

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
JULY 1, 2010 THROUGH June 30, 2011
FISCAL YEAR 2011

SUBMITTED TO
THE TWENTY-SIXTH STATE LEGISLATURE
IN RESPONSE TO 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 JULY 1, 2010 THROUGH June 30, 2011 (FY11)

Pursuant to Act 172/SLH 2007, the Access Hawaii Committee (AHC) submits its annual report to the 2012 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 2011 Annual Report by HIC on the operations of the portal for the 2011 fiscal year with an ending reporting period of June 30, 2011, 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, and which was enacted into law as Act 164 on July 1, 2011.

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 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 and is currently in the fifth year of a five-year contract. The HIC contract extends from January 2008 to January 2013 with possible two-year extensions.

The following sections provide key issues and activities addressed by the AHC during fiscal year 2011:

Portal Program Manager Position

The position was authorized by the 2011 legislative session. A Governor's Message submitted draft legislation which the Legislature passed as HB 200, HD1, CD1, and which was enacted into law as Act 164 on July 1, 2011. The position is funded through the AHC Special Fund administered by the Information and Communication Services Division. Invoices to HIC to collect a monthly \$8,000 fee to support the AHC Special Fund was initiated in March 2011.

Investigative Committees

- AHC Roles and Responsibilities
 - Prepared a final report to the committee which can be found at the AHC website (ahc.ehawaii.gov).
- Portal Program Manager Roles and Responsibilities
 - Prepared a final report to the committee which can be found at the AHC website (ahc.ehawaii.gov).
- Content Management System
 - Prepared a final report to the committee which can be found at the AHC website (ahc.ehawaii.gov).

Administrative Transition

With the change in Administration, there were several new members of the Committee this year. A power point presentation overview was presented to the membership by HIC President, Russell Castagnaro. To reconfirm membership, Chair Bruce Coppa sent letters to existing members confirming their status and commitment. The member list was updated on the website.

Look and Feel Updates

With the change in Administration, the design of the portal was updated along with the Governor's web page by HIC and introduced in May. Improvements to the State Calendar were also introduced.

The Committee voted to have communication in the form of a memorandum from the Comptroller sent to executive branch agencies informing them to match style, and a memorandum to all other State entities encouraging them to match style was created and sent. Information from HIC will be utilized to explain the technical nature of the changes expected.

Retroactivity Policy for Fees

The Committee suggested a retroactivity policy for fees should be in place. This would provide for the case where a Statement of Work was signed, vetted, and approved by a particular agency before the next meeting of the AHC where an opportunity to review fees could be handled.

Meeting Frequency Change

The AHC voted to hold meetings quarterly instead of monthly beginning in September 2011.

Posting Meeting Materials

The Committee decided to refer to meeting materials through the publicly available web site rather than attaching documents to e-mail.

Social Networking (e.g. discussion on Twitter as related to twitter.com/ehawaii.gov)

The Information Technology Governance Technical Committee addressed use of social media technologies. Naming conventions and guidance were needed for social media sites. Investigation and consultation with the Department of Attorney General resulted in a framework document for social media use and tool-specific documents for the most popularly used services (Facebook, Twitter).

Vehicle Monitoring Service

In late May, a vehicle monitoring service was deployed which allows the rental companies to monitor their vehicles when they get a violation (e.g., tow).

House Bill 2505

HB2505 was signed into law on May 12, 2010 as Act 101, effective July 1, 2010. The law establishes the AHC Special Fund and appropriates \$185,000 for fiscal year 2010-2011 to support the Committee. Income and expenditures are subject to legislative review and oversight in each budget submittal from DAGS. Funds will be collected by ICSD and expenditures will be approved by the AHC.

Americans with Disabilities Act (ADA) Access to State Websites

On July 21, 2010, the State of Hawai'i received a formal complaint from the Hawai'i Civil Rights Commission from a hearing-impaired individual who expressed concerns that there were only phone numbers on web pages and requested email addresses and

other contact information be made available as well. As a result of this complaint, Comptroller's Memorandum 2010-28 was issued to include email contact information on all State websites.

APPENDIX I – Applications, Descriptions, Hosting Entity: Hawaii Information Consortium (HIC) or Information and Communication Services Division (ICSD)

HOST	APPLICATION NAME	URL
HIC	Child Support Enforcement Services	https://csea.ehawaii.gov
HIC	Sex Offender Registry	http://sexoffenders.ehawaii.gov
HIC	eCrim - Limited Criminal History Search	http://ecrim.ehawaii.gov
HIC	Online State ID Cards	https://stateid.ehawaii.gov
HIC	Online Charity Registry	http://ag.ehawaii.gov/charity
ICSD	Hawaii Integrated Justice Information Sharing	hawaii.gov/hijis
ICSD	Department of the Attorney General	hawaii.gov/ag
HIC	Camping Permits (County of Hawaii)	http://www.ehawaii.gov/Hawaii_County/camping/exe/camp.cgi
HIC	Hawaii Property Tax Payments	http://payments.ehawaii.gov/propertytax/hawaii
HIC	Kauai Sewer Payments	http://payments.ehawaii.gov/kauaisewer/
HIC	Kauai Property Tax Payments	http://payments.ehawaii.gov/kauaiproperty/
HIC	Kauai Motor Vehicle Renewals	http://mvr.ehawaii.gov
HIC	Online Motor Vehicle Renewals	https://mvr.ehawaii.gov
HIC	Unclaimed Property Search	http://pahoehoe.ehawaii.gov/lilo/app
ICSD	Campaign Spending Commission	hawaii.gov/campaign
ICSD	Hawaii State Foundation on Culture and the Arts	hawaii.gov/sfca
ICSD	Department of Commerce and Consumer Affairs Web Survey	hawaii.gov/survey_dcca
ICSD	Forms Central	hawaii.gov/forms
ICSD	Public Works FTP	www4.hawaii.gov/publicworks
ICSD	Accounting and Audit Review Committee	aarc.hawaii.gov
ICSD	Public Works Division	hawaii.gov/pwd
ICSD	Aloha Stadium	alohastadium.hawaii.gov
ICSD	Department of Accounting and General Services	hawaii.gov/dags
ICSD	Office of Elections	hawaii.gov/elections
ICSD	Information Privacy & Security Council	ipsc.hawaii.gov
ICSD	Forms Central	hawaii.gov/forms
HIC	Hawaii Compliance Express	http://vendors.ehawaii.gov
ICSD	State Procurement Office Interactive Site	hawaii.gov/spo2

HOST	APPLICATION NAME	URL
ICSD	State Procurement Office Price List/Vendor List Contracts	www4.hawaii.gov/priceapps
ICSD	State Procurement Office Procurement Circulars	www4.hawaii.gov/spo/procapps/procurement_circulars.cfm
ICSD	State Procurement Office Procurement Directives	www4.hawaii.gov/spo/procapps/procurement_directives.cfm
ICSD	State Procurement Office Procurement Notices	www4.hawaii.gov/bidapps
ICSD	State Procurement Office State and County Public Services	governmentnotices.state.hi.us
ICSD	State Procurement Office Health and Human Services	www4.hawaii.gov/spoh
ICSD	State Procurement Office Professional Service Awards	www4.hawaii.gov/purchapps
ICSD	State Procurement Office	hawaii.gov/spo
ICSD	Land Use Commission	hawaii.gov/luc
ICSD	Aloha Tower Development Corporation	hawaii.gov/dbedt/atdc
ICSD	Coastal Zone Management	hawaii.gov/dbedt/czm
ICSD	Hawaii Statewide Geographic Information System Program	hawaii.gov/dbedt/gis
ICSD	Office of Planning	hawaii.gov/dbedt/op
ICSD	Hawaii Seafood Buyers' Guide	hawaii.gov/dbedt/seafood
ICSD	Department of Business, Economic Development and Tourism	hawaii.gov/dbedt
ICSD	Hawaii Community Development Authority	hcdaweb.org
ICSD	Hawaii Film Office	hawaiifilmoffice.com
ICSD	Kakaako Makai Area Security Group	hawaii.gov/kmasg
ICSD	Clean Energy Initiative	hawaiicleanenergyinitiative.org
ICSD	Department of Budget and Finance	hawaii.gov/budget
ICSD	Employer-Union Health Benefits Trust Fund - Training Form	www4.hawaii.gov/eutf
ICSD	State of Hawaii Employee's Retirement System	www4.hawaii.gov/ers
ICSD	Department of Budget and Finance	hawaii.gov/budget
HIC	Business & Licensee Complaints History Search	http://www.ehawaii.gov/serv/cms
HIC	Insurance Licensee Search	http://pahoehoe.ehawaii.gov/ils

HOST	APPLICATION NAME	URL
HIC	Online Annual Business Filings	https://www.ehawaii.gov/dcca/annuals/
HIC	Business Name Search	http://hbe.ehawaii.gov/cogs
HIC	Professional & Vocational Licensing Search	http://pvl.ehawaii.gov/pvlsearch/
HIC	Online Professional and Vocational License Renewals	http://www.ehawaii.gov/pvlrenew
HIC	Entity List Builder	https://www.ehawaii.gov/dcca/listbuilder/exe/builder.cgi
HIC	Professional and Vocational License List Builder	http://www.ehawaii.gov/dcca/pvllist/html
HIC	Insurance Continuing Education Provider and Course Search	https://www.ehawaii.gov/dcca/insce/exe/ce.cgi?from=Course&action=NEW
HIC	Insurance Agent Continuing Education Status	https://www.ehawaii.gov/dcca/insce/exe/ce.cgi
HIC	Condominium Association Registrations	http://www.ehawaii.gov/condo
HIC	Online Initial Business Filings	http://hbe.ehawaii.gov/
HIC	Insurance Information Submittal	http://pvl.ehawaii.gov/inikua/app
HIC	Business Name Search/ Certificate of Good Standing	http://hbe.ehawaii.gov/cogs
HIC	Insurance Company License Renewals	http://www.ehawaii.gov/insrenew
HIC	Online Insurance Provider Continuing Education Submittals	https://www.ehawaii.gov/dcca/insprovider/exe/provider.cgi
HIC	Online Imaged Document Retrieval	http://hbe.ehawaii.gov/documents
HIC	Real Estate Continuing Education System	http://pvl.ehawaii.gov/rece
ICSD	Developer's Public Report/Association Biennial Registration	hawaii.gov/dcca_condo
ICSD	Department of Commerce and Consumer Affairs	hawaii.gov/dcca
ICSD	Department of Hawaiian Home Lands	hawaii.gov/dhhl
ICSD	Department of Human Resource Development	hawaii.gov/hrd
ICSD	Missing Children	hawaii.gov/missing-children
ICSD	Department of Human Services	hawaii.gov/dhs
HIC	Hawaii Unemployment Insurance Express (Quarterly Wage Reports)	http://hui.ehawaii.gov/hui/app/
ICSD	Department of Labor and Industrial Relations	hawaii.gov/dlir

HOST	APPLICATION NAME	URL
HIC	Online Fresh Water Game Fishing Permits	https://www.ehawaii.gov/dlnr/fish/exe/fresh_mai_n_page.cgi
HIC	Online Hunting Licenses	http://hunting.ehawaii.gov
HIC	Online Land Title Records	http://www.ehawaii.gov/DLNR/boc/html/
HIC	Online Vessel Registration Renewal	http://vessel.ehawaii.gov
HIC	Na Ala Hele Trails & Access	http://hawaii Trails.org
HIC	Commercial Marine Licensing System	http://dlnr.ehawaii.gov/cms
HIC	Land Use Permits	http://dlnr.ehawaii.gov/permits
ICSD	Department of Land and Natural Resources	www6.hawaii.gov/dlnr
ICSD	Commission on Water Resource Management	hawaii.gov/dlnr/cwrn
ICSD	Division of Boating and Ocean Recreation	hawaii.gov/dlnr/dbor
ICSD	Division of Forestry & Wildlife	www6.hawaii.gov/dlnr/dofaw
ICSD	Historic Preservation Division	hawaii.gov/dlnr/hpd
ICSD	Maui Forest Bird Recovery Project	www6.hawaii.gov/dlnr/mfbp
ICSD	Office of Conservation and Coastal Lands	www6.hawaii.gov/dlnr/occl
ICSD	Department of Land and Natural Resources	hawaii.gov/dlnr
ICSD	Department of Agriculture	hawaii.gov/hdoa
ICSD	Department of Defense	hawaii.gov/dod
ICSD	Hawaii State Public Library System - Hawaii & Pacific Sections	hawaii.gov/hidocs
ICSD	Hawaii State Public Library System - Kaneohe Public Library	hawaii.gov/kaneohepl
ICSD	Hawaii State Library System - Serials	hawaii.gov/libraries/hsl/serials.html
HIC	Online Vital Records(birth and death), Marriage Certificates	www.ehawaii.gov/ohsm
HIC	Electronic Death Registration Systems	http://edrs.ehawaii.gov
HIC	Online Death Certificates	http://edrs.ehawaii.gov
HIC	Online Individual Wastewater System Filing	http://wastewater.ehawaii.gov
HIC	Payment Portal for Clinical Lab Personnel License Renewal	
ICSD	Daily Air Quality Data	hawaii.gov/doh/air-quality
ICSD	Disability and Communication Access Board	hawaii.gov/health/dcab/home/

HOST	APPLICATION NAME	URL
ICSD	Hawaii State Health Planning & Development Agency	hawaii.gov/health/shpda
ICSD	Department of Health	hawaii.gov/health
ICSD	Department of Transportation	www6.hawaii.gov/dot
ICSD	Department of Transportation - Airports Division	www6.hawaii.gov/dot/airports
ICSD	Department of Transportation	hawaii.gov/dot
ICSD	Hawaii's Aviation History	hawaii.gov/hawaiiaviation
ICSD	Honolulu Airport	hawaii.gov/hnl
ICSD	Kahului Airport	hawaii.gov/ogg
HIC	Search Tax Licenses	http://pahoehoe.ehawaii.gov/tls/app
HIC	Online Tax System	http://www.ehawaii.gov/efile/
HIC	Tax Refund Status Search	https://tax.ehawaii.gov/hoihoi
HIC	Tax booklet request	https://dotax.ehawaii.gov/efile/booklet
ICSD	Department of Taxation Booklet Suppression Request Report	hawaii.gov/apps
ICSD	Department of Taxation	hawaii.gov/tax
ICSD	Request to Stop Receiving Tax Booklets	hawaii.gov/tax/taxbooklet
ICSD	Department of Taxation	hawaii.gov/tax
HIC	Online State Calendar System	http://www.ehawaii.gov/calendar/
HIC	Online Appearance Requests (Gov)	http://www.ehawaii.gov/appt/gov/schedule.cgi
ICSD	Stay Connected	stayconnected.hawaii.gov
ICSD	Office of the Governor	hawaii.gov/gov
ICSD	Office of the Governor Photo Gallery	hawaii.gov/govgallery
ICSD	50th Anniversary of Statehood	statehood.hawaii.gov
ICSD	Robotics Organizing Committee	robotics.hawaii.gov
HIC	Online Jury Pool Information System	http://www.ehawaii.gov/judiciary/jurypool/html/
HIC	Traffic Abstracts - Electronic	http://traffic.ehawaii.gov
HIC	Online Volunteers in Public Services	http://vips.ehawaii.gov
HIC	Online Judicial Surveys	
HIC	Electronic Bench Warrants System	http://judiciary.ehawaii.gov/warrants
ICSD	Hawaii State Law Library System	hawaii.gov/judiciary/library
ICSD	Doing Business with the Judiciary	www4.hawaii.gov/jud
ICSD	Office of the Auditor	hawaii.gov/auditor
ICSD	Office of the Ombudsman	ombudsman.hawaii.gov
ICSD	Legislative Reference Bureau	hawaii.gov/lrb

HOST	APPLICATION NAME	URL
ICSD	Hawaii State Ethics Commission	hawaii.gov/ethics
HIC	Online Appearance Requests (Lt. Gov)	http://www.ehawaii.gov/appt/lsgov/schedule.cgi
ICSD	Office of Information Practices	hawaii.gov/oip
ICSD	Office of the Lieutenant Governor	hawaii.gov/lsgov
ICSD	Vivian Aiona	hawaii.gov/vivian_aiona
ICSD	Hawaii Drug Control Strategy	hawaii.gov/hawaiidrugcontrolstrategy
ICSD	Healthy Lifestyles	hawaii.gov/healthylifestyles
ICSD	Interagency Council on Intermediate Sanctions	hawaii.gov/icis
ICSD	Hawaii Tsunami Evacuation Zone Maps	www5.hawaii.gov/tsunami
HIC	Oahu Metropolitan Planning Organization Website Hosting	http://oahumpo.org
ICSD	Oahu Metropolitan Planning Organization	hawaii.gov/oahumpo
ICSD	Department of Public Safety - Training and Staff Development	hawaii.gov/psd/tsd
ICSD	Crime Victim Compensation Commission	hawaii.gov/cvcc
ICSD	Department of Public Safety	hawaii.gov/psd/

EXHIBIT 1

HAWAII INFORMATION CONSORTIUM

ANNUAL REPORT

FISCAL YEAR 2011
July 1st 2010 – June 30th 2011



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Russell Castagnaro
General Manager

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BACKGROUND ON HAWAII'S INTERNET PORTAL

Aloha, from eHawaii.gov and the Hawaii Information Consortium (HIC). You may not be familiar with HIC, but there is a strong chance you have accessed eHawaii.gov or utilized one of the many online services we provide to citizens and businesses in partnership with Hawaii state and county agencies.

The twentieth Legislature, in 2000 passed Act 292 establishing the Access Hawaii Committee (AHC) to oversee the state of Hawaii's Internet portal activities. Through a competitive bidding process, the state entered into a contract with the Hawaii Information Consortium (HIC), a wholly owned subsidiary of the National Information Consortium (NIC) headquartered in Olathe, Kansas.

Under the original contract, HIC provided, at no cost to the state, all necessary hardware, software, portal infrastructure, administration, payment processing, and other services necessary for operation of the Internet portal. Pursuant to Act 292, the AHC coordinates the activities of HIC and the departments and agencies that utilize the Portal.

More than 80 online services are now available through eHawaii.gov, and HIC continues to add more each year. HIC processed more than \$872 Million in transactions and over 700,000 online secure electronic payments in FY 2011.

The portal is operated with oversight by the Access Hawaii Committee Board, comprised of public members, which sets strategic priorities, policies, and approves eHawaii.gov services.

Since 1999, HIC has held the contract as the Portal Manager. Funding for HIC primarily comes from transaction and subscription fees associated with services created and managed by HIC. HIC receives no state appropriations.

Our partnership with the State of Hawaii creates a "win-win" situation for all involved. Online services create efficiencies for government and enhance service delivery to the public. The revenue provided to the portal by value-added services funds continued portal operations and the development of additional free information and services that benefit Hawaii's citizens and businesses.

Hawaii Information Consortium's goal is to bring government services to the people.



eHawaii.gov Funding Model

eHawaii.gov is entirely self-funded with no state appropriations and operates through a public-private partnership model. The Access Hawaii Committee performs oversight and approval of all contracts and projects.

Transaction Fee & Subscription Services

- Funding for the program comes primarily from transaction and subscription fees associated with the online services created and managed by the HIC.
- Most of the services are funded by adding an administrative fee or the agency dedicating a portion of the existing statutory fee to the network for those transactions that pass through the portal
- Revenue provided by fee-based services funds the development of no-cost information and services to benefit Hawaii's citizens and businesses.
- Revenue provided by fee-based services funds the HIC data center, service maintenance, customer support, marketing, and hosting.
- The partnership model offers benefits to all involved – government, business, citizens, and HIC.

Time and Materials Agreement Projects

Not all projects fit into the transaction-fee funding model. Some projects are funded through fixed fee agreements under the HIC Portal Manager contract.

- Agencies/divisions may work directly with HIC by utilizing the existing state contract.
- Most of the services developed by HIC under this model are not transaction-based or do not collect fees, such as website design, online search utilities, and front-end system development.

Free Projects

Some projects that serve a significant public safety or public need, the portal develops free applications. These include services such as: Sex Offender Search, Tax License Search, Registered Complaints, Governor and Lt. Governor Forms and eBench Warrants.

Payment Processing

HIC processed over \$1 Billion in transactions in calendar year 2011. We offer Internet or Over the Counter payment processing services. These services include:

- **Credit Card payments** (Amex, Discover, Master Card, Visa) We also handle all payment support (calls, chargeback inquiries).
- **eCheck payments** (instead of accepting paper checks any partner can accept eChecks (a.k.a. ACH Debit). Funds are originated into local banks and available in the partner's bank account as soon as 3 business days later.
- **Subscriber Payments** – Some business entities have an ongoing relationship with our partners (CPAs, Law Firms, Newspapers, etc..) at a partner's request we can handle monthly invoicing and collection of fees for the partner.

Website Design Services

Whether we are re-designing an agency's current site or creating one from scratch, we work with state agencies to develop a site that is pleasing to the eye, easy to use, meets the needs of their users and agency, and complies with state and industry standards for accessibility for the disabled.

Examples:

- **Hawaii Energy Office Website** (<http://energy.hawaii.gov/>)
- **Hawaii County Police** (<http://www.hawaiipolice.com/>)
- **Hawaii State Judiciary** (<http://www.courts.state.hi.us>)
- **County of Hawaii Dept. of Public Works: Flood Awareness** (<http://dpw.co.hawaii.hi.us/flood/>)
- **County of Hawaii Dept. of Public Works: Traffic** (<http://dpw.co.hawaii.hi.us/traffic/>)
- **Oahu Metropolitan Planning Organization** (<http://www.oahumpo.org/>)

*For more information about working with HIC visit: <http://hic.ehawaii.gov/>

2011 marks another record setting year for the Hawaii portal (HIC).

Over the course of the fiscal year, 23 applications and websites were released. Of these, 17 were fee based and 6 were free services.

In November, Hawaii's new Governor, Neil Abercrombie, was elected. Governor Abercrombie, the first State CIO, and the portal share the same goal and vision: Bringing government services to the people and business that need them. Clearly there is urgency for change and willingness to make improvements. As always, HIC is committed to enhancing government services across the board

As a company, we've been expanding our support to be in the best position to tackle high priority projects with a minimum of delay. We've added five new members to our team, including a designer, project manager, junior systems

administrator, developer and a second customer service representative. Our Manager of eGovernment Services even temporarily re-located to the Big Island of Hawaii, to be an on-site representative for HIC and to assist various partners with developing websites utilizing our CMS solution. The portal is poised to grow even larger in 2012 and we're excited for the new opportunities that lie ahead.

Making Government Work Better for Citizens

Hawaii Information Consortium, LLC (HIC) has developed online services making Hawaii government more efficient, more transparent, and easier to access. With more than 80 online services in operation, HIC has the proven expertise to assist all levels of state government with projects both large and small.

Examples of successful online services include:

Department of Land & Natural Resources

Bureau of Conveyances (<https://boc.ehawaii.gov/>)

HIC works with the BOC on multiple projects. Services include: The public conveyance document search utility, LandShark document and certificate ordering system, Bulk image and index data downloads and the new Land Records system that replaced the older BCIS package.

Commercial Marine Licensing & Reports (<https://dlnr.ehawaii.gov/cmls-public/>)

Commercial Fishermen may apply for their licenses online, renew their licenses, and file their Fish catch reports.

Statewide Camping (<https://camping.ehawaii.gov/>)

The state camping system for DLNR Forestry and Wildlife and State Parks Divisions has been a huge success. The public can log in and choose the desired campsite in the comfort of their homes. It has eliminated the infamous lines that used to form at the DLNR Parks Offices a month before major holidays. Not only is the application completely self funded, but it has diverted over 80% of the foot traffic away from DLNR's offices. It also saves the state nearly \$50,000 in support costs per year. The system has been so well received that some counties already have plans to use the system for their reservations as well.

Civil Resource Violation System (<https://crvs.ehawaii.gov/>)

DLNR, with approval from the state Attorney General, implemented new statutes for managing violations outside of the district court system. The online system was launched to support the process with direct ties to the CMLS system for Fish Catch Report violations being generated automatically. Since implementing the violation system, timely filing of fish catch reports has

increased from 30% to 80% and actual adoption of the filing system has increased to over 90% providing DLNR the statistical data needed to better manage Hawaii's ocean resources. The CMLS system will support violations from any number of DLNR divisions in the future, taking the burden off of the courts while insuring violators are cited and cases processed in a timely manner. DNLR has approved several new violation types to be processed through the CRVS system, which will be added in 2011. Efforts are underway to identify and adjust DLNR licensing & permitting applications to query the CRVS system and validate no outstanding violations appear for a customer prior to issuing permits insuring customers have paid all of their DLNR fines before receiving a new or renewed license or permit.

Department of the Attorney General

Criminal History Reports (<https://ecrim.ehawaii.gov>)

Employers and others can obtain public criminal history reports online. Nearly 90% of criminal history reports are now obtained online, saving the Department over \$60,000.

State ID (<https://stateid.ehawaii.gov>)

Nearly 20% of all State ID applicants chose to use the online application and payment system. Applicants saved an average of 40 minutes each. The AG has been able to streamline operations, eliminate data entry for online applications and handle significantly less money as a result of the system.

Department of Commerce and Consumer Affairs

Hawaii Business Express (<https://hbe.ehawaii.gov>)

The Business Registrations Division has been a national trendsetter in serving its constituencies.

- Over 50% of all businesses are started online.
- Over 80% of all businesses submit their Annual Report Online.
- Winner or Finalist of four IACA Awards.
- Over 10,000 business documents were ordered and fulfilled electronically in FY 2011.

PVL Renewals (<https://pvl.ehawaii.gov>)

Professional and Vocational Licensing Branch is responsible for 25 professional boards and commissions and 23 licensing programs. In total, the Division licenses 48 different professions and vocations. Each year over 85% of all types renew their bi- or tri-annual licenses online.

Department of Taxation

eFile (<https://www.ehawaii.gov/efile/>)

Almost 625,000 tax returns were filed via eFile at no cost to the State. Nearly

250,000 payments were made valued at over \$700 Million. Adoption has increase more than 30% annually for 4 of the last 5 years.

Hawaii State Judiciary

eBench Warrants (<https://judiciary.ehawaii.gov>)

The Hawai`i State Judiciary's new electronic bench warrant system (eBench Warrant), launched in March 2009, is receiving positive reviews as it speeds the delivery of traffic warrants from the District Courts to law enforcement by eliminating the manual delivery of paper warrants. The new system has been providing online access to sheriffs at the Department of Public Safety (DPS) Sheriff Division and officers at the Honolulu Police Department (HPD) 24-hours a day, seven days a week.

The design and development process, spanning over a year, involved many collaborative meetings with representatives from the Hawai`i Criminal Justice Data Center of the Department of the Attorney General, DPS, Office of the Public Defender, Honolulu, Maui, Hawai`i and Kaua`i Prosecuting Attorney's Offices, Honolulu, Maui, Hawai`i and Kaua`i Police Departments, Department of Transportation Harbors and the Hawai`i Paroling Authority.

Sheriffs serve traffic warrants during periodic "sweeps" of a geographic area. eBench Warrant's database of traffic warrants issued statewide can be easily sorted by law enforcement officers to locate individuals with multiple warrants or streets where a large concentration of outstanding warrants exist. Previously, Sheriff Division staff sorted paper warrants manually.

Warrants are also served by police officers during traffic stops. On O`ahu, when a motorist is pulled over by a police officer, the officer calls a dispatcher to determine if the motorist has any outstanding warrants. If an outstanding traffic warrant exists, a police officer must drive to where the Sheriff Division stores the paper warrants to obtain the certified document for service to the apprehended motorist. Now, HPD officers can view and print certified copies for service 24/7 at the main station.

Department of Accounting & General Services

Capital Improvement Projects (<https://cip.ehawaii.gov>)

This online system was developed to provide transparency into federal funds allocated for capital improvement projects. It is the first step in providing online ARRA reporting for the state of Hawaii as well as visibility into all federally funded projects. The system not only provides reporting of funds allocated for capital improvement projects, it also provides visibility of upcoming bids for contractors and the ability for the departments to manage data for all projects regardless of funding, as a one source management tool.

Hawaii Teacher Standards Board

Website and Licensing System (<http://htsb.org>, <https://htsb.ehawaii.gov>)

The Hawaii Teachers Standards Board is responsible for Teacher Licensing. HIC has provided a web Portal for HTSB with instructions and forms required to obtain a license.

In addition to the Portal, an online licensing renewal system was created that allows teachers to submit renewal applications online and make payments for licensing fees. In 2011, the system will also support the initial licensing process allowing teachers to submit their license applications online and allowing HTSB the ability to log when licensing criteria has been met. Teachers will be informed by email when their license is approved and will be able to submit payment for their licenses online.

HIC also provides all front line support for HTSB through their help desk, reducing the burden on the HTSB staff, allowing them time to process the applications in a timely manner.

County Services

HIC partners with all of Hawaii's counties to provide online services to the public. Examples include:

Motor Vehicle Registration Renewals (<https://mvr.ehawaii.gov>)

HIC processes tag renewals for three out of the four Counties. All at no cost to the Counties.

Sewer / Water Payments

HIC has implemented an online payment portal for sewer and/or water payments. Kauai was the first to leverage this service followed by Big Island. Maui is in the works.

Property Tax Payments

Kauai and Big Island leverage HIC's eCheck and Credit Card payment services to handle almost 10,000 property tax payments electronically.

In May 2011, a much anticipated portal redesign was launched. The site features a markedly improved navigation menu and site organization, so the public can easily find the information they need. The interface is more visually pleasing, with 3 available themes to select from (day, dusk, or basic). The day and dusk views are displayed depending on the time of day, so if you visit our site in the evening, you will automatically see the dusk version. The content itself was designed to be more catered to the general public and much research was completed to learn what kinds of information visitors were looking for on our site. We also strive to update our content much more frequently. The final feature is a prominent help center for those needing assistance on the site, available from every single page. They can connect to

our live chat, look at answers to common questions or find phone numbers to commonly contacted agencies.



During the course of the year, we were honored to receive two awards for the eBench warrants system. Portal staff Russell Castagnaro and Janet Pick accompanied Dana Nakasato and Calvin Ching from the Judiciary at the DGAA/BOW Awards event in Hollywood California on September 17th to accept the award.

Last year, we reported that after many years, the first of many services (UCC filings) with the Department of Land and Natural Resources (DLNR) Bureau of Conveyances (BOC) was launched. This year, we have been working towards replacing their antiquated land records system (BCIS) with a new system called LandLink. The new system is 100% web-based and gives the Bureau more ways to provide information to the public and generate more revenue. With it, BOC staff can index documents and create and update certificates. We have also implemented an eRecording pilot program, which was recording between 10 and 30 documents per day. The second phase of the BOC implantation is scheduled to go live in December will include the receiving of documents and will quickly be followed by eRecording of documents. We've also released three applications available to subscribers; downloading bulk BOC images, allowing subscribers to search for and download BOC document and image certificates, and allowing users of LandShark access to the Name Changes and Power of Attorney files.

The end goal for all of these services is for the BOC to better support national standards, as well as provide better data access for the counties, agencies and public.

In 2012, we're looking forward to the launch of many exciting services. The **Department of Health's Online Wedding and Civil Union Systems** will be the fist system of its kind in the nation with the public, wedding agents and officiants all able to use the system paperlessly. The Attorney General's office, has asked us to develop an **online Notaries public system** to allow for new applications, renewals, exam schedules and payment of fees as well as enhancing the existing state id system to include online appointment scheduling. DBEDT, a Hawaii film permits system to reserve permit locations for filming Hawaii movies. The Department of Taxation, we will be completing a rewrite and upgrade of their existing bulk filing application, which will allow tax preparers to file the HW-14, G-45 and G-49.

FACTOIDS FOR 2011

Total transaction amount processed by the portal:	\$872,400.00
Total number of transactions:	2.9 Million
Total number of applications/services:	84
Portal General Manager:	Russell Castagnaro
Number of Employees:	19

PORTAL EMPLOYEES

As of July 2011, HIC had nineteen full-time employees.

- Russell Castagnaro, President & General Manager
- Jing Xu, Director of Marketing & Operations
- Zheng Fang, Director of Development
- Rosie Warfield, Manager of eGovernment Services
- Patrick Nakamura, Manager of Creative Services
- Janet Pick, Senior Project Manager
- Burt Ramos, Project Manager
- Susan Laufer, Business Analyst / Project Manager
- Julie Shohet, Project Manager
- Ernest Criss, Lead Developer
- Sebastien How, Developer
- Matthew Skoda, Developer
- Aga Wichrowska, Developer
- Paul Graydon, Systems Administrator
- Matt Taniguchi, Junior Systems Administrator
- Lynn Arakaki, Customer Service Manager
- Ben Dias, Customer Service Representative
- Caryn Pang, Customer Service Representative
- Emily da Silva, Office Manager

CMS Hosting:

HIC developed the following websites using various CMS solutions, to create and maintain web site content for the following:

- County of Hawaii Department of Public works – Flood Awareness website
 - <http://dpw.co.hawaii.hi.us/flood/>
- County of Hawaii Department of Public works – Traffic website
 - <http://dpw.co.hawaii.hi.us/traffic/>
- County of Hawaii Police Department website redesign;
 - <http://www.hawaiipolice.com/index.html>
- Hawaii Clean Energy Initiative web site
 - <http://www.hawaiienergyinitiative.org/>

PVL Renewals:

<https://payments.ehawaii.gov/propertytax/hawaii/index.html>

Multiple license renewal cycles were completed throughout the fiscal year that allowed various license types to renew their professional and vocational licenses online, many at a reduced fee.

Online Motor Vehicle Renewals: *Hawaii County*

<http://mvr.ehawaii.gov/renewals/hawaii>

Launch date: July 2010

This system allows registered owners to renew their motor vehicle registration online for the County of Hawai'i.

HTSB Initial Teacher Licensing

<https://htsb.ehawaii.gov/htsb-renewals/welcome.html>

Launch date: July 2010

Changes were incorporated in to the HTSB system to allow for initial teacher licenses to be submitted online.

Honolulu Online Auctioning System

<http://auction.ehawaii.gov>

Launch date: December 2010

Confiscated goods at the Honolulu airport security gate are auctioned online to the public. The agency will no longer have to schedule a once a year auction event.

Controlled Substance Registration System

<http://ned.ehawaii.gov>

Launch date: February 2010

Online license registration and renewal for distribution of controlled substances.

Hawaii County Water Payments

<https://payments.ehawaii.gov/waterbill/hawaii>

Launch date: February 2011

Residents of the County of Hawaii are able to make payments to the board of water supply utilizing this online system.

Civil Resources Violation Systems (CRVS)

<http://crvs.ehawaii.gov>

Launch date: July 2011

The new service allows violation citations to be electronically tracked and paid by violators through an online payment process. It is integrated with existing DLNR services, i.e. monthly catch reporting, so violations will be automatically created when reports are missed.

eBench Warrants – Hawaii County

<https://judiciary.ehawaii.gov/warrants/index.html>

Launch date: November 2010

The existing eBench warrants system enables all levels of the law enforcement agencies to search, view, and process new and existing traffic warrants online. In this final phase of development, the County of Hawaii was brought on to the system, thereby making the warrants system available in all major counties.

Bulk Criminal Data Download

Get a bulk download of all the Hawaii criminal record information.

Available to subscribers only with a minimum one year subscription.

Bulk Sex Offender Data Download

Get a bulk download of all the Hawaii sex offender data. Available to subscribers only for a monthly fee.

DLNR Bureau of Conveyances (BOC)

HIC has been working closely with the BOC for the past few years on a major overhaul/replacement that will enable native eRecording and upgrading them to a better back-office system. The new system will be able to integrate directly with the eRecording system and will support national (PRIA) standards and better data access for Hawaii Counties, other state agencies and the public. The new system is 100% web-based and will give the Bureau more ways to provide information to the public and generate more revenue.

Currently we have released the following applications for the BOC:

DLNR BOC Bulk Image Download

<https://www.ehawaii.gov/SecureDownload/bocimages>

Launch date: June 2011

Subscribers can download daily bulk BOC images.

DLNR BOC LandShark

<http://voc.ehawaii.gov/LandShark>

Launch date: May 2011

Subscribers can search for and download BOC document images and certificates.

DLNR BOC Glossaries

<https://www.ehawaii.gov/SecureDownload/bocglossary>

Launch date: May 2011

Users of LandShark are also granted access to the Name Changes and Power of Attorney files.

DLNR BOC Backend (LandLink Indexing and Certificate Writing)

<http://voc.ehawaii.gov/landlink>

Launch date: May 2011

LandLink is a new backend system for the BOC. Staff can index documents and create and update certificates in the new system. A second phase of this project is scheduled to go live next fiscal year.

NEW FREE SERVICES

Hawaii Electronic Tax Filing System Upgrade

<http://www.ehawaii.gov/efile/>

Launched in: January 2011

2011 individual form upgrades were completed as well as allowing the addition of PDF previewing for most forms, the addition of a new form GEW-TA-RV-6, and allowing an amended version of the HW-14 to be filed.

Judiciary – Circuit Court Judge Survey

July 2010

An electronic survey was emailed that allowed attorneys to complete a survey on Circuit Court Judges.

Judiciary – Appellate Court Judge Survey

January 2011

An electronic survey was emailed that allowed attorneys to complete a survey on District Court Judges.

Judiciary – Family Court Judge Survey

April 2011

An electronic survey was emailed that allowed attorneys to complete a survey on Circuit Court Judges.

Judiciary – Per Diem Judge Survey

June 2011

An electronic survey was emailed that allowed attorneys to complete a survey on Circuit Court Judges.

Forms and Surveys

HIC provides form building services and survey tools for use to agencies. The following forms and surveys were completed during this fiscal year:

Office of the Governor:

- Contact the Governor;
- Governor Email Updates;
- Request a Meeting with the Governor;
- Request a Message, Commendation or Proclamation;
- Contact the Lieutenant Governor;
- Lieutenant Governor Email Updates;
- Request a Meeting with the Lieutenant Governor;
- Flag Requests;

- Boards & Commissions Application;
- Letters of Recommendation (for Applicants applying for Board positions);
- Hawaii State Capitol Tour Request.

PROJECTS CURRENTLY IN DEVELOPMENT

Hawaii Electronic Tax Filing System Upgrade

<http://www.ehawaii.gov/efile/>

2012 individual form upgrades will be completed as well the addition of a new form Schedule GE-1.

Department of Taxation – Modernized eFiling (MEF)

A MeF gateway and viewer will be developed, maintained and hosted by HIC for a per transaction fee similar to the existing electronic tax filing application. The new gateway will integrate with Tax's existing ITIMS/JELF systems.

Hawaii Judiciary Land Court Petition Filing System

Will provide a secure and convenient way to complete petitions to amend a Transfer Certificate of Title and pay filing fees.

Department of Taxation – Bulk Filing

A rewrite and upgrade of the existing Bulk Filing application that will eventually allow tax preparers to file HW-14, G-45 and G-49.

Online Marriage Registration Systems

Allows couples to register online and authorized officiants to complete and issue certificates online.

AG Notaries Public

This new system will allow online process flows for renewal applications, new applications, exam scheduling and payment of fees.

Camping Reservation System

The existing camping system will be enhanced to include new features for reserving pavilions for use as well as integrating special use permit reservations.

Kalaiwa Public Traffic Abstracts

The system will allow the public to purchase official Hawaii state motor vehicle records, also known as traffic abstracts, online.

Vital Records Ordering System

The existing vital records system for ordering birth and death certificates will be enhanced with new features including an expedited mailing option as well as bringing the verification of birth requests online.

DCCA Real Estate Branch

This system will allow initial licensing for real estate license holders online.

DBEDT Hawaii Film Permits

HIC will be developing an online system to reserve permit locations for filming movies at specific Hawaii locations.

DLNR, Division of Boating and Ocean Recreation – Accounts Receivable System (BARS)

The BARS system is a boating account management system and customer online payment processing. Payment services will include payments for harbors and boat slips.

Kauai Camping Reservations

Kauai city and county camping reservations will be integrated in to the existing state camping reservation system.

State ID Card Appointment Scheduling

Originally launched in December 2007, Hawaii State ID Card Express allows users to apply for a Hawaii State ID card online. With this latest enhancement, web applicants will be able to use the Internet to schedule an appointment time and day.

CMS Hosting & Site Development:

HIC will develop the following websites using various CMS solutions, to create and maintain web site content for the following:

- Budget & Finance Employee Retirement Systems – Web Site Hosting and site redesign;
- Interisland Wind website;
- Energy.hawaii.gov.

DLNR BOC Backend (LandLink Indexing and Certificate Writing)

LandLink is a new backend system for the BOC. Staff can index documents and create and update certificates in the new

system. The first phase already exists, but phase 2 (Receiving and Scanning) of this system is targeted to go live in Dec 2011.

Employees' Retirement System

Members of the Employees' Retirement System will be able to view their retirement plan balance online.

Hawaii Directory of Green Employers – Green LMI Project

Online directory and search of businesses who currently have positions which utilize green practices.

CSEA Online Payments Application

This enhancement project enables registered users to view case information and payment balance(s), and three various bill statements.

Mortgage Foreclosure Dispute Resolution Program

Will allow lenders to login and file notice for closure, pay the statutory fees, upload filing documentations, and view their cases.

Judiciary eTraffic Rewrite

A rewrite of the existing eTraffic module, which is an application, that allows online payment of traffic citations.

DCCA Mobile Business Application

The mobile app will include a modified version of the current services available on DCCA's Business Registration website. The app will be designed to make it easier for the public to search for a business name, find information, and purchase filed documents or certificates of good standing on devices with smart touch response.

DOT Data Repository

This project will create a single repository of state wide Motor Vehicle Accident Reports (MVAR). Police departments, selected agencies and other audiences will be able to access the data. The project will include the following applications:

Maui Police Department MVAR Data Transfer

This project will enable the successful transfer of accident report data from MPD to the DOT data repository.

Maui Police Department Minor MVAR

This project will enable the Maui Police Department officers to use a web-based interface to report and submit minor accident reports.

Hawaii County Police Department MVAR Data Transfer

This project will enable the successful transfer of accident report data from HCPD to the DOT data repository.

Forms and Surveys

HIC provides form building services and survey tools for use to agencies.

- Department of Taxation E-file Usage Survey: Survey will be accessible on the confirmation page after a filing is submitted and in text on the email receipt for taxpayers to provide feedback relating to the online efile system.
- Attorney General's Computer Use Survey: Oct 2011
- Na Ala Hele Trail Incident Reporting: Nov 2011

WEB SITE SPOTLIGHT – 2011

In March 2010, we launched a website (hic.ehawaii.gov) to showcase Hawaii Information Consortium as a company. A common misconception amongst the public is that the services we build are funded directly by taxpayer dollars. We felt our audience would benefit from a website that was completely transparent in explaining how we operate and work in partnership with the State of Hawaii. The site is also a useful tool for prospective new partners to gain insight in to our project development process, and to clearly see the benefits we can offer them. The site includes the following information:

- **About Us:** Detailed description of HIC: its history, services provided (and not provided), our security practices, and a full list of services and successful partnerships.
- **Working With Us:** Learn how to get started on a project with us and ways to fund it, along with the benefits we can offer.
- **Media:** All press releases, annual reports, and awards are posted here for public viewing.

The screenshot displays the Hawaii Information Consortium website. The header features the organization's name and tagline, a navigation menu, and the HIC logo. The main content area includes a 'This Just In!' section with a thumbnail of the redesigned website and a list of features. A sidebar on the right contains contact information and a 'Best Places to Work 2011' award badge.

Hawai'i Information Consortium
Connecting people to Hawai'i government

HOME ABOUT US WORKING WITH US MEDIA CONTACT

Hawaii Information Consortium (HIC)
At Hawaii Information Consortium, our goal is to bring government services to the people. We maintain and manage the official website for the State of Hawaii, ehawaii.gov. Our sole focus is to develop, manage, and maintain online applications, most of which are completed at **NO** cost to the State of Hawaii or its taxpayers.

This Just In!
The redesigned ehawaii.gov website launched May 17th!

Features:

- Improved navigation menu and site organization, so the public can easily find the information they need.
- A more visually pleasing interface, with 3 available themes to select from (day, dusk, or basic).
- Frequently updated content and rss feeds.
- A prominent help center for those needing assistance on the site, available from every page.

[Subscriber Services](#) | [Feedback](#)

Hawai'i Business magazine
Best Places to Work
2011

Contact Us
201 Merchant St, Suite 1805
Honolulu, HI 96813
Phone: 808.695.4622
Toll-free: 1.866.448.0725
E-Fax: 808.441.3100
Email: info@ehawaii.gov

Image A: Screenshot of hic.hawaii.gov website

PORTAL MARKETING AND ADOPTION STATISTICS – 2011

Online Adoption – the percentage of transactions processed online versus via a manual process – is one of the portal’s key measures of an applications successfulness. We have included a table with adoption rates for portal applications. In a few cases, a best estimate from our partner was made due to limited reporting capabilities.

Name	Agency	2011
Online Hunting Licenses	Land & Natural Resources	60%
Online Tax System	Taxation	25%
Online Professional and Vocational License Renewals	Commerce and Consumer Affairs	91%
Insurance License Renewal	Commerce and Consumer Affairs	90%
Online Annual Business Filings	Commerce and Consumer Affairs	76%
Condominium Association Registrations	Commerce and Consumer Affairs	83%
Online Initial Business Filings	Commerce and Consumer Affairs; Labor and Industrial Relations; Taxation, Internal Revenue Service	53%
Online Individual Wastewater System Filing	Department of Health, Wastewater Branch	85%
Commercial Fishing Reporting Filing Online	Dept of Land and Natural Resources, Division of Aquatic Resources	55%
Hawaii Camping Reservation System	Dept of Land and Natural Resources, Division of State Parks	82%
Hawaii County Online Water Payments	County of Hawaii, Dept of Water Supply	20%

AWARDS

The Portal received the following awards during the fiscal year 2011.



**Harvard Innovation Awards - Bright Idea -
Electronic Bench Warrants**

Bright Ideas is an initiative that recognizes creative and promising government programs and partnerships. The initiative is offered through the Innovations in Government Program, a program of the Ash Center for Democratic Governance and Innovation at Harvard Kennedy School.



**Center for Digital Government – Digital
Government Achievement Award – Government
to Government Category -- Electronic Bench
Warrants**



Digital Government Achievement Awards, Sept 2010, Hollywood

PRESS RELEASES

The portal worked closely with each of the partners for the following press releases:

- Hawai'i County Motor Vehicle Registration Renewal Offered Online:
 - <http://www.hawconews.com/hawaii-county-news/2010/8/1/hawaii-county-motor-vehicle-registration-renewal-offered-onl.html>
- Electronic Bench Warrants System Wins National Award
 - http://www.egov.com/Media/PR/Pages/ViewRelease.aspx?PR_ID=20100920005418
- Electronic Bench Warrant System Receives 2010 Digital Government Achievement Award
 - http://www.courts.state.hi.us/news_and_reports/featured_news/2010/09/ebw_award.html
- Electronic Bench Warrant System Receives Second National Award
 - http://www.courts.state.hi.us/news_and_reports/featured_news/2010/10/ebw_2nd_award.html
- Electronic Bench Warrants System Wins Bright Ideas Award
 - http://www.egov.com/Media/PR/Pages/ViewRelease.aspx?PR_ID=20101008005700

Important Statistics (July 1, 2010 to June 30, 2011):

6,373,705 Visits:

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

17, 462.21 Average Visits Per Day

40,486,169 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.

6.35 Average Pages Per Visit:

These are the average number of pages viewed by each visitor to eHawaii.gov.

4:46 Time on Site:

This is the average time each visitor spends visiting eHawaii.gov.

31.10% 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.

38.44% 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.

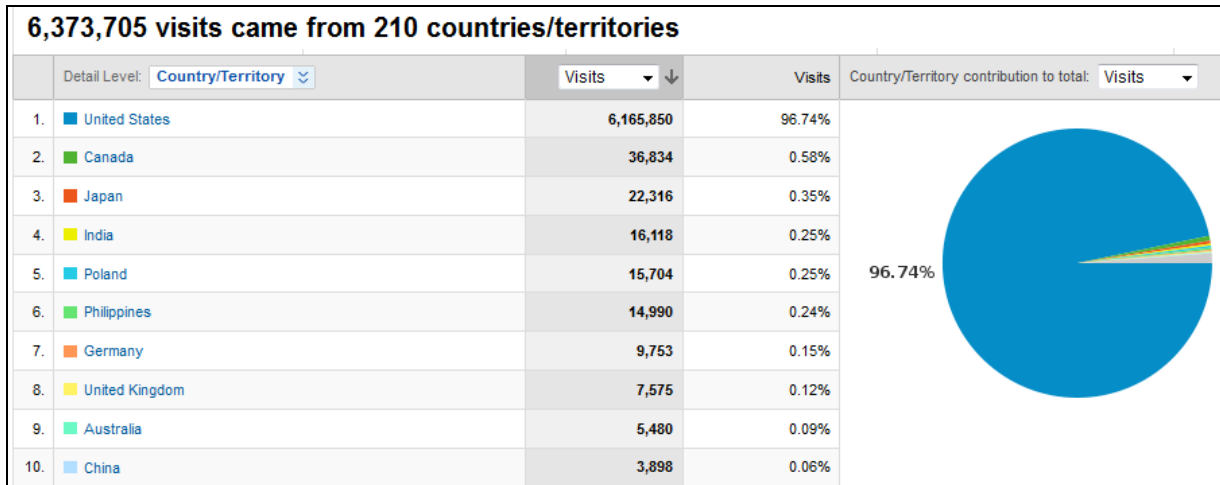


Image A: Visits by Geographic Location

This chart shows that 96% of all visitors to the site are located within the United States.

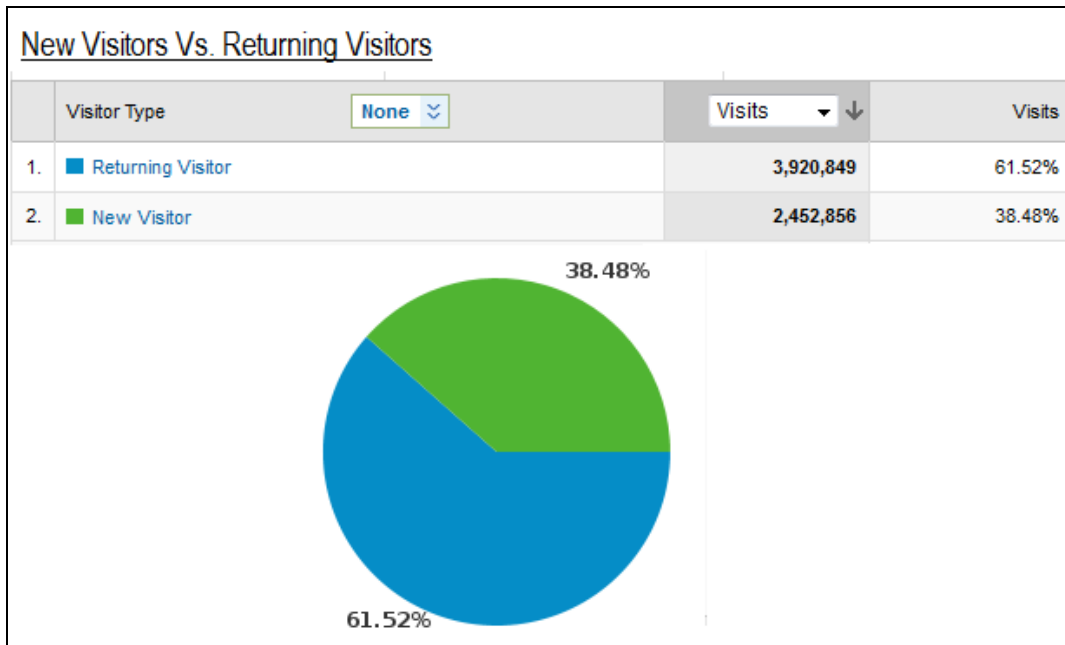


Image B: New Visitors Vs. Returning Visitors

This chart shows that roughly 38% of our site visitors are visiting eHawaii.gov for the first time and 62% are returning visitors.

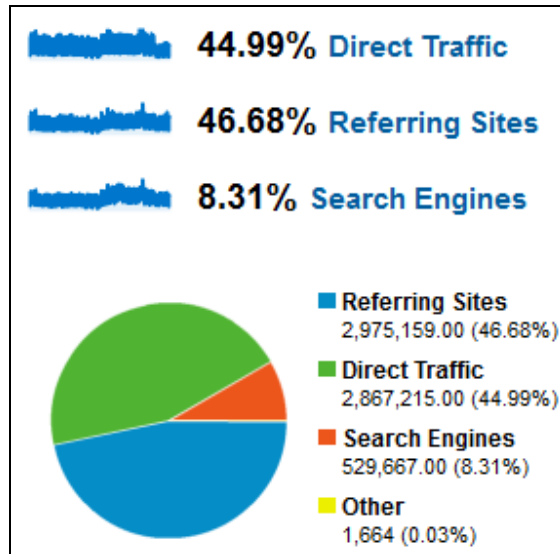


Image C: Sources of Traffic to eHawaii.gov

This chart shows that eHawaii.gov receives 45% of its site traffic by visitors who access the site directly, not through a search engine. Referring sites may include other state agencies or other websites that link to the portal.

	Source/Medium	Visits ↓	% New Visits
1.	(direct) / (none)	2,867,215	38.49%
2.	hawaii.gov / referral	913,549	34.12%
3.	ehawaii.gov / referral	469,305	34.51%
4.	google / organic	346,733	42.35%
5.	lala.ehawaii.gov / referral	173,099	7.64%

Image D: Top Traffic Sources

This chart shows that the top traffic sources, not including direct, is referrals from the Hawaii.gov domain, and that the top search engine referral is Google.



	Keyword 	Visits 	% New Visits
1.	hawaii.gov	21,525	31.78%
2.	state of hawaii	19,344	47.22%
3.	ehawaii.gov	16,899	19.78%
4.	hawaii	8,390	85.97%
5.	pvl.ehawaii.gov/renewals	8,372	51.74%
6.	hawaii state id	8,180	73.13%
7.	hawaii state tax refund status	7,619	40.90%
8.	dcca hawaii business search	7,485	23.46%
9.	hawaii state government	6,675	35.87%
10.	ecrim	5,450	37.08%

Image E: Top Keywords used to search

The top keywords above are the ones most commonly entered when searching for information about the portal.

PORTAL OBJECTIVES FOR 2011

- Mobile web applications development
 - The portal will develop more mobile web applications (MWA) in 2012 after two MWAs will go-live in Q4 2011. The planned MWAs for 2012 are DCCA Annual Report, DLNR document search, property tax payments, insurance license search, and simple payment portal. The simple payment portal will allow the user to store payment information in CDB and make payment via mobile devices easier.
- Enhancing our content management system to allow streamlined and quick development utilizing pre-set templates for all state and county partners. Set up should be quick with minimal to no development time needed.
- Revitalize tax and bazaar! in turn the world with services.
- Volunteering
- Work with new CIO
- HIC is in the process of helping the state redesign its revenue collection procedures to accept electronic payments for HIC services. Currently most partners require a paper check...
- Deploy Innovative new applications
 - Hawaii will be launching its first Marriage Licensing system in late 2011. From couple's registration to marriage agent's approval and marriage performers completion, it covers the complete marriage process in Hawaii. It will be a model for the nation.
- Improve marketing
 - We are finally growing large enough to really focus on marketing and our website in a way that we simply have not been able to do before.
 - We will execute many of the marketing strategies that we listed last year in our business plan, but were unable to because of the huge volume of projects. The revenue resulting from increased marketing is essentially money left on the table due to staffing shortages.
- The portal will continue be proactive in upgrading or patching software in the event of security vulnerabilities being found. Year 2012 will be part of the new certification year for the Enterprise certification with Verizon Cybertrust. The portal will strictly follow the schedule of certification, fully prepared for all the activities required for the certification, and work with Verizon Cybertrust and NIC security team to make the

certification process as smooth as possible. The portal will make remediation efforts a top priority in case any remediation is needed during the course of certification.

- HIC will submit awards and pursue speaking engagements to further our success in the national spotlight. The nations first electronic marriage system should definitely attract some national and international attention.

IN CLOSING

The HIC team appreciates the opportunity to work with agency partners from all branches of state and county government in Hawaii, and to make exceptional services available to the public, businesses, and other government agencies.

Sincerely,



Russell Castagnaro
General Manager

Hawaii Information Consortium, LLC
201 Merchant St, STE 1805
Honolulu, HI 96813

APPENDIX 1: ALL PROJECTS/ APPLICATIONS

Name	URL	Launched Date	Year	Agency
Business Name Search	http://www.ehawaii.gov/dcca/biz_name	03/01/2000	2000	Commerce and Consumer Affairs
Officer Name Search		04/01/2000	2000	Commerce and Consumer Affairs
Online Fresh Water Game Fishing Permits	https://www.ehawaii.gov/dlnr/fish/exe/fresh_main_page.com	07/01/2000	2000	Land & Natural Resources, Aquatic Resources
Sex Offender Registry		07/01/2000	2000	Criminal Justice Data Center
Certificate of Good Standing Search-Remote Printing	http://www.ehawaii.gov/DCCA/cog/	09/01/2000	2000	Commerce and Consumer Affairs
Search Tax Licenses	http://www.ehawaii.gov/serv/taxpayer	10/01/2000	2000	Taxation
Camping Permits (County of Hawaii)		12/01/2000	2000	County of Hawaii
		7	2000 Count	
Insurance Licensee Search	http://www.ehawaii.gov/ils	01/01/2001	2001	Commerce and Consumer Affairs
Professional & Vocational Licensing Search	http://www.ehawaii.gov/serv/pvl	02/01/2001	2001	Commerce and Consumer Affairs
Business & Licensee Complaints History Search	http://www.ehawaii.gov/serv/cms	03/01/2001	2001	Commerce and Consumer Affairs
Online Hunting Licenses	http://www.ehawaii.gov/huntinglicense/	03/01/2001	2001	Land & Natural Resources
Online Tax System	http://www.ehawaii.gov/tax	03/01/2001	2001	Taxation
Online Professional and Vocational License Renewals	http://www.ehawaii.gov/pvlrenew	04/01/2001	2001	Commerce and Consumer Affairs
Insurance License Renewal	https://www.ehawaii.gov/insrenew	06/01/2001	2001	Commerce and Consumer Affairs
Traffic Abstracts - Batch		08/01/2001	2001	Judiciary
Dept. of Commerce and Consumer Affairs/BREG Bulk Data Sales		10/01/2001	2001	Commerce and Consumer Affairs
Honolulu International Airport Flight Information	http://www.ehawaii.gov/hnlflights/	11/01/2001	2001	Transportation
Online State Calendar System	http://www.ehawaii.gov/calendar/	11/01/2001	2001	Lt. Governor
		11	2001	

			Count	
Online Annual Business Filings	http://www.ehawaii.gov/annuals	01/01/2002	2002	Commerce and Consumer Affairs
Online Appearance Requests		01/02/2002	2002	Governor
Boards and Commissions Online Application	http://www.ehawaii.gov/org/gov/jobs/exe/jobs_obs.cgi	01/02/2002	2002	Governor
Online Vital Records, Birth Certificates	http://www.ehawaii.gov/ohsm	07/01/2002	2002	Health, Health Status Monitoring
Online Vital Records, Marriage Certificates	http://www.ehawaii.gov/ohsm	07/01/2002	2002	Health, Health Status Monitoring
Online Job Search	http://www.ehawaii.gov/dhrd/statejobs/html/	07/01/2002	2002	Human Resources and Development
Unclaimed Property Search	http://www.ehawaii.gov/hawaiiucp	07/01/2002	2002	Budget & Finance
Entity List Builder	https://www.ehawaii.gov/dcca/listbuilder/execute/builder.cgi	09/01/2002	2002	Commerce and Consumer Affairs
Online Jury Pool Information System	http://www.ehawaii.gov/judiciary/jurypool/html/	09/01/2002	2002	Judiciary
		9	2002 Count	
Condominium Association Registrations	http://www.ehawaii.gov/condo	04/03/2003	2003	Commerce and Consumer Affairs
Online Land Title Records	http://www.ehawaii.gov/dlnr/boc/html/	07/03/2003	2003	Land and Natural Resources
		2	2003 Count	
Online Initial Business Filings	http://hbe.ehawaii.gov/	10/04/2004	2004	Commerce and Consumer Affairs; Labor and Industrial Relations; Taxation, Internal Revenue Service
		1	2004 Count	
Unemployment Payments HUI Express	http://auau.ehawaii.gov/hui	03/01/2005	2005	Dept. of Labor and Industrial Relations
Hawaii Clearance Express	http://vendors.ehawaii.gov	08/05/2005	2005	Procurement Office
eCrim - Limited Criminal History Search	http://ecrim.ehawaii.gov	09/01/2005	2005	Criminal Justice Data Center/ Attorney General
Traffic Abstracts - Electronic	http://traffic.ehawaii.gov	11/07/2005	2005	Judiciary
Quarterly Wage Reports	http://hui.ehawaii.com	12/01/2005	2005	Dept. of Labor and Industrial

				Relations
		5	2005 Count	
Hawaii Electronic Death Registration Systems	http://edr.ehawaii.gov	01/01/2006	2006	Department of Health
Tax Refund Status Search	https://test-tax.ehawaii.gov/hoihoi	04/01/2006	2006	Department of Taxation
Kauai Sewer Payments	http://payments.ehawaii.gov/kauaisewer/	04/15/2006	2006	County of Kauai
Business Name Search/ COG	http://hbe.ehawaii.gov/cogs	06/01/2006	2006	DCCA BREG
Insurance Agent License Renewals	http://www.ehawaii.gov/insrenew	06/17/2006	2006	Department of Commerce and Consumer Affairs, Insurance Licensing Division (DCAA)
Insurance Company License Renewals	http://www.ehawaii.gov/insrenew	06/17/2006	2006	Department of Commerce and Consumer Affairs, Insurance Licensing Division (DCAA)
Kauai Property Tax Payments		8/1/06	2006	County of Kauai
		7	2006 Count	
Online Volunteers in Public Services (VIPS)	http://vips.ehawaii.gov	03/07/2007	2007	Hawaii State Judiciary
State Judiciary Volunteer Application Submission	http://vips.ehawaii.gov	03/07/2007	2007	Hawaii State Judiciary
Kauai Property Tax Payment	https://payments.ehawaii.gov/propertytax/kauai/search.html	04/15/2007	2007	County of Kauai
Kauai Property Tax Payment	https://payments.ehawaii.gov/propertytax/kauai/search.html	04/15/2007	2007	Kauai County
Professional and Vocational Licensing Contractor Renewals	http://pvl.ehawaii.gov	8/1/07	2007	Dept. of Commerce and Consumer Affairs, Professional and Vocational Licensing
Online Vessel Registration Renewal	http://vessel.ehawaii.gov	08/07/2007	2007	Department of Land and Natural Resources, Division of Boating and Ocean Recreation
		6	2007 Count	
Online Insurance Continuing Education Information Submission	https://www.ehawaii.gov/dcca/insprovider/exe/provider.cgi	03/07/2008	2008	Department of Commerce and Consumer Affairs
Child Support Enforcement Agency Interactive Online System	http://csea.ehawaii.gov	03/07/2008	2008	Department of Attorney General
County of Maui - Motor Vehicle	https://mvr.ehawaii.gov	05/22/2008	2008	County of Maui

Registration Renewal				
Oahu MPO Website	http://oahumpo.com	6/1/08	2008	Oahumpo
Online Tax Booklets Request	https://dotax.ehawaii.gov/efile/booklet	06/16/2008	2008	Department of Taxation
Online Individual Wastewater System Filing	http://wastewater.ehawaii.gov	06/17/2008	2008	Department of Health, Wastewater Branch
Online Individual Wastewater System Filing	http://wastewater.ehawaii.gov	06/17/2008	2008	Department of Health, Wastewater Branch
Hawaii Property Tax Payments		8/6/08	2008	County of Hawaii
Online Real Estate Continuing Education System	http://pvl.ehawaii.gov/rece	08/25/2008	2008	Dept. of Commerce and Consumer Affairs, REB
Online Commercial Marine License System	https://dlnr.ehawaii.gov/cmls-public/app/welcome.html	11/01/2008	2008	Depart of Land and Natural Resources, Division of Aquatic Resources
Wiki Permits	https://dlnr.ehawaii.gov/permits	11/10/2008	2008	Depart of Land and Natural Resources
State ID Applications	http://stateid.ehawaii.gov	12/15/2008	2008	Attorney General
		12	2008 Count	
Kauai Motor Vehicle Registration (MVR) Renewals		2/11/09	2009	County of Kauai
Hawaii Charity Online Service	https://ag.ehawaii.gov/charity	03/23/2009	2009	Hawaii Attorney General
Electronic Bench Warrants System	https://judiciary.ehawaii.gov/warrants	03/24/2009	2009	Hawaii State Judiciary
Online Uniform Commercial Code Recording System	https://boc.ehawaii.gov/ucc-recording/index.html	07/01/2009	2009	Department of Land & Natural Resources, Bureau of Conveyances
Hawaii Governor's Online Requests System	https://cs.ehawaii.gov	10/26/2009	2009	Governor's Office
Judiciary Website	-	11/1/09	2009	Judiciary
		1/6/00	2009 Count	
Commercial Fishing Reporting Filing Online	https://dlnr.ehawaii.gov/cmls-fr	02/18/2010	2010	Dept. of Land and Natural Resources, Division of Aquatic Resources
Hawaii Camping Reservation System	https://camping.ehawaii.gov	03/08/2010	2010	Dept. of Land and Natural Resources, Division of State Parks
Vehicle Monitoring System	https://vms.ehawaii.gov	04/19/2010	2010	Hawaii State Judiciary

HTSB Website	http://www.htsb.org	6/1/10	2010	Hawaii Teacher Standards Board
Hawaii County Motor Vehicle Renewal	https://mvr.ehawaii.gov	07/01/2010	2010	County of Hawaii
Hawaii Teachers Online Renewal	https://htsb.ehawaii.gov	07/01/2010	2010	Hawaii Teacher Standards Board
Capital Improvements Project	https://cip.ehawaii.gov	07/12/2010	2010	DAGS
Civil Resource Violation System	https://crvs.ehawaii.gov	07/21/2010	2010	Department of Land and Natural Resources
BOC - eRecording		09/14/2010	2010	Dept. of Land and Natural Resources, BOC
Vehicle Monitoring and Renewal	https://vms.ehawaii.gov/vms	10/04/2010	2010	DMV
Online Surplus Auctioning System	https://auction.ehawaii.gov	10/18/10	2010	Department of Transportation
Judiciary Payments System		10/26/10	2010	Judiciary
		1/12/00	2010 Count	
Hawaii County Public Works Site	http://dpw.co.hawaii.hi.us/flood/	1/1/11	2011	County of Hawaii
Hawaii County Public Works Site	http://dpw.co.hawaii.hi.us/traffic/	1/1/11	2011	County of Hawaii
Gov. Forms	https://hawaii.gov/gov	1/30/11	2011	Governor
Controlled Substance Registration Renewal	https://ned.ehawaii.gov	02/01/2011	2011	Dept. of Public Safety, Narcotics Enforcement Division
Hawaii County Online Water Payments	https://payments.ehawaii.gov	02/14/2011	2011	County of Hawaii, Dept. of Water Supply
DOH Certified Documents		4/8/11	2011	Department of Health
Land Records Management System	https://boc.ehawaii.gov/	05/24/2011	2011	Dept. of Land and Natural Resources, BOC
Harbor Pro		7/6/11	2011	Depart of Land and Natural Resources
Boating Accounts Receivable System		7/7/11	2011	Depart of Land and Natural Resources
Boards and Commissions Online Application		7/15/11	2011	Governor
Hawaii County Police Site	hawaii.police.com	8/1/11	2011	County of Hawaii
Legislative Tour Scheduler		10/1/11	2011	Governor
Judiciary Documents Online		10/21/11	2011	Judiciary
BOC - Land Records Receiving		12/15/11	2011	Depart of Land and Natural Resources

Green LMI	http://lmi.ehawaii.gov	12/29/11	2011	Department of Labor and Industrial Relations
ERS Benefits Portal	https://ers.ehawaii.gov/member	12/23/11	2011	Budget & Finance
Marriage/ CU Performer Registry	https://emrs.ehawaii.gov	12/31/11	2011	Department of Health
		17	2011 Count	
Hawaii Marriage System	https://marriage.ehawaii.gov	1/1/12	2012	Department of Health
Hawaii Civil Union System	https://civilunion.ehawaii.gov	1/1/12	2012	Department of Health
		2	2012 Count	
		97	Grand Count	