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January 24, 2019

The Honorable Ronald D. Kouchi,  
President, and Members of the Senate  
Thirtieth State Legislature  
State Capitol, Room 409  
Honolulu, Hawai'i 96813

The Honorable Scott K. Saiki, Speaker  
and Members of the House of  
Representatives  
Thirtieth State Legislature  
State Capitol, Room 431  
Honolulu, Hawai'i 96813

Dear President Kouchi, Speaker Saiki, and Members of the Legislature:

For your information and consideration, I am transmitting a copy of the Annual Report on the Operation of the Internet Portal for the period July 1, 2017 through June 30, 2018 pursuant to Section 27G-5, Hawaii Revised Statutes. The report is delayed due the Access Hawaii Committee's questions regarding the draft report. The Committee met in January to review and finalize the report.

In accordance with Section 93-16, Hawaii Revised Statutes, this report may be viewed electronically at <http://ags.hawaii.gov/reports/legislative-reports/>.

Sincerely,

DOUGLAS MURDOCK  
Chief Information Officer

Attachment

STATE OF HAWAI'I  
ACCESS HAWAI'I COMMITTEE  
AND THE  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON  
THE OPERATION OF THE INTERNET PORTAL  
FOR THE PERIOD  
JULY 1, 2017 THROUGH JUNE 30, 2018  
SUBMITTED TO  
THE THIRTIETH STATE LEGISLATURE  
IN ACCORDANCE WITH SECTION 27G-5, HAWAI'I REVISED STATUTES

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, 2017 THROUGH JUNE 30, 2018

### **Introduction**

Pursuant to section 27G-5, Hawaii Revised Statutes (HRS), the Access Hawaii Committee (AHC) submits its annual report to the 2019 Legislature. This year's report is comprised of a report by the portal manager/vendor, Hawaii Information Consortium, LLC (HIC), reflecting work it was authorized to perform by the AHC in conjunction with various State and County agencies.

Additionally, steps are underway to improve the communication flow and oversight of the internet portal contract to maximize transparency, including:

- Requiring closer inspection and review of the annual financial audit
- Incorporating a messaging campaign to increase awareness on the details and benefits of the portal contract (e.g., additional draft FAQs – see Appendix E)
- Implementing steps to ensure consistent reporting of financial information, including clear differentiation between using audited vs. unaudited data, and
- Reporting of portal program financial and performance information to the AHC with greater detail and frequency.

### **Overview**

Chapter 27G, HRS, stipulates the legislatively mandated duties of the AHC which include oversight functions of the State Internet Portal Program.

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

In the 2010 legislative session, Act 101 (HB2505, CD1) amended Chapter 27G, HRS, and 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 Portal Program Manager position was created during the 2011 legislative session in HB 200 HD1, CD1, which was enacted into law as Act 164 on July 1, 2011.

The Portal Program Manager assists the AHC with its legislatively mandated duty of providing oversight of the portal provider. The AHC receives guidance from the Portal Program Manager relating to strategies for online payment processing, electronic document filing, Internet initiatives, paperless initiatives, and web application development. The Portal Program Manager also tracks portal provider activities to ensure compliance with the terms and conditions of the portal provider contract, reviews Portal contractor's financial reports, evaluates new Statements of Work, fee agreements, priorities, and Service Level Agreements under negotiation between government agencies and the portal provider and presents findings and recommendations to the Access Hawaii Committee. The Portal Program Manager collaborates with the portal provider and government agencies to promote e-government and to increase on-line services that can be easily, conveniently, and securely accessed by the public.

During the 2014 legislative session, the Chief Information Officer of the State was added to the Access Hawai'i Committee membership, and was designated as the chairperson of the committee. The Legislature passed SB1000 SD1, which was enacted as Act 21 on April 19, 2014.

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

The portal program's success has been achieved through the work of HIC, in conjunction with the AHC, the Office of Enterprise Technology Services (ETS), and the business and information technology teams of the State agencies, the Counties, and the Judiciary.

The portal program contract was awarded through competitive solicitation and effective January 2008 for the initial five-year period. Contract extensions were approved twice by the AHC. The effective dates were January 4, 2013 and January 4, 2016, for up to an additional three years.

## **2018 Activities**

The following sections provide key issues and activities addressed by the AHC from January 1, 2018 through December 31, 2018:

### Revision of Statement of Work (SOW) Template

All SOWs for portal projects will utilize ETS' SOW template. In part, revisions to the template will further increase transparency, provide clear details about the project and deliverables without being burdensome, clearly define each party's responsibilities, state the cost of the project and provide a firm schedule of when items will be completed and how they will be delivered.

#### Preparation for New Request for Proposals (RFP)

On July 12, 2017 the request for information (RFI) was issued as part of RFP preparation to gather information on improving the portal program and alternatives to the current business model.

Responses to the RFI were received on August 9, 2017. All responses were reviewed in preparation for the RFP.

To follow up on the RFI, market research is being conducted in hopes of gaining information on possible options for the new portal.

On March 1, 2018, the board agreed that to support the existing portal services while the RFP is in progress, the current contract that was to expire on January 3, 2019 was extended for one year to January 3, 2020. The extension was signed on July 1, 2018.

#### Frequently Asked Questions (FAQ) List

It was proposed to the AHC that list a of Frequently Asked Questions be posted on the AHC website to offer answers that would improve the transparency of portal processes – see Appendix E.

#### Previous Annual Reports

Measures are being taken to prevent discrepancies that were found in the financial reporting for years 2012, 2013, 2014, 2016, and 2017. A decision on an audit of the vendor is pending and a formal letter explaining the discrepancies was received by the vendor. The discrepancies revolve around audited vs unaudited financials as well as partial calendar year reporting, and are being further analyzed by the AHC.

#### Change in Reporting

This year, the report will include audited financial summary data for calendar years 2010 through 2017 in Table 3 and the 2018 **unaudited State Fiscal Year** (July 2017-June 2018) numbers in Table 2.

#### **Accolades**

The State portal program earned the following awards in 2018:

##### Hawaii State Public Library System

- Award of Distinction (Communicator Award) received May 2018
- Outstanding Website (Web Marketing Association Web Award) received September 2018
- Silver Award (Davey Award) received October 2018

State Procurement Office – Hawaii Awards & Notices Data System

- Government Standard of Excellence (Web Marketing Association Web Award) received September 2018

**2018 Annual Report by Hawaii Information Consortium, LLC**

A comprehensive progress report by HIC regarding the activities and expenses of the portal program is provided on the subsequent pages.

# Hawaii Information Consortium

## **Annual Report Fiscal Year 2018**

July 1, 2017 – June 30, 2018

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## Executive Summary

The collaboration between the State of Hawaii, its counties and the Hawaii Information Consortium, LLC via the eHawaii.gov internet portal program continues to be strong in 2018.

Access to digital government services across Hawaii has established Hawaii as a leader in state government in the areas of business registration, vital records access, electronic procurement, licensing / permitting website design and accessibility.

When the State issued the original Request for Proposal (RFP) for a self-funded (funded by fees collected from the fee payer or State or County agency) Internet Portal Provider, the Hawaii Information Consortium, LLC answered and won. In 2008, the RFP under which the current contract was awarded, was updated to include self-funded services, marketing and outreach, time and materials projects, hosting services, and website design and implementation.

On September 6, 2018 the Access Hawaii Committee approved the modification of the Portal Program Annual Report from the previous calendar year reporting to a fiscal year report time frame. The information in this report covers the time period from July 1, 2017 to June 30, 2018.

The portal program launched 8 new services in Fiscal Year (FY) 2018. Some of these services include the County of Hawaii's Liquor Licenses and Permitting system, Mauna Kea Recreation Area Group Permitting system, the State Procurement Office's Hawaii Awards and Notices Data System (HANDS), the Department of Land and Natural Resources' (DLNR) Hunt Lottery Drawing System, the Energy Office's Solar Water Heater Variance Application, the Department of Commerce and Consumer Affairs (DCCA) Insurance Division's Self-Service Portal, and an invoicing and payment system for the Department of Business, Economic Development & Tourism (DBEDT) Foreign Trade Zone (FTZ). In addition, 19 major application updates and 3 new or upgraded websites were delivered.

Today, the portal provides over 150 online services. The breakdown of portal services by department is provided in Table 1 below. The DLNR and Department of Commerce and Consumer Affairs (DCCA) leverage the portal most effectively with 30 and 27 services, respectively. A number of agencies have expanded services to the public consistently in recent years, and we hope that more departments and divisions will do so in the coming years. This year we fostered a new partnership with the Department of Defense Office of Homeland Security and Hawaii State Council on Mental Health and created new websites based on user centered design.

**Table 1: Services by Department**

Department	Services*
Department of Land and Natural Resources (DLNR)	30
Department of Commerce and Consumer Affairs (DCCA)	27
HIC Enterprise Applications and Other**	12
County of Hawaii	10
Department of Attorney General (AG)	10
Department of Business, Economic Development & Tourism (DBEDT)	10
Department of Health (DOH)	10
Judiciary (JUD)	10
Department of Labor and Industrial Relations (DLIR)	7
Department of Budget and Finance (B&F)	6
Department of Accounting and General Services (DAGS)	5
County of Kauai	4
Enterprise Technology Services (ETS)	3
City and County of Honolulu	2
Department of Taxation (DOTAX)	2
Office of the Governor (GOV)	2
Office of the Lieutenant Governor (LG)	2
County of Maui	1
Department of Public Safety (DPS)	1
Department of Transportation (DOT)	1
Hawaii State Public Library (HSPL)	1
<b>Grand Total</b>	<b>156</b>

\*Services include online applications and Content Management System websites

\*\*This includes services such as our eHawaii.gov single-sign on service, payment processing service, the portal website, the Access Hawaii Committee website, and others.

Throughout 2018, HIC provided over 8,000 labor-hours to our citizens, visitors, businesses, and State and County agencies as our 4-person customer service team handled an average of 6,000 interactions each month.

We work closely with the State to implement processes and governance for all portal program activities. We've successfully collaborated on a revised Statement of Work (SOW) template to increase

transparency and provide a more clear set of responsibilities between the State and HIC. Detailed weekly status meetings help keep the portal program on the right track to continued success.

In lieu of an expected Request for Proposal (RFP) release for the portal contract this year, HIC's portal contract was extended for one year and we will continue to provide services and the best level of support through January 3, 2020. A Request for Information (RFI) was issued in August 2017 and Hawaii Information Consortium submitted a response. We anticipate the release of a RFP in the upcoming year and look forward to submitting our response.

We will work with the Portal Program Manager, the Access Hawaii Committee, and the State and County agencies to find more opportunities to bring efficient and innovative digital government to the people of the State of Hawaii.

## Funding Portal Operations

### Self-Funded Model

When a State or County agency works with HIC to develop a new service, using the self-funded model, there is no upfront cost for development. HIC and the agencies collaborate to come up with sustainable solutions. HIC absorbs the risk and cost of developing the service in return for future revenue over the lifecycle of the service to recover costs and maintain and support the service.

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

HIC maintains each of the services we develop over the lifecycle of that service. This means the agencies pay no fees for software licensing, operating system upgrades, and security scans. HIC staffs a full team of customer service representatives and takes calls, emails, and instant messages at no cost to the agencies for services funded under the self-funded model. Finally, HIC provides outreach support for our services, assisting with education, training, and marketing efforts to drive awareness and adoption of the services. You may have seen examples like the annual report postcards (DCCA BREG), email reminders (HiePro, Kauai Real Property Tax Payments, HUI Express), videos, training, community meetings, industry meetings, posters, and business cards.

The self-funded model is a flexible funding model that works for government, businesses, and citizens in the following manner:

1. Modest efficiency or transaction fees are applied to a limited number of services, which cover the cost of building, maintaining, and expanding the entire digital government platform at no cost to government.
2. Transaction fees create a sustainable funding stream to support long-term digital government growth.

3. Funding from this small number of fee services supports enterprise-wide digital government expansion. With this funding source established, many digital government services are then provided at no cost, or significantly reduced cost, to users.
4. The ongoing funding source is reinvested in building more new services. Reinvestment examples include collaborative efforts to propose and build new self-funded and discounted/no cost systems, maintain and upgrade existing services, meet security and compliance requirements, and participate in conversations with the community, policy makers, and agency directors.
5. HIC is paid only when digital government services are used, so a strong natural incentive exists to build, deploy and market services that the community wants and needs.
6. Strong central government sets the digital government strategy, establishes priorities, sets efficiency fees, and maintains data control.

## Time and Materials

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

## Hosting

Some agencies leverage our hosting services for website hosting or HIC developed web applications that have no revenue base. In certain scenarios, an agency may already have an application developed that only needs hosting service to continue providing service to the public.

## No Cost Projects

HIC also develops some applications entirely at no cost where appropriate. Most of these applications have no way to generate revenue. HIC recovers its costs for development, deployment, hosting, and maintenance through portal administration fees from other self-funded services.

The Access Hawaii Committee collaborates with HIC in determining which services will be provided at no cost to the State or County agency. These types of applications generally have a high public value or

dramatically enhance public safety. Some examples include: Hawaii sex offender search, unclaimed property search, and the State calendar for posting public meeting and events. Below is a list of all no cost services provided by HIC:

- Access Hawaii Committee [AHC website](#)
- AG - CSEA - [Child Support Account Information System](#)
- AG - HCJDC - [Covered Offenders Search](#)
- Boards & Commissions [Online Application](#)
- Budget and Finance - [Unclaimed Property Search](#)
- City and County of Honolulu - Work Hawaii Division - [Youth Build Website](#)
- County of Hawaii - Parks & Recreation - [Mauna Kea Group Application](#)
- DCCA - BREG - [Agent Search](#)
- DCCA - INS - [Insurance Continuing Education Information](#)
- DCCA - INS - [Insurance License Search](#)
- DCCA - INS - [License CE Verification](#)
- DCCA - INS - [Self-Service Portal](#)
- DCCA - PVL - [Continuing Education System](#)
- DCCA - PVL - [Insurance Certificate Submittal \(Surety\)](#)
- DCCA - PVL - [License Search](#)
- DCCA - PVL - [MyPVL Dashboard](#)
- DLIR - [Quarterly Wage Reporting](#)
- eHawaii.gov [Single Sign-On Service](#)
- eHawaii.gov [Invoicing System](#)
- Hawaii.gov [State portal website](#)
- Judiciary - Policy & Planning - Judge Evaluations
- Judiciary - [Volunteers in Public Service](#)
- Statewide [Calendar](#)

The vast majority of the portal's funding is from self-funded applications. Without that base of resources the portal would not be able to offer these no cost services to the State and County agencies and citizens.

## Portal Financial Information

### Overview of revenue

HIC submits its audited financials to the Access Hawaii Committee each year and submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our agencies. The portal manages about 85 services that feature online payments. We refer to services that include a payment system as “transactional services”. Transactional services are typically self-funded, in whole or part. In addition, in a given year, the portal has anywhere from 40 to 60 hosting, and/or time and materials projects. In fiscal year 2018, the portal collected \$421,694,982 and disbursed \$412,644,034 to the State and County agencies. HIC portal revenue was \$9,050,948 in FY2018 and expenses were at \$9,091,008 resulting in an operating income of -\$40,060.

Table 2: Financial Summary by Fiscal Year (FY2018 – Unaudited)\*

Year	Funds Collected	Disbursed to Agency	HIC Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
FY2018	\$421,694,982	\$412,644,034	\$9,050,948	\$9,091,008	-\$40,060	-\$50,499	\$10,439

\* Please see Appendix D: Glossary for a more detailed explanation of the column headings

#### Funds Collected

**\$421M**

Collected in FY2018

#### Percentage of Funds Disbursed

**97.8%**

Percentage of Collected Funds Disbursed to Agencies

#### Funds Disbursed

**\$412M**

Disbursed to Agencies in FY2018

The below table provides a historical financial summary from HIC’s audited financial statements from 2010 to 2017. “**Funds Collected**” indicates total monies collected by the portal and “**Disbursed to Agencies**” indicates the total amount disbursed to the State and County agencies.

Table 3: Financial Summary by Calendar Year (2010 – 2017 - Audited)

Year	Funds Collected	Disbursed to Agency	HIC Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
2010	\$751,174,040	\$747,015,378	\$4,158,662	\$3,776,699	\$381,963	\$144,768	\$237,195
2011	\$1,003,797,269	\$998,537,542	\$5,259,727	\$4,682,687	\$577,040	\$223,820	\$353,220
2012	\$1,345,767,601	\$1,339,424,575	\$6,343,026	\$5,796,751	\$546,275	\$215,262	\$331,013
2013	\$1,592,725,137*	\$1,586,044,805	\$6,680,332	\$6,330,419	\$349,913	\$109,634	\$240,279
2014	\$1,722,535,140*	\$1,714,395,703	\$8,139,437	\$6,833,673	\$1,305,764	\$504,585	\$801,179
2015	\$2,016,484,180	\$2,008,153,427	\$8,330,753	\$7,453,899	\$876,854	\$344,771	\$532,083
2016	\$2,018,077,300*	\$2,009,013,881	\$9,063,419	\$8,078,259	\$985,160	\$260,427	\$724,733
2017	\$510,350,683	\$501,513,927	\$8,836,756	\$8,751,788	\$84,968	\$23,468	\$61,500**
<b>Total</b>	<b>\$10,960,911,351</b>	<b>\$10,904,099,239</b>	<b>\$56,812,112</b>	<b>\$51,704,175</b>	<b>\$5,107,937</b>	<b>\$1,826,735</b>	<b>\$3,281,202</b>

\*Note: Corrections to the 2013, 2014, and 2016 Funds Collected figures from the 2017 HIC Annual Report have been made.

\*\*Note: The decrease in net income from 2016 to 2017 is due to a decrease in time and materials project work as well as an increase in portal expenses.

## Why

The ability to process payments is a core requirement of the State’s portal contract with HIC. The portal has standardized paying for services online across the State or Counties, thereby avoiding costs for the agencies. HIC’s portal services are integrated directly into the agencies’ financial systems, thus enabling the agencies to disburse funds more quickly, reconcile payments and returns automatically, handle customer questions and billing disputes and more.

## Solution

The portal uses a standard payment processing system called Kala, which processes credit and debit card payments, e-checks (ACH Debit), paper checks and invoices. Kala can process payments via multiple means: online, at a kiosk, via a mobile device or at the point of sale.

HIC can disburse funds based on each agency's needs, both electronically and manually, on a daily, weekly, semi-monthly or monthly basis and provide detailed reporting.

## Sources

The portal receives three types of revenue to support its operations: transactional, time and materials and hosting.

- **Transactional revenue** is collected for services that charge a portal administration fee on each transaction. Self-funding depends primarily on transactional revenue.
- **Time and materials revenue** is collected for projects that cannot justify a transaction fee, for example, services that do not involve a financial transaction or that serve a population too small to sustain self-funding. In most cases these projects benefit from the portal's significantly discounted hourly rates and take advantage of our existing services and infrastructure.
- **Hosting revenue** is collected for hosting websites or services that are not supported by transactions; it accounts for less than 1% of the portal's overall revenue. In some cases, a hybrid approach may be applied; a service that cannot pay for itself is funded partly by time and materials while hosting and maintenance is supported by transactional revenue.

## Payments Made to the Portal

Prior to earning a single dollar of revenue, HIC assumes all upfront investment risk of (1) implementing the hardware, software, and hosting infrastructure and (2) building and operating the online State or County agency services. The majority of services managed by HIC are funded by end user (business, citizens, and visitors) efficiency fees on a per-transaction basis, where the user pays for the service. With other services, HIC's fees are paid by the agency (State and Counties). In typical situations, the agency receives more value or avoids more cost than the amount of the per-transaction fee it pays to HIC. In both of these situations, those who benefit most from the services pay for them.

## Payments Made by the State

Revenues and expenses are reported quarterly to the Access Hawaii Committee. In 2016, HIC responded to Senate Resolution 54 and provided a detailed report of payments to the portal. The most common question from those who reviewed the report was "How much does the State pay HIC per year?"

### How much does the State pay?

- An article from StateScoop states “Hawaii spends about \$480 million annually on IT.”
- HIC’s revenue is made up of State payments made by agencies and by payments using the transaction model that are paid for by businesses and visitors.
- The State’s IT spend on the eHawaii.gov program in fiscal year 2018 was \$3.78 million, which equals 0.79% of the total \$480 million IT spend
- HIC is only a small part of the general IT spend, but brings high value to the State.

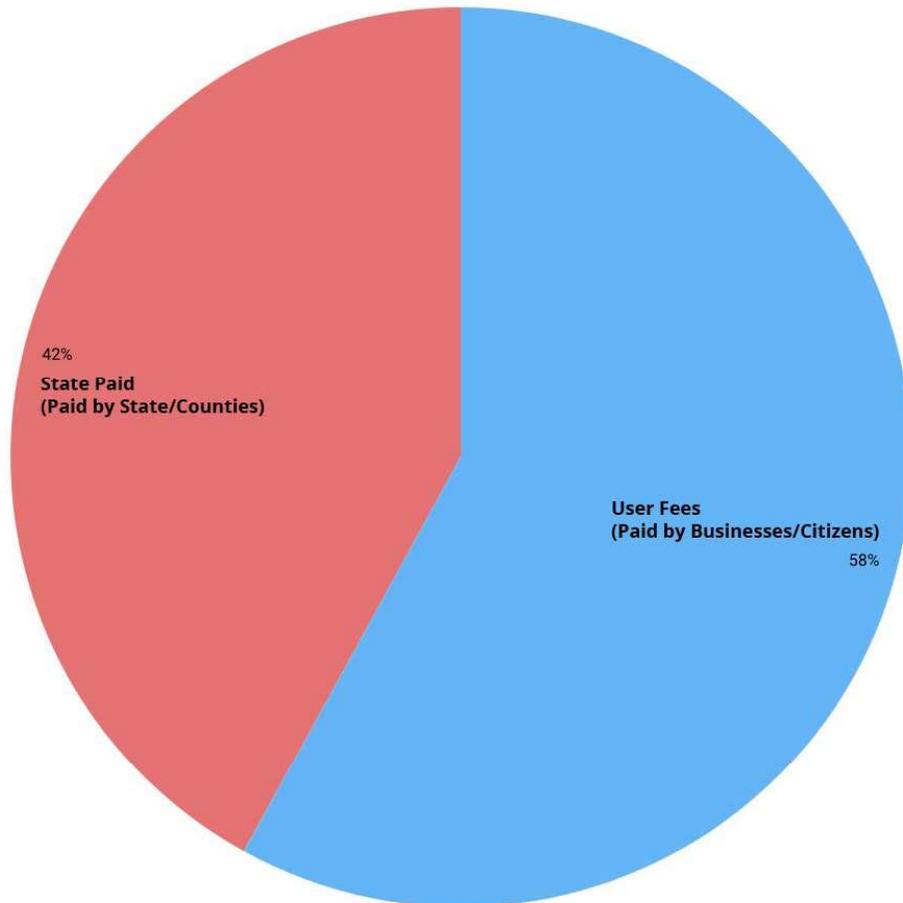


Table 4: FY2018 Portal Revenue Sources (Unaudited)

Category	Amount	Percentage
User Fees (Paid by Businesses/Citizens)	\$5,264,067.61	58%
State Paid (Paid by State/ Counties)	\$3,786,880.39	42%

Category	Amount	Percentage
Total HIC Portal Revenue	\$9,050,948.00	100%

State Payments include time & materials, hosting and maintenance fees.

The table below shows that 94% of HIC's Portal Revenue in FY2018 is comprised of transactional revenue while only 6% is from funds collected through time and materials work, hosting and maintenance fees.

Table 5: FY2018 Portal Revenue by Funding Model (Unaudited)

Category	Amount	Percentage
Transactional Revenue	\$8,532,454.73	94%
Time and Materials, Hosting and Maintenance Fees	\$518,493.27	6%
Total HIC Portal Revenue	\$9,050,948.00	100%

HIC's monthly portal revenue and expenses in FY2018 are displayed in the below table. Monthly portal revenue fluctuates based on the number of transactions processed per service as well as the amount of work performed on time and materials projects.

Table 6: FY2018 Monthly Revenue and Expenses (Unaudited)

Month	HIC Portal Revenue	HIC Portal Expenses
July 2017	\$746,900.00	\$800,967.00
August 2017	\$678,196.00	\$722,085.00
September 2017	\$540,215.00	\$745,208.00
October 2017	\$652,575.00	\$735,577.00
November 2017	\$918,832.00	\$765,871.00
December 2017	\$773,488.00	\$781,314.00
January 2018	\$767,634.00	\$771,948.00
February 2018	\$618,055.00	\$752,661.00
March 2018	\$888,867.00	\$751,303.00
April 2018	\$724,061.00	\$774,027.00
May 2018	\$1,000,294.00	\$766,507.00
June 2018	\$741,831.00	\$723,540.00

Month	HIC Portal Revenue	HIC Portal Expenses
<b>Totals</b>	<b>\$9,050,948.00</b>	<b>\$9,091,008.00</b>

## Revenue by Service

The FY2018 Revenue by Service for the portal is listed below:

Table 7: FY2018 Portal Revenue from Transactional Services (Unaudited)

Service Name by Department	Funds Collected	Disbursed to Agency	Agency Paid HIC	User Paid HIC	HIC Portal Revenue
<b>Budget &amp; Finance</b>	<b>\$633,541.83</b>	<b>\$620,063.21</b>	<b>\$0.00</b>	<b>\$13,478.62</b>	<b>\$13,478.62</b>
Employer-Union Health Benefits Trust Fund Payment	\$633,541.83	\$620,063.21	\$0.00	\$13,478.62	\$13,478.62
<b>County of Hawaii</b>	<b>\$43,443,528.69</b>	<b>\$42,942,216.74</b>	<b>\$0.00</b>	<b>\$501,311.95</b>	<b>\$501,311.95</b>
Building Permit Payments	\$570,447.52	\$560,544.00	\$0.00	\$9,903.52	\$9,903.52
Liquor Permits	\$8,414.00	\$7,566.00	\$0.00	\$848.00	\$848.00
Motor Vehicle Registration Renewals	\$3,345,949.52	\$3,230,904.06	\$0.00	\$115,045.46	\$115,045.46
Online Reservation System (Camping)	\$346,440.00	\$309,766.52	\$0.00	\$36,673.48	\$36,673.48
Real Property Tax Payments	\$37,644,065.35	\$37,349,239.24	\$0.00	\$294,826.11	\$294,826.11
Water Bill Payments	\$1,528,212.30	\$1,484,196.92	\$0.00	\$44,015.38	\$44,015.38
<b>County of Kauai</b>	<b>\$22,997,795.97</b>	<b>\$22,803,345.47</b>	<b>\$0.00</b>	<b>\$194,450.50</b>	<b>\$194,450.50</b>
Motor Vehicle Registration Renewals	\$1,036,271.28	\$1,004,131.78	\$0.00	\$32,139.50	\$32,139.50
Real Property Tax Payments	\$19,735,001.12	\$19,622,161.78	\$0.00	\$112,839.34	\$112,839.34
Sewer Payments	\$2,226,523.57	\$2,177,051.91	\$0.00	\$49,471.66	\$49,471.66
<b>County of Maui</b>	<b>\$7,586,355.42</b>	<b>\$7,397,929.24</b>	<b>\$0.00</b>	<b>\$188,426.18</b>	<b>\$188,426.18</b>
Motor Vehicle Bulk Renewal	\$1,065,361.86	\$1,057,023.86	\$0.00	\$8,338.00	\$8,338.00
Motor Vehicle Registration Renewals	\$6,520,993.56	\$6,340,905.38	\$0.00	\$180,088.18	\$180,088.18
<b>Department of Business, Economic Development and Tourism</b>	<b>\$59,333.32</b>	<b>\$49,948.76</b>	<b>\$1,890.00</b>	<b>\$7,494.56</b>	<b>\$9,384.56</b>
EZ Forms	\$1,890.00	\$0.00	\$1,890.00	\$0.00	\$1,890.00
Film Permits	\$6,760.00	\$0.00	\$0.00	\$6,760.00	\$6,760.00
FTZ9 Bill Presentment	\$50,683.32	\$49,948.76	\$0.00	\$734.56	\$734.56

Service Name by Department	Funds Collected	Disbursed to Agency	Agency Paid HIC	User Paid HIC	HIC Portal Revenue
<b>Department of Commerce and Consumer Affairs</b>	<b>\$18,846,228.78</b>	<b>\$16,235,682.90</b>	<b>\$2,472,384.01</b>	<b>\$138,161.87</b>	<b>\$2,610,545.88</b>
Agent List Builder	\$198.25	\$67.03	\$0.00	\$131.22	\$131.22
Annual Business Filings	\$1,716,777.50	\$1,248,535.35	\$468,242.15	\$0.00	\$468,242.15
Business Bulk Data	\$76,000.00	\$0.00	\$0.00	\$76,000.00	\$76,000.00
Business Documents	\$187,527.00	\$125,018.34	\$62,508.66	\$0.00	\$62,508.66
Business Entity List Builder	\$9,688.65	\$0.00	\$0.00	\$9,688.65	\$9,688.65
Hawaii Business Express (DCCA)	\$1,218,326.50	\$834,699.17	\$383,627.33	\$0.00	\$383,627.33
Hawaii Business Express (DOTAX)	\$203,194.50	\$176,597.50	\$0.00	\$26,597.00	\$26,597.00
Hawaii Insurance License Renewals	\$2,685,985.00	\$2,543,669.40	\$142,315.60	\$0.00	\$142,315.60
Hawaii Post-Secondary Education Authorization Program payments	\$8,725.00	\$6,980.00	\$0.00	\$1,745.00	\$1,745.00
Mortgage Foreclosure Dispute Resolution Public Notices	\$42,000.00	\$39,900.00	\$2,100.00	\$0.00	\$2,100.00
MyPVL	\$157,725.00	\$141,597.00	\$16,128.00	\$0.00	\$16,128.00
Professional Vocational Licensing Bulk Data	\$48,000.00	\$24,000.00	\$0.00	\$24,000.00	\$24,000.00
Professional Vocational Licensing List Builder	\$106,589.78	\$52,086.47	\$54,503.31	\$0.00	\$54,503.31
Professional Vocational Licensing Renewals	\$12,385,491.60	\$11,042,532.64	\$1,342,958.96	\$0.00	\$1,342,958.96
<b>Department of Health</b>	<b>\$3,415,327.00</b>	<b>\$2,944,846.90</b>	<b>\$10,750.60</b>	<b>\$459,729.50</b>	<b>\$470,480.10</b>
Clinical License Renewals	\$1,220.00	\$1,061.40	\$158.60	\$0.00	\$158.60
Electronic Death Registration System	\$94,302.50	\$87,100.00	\$0.00	\$7,202.50	\$7,202.50
Marriage Licenses	\$1,263,615.00	\$1,152,630.00	\$0.00	\$110,985.00	\$110,985.00
Marriage Performer Licenses	\$38,580.00	\$0.00	\$0.00	\$38,580.00	\$38,580.00
Medical Marijuana Registry	\$844,872.00	\$766,500.00	\$0.00	\$78,372.00	\$78,372.00
Vital Records Ordering System	\$1,040,337.50	\$815,747.50	\$0.00	\$224,590.00	\$224,590.00
Waste Water Permits	\$132,400.00	\$121,808.00	\$10,592.00	\$0.00	\$10,592.00
<b>Department of Labor and Industrial Relations</b>	<b>\$70,288,447.99</b>	<b>\$70,188,277.57</b>	<b>\$9,570.00</b>	<b>\$90,600.42</b>	<b>\$100,170.42</b>

<b>Service Name by Department</b>	<b>Funds Collected</b>	<b>Disbursed to Agency</b>	<b>Agency Paid HIC</b>	<b>User Paid HIC</b>	<b>HIC Portal Revenue</b>
Hawaii Installation & Inspection Permitting System	\$87,200.00	\$78,480.00	\$8,720.00	\$0.00	\$8,720.00
Hawaii Unemployment Insurance (HUI) Express	\$70,192,747.99	\$70,102,147.57	\$0.00	\$90,600.42	\$90,600.42
Hoisting Machine Operators Advisory Board Website	\$8,500.00	\$7,650.00	\$850.00	\$0.00	\$850.00
<b>Department of Land and Natural Resources</b>	<b>\$26,028,986.37</b>	<b>\$25,082,163.56</b>	<b>\$645,210.71</b>	<b>\$301,612.10</b>	<b>\$946,822.81</b>
Boating Accounts Receivable System	\$763,357.63	\$744,013.17	\$0.00	\$19,344.46	\$19,344.46
Bureau of Conveyances eRecording	\$8,652.00	\$0.00	\$0.00	\$8,652.00	\$8,652.00
Bureau of Conveyances Image Bulk	\$37,000.00	\$11,100.00	\$0.00	\$25,900.00	\$25,900.00
Bureau of Conveyances Index Bulk	\$4,800.00	\$1,440.00	\$0.00	\$3,360.00	\$3,360.00
Bureau of Conveyances Land Title Records Online Search & Ordering System	\$296,021.00	\$257,033.81	\$38,987.19	\$0.00	\$38,987.19
Bureau of Conveyances LandShark	\$67,724.00	\$33,862.00	\$0.00	\$33,862.00	\$33,862.00
Bureau of Conveyances LandShark Bulk	\$71,400.00	\$21,600.00	\$0.00	\$49,800.00	\$49,800.00
Bureau of Conveyances Title & Records Management System	\$485,026.50	\$0.00	\$485,026.50	\$0.00	\$485,026.50
Bureau of Conveyances Title & Records Management System Payments	\$21,632,444.45	\$21,620,217.94	\$12,226.51	\$0.00	\$12,226.51
Civil Resource Violation System	\$36,953.25	\$18,476.63	\$18,476.62	\$0.00	\$18,476.62
Commercial Activity/Beach Wedding Permits (Wiki Permits)	\$192,144.60	\$167,165.78	\$24,978.82	\$0.00	\$24,978.82
Commercial Marine Licensing System	\$148,857.00	\$144,636.70	\$4,220.30	\$0.00	\$4,220.30
Commercial Vessel Landing Permits	\$102,296.00	\$92,019.10	\$10,276.90	\$0.00	\$10,276.90
Freshwater Game Fishing Licenses	\$15,929.00	\$13,609.00	\$0.00	\$2,320.00	\$2,320.00
Hunt Application System	\$293,592.00	\$260,730.00	\$32,862.00	\$0.00	\$32,862.00
Hunt Lottery Drawing System	\$36,420.00	\$32,022.00	\$4,398.00	\$0.00	\$4,398.00

<b>Service Name by Department</b>	<b>Funds Collected</b>	<b>Disbursed to Agency</b>	<b>Agency Paid HIC</b>	<b>User Paid HIC</b>	<b>HIC Portal Revenue</b>
Hunter Education Online Course Registration and Records Management System	\$295.00	\$136.00	\$159.00	\$0.00	\$159.00
Na Ala Hele Trail & Access System	\$50,554.24	\$45,694.00	\$0.00	\$4,860.24	\$4,860.24
Online Reservation System (Camping)	\$1,568,232.70	\$1,415,916.30	\$0.00	\$152,316.40	\$152,316.40
Uniform Commercial Code Filings	\$17,556.00	\$16,359.00	\$0.00	\$1,197.00	\$1,197.00
Vessel Registrations	\$199,731.00	\$186,132.13	\$13,598.87	\$0.00	\$13,598.87
<b>Department of Public Safety (DPS)</b>	<b>\$519,975.00</b>	<b>\$456,260.91</b>	<b>\$63,714.09</b>	<b>\$0.00</b>	<b>\$63,714.09</b>
Controlled Substances Registration System	\$519,975.00	\$456,260.91	\$63,714.09	\$0.00	\$63,714.09
<b>Department of Taxation</b>	<b>\$213,686,904.72</b>	<b>\$212,635,861.57</b>	<b>\$0.00</b>	<b>\$1,051,043.15</b>	<b>\$1,051,043.15</b>
Bulk Tax Filings	\$336.50	\$0.00	\$0.00	\$336.50	\$336.50
eFile	\$213,686,568.22	\$212,635,861.57	\$0.00	\$1,050,706.65	\$1,050,706.65
<b>Department of the Attorney General</b>	<b>\$2,579,099.00</b>	<b>\$2,244,645.60</b>	<b>\$59,992.90</b>	<b>\$274,460.50</b>	<b>\$334,453.40</b>
Adult Criminal Information Search (eCrim)	\$835,701.00	\$628,066.00	\$0.00	\$207,635.00	\$207,635.00
Bulk Covered Offender Registry Data	\$3,600.00	\$1,800.00	\$0.00	\$1,800.00	\$1,800.00
Charity Registration	\$1,332,530.00	\$1,278,478.10	\$54,051.90	\$0.00	\$54,051.90
Notary	\$195,858.00	\$176,432.50	\$0.00	\$19,425.50	\$19,425.50
Solicitors Registration System	\$59,410.00	\$53,469.00	\$5,941.00	\$0.00	\$5,941.00
Unlimited Criminal History Search	\$152,000.00	\$106,400.00	\$0.00	\$45,600.00	\$45,600.00
<b>Department of Transportation</b>	<b>\$719.06</b>	<b>\$647.13</b>	<b>\$0.00</b>	<b>\$71.93</b>	<b>\$71.93</b>
Surplus Auction	\$719.06	\$647.13	\$0.00	\$71.93	\$71.93
<b>Hawaii Information Consortium, LLC</b>	<b>\$83,867.45</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$83,867.45</b>	<b>\$83,867.45</b>
Adjustments	\$2,724.87		\$0.00	\$2,724.87	\$2,724.87
eHawaii.gov Notification Service	\$7,580.00	\$0.00	\$0.00	\$7,580.00	\$7,580.00
Late Fees	\$62.22	\$0.00	\$0.00	\$62.22	\$62.22
Non-Sufficient Funds Fees	\$7,395.90	\$0.00	\$0.00	\$7,395.90	\$7,395.90
Service Fees	\$34,454.46	\$0.00	\$0.00	\$34,454.46	\$34,454.46
Subscriber Fees	\$31,650.00	\$0.00	\$0.00	\$31,650.00	\$31,650.00

Service Name by Department	Funds Collected	Disbursed to Agency	Agency Paid HIC	User Paid HIC	HIC Portal Revenue
<b>Hawaii Teacher Standards Board</b>	<b>\$19,013.80</b>	<b>\$16,644.63</b>	<b>\$2,369.17</b>	<b>\$0.00</b>	<b>\$2,369.17</b>
Hawaii Teacher Standards Board License Renewals	\$19,013.80	\$16,644.63	\$2,369.17	\$0.00	\$2,369.17
<b>Judiciary</b>	<b>\$10,226,379.59</b>	<b>\$8,938,724.45</b>	<b>\$0.00</b>	<b>\$1,287,655.14</b>	<b>\$1,287,655.14</b>
Document Payments	\$54,670.94	\$53,278.86	\$0.00	\$1,392.08	\$1,392.08
Driver Monitoring	\$418,788.00	\$0.00	\$0.00	\$418,788.00	\$418,788.00
eTraffic Payments	\$4,237,729.69	\$4,069,825.59	\$0.00	\$167,904.10	\$167,904.10
Filing Payments	\$187,716.96	\$182,960.00	\$0.00	\$4,756.96	\$4,756.96
Traffic Abstracts	\$5,327,474.00	\$4,632,660.00	\$0.00	\$694,814.00	\$694,814.00
<b>Office of the Lieutenant Governor</b>	<b>\$72,215.00</b>	<b>\$65,650.00</b>	<b>\$0.00</b>	<b>\$6,565.00</b>	<b>\$6,565.00</b>
Name Change	\$72,215.00	\$65,650.00	\$0.00	\$6,565.00	\$6,565.00
<b>State Procurement Office</b>	<b>\$668,897.72</b>	<b>\$21,125.73</b>	<b>\$2,505.64</b>	<b>\$645,266.35</b>	<b>\$647,771.99</b>
Hawaii Compliance Express (HCE)	\$197,556.00	\$0.00	\$0.00	\$197,556.00	\$197,556.00
Hawaii eProcurement System (HlePro)	\$447,710.35	\$0.00	\$0.00	\$447,710.35	\$447,710.35
Surplus Auction	\$23,631.37	\$21,125.73	\$2,505.64	\$0.00	\$2,505.64
<b>University of Hawaii</b>	<b>\$19,872.39</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$19,872.39</b>	<b>\$19,872.39</b>
University of Hawaii Survey	\$19,872.39	\$0.00	\$0.00	\$19,872.39	\$19,872.39
<b>Grand Total</b>	<b>\$421,176,489.10</b>	<b>\$412,644,034.37</b>	<b>\$3,268,387.12</b>	<b>\$5,264,067.61</b>	<b>\$8,532,454.73</b>

Table 8: FY2018 Portal Revenue for Time and Materials, Hosting and Maintenance (Unaudited)

Service Name by Department	HIC Portal Revenue
<b>Budget &amp; Finance</b>	<b>\$6,200.00</b>
ers.ehawaii.gov Website	\$6,200.00
<b>City &amp; County of Honolulu</b>	<b>\$2,400.00</b>
Absentee Ballot System	\$2,400.00
<b>County of Hawaii</b>	<b>\$2,300.00</b>
Hawaii Police Department Hosting	\$1,200.00
traffic.hawaiicounty.gov Website	\$1,100.00
<b>Department of Business, Economic Development and Tourism</b>	<b>\$46,554.80</b>
Business Development & Support Division Website Hosting	\$1,200.00
Business Development & Support Division Website Maintenance	\$24,176.66
CBED Applications	\$4,766.32

<b>Service Name by Department</b>	<b>HIC Portal Revenue</b>
EV Stations Hosting	\$1,200.00
EZ Forms	\$3,288.80
FTZ9 Hosting	\$1,200.00
FTZ9 Website Work	\$4,673.02
Hawaii Clean Energy Initiative Test Website Hosting	\$2,450.00
Hawaii Clean Energy Initiative Website Hosting	\$1,200.00
Renewable Energy Projects Directory	\$2,400.00
<b>Department of Commerce and Consumer Affairs</b>	<b>\$1,042.00</b>
Broadband Website Work	\$1,042.00
<b>Department of Defense (DOD)</b>	<b>\$13,800.00</b>
Homeland Security Website Work	\$13,800.00
<b>Department of Health</b>	<b>\$121,741.97</b>
Disability Parking Permit System Hosting	\$12,000.00
Facility Access Plan Submission System	\$1,869.49
Inspection & Complaints Portal	\$28,334.51
Medical Marijuana Dispensary & Patient Registry Systems Interface	\$29,727.96
Medical Marijuana Dispensary Licensing System Hosting	\$4,000.00
Safe Drinking Water Branch Event Registration Hosting	\$2,000.00
State Council on Mental Health Website Work	\$12,000.00
Tuberculosis Control Program Hosting	\$8,000.00
Tuberculosis Risk Assessment Enhancement	\$30,000.00
Vital Records Ordering System	-\$6,189.99
<b>Department of Labor and Industrial Relations</b>	<b>\$30,249.92</b>
Green LMI Hosting	\$1,200.00
Work Opportunity Tax Credit Form Application	\$29,049.92
<b>Department of Land and Natural Resources</b>	<b>\$217,475.92</b>
Commercial Marine Dealer Reporting System	\$11,658.10
Commercial Marine Licensing System	\$36,250.00
Engineering Division WordPress Site Hosting	\$1,700.00
Hunt Lottery Drawing System	\$61,039.38
Hunt Lottery Drawing System Hosting	\$500.00
Hunter Education Online Course Registration and Records Management System	\$105,128.44
Special Use Permitting System	\$1,200.00
<b>Department of the Attorney General</b>	<b>\$32,894.61</b>

<b>Service Name by Department</b>	<b>HIC Portal Revenue</b>
Charity Registration Retrieval System	\$12,596.23
Hawaii Integrated Justice Information Sharing	\$2,200.00
Hawaii Integrated Justice Information Sharing Hosting	\$9,000.00
Sex Offender Information Management System	\$9,098.38
<b>Ethics Commission</b>	<b>\$1,500.00</b>
Hawaii State Ethics Commission	\$1,500.00
<b>Hawaii State Public Library System</b>	<b>\$8,779.71</b>
Hawaii State Public Library System Website Hosting	\$1,200.00
Hawaii State Public Library System Website Redesign	\$7,579.71
<b>Hawaii Teacher Standards Board</b>	<b>\$600.00</b>
HTSB Website Hosting Fees	\$600.00
<b>Judiciary</b>	<b>\$4,000.00</b>
Hosting Fees	\$4,000.00
<b>Office of Enterprise Technology Services</b>	<b>\$8,954.34</b>
ACA Support	\$5,530.00
Accessibility Accommodation	\$418.66
State Template	\$3005.68
<b>State Procurement Office</b>	<b>\$20,000.00</b>
Hawaii Awards and Notices Data System	\$20,000.00
<b>Grand Total</b>	<b>\$518,493.27</b>

## New Applications / Services Launched

A total of 30 services were launched as new services or with major upgrades this year. Of these, 5 were implemented at no-cost, 10 were transaction-based funded, and 15 time & materials projects.

Table 10: Count of New/Upgraded/Retired Services

Category	Number
New Applications / Services	8
Major Application Upgrades	19
New Websites / Website Upgrades	3
Retired Services	7

### #1: Medical Marijuana Patient Registry Interface for Dispensaries

Department of Health (DOH) - Office of Health Care Assurance (OHCA)

- Description: The purpose of this project is to develop and maintain an application interface to allow licensed dispensaries through the State’s computer software tracking system to communicate with the Medical Marijuana Patient Registry database to authenticate patient registration at the retail dispensing locations.
- Funding Model: Time & Materials
- Launch Date: 07/14/17

### #2: Liquor Licenses and Permits

County of Hawaii - Liquor Control

- Description: Allows users to apply and pay for either a Liquor License Interview Request or a 1- or 2-year Direct Wine Shipper permit.
- Funding Model: Transaction-based
- URL: [liquorpermits.ehawaii.gov/hawaii](http://liquorpermits.ehawaii.gov/hawaii)
- Launch Date: 08/28/17

### #3: Hawaii Awards & Notices Data System (HANDS)

State Procurement Office (SPO)

- Description: The HANDS system boasts a robust search function that not only displays HANDS solicitations and awards but also links to other jurisdictions. Thereby buyers will not have to

post in multiple places and vendors will not have to track bidding opportunities on multiple procurement platforms. The HANDS search will list everything all in one place. HANDS also replaces two older database systems:

- Professional Services Awards Database
- Procurement Awards and Notices Database
- Funding Model: Time & Materials
- URL: [hands.ehawaii.gov](http://hands.ehawaii.gov)
- Launch Date: 11/17/17

#### **#4: Mauna Kea Recreation Area Group Permits**

County of Hawaii - Department of Parks and Recreation

- Description: Groups and organizations can apply for a permit for overnight stays at a bunkhouse at the newly renovated Mauna Kea Recreation Area. Our service provides an easy vehicle for data intake and group status verification that allows approved applicants to then reserve a bunkhouse via the Hawaii County Camping site.
- Funding Model: Transaction-based
- URL: [maunakea.ehawaii.gov](http://maunakea.ehawaii.gov)
- Launch Dates: 12/20/17

#### **#5: Hunt Lottery Drawing System**

Department of Land and Natural Resources (DLNR)

- Description: HIC developed the Hunt Lottery drawing system to replace the current manual lottery drawing process and is integrated within the Go Hunt Hawaii website. Names for the lottery will be automatically integrated and retrieved from the existing Hawaii Hunt Application System database.
- Funding Model: Time & Materials
- URL: [gohunthawaii.ehawaii.gov](http://gohunthawaii.ehawaii.gov)
- Launch Date: 01/02/2018

#### **#6: Self Service Portal**

Department of Commerce and Consumer Affairs (DCCA) - Insurance Division

- Description: With the enabling of the self-service portal, the Insurance Division increases efficiency by no longer having to issue paper certificates. This also reduces printing costs and manual labor. New electronic certificates will have links to the existing public online license search to verify the validity of the license.
- Funding Model: No Cost
- URL: [insurance.ehawaii.gov/diss](http://insurance.ehawaii.gov/diss)
- Launch Date: 02/05/2018

### **#7: FTZ9 Invoicing & Payments System**

Department of Business, Economic Development & Tourism (DBEDT)

- Description: The FTZ9 payment portal allows customers to pay an FTZ9 invoice online. The user will be notified of their invoice via an email triggered by the application and will no longer require a mailed paper invoice by the FTZ9 staff, thus reducing costs for the State. An administrative function is included to allow the FTZ9 staff to review payments made, receive batch transaction data, and retrieve fiscal information.
- Funding Model: Transaction-based
- URL: [bill.ehawaii.gov/ftz9](http://bill.ehawaii.gov/ftz9)
- Launch Date: 03/02/2018

### **#8: Family Court Judge Evaluation**

Hawaii State Judiciary

- Description: The Judicial Family Court judge evaluation launched April 3, 2018 - April 27, 2018 to evaluate 15 family court judges. This paperless evaluation saves the State time and money from having to manually print evaluation forms, stuff envelopes, and mail the forms. The collection of completed evaluations and analysis of the results is also much simpler with automated reports.
- Funding Model: No Cost
- Launch Date: 04/03/2018

## **Application Upgrades**

A total of 20 major application upgrades to existing services were launched this year.

### **#1: Land Records Management System (LandLink)**

Department of Land and Natural Resources (DLNR) - Bureau of Conveyances (BOC)

- Description: The addition of Torrens eRecording is a major benefit to eRecording vendors allowing them to record land court documents electronically in addition to abstract, or regular system, documents. In turn this saves the BOC staff significant time from manually entering in data from paper submissions.
- Funding Model: Transaction-based
- Launch Date: 07/23/17

**#2: Kauai Real Property Tax - Reminders Automation**

County of Kauai

- Description: The improvements covered the automation of email reminders including emergency hold, transfer of existing eBill subscribers, signup and unsubscribing for users who do not have an ehawaii.gov account, integration of all Kauai property owners beyond just owners with a bill due allowing sign up year-round, upload and automation for tax bill and property owner files, and design & copy changes to address customer service issues.
- Funding Model: Transaction-based
- URL: [kauairpt.ehawaii.gov/propertytax](http://kauairpt.ehawaii.gov/propertytax)
- Launch Date: 08/03/17

**#3: BREG Annual Business Reports**

Department of Commerce and Consumer Affairs (DCCA) - Business Registration (BREG)

- Description: The Annual Business Reports Application now allows users to submit delinquent annual reports online. Previously, the old reports had to be submitted on paper. The delinquent reports must be submitted in order to file the current annual report. Now more businesses will be positioned to achieve good standing since all of their reports are filed in order. Users also can now more easily subscribe to an annuals reminder email outside of submitting their report.
- Funding Model: Transaction-based
- URL: [hbe.ehawaii.gov/annuals](http://hbe.ehawaii.gov/annuals)
- Launch Date: 10/24/17

**#4: PVL License Application Status Search**

Department of Commerce and Consumer Affairs

- Description: The online PVL License Application Status Search is a new feature via the PVL Search. It enables new applicants or existing licensees to search for their application status online instead of calling the PVL Division. Prior to the online status search service, PVL received over 69,000 phone inquiries annually regarding application status. This service will significantly reduce the phone calls, allowing staff to focus more time on processing applications.
- Funding Model: No Cost
- URL: [pvl.ehawaii.gov/pvlsearch](http://pvl.ehawaii.gov/pvlsearch)
- Launch Date: 10/30/17

#### **#5: Hunter Education Program - Self Enrollment**

Department of Land and Natural Resources

- Description: The Hunter Education online site (GoHunt) now allows users to self-enroll in classes being offered by the program. Previously, users were able to create a profile, see the class dates, then call in to the Hunter Education office to register for a class. They can now register online without having to call in. In addition, the Hunter Education program can now keep track of registrations and no shows.
- Funding Model: Time & Materials
- URL: [gohunthawaii.ehawaii.gov/public](http://gohunthawaii.ehawaii.gov/public)
- Launch Date: 11/30/17

#### **# 6: HIC Invoicing System**

Hawaii Information Consortium

- Description: HIC's invoicing system was redesigned with an update look and feel. Currently, HIC uses the service to collect payment for returned eChecks on behalf of the State and County agencies.
- Funding Model: No Cost
- URL: [invoice.ehawaii.gov](http://invoice.ehawaii.gov)
- Launch Date: 12/26/17

#### **#7: Professional Fundraiser Registration**

AG Tax & Charities Division

- Description: The Professional Fundraiser Registration system was updated to associate a Fiscal Year with Renewal Documents, associate Start/End Dates for uploaded Charity Contracts, and include modification to the Fiscal Year selection logic for new registrants.
- Funding Model: Time & Materials
- URL: [ag.ehawaii.gov/fundraiser](http://ag.ehawaii.gov/fundraiser)
- Launch Date: 01/17/18

#### **#8: Hawaii Business Express (HBE)**

DCCA - Business Registrations Division

- Description: The HBE service was updated to add nine (9) new online forms to the QuickFile section of HBE, increasing the total number of forms offered online by 30 percent (29 to 38). A pre-checked checkbox to sign up for renewal reminders for trademark / trade name / service mark form submitters allows these individuals to automatically be reminded via email notifications of an upcoming renewal.
- Funding Model: Transaction-based
- URL: [hbe.ehawaii.gov](http://hbe.ehawaii.gov)
- Launch Date: 02/01/18

#### **#9: MyBusiness Notifications**

DCCA - Business Registrations Division

- Description: This service which allows businesses to manage their notifications was completely redesigned and upgraded improving the overall flow of the application. The look and feel mirror that of the Annual Business Reports application, making a more consistent experience for the user. The updated landing page provides important information at a glance and allows for easier renewals and inactivations. MyBusiness Notifications features an improved search tool and layout of search results. Users now have the ability to subscribe to reminders for trade names, trademarks, and service marks via this application.
- Funding Model: Transaction-based
- URL: [hbe.ehawaii.gov/documents/notify](http://hbe.ehawaii.gov/documents/notify)
- Launch Date: 02/06/18

#### **#10: State Camping Notifications**

Department of Land and Natural Resources

- Description: Updates to the State Camping service includes the addition of the notifications feature that allows admins to send emergency alerts via email and SMS to reservation holders – by campsite, park, or all parks on a given island. The update also includes a feature for admins to create a campervan site, ability for the public to reserve a single night between 2 existing reservations at Wai’anapanapa, as well as the display of hazard icons on the permits.
- Funding Model: Transaction-based
- URL: [camping.ehawaii.gov](http://camping.ehawaii.gov)
- Launch Date: 02/13/18

### **#11: Medical Marijuana Registry – Email Verification**

Department of Health

- Description: Email verification was added to the Medical Marijuana Registry - users must have a verified email to register and/or continue using the system to renew registrations.
- Funding Model: Time & Materials
- URL: [medmj.ehawaii.gov/medmj](http://medmj.ehawaii.gov/medmj)
- Launch Date: 02/21/18

### **#12: Affordable Care Act (ACA) Automation Support**

Office of Enterprise Technology Services (ETS)

- Description: As a result of ACA regulation, State of Hawaii agencies are required to send employment related federal tax reports to the IRS. HIC implemented a packaged program which runs on a virtual environment provided by ETS to convert State provided data files (flat file) into XML data files as required by the Federal Government. State agencies upload this XML data file output from the program to the IRS via the IRS user interface.
- Funding Model: Time & Materials
- Launch Date: 03/13/2018

### **#13: Medical Marijuana Registry - Law Enforcement Grow Site Search**

Department of Health

- Description: Law Enforcement users can now search for Grow Sites addresses associated with the registrations (329 cards) based on registration number & registration expiration date via the Medical Marijuana Registry enhanced search function.

- Funding Model: Time & Materials
- URL: [medmj.ehawaii.gov/medmj](http://medmj.ehawaii.gov/medmj)
- Launch Date: 04/18/18

#### **#14: Professional Fundraiser Registration – Financial Report Module**

Department of Attorney General - Tax & Charities Division

- Description: The Professional Fundraiser Registration system was updated with a new Financial Report Module for users and admins to view data submitted for the financial reports. This includes the ability to resubmit financial reports without users having to contact an agency admin, and a PDF version of the financial report for viewing/downloading (also sent to associated emails upon submission of financial report). The updates also include an enhanced user-friendly search function and updated business rules on financial report summary aggregation, payment year selection, and late fees for self-deactivated organizations.
- Funding Model: Time & Materials
- URL: [ag.ehawaii.gov/fundraiser](http://ag.ehawaii.gov/fundraiser)
- Launch Date: 04/26/18

#### **#15: Hawaii Awards & Notices Data System (HANDS)**

Hawaii State Procurement Office

- Description: HANDS integrated an API with the Hawaii electronic Procurement System (HePS). Because of this implementation HANDS can now display online solicitation and award notices for the Department of Education (DOE) and University of Hawaii (UH).
- Funding Model: Time & Materials
- URL: [hands.ehawaii.gov/hands](http://hands.ehawaii.gov/hands)
- Launch Date: 05/01/18

#### **#16: Hunt Lottery Drawing System – Mouflon Sheep Lottery**

Department of Land and Natural Resources (DLNR)

- Description: The Hunt Lottery Drawing System was expanded to allow for the Mouflon Sheep Lottery. The administrative reports were also updated to provide enhanced lottery results.
- Funding Model: Time & Materials
- URL: [gohunthawaii.ehawaii.gov](http://gohunthawaii.ehawaii.gov)

- Launch Date: 06/01/18

### **#17: Hawaii Business Express - Additional QuickFile Forms**

DCCA - Business Registrations Division

- Description: Two additional online forms were added to the QuickFile section of HBE. These forms replaced the highest volume paper form submissions for the DCCA Business Registrations Division thus reducing staff time on manual processing of these forms.
- Funding Model: Transaction-based
- URL: [hbe.ehawaii.gov](http://hbe.ehawaii.gov)
- Launch Date: 06/14/18

### **#18: Hunter Education Records and Management System**

Department of Land and Natural Resources (DLNR)

- Description: Public users of the Hunter Education Records and Management System now have the ability to request replacement documents online. A number of enhancements were implemented for administrative users including the ability to process user replacement document requests, generate class reports, identify and restrict repeat no-show users from self-enrolling, enroll a minor in a class, move students from one class to another, view the class list in a calendar format, and edit student letters.
- Funding Model: Time & Materials
- URL: [gohunthawaii.ehawaii.gov](http://gohunthawaii.ehawaii.gov)
- Launch Date: 06/15/18

### **#19: State Calendar**

Office of the Lieutenant Governor (LG)

- Description: The State calendar system was updated to comply with an update to the Sunshine Law: "The electronic calendar records when an agenda was posted and a printout of the time and date of posting will show when the filing took place." Anyone viewing calendar events can now view the date and time of when an event was posted to the calendar as well as when the event was last updated.
- Funding Model: No Cost
- URL: [calendar.ehawaii.gov](http://calendar.ehawaii.gov)

- Launch Date: 06/27/18

## New Websites / Major Website Updates

A total of 3 new websites or major website updates were launched this year.

### #1: FTZ9 Home page redesign and newsletter sign-up (Update)

- URL: [ftz9.org](http://ftz9.org)
- Funding Model: Time & Materials
- Launch Date: 07/26/17

### #2: Office of Homeland Security (New)

- URL: [dod.hawaii.gov/ohs](http://dod.hawaii.gov/ohs)
- Funding Model: Time & Materials
- Launch Date: 01/22/18

### #3: Hawaii State Council on Mental Health (New)

- URL: [scmh.hawaii.gov](http://scmh.hawaii.gov)
- Funding Model: Time & Materials
- Launch Date: 06/20/18

## Retired Services

The following seven (7) services were retired from use during fiscal year FY 2018:

1. The public search functionality of the Hawaii Teacher Standards Board Licensing application, [htsb.ehawaii.gov](https://htsb.ehawaii.gov), was disabled on June 1, 2017. The remainder of the application and CMS site was retired on July 28, 2017.
2. The Department of Taxation Bulk Tax Filing service, [dotax.ehawaii.gov/bulktax](https://dotax.ehawaii.gov/bulktax), was retired on August 8, 2017.
3. The Department of Health Medical Marijuana Dispensary Licensing System, [mmjdisp.ehawaii.gov](https://mmjdisp.ehawaii.gov), was retired on October 24, 2017.
4. The Hawaii Water Payments service, [payments.ehawaii.gov/waterbill/hawaii](https://payments.ehawaii.gov/waterbill/hawaii), was retired on December 29, 2017.
5. The Ethics Financial Disclosure Short Form & Long Form Services, [ethics.ehawaii.gov/machform/forms/view.php?id=32231](https://ethics.ehawaii.gov/machform/forms/view.php?id=32231) and [ethics.ehawaii.gov/machform/forms/view.php?id=49193](https://ethics.ehawaii.gov/machform/forms/view.php?id=49193), were retired on June 4, 2018.
6. The Honolulu City & County Absentee Voter Ballots Service, [avb.ehawaii.gov/avb](https://avb.ehawaii.gov/avb), was retired as of April 30, 2018.
7. The following DOTAX forms are no longer filed via the eFile application, [dotax.ehawaii.gov/efile/user](https://dotax.ehawaii.gov/efile/user):
  - a. Form N-301 – disabled August 9, 2017
  - b. HW-14 Form - disabled April 1, 2018
  - c. N-3 Form - disabled April 1, 2018
  - d. VP-1W Payments - disabled April 1, 2018
  - e. VP-2 Payments for Franchise and Public Service - disabled April 1, 2018 (other entities could still make VP-2 payments after this date)
  - f. N-201 Payments for Corporate Entity Types - disabled April 1, 2018

## Portal Oversight

The twentieth Hawaii State 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 and provides oversight of the activities of HIC and the departments and agencies that utilize the Portal. In addition to the AHC, the State Portal Program Manager functions as a vendor relationship manager to assist the AHC with its Legislative mandated duty of providing oversight of the portal provider. The responsibilities of the Portal Program Manager include:

- Track portal provider activities to ensure compliance with the terms and conditions of the portal provider contract;
- Review Portal Contractor's financial reports;
- Evaluate new Statements of Work, fee agreements, priorities, and Service Level Agreements under negotiation between government agencies and the portal provider and present findings and recommendations to the Access Hawaii Committee;
- Review and report on enhancements and maintenance proposed to existing portal applications and services; provide recommendations to Access Hawaii Committee regarding any need for a new Statement of Work;
- Work with the portal provider to create and analyze an annual survey of government agencies and end users utilizing the State Portal to determine if portal provider's services are satisfactory; and present findings and recommendations based on the survey results to the Access Hawaii Committee.
- Assist in prioritizing self-funded applications in the development queue;
- Organize, support, document, and facilitate Access Hawaii Committee meetings, to include abiding by Sunshine Law (Hawaii's open meetings law, part I of chapter 92, HRS);
- Ensure that State standards for all applications and services are adhered to by portal provider;
- Collaborate with portal provider to develop best practices documents on Internet presentation and consistency, data exchange, and cyber security;
- Coordinate and conduct studies of portal direction and services related to changes in the portal technology lifecycle.

## Looking Forward

The eHawaii.gov program looks to 2019 with excitement. As new services are imagined and implemented, and existing services are improved, the portal manages and participates in numerous conversations on both the national and state/county level to help bring efficient digital government solutions to Hawaii.

Among the most significant conversations today revolves around the future use of platform solutions. Over the past 3 years, the eHawaii.gov program has begun using WikiFlow, a rapid development platform. In addition, our parent company NIC has built a suite of vertical platforms such as Gov2Go, RxGov and Your Pass Now which are successfully being used across the country. We look forward to collaborations here that can bring these best of breed solutions to Hawaii.

Funding flexibility provided by the self-funded model allows agencies and divisions large and small to benefit from the digital government portal program. Some of our agencies may lack the resources, budget appropriations, manpower and/or technical expertise to develop solutions in a timely manner. The options that the portal program provides allows these agencies to implement solutions that benefit the citizens, businesses, and visitors of Hawaii.

As the eHawaii.gov portal program evolves under the guidance and collaboration with the Access Hawaii Committee and the State of Hawaii ETS, a constant stream of improvements and upgrades to our processes and procedures continue to happen. We look forward to the next steps regarding our portal contract and maintaining our commitment to bring the highest service levels and innovative digital government solutions to the State of Hawaii.

## Contact Information

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## Appendix A: Customer Service Statistics

### Overview

Our customer service team supports all portal services as well as miscellaneous calls received about the State of Hawaii. The following are statistics from fiscal year 2018:

- HIC provided 8,000+ labor hours via a 4-person customer service team
- Total interactions (phone calls, instant message chats, emails): 73,614
- Average of 6,000 interactions each month
- Nine out of every 10 inquiries are resolved on the first contact (91% First Contact Resolution rate)
- Total phone call inquiries: 28,549 (39%)
- One of our primary customer service goals is to respond to emailed inquiries within 24 hours (1440 minutes). Over the past year, the average first response time was within 1-2 hours.

### Total Interactions by Channel

Below is a table showing the total number of customer service interactions (phone calls, chats, and emails) from July 1, 2017 to June 30, 2018 with count and percentage breakdown by interaction type.

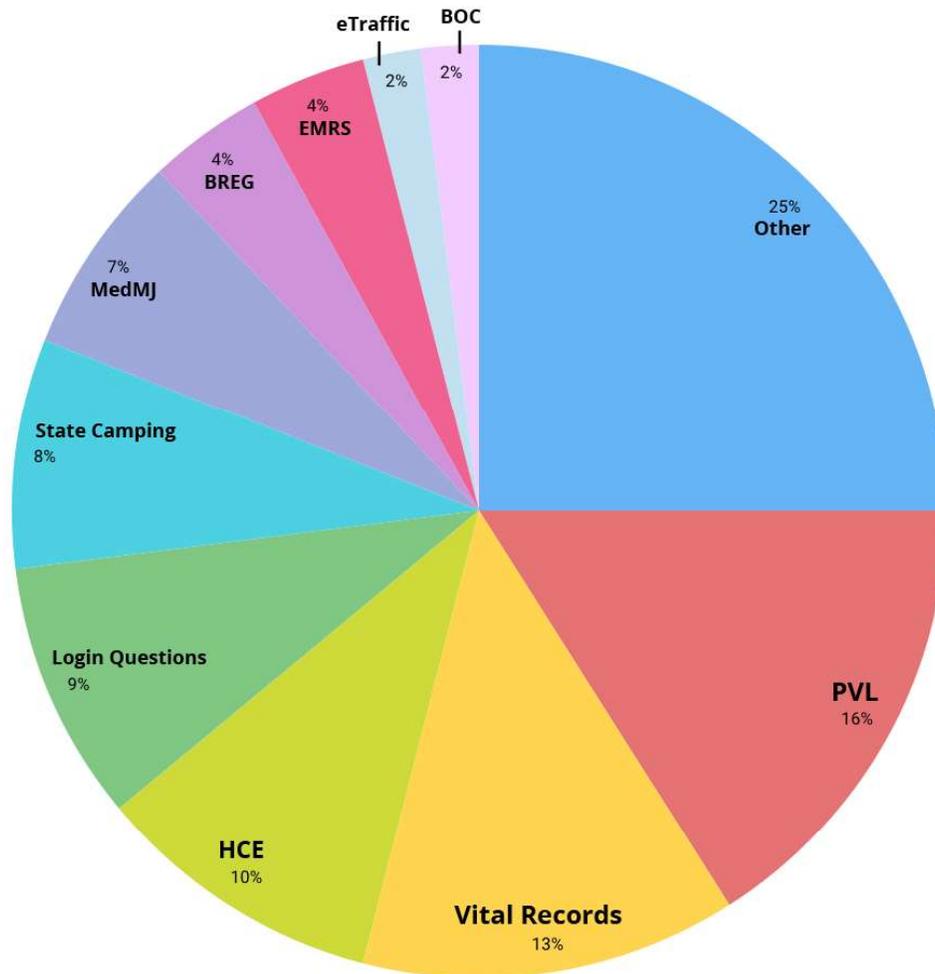
Interaction Type	Number	Percentage
Calls	28,549	39%
Chats	25,067	34%
Emails	19,998	27%
<b>Total</b>	<b>73,614</b>	<b>100%</b>

### Top 10 Customer Service Inquiries

The below table and chart show that 75% of our customer service inquiries span ten services.

Service	Percent
Professional Vocational Licenses (PVL)	16%
Vital Records	13%
Hawaii Compliance Express (HCE)	10%
Login Questions	9%
State Camping	8%
Medical Marijuana Registry (MedMJ)	7%
Business Registration (BREG) Documents	4%

Electronic Marriage Registration System (EMRS)	4%
eTraffic	2%
Bureau of Conveyances (BOC) Documents Search	2%
Other	25%
<b>Total</b>	<b>100%</b>



## Customer Service Feedback

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

*“Thank you for your persistence in helping me finally complete a renewal application in the face of numerous technical difficulties. Your commitment to staying in touch until all was made right is a real credit to your character and professionalism.”*

*"Norman was very responsive to my questions and took the time to make me feel comfortable with the information he provided."*

*"This rating is because the support person treated me with respect and answered my question even if I was a little unsure how to ask what I meant. The support person also provided the contact information required to resolve the situation. Thank you."*

*"No matter it is resolved or not, I think the technical service provided by your GOVERNMENT SUPPORT TEAM is the best in US, quick and responsible. we appreciate. The most important thing is your tracking the issue we proposed, finishing and solving it, I think your team is the best. thanks for your effort."*

*"You are the best....thank you so so much for all your help. You are awesome and I can't thank you enough. I wish you a fantastic summer."*

*"Thanks so much for being so helpful when I contacted you a few days later about my filing. I did the filing right away and sent in the check. Your help was so encouraging and most helpful. You make filing easy and successful. Mahalo nui loa for your wonderful help and aloha."*

*"Very prompt and answered everything that concerned me. I appreciate all these workers do & send nothing but aloha to them all! Mahalo nui loa & keep up the amazing work!"*

*"Jamie. THANK YOU so much. Even just answering the phone and listening to me helped so much. Hawai'i is lucky to have you. ALOHA"*

*"Once again, mahalo for keeping us informed on the completion of the transaction. Best service from the State of Hawaii's many websites, well done!"*

*"Bobby was very patience with me, & stood by my side in the chat room, & I know I was feeling bad cause I thought I was being a problem person. So I say mahalo to Bobby that was in my chat box."*

*"As always, wonderful customer service. My issues are always resolved and the rep is very helpful and patient."*

*“Bobby was so personable...even made me feel like I was back in HI where we lived 26.5 years ago! Give this guy a raise! He deserves it!!!”*

*“it was so helpful, I was able to get what I needed done, quick and pain free.”*

*“Ron allowed me to file my 2018 annual with no wait time. He was very professional and knowledgeable on what links and sights to click on while chatting with me on the website. My 2018 annual filing is completed. Much Aloha to Ron.”*

*“I felt listened to & the questions were answered quickly and expertly.”*

*“Wow, first usage for me and not very savvy using on- line chat. Was quite easy to use. And response was so quick. Mahalo!!”*

## Appendix B: Marketing and Outreach

### Portal Notifications

HIC sends postcards, reminders, alerts and other notices on behalf of many of the agencies. These include U.S. postal mail, email, and automated email and text messages via the eHawaii.gov Notification Service. The eHawaii.gov Notification Service is integrated with my.hawaii.gov where portal users can view a history of automated notifications received from the Portal. The table below lists some of the notifications sent to portal users.

Agency	Service Name	Description	Message Type(s)
County of Kauai	Real Property Tax eBill ( <a href="http://payments.ehawaii.gov/propertytax/kauai">payments.ehawaii.gov/propertytax/kauai</a> )	Email notice to County of Kauai property owners to pay property tax bill	Email
DCCA BREG	AlertMe ( <a href="http://alertme.ehawaii.gov">alertme.ehawaii.gov</a> )	Near real-time business activity monitoring alerts of business registration filings and reminders to file your annual business report	Email, Text Message
DCCA BREG	Annual Business Filings ( <a href="http://hbe.ehawaii.gov/annuals">hbe.ehawaii.gov/annuals</a> )	Email reminder to file your annual business report	Email
DCCA BREG	Annual Business Filings ( <a href="http://hbe.ehawaii.gov/annuals">hbe.ehawaii.gov/annuals</a> )	Postcard reminder to file your annual business report	Postcard
DCCA INS	Hawaii Insurance License Renewals ( <a href="http://www.ehawaii.gov/insrenew">www.ehawaii.gov/insrenew</a> )	Email Reminder to renew your Hawaii insurance license	Email
DCCA INS	Hawaii Insurance License Renewals ( <a href="http://www.ehawaii.gov/insrenew">www.ehawaii.gov/insrenew</a> )	Postcard reminder to renew your Hawaii insurance licens	Postcard
DCCA PVL	PVL License Renewals ( <a href="http://pvl.ehawaii.gov/renewals">pvl.ehawaii.gov/renewals</a> )	Email reminder to renew your professional vocational license	Email
DCCA PVL	PVL License Renewals ( <a href="http://pvl.ehawaii.gov/renewals">pvl.ehawaii.gov/renewals</a> )	Postcard reminder to renew your professional vocational license	Postcard
DLIR UI	Hawaii Unemployment Insurance Express ( <a href="http://hui.ehawaii.gov">hui.ehawaii.gov</a> )	Reminder to employers that your Unemployment Insurance form is due	Email, Text Message
DPS NED	Controlled Substances Registration System ( <a href="http://ned.ehawaii.gov">ned.ehawaii.gov</a> )	Notice regarding change in registration fees for prescribers of narcotics	Email
SPO	HlePro ( <a href="http://hiepro.ehawaii.gov">hiepro.ehawaii.gov</a> )	Newsletters, overdue payment notices, service improvement notices, surveys, and other announcements to HlePro users	Email
SPO	Surplus Auction Service ( <a href="http://sposurplusauction.ehawaii.gov">sposurplusauction.ehawaii.gov</a> )	Notice announcing upcoming auction	Email
State of Hawaii	RSS Alerts ( <a href="http://login.ehawaii.gov/lala/reminder">login.ehawaii.gov/lala/reminder</a> )	Alert of State of Hawaii government news	Email, Text Message

## Press Releases

Title	URL	Release Date
Hawaii State Library Website Wins Best Government Website Award	<a href="http://m.hi.gov/wma">m.hi.gov/wma</a>	09/13/17
Hawaii's User-Centered Redesign of Annual Filing Website Wins Government Standard of Excellence Award	<a href="http://m.hi.gov/award">m.hi.gov/award</a>	09/13/17
State Launches New Online Workforce Tax Credit Application	<a href="http://m.hi.gov/2qv">m.hi.gov/2qv</a>	10/23/17
Hawaii State Library Website Wins Silver W3 Award	<a href="http://m.hi.gov/2r4">m.hi.gov/2r4</a>	10/27/17
Professional and Vocational License Application Online Status Search Now Available	<a href="http://m.hi.gov/2sa">m.hi.gov/2sa</a>	11/07/17
New State Trails Website Provides One-stop for All Things Hiking	<a href="http://m.hi.gov/hike">m.hi.gov/hike</a>	01/29/18
Electronic Printing of Insurance Licenses Now Available	<a href="http://m.hi.gov/30b">m.hi.gov/30b</a>	02/05/18
Second Quarter Hawaii Annual Business Reports Due	<a href="http://m.hi.gov/30c">m.hi.gov/30c</a>	04/02/18
Hawaii Awards & Notices Data System (HANDS) Makes Procurement Process Easier	<a href="http://m.hi.gov/30d">m.hi.gov/30d</a>	05/18/18
Hawaii State Library Website Wins Communicator Award	<a href="http://m.hi.gov/30e">m.hi.gov/30e</a>	06/05/18
DLNR Will Issue New Hunting Licenses and Stamps for the New Hunting Season	<a href="http://m.hi.gov/30f">m.hi.gov/30f</a>	06/07/18
Hawaii State Council on Mental Health Launches New Website	<a href="http://m.hi.gov/30g">m.hi.gov/30g</a>	06/20/18

## Awards

Award	URL	Agency / Service	Category	Award Date
Web Marketing Association Web Award	<a href="http://webaward.org/winner.asp?eid=33300#.Wa9DxYpJnfZ">webaward.org/winner.asp?eid=33300#.Wa9DxYpJnfZ</a>	Hawaii State Public Library System	Best Government Website	09/05/17
Web Marketing Association Web Award	<a href="http://webaward.org/winner.asp?eid=33495#.Wa9Dto pJnfZ">webaward.org/winner.asp?eid=33495#.Wa9Dto pJnfZ</a>	Redesigned Annuals	Government Standard of Excellence	09/05/17
W3 Award	<a href="http://w3award.com">w3award.com</a>	Hawaii State Public Library System	Silver Winner	10/25/17
Communicator Award	<a href="http://www.communicatorawards.com/winners/list/?event=1018&amp;category=40&amp;award=9&amp;p=6">www.communicatorawards.com/winners/list/?event=1018&amp;category=40&amp;award=9&amp;p=6</a>	Hawaii State Public Library System	Award of Distinction	05/09/18

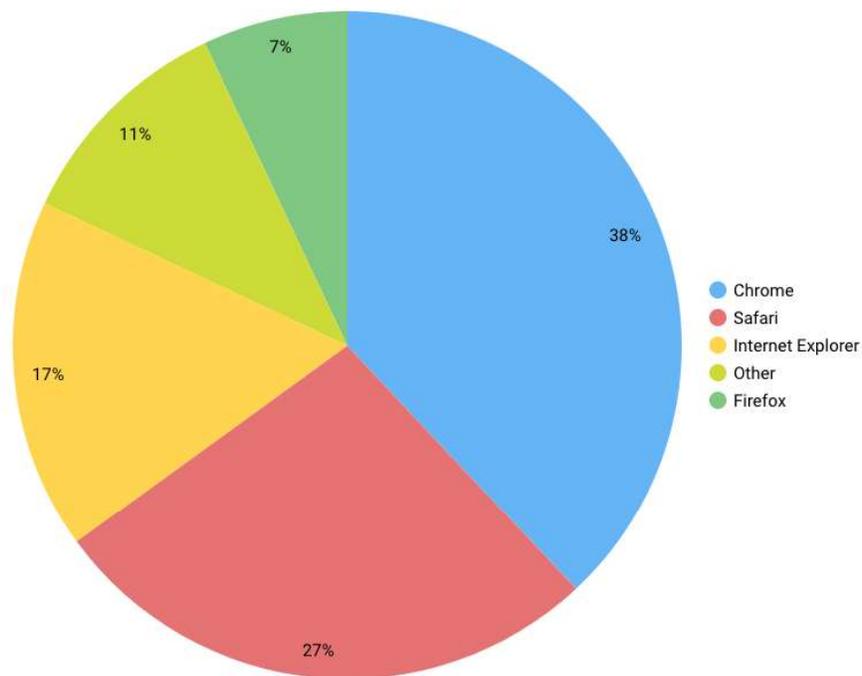
## Appendix C: Web Analytics

### Overview

The data in this section covers web traffic statistics from the portal website, ehawaii.gov, as well as the many ehawaii.gov services created under the State portal contract.

- Visitor Sessions in FY2018: 10,900,270
- Average Visit Duration: 4 minutes and 20 seconds

**ehawaii.gov Portal and Services Usage by Browser**

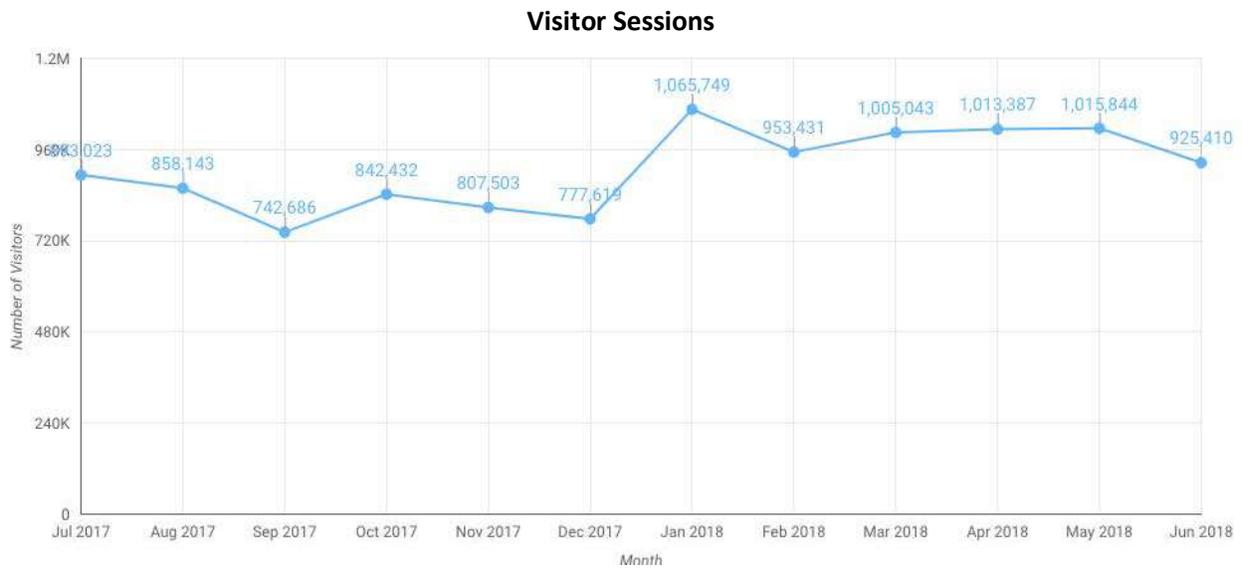


**Table C1: ehawaii.gov Portal and Services Usage by Browser**

Browser	Percent Usage
Chrome	38
Safari	27
Internet Explorer	17
Firefox	7
Other	11

**Table C2: ehawaii.gov Portal and Services Usage by Device**

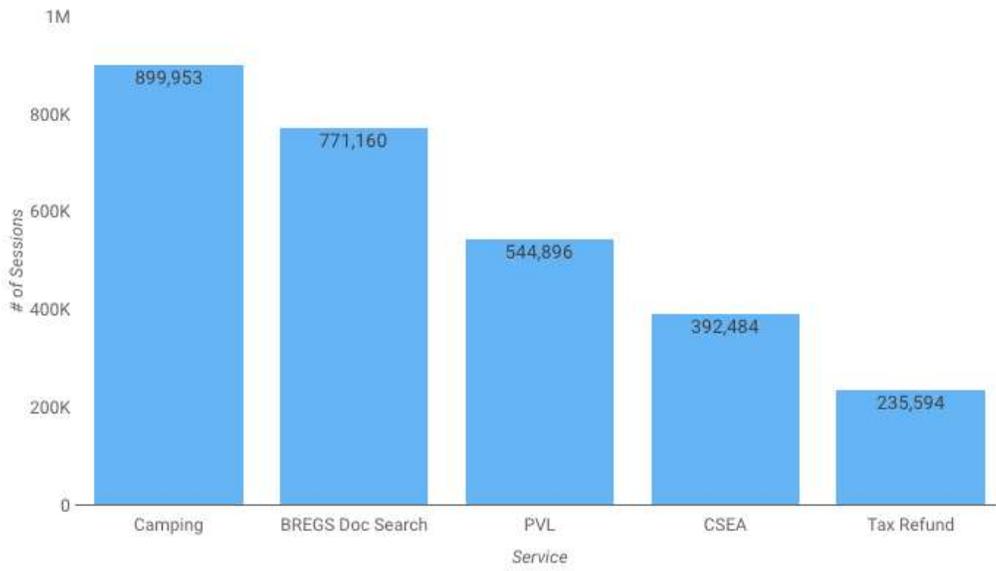
Device	Number of Visits
Desktop	7,874,214
Mobile	2,954,870
Unknown	71,186



**Table C3: Visitor Sessions**

Month	Number of Visitors
July 2017	893,023
August 2017	858,143
September 2017	742,686
October 2017	842,432
November 2017	807,503
December 2017	777,619
January 2018	1,065,749
February 2018	953,431
March 2018	1,005,043
April 2018	1,013,387
May 2018	1,015,844
June 2018	925,410
<b>Total</b>	<b>10,900,270</b>

**Top 5 Services (Visitor Sessions)**



**Table C4: Top 5 Services (Visitor Sessions)**

Service	# of Sessions
Camping	899,953
BREGS Doc Search	771,160
PVL	544,896
CSEA	392,484
Tax Refund	235,594

## Appendix D: Glossary

- **Avoided Costs** – Costs avoided by the State or County agency in regards to labor associated with data entry, paper, mailing, marketing and outreach. This does not include any IT related costs/savings.
- **CMS** (Content Management System) - A system of software that provides website authoring, collaboration, and administration tools to help users with little/no knowledge of web coding to create, edit and manage website content.
- **Disbursed to Agency** – Statutory fees collected on behalf of a State or County agency and disbursed by HIC to the agency.
- **Funds Collected** – Total amount of monies collected through the portal. This includes all statutory fees, credit card or eCheck fees, and convenience fees.
- **HIC Portal Revenue** – HIC income (“Funds Collected” amount minus the “Disbursed to Agency” amount).
- **Agency Paid HIC** – Amount State or County agency pays HIC which may include Portal Administration Fee if absorbed by the agency.
- **Portal Administration Fee** – Sum of service fee (i.e. convenience fee of using the service) and transaction fee (i.e. credit card or eCheck fee).
- **Service** - A service is an online application or a CMS website.
- **Statutory Fees Collected** – Statutory Fees collected by HIC on behalf of the State or County agency and disbursed to the agency.
- **Time and Materials** – Funds paid by State or County agency for a project or other work based upon fixed cost pricing or hourly contract rates.
- **Transactional Revenue** – Revenues generated through transaction fees paid by the customer or State or County agency to HIC.

- **User** – Customer or public user of the service.
- **User Paid HIC** – Amount that a user pays to HIC in Portal Administration Fees.
- **Web Application** – An application that utilizes web technologies to allow users to perform tasks over the internet using their web browser (e.g., searching for data, submitting forms, renewing licenses, buying permits, paying taxes).

## Appendix E: Portal Frequently Asked Questions

### 1. When are the funds, collected by HIC, transferred/deposited to the State agency?

The majority of State and County agencies fee processing is transferred within three days. However, some smaller agencies request the transfer weekly or monthly in order to handle workload with limited resources.

### 2. What are the rates for specific job specifications?

The Hawaii Information Consortium (HIC) rates for each job specification are listed in the table below: (pursuant to RFP-08-011-SW)

Job Specialty	Hourly Rate
General Manager	\$240.00
Software Architect	\$120.00
Senior Project Manager	\$120.00
Project Manager	\$80.00
Senior Business Analyst	\$100.00
Business Analyst	\$70.00
Senior Developer	\$100.00
Developer	\$80.00
Web/Creative Designer	\$60.00
Print Designer	\$75.00
Marketing Executive	\$80.00
Marketing Associate	\$50.00

Financial Management/Billing Specialist/Support Staff	\$70.00
Database Administrator	\$100.00
Security Administrator	\$100.00
Systems Administrator	\$100.00

### **3. What are the different funding models associated with the portal services?**

Fixed Rate: When transaction fees are not feasible the Hawaii Information Consortium (HIC) can still offer services with a fixed rate. 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.

Self-funded: HIC absorbs the risk and cost of developing & maintaining the service in return for future revenue over the lifecycle of the service. HIC generates revenue through portal fees that are added on to the online services we build. These fees can be passed to the fee payer or absorbed in part or whole by the State or County.

Hybrid: A hybrid approach is using both the self-funded and time & materials models together. There are development costs, however, they are discounted as there is also a self-funded component to the application.

### **4. What are the different types of fees associated with the portal?**

#### DEVELOPMENT FEES

OPTION 1:

FIXED COST: The project development cost plus Hawaii General Excise Tax (GET).

OPTION 2:

NO DEVELOPMENT COST: There are no development costs for this project. Determination of a no development cost project will be made by the Access Hawaii Committee (AHC) and HIC. An example of a no cost service is the Attorney General's Sex Offender Search application.

OPTION 3:

HYBRID: A hybrid approach is using both the no-cost and fixed cost models together. There are development costs, however, they are discounted as there is also a transaction fee component to the application.

#### HOSTING FEES

For Content Management Systems (CMS), there are two hosting options:

OPTION 1: Hosted by Hawaii Information Consortium (HIC)

HIC will administer and manage the WordPress installation for this site. State or County will be invoiced annually on a set calendar year basis dependent on the launch date of the website.

Hosting fees include:

- Website traffic statistics using Google analytics
- Weekly backups and system administration (updates, plugins, etc.)
- Licensing of plugins
- Support (4h per month)
- Annual security scans – to be completed prior to site launch and annually thereafter on or about the anniversary of the launch date

HIC standard hosting rates are as follows: (subject to change)

- Up to 30 Pages and 100 MB of storage - \$1,200 per year + GET
- Up to 100 Pages and 500MB of storage - \$3,600 per year + GET
- Up to 200 pages and 1 GB of storage - \$5,000 per year + GET
- Up to 300 pages and 2 GB of storage - \$7,200 per year + GET
- Up to 500 pages and 5 GB of storage - \$12,000 per year + GET
- Up to 1000 pages and 25 GB of storage - \$36,000 per year + GET

OPTION 2: Hosted by the State’s Office of Enterprise Technology Services Department (ETS)

The site will be hosted by ETS at no cost. No support will be provided by HIC outside of the 90-day post launch period.

#### MAINTENANCE AND SUPPORT FEES

OPTION 1: Set amount charged

State or County will be invoiced annually on a set calendar year basis dependent on the launch date of the Software or service. Payment from State or County is due within 30 days upon receipt of the invoice.

OPTION 2: No maintenance & support fees.

This project shall not incur maintenance & support and hosting fees for the duration of the service.

#### TRANSACTION FEES

OPTION 1: There are no associated transaction fees

There is no associated Transaction Fee for the project.

OPTION 2: There are transaction fees.

For all transactions completed, there will be a Transaction Fee due and payable to HIC, comprised of the following components:

- (1) A fixed cost of \$xx.00; plus
- (2) Each credit/debit card or eCheck transaction will incur an additional fee as described below:
  - a. Credit/debit card transactions - Additional transaction processing fee of 2.78% (subject to change) per transaction; or
  - b. eCheck transactions - Additional transaction processing fee of \$1.00 per transaction (subject to change); plus
- (3) Subscriber account fee. This is an optional HIC fee. Pursuant to section 2.02.53 of the Contract (RFP-08-11-SW), "Subscribers will be required to execute a contract for services and can be charged an annual fee for the convenience of monthly billing."

The Transaction Fee can either be an add-on fee for each transaction, and therefore will be paid by end users, or the State or County will absorb the Transaction Fee for all transactions.

(Note: if the State or County does not charge a separate fee, the total amount would only be the Transaction Fee and would not need to be deducted from the gross and remitted to State or County. HIC would just keep the full amount of the Transaction Fee.)

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to State or County on a set basis via ACH. The frequency and method of remittance differ for each project and are negotiated between each department of the State or County and HIC.

Any costs incurred by HIC associated with unsuccessful contest of a charge-back, cancellation, or insufficient funds will be invoiced to the State or County as explained below.

#### Credit Card Chargebacks

HIC will make an initial effort to collect on all returned payments, credit card chargebacks, etc. HIC's customer service staff will endeavor to satisfy merchant bank requests. In the event that HIC is unable to successfully contest a credit card chargeback, HIC will invoice State or County the original transaction amount plus a \$25.00 chargeback fee (subject to change).

#### ACH Returns (consolidated ACH via HIC only):

Some eCheck (ACH) transactions may be returned due to insufficient funds or because the bank account information was entered incorrectly by the customer. HIC will attempt to make initial collections on returned payments. If HIC is unable to collect the funds within 7 business days, HIC will invoice State or County the original transaction amount to State or County plus a \$25.00 (subject to change) return fee.

**5. What is the process for receipt of deliverables?**

The State or County shall have fifteen (15) working days to review each deliverable and to either notify HIC of acceptance, or to provide HIC a detailed list of deficiencies that must be remedied prior to payment being made. In the event the State or County notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the same within fifteen (15) working days, unless the State or County consents in writing to a longer period of time.

**6. How is the State invoiced for work completed by the vendor?**

Upon acceptance of HIC deliverables, HIC will send an original invoice to the State or County. The State or County has 30-days to pay from the receipt of a valid invoice according the following schedule:

**Invoice Schedule**

Date	Deliverable	Price	GE Tax	Total
	Payment upon deployment of functional test system and State or County acceptance	\$XXX.00	\$XX.00	\$XXX.00 (20%)
	Payment upon completion of testing and State or County acceptance	\$XXX.00	\$XX.00	\$XXX.00 (20%)
	Payment after acceptance letter signed State or County and submittal of application for launch to production environment	\$XXX.00	\$XX.00	\$XXX.00 (20%)
	Payment at end of 90-day warranty period	\$XXX.00	\$XX.00	\$XXX.00 (40%)
	<b>TOTAL</b>	\$XXX.00	\$XX.00	\$XXX.000

**7.What happens if the vendor fails to perform?**

If HIC substantially fails to perform the Statement of Work (SOW), State or County will give HIC written notice describing such failure. Thereafter, HIC shall have 10 days (or a longer period of time if set forth in the written notice) to remediate such failure. If HIC has not remediated such failure within the allotted time period, State or County may terminate the Statement of Work (SOW).

Pursuant to section 9.16.2 of the Contract (RFP-08-11-SW), substantial failure of HIC to perform the SOW may cause the State or County to terminate the SOW. In this event, the State or County may require HIC to reimburse the monies paid (based on the identified portion of unacceptable work received) and may seek associated damages.