

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
JANUARY 1, 2013 THROUGH DECEMBER 31, 2013

SUBMITTED TO
THE TWENTY-SEVENTH STATE LEGISLATURE
IN RESPONSE TO ACT 172, SLH 2007

STATE OF HAWAII
ACCESS HAWAII COMMITTEE AND THE
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Pursuant to Act 172/SLH 2007, the Access Hawaii Committee (AHC) submits its annual report to the 2014 Legislature. This year's report is comprised of a report by the portal manager, Hawaii Information Consortium, LLC (HIC), reflecting work it was authorized to do by the AHC in conjunction with various State and county agencies.

The AHC provides oversight of the portal manager, 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 2013 Annual Report by HIC on the operations of the portal from January 1, 2013 through December 31, 2013, is provided as Exhibit 1.

The AHC exercised its oversight of the portal manager through a transition enabled by the passage of Act 172 of the 2007 Legislature. 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 provided by the AHC, the Committee, during the 2007 Legislative Session, submitted draft legislation which 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 which the Legislature passed as HB 200 HD1, CD1, which was enacted into law as Act 164 on July 1, 2011.

During the 2013 legislative session, the Chief Information Officer of the State was added to the Access Hawaii 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, 2013.

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, which 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 Information Management and Technology, 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 the first contract extension was approved by the AHC beginning January 4, 2013 for an additional three years.

The following sections provide key issues and activities addressed by the AHC between January 1, 2013 through December 31, 2013:

Portal Program Manager Position

Recruitment of this position is ongoing. This position is affected by Executive Memorandum No. 13-04, which institutes a temporary hiring freeze as a result of the federal government shutdown, and this vacancy cannot be filled until January 2, 2014 or later.

AHC Special Fund

At the June 6, 2013 AHC meeting, the committee voted to suspend the monthly portal manager fee paid by Hawaii Information Consortium (HIC) to the AHC special fund, as requested by HIC. The special fund accumulated more than \$216,000, and since a Portal Program Manager is not yet hired, the fund is not being expended. The suspension of the collection of the portal manager fee will be in place when there is a two-year reserve in the fund.

Legislative Budget Requests

At the 2013 Legislative Session, the biennium budget request submitted to increase the appropriation ceiling and to convert the position from temporary to permanent was not approved.

At this year's 2014 Legislative Session, a similar request to increase the appropriation ceiling will be submitted.

HAWAII INFORMATION CONSORTIUM

ANNUAL REPORT

Jan 1, 2013 - Dec 31, 2013



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2013 HIC Annual Report (January 1, 2013 - December 31, 2013)

Executive Summary

At HIC, our goal is to bring government services to the people. Our proven ability to deliver effective and efficient solutions for each agency and familiarity with Hawaii government needs have and continue to be a major competitive strength differentiating HIC from other outsource options for Hawaii state and county government.

In 2013, we received **12 national and local awards** recognizing our services created in cooperation with our partner, State/County Agencies. Highlights include being honored with two (2) Digital Government Achievement awards from the Center for Digital Government for work on the Hawaii Electronic Marriage and Civil Union System and the Commercial Fishing License Services developed for the Division of Aquatic Resources.

As of October 31, 2013, we processed over **\$1.4 billion** in payments for our partners and launched **21 new services**, including a revolutionary new eProcurement system (HlePRO) and Modernized eFiling (MEF) which enables individual income tax filing for tax preparers nationwide. **22** applications had major upgrades or rewrites during this reporting period. We also launched **6 new websites** all developed using WordPress.

The Portal's CMS offering using WordPress has been growing steadily since 2012. HIC was able to assist the Office of Information Management and Technology (OIMT) with the creation and launch of the standardized State Template which is used for all executive agencies websites and across more than 200 websites.

In Spring 2013, the CMS team worked with OIMT to redesign the State portal website, hawaii.gov. Launched in April, the new portal is designed for mobile with a touch-first Responsive web design. Built for touch, speech, and with accessibility for all users, the new design showcases the very best in Web design thinking. Highlighting Hawaii's diversity, native culture, and the uniqueness of each island, Hawaii.gov also provides a Web experience that truly reflects the *Aloha* State. There has been significant buzz worldwide and our portal has been featured in many articles, interviews and articles as well as being the recipient of **6 awards**. The redesign of the portal was completed at no cost to the state.

10 mobile apps were launched throughout 2013. Six of the apps developed were responsive, HTML 5 web applications and four were native apps built to be distributed and downloaded directly to devices through the apple and android stores. In July, we received an award for the outstanding achievement in mobile for our EV Stations Hawaii app. Built in collaboration with DBEDT, it helps drivers locate publicly available electric vehicle charging stations statewide. We also developed the first government game in collaboration with the Department of Land and Natural Resources called "Reef Defender"; to play, visit <https://itunes.apple.com/us/app/reef-defender/id657761952>.

In September, a revolutionary new Electronic Procurement System called HlePRO (pronounced Hi-Pro) was released. The system is built to be cheaper, faster, and easier for vendors and procurement professionals to use while eliminating the need for paper. Not only does the public have immediate access to procurement notices and awards, but the built in vendor notification keeps all interested parties up to date with notices concerning active solicitations. HlePRO has received an abundance of positive feedback and is emerging on the national scene as a leader in eProcurement for government services. Over 1,000 vendors registered in the first month alone, we look forward to it's continued success.

In partnership with the Department of Health, the portal team completed a Business Process re-engineering project for the Department of Health Vital Records office. As a result of the analysis and recommendation, the portal will be implementing a vital record order tracking system which will integrate with the current vital records central depository, capturing all vital records issuance process. Currently, only a third of all records are ordered online and we look forward to enhancing this much needed service for Hawaii residents.

HIC and OIMT deployed the my.hawaii.gov service in September 2013. The service uses a Single Sign On service to allow individuals to visit one site to learn about all of their interactions with Hawaii government. The initial deployment includes information about all purchases, business filings with Hawaii Business Express and camping reservations. Future releases will include integration with more services and notifications.

Throughout 2013, HIC provided over **30,000** 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 well over **\$4 million**.

In 2014 we look forward to the release of many more services including the complete migration of the state to HlePRO, deployment of a responsive tax voucher payment service, integration of DCCA's Professional Vocational Licensing with my.hawaii.gov, a name change service for the Lieutenant Governor, and initial licensing services for the Professional & Vocational Licensing Division. We will also continue to launch many more my.hawaii.gov enhancements and responsive applications, all furthering our mission of bringing government to the people of Hawaii nei.

Your Annual Business Renewal site, the GET online site, etc. all save me so very much time and effort. I love your online services and the more you can put on there the less the lines at the counters will be! Thank you for making the effort to do all of this!

Hawaii Business Express

This is the most user friendly, easiest, expedient, time-saving and clearest government on line [website] I ever used.

Thank you for making it available to us.

eHawaii.gov

2013 Highlights

Awards and Press

Awards Received (12)

| Award | URL | App Name | Date Submitted | Status |
|--|--|---|----------------|---------------------------------|
| Digital Government Achievement Award | govtech.com/cdg | Electronic Marriage and Civil Union Registration System | 09/03/13 | Winner - Government-to-Business |
| Digital Government Achievement Award | govtech.com/cdg | DLNR Online Fishing Report | 09/03/13 | Winner - Government-to-Citizen |
| Best of the Web Award | www.govtech.com | Portal | 09/03/13 | Finalist |
| Davey Awards | daveyawards.com | Portal | 07/23/13 | Winner - Gold |
| W3 Awards | w3award.com | Portal | 07/23/13 | Winner - Silver |
| CSS Award | cssawards.net | Portal | 07/23/13 | Nominee |
| CSS Design Award | cssdesignawards.com/sites/ehawaii-gov/21366 | Portal | | Nominee |
| NAGW Pinnacle Award | nagw.org/pinnacles | Portal | 07/26/13 | Winner - State/NGO Category |
| Community Spirit Award - Pacific Business News | bizjournals.com/pacific/nomination/52971 | Volunteer Program | 09/03/13 | Finalist |
| Web Marketing Association Best Mobile Energy App | mobile-webaward.org/mwa/winner.asp?eid=7527 | EV Stations Hawaii | 07/01/13 | Winner |

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|--|--|---------|----------|--------|
| Transparency and Accountability: Contractor of the Year | oimt.hawaii.gov/wp-content/uploads/2013/11/2013-Hawaii-Technology-Excellence-Awards-Recipients.FINAL_.pdf | General | 11/21/13 | Winner |
| Transparency and Accountability: Open Gov | oimt.hawaii.gov/wp-content/uploads/2013/11/2013-Hawaii-Technology-Excellence-Awards-Recipients.FINAL_.pdf | General | 11/21/13 | Winner |

Press Releases

| Title | Link | Date |
|---|--|------------|
| Bulk Tax Filing and Payment Service for Tax Professionals Online at ehawaii.gov | http://finance.yahoo.com/news/bulk-tax-filing-payment-tax-120000540.html | 02/27/2013 |
| Biennial Condominium Association Registration Starts with a New Look | http://hawaii.gov/dcca/pvl/news-releases/News%20Release%20Condo%20Assn%20Renewal.pdf http://finance.yahoo.com/news/biennial-condominium-association-registration-starts-110000747.html | 04/09/2013 |
| Hawaii Launches Ungraded Hawaii Government Web Portal | http://oimt.hawaii.gov/state-launches-upgraded-hawaii-government-web-portal | 04/30/2013 |
| EV Launch Press Release | http://www.hawaiinewsnow.com/story/22829820/new-mobile-app-finds-electric-vehicle-stations-in-hawaii http://finance.yahoo.com/news/locating-electric-vehicle-stations-hawaii-110000075.html | 07/12/2013 |

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| ERS Benefit Calculator; New Enhancement Is Now Available to the Public | http://hic.hawaii.gov/2013/08/02/ers-benefit-calculator-new-enhancement-is-now-available-to-the-public | 08/02/2013 |
| Hawaii Launches Online Elevator Permit Application and Payments Service | http://finance.yahoo.com/news/hawaii-launches-online-elevator-permit-110000430.html | 08/20/2013 |
| State Makes New Elevator Permit Applications and Payments Available Online | http://hic.hawaii.gov/2013/08/06/state-makes-new-elevator-permit-applications-and-payments-available-online | 09/06/2013 |
| Hawaii.gov Ranked Among Top 10 State Government Websites | http://www.businesswire.com/news/home/20130917005231/en/Hawaii.gov-Ranked-Top-10-State-Government-Websites | 09/17/2013 |
| State of Hawaii Website Named Pinnacle Award Recipient | http://www.nagw.org/news/2013/09/27/2013-nagw-pinnacle-award-recipients-announced | 09/27/2013 |
| Hawaii Department of Land and Natural Resources Wins National Award | http://finance.yahoo.com/news/hawaii-department-land-natural-resources-110000159.html | 10/08/2013 |
| Hawaii.gov Wins NAGW Pinnacle Award | http://hic.hawaii.gov/2013/10/02/hawaii-gov-wins-nagw-pinnacle-award | 10/02/2013 |
| BOW Digital Government Achievement Awards 2013 | http://www.govtech.com/cdg/digital-government-achievement/Best-of-the-Web--Digital-Government-Achievement-Awards-2013.html | 09/03/2013 |
| Hawaii Attorney General Launches Online Notary System | http://hic.hawaii.gov/2013/10/08/hawaii-attorney-general-launches-online-notary-system http://finance.yahoo.com/news/hawaii-attorney-general-launches-online-192700661.html | 10/08/2013 10/11/2013 |
| Department of Taxation Announces Updated Mobile First Tax Search Tools | http://www6.hawaii.gov/tax/media/2013-10-08-mobile_apps.pdf | 10/14/2013 |

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| Hawaii Electronic Marriage and Civil Union Registration System Recognized | http://health.hawaii.gov/news/files/2013/05/13-058-DOH-Wins-Best-of-Web-Award.pdf http://finance.yahoo.com/news/hawaii-department-health-wins-national-135400969.html | 10/15/2013 10/21/2013 |
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New Services and Websites

New Applications/Services Launched (21)

2013 was a very big year for the portal as we launched more systems than ever before. The three applications that were largest in scope were Modernized eFiling, eTraffic and HlePro although the new Notary Registry, Elevator Inspection and my.hawaii.gov have also been very well received.

| Name | Agency | Mission | Description | URL | Launch Date |
|---|------------------|---------|--|--|---------------------|
| Modernized Electronic Tax Filing System | TAX | Yes | Allows approved tax transmitters to submit tax filings electronically via the Modernized Electronic Filing System. | mef.ehawaii.gov | 02/05/13 |
| Conservation District Use Permit Directory (Admin Only) | DLNR | No | CDUP directory for users to purchase permit copies and any related information. | occl.ehawaii.gov/cdup/admin/search.html | 02/14/13 |
| Public Works and Permitting Payments | County of Hawaii | No | Payment processing only. | papaaukahi.hawaiicounty.gov | 02/25/13 |
| District Court Judge Evaluation | Judiciary | No | Evaluations of 13 District Court Judges via online survey. | N/A | 02/26/13 - 03/27/13 |
| eTraffic | Judiciary | Yes | Online payment of traffic or parking infractions. | etraffic.ehawaii.gov | 03/27/13 |

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|---|-----------------|-----|---|--|---------------------|
| HiePRO | DAGS | Yes | eProcurement system which promotes open competition and transparency when purchasing goods, services, and construction. | hiepro.ehawaii.gov | 04/09/13 |
| Summer Enrichment Program | County of Kauai | Yes | Register, pay, and submit child information for the Kauai Summer Enrichment program. | kpr.ehawaii.gov | 05/15/13 |
| Conservation District Use Permit Directory Record Directory (Public Only) | DLNR | No | CDUP directory for users to purchase permit copies and any related information. | occl.ehawaii.gov/cdup | 06/20/13 |
| Circuit Court Judge Evaluation | Judiciary | No | Evaluations of 10 Circuit Court Judges via online survey. | N/A | 06/20/13 - 07/19/13 |
| Bulk Covered Offender Data | AG - HCJDC | No | Download bulk data on sex offenders and other covered offenders in the State of Hawaii. | hcjdc.ehawaii.gov/bulkcor | 08/21/13 |

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|---|--------------|-----|---|--|---------------------|
| Notary Registration System (Admin only) | AG | Yes | Allows admins to enter new notary applications and update payment status. | notary.ehawaii.gov/notary | 07/09/13 |
| IQ Integration (Admin) | Governor | No | Created active data interfaces to populate the IQ system with valid information from forms. | N/A | 07/09/13 |
| Supervisor Evaluations | AG | No | Evaluations of the 19 AG supervisors via online survey. | N/A | 07/26/13 - 08/09/13 |
| Elevator Inspection and Permitting System | DLIR - HIOSH | Yes | Allows elevator installation applications to be submitted online along with payment. | hiosh.ehawaii.gov | 08/06/13 |
| HIJIS Portal | AG | No | Hosting for the federated search service. | hijis.ehawaii.gov | 08/12/13 |
| HIJIS Security Model | AG | No | Implementation of Shibboleth and hosting for HIJIS. | hijis.ehawaii.gov | 08/12/13 |
| Supervisor Evaluations | AG | No | Evaluations of the Attorney General and First Deputy Attorney General via online survey. | N/A | 09/09/13 - 09/18/13 |

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| Notary Registration System (Public) | AG | Yes | Allows the public to submit a new notary application and make payment. | notary.ehawaii.gov/notary | 09/10/13 |
| My.hawaii.gov | HIC | No | Personal management platform for interacting with the State, anytime, anywhere. | portal.ehawaii.gov/myhawaii | 09/18/13 |
| Film Permit Application | Hawaii Film Office | Yes | Online film permit application system for established entities to apply for film permits for State of Hawaii locations. | hfo.ehawaii.gov | 09/23/13 |
| Accessibility Accommodation Request System | HIC | No | Allows the public to submit an accessibility accommodation request for online materials on Hawaii government agency sites. | m.hi.gov/accessible | 12/02/13 |

Application Spotlight - MeF

The IRS' Modernized e-Filing (MeF) program provides a method for communicating and processing electronic tax filings and payments for businesses.

MeF represents a huge departure from the old system that the IRS and states used to communicate, the Fed-State back-end. The existing system was a batch process with one file being sent per day.

MeF is a **24/7-web service with two way communication** much **more filing detail, payments and attachments**. Standards are set by the IRS, the Federation of Tax Administrators (FTA), the Tax Implementation Group for E-Commerce Requirements Standardization (TIGERS) and the National Association of Tax Professionals (NACTP).

The Hawaii State Department of Taxation (DOTAX) used the Fed-State back end to process electronic personal income taxes. In 2008, over 300,000 filings were processed this way. The Fed-State back end is no longer being supported beginning in 2013. DOTAX needed to migrate to MeF for personal income tax filings. Other returns will also be supported at a later date.

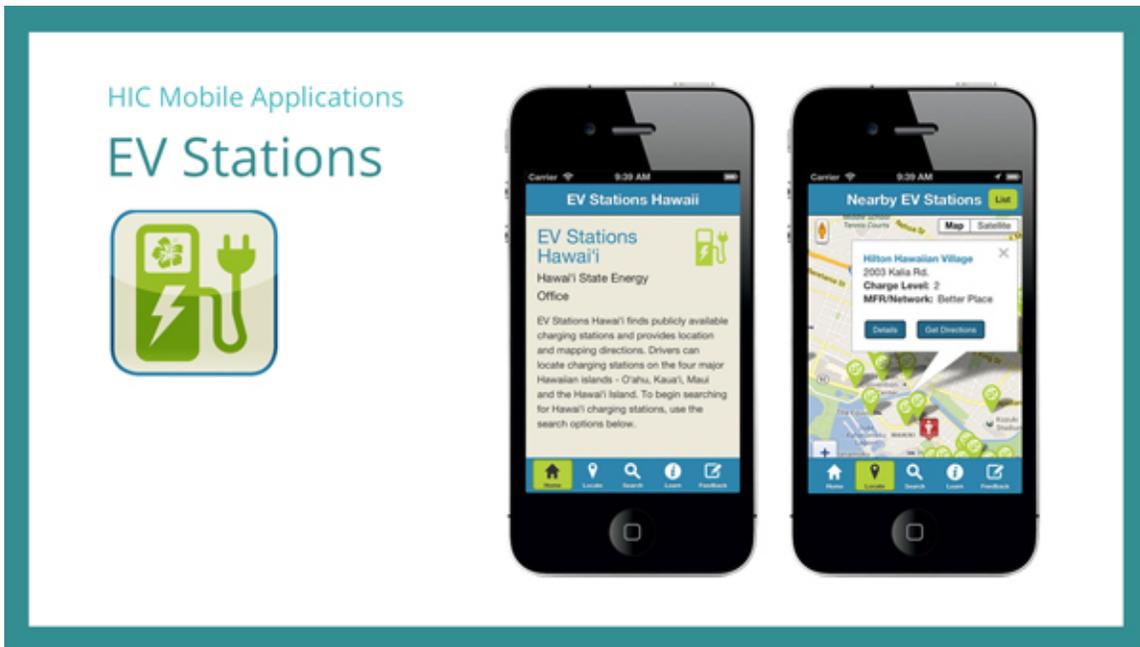
The portal (HIC) agreed to develop, host and maintain an internet-accessible gateway service that accepts and validates MeF tax returns from the IRS. The most critical forms for MeF are the N-11 and the N-15 returns and their associated attachments currently processed by the JELF program, which sunset after the 2012 tax year. This effort was not to include the MEF Viewer, which was explicitly excluded from the statement of work with HIC. In Late 2012 it became apparent that Tax would not have a viewer solution, and HIC implemented an MEF viewer at no cost to DOTAX.

In 2013, the first filing year of MEF being active DOTAX has processed 424,728 returns (as of Oct 31, 2013) and payments totaling over \$2.8 Million. MEF supports a much wider array of returns, collects all of the pertinent data associated with the returns, and accepts payments and attachments when compared with the JELF solution. It also validates the returns for business rule and calculation errors before accepting the data. In 2014 another large advantage over JELF will be realized by DOTAX, when returns for previous tax years will also be accepted.

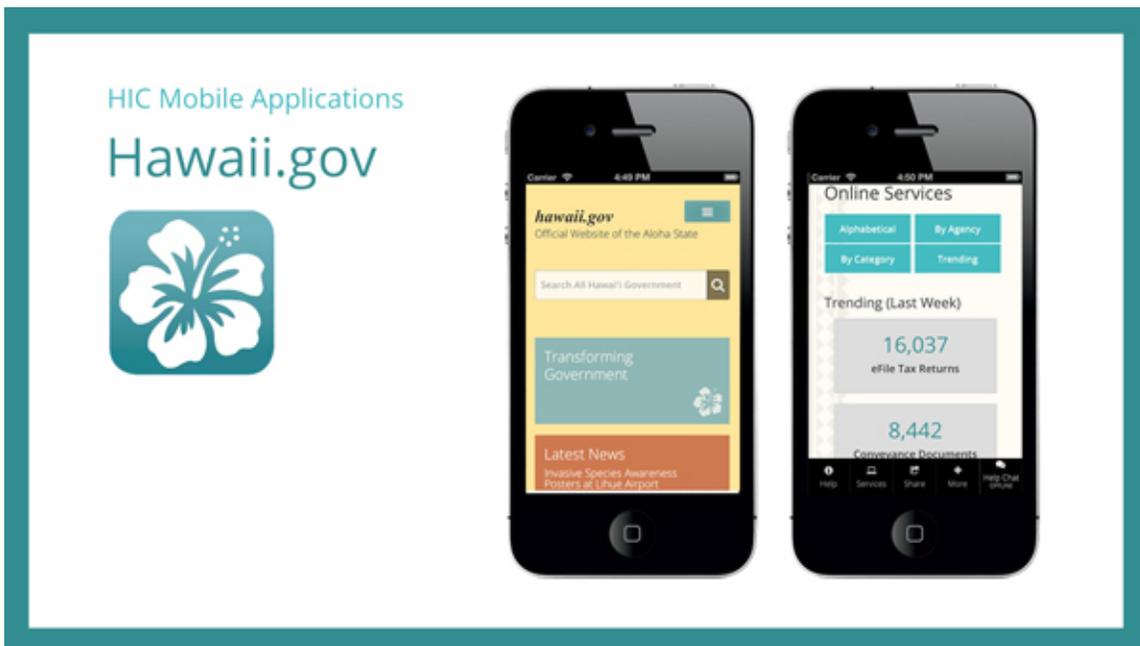
New Websites (6)

| Name | Agency | URL | Launch Date |
|--|--------|--|-------------|
| New Interim Portal Landing Page & Search | HIC | portal.ehawaii.gov/landing | 01/16/13 |
| Business Development & Support Division | DBEDT | invest.hawaii.gov | 02/04/13 |
| Access Hawaii Committee | AHC | ahc.ehawaii.gov | 03/06/13 |
| Hawaii.gov | HIC | portal.ehawaii.gov | 04/26/13 |
| Hawaii Foreign Trade Zone #9 | DBEDT | ftz9.org | 06/27/13 |
| Engineering Division | DLNR | dlnreng.hawaii.gov | 10/21/13 |

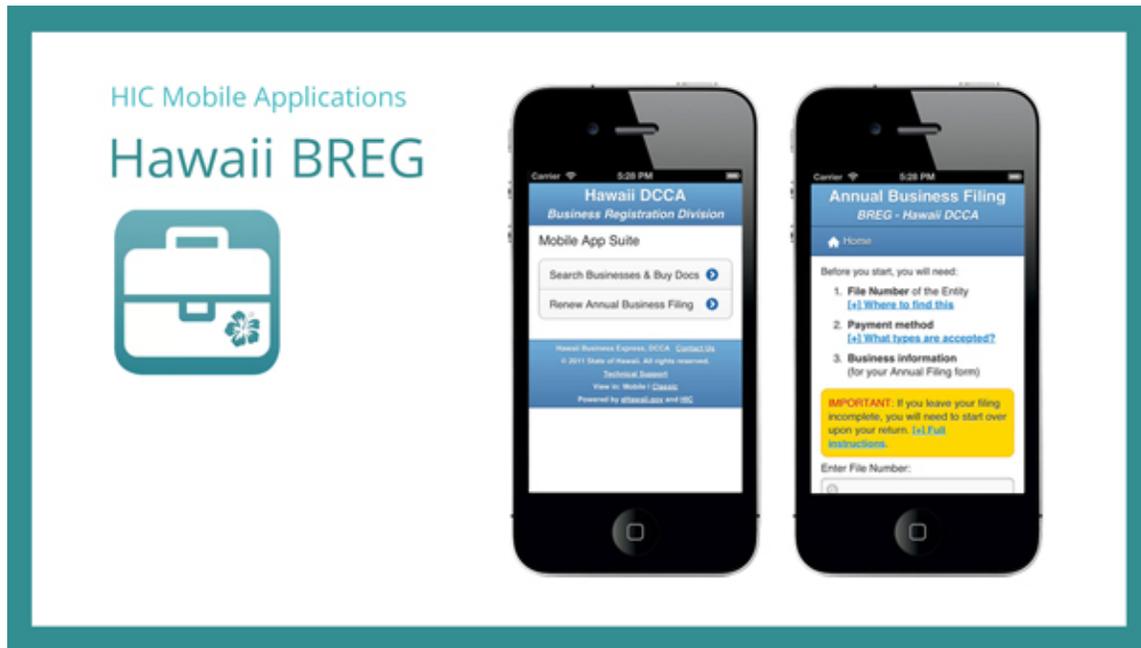
Native Mobile Applications (4)



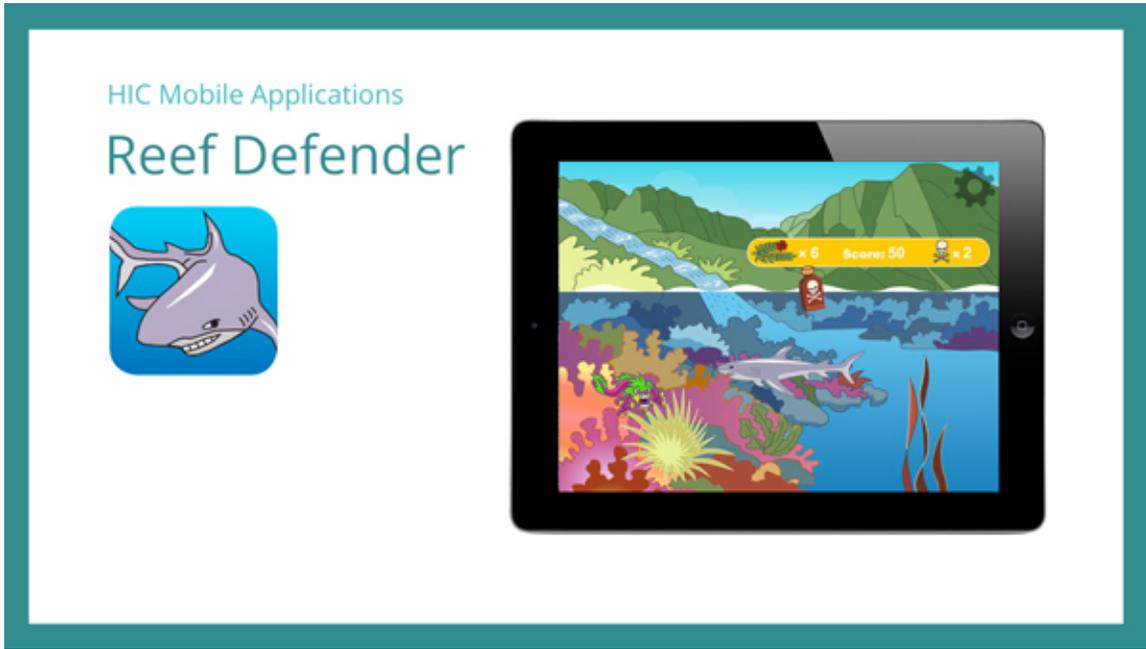
| Description | Available | iOS | Android | Web |
|--|--|---|---|--|
| Locations and maps of all Hawaii EV charging stations. | Apple Store: 06/28/13 Android Store: 06/27/13 | itunes.apple.com/us/app/ev-stations-hawaii/id650114531?mt=8 | play.google.com/store/apps/details?id=com.nicusa.hiev | energy.ehawaii.gov/ev |



| Description | Available | iOS | Android | Web |
|---|--|---|--|--------------------|
| Mobile version of the hawaii.gov website. | Apple Store: 07/09/13 Android Store: 07/11/13 | itunes.apple.com/us/app/hawaii.gov/id672689245?mt=8 | play.google.com/store/apps/details?id=gov.ehawaii.portal | portal.ehawaii.gov |



| Description | Available | iOS | Android | Web |
|--|--|---|---|---|
| Mobile app for the DCCA BREG Business suite of services. | Apple Store: 08/23/13 Android Store: 07/11/13 | itunes.apple.com/us/app/hawaii-breg/id672688342 | play.google.com/store/apps/details?id=gov.ehawaii.businesssuite | hbe.ehawaii.gov/annuals/landing.html?site_preference=mobile |



| Description | Available | iOS | Android | Web |
|---|--|---|---|--|
| You can learn about the connection of land and sea by playing the game 'Reef Defender'. | Apple Store: 07/09/13 Android Store: 09/13/13 | itunes.apple.com/us/app/reef-defender/id657761952?mt=8 | play.google.com/store/apps/details?id=com.nicusa.ehawaii.reefdefender | hawaiiisharks.org/game |

Non-Native Mobile Applications (6)

| Name | Description | Available | Web |
|---------------------------------------|--|-----------|--|
| Condominium Association Registrations | Submit condominium association biennial registration(s) online. | 04/01/13 | aouo.ehawaii.gov |
| Notary Registration System | Submit and pay for your application for Notary Public Commission online. | 09/10/13 | notary.ehawaii.gov |
| Tax License Search | Search for a Hawaii tax number. | 10/07/13 | dotax.ehawaii.gov/tls/app |
| Tax Refund Status | Check your individual tax refund status. | 10/07/13 | tax.ehawaii.gov/hoihoi |
| eTraffic | Pay your traffic citation online. | 03/27/13 | etraffic.ehawaii.gov |

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| PVL License Search | Search all licenses registered with the Professional and Vocational Licensing Division. | 11/18/13 | pvl.ehawaii.gov/pvlsearch |
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Major Application Upgrades (22)

We rewrote a few of our old systems from scratch including the AOOU Condo Association system, Tax Refund Search, Tax License Search, PVL License Search and are in the middle of a long process to completely upgrade LandLink and replace LandShark.

| Service | Agency | Description of Update | URL | Launch Date |
|--|--------------|--|--|-------------|
| Harbor Hui | DLNR - DOBOR | Added a method to accept online payments. | dobor.ehawaii.gov/harborhui/welcome.html | 01/01/13 |
| eFile | TAX | Annual updates to all forms and fields. | dotax.ehawaii.gov/efile/user | 01/02/13 |
| CSEA Account Information System | AG | Implemented method for CSEA billing statements to be viewable by users. | csea.ehawaii.gov | 03/04/13 |
| AOOU Condo Association Biennial Registration | DCCA - REB | Did a re-write of app (from perl) and implemented a new responsive design. | aouo.ehawaii.gov | 04/01/13 |
| CMLS License Renewal w/ CRVS check | DLNR | Modified the app to refuse renewal when license status is suspended or there are fishing report violation cases in DLNR/CRVS with status = NOT Closed, Decision - Comply, or Paid. | dlnr.ehawaii.gov/cmls-public | 04/01/13 |

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| LandLink | DLNR - BOC | Launched first version of LandLink/Lighthouse code post-TriMin. | hoc.ehawaii.gov/landlink | 04/11/13 |
| HIC Kala Stored Payments | HIC | Added the ability for users to store a credit card or bank account info for faster payment processing. | kala.ehawaii.gov/mkala | 05/07/13 |

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|-----------------------------------|------------|---|--|----------|
| Continuing Education Enhancements | DCCA - REB | <p>Added the following enhancements:</p> <p>Admin:</p> <ol style="list-style-type: none">1. Ability to mark licensee's course record as Makeup.2. Add Author field when editing a course subject and allow search by Author via subject search.3. Add subject approved date and track subject creation date.4. View assigned providers to subjects. <p>Public:</p> <ol style="list-style-type: none">1. Add Credit Hours field as an option for course search.2. Add Credit Hours column in the download of future courses (PDF). | pvl.ehawaii.gov/rece | 05/23/13 |
|-----------------------------------|------------|---|--|----------|

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|-----------------------------|--------------|--|---|----------|
| Vessel Registration | DLNR - DOBOR | <p>Added the following enhancements:</p> <ol style="list-style-type: none"> 1. Capability for the public to apply for a new vessel registration online 2. Registration renewals now allow the user to request a change to their personal information 3. Citizenship status is now a required item. 4. A management queue has been added that allows for managing of new registrations and renewal change requests. | vessel.ehawaii.gov | 06/27/13 |
| Mobile - EV Stations Hawaii | DBEDT | Major rewrite of application. | <p>Apple: itunes.apple.com/us/app/ev-stations-hawaii/id650114531?mt=8</p> <p>Android: play.google.com/store/apps/details?id=com.nicusa.hiev</p> | 06/27/13 |
| LandLink | DLNR - BOC | Added \$1 archive fee to all documents received through the BOC LandLink System. | boc.ehawaii.gov/landlink | 07/01/13 |

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|--|------------|---|--|----------|
| ERS Calculator Enhancement | B&F | <p>Allows user to generate an estimate of their future retirement benefits; this enhancement includes:</p> <ul style="list-style-type: none"> • Look & feel update with a mobile first responsive design (to match the ers.ehawaii.gov UI) • Table update to accommodate the new factors. | ers.ehawaii.gov/resources/calculator/ | 08/01/13 |
| eHawaii.gov Account Management System (Lala) | HIC | <p>Upgrade to our eHawaii.gov Portal Account Management System; changes include:</p> <ol style="list-style-type: none"> 1. Look & feel update with a mobile first responsive design. 2. Security enhancements 3. Single sign-out. 4. Search capability improvements. | login.ehawaii.gov | 08/05/13 |
| HlePRO | DAGS - SPO | Updated to allow users to register as vendors. | hiepro.ehawaii.gov | 08/05/13 |

| | | | | |
|-------------------------------|------------|---|--|----------|
| LDAP Account Request Form | HIC | Upgraded look and feel and now uses a mobile first responsive design. | office.ehawaii.gov/signup | 08/12/13 |
| eCrim | AG - HCJDC | Fee changes; incorporated subscriber payments for search fee; and incorporated stored payments. | ecrim.ehawaii.gov | 09/03/13 |
| BREG Documents | DCCA | Added \$1 archive fee to all documents received through the DCCA BREG Document System. | hbe.ehawaii.gov/annuals | 10/02/13 |
| Tax Refund Search | TAX | Upgraded app with a mobile/responsive design. | tax.ehawaii.gov/hoihoi | 10/07/13 |
| Tax License Search | TAX | Upgraded app with a mobile/responsive design. | dotax.ehawaii.gov/tls/app | 10/07/13 |
| Notice of Public Sale | DCCA | Notice of Public Sale on foreclosure properties. | mfd.ehawaii.gov/notices | 10/08/13 |
| Narcotics Registration System | NED | Admin system for the registration system. | ned.ehawaii.gov/renewal/admin | 10/14/13 |
| Mobile - PVL License Search | DCCA - PVL | Upgraded app with a mobile/responsive design. | pvl.ehawaii.gov/pvlsearch | 11/18/13 |

The Redesign of eHawaii.gov

The new Hawaii.gov was launched on April 27, 2013.

Designed for mobile and built for touch, speech, and accessibility for all users, Hawaii.gov showcases the very best in Web design thinking. The site allows the public and businesses to re-imagine how they interact with Hawaii government.

During the redesign effort, we recognized mobile devices continue to grow in popularity and experts predict that in 2014-2015, the percentages of mobile devices and desktop machines will be equal. As such, our web interface design must accommodate interactions that users expect. The new portal allows access to content by swiping, touching or clicking and larger touch-sensitive zones make navigation easier. Search results, leveraging search.usa.gov, are presented in easily navigable pages and modal windows make accessing more detailed information simple. Results are pre-programmed to include the most popular search terms, and a predictive search pre-populates common search terms based on the first few characters typed.

The new Hawaii.gov is stynamic (static+dynamic). We wanted quick load times while providing the richest user experience possible. Hawaii.gov leverages text, SQL, JSON, RSS and ATOM data sources for dynamic content, and we used Markdown, a lightweight markup language, for static content. Liquid Templates combine the dynamic and static data sources. We employ Jenkins, an open source continuous integration tool to re-generate the site's HTML with updated data feeds every hour or on demand. Other building tools include: Zurb's Foundation for the framework and various icon fonts from Font Awesome, Fontello, Icomoon and Jekyl.

Hawaii.gov is also driven by feeds, consuming its own public API to build pages. We hope others will build and "slice and dice" the new Hawaii.gov into new ideas, apps, and services. We built a developer section (portal.ehawaii.gov/page/developers) to encourage the use of both our own datasets and those published at data.hawaii.gov.



HIC has been honored to receive the following awards and nominations for the portal.

Awards - 2013



Davey Awards
Gold Award Winner



NAGW
State/NGO Category
Pinnacle Award



W3 Awards
Silver Award Winner



Best of the Web
State Portal Category
Finalist



CSS Award
Nominee



CSS Design Award
Nominee

Portal Buzz

Lou Rinaldi @LouRinaldi 25 Aug

#Hawaii's official website puts the design of all other state websites to absolute, soul-crushing shame. <http://portal.ehawaii.gov/page/design/> @samhc #egov

Mark Headd @mheadd 16 Aug
The State of Hawaii's website is freaking beautiful. <http://portal.ehawaii.gov>

Patrick MacMannis @pat_macmannis 3 May

<http://portal.ehawaii.gov/> has to be one of the coolest **#HTML5** & **#RWD** sites I've ever seen! Check it out!

Matt Jukes @jukesie 30 Apr

So not only does Hawaii have well Hawaii (!) but now it also has a truly brilliant website - <https://portal.ehawaii.gov/page/design/> - brilliant stuff

Matthew McNaughton @mamcnaughton 30 Apr
Wow. This is what a gov't website should look like <http://hawaii.gov> ...

Catherine Bracy @cbracy 30 Apr

And it's mobile-friendly! RT @codeforamerica: Props to @ehawaii on the beautiful new website: <http://hawaii.gov> #simple #beautiful

| | | |
|--|---|---|
| <p>Alan Palazzolo @zzolo 30 Apr The new http://hawaii.gov , a new bar for government websites. http://hawaii.gov Also, developer friendly http://portal.ehawaii.gov/page/developers/ ...</p> | <p>prowebix @prowebix 30 Apr Wow the new http://hawaii.gov is next level stuff, very impressive. @ehawaiiigov - http://vimeo.com/64930119</p> | <p>Code for America @codeforamerica 30 Apr Props to @ehawaiiigov on the beautiful new website: http://hawaii.gov #simple #beautiful #userfriendly</p> |
| <p>Dexter S. @dexterslu 30 Apr Hawaii is taking government websites next gen - http://portal.ehawaii.gov</p> | <p>dfletcher @dfletcher 29 Apr http://Hawaii.gov 's open API's, about as geeked out as an #egov site can be http://portal.ehawaii.gov</p> | <p>Mark Headd @mheadd 29 Apr Massively impressed with Hawaii's state portal design and technology stack. Very cool. https://portal.ehawaii.gov/page/design/ #inspired</p> |
| <p>Alex Howard @digiphile 29 Apr @ehawaiiigov vaults to leading edge of .gov with new citizen-centric design: http://bit.ly/11SG8OL HT @BenBalter #opendata #opengov #gov20</p> | | |

Hawaii.gov is a product of a collaboration between the Office of Information Management and Technology (OIMT) and the State Internet Portal Provider Hawaii information Consortium LLC (HIC).

My.Hi.Gov

MY.HAWAII.GOV

my.hawaii.gov Login

Email (required)

Password (required)

[Login](#) [Sign Up](#) [Forgot Password](#)

What is my.hawaii.gov?

my.hawaii.gov is an online management platform for interacting with the State, anytime, anywhere.

From reserving a camping permit to paying your taxes or simply finding information, my.hawaii.gov is your government - your way.

[FAQs >>](#)

OIMT is undergoing a major initiative to revamp the relationship of the Hawaiian government and its online presence. As part of this process, OIMT has launched a new Hawaii Government Portal and a new state-wide template across all major lines of business. As this initiative continues, OIMT would like to create interfaces which can aggregate the information and services to the Hawaii Government Portal leveraging HIC's eHawaii.gov User Accounts (aka Lala). This endeavor is to mimic the functionality and usability of the my.usa.gov site of the Federal Government. HIC has created an interface called "MyHawaii" or my.hi.gov to link together information and popular services used by the public.

The ultimate goal of this interface is to provide a single, “user-friendly-and-intelligent” web portal with a service catalog of all available on-line government information and services (both open and secure) that can be accessed with appropriate security credentials. In 2013, the goal of this project was to provide a proof of concept for the my.hi.gov interface and operation, and to show how personalized information will be made available to the my.hi.gov site to the appropriate users through existing eHawaii User Accounts. HIC exceeded expectations and turned the proof of concept into a live site by launching my.hi.gov in September 2013.

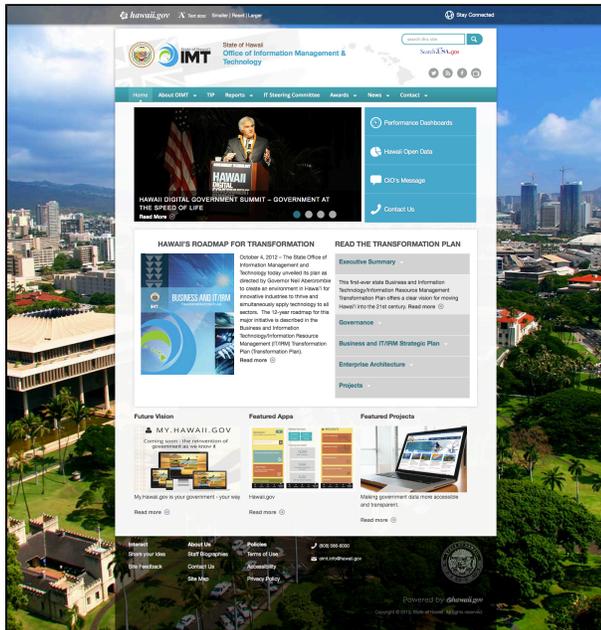
The initial components of MyHawaii include:

- My Transactions (leveraging eHawaii’s Payment Engine)
- Business Filings
- Camping Reservations

Upcoming phases of MyHawaii will include a reminder service, the incorporation of more government e-services and leveraging an external source to provide information that can be displayed on the MyHawaii interface.

WordPress for Government!

The Rise of WordPress



In the fall of 2012, HIC began a partnership with OIMT to develop a new design template in WordPress (WP) to establish a consistent look and feel across all state websites. The initial goal of the project was to implement the new template on all of the executive departments in time for the year's start to the legislative session in January. We met and surpassed this goal and as of Jan 01, 2013, 28 sites were launched and hosted in Hawaii's Public Cloud.

Prior to the redesign, the Hawaii Executive agency sites were not mobile-friendly or action oriented. Most department sites had little if any Hawaiian imagery and few standards for contacts, design or structure. Division sites were migrated from plone CMS servers (over 25 servers for websites alone) that had little if any version or operating system consistency.

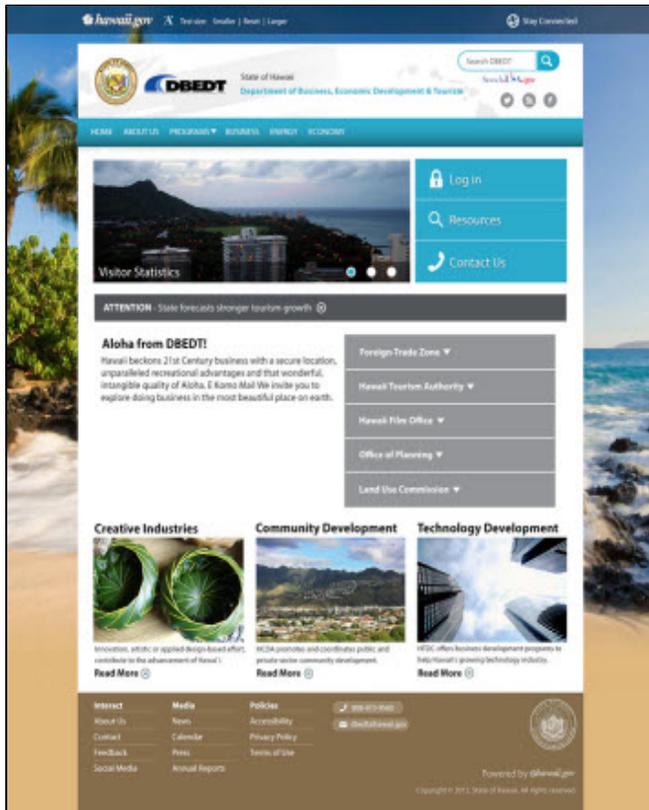
The move to WordPress gave us an opportunity to give the state department and division web-masters the control they desperately wanted without the enormous cost and training associated with a Commercial Enterprise CMS. The Open Source aspects of WP actually made it easier to develop and deploy new templates and enforce accessibility and style requirements regardless of the technical level of the specific webmaster. The consistency that we have been able to achieve across all agencies is a tremendous advantage and something which, in the past, Hawaii's federated IT infrastructure made nearly impossible.

We accomplished this by using Open Source CMS software. Hawaii has saved hundreds of thousands of dollars a commercial CMS would have cost. The simple WP administration system made the administration of the sites incredibly simple, eliminating hundreds of hours of training. HIC estimates the total savings realized by leveraging OpenSource CMS at about \$1.3M.

Throughout the course of 2013, our partnership with OIMT has continued and grown. Currently there are 61 sites using the standardized design with many more in the process of being converted.

The Future

In 2014, we will have development completed for the next iteration of the template (called 2.0). It will include improved site administration and customizations and one click updating for all plugin/theme/version updates, dramatically simplifying the process for maintaining the large number of websites on the state side.



Cost Savings

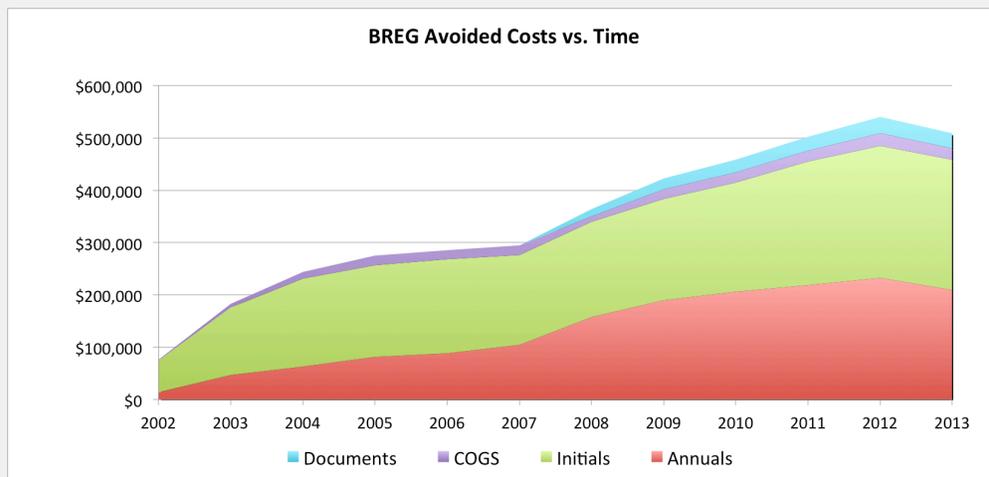
Applications built by HIC save our partners hundreds of thousands of dollars each year. HIC considers only data entry labor, paper, mail and postage costs in our avoided costs estimates.

Department of Commerce and Consumer Affairs

BREG

Avoided Cost

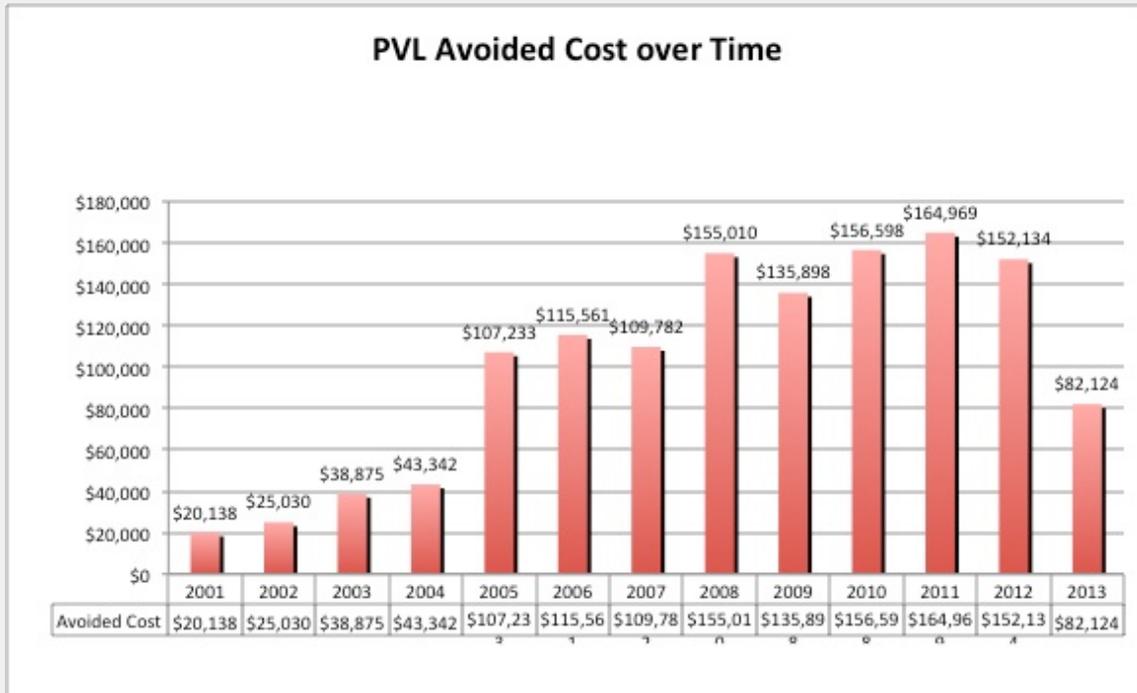
Avoided cost was over \$508K by the end of Q3 of 2013. Avoided costs include printing, postage, and data entry costs. No IT-related costs are considered.



PVL

Avoided Cost

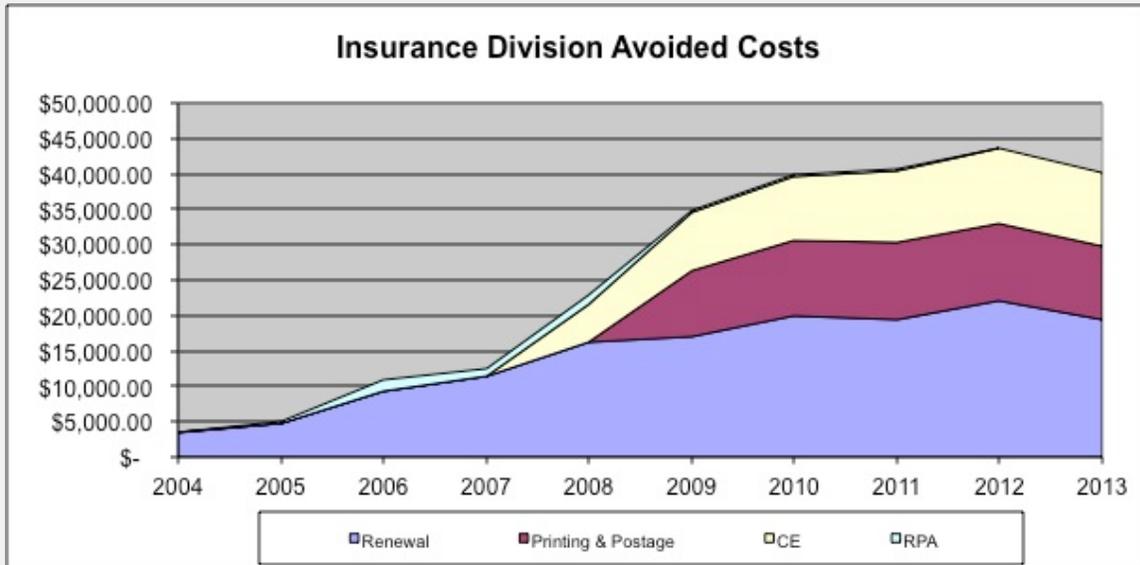
Through online transactions, savings are achieved through saved postage and printing of renewal application forms, data entry required from paper renewals. Based on the number of online renewal transactions since 2001, it's estimated PVL has saved over \$1.3M through the online renewal program.



INS

Avoided Cost

Through online transactions, savings are achieved through saved postage and printing of renewal application forms, data entry required from paper renewals, continuing education course and attendee submissions. Based on the number of online renewal transactions since 2004, it's estimated INS has saved over \$240K through the online services.

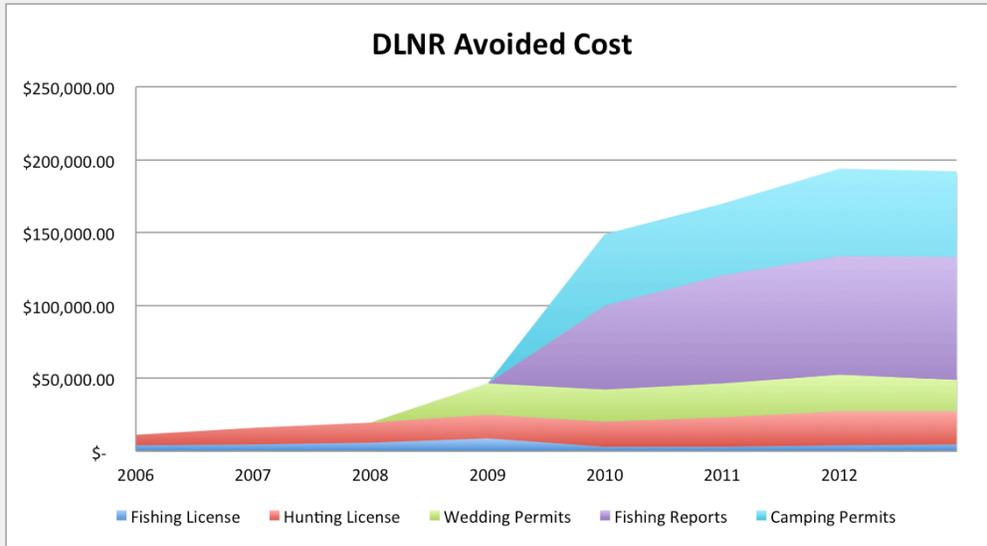


Department of Land and Natural Resources

Permitting and Licensing

Avoided Cost

The avoided cost for DLNR is estimated to reach \$200K by the end of 2013. The avoided cost includes all licenses and permits issued through the eHawaii.gov program and only considers data entry time.



Department of Taxation

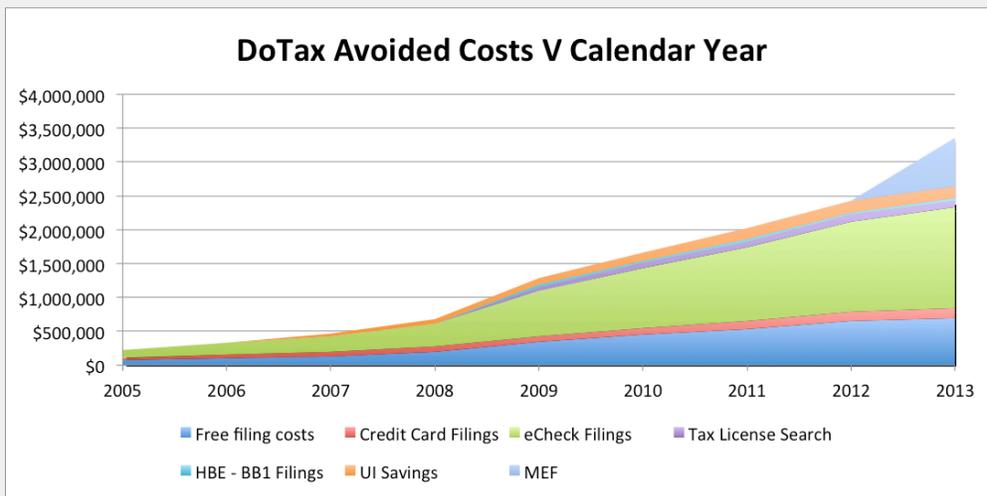
Tax

Avoided Cost

As a result of portal applications Tax has significantly decreased costs. We do not include any IT-related costs, only other quantifiable costs associated with the handling of returns, printing, mail and data entry.

Major areas of savings include:

- eFile tax returns
- MEF tax returns
- Tax License Search
- BB1 Filings
- UC-1 Cashiering



Portal Marketing & Outreach

HIC aims to bring government to the people. To do so, we must continuously strive to simultaneously create awareness of and promote the efficiency of online services. We are active in various communities from the National Association of Tax Preparers to the Hawaii Paralegal Association. In addition to press releases and award submissions, we work with our partners to deliver cohesive messages by utilizing direct mailing, email campaigns, and providing posters or over the counter business cards for partner offices. In 2013, HIC produced and delivered thousands pieces of printed marketing collateral, **203,959 postcards** and **over 400,000 emails** to the citizens and businesses throughout the State of Hawaii. We have also produced 17 instructional videos all viewable online on Youtube under 'eHawaii gov.'

Factoid: Russell Castagnaro (GM) presented our unique self funded eGovernment model at the GOTO; Aarhus conference at the International Software Development Conference in Denmark in October.



Highlight - Digital Government Summit



HIC sponsored and attended the Hawaii Digital Government Summit in Honolulu, HI on November 21, 2013. This year's event theme was *Government at the Speed of Life*.

The Summit is designed to bring together experienced people in Hawaii state and local government to collaborate, share ideas, and participate in discussions on how information technology can be a strategic tool for managers, executives and decision-makers. This year's event offered a variety of concurrent sessions and talks by presenters who are experts in all fields, with focuses on

technology transformation, business transformation, and transparency and accountability.

HIC set up a sponsor booth in the event gallery with an array of video and outreach materials that showcased our current services being used in the Aloha State. HIC managers and liaisons shared with the other attendees their experiences connecting the people to the government by enabling eGovernment solutions at no cost to the state.

HIC was presented with an award from the State of Hawaii's Lieutenant Governor, Shan S. Tsutsui, and Chief Information Officer, Sanjeev "Sonny" Bhagowalia for 'Contractor of the Year' in the Transparency and Accountability category.

The Summit was a successful opportunity for HIC to catch a glimpse at the latest eGovernment solutions, stay informed of the current issues and plans to move forward, and network with key influencers in information technology solutions, and government policy and decision-making.



Marketing Materials

Samples

eTraffic Hawaii
Hawaii State Judiciary

Traffic ticket?
Save time,
pay online!

etraffic.hawaii.gov

Powered by e{hawaii.gov}

Business card for the Judiciary eTraffic online payment system.

Harbor Hui
Division of Boating & Ocean Recreation

Avoid standing in line.
Pay your account **online!**

dobor.hawaii.gov/makepayment

Powered by e{hawaii.gov}

Over the counter card for Harbor Hui Service.

emrs.hawaii.gov

Key features:

- Marriage application
- Civil Union application
- Search for a performer
- Check status
- Print temporary certificate

Powered by e{hawaii.gov}

Over the counter card for Online Marriage and Civil Union Service

Motor Vehicle Registration Renewal

Renew your vehicle registration online at your convenience.

mvr.hawaii.gov

What you'll need:

1. Last 4 digits of VIN
2. License plate number

Pay via credit card or e-check. New certificate and emblem will be mailed to your address on file.

Powered by e{hawaii.gov}

Postcard for Motor Vehicle Registration Renewals

State of Hawai'i
Hawaii Compliance Express

Hawaii Compliance Express (HCE) allows vendors selling goods or services to state or county government entities to quickly and easily demonstrate that they are in compliance with state procurement laws.

REGISTER ONLINE vendors.hawaii.gov

Powered by e{hawaii.gov}

Vendor Compliance **CLICK**

Postcard for Hawaii Compliance Express

eFile

GE Tax Reminder

Please Find Name:

The GE Tax Reminder is an e-mail reminder for GE Tax filers. You indicated that you wanted to be kept informed. This email is your notice that the GE Tax filing deadline of July 31st, 2012, for Monthly and Quarterly filers is approaching. If you filing frequency is Semiannual, please disregard this message.

If you have a balance due, you can pay online with a credit card or electronic check.

No email message is being sent to each GE Tax identification number. If you have more than one tax identification number, you may receive multiple email messages.

The GE Tax Reminder this notice applies to Single Filers. If you have already filed, please disregard this email.

Visit www.e-file.com to file your taxes. EFILE.

If you have any questions, please contact:

www.e-file.com and the Hawaii Department of Taxation

You should not disregard this notice as it may affect your account. Call your professional tax advisor for more information.

Email reminder for Tax Efile GE Payment Reminders

Portal Enterprise Services

The portal provides a number of key 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 \$1.4 Billion in CY 2013 (Oct 31,2013). 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. HIC has negotiated lower 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 backend 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 eHawaii.gov 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 business 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 (OTS) Payment Processing

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

Marketing

Self-Funded eGovernment entails more than development, managing, hosting and maintaining services for our partners. We also provide marketing to let the public and businesses know about the services that we create.

| Portal Partners with Coordinated Marketing | Marketing Services Include |
|---|--|
| <ul style="list-style-type: none">• Hawaii State Judiciary• Department of Commerce and Consumer Affairs• Department of Taxation• County of Kauai• County of Hawaii• State Procurement Office• Office of the Attorney General• Department of Land and Natural Resources | <ul style="list-style-type: none">• Direct mail• Email reminders• Marketing materials• Attending public functions• Meeting with industry groups• Speaking at state and national events• Award submissions• 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 the Portal'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

The portal 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 37 of the portal's applications. This year we leveraged 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 services.

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

- **Individual accounts:** 355,500
- **Power users** (more than 5 transactions): 7,806
- **Users with at least one transaction:** 153,304

Top Five Services with linked Portal Accounts

| Application Name | Users |
|-----------------------------|--------|
| Hawaii Business Express | 68,191 |
| State Camping Reservations | 37,780 |
| Criminal History Search | 34,380 |
| PVL Licensing | 11,027 |
| Hawaii Unemployment Express | 5,028 |

Single Sign On also allows state partners to easily administer and access portal services such as the state calendar, Charity Search, MFDR (Mortgage Foreclosure Dispute Resolution System), and eBench Warrants.

In 2013, we added a few significant enhancements to the eHawaii.gov login system including:

- User interface upgrade to a mobile first responsive design.
- Security enhancements
 - secure sites (and any administrative user) require strong passwords
 - passwords are required to be reset every 3 months
 - standardized selection of secret questions (used for password retrieval)
- Enhanced search capabilities including the ability to search by role or group, and ability to filter on search results for even more refined results.
- Single Sign-out: when logging out of one application using an eHawaii.gov account, the user will automatically be logged out of all eHawaii.gov services in the browser.

- Email Notifications: email notifications are now sent upon account creation, password reset, and email address update.

Website Design and Hosting

Building a website with us is easy! HIC utilizes 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 it's 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 it's 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.

You can learn more at: webcms.ehawaii.gov

Hawaii's Import/Export Resource Center

HAWAII FOREIGN-TRADE ZONE #9

Home About Us Warehousing - Pier 2 Resources News Contact

Import Export Resource
The Hawaii Foreign-Trade Zone can assist your business with warehouse savings, import/export resources, manufacturing incentives and export financing. Contact us for a tour and more information.
[Learn More](#)

About Us
For over 48 years the Hawaii Foreign-Trade Zone #9 has brought the benefits of the Foreign-Trade Zone (FTZ) program to Hawaii businesses and entrepreneurs. The State government operates Hawaii's FTZ program to encourage international business and economic development.
Our mission is to increase the amount of international trading activity in Hawaii, thereby providing employment

What We Offer

- Warehousing**
A cost savings warehouse facility to fit your storage needs.
- Office Space Rental**
Various office sizes to fit your businesses needs.
- Financing**
Looking for export financing, loan guarantees, credit insurance?
- Workshops**
Resource workshops from State and Federal programs.
- Services**
Our program is here to assist with any of our import/export resources.
- In Person Assistance**
Contact us on how we can help your business grow.

Customer Satisfaction



HIC considers customer service to be a key to being a great company and our customer service team knows our apps inside and out. If a customer has a question or problem while using an eHawaii.gov service, our support team is available to help via telephone, email, or live chat.

Fielding an average of 3,300 requests (monthly) via emails, phone calls and chats for over 100 applications, our team excels on returning any missed communications the same day when possible, and the next business day for communications that come in after business hours.

“Customer service is the first impression people have of our company and we feel all customers deserve to be treated with respect and Aloha.” Whether dealing with the public or working with our partners, the team strives to give out accurate and effective information in a timely and professional manner.

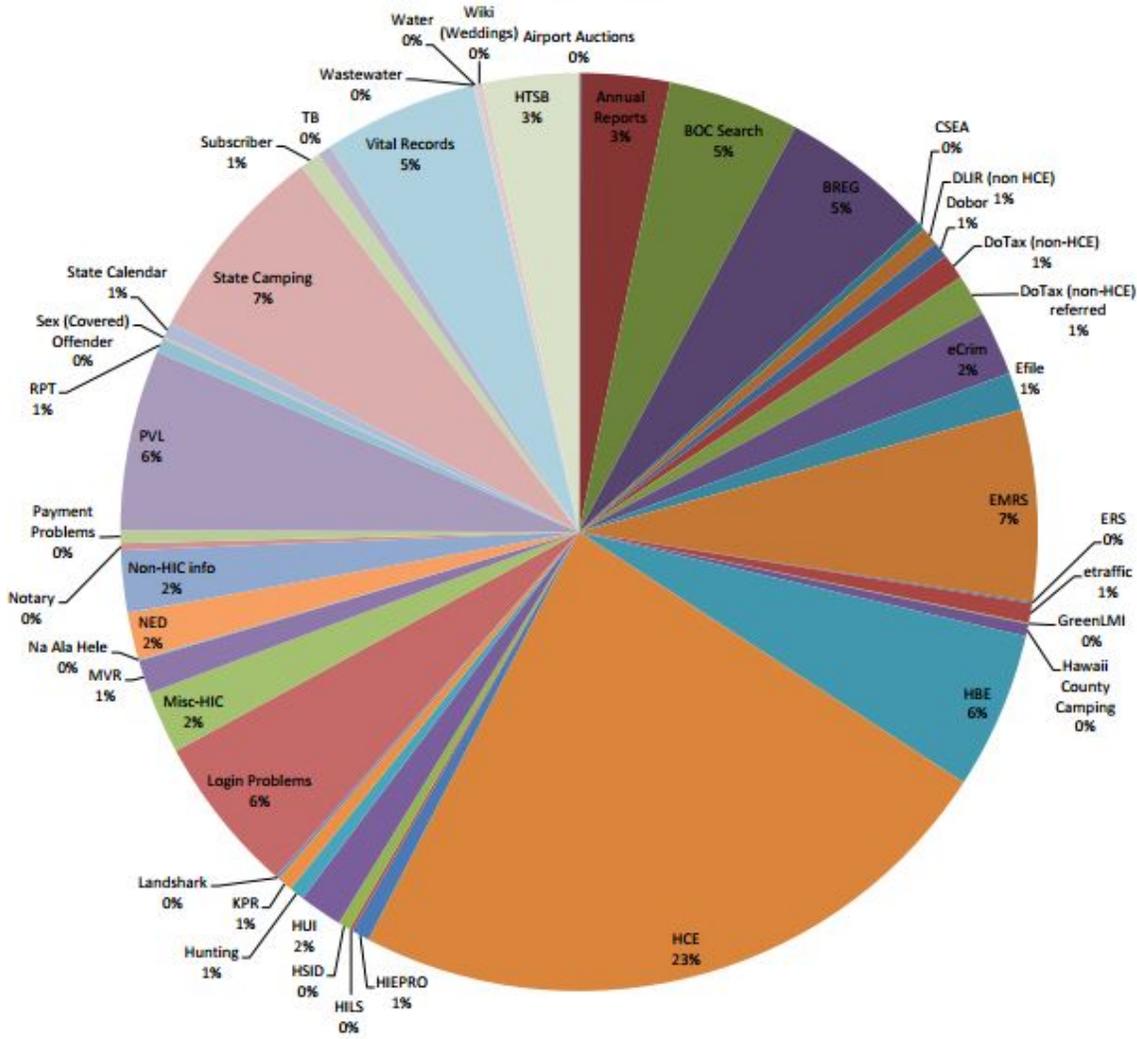
For the first three quarters of 2013 the CSR team answered a total of 29,756 emails, phone calls and chats. They ranged from technical assistance with the online services that we offer to questions regarding anything that is Hawaii related. Most questions can be answered by our CSR team, and those that cannot are referred to the proper agency or department.

Below are the statistics for the total of contacts from January 1st through September 30th 2013 with a breakdown showing the most common calls by specific service.

| Service | Contacts | Service | Contacts | Service | Contacts |
|------------------------|----------|---------------------------|----------|-------------------------------------|----------|
| Airport Auctions | 18 | Hawaii County Camping | 130 | Non-HIC information | 648 |
| Annual Reports | 929 | Hawaii Business Express | 1,647 | Notary | 75 |
| BOC Search | 1,378 | Hawaii Compliance Express | 6,967 | Payment Questions | 136 |
| Business Registrations | 1,612 | HlePRO | 186 | Professional & Vocational Licensing | 1,891 |

| | | | | | |
|--|-------|---------------------------------------|-------|----------------------------|---------------|
| Child Support Enforcement Agency | 91 | Insurance License Renewals | 36 | Real Property Tax Payments | 150 |
| Dept. of Labor (non HCE) | 188 | State ID | 128 | Sex (Covered) Offender | 20 |
| DLNR Boating Division | 168 | Hawaii Unemployment Insurance Express | 454 | State Calendar | 156 |
| General DoTax (non-HCE) | 267 | Hunting | 156 | State Camping | 2,123 |
| DoTax (non-HCE) referred | 439 | Kauai Parks | 159 | Subscriber | 217 |
| eCrim | 675 | Hawaii Teacher Standards Board | 1,008 | TB Registry | 142 |
| Efile | 396 | Login Problems | 1,668 | Vital Records | 1,616 |
| Electronic Marriage and Civil Union System | 2,001 | Misc-HIC | 655 | Wastewater Permits | 6 |
| Employee Retirement System | 19 | Motor Vehicle Renewals | 352 | Water Payments | 29 |
| eTraffic | 204 | Na Ala Hele | 14 | Wiki (Weddings) | 61 |
| GreenLMI | 11 | Narcotics Enforcement | 494 | | |
| | | | | TOTAL | 29,756 |

Total by Service



Top 10 Services of the Year

763,395 eFile Tax Returns

458,329 Modernized eFile Tax Returns

331,227 Conveyance Documents Recorded

305,246 eFile Tax eCheck Payments

202,779 Driver Records

66,591 Annual Business Report Filings

32,500 PVL License Renewals

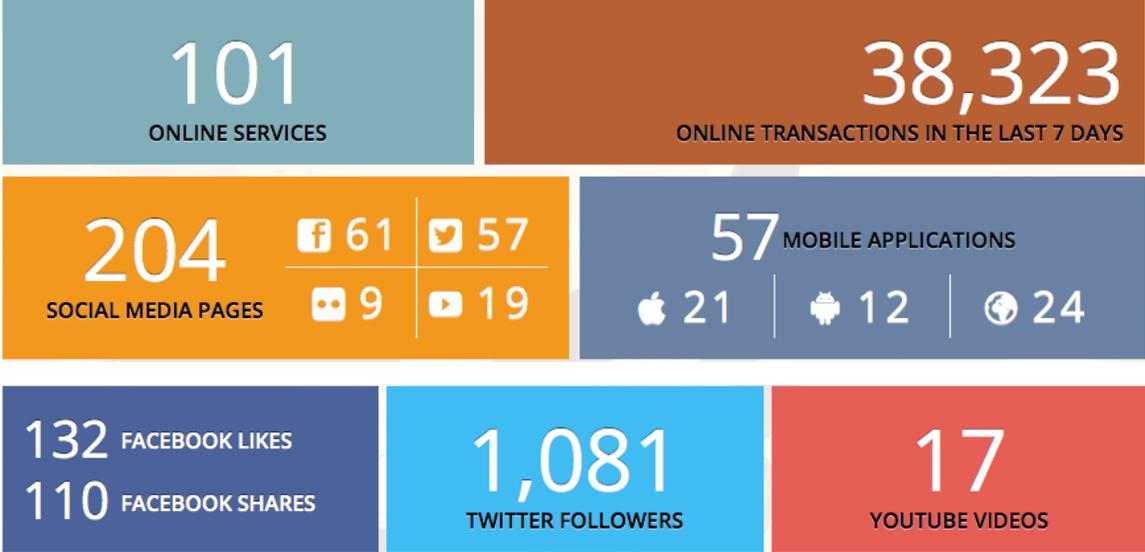
30,665 HCJDC eCrim Searches

30,002 eFile Tax Credit Card Payments

25,483 eTraffic Payments

Trending

With the creation of the State social media policy in early 2013, this gave us the opportunity to navigate in to the waters of social media and we've had a fantastic time interacting with the public ever since. Come join our conversations on Twitter, Facebook, Flickr, Youtube and even Yelp!

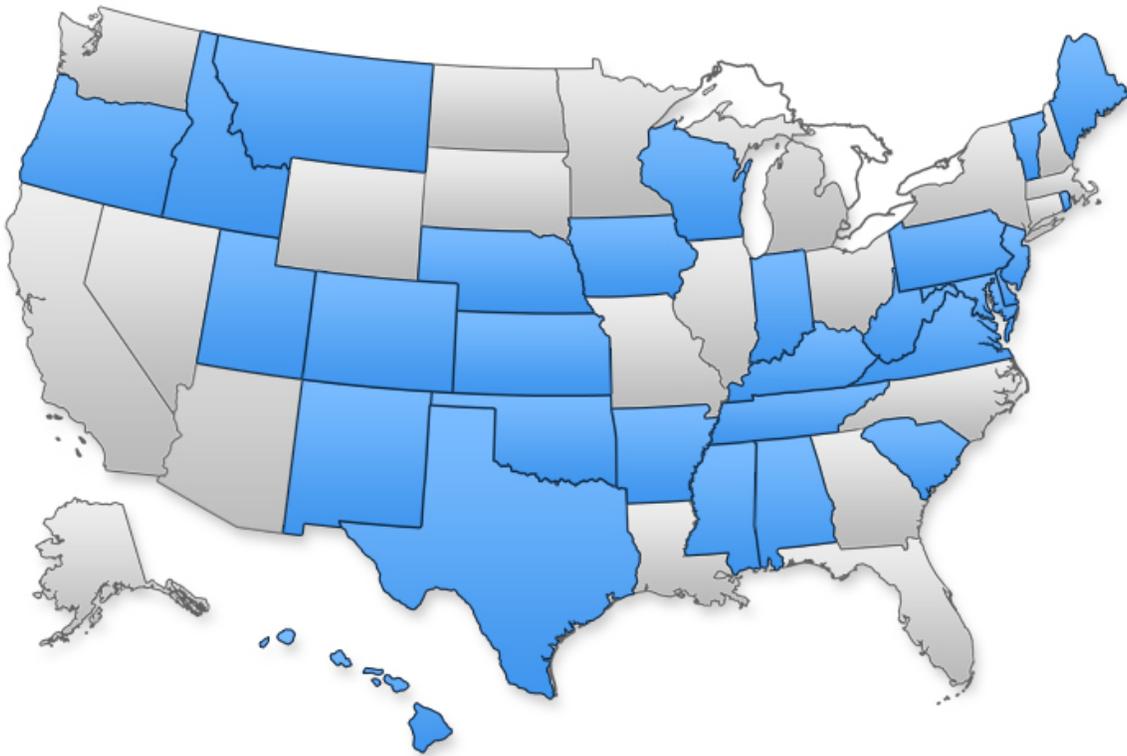


Background Information

Who We Are

eHawaii.gov, the State of Hawaii Internet Portal was initially **launched in 2000**. Since then over 100 web-based applications have been deployed and over 2.5 million citizens come to the site annually. The portal manager is the **Hawaii Information Consortium, LLC.**, a **Hawaii corporation** located in downtown Honolulu and wholly owned subsidiary of eGovernment firm NIC Inc. (NASDAQ: EGOV).

NIC, a leading eGovernment solutions provider, has similar agreements with 29 other states, including Alabama, Arizona, Arkansas, Colorado, Delaware, Idaho, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Michigan, Mississippi, Montana, Nebraska, New Mexico, Oklahoma, Oregon, Rhode Island, Pennsylvania, South Carolina, Tennessee, Texas, Utah, Vermont, Virginia, West Virginia & Wisconsin.



Our Goals

We enable citizens and businesses to conduct business with the government securely and efficiently using all digital channels. We also manage the official website for the State of Hawaii. Our goal is to make interacting with the government easier for the public by bringing services online and improving government efficiency. We leverage our self-funded model to deliver services to our government partners with very little risk or cost for development.

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 applications** (e.g., searching for data, submitting forms, renewing licenses, buying permits, mobile applications and paying taxes)
- **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**
- Process credit card and **electronic payments**
- Offer **consulting services** to help improve government websites and online applications
- **Marketing** of online services on behalf of the state
- Offer **customer service** through phone, email, and live chat

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.

Volunteerism



HIC is incredibly proud of our volunteer program. Since it's inception in 2012, we have participated in 26 events ranging from beach cleanups, athletic events, growing mustaches, recycling shoes, clearing trails, cleaning fishponds and more. We've adopted families during the holidays, held coin drives for the SPCA, and even used the proceeds from our office can recycling to adopt two amazing tuberculosis sniffing, landing mine detecting rats in Africa!

The Key to Success

Variety. The more kinds events you can offer, the more you can remove obstacles or excuses for participation. By doing a very large assortment of activities, we have achieved a 100% participation rate of which we are incredibly proud.

Why This Matters?

Volunteering takes us outside of our comfort zone, giving us an opportunity to work with new challenges, people, politics and interpersonal dynamics. It makes us better people, which makes us better employees. It gives our team a chance to feel a sense of pride and satisfaction which leads to happier and more productive workers. It leads to expanded perspective, a discovery of new talents, and equals the playing field between all the levels of the organizational chart as well as helping us to keep our family-like company culture.



Hours Volunteered: **360**

No. of Events: **26**

Money Raised: **\$3,540**

Awards



NIC Team of the Year Winner



Pacific Business News
Community Spirit Award Finalist



2013 Best Places to Work:
Finalist

2011-2012 Best Places to Work:
First Place

Best Place to Work in Hawaii

In 2013 HIC was recognized as a finalist for the Best Places to Work in Hawaii by Hawaii Business Magazine. We also won 1st place in the Most Family Friendly Company and Healthiest Workplace categories.

Why is HIC the best place to work?



"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 Fillings 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 the state and county government easier of 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 that 3000,000 individual Hawaii residents and over 80,000 businesses."
-Janet



"At HIC, we are 'ohana. Our team leaders and the company really take care of us as employees. We receive awesome benefits including wellness and fitness programs, beach outings, company hikes, and pau hana activities. And you'll often find us spending time together after work and during the weekends. My coworkers are like a second family, and I can always count on them as friends too."
-Deanna



"I am so very proud that we give back to the community. In 2013, HIC participated in 12 events including beach cleanups, athletic events, growing mustaches for Movember, 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

Portal Staff

As of December 2013, HIC has 33 full time employees.



Russell Castagnaro

President & General Manager



Jing Xu

Director of Marketing & Operations



Zheng Fang

Director of Development



Janet Pick

Project Management Office (PMO) Manager

CMS



Rosie Warfield

Manager of eGovernment Services & CMS



Nathan Hutchinson

Web Coding & CMS Specialist



Jenly Chen

Responsive Web App Developer



Rika Torres

Web Coding Specialist



Megan Nichols

Creative Content Specialist

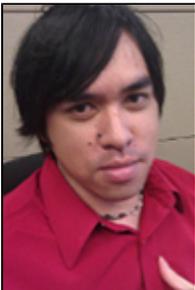
Partner Liaisons

| | | | |
|---|---|--|---|
|  |  |  |  |
| Burt Ramos | Laurenz Bacungan | Teri Rebo | Sean Scura |
| Partner Liaison | Partner Liaison | Partner Liaison | Partner Liaison & QA Analyst |

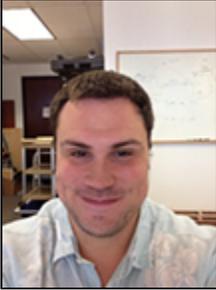
Customer Service & Office Administration

| | | | | |
|--|--|--|---|--|
|  |  |  |  |  |
| Emily DaSilva | Jamie Kinion | Ben Dias | Ann Yuasa | Caryn Pang |
| Office Manager | Customer Liaison | eGovernment Service Specialist | Office Assistant/Customer Service | eGovernment Service Specialist & QA Analyst |

Developers

| | | | | | |
|---|---|---|---|---|---|
|  |  |  |  |  |  |
| Ernest Criss | Sebastien How | Matt Skoda | Aga Wichrowska | Jordan Laimana | Isaac Strauss |
| Lead Developer | Developer | Developer | Developer | Developer | Developer |

Project Managers

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| DeAnna Niderost | Julie Shoheit | Jerome Koehler | Gordon Typer | Tony Tran |
| Project Manager | Project Manager | Project Coordinator | Project Manager | Project Manager |

Systems Administrators

| | |
|--|--|
|  |  |
| Matt Taniguchi | Julian Yap |
| Systems Administrator | Systems Administrator |

Creative Team

| | |
|---|---|
|  |  |
| Patrick Nakamura | Corey Rothwell |
| Manager of Creative Services | Responsive Web App Developer |

Funding Portal Operations

Self Funded Model

eHawaii.gov is funded under a self-funded model. In most cases, there is no upfront cost for development of a new online service or application to the State or local government agency we are working with. Development for these applications also does not require any General Fund expenditures from the State.

We generate revenue through transaction fees that are added on to the online services we build. These fees can either be passed on to the user as a portal administration fee or absorbed by the agency, essentially funding the service with the [avoided costs](#) associated with electronic entry and automation.

This revenue allows HIC to re-invest a large portion back in to the infrastructure and staff required to build, manage, and enhance the state's eGovernment initiatives. It also allows us to develop no-cost 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, Electronic Bench Warrants (eBW), unclaimed property search, and the Hawaii State calendar for 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 more than \$1.7 million. The three agencies leveraging the portal for self-funded applications are:

- Department of Commerce and Consumer Affairs
- Department of Land and Natural Resources
- Department of the Attorney General

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 Office of Information Management and Technology was the department that leveraged the portal's T&M services the most followed by the Department of Business, Economic Development and Tourism and Department of Land and Natural Resources.

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.

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.

No Cost Services

In addition to the maintenance of our existing applications, the portal does work on a limited number of high-value applications at no cost. We currently have **33** no cost applications including:

- Judiciary - Electronic Bench Warrants: judiciary.ehawaii.gov/warrants
- The Hawaii Portal: hawaii.gov
- AG - Covered Offenders Database: sexoffenders.ehawaii.gov
- Budget and Finance - Unclaimed Property Search: ehawaii.gov/lilo/app
- Judiciary - Volunteers in Public Service: vips.ehawaii.gov
- DLIR - Quarterly Wage Reporting: hui.ehawaii.gov
- LG - Statewide Calendar: calendar.ehawaii.gov
- Governors Office - Contact Forms: governor.hawaii.gov/frequently-requested-numbers
- Boards & Commissions Online Application: boards.hawaii.gov/apply/apply-for-a-board
- eDeposits: an electronic replacement for the Treasury Deposit Reports.

The largest no cost project for 2013 was the state portal redesign accounting for approximately 1,200 hours of work, followed by over 600 hours for the eDeposit application. HIC is required to keep our systems in order, to comply with various state, federal, banking and transaction processing standards and make constant upgrades to our infrastructure and shared services. Portal staff spent over 4,800 hours on audits, software, infrastructure and common tools.

In 2013, HIC spent over 8,800 hours on no cost, infrastructure and shared services in support of the portal. That is more than **\$1M** in services!

Spotlight - Application Framework

HIC established our Web Application Framework starting in the Fall of 2012. Created to complement the State template's design, the App Framework allows HIC and our partners to develop fully Responsive web applications. Over the past year, the creative team has built over 30 app prototypes that will translate into fully Responsive web applications for our partners and citizen users.

Some of the key benefits of using the framework are as follows:

- Improves the creative team's efficiency & accuracy when prototyping;
- Helps HIC establish, maintain and update a unified look & feel across our web applications;
- Provides developers a reference for UI design & form patterns and example code;
- Increases consistency between the designs of prototypes and test/production apps;
- Allows for easier implementation of prototypes for new applications; and
- Reduces/eliminates the developers' need to do front-end development work.

All HIC web apps using the framework will be accessible on a wide variety of mobile devices and large display machines.

Latest version: test-appframework.ehawaii.gov/latest

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Jing Xu, Director of Operations

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(808) 695-4614