tax Returns, BB1 filings, UC-1 cashiering, and the tax license search. We do not include any IT-related costs, only other quantifiable costs associated with the handling of returns, printing, mail and data entry.



Department of Health

The avoided cost for the Department of Health is estimated to exceed \$315,000 by the end of 2015. The avoided costs include paper entry time would have required for paper filings for individual wastewater system, marriage/civil union applications, payments for lab technician licensing fees, vital records orders, death reporting and registration, and medical marijuana patient registration. With the self-funded model, it also eliminated the annual maintenance and hosting fee for the death registration system. HIC also provided a full time staff at the vital records office to help customers to complete the orders using kiosks.



Medical Marijuana

When Hawaii became the first state to legalize medical marijuana in 2000 (23 others would soon follow) its new law permitted patients to grow their own plants, but did not allow for marijuana dispensaries. Governor Ige's recent bill established this missing system of dispensaries, and paves the way for tremendous growth in the industry in the coming years.

The Department of Health (DOH), who took over Hawaii's Medical Marijuana Program on January 1, 2015, knew they were going to need an online registry for doctors, patients, caregivers, and law enforcement and turned to HIC for help.

Completed in less than six months, the first version of the online Medical Marijuana Registry (medmj.hawaii.gov) let licensed physicians submit, certify, renew and pay for applications on behalf of patients. Upon receipt, DOH would approve the registration and issue medical marijuana cards to patients.

In November 2015, an updated version of the online registry let the patients themselves complete the application electronically before visiting a physician. The physician would then certify the application before submitting to DOH. By bringing the patients directly into the system, we improved efficiency and reduced processing errors.

The online registry also supports the law enforcement by ensuring information requests are handled safely and securely, and allows officers to submit inquiries online and via fax.

As Hawaii and the Department of Health continue to lead the way in the medical marijuana industry, HIC will be right there with them.

The screenshot shows the login interface for the Medical Marijuana Registry. At the top, there is a green header with the text "Medical Marijuana Registry" and a "Help Chat" button. Below the header, the Hawaii State Department of Health logo is displayed next to the title "Medical Marijuana Registry Hawaii State Department of Health". The main content area has a light blue background and contains the text "Access Records in the Medical Marijuana Registry System" followed by "Log in to begin:". Below this, there is a link for "Doctors, first time logging in?" that points to "Go to the Doctor First-time Log In.". The login form includes fields for "Email:" (with a placeholder "yourname@domain.com") and "Password:" (with a masked password "*****"). A blue "Log In" button is positioned to the right of the password field. Below the login fields, there is a link for "Forgot password?" that points to "Retrieve Password.". The footer section contains the "State of Hawaii Department of Health" information, including the "Medical Marijuana Program" address: "4348 Waiālae Avenue, #648 Honolulu, Hawaii 96816". It also includes a copyright notice "© 2014. All rights reserved.", links for "Accessibility", "Feedback", "Privacy", and "Terms", and a note "Powered by HIC".

Hawaii's eProcurement System: HlePRO

Procurement is a complicated business. You need to transparently post complex RFPs, bids, and awards, to a diverse audience of vendors, buyers, and the general public who access the system at work and on the go, sometimes regularly and sometimes intermittently. And to stay up to date with ever changing regulations the system needs to be robust, flexible, and scalable.



Since 2011 HIC has been collaborating closely with SPO to build the Hawaii Electronic Procurement (HIEPRO) system. Using an agile development process to launch regular, significant, strategic, and innovative product enhancements, all work has been implemented and maintained at no cost to the state or SPO.

Highlights

2013 - HlePRO launches in April!

- Ported over all functionality from prior system
- Modernized the user interface and addressed ADA compliance
- Created a mobile friendly code base
- Offered a public search of real time contract data
- Offered easy access to vendor profiles
- Integrated real time compliance verification with HCE (vendors.ehawaii.gov)
- Supported users with chat, emails, and phone

2014 - We exceeded the projected first year goals!

- Solicitations released: 1,818
- Contracts awarded: 776
- Total amount awarded: \$42 million

In 2015 HIEPRO continues to perform at a very high level and the biggest event was the switch from using NIGP codes to NAICS codes. The significance of this initiative is that the commodity codes are the glue that connect a complex set of notifications, solicitation and award process steps and functional searching. The transition was needed quickly and was loaded with risk. At SPO's request, the HIC team worked on both the development front and the outreach front to ensure that communication was timely and on point. Beyond the planning, implementation and extensive testing required on the development side, HIC worked closely with SPO to craft a message series that prepared the system users of the changes as they happened. Weekly emails were sent to all users for eight weeks to provide updates and provide assurance that the transition was on schedule.

The successful pattern of improvements/enhancements continues to push HIEPRO to the forefront of electronic procurement solutions and continues to gain national interest from numerous states. Most importantly, the users and SPO staff regularly and consistently compliment HIC on the ease of use, and now have become part of the collaborative fabric by requesting new features and/or subtle adjustments for future consideration.

Presenting at WordCamp Maui

On Valentines Day, the WordPress website development team traveled to Maui to present at the first-ever WordCamp conference. WordCamps are informal, community-organized events that draw everyone from casual users to core developers who participate, share ideas, and get to know each other. Nathan and Rosie took the opportunity to tell the story of how Hawaii state



government has been using WordPress to launch over 450 cloud-based, open-source, mobile first websites in a presentation aptly titled: "How we converted an entire state to WordPress."

It all began in the fall of 2012, when HIC responded to an RFP by Hawaii's first CIO Sonny Bhagowalia to build a common template for all state agencies. We had less than 6 months to build and implement everything... and as of January, 2013, 28 sites were successfully launched. Today, in partnership with the state, we have over 80 WordPress installs hosting over 450 sites and all state agencies are now using WordPress. Attendees learned not only about our unique updating process that allows the state to push out bug fixes and feature requests with ease but also how we've created multiple custom plugins. Plugins are bits of software that allow to add additional features to your website. Our favorite solves the problem of entering Hawaiian diacriticals by allowing insertion at the click of a button but we also created a plugin for locating images without alt text - a common ADA concern that can now be easily remedied with a free download of our program.

See the entire presentation online at: <http://slides.com/rosieehawaii/wordpress-for-government-6#>



Awards

Award	URL	App / Company Name	Status
Innovations in American Government Awards	m.hi.gov/ash	my.hawaii.gov	Winner
Best Places to Work	bestplacetoworkinhi.com	HIC	Best Places to Work 1st Place: Small Company Category
Best Places to Work	bestplacetoworkinhi.com	HIC	Most Family Friendly 1st Place: Small Company Category
2015 IACA Merit Award	iaca.org/about-iaca/merit-awards	MyBusiness Alerts	Winner
Interactive Media Awards	interactivemediaawards.com	Portal	Best in Class
Web Awards	webaward.org	Portal	Government Standard of Excellence
W3 Awards	w3award.com	Portal	Gold Winner

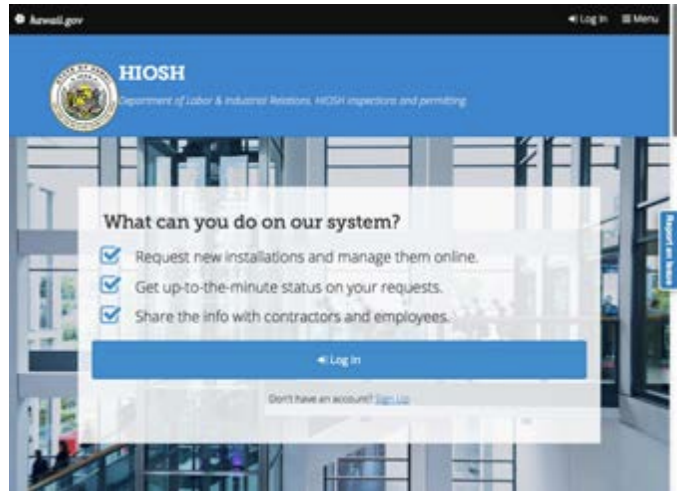
Press Releases

Title	Link	Date
My.hawaii.gov Recognized as 2015 Harvard Ash Center Bright Idea in Government	m.hi.gov/bright	02/23/2015
Hawaii Launches Mobile-Friendly YouthBuild Honolulu Website	m.hi.gov/youthbuild	02/27/2015
Hawaii Improves Vital Records Online Ordering System	m.hi.gov/vitrec	03/10/2015
Hawaii Sex Offender Search Now Offers Alerts	m.hi.gov/offender	04/15/2015
Hawaii.gov Wins Best In Class Award	m.hi.gov/ima	06/04/2015
State Business Registration Division Wins IACA Merit Award for "Alert Me" Services	m.hi.gov/iaca	06/18/2015
Attorney General Launches Professional Fundraiser Registration and Financial Reporting System for Charity Solicitors and Fundraisers	m.hi.gov/charity	09/25/2015
Hawaii.gov Website Wins Two Awards	m.hi.gov/two	09/30/2015
2015 Hawaii Annual Business Reports Due	m.hi.gov/dcca	10/08/2015
Hawaii Adds e-File Feature to Insurance Certificate Submittal System	m.hi.gov/insurance	10/21/2015

New Services Spotlight

Hawaii Occupational Safety & Health Division (HIOSH) - Boiler & Elevator Inspection System

HIOSH is a multi-phase online system being developed over time using an agile development process. The impetus behind it was a directive to replace and improve a proprietary system that was aging and has serious data quality issues. Approximately 75% of the 6,700 elevators and 50% of the boilers in the state were operating without a current operating permit because their inspections were overdue and their permits were delayed and there was a very large backlog in performing mandatory and critical tests throughout the state. Media attention was high and the public was pushing for a solution.



This first phase of this project was launched in 2013 and it focused on the back office operations, specifically on improving the tracking process from receiving an order to completing an order. This was the most important part of project, and it established the new and more efficient processes before any additional online services or requests were accepted. Over the course of four additional iterations, an full end to end solution will be developed and implemented.

The primary project objectives were:

- Reduce the amount of walk-in and mail in permit requests and safety inspections by increasing online orders
- Increase the customer satisfaction level by providing transparent information and status tracking
- Increase the service delivery by streamlining the internal administration processes
- Develop modules that allow for the request, approval and issuing of permits to Install and inspections via electronic workflows
- Electronic issuance of permits to operate
- Online scheduling for date/time/inspector assignment of inspections
- User alerts
- Improved reporting and transparency
- 24/7 customer service support

In 2015, phase two was completed and implemented for the HIOSH team. This phase migrated nearly 20 years of elevator data into the new system and allows inspection and installation permits to be submitted, assigned, scheduled and issued. We look forward to watching the system assist HIOSH team members become more efficient and move away from long standing paper based workflows. Elevator data is now visible by the general public, companies and the HIOSH team and system permission levels control the level of detail that is available. The streamlined work flows will allow HIOSH to eliminate the backlog of inspections that have built up over the past few years and position HIOSH as a progressive government agency in Hawaii.

Vital Records Ordering & Tracking System

HIC has been offering a virtual records ordering service since 2002. Since the inception of the Real ID act in 2012, the demand for vital records has soared. Combined with the increase in requests and a 38% reduction in work force due to retirement and budget cuts, the DOH had struggled to keep up with the 2 week request timeframe due to a severe shortage in staff. Online record requests took on average 4-6 weeks to fulfill and many struggled to get their documents in time, particularly those who did not live on the island of Oahu.

To address these issues and with the goal of speedier electronic delivery as well as increased customer satisfaction, in October 2014, we began work on a complete overhaul of the existing vital records system. On February 17, 2015, the Vital Records Ordering and Tracking System (VROTS) (vitrec.hawaii.gov) was officially launched. VROTS is both an online ordering system and a centralized depository for all orders including over the counter as well as mail-in orders. All orders are processed and completed within the system and the order status is available for tracking by both the requester and DOH in real time.



Before



After

A pick-up option was also introduced to expedite the delivery process. Prior, when users placed an order online, the average wait time was 4-6 weeks and orders placed online could not be picked up in person. Now, the requester can place their order and make payment online and immediately come to the Punchbowl office to pick up the order in as little as five minutes after arrival.

The public is encouraged to submit all orders online prior to coming down to the office to help eliminate the order entry time by the staff and reduce the total wait time for each customer. Two iPad based kiosks, provided by HIC, are available at the DOH lobby, plus one full-time staff to assist any walk-in individuals to input the order prior to being serviced at the window.

HIC meets with DOH staff on a bi-weekly basis to discuss system performance and suggested improvements. The most recent enhancement included the capability to upload the required supporting documentation as part of the ordering process. This reduced the need for DOH staff to contact the requestors to provide additional documentation in turn ensuring security and avoiding further delays in processing the order.

Since the initial launch of the system in February, there have been significant improvements in how quickly the orders are completed. The average wait time for mail-delivery orders went from 56 business days down to nine. The lobby is significantly less crowded and HIC is seeing a decrease in the number of calls regarding order status. At it's peak in May, over 1,700 inquiries were made regarding vital records and as of October, we were down to 543. DOH managers are also using the system to accurately measure their own level of service, allowing them to be able to adjust and improve quickly based on the changes in public behavior.

It's safe to say - the new system has resulted in happier customers and happier DOH staff. In the future, we look forward to adding even more features included expedited delivery and continuing to work towards our goal of making the process as pleasant as possible for Hawaii's citizens.

Portal Enterprises Services

HIC provides a number of key managed enterprise services that our partner agencies leverage to improve efficiency, reduce cost and provide services on a day-to-day basis. These services have been developed and are maintained at a significant cost to the portal. Most of these services are leveraged in our self-funded solutions.

Payment Processing

The portal processed payments totaling over \$1.75 Billion in CY 2015 (November 2015).

Payment processing can take place through the internet, Over the Counter (OTC), or via mail and includes multiple payment methods:

- Credit card (in-person or Internet)
- Electronic check (ACH)
- Paper check
- Invoice (on account)
- Subscriber payment fees and terms

HIC has established master merchant bank accounts for processing all types of major credit cards and adds new sub-merchant accounts for each branch, department or division who would like to leverage this relationship at no charge. We initiate electronic transfers (ACH debits) directly to the state's bank account getting the bulk of funds collected to the state in one banking day. HIC has negotiated lower credit card rates by leveraging the transaction processing of all state and county partners.

HIC provides our partners and their vendors with Application Programming Interfaces (APIs), application support, and trouble shooting for its payment processing service. The API is a simple web service that can be accessed by any platform. Currently it is being leveraged by systems running on Java, .net, Perl, and PHP.

HIC also provides initial customer support for payment and billing questions as well as help with subscriber account issues (i.e. sign-up, forgotten password, disabled users, etc.).

Credit Card Processing

Credit cards are well suited for Internet payments because they allow the merchant to obtain a real-time authorization, which validates that the card is in good standing and has adequate funds available. After service is delivered for a transaction, the transaction is placed into a settlement batch for final processing. This batch is then sent to the processing network for settlement. HIC is able to disburse all credit card funds on a calendar day basis (12:00 AM to 11:59 PM HST) instead of the typical batch process (disbursements for each card type on a varying mainland time schedule). HIC also provides partners with automated downloads of fulfillment data for integration with back-end systems. Most transactional applications take credit card payments.

ACH Processing (eCheck)

The ACH network provides a quick and effective way of moving money from one bank account to another. The customer provides their bank routing and account number, and this information is placed into an ACH file for processing. These files are processed nightly and the funds are typically deposited the following day. Processing charges are a fixed amount per transaction, unlike credit cards, which charge a percentage per transaction for processing payments. This makes ACH debits a desirable method for processing large payments, as illustrated by the numbers of existing HIC customers who pay state tax payments, unemployment insurance, property tax and renewal fee payments with this method. After a change in policy at the Budget and Finance office in 2012,

HIC began originating EFT funds for tax payments directly into the state's bank account. This means that tax payments made online or at offices through HIC payment systems are deposited in the state's bank account the next banking day.

Monthly Accounts/Invoice Processing (Subscriber Account)

The third major payment method is the most traditional in its approach of billing customers for their online service usage on a monthly basis. This payment method is best suited for high volume, low transaction amount business-to-government services, such as driver records, criminal histories, business filings, document ordering and annual renewals. For these services, it is inefficient for a customer to enter payment information for each transaction. Additionally, processing fees associated with processing each transaction individually may be prohibitive. Therefore, the customer establishes an account through a monthly account process and receives an invoice for their total online services usage at the end of each month. Typically the customer then pays by an automatic debit via credit card or a bank account. Customers also have the option to remit payment at any time by paper check via our lockbox address. HIC processes credit card payments or ACH debit received for the entire invoice amount at the end of each month.

Over the Counter (OTC) Payment Processing

In some cases a partner wishes to process payments at the point-of-service for over the counter payments, HIC provides OTC payment processing, inventory management and reporting systems to process those payments. Credit card and check scanning hardware are also available.

Outreach

Self-funded eGovernment entails more than development, managing, hosting and maintaining services for our partners. We also provide outreach and marketing to let the public and businesses know about the services that we create. Of course we also help train government staff on our applications.

Portal Partners with Coordinated Marketing	Marketing Services Include
Hawaii State Judiciary	Direct mail
Department of Commerce and Consumer Affairs	Email reminders
Department of Taxation	Marketing materials
County of Kauai	Attending public functions
County of Hawaii	Meeting with industry groups
State Procurement Office	Speaking at state and national events
Office of the Attorney General	Award submissions
Department of Land and Natural Resources	Social media
	Posters
	Pocket cards
	Website / service integration
	Market research
	User surveys for each application
	Press releases

Secure File Transfer

Many of our partners have security policies that restrict various types of file transfers or communication methods. These span from not being able to support modern secure transfer methods, such as secure FTP, to policies that do not allow external entities to log in to internal IT assets (a "pull only" policy). In some cases file replication and encryption is also required to push data received on behalf of an agency or NGO from HIC's infrastructure to another partner agency's servers.

Some of the partners who use these services include:

- Hawaii State Judiciary
- Honolulu City and County
- County of Kauai
- County of Maui
- County of Hawaii
- Office of the Attorney General
- Department of Taxation
- Department of Public Safety
- Budget and Finance
- Department of Transportation
- Department of Health
- Department of Education
- Department of Land and Natural Resources

Single Sign On: Portal Accounts

HIC developed a Single Sign On service based on a framework that provides authentication, authorization, and other security features for enterprise applications in 2004. The framework was incorporated into Spring security in 2008 and it continues to be an extremely successful enterprise solution worldwide. Portal accounts were implemented for Hawaii Business Express in 2004, but have expanded to include 50 of HIC's applications. This year we continued to leverage the Single Sign On for the my.hawaii.gov initiative. As a result, upon launch we had a base of over 350,000 who already had an account as a result of other interactions with eHawaii.gov.

Portal users create a single user name and password to access all applications including: my.hawaii.gov, Hawaii Business Express, eCrim, HUI Express, camping permits, Harbor Hui, Hawaii Compliance Express, marriage licenses, covered offender alerts, teacher licenses, HlePRO (eProcurement system), stored payments, the state calendar and more every month.

my.hawaii.gov Account Statistics

576,474 Individual accounts	33,800 Power users (+10 transactions)
188,719 Users added in the last 12 months	363,967 Users with at least 1 transaction

Top 5 Services with Linked Portal Accounts

Application Name	Users
Hawaii Business Express	107,275
PVL Licensing	92,278
State Camping Reservations	62,203
Criminal History Search	34,380
Hawaii Compliance Express	10,412

Licensing Services

HIC has developed systems for handling enterprise licensing and permitting needs of many partners including:

- Clinical Lab Personnel License Renewal: Renew online with the Department of Health.
- Commercial Fishing License: Apply for, renew, or add a license to existing commercial fishing license, for either an individual or business license.
- Elevator Licensing: Contractors and building owners can apply for a license to operate, schedule inspections and other activities.
- Fishing Permits: Purchase and print a freshwater fishing license.
- Hawaii County Permitting Payments: Pay for your permit online with a credit card.
- Hunting Licenses: Purchase and print a Hawaii hunting license.
- Waste-water Filings: State of Hawaii licensed engineers can submit individual waste-water system filings online.
- Insurance Agent Continuing Education Status: Allows insurance licensees to review their current continuing education requirements and completed courses applied to their current CE due date.
- Insurance Continuing Education Provider and Course Search: Allows insurance licensees to obtain information on continuing education providers and courses.
- Insurance License Renewal System: Insurance license search.
- License List Builder: Allows you to build and download a customized list of licensees under the jurisdiction of the Professional and Vocational Licensing division.
- License Renewal: Renew your professional or vocational license online through MyPVL.
- Marriage Licensing: Couples can apply and pay for a marriage license as well as locate a performer to complete the ceremony.
- Marriage Performer License Registration: Submit your application online to become a licensed marriage and/or civil union performer.
- Medical Marijuana Dispensary: Allows prospective dispensary owners to apply to get a license.
- Medical Marijuana Patient Registry: Allows patients and their medical caregivers to register with the patient registry.
- Professional Licensee Search: Look up information about individuals or businesses licensed by the Professional & Vocational Licensing division.
- Tax License Search: Search for tax license information and taxpayer ID numbers.
- Teacher License: Apply for or renew your teachers license online or apply for a new one with the Hawaii Teacher Standards Board (HTSB).

Website Design and Hosting

Building a website with us is easy! HIC uses WordPress as our content management system. WordPress started in 2003 with the original intention of being an easy way to set up a blog. However, since its inception, WordPress has blossomed into a winning content management system (CMS) that can be used to build and manage full-sized websites. It is currently the most popular CMS in use on the Internet, due to its ease of use, plug in architecture and template system which makes development and use a breeze.

- Agencies can manage their own text changes, not IT staff;
- The agency does not have to host the Web site on its own servers;
- Web based site management, site can be managed from anywhere there is an internet connection;
- No technical experience required;
- Security, hosting and disaster recovery
- Hands on training;
- Affordable pricing;
- Responsive design;
- Ease of use.

Learn more at: webcms.ehawaii.gov

MyBusiness Alerts

The state Department of Commerce and Consumer Affairs' (DCCA) Business Registration Division (BREG), in partnership with HIC, won an International Association of Commercial Administrators (IACA) Merit Award for its "AlertMe" services (alertme.ehawaii.gov).

The award was presented to Hawaii at the 38th Annual IACA conference, which was held in Savannah, GA from May 17-21, 2015, where a select panel of experts carefully reviewed each submission and assigned a score in the areas of effectiveness, originality, significance and transferability, and lessons learned.



(L-R): Teri Berschneider, Hawaii Information Consortium, Michael V. Smith, 2015 IACA President, Kristyne Tanaka, BREG Documents Registration Supervisor

"I'd like to commend the hardworking staff in our Business Registration Division for this well-deserved award," said DCCA Director Catherine Awakuni Colón. "The system was designed as a direct response to the needs of our customers."

"We are constantly striving to make business registration in Hawaii quick and simple," said Securities Commissioner Ty Nohara, who heads BREG. "This award is a reflection of our commitment to the growing needs of our customers and our goal to make doing business in Hawaii easier for everyone."

In December 2014, BREG launched alertme.ehawaii.gov, which offers MyBusiness alerts and MyBusiness reminders, which are mobile-friendly notification services. Through these new services, customers can virtually monitor and manage their businesses at low cost and with high efficiency. Through MyBusiness Alerts, consumers can sign up to receive near real-time emails and text messages that will notify them when someone makes a change to a company's official state business registration record.

The AlertMe services were created to address customer needs and demands. BREG staff reports an increase in notification requests for a number of reasons including: urgent business status, watching the business, identity theft, and internal dispute. With this system, BREG now has the advanced technology to notify businesses through text or email messages, as changes occur instead of only once a day.

The AlertMe notification services are one of the few government services in the nation to offer text message notifications.

What We Do

While we operate as a for-profit company, state agencies, counties and local government can in many cases, work with us at no cost by utilizing our unique self funded model.

- Build customized online services (e.g., searching for data, submitting forms, renewing licenses, buying permits, mobile applications and paying taxes)
- Provide managed enterprise services (e.g. licensing, document management, secure data)
- Process electronic payments including credit cards, eChecks, invoiced payments and paper checks
- Outreach and marketing of online services on behalf of our partners
- Offer customer service through phone, email, and live chat
- Offer consulting services to help improve government websites and online services
- Build and design websites for government agencies as well as offering content management services to easily manage the website after completion (for non technical users)
- Website and application hosting & development

Oversight of Our Operation

The twentieth Legislature, in 2000 passed Act 292 establishing the Access Hawaii Committee (AHC) to oversee the state of Hawaii's internet portal activities.

Pursuant to Act 292, the AHC coordinates the activities of HIC and the departments and agencies that utilize the Portal. The committee provides oversight of the portal manager including:

- Review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager;
- Review and approval of all charges to portal users;
- Review and approval of service level agreements negotiated by government agencies with the portal manager;
- Review of the annual financial reports and audit of the portal manager;
- Review of annual customer satisfaction surveys conducted by the portal manager; and
- Review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

Portal Staff

As of November 2015, HIC has 35 full time employees.



Russell Castagnaro
General Manager



Teri Berschneider
Director of Marketing
and Operations



Zheng Fang
Director of Development

Customer Service and Office Administration



Rosie Warfield
Manager of eGovernment
Services & Customer Services



Jamie Kinion
Customer Liaison



Gabriel Bundac
Customer Service



Nicolas Choy
Customer Service



Emily DaSilva
Office Manager



Ann Yuasa
Assistant Office Administrator

Partner Liaisons



Burt Ramos
Partner Liaison



Carrie Miyasato
Partner Liaison



DeAnna Niderost
Partner Liaison



Jing Xu
Partner Liaison

Project Management



Janet Pick
Project Management Office
(PMO) Manager



Amy Hsu
Project Manager



Jerome Koehler
Project Coordinator



Julie Shohet
Project Manager



Shane Lindo
Project Manager



Tony Tran
Project Manager

CMS, Designers, Front-end Developers



Nathan Hutchinson
Web Coding & CMS Specialist



Patrick Nakamura
Manager of Creative Services



Rachael Siciliano
User Experience Designer



Corey Rothwell
Responsive App Developer



Jenly Chen
Responsive App Developer



Rika Torres
Front-end Developer

Developers



Ernest Criss
Lead Developer



Aga Wichrowska
Developer



BJ Peter DeLaCruz
Developer



Isaac Strauss
Developer



Jordan Laimana
Developer



Matt Skoda
Developer



Sebastien How
Developer



Xintong Shi
Developer

System Administrators



Julian Yap
Sr. Systems Administrator



Matt Taniguchi
Systems Administrator

Why is HIC a Great Place to Work?

In addition to our commitment to being a fantastic partner to Hawaii's government, we are equally committed to the well being of our employees and families. 2015 marked our fifth year of being rated a top place to work in Hawaii by Hawaii Business Magazine. Our benefits include 100% paid family healthcare, competitive salaries, 401k matching, wellness and fitness programs, volunteering, beach outings, company hikes and other pau hana celebrations. We do all that we can to empower a healthy, entrepreneurial, solutions oriented company culture.

"At HIC, bold solutions are the goal, excellence is the standard, and every employee is rewarded for success."



One of the best things about working at HIC is that we actually solve problems for a huge number of people. In previous jobs, I helped make transactions for corporations more efficient, but in most cases no one actually saw the work that we did. At HIC we are helping the state and counties with services that hundreds of thousands of people use each year. People I talk to may not know about HIC, but they definitely know our services, from annual business reports to tax filings to licensing. I love that we make the business of government easier for so many. - Russell



We help to connect people with Hawaii government. HIC is a private company with a very public purpose: developing, managing, and maintaining web-based applications that make working with state and county government easier for the people of Hawaii. As architect, builder, and manager of the State of Hawaii's official website (hawaii.gov), HIC works closely with state and county partners, bringing important public services online to more than 400,000 Hawaii residents and over 90,000 businesses. - Janet



I am so very proud that we give back to the community. Since 2012, HIC participated in 29 events including beach cleanups, athletic events, growing mustaches for Movember, recycling shoes, clearing trails, and cleaning fishponds. We've adopted families during the holidays, held coin drives for the SPCA, and used the proceeds from our office recycling to adopt two amazing bomb sniffing, landmine detecting rats in Africa! You can follow our efforts at volunteer.ehawaii.gov. - Rosie

Awards

 2011-2015		 2012, 2013	
--	---	--	---

Hawaii.gov: Visitor Traffic and Trends

7,378,598 Visits from Over 228 Countries:

A visit is defined as the number of individual sessions initiated by a user who visits the site.

Top Visiting Countries

Country	Visits
United States	7,079,960
Canada	80,115
Philippines	31,413
India	28,911
Japan	23,661
Australia	15,693
Germany	14,127
Poland	11,607
United Kingdom	10,049
South Korea	7,881

Traffic & Trends Data

20,215.34 Average Visits Per Day

49,759,068 Pageviews: A pageview is tracks each instance of a page being loaded by a browser. If a visitor hits reload after reaching the page, this will be counted as an additional pageview. Or if the user navigated to a different page then returns to the original page, a second pageview will also be recorded.

6.74 Average Pages Per Visit: These are the average number of pages viewed by each visitor to eHawaii.gov.

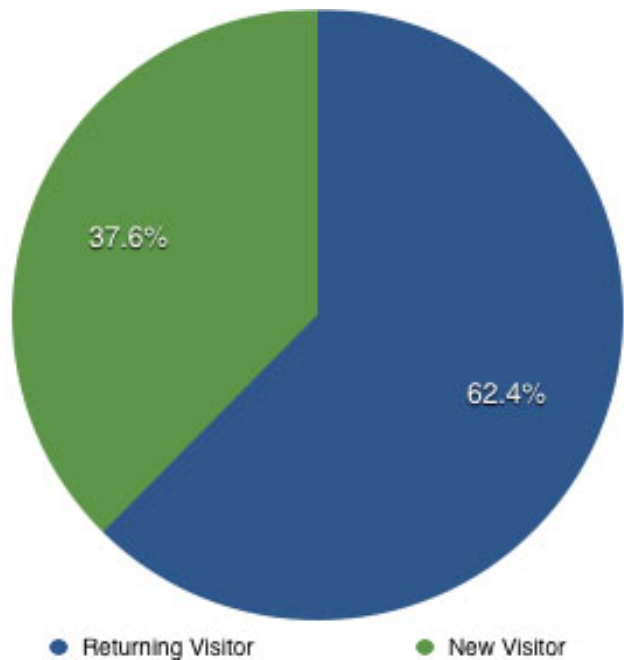
5:54 Time on Site: This is the average time each visitor spends visiting eHawaii.gov.

24.79% Bounce Rate: The bounce rate is the percentage of single page visits or visits in which the person left your site from the entrance page. In other words, a bounce is an exit that was also an entrance. For example, if the page had 100 visits and 10 of those were entrances (they didn't come from another page on your site), if 5 of those entrances immediately exit (don't view any other page on the site), the bounce rate would be 50%. 5 out of 10 entrances were exits.

37.6% New Visits: This statistic tracks users' new visitors to eHawaii.gov. This is tracked via cookies, which are pieces of text hosted in the users' browser.

New and Returning Visitors

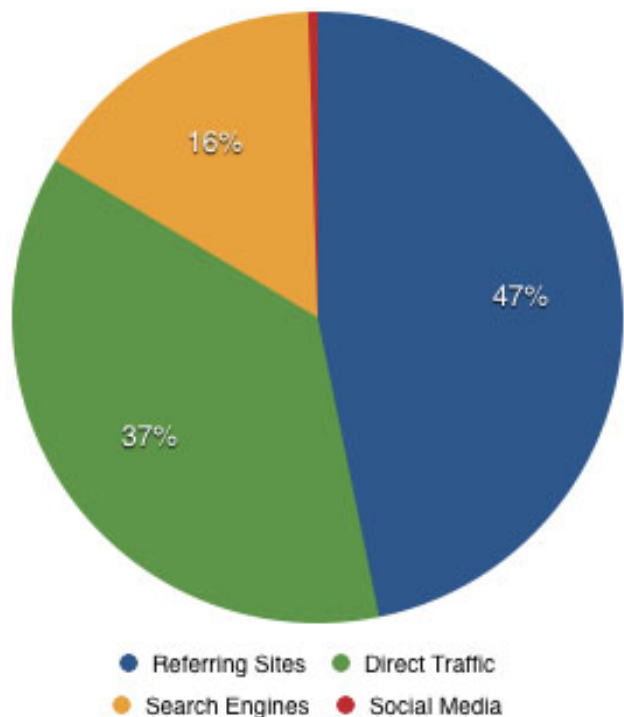
Visitor	Percentage
Returning	62.4%
New	37.6%



Sources of Traffic: eHawaii.gov receives 47% of its site traffic by visitors who access the site through a referring site. Referring sites may include other state agencies or other websites that link to the portal. Another high traffic sources comes from visitors accessing the site directly.

Traffic Sources

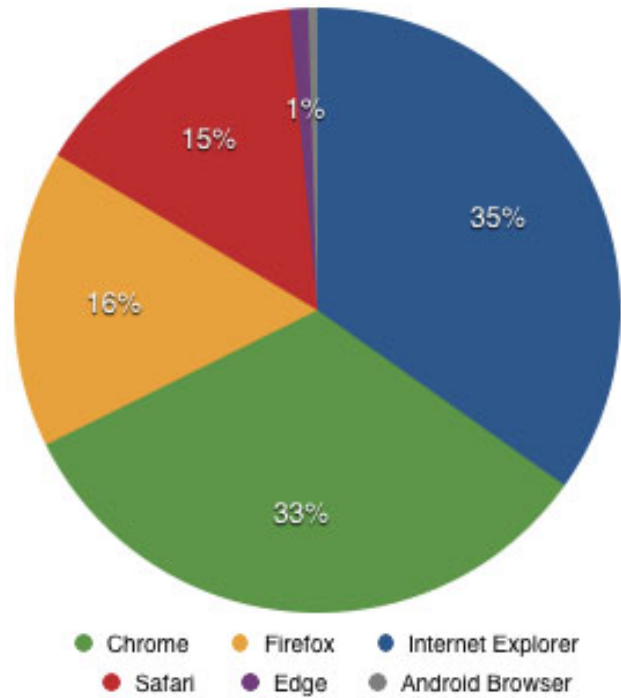
Source	Percentage
Referring sites	47%
Direct traffic	37%
Search engines	16%
Social media	Less than 1%



Browsers: On average, over half of visitors use Internet Explorer or Google Chrome to access eHawaii.gov.

Browser Sessions

Web Browser	Percentage
Internet Explorer	35%
Chrome	33%
Firefox	16%
Safari	15%
Edge	1%
Android browser	Less than 1%



Top 10 Services

As of November 12, 2015, the Top 10 Services ranking in 2015 remained the same from 2014, with the exception of Vital Records replacing PVL License Renewals for the #9 spot.

Service	Transactions
eFile Tax Returns	920,080
Modernized eFile Tax Returns	510,395
DOTAX eFile	406,788
eFile Tax eCheck Payments	370,447
Conveyance Documents Recorded	304,094
Driver Records	194,947
HCJDC eCrim Searches	85,923
Annual Business Report Filings	78,675
Vital Records	59,164
eTraffic Payments	41,434

Funding Portal Operations

Self-Funded Model

When a state or county partner works with HIC to develop a new service, in most cases, there is no upfront cost for development. HIC and our partners collaborate to come up with sustainable solutions. HIC absorbs the risk and cost of developing the service in return for future revenue over the lifecycle of the service.

HIC generates revenue through portal fees that are added on to the online services we build. These fees can be passed to the fee payer or absorbed in part or whole by the partner. Sometimes our services make an existing form available online. Other times we come up with innovative solutions that never existed before, such as Hawaii Compliance Express. The idea of eGovernment is not simply to make existing procedures have electronic analogs. We work with the partner to find ways to streamline existing processes, making the whole system more efficient.

HIC maintains each of the services we develop over the life-cycle of that service. This means no software licensing fees, operating system upgrades, security scans, etc are paid by our partners either. HIC staffs a full team of customer service representatives and takes calls, emails and instant messages 24 hours per day, at no cost to our partners. Finally, HIC provides outreach support for our services, assisting with education, training and marketing efforts to drive awareness and adoption for our services. You may have seen examples like the annual report postcards (DCCA BREG), email reminders (HlePro, eFile, HUI Express), videos, training, community meetings, industry meetings, posters and business cards.

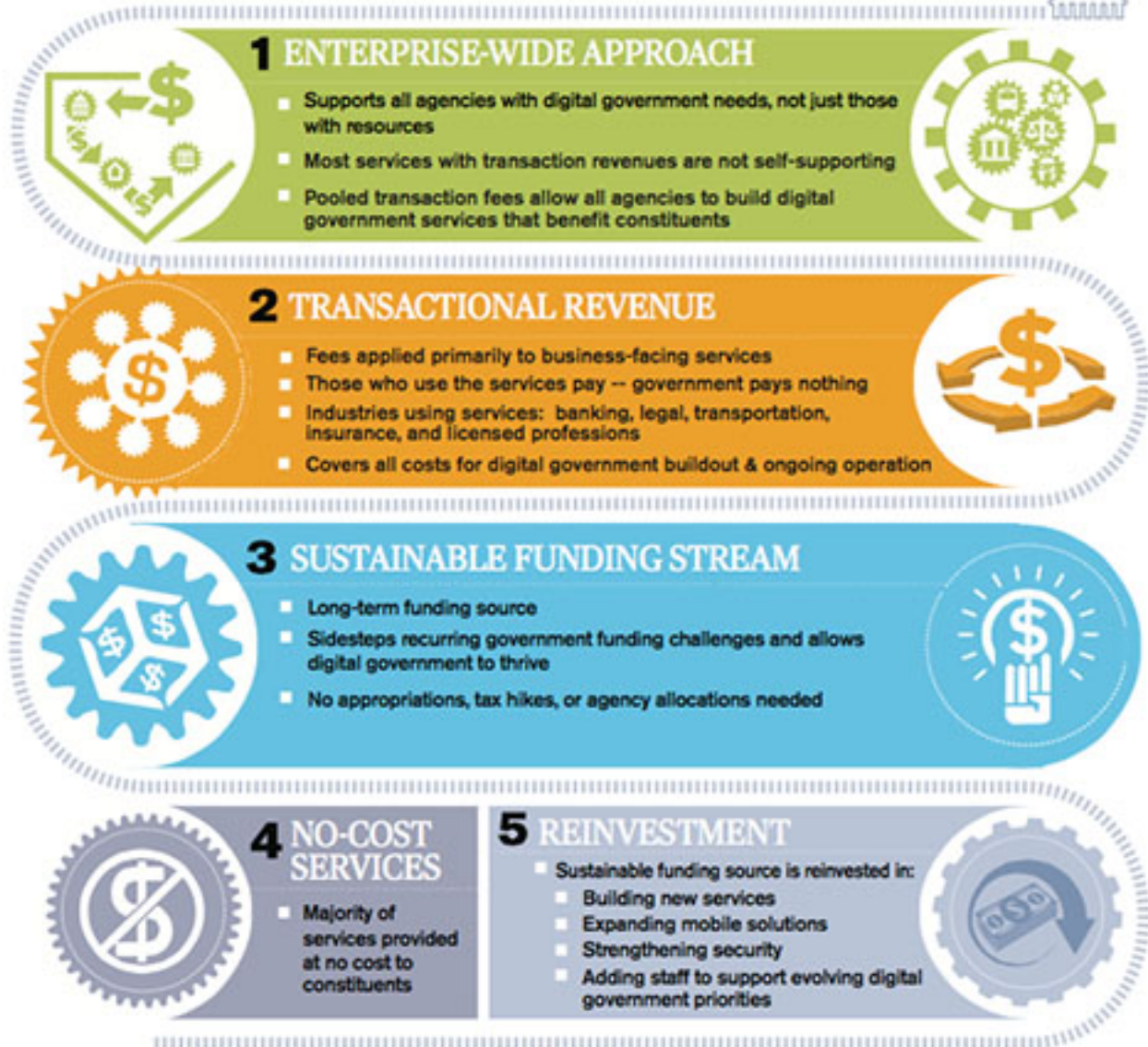
HIC also develops some entirely free applications where appropriate. These types of applications generally have a high public value or dramatically enhance public safety. Some examples include: Hawaii sex offender search, unclaimed property search, electronic bench warrants and the state calendar for posting public meeting and events.

Under the self funded model, it's in both our partner agencies and HIC's best interest to encourage high adoption. We employ various marketing techniques to encourage people and businesses to use our online services. HIC absorbs the risk in developing an application because if a service is under-utilized or not used at all, HIC does not generate any revenue. This provides a natural incentive to market our services on the agencies' behalf, develop them rapidly, and improve them often. Our success is tied to our partners' success... and HIC will do everything it takes to make sure we are the best partner they have ever had.

If our partners had to pay for the time that HIC has worked on self-funded projects, not including the infrastructure and common tools, it would have cost almost \$2 million last year. The three agencies leveraging the portal the most for self-funded applications are:

- Department of Commerce and Consumer Affairs
- Department of Land and Natural Resources
- Department of Health

How the Self-Funded Digital Government Works



Time and Materials

When transaction fees are not feasible we can still offer services with our contract hourly development rates. In most cases, this funding model is used when an agency wants to develop an online service that has an existing funding model (i.e. federal grants) or the service doesn't generate any revenue but requires significant development and maintenance. The Department of Land and Natural Resources was the department that leveraged the portal's T&M services the most followed by the Department of Labor and Industrial Relations and Department of the Attorney General.

Hosting

Some partners leverage our hosting services for web site hosting or HIC developed services that have no revenue base. In certain scenarios, a partner may already have a service developed that only needs a server to be hosted on to continue providing service to the public. Please contact us for more information and pricing on how we can host your existing application.

No Cost Projects

Most portal projects have no development cost associated with them. HIC recovers its costs for development, deployment, hosting and maintenance by portal administration fees for self-funded applications. There are many applications which the portal supports at no cost to the state and which have no way to generate revenue. In select cases, selected by the Access Hawaii Committee and HIC, the portal will support these applications at no cost. In addition to the maintenance of our existing applications, the portal does work on a limited number of high-value applications at no cost. Examples include:

- AG - CSEA - Child Support Account Information System: csea.ehawaii.gov/iwa
- AG - HCJDC - Covered Offenders Search: sexoffenders.ehawaii.gov
- AG - Supervisor Evaluations
- Boards & Commissions Online Application: boards.hawaii.gov/apply/apply-for-a-board
- Budget and Finance - Unclaimed Property Search: ehawaii.gov/lilo/app
- DCCA - BREG - Agent Search: hbe.ehawaii.gov/agentsearch
- DCCA - INS - Insurance License Search: insurance.ehawaii.gov/hils
- DCCA - INS - Insurance Continuing Education Information:
www.ehawaii.gov/dcca/insprovider/exe/provider.cgi
- DCCA - INS - License CE Verification: www.ehawaii.gov/dcca/insce/exe/ce.cgi
- DCCA - INS - HIDS Rate and Form Filing Transmittal: insurance.ehawaii.gov/rpa/client
- DCCA - PVL - Insurance Certificate Submittal (Surety): pvl.ehawaii.gov/inikua
- DCCA - PVL - License Search: pvl.ehawaii.gov/pvlsearch
- DCCA - PVL - MyPVL Dashboard: pvl.ehawaii.gov/mypvl
- DLIR - Quarterly Wage Reporting: hui.ehawaii.gov
- DOTAX - Tax License Search: dotax.ehawaii.gov/tls
- DOTAX - Tax Refund Search: tax.ehawaii.gov/hoihoi
- eHawaii.gov Single Sign-On Service: login.ehawaii.gov
- Hawaii.gov Website: hawaii.gov
- Judiciary - Electronic Bench Warrants: judiciary.ehawaii.gov/warrants
- Judiciary - Policy & Planning - Judge Evaluations
- Judiciary - Volunteers in Public Service: vips.ehawaii.gov
- Kauai eBill Reminder Service: payments.ehawaii.gov/propertytax/kauai/ebill.html
- Statewide Calendar: calendar.ehawaii.gov

The vast majority of the portal's funding is from self-funded applications. Without that base of resources the portal would not be able to offer the superior level of service to our partners. Late in 2015 we learned that the Department of Taxation will stop using the portal for the Modernized Electronic Filing system (MEF) and plans to discontinue the use of eFile as a result of the awarding of the Tax Modernization RFP. Together these services generate about 10% of the portal's operating income. When we loose a service that decreases our ability to help more partners. In 2016 the portal will either find additional services with significant revenue or downsize.

Contact Information

Hawaii Information Consortium, LLC

201 Merchant Street, Suite 1805

Honolulu, HI 96813

(808) 695-4624

hic.ehawaii.gov

Russell Castagnaro, General Manager

russell@ehawaii.gov

(808) 695-4615

Teri Berschneider, Director of Operations

teri@ehawaii.gov

(808) 695-4631

Appendix

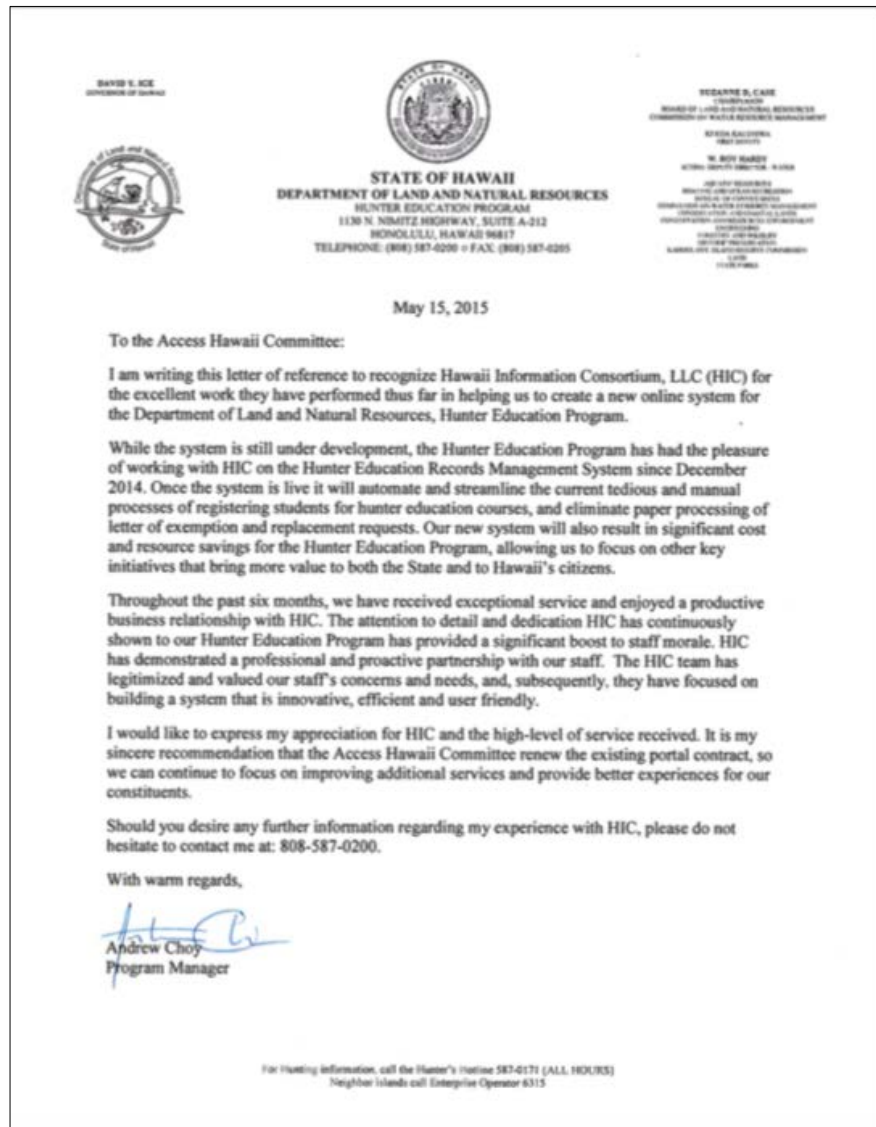
Reference Letters From Our Agency Partners

During our contract renewal period this year, HIC received 23 letters from our partners in support for continuing the work we do in the state of Hawaii. Below is a sampling of responses. (Full list follows the samples.)

"I would like to express my appreciation for HIC and the high-level of service received. It is my sincere recommendation that the Access Hawaii Committee renew the existing portal contract, so we can continue to focus on improving additional services and provide better experiences for our constituents."



Andrew Choy
Manager
Hunter Education Program

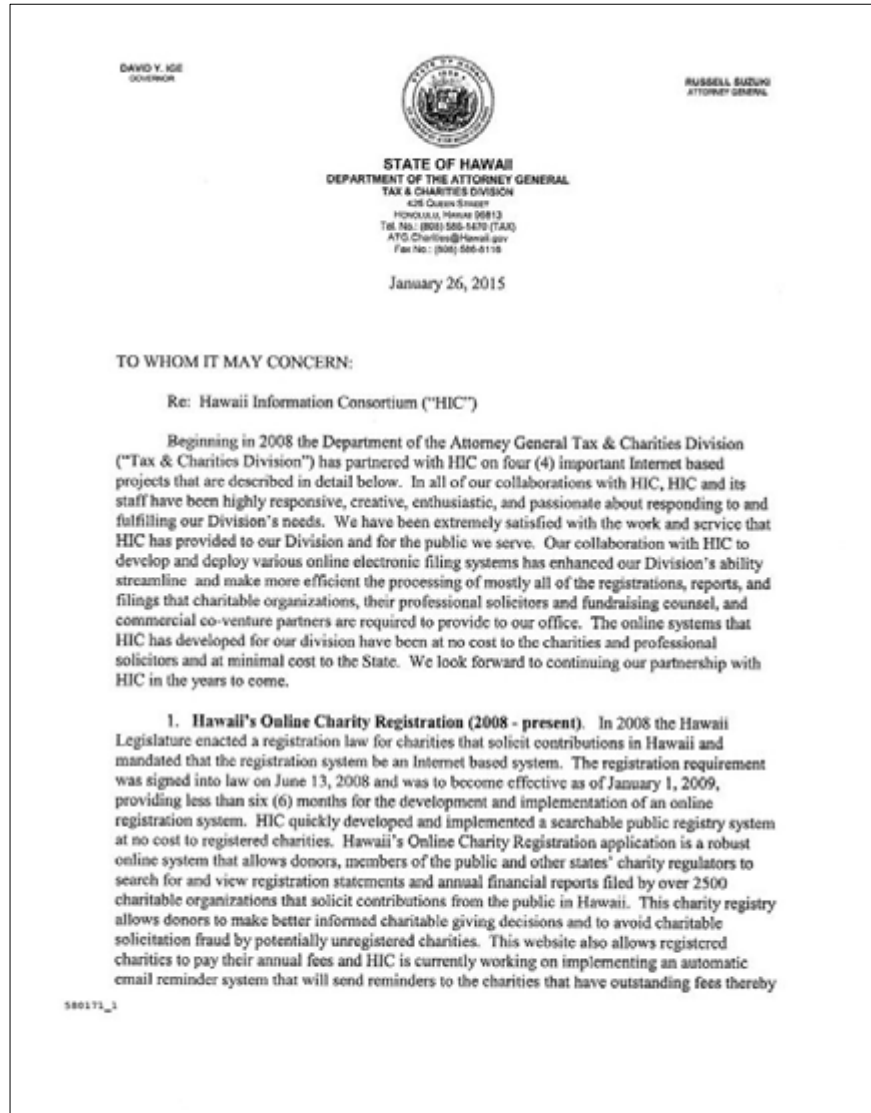


Reference Letters From Our Agency Partners (continued)

"Our collaboration with HIC [...] has enhanced our Division's ability to streamline and make more efficient processing..."



Hugh R. Jones
Supervising Deputy Attorney
General, Tax & Charities Division

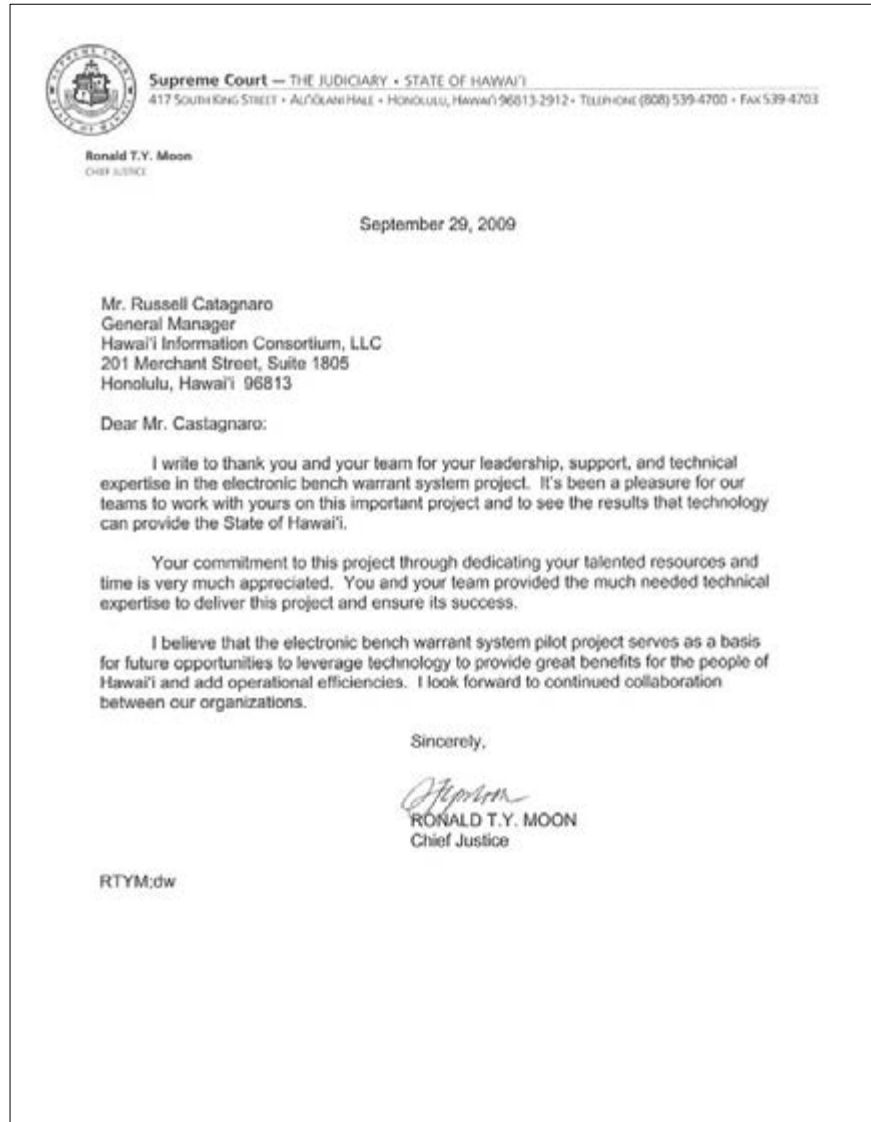


Reference Letters From Our Agency Partners (continued)

"I look forward to continued collaboration between our organizations."



Ronald Moon
Chief Justice

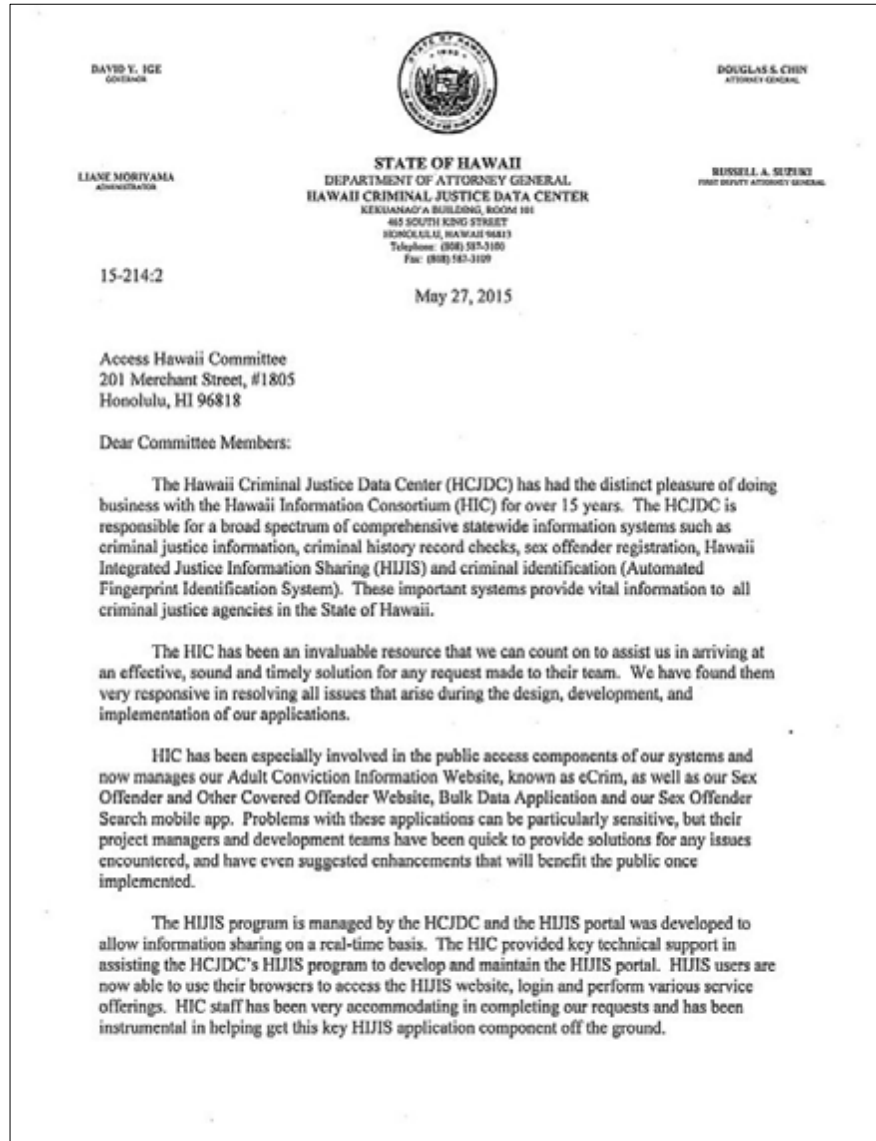


Reference Letters From Our Agency Partners (continued)

"HIC has been an invaluable resource that we can count on to assist us in arriving at an effective, sound, and timely solution for any request made to their team..."



Liane Moriyama
Administrator
Hawaii Criminal Justice Data Center
Attorney General's Office

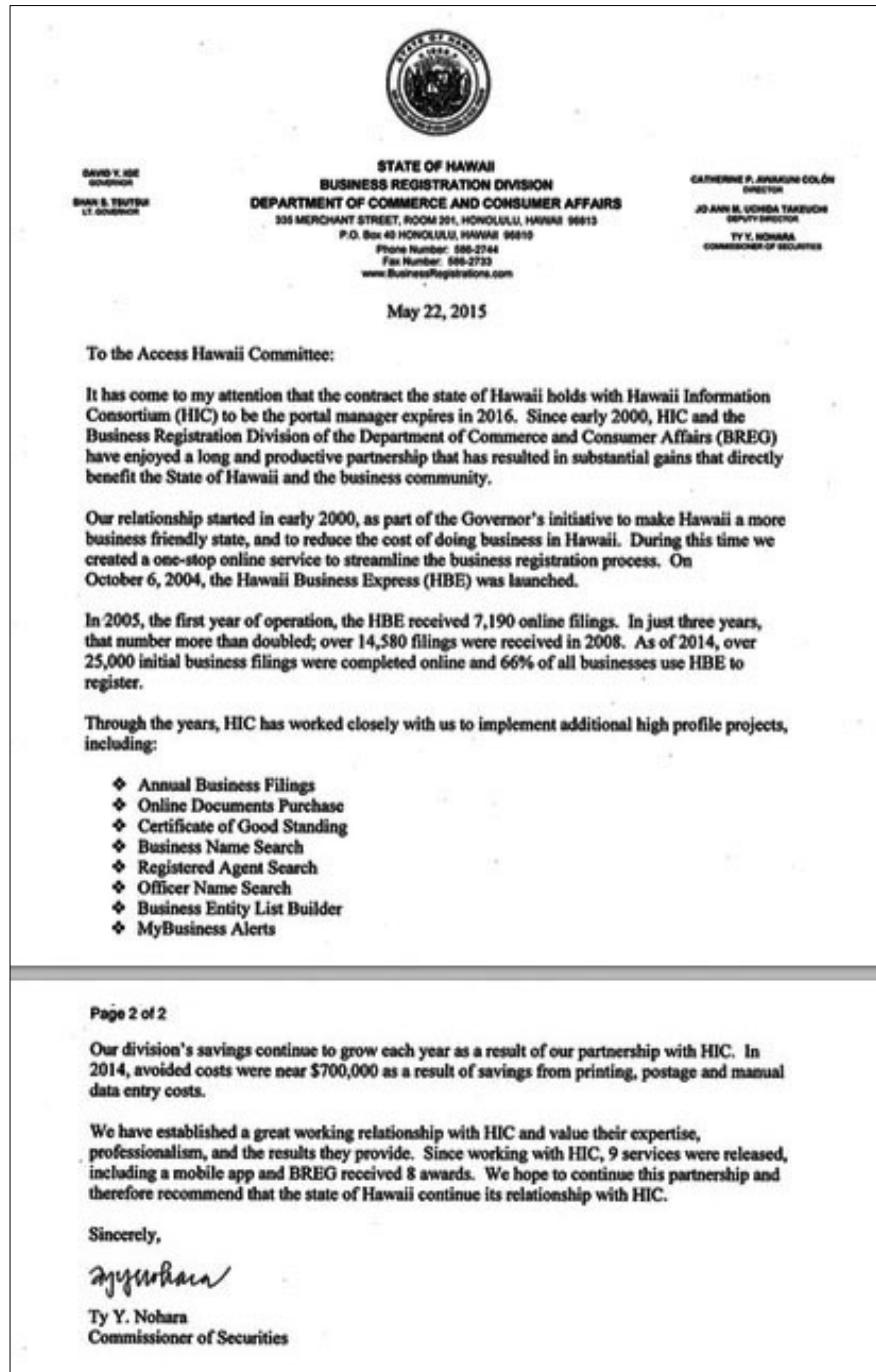


Reference Letters From Our Agency Partners (continued)

"Our division's savings continue to grow each year as a result of our partnership with HIC. In 2014, avoided costs were near \$700,000 as a result of savings from printing, postage and manual data entry costs."

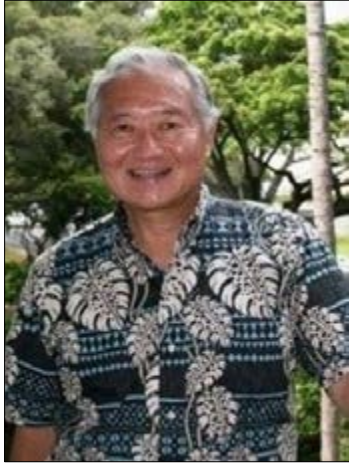


Ty Nohara
Commissioner of Securities
DCCA BREG Division

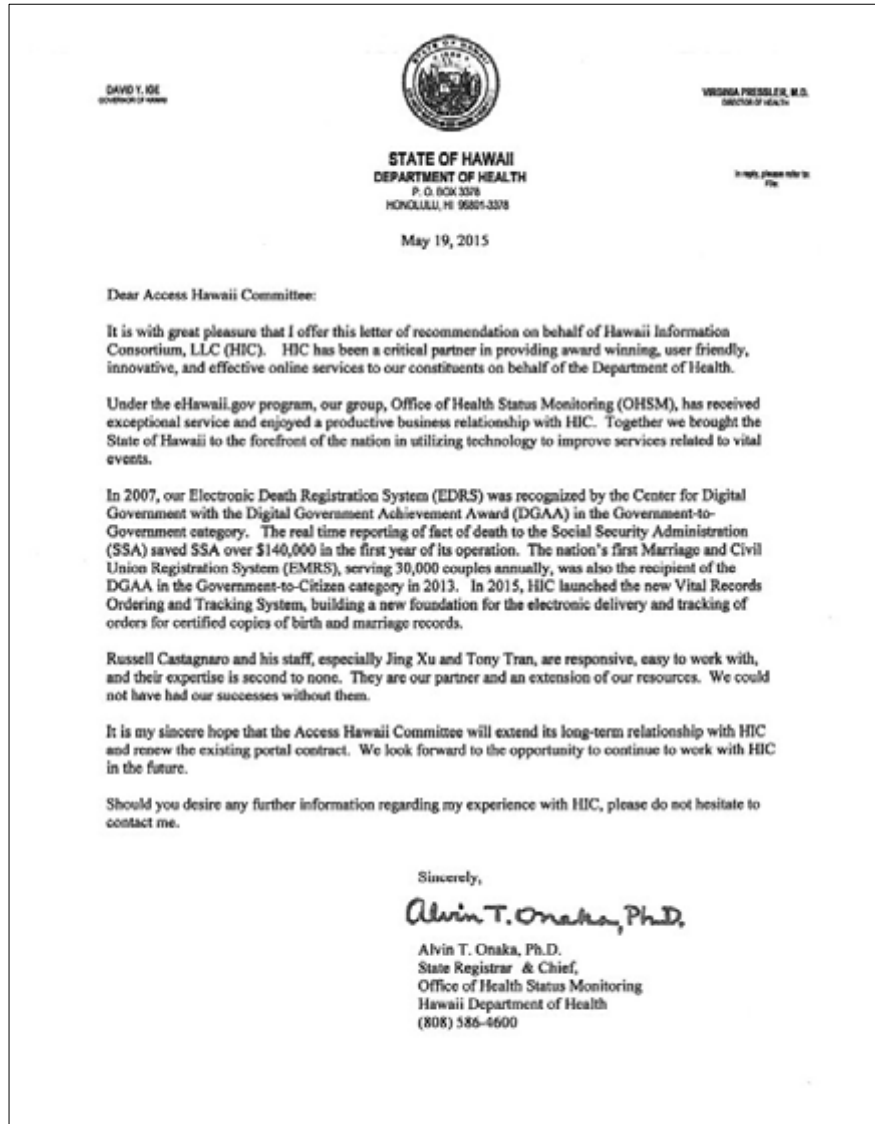


Reference Letters From Our Agency Partners (continued)

"[HIC is] our partner and an extension of our resources. We could not have had our successes without them."



Alvin Onaka
State Registrar & Chief
Office of Health Status Monitoring,
Department of Health



Reference Letters From Our Agency Partners (continued)

"I was most pleased with the HIC team's thoroughness from the requirements identification phase through design, testing, and deployment. The online ballot delivery system streamlined (to literally minutes) internal processes that required hours each day in previous elections."



Glen Takahashi
Acting City Clerk
Office of the City Clerk
Honolulu City and County



Reference Letters From Our Agency Partners (continued)

"HIC [...] making government more efficient and improving services for the people of Hawaii."



State House



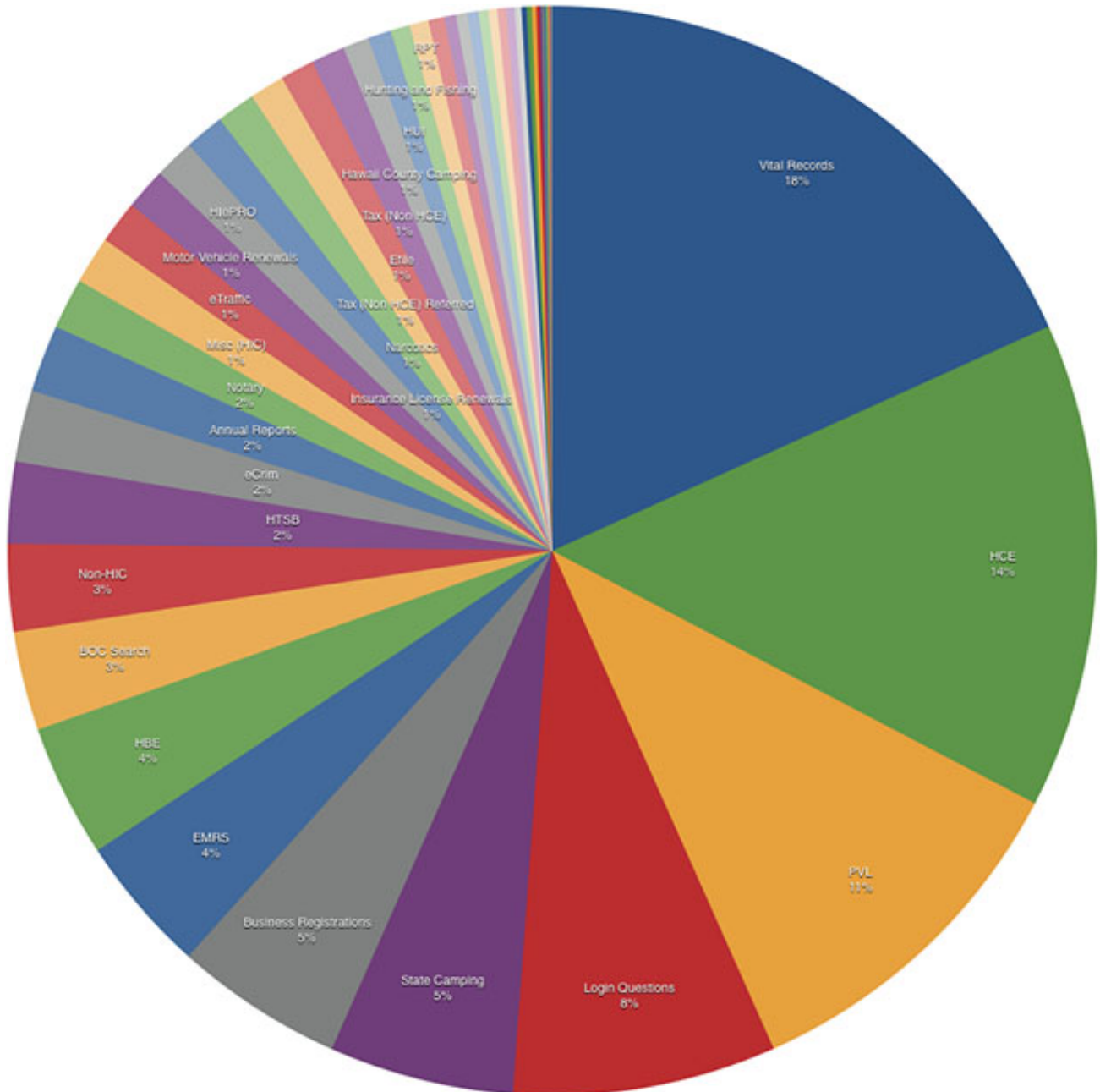
List of Reference Letters (23)

Department	Letter URL	Received
Attorney General	http://m.hi.gov/ag	01/26/2015
Chris Loos	http://m.hi.gov/cloos	04/22/2015
DCCA - PVL	http://m.hi.gov/pvld	05/22/2015
DCCA BREG	http://m.hi.gov/breg	05/22/2015
DLNR DAR	http://m.hi.gov/dar	04/22/2015
DLNR DAR - Freshwater Game Fishing	http://m.hi.gov/fish	05/22/2015
DLNR DOFAW - Comm Vess	http://m.hi.gov/commvess	05/22/2015
DLNR DOFAW - Hunter Registration	http://m.hi.gov/dofaw	05/14/2015
DLNR State Parks	http://m.hi.gov/dsp	05/07/2015
DLNR Engineering	http://m.hi.gov/eng	05/08/2015
DLNR Hunter Education Program	http://m.hi.gov/huntersed	05/13/2015
DLNR Land Division	http://m.hi.gov/land	05/19/2015
DOH	http://m.hi.gov/doh	05/19/2015
Tax	http://m.hi.gov/hce	05/12/2015
Honolulu Office of City Clerk - Elections Admin	http://m.hi.gov/hnl	04/23/2015
House of Representatives	http://m.hi.gov/house	
Notary Public	http://m.hi.gov/lnotary	05/22/2015
Supreme Court	http://m.hi.gov/moon	09/29/2009
YouthBuild	http://m.hi.gov/yb	05/18/2015
DLIR	http://m.hi.gov/dlir	05/28/2015
HCJDC	http://m.hi.gov/hcjdc	05/27/2015
DBEDT	http://m.hi.gov/dbedt	06/01/2015
Judiciary	http://m.hi.gov/jud	06/25/2015

Customer Service Statistics

Total Requests by Service - Graph

Below is a graph view of the statistics for the total of contacts from January 1, 2015 to October 31, 2015 with a breakdown showing the most common calls by specific service.



Number of Requests by Service* - Table

Below are total numbers of contact (phone, chat & emails) from January 1, 2015 to October 31, 2015 by service.

Service	Contacts
Vital Records	9,535
Hawaii Compliance Express (HCE)	7,538
Professional & Vocational Licensing (PVL)	5,572
Login Questions	4,089
State Camping	2,863
Business Registrations	2,618
Electronic Marriage and Civil Union System (EMRS)	2,136
Hawaii Business Express (HBE)	2,061
BOC Search	1,537
Non-HIC Information	1,356
Hawaii Teacher Standards Board	1,262
eCrim	1,109
Annual Reports	1,043
Notary	787
Miscellaneous (HIC)	739
eTraffic	669
Motor Vehicle Renewals	649
HlePRO	619
Insurance License Renewals	613
Narcotics Enforcement	605
Tax (Non HCE) Referred	536
Efile	526
General Tax (Non HCE)	521
Hawaii County Camping	407
Hawaii Unemployment Insurance Express (HUI)	360
Hunting and Fishing	300
Real Property Tax Payments	294
Medical Marijuana	250
DLNR Boating Division	180
Department of Labor (Non HCE)	174
Payment Questions	173
Subscriber	154
State Calendar	138
Film Permits	137
Wiki (Weddings)	127
Child Support Enforcement Agency (CSEA)	107

*15 other services had less than 100 contacts each accounting for 474 contacts.

New Applications/Services Launched (14)

Name	Agency	Non Native Mobile App	Description	URL	Launch Date
Medical Marijuana Registry	DOH	Yes	Allows the Department of Health to create and maintain records of Medical Marijuana patients. Allows doctors to submit online patient applications. Allows law enforcement the ability to inquire about the participation of people and marijuana plants.	m.hi.gov/mj	12/31/14
Ethics Short Form	Ethics Commission	No	Allows all filers to submit the online short form successfully irrespective of browser and type of computer. Allows all filers to immediately receive a confirmation email. Allows HSEC to receive filer's personal data directly into their SharePoint system.	ethics.ehawaii.gov m.hi.gov/ethics	05/12/15
Solicitor Registration	AG Tax & Charities	Yes	The AG Tax and Charities Division will be able to manage Solicitor and Fundraising Counsel registrations using this application. Fundraising and Soliciting organizations will be able to manage existing or submit new registrations to the AG.	m.hi.gov/fundraiser	05/26/15 (Admin and solicitor modules)
Ethics Long Form	Ethics Commission	No	Allows all filers to submit the online long form successfully irrespective of browser and type of computer. Allows all filers to immediately receive a confirmation email. Allows HSEC to receive filer's personal data directly into their SharePoint system.	ethics.ehawaii.gov m.hi.gov/ethics	05/29/15
Event Registration	DOH SDWB	No	Allows the DOH Safe Drinking Water Branch to manage registrants for their 3rd Annual Joint Government Water Conference event via NIC's Event Registration System.	m.hi.gov/events	07/15/15
Disabled Parking Permit System	DOH DCAB	Yes	Allows DCAB, Satellite City Halls, and law enforcement to: Search for permits; Renew existing permits; Enter new permit applications; Generate reports; Generate ID cards	m.hi.gov/dcab	07/20/15

New Applications/Services Launched (continued)

Name	Agency	Non Native Mobile App	Description	URL	Launch Date
Inspection & Permitting Application	DLIR HIOSH	Yes	The Inspection and Permitting application allows for electronic submission of installation and inspection requests and permits. Electronic workflows, work queues, a scheduler and notifications will also be handled by the system.	hiosh.ehawaii.gov	08/13/15
Solicitor Registration	AG Tax & Charities	Yes	Allows the general public to search for and view information on Professional Solicitors and Fundraising Counsels registered with the State of Hawaii.	m.hi.gov/fundraiser	09/23/15 (Public Modules)
Pavilion Day Use Permits	DLNR DSP	No	Allow individuals to reserve and purchase day use permits for open pavilions located on park grounds for picnicking and group gatherings in Hawaii's State Parks.	camping.ehawaii.gov	10/29/15
District Court Judge Evaluation	Judiciary	N/A	Evaluation of 13 District Court Judges via online survey.	N/A	01/21/15-02/20/15
Family Court Judge Evaluation	Judiciary	N/A	Evaluation of 12 Family Court Judges via online survey.	N/A	04/21/15-05/15/15
HIC eRecording	HIC	HIC	Allows state partners to record documents electronically with the DLNR BOC.	erecording.ehawaii.gov	08/12/15
Symposium Event Registration (Soft launch)	AG HCJDC	No	Allows the HCJDC to manage registrants for their upcoming symposium event via NIC's Event Registration System. Allows users to view the agenda for the event via a static page which utilizes the Events2Go application.	m.hi.gov/events	08/20/15 (Soft launch) 09/03/15 started accepting registrations

New Websites (9)

Name	Agency	URL	Launch Date
YouthBuild Honolulu	City & County of Honolulu	youthbuildhonolulu.org	01/21/15
CATV Website Updates	DCCA	cca.hawaii.gov/broadband	01/30/15
Hawaii Clean Energy Initiative	DBEDT	hawaiicleanenergyinitiative.org	03/10/15
Hawaii State Parks	DLNR	dlnr.hawaii.gov/dsp	03/11/15
HCJDC Symposium 2015	HCJDC	hcjdcsymposium.ehawaii.gov	08/24/15
EUTF	B&F	eutf.hawaii.gov	10/01/15
Leahi & Maluhia Hospital Sites (Hosting Only)	(Hosting Only)	leahi.hhsc.org maluhia.hhsc.org	10/06/15
Governor's site	OIMT	governor.hawaii.gov	10/09/15

Major Application Upgrades (14)

Name	Agency	Description	URL	Launch Date
eFile	TAX	Annual updates to all forms and fields for 2015.	m.hi.gov/tax	01/02/15
MeF (Modernized eFile)	TAX	2015 annual updates.	mef.ehawaii.gov	01/20/15
Sex Offender Registry	AG HCJDC	Mobile responsive redesign/modernization of app.	sexoffenders.ehawaii.gov	02/09/15
QHTB 317 Form	DBEDT HTDC	2015 annual updates.	m.hi.gov/qhtb	02/11/15
Vital Records	DOH	Upgrades include: ▪ Mobile responsive design ▪ Migration to use kala payment processing ▪ Ability to track your order ▪ Pre-pay and pickup functionality ▪ KIOSK at DOH office	vitrec.ehawaii.gov	02/17/15
Mobile Sex Offender App	AG HCJDC	Upgrades include: ▪ Mobile alerts ▪ New framework ▪ Updated icon	iTunes Store: m.hi.gov/itunes Google Play Store: m.hi.gov/play	04/08/15 03/30/15
HTBS Licensing System	HTSB	Upgrades include: ▪ Emergency hire applications are now able to be submitted by any user versus just the administrators. ▪ Emergency hire list upload module has been upgraded with new functionality.	htsb.ehawaii.gov	04/09/15
HlePRO	DAGS SPO	Integrated gamification with MyHawaii. Integrated with HIC notification system.	hiepro.ehawaii.gov	04/30/15
Charity Exemption Processing	AG Tax & Charities	Upgrade includes allowing charities to submit an online application for exemption from registration.	ag.ehawaii.gov	05/26/15
UCC Recording	DLNR BOC	Upgrade includes integration with LandLink so that UCC submissions can be processed as eRecording documents.	m.hi.gov/ucc	07/01/15

Major Application Upgrades (continued)

Name	Agency	Description	URL	Launch Date
HlePRO	DAGS SPO	Upgrade includes: ▪ Conversion of NIGP Commodity Codes to NAICS ▪ Commodity Codes. ▪ Enhanced Fiscal Interface to process payment.	hiepro.ehawaii.gov	09/03/15
Camping	DLNR; County of Hawaii	Upgrade includes integration with Comply360 by ID Analytics to verify identity data for resident/nonresident pricing.	camping.ehawaii.gov	09/08/15
Inspection & Permitting System	DLIR HIOSH	Upgrade includes the addition of a form management tool which allows HIOSH staff to create customized inspection forms to gather information on elevator equipment.	hiosh.ehawaii.gov	09/30/15
Inspection & Permitting System	DLIR HIOSH	Upgrade includes the addition of an inspection module which allows HIOSH staff to schedule, assign, conduct, and finalize all inspections. Invoices are also created as a part of the finalization loop.	hiosh.ehawaii.gov	11/16/15