

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, 2011 THROUGH DECEMBER 31, 2012

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

STATE OF HAWAII
ACCESS HAWAII COMMITTEE AND THE
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ANNUAL REPORT ON THE OPERATION OF THE INTERNET PORTAL
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Pursuant to Act 172/SLH 2007, the Access Hawaii Committee (AHC) submits its annual report to the 2013 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 2012 Annual Report by HIC on the operations of the portal from July 1, 2011 through December 31, 2012, 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 for the initial five-year period, and the first contract extension was approved by the AHC beginning January 4, 2013 for an additional three years.

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

Portal Program Manager Position

The Portal Program Manager 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 ICSD.

Recruiting for the position began on May 25, 2012, as a temporary, exempt position not to exceed June 30, 2013. Interviews are being held as applications are received and qualified.

AHC Special Fund

The AHC approved the budget expenditure plan for fiscal year 2013 and fiscal year 2014, assuming a January 1, 2013 start date for the Portal Program Manager. Invoices to HIC to collect a monthly \$8,000 fee to support the AHC Special Fund have been generated from March 2011, and the fund balance is \$128,003 as of July 1, 2012.

Meeting Frequency Change

The AHC voted to hold meetings quarterly instead of monthly beginning in September 2011. A total of six meetings occurred between July 1, 2011 and December 31, 2012, chaired by the Comptroller or Comptroller's designee. On September 11, 2012, Comptroller Dean Seki designated Sanjeev Bhagowalia, State Chief Information Officer, to represent the Comptroller as the Access Hawaii Committee Chairperson.

Biennium Budget Request

A biennium budget request was submitted to convert the Portal Program Manager position from temporary exempt to permanent exempt, as there is no sunset date for this committee. The request also includes increasing the appropriation ceiling of the

special fund to accommodate an increase in the fringe rate percentage, and also increasing the ceiling to match the incoming revenue collected by the special fund.

Application Listing

Appendix 1 list applications, descriptions, and identifies whether ICSD or HIC is the hosting entity.

APPENDIX 1 – Applications, Descriptions, Hosting Entity: Hawaii Information Consortium (HIC) or Information and Communication Services Division (ICSD)

HOST	APPLICATION NAME	URL
ICSD	Office of the Governor	governor.hawaii.gov
ICSD	Executive Office of Early Learning	earlylearning.hawaii.gov
ICSD	Affordable Care Act	affordablecareact.hawaii.gov
ICSD	Healthcare Transformation	hawaii.gov/healthcare-transformation
ICSD	Office of the Lieutenant Governor	ltgov.hawaii.gov
ICSD	Fair Share Initiative	hawaii.gov/fsi
ICSD	Office of Information Management and Technology	oimt.hawaii.gov
ICSD	Enterprise Resource Planning	erp.hawaii.gov
ICSD	Department of Accounting and General Services	ags.hawaii.gov
ICSD	Accounting and Audit Review Committee	ags.hawaii.gov/aarc
ICSD	Aloha Stadium	alohastadium.hawaii.gov
ICSD	Campaign Spending Commission	hawaii.gov/campaign
ICSD	Forms Central	hawaii.gov/forms
ICSD	Information Privacy & Security Council	ipsc.hawaii.gov
ICSD	Office of Elections	hawaii.gov/elections
ICSD	Office of Information Practices	hawaii.gov/oip
ICSD	OIP Records Report System	hawaii.gov/oip/rrs
ICSD	Public Works	hawaii.gov/pwd
ICSD	State Foundation on Culture and Arts	hawaii.gov/sfca
ICSD	State Procurement Office	hawaii.gov/spo
ICSD	State Procurement Office Awards	hawaii.gov/spo2
ICSD	SPO Price and Vendor Lists	hawaii.gov/spo/price-vendor-lists
ICSD	SPO Procurement Circulars	hawaii.gov/spo/circulars
ICSD	SPO Procurement Directives	hawaii.gov/spo/directives
ICSD	SPO Procurement Notices	hawaii.gov/spo/notices
ICSD	SPO Professional Service Awards	hawaii.gov/spo/psa
ICSD	Department of Agriculture	hawaii.gov/hdoa
ICSD	Pesticide Labels	hawaii.gov/hdoa/pi/pest/list
ICSD	Office of the Attorney General	hawaii.gov/ag
ICSD	Hawaii Integrated Justice Information Sharing	hawaii.gov/hijis
ICSD	Inter-Agency Council on Intermediate Sanctions	hawaii.gov/icis
ICSD	Department of Budget and Finance	hawaii.gov/budget
ICSD	Department of Business, Economic Development and Tourism	hawaii.gov/dbedt
ICSD	Aloha Tower Development Corporation	alohatower.com

HOST	APPLICATION NAME	URL
ICSD	Coastal Zone Management	hawaii.gov/dbedt/czm
ICSD	Creative Industries	www.creative-hawaii.com
ICSD	Hawaii Community Development Authority	hcdaweb.org
ICSD	Hawaii Film Office	hawaiifilmoffice.com
ICSD	Hawaii Statewide GIS	hawaii.gov/dbedt/gis
ICSD	Land Use Commission	luc.hawaii.gov
ICSD	Office of Planning	hawaii.gov/dbedt/op
ICSD	Recovery	hawaii.gov/recovery
ICSD	Department of Commerce and Consumer Affairs	hawaii.gov/dcca
ICSD	Department of Defense	hawaii.gov/dod
ICSD	Department of Health	hawaii.gov/health
ICSD	Disability and Communication Access Board	hawaii.gov/health/dcab
ICSD	State Health Planning & Development Agency	hawaii.gov/shpda
ICSD	Hawaii Health Systems Corporation	hawaii.gov/hhsc
ICSD	Department of Human Resources	hawaii.gov/hrd
ICSD	Department of Human Services	hawaii.gov/dhs
ICSD	Missing Children	hawaii.gov/missing-children
ICSD	Department of Labor and Industrial Relations	hawaii.gov/labor
ICSD	Department of Land and Natural Resources	hawaii.gov/dlnr
ICSD	Commission on Water Resource Management	hawaii.gov/dlnr/cwrm
ICSD	Division of Boating and Ocean Recreation	hawaii.gov/dlnr/dbor
ICSD	Department of Public Safety	dps.hawaii.gov
ICSD	Department of Taxation	hawaii.gov/tax
ICSD	Department of Transportation	hawaii.gov/dot
ICSD	Honolulu International Airport	hawaii.gov/hnl
ICSD	Hana Airport	hawaii.gov/hnm
ICSD	Hilo International Airport	hawaii.gov/ito
ICSD	Kahului Airport	hawaii.gov/ogg
ICSD	Kalaupapa Airport	hawaii.gov/lup
ICSD	Kapalua Airport	hawaii.gov/jhn
ICSD	Kona International Airport at Keahole	hawaii.gov/koa
ICSD	Lanai Airport	hawaii.gov/lny
ICSD	Lihue Airport	hawaii.gov/lih
ICSD	Molokai Airport	hawaii.gov/mkk
ICSD	Hawaii's Aviation History	hawaii.gov/hawaiiaviation
ICSD	Office of the Auditor	hawaii.gov/auditor

HOST	APPLICATION NAME	URL
ICSD	Hawaii State Ethics Commission	hawaii.gov/ethics
ICSD	Hawaii State Law Library System	www.state.hi.us/jud/library/index.htm
ICSD	Legislative Reference Bureau	hawaii.gov/lrb
ICSD	Office of the Ombudsman	hawaii.gov/ombudsman
ICSD	Stay Connected	stayconnected.hawaii.gov

2012 HIC Annual Report (July 2011 - December 2012)

Executive Summary

2012 was a year of growth for Hawaii Information Consortium, LLC (HIC). Our company has grown to 30 full time staff from 22 in 2011. We received four national and one international awards recognizing our services created in cooperation with our partner, State/County Agencies. We have expanded this report to include the period of July 2012 to December 2012 in addition to the usual Fiscal Year 2012 which would normally be covered. This is in an effort to report more timely information.

The portal was honored with the Center for Digital Government's Best Fit Integrator Award for work on the Hawaii Teacher Standards Board licensing system in late 2011. We also won Best Place to Work 2012 from Hawaii Business Magazine.

We processed over **\$1.3 billion in payments** for our partners. With cooperation directly from our partners, citizens are encouraged to utilize the online services through press release, direct mailing, and email campaigns, thus reducing foot traffic in partner offices and achieving an **annual cost savings of more than \$5 million** for our partners. Starting in November 2012, we have been able to expedite the funds transferring process by directly depositing state tax payments via electronic funds origination. Now taxes paid online are available in the state's bank account the next banking day.

The portal launched **27 new services**, including the nation's first electronic marriage system and the four-time award winning DCCA Business Registration Division Mobile App. **Nine (9)** applications had major upgrades or rewrites during this reporting period. We also launched **eight (8) new websites**.

Although our contract only requires customer service from 7:30 AM to 4:30PM, we expanded our phone support to 24-hours per day to improve the ability of the portal to deliver excellent service to the public.



Easiest site I have ever used, and at age 73 I appreciate easy sites. - Kermit

This is much faster than going to the office location and waiting in line....THANK YOU!

This was a very satisfying method to request certified copies of a birth certificate especially since parking is a major problem.

Some of the most notable achievements this past year were the complete upgrade of the **DLNR Bureau of Conveyances** Land Record System and new services deployed as a result. The BOC's old system was running on no longer supported hardware and software in a state of pre-failure. Working closely with BOC staff, HIC created the requirements for the new system, implemented the solution and migrated old data in less than two years. Now Industry and other government partners can access BOC information using a simple web interface. We also launched an eRecording system to allow trusted submitters to transmit and record documents electronically to the BOC. The program is in limited release now, but progress is being made on expanding the system to cover more types of documents.

Another stand out was the **Department of Health**. In January 2012, the nation's first **electronic marriage licensing system** was launched enabling locals and tourists alike to avoid the lines at the Department of Health to get a marriage certificate. In September 2012 the Tuberculosis Clearance application was launched. Before this deployment, two other vendors had tried and failed to deliver a similar system.

Finally, the **Department of Commerce and Consumer Affairs** continued its practice of upgrading already popular services based on public feedback. This year the Business Registration Division won one state, one international, and three national awards for its **Mobile Application**.

2012 Highlights

Awards and Press

Awards

Award Name	Category	Type	Recipient	Service
The Center for Digital Government Best Fit Integrator Award	Exceptional Service and Modernization Award in Portal and Online Services	National	Hawaii Information Consortium, LLC	Hawaii Teacher Standards Board Online Licensing System
Web Marketing Association Award	Best Mobile Government Website	National	Department of Commerce and Consumer Affairs	Mobile Application for Annual Business Filings
International Association of Commercial Administrators (IACA) Merit Award		International	Department of Commerce and Consumer Affairs	Mobile Application for Annual Business Filings
Digital Government Achievement Award	Government to Business	National	Department of Commerce and Consumer Affairs	Hawaii Mobile App for Annual Business Renewal
National Association of State Chief Information Officers (NASCIO)		National	Department of Commerce and Consumer Affairs	Mobile Application for Annual Business Filings

Press Releases

Title	Link	Date
Hawaii State ID Card Applicants Can Now Schedule an Appointment Online to Get a State ID Card	http://hawaii.gov/ag/main/press_releases/2011/2011-19.pdf	09/07/2011
State Launches Mortgage Foreclosure Dispute Resolution Program	http://hic.ehawaii.gov/wp-content/uploads/2011/10/PR_OAH_-MFDR-10-3-2011.pdf	10/03/2011

State's First Mobile App Improves Accessibility of Business Information	http://hic.ehawaii.gov/wp-content/uploads/2011/10/PR_BREG-9-23-2011.pdf	09/23/2011
State Launches Web-based Green Employer Directory	http://www.hawaii247.com/2011/12/30/state-launches-web-based-green-employer-directory/	12/30/2011
Civil Union Marriage Online Application Process Activates on January 1, 2012	http://hawaii.gov/health/about/pr/2011/11-067.pdf	12/28/2011
Hawaii Civil Union and Marriage Online Application Process Now Available	http://www.businesswire.com/news/home/20120205005027/en/Hawaii-Civil-Union-Marriage-Online-Application-Process	02/06/2012
State Launches New Mobile App for Annual Business Filing	http://hic.ehawaii.gov/wp-content/uploads/2011/10/State-Launches-New-Mobile-App-for-Annual-Business-Filings.pdf	04/04/2012
Hawaii State Business Apps Earn Top International Award	http://hic.ehawaii.gov/wp-content/uploads/2011/10/Hawaii-State-Business-Apps-Earn-Top-International-Award.pdf	06/05/2012

New Services and Websites

New Applications/Services Launched (27)

Name	Description	URL	Launched Date
Bureau of Conveyance Land Records Management System	BOC Land Records Management System	https://boc.ehawaii.gov/landlink	5/24/2011
Bureau of Conveyance Bulk Image Download	Bulk data for the image files of land records	https://www.ehawaii.gov/SecureDownload/bocimages	6/1/2011
Bureau of Conveyance Power of Attorney and Names Change Glossaries	Bulk data access to POA and name changes.	https://www.ehawaii.gov/SecureDownload/bocglossary	6/7/2011
Bottom Fishing Vessel Registration and Renewal	Registration of vessels used in BF fishing	https://dlnr.ehawaii.gov/cmls-public	7/1/2011
Boating Accounts Receivable System	Billing System for Division of Boating and Ocean Recreation	https://dobor.ehawaii.gov	7/7/2011
Boards and Commissions Online Application	Online applications for boards and commissions	https://hawaii.gov/gov	7/15/2011
Bureau of Conveyance Bulk Indexed Data Download	Bulk index data download for BOC	https://www.ehawaii.gov/SecureDownload/bocdata	8/8/2011
Bottom Fishing Trip Report	Bottom fish catch report for commercial fishermen	https://dlnr.ehawaii.gov/cmls-fr	9/1/2011
Bureau of Conveyance LandShark	Protected access to the BOC eRecording System for vetted customers and government organizations.	https://boc.ehawaii.gov/LandShark	12/15/2011
Hawaii Green Jobs Initiative	Directory of Green Employers website	https://lmi.ehawaii.gov	12/29/2011
Employees' Retirement System Benefits Portal	Benefit status portal for ERS members	https://ers.ehawaii.gov	12/31/2011

Marriage/Civil Union Performer Registry	Registration of all marriage/civil union performers	https://emrs.ehawaii.gov	1/1/2012
Marriage and Civil Union Registration System	Licensing and registration of marriage and civil union	https://emrs.ehawaii.gov	1/1/2012
Mobile Business Suite	Mobile business entity search, document ordering, and annual filing service	https://business.ehawaii.gov	3/15/2012
DLNR Store	Merchandise store for Department of Land and Natural Resources	https://store.ehawaii.gov	4/1/2012
Family Court Judge Evaluation	Family Court Judge Evaluation		4/24/2012
Bureau of Conveyance eRecording LightHouse Phase 1	Bureau of Conveyance eRecording (Abstract Documents)		5/3/2012
Circuit Court Judge Evaluation	Circuit Court Judge Evaluation		7/24/2012
Mortgage Foreclosure Dispute Resolution Program Public Notices	Posting of public for sale notices for lenders	https://mfd.ehawaii.gov/notices	8/30/2012
Bulk Tax Filing Service	Enables tax preparers to file taxes in bulk	https://dotax.ehawaii.gov/bulktax	9/28/2012
Tuberculosis Client Tracking System	Registration and tracking of TB Clients	https://tb.ehawaii.gov	9/30/2012
Online Payments for Boating Invoices	Online payments for boating invoices	https://dobor.ehawaii.gov/harborhui	10/1/2012
CIP Dashboard	Capital Improvements Dashboard	https://cip.ehawaii.gov	10/4/2012
Judiciary Documents Payment	Payment services for judiciary documents	https://kala.ehawaii.gov	10/21/2012
Rental Car Renewal	Bulk registration renewal for rental car company	https://vms.ehawaii.gov	10/23/2012
EV Charging Stations	Mobile app for users to search for EV charging stations	https://energy.ehawaii.gov/ev	12/31/2012

Renewable Energy Projects	Search for the Hawaii State Energy Offices ranked projects	https://energy.ehawaii.gov/epd	12/31/2012
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Major Upgrades (9)

Service	URL	Updates
eBench Warrants System	https://judiciary.ehawaii.gov	Included criminal warrants in addition to traffic warrants
eFile	https://dotax.ehawaii.gov/efile	Addition of GE-1 form
Hawaii Compliance Express	https://vendors.ehawaii.gov	Process improvements for DLIR approval process; enable international address format, improved tax clearance import frequency
Civil Resources Violation System	https://crvs.ehawaii.gov	Integration with DLNR commercial licensing system on bottom fishing reporting
Hawaii Teachers Licensing System	https://htsb.ehawaii.gov	Added new licensing requirements in Phase IV releases 2 and 3
State ID		New appointment feature to schedule date/time ** As of 11/30/12, this service is no longer available.
Hawaii County Camping System	https://hawaiiicounty.ehawaii.gov/camping	Replace the decade old system with a new look and feel, plus self-management features
Bureau of Conveyance Document Search	https://boc.ehawaii.gov/docsearch	New document ordering and real-time electronic document delivery
Portal Payment Engine	https://kala.ehawaii.gov	Updated industry standard and mobile user interface.

New Websites

AGENCY	Website	Launch Date
Hawaii County Police	http://hawaiipolice.com	08/01/2011
Hawaii Energy Office	http://energy.hawaii.gov	09/09/2011

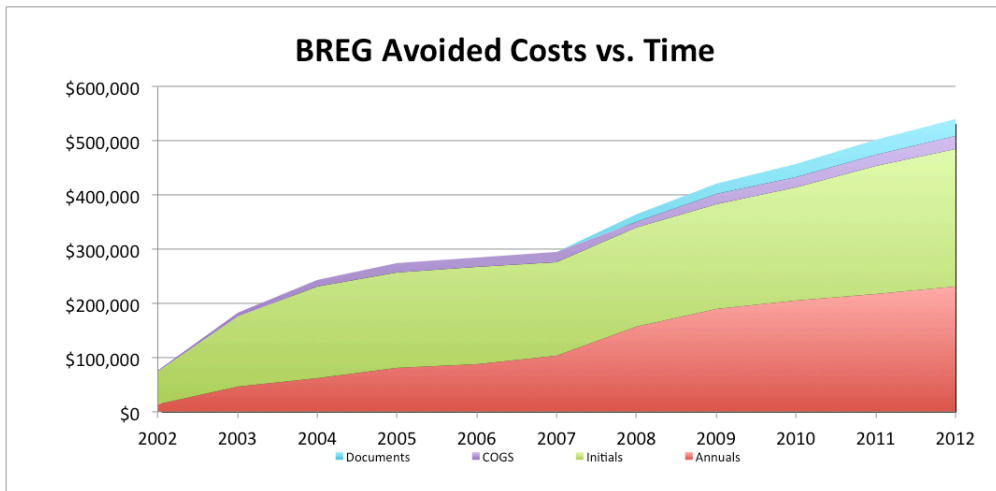
Hic.ehawaii.gov	http://hic.ehawaii.gov/	12/01/2011
Employees' Retirement Systems	http://ers.ehawaii.gov	03/20/2012
State Style Guide	http://styleguide.ehawaii.gov/	08/31/2012
Office of Information Management & Technology	http://oimt.hawaii.gov	10/01/2012
CMS Site	http://webcms.ehawaii.gov	10/02/2012
Hawaii Teachers' Standards Board	http://htsb.org	12/06/2012

Cost Savings

Cost savings are achieved through the increasing number of online transactions completed by individuals without visiting the office. Like licensing renewal, filing of fishing reports, or purchasing of camping permits, the higher the online adoption, the higher the cost savings. Savings are achieved by lowering the amount of data entry, the amount of postage required to mail renewal forms, thereby creating efficiency in productivity and conservation of resources. The portal's activities resulted in over **\$5.9 million in avoided costs** across just four of our partner agencies.

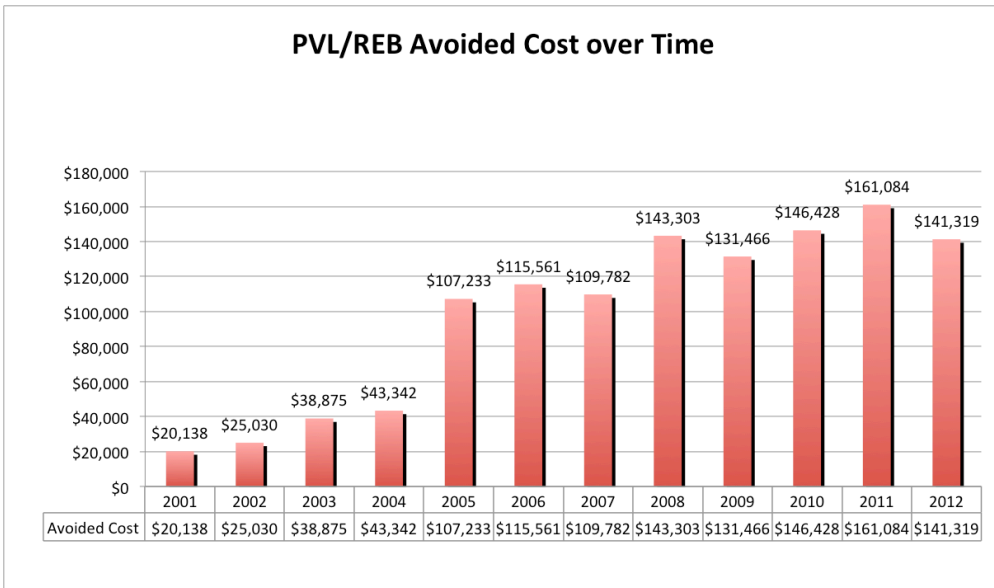
Department of Commerce and Consumer Affairs (\$734,425)

- **Business Registration Division**



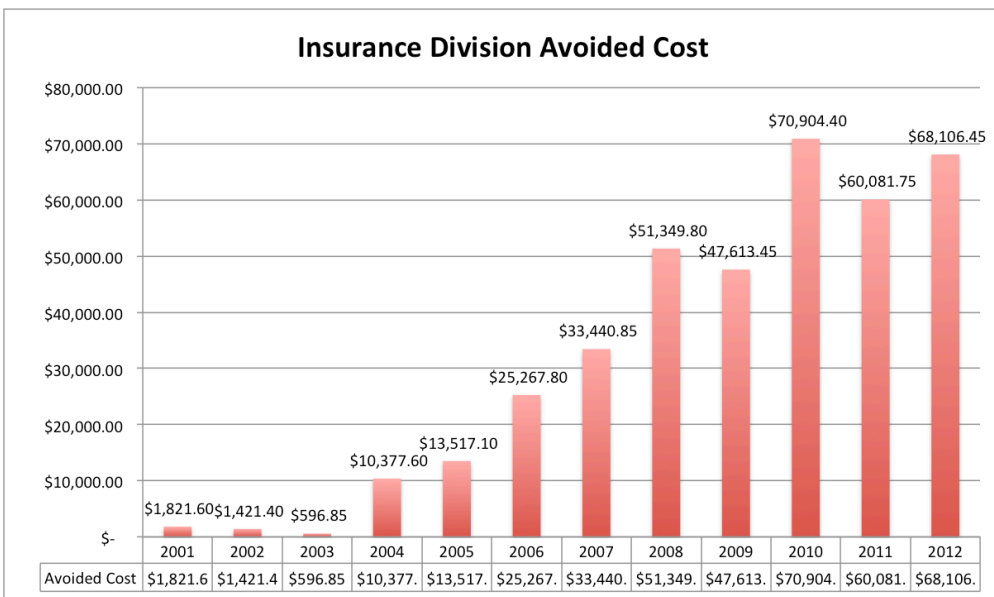
*Estimated at \$30/hr salary; data entry time: 5 mins/Annual, 25 mins/Initial, 10 mins/document; Mailing Cost: \$0.75/Annual, \$0.40/Initial, \$0.20/document

- **Professional and Vocational Licensing Division**



*Estimated with \$30/hr salary, Data Entry 5 mins./renewal, \$0.95 in mailing and print cost

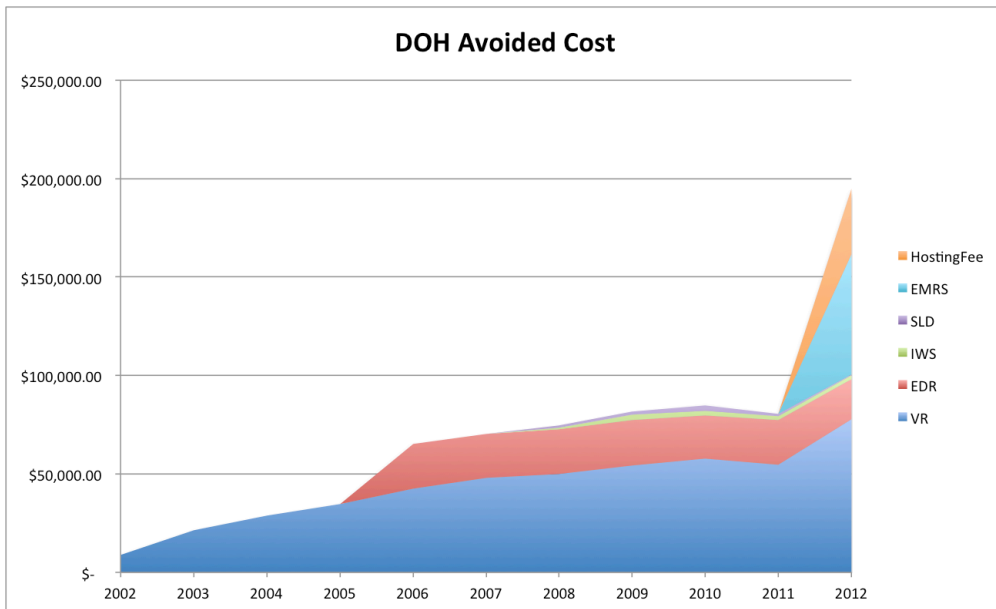
■ **Insurance Division**



*Estimated with \$30/hr salary, Data Entry 5 mins./renewal, \$0.95 in mailing and print cost

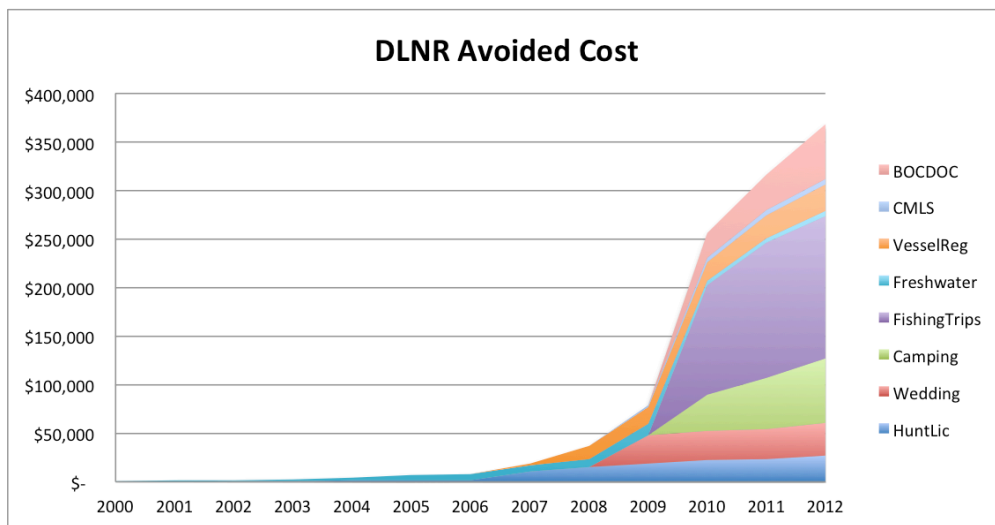
Department of Health (\$745,495)

- **Office of Health Statistics Monitoring, State Lab Division, Wastewater Branch**



Department of Land and Natural Resources (\$1,102,459)

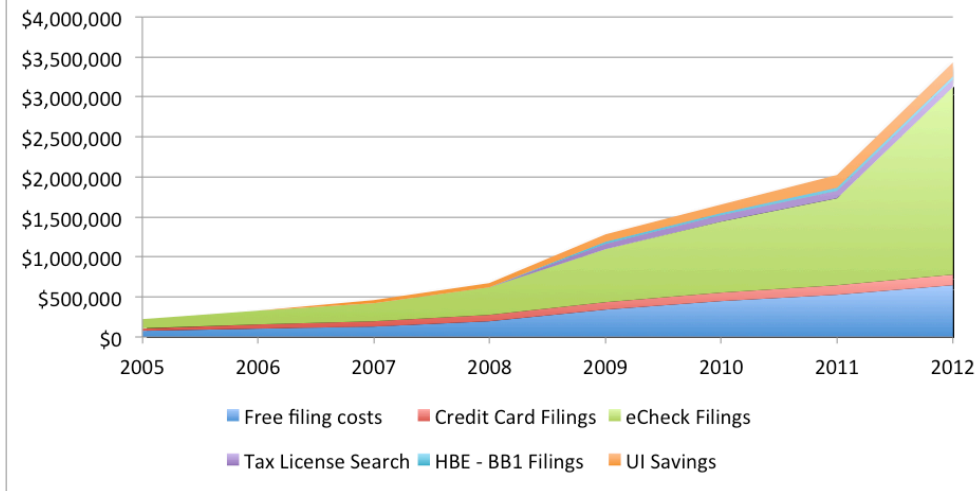
Hawaii State Parks, Division of Forestry & Wildlife, Division of Aquatic Resources, Division of Boating and Ocean Recreation, Land Division. This does not include avoided costs from the Bureau of Conveyances Backend System as they were not available.



Department of Taxation (\$3.4 Million)

The Department of Taxation benefits more than any other partner from avoided costs due to the high volume of returns and payments processed. For the 2012 calendar year DoTax avoided over \$3.4 million.

DoTax Avoided Costs V Calendar Year



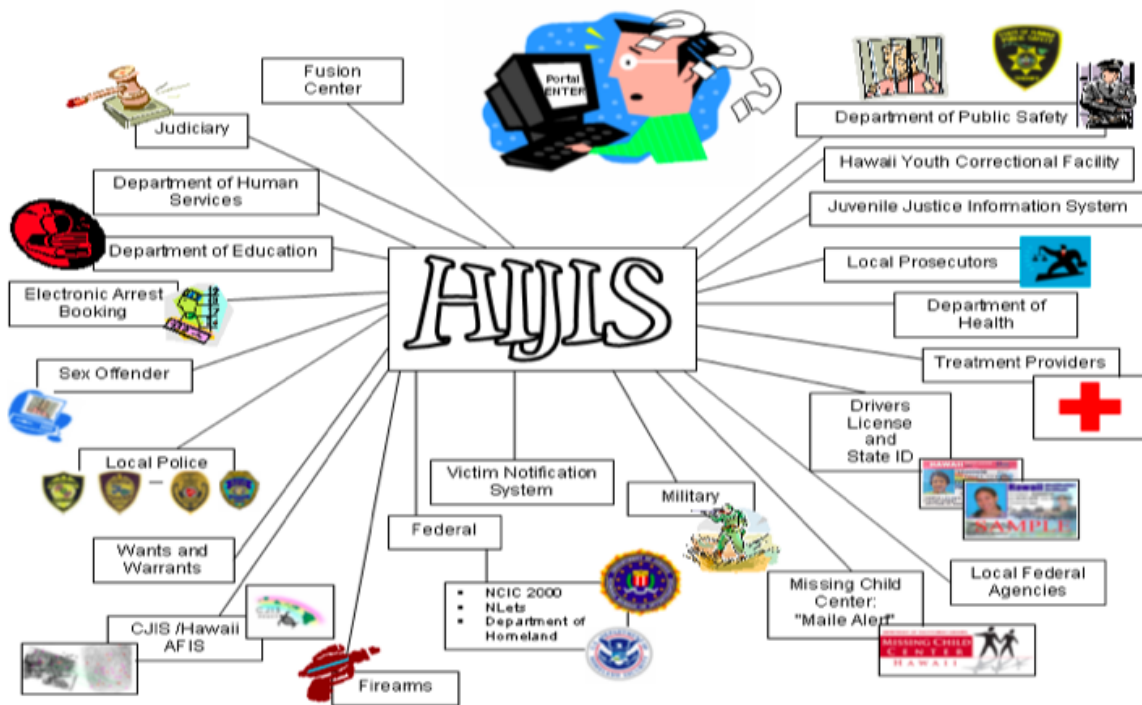
Services included: eFile, Tax License Search, Business Licensing and Unemployment Insurance Payments.

Long Term Support

The portal is connected to many long term projects that have little or no direct revenue potential, but contribute to the greater good of the state of Hawaii.

Hawaii Integrated Justice Information Sharing Program--HIJIS

[HIJIS](#) is a huge undertaking for the Office of the Attorney General. It is an enterprise data-sharing project that will revolutionize how information is used and accessed across the state and the nation. The portal is working with the Hawaii Criminal Justice Data Center and Search.org to implement the preliminary phases. The prototype federated search tool was deployed early in 2012 and HIC continues to work on refinements of the tool and implement the Federated Identity portion of the application as well.



Traffic Records Coordinating Committee

The TRCC is a federally mandated working group to improve traffic safety data reporting statewide that meets monthly. In 2010 the Hawaii State Judiciary asked the portal to help this effort as in the previous five years no progress had been made. HIC has been actively working with representatives from the County Police, Sheriffs, Department of Transportation and the Judiciary and will be launching a service that electronically transmits Maui accident reports to the DOT in early 2013. The portal is also working with the police departments to electronically deliver citation information to the Judiciary and feed in more quickly to the new eTraffic system also to be deployed in early 2013. The National Highway Traffic Safety Administration works closely with the HTRCC.

Direct Mailing & Email Campaigns

HIC continuously works to create awareness of new services and to promote the efficiencies of using online services. In addition to press releases and award submissions, we work with our partners to deliver cohesive messages by utilizing direct mailing, email campaigns, and providing posters or over the counter business cards for partner offices.

In 2012, HIC produced and delivered **271,555 postcards** and **over 600,000 emails** to the citizens and businesses throughout the State of Hawaii.

Sample postcard for the PVL licensing renewal reminder.



The postcard has a blue background. At the top, it reads "State of Hawaii Department of Commerce and Consumer Affairs Professional & Vocational Licensing Division". Below this is a black box with white text: "LICENSE RENEWAL REMINDER Please disregard this notice if you have already renewed". The main text says: "Renew your license now over the Internet at the web address below. Pay by credit card or check, and have a receipt emailed to you. Renewing online is faster and easier than mailing in your renewal." The URL "http://pvl.ehawaii.gov/renewals" is underlined. At the bottom are the State of Hawaii seal and the "ehawaii.gov" logo.

Good Job who ever thought of this keep up the good work to save the Government money.



Thank you for making license renewal convenient for both regular persons and those that are handicap. It also saves, time, trees and money for both government and public.

I love this new process for renewing professional registration - it was so easy and so fast that I was do in under 5 minutes.

I received an email that my professional engineer registration renewal is due. The email had the link to the website. The website walked me through each step in order. My renewal is complete. Well done!

Sample email reminder for PVL license renewal

Contractor Renewal Cycle Underway — Inbox

  BUSINESS | GOVERNMENT | EMPLOYMENT | COMMUNITY | VISITING | EDUCATION
Official site for the State of Hawaii
Department of Commerce & Consumer Affairs (DCCA)

Contractor Renewal Cycle Underway

Aloha PVL Licensee:

The time has come again to renew your professional license with the DCCA PVL Division. **Renew your contractor (CT) license online by midnight (HST), September 30, 2012 at pvl.ehawaii.gov/renewals.**

- Contractor (active - firm, sole proprietor)
Total cost to renew \$275.00
- Contractor (active - responsible managing employer (RME))
Total cost to renew \$160.00
- Contractor (inactive - all)
Total cost to renew \$120.00

Note: To change your status from "active" to "inactive" you must submit your renewal via hardcopy by mail or in person to the DCCA address below. This cannot be done online.


Renewals after September 30, 2012 will not be accepted online and must be submitted by mail or in person to DCCA. An additional fee of \$50.00 must be paid for late renewals (at September 30, 2012 and by November 30, 2012).

DCCA
Professional and Vocational Licensing Division
335 Merchant Street, Rm. 301
Honolulu, HI 96813

Visit pvl.ehawaii.gov/renewals to renew your license online TODAY.

It's Secure, Fast and Simple!

Mahalo,
ehawaii.gov and the DCCA, PVL Division



Sample of an over the counter card for Hawaii Compliance Express


official vendor compliance website fast, convenient, hassle-free

Vendor Compliance
WITH A CLICK



HAWAII COMPLIANCE EXPRESS
<http://vendors.ehawaii.gov>



powered by 

This is a great service and makes it easy for companies like mine to stay in compliance. The notificatic process is the best.

Thank you for making this so nice and easy to accomplish.

Patrick

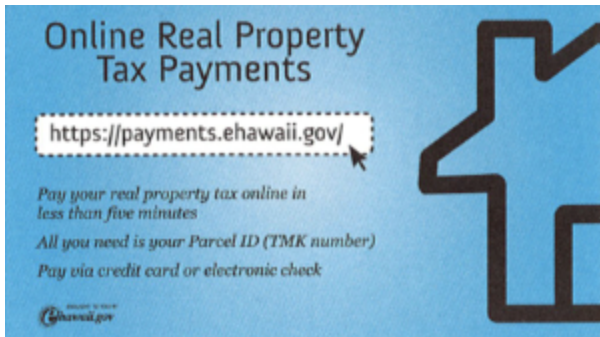
Sample over the counter cards for Mobile Business Service

BUSINESS REGISTRATION
MOBILE WEB APPS
<http://business.ehawaii.gov>



DCCA, State of Hawai'i
Powered by @hawaii.gov

Sample over the counter cards for Online Property Tax Payments



Portal Enterprise Services

The portal provides a number of key enterprise services that our partner agencies leverage to improve efficiency, reduce cost and provide services on a day-to-day basis. These services have been developed and are maintained at a significant cost to the portal.

Secure File Transfer

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

Some of the partners who use these services include:

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

Factoid

Over one million files are transferred across HIC's infrastructure every year for our partners.

Single Sign On: Portal Accounts

The portal developed a Single Sign On service based on a framework that provides authentication, authorization and other security features for enterprise applications in 2004. The framework was incorporated into [Spring Security](#) in 2008 and it continues to be an extremely successful enterprise solution worldwide. Portal accounts were implemented for Hawaii Business Express in 2004, but have expanded to include 13 of the portal's applications. There are over 289,000 portal accounts created. Portal users create a single user name and password to access all applications including: Hawaii Business Express, eCrim, HUI Express, Camping Permits, Harbor Hui, Hawaii Compliance Express, Marriage Licenses, Covered Offender Alerts, the state calendar and more every month.

- Portal Individual Accounts: 289,150
- Power Users (more than 20 transactions): 1,150
- Portal Users with at least one transaction: 87,646

Single Sign On also allows state partners to easily administer and access portal services such as the state calendar, Charity Search, MFDR, and eBench Warrants. HIC is working closely with the AG on its HIJIS project which may also leverage the portal account system.

Website Design and Hosting

As a requirement of the 2008 contract, HIC was asked to provide an alternate hosting environment and Content Management System as an option that partners could leverage to host websites. HIC has a standard pricing model approved by the [Access Hawaii Committee](#) and low hosting fees. Throughout 2008-2011, the portal was leveraging multiple systems for website management including openedit, Squarespace, and Alfresco. In 2012, a decision was made to completely restructure our approach to CMS and WordPress was chosen as our new development platform.

From August 2011 to November 2012, we grew from having a single full time CMS staff member to having 5 full time CMS staff. This substantial growth was fueled in part by the Office of Information Management and Technology ([OIMT](#)) as the result of an RFP to create a standardized state template. The most critical change to our strategy however, was the adoption of a Responsive Mobile First approach.

In Responsive Design, page content will adapt to look good and work well on a vast range of devices. Implementation however, required a shift in thinking. We needed to acknowledge & embrace the differences in the variety of ways our audiences choose to experience our websites. We chose to follow a Mobile First (small screen size experiences first) approach and focus on content first. In Mobile First, web planners & designers start with the small display sizes and progressively enhance outward. To think about web content on large displays and then ponder what should be hidden on smartphones is counter-productive. In that fallback approach, the dilemma becomes *if the content is not important enough for mobile users, is it needed at all?* Mobile First encourages careful consideration of the content first; this leads to concise writing, cleaner layout, user-focused design, and more intuitive Web interfaces.

Today, Responsive Mobile First Web Design is relatively new and in the forefront and we are excited to be leading the effort for the State.

Our biggest accomplishment in 2012 was the development of a Standardized State Template and [style guide](#).

- **Template Features:**
 - Fully responsive, adjusts to on mobile and tablet devices
 - ADA and 508 compliant menus

- USA Search integration
 - Social Media
 - Integration with Logi XML for data visualizations
 - State wide consistent sliver header
 - Background image will not load on mobile devices (saving critical bandwidth)
 - Full list of available features including FAQs, blogs, photo galleries and more.
 - State calendar integration
 - Incredibly easy to use!
- **Custom Plugin Development**
 - In order to support and give back to the open source community, HIC has developed 3 custom plugins. The features include:
 - adding Hawaiian Diacriticals with one click;
 - displaying categories in pages;
 - creation of automatic, responsive tables.
- **Style Guide and Web Standards**
 - This marked our first effort at creating consistent standards for our web design in respect to the state template. The purpose is to provide guidance on best practices in accessibility, usability, and graphic/web design. This helps lead to websites that are accessible & usable and have a consistent design. It includes information such as, writing for the web; page layouts; themes, colors, typography; headings, paragraphs, links and lists, and more.

Alfresco and Squarespace Websites:

- [Hawaii State Judiciary](#)
- [Oahu Metropolitan Organization](#)
- [eHawaii.gov Portal](#)
- [Volunteer site](#)
- [County of Hawaii Department of Public Works Traffic & Roadwork](#)
- [County of Hawaii Department of Public Works Flood Awareness](#)

Word Press Websites:

- [Hawaii Energy Office](#)
- [Hawaii Clean Energy Initiative](#)
- [Hawaii County Police Department](#)
- [Employee's Retirement System](#)
- [Office of Information Management and Technology](#)
- [State Styleguide](#)
- [Web CMS](#)
- [Hawaii Information Consortium](#)
- [Hawaii Teacher Standards Board](#)

Factoid

HIC's CMS and Design staff created the Responsive Web Template used by all state agencies.

Payment Processing

The portal processed payments totaling over \$1 Billion in CY 2011 and \$1.3 Billion in CY 2013.

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

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

HIC has established Master Merchant Bank Accounts for processing all types of major credit cards and adds new sub-merchant accounts for each branch, department or division who would like to leverage this relationship at no charge. HIC has negotiated lower rates by leveraging the transaction processing of all state and county partners.

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

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

Factoid

97% of the payments processed by the portal are tax payments for either the Department of Taxation or the Department of Labor and Industrial Relations.

Credit Card Processing

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

ACH Processing (eCheck)

The ACH network provides a quick and effective way of moving money from one bank account to another. The customer provides their bank routing and account number, and this information is placed into an ACH file for processing. These files are processed nightly and the funds are typically deposited the following day. Processing charges are a fixed amount per transaction, unlike credit cards, which charge a percentage per

transaction for processing payments. This makes ACH debits a desirable method for processing large payments, as illustrated by the numbers of existing eHawaii.gov customers who pay State Tax payments, Unemployment Insurance, Property Tax and Renewal fee Payments with this method. After a change in policy at the Budget and Finance office in 2012, HIC began originating EFT funds for tax payments directly into the state's bank account. This means that tax payments made online or at offices through HIC payment systems are deposited in the state's bank account the next business day.

Monthly Accounts/Invoice Processing (Subscriber Account)

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

Over the Counter (OTS) Payment Processing

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

Marketing

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

Portal Partners with Coordinated Marketing:

- Hawaii State Judiciary
- Department of Commerce and Consumer Affairs
- Department of Taxation
- County of Kauai
- County of Hawaii
- State Procurement Office
- Office of the Attorney General
- Department of Land and Natural Resources

Marketing Services Include:

- Direct Mail
- Email Reminders

- Marketing materials
- Attending public functions
- Meeting with industry groups
- Speaking at state and national events
- Award submissions
- Social Media
- Posters
- Pocket cards
- Website / Service Integration
- Market research
- User surveys for each application
- Press Releases

Factoid

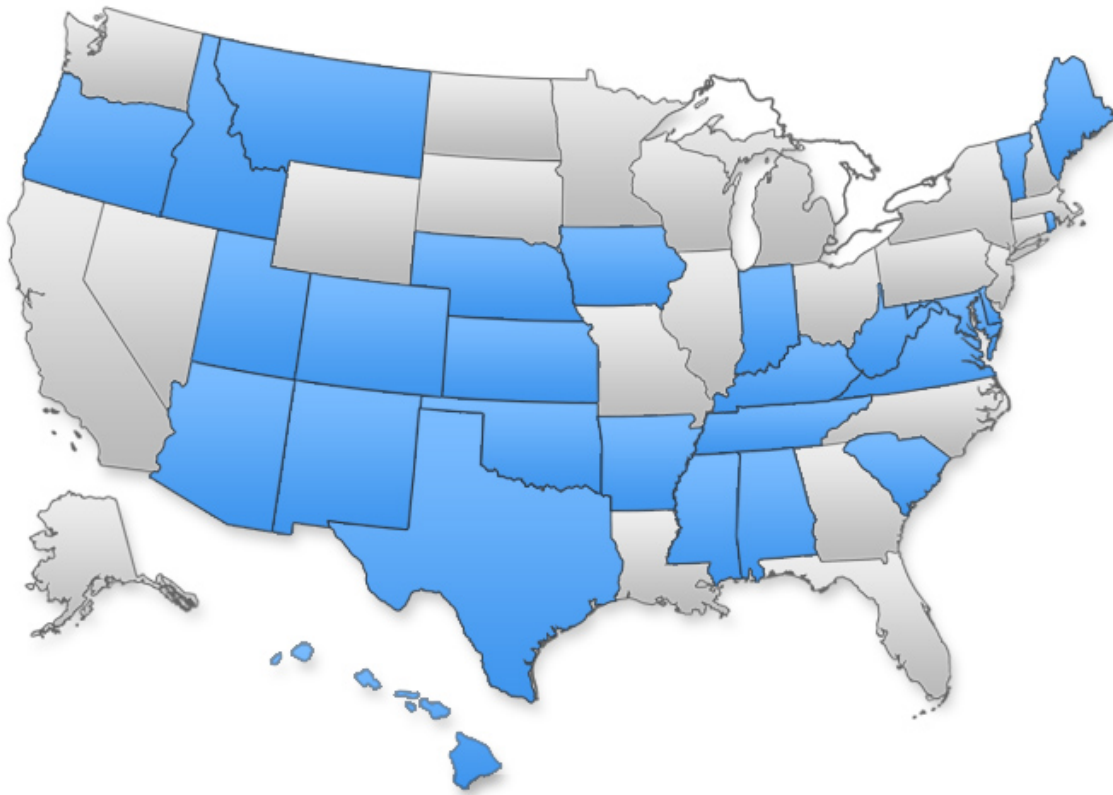
The portal's joint marketing efforts saved our partners tens of thousands of dollars per year on paper, printing and postage costs.

Background Information

Who we are

eHawaii.gov, the State of Hawaii Internet Portal was initially **launched in 2000**. Since then over 90 web-based applications have been deployed and over 2.5 million citizens come to the site annually. The portal manager is the [Hawaii Information Consortium, LLC.](#), a **Hawaii corporation** located in downtown Honolulu and wholly owned subsidiary of eGovernment firm NIC Inc. (NASDAQ: EGOV).

NIC, a leading eGovernment solutions provider, has similar agreements with 27 other states, including Alabama, Arizona, Arkansas, Colorado, Delaware, Idaho, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Michigan, Mississippi, Montana, Nebraska, New Mexico, Oklahoma, Oregon, Rhode Island, South Carolina, Tennessee, Texas, Utah, Vermont, Virginia and West Virginia.



Our Goals

Our sole focus is to build, manage, and maintain electronic government solutions and the eHawaii.gov State portal and official website for the State of Hawaii. Our goal is to make interacting with the government easier for the public by bringing services online and improving government efficiency. We leverage our self-funded model to deliver services to our government partners with very little risk or cost for development.

What we do

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

- **Build customized online applications** (e.g., searching for data, submitting forms, renewing licenses, buying permits, mobile applications and paying taxes)
- **Build and design websites for government agencies** as well as offering content management services to easily manage the website after completion (for non technical users)
- Website and application **hosting**
- Process credit card and **electronic payments**
- Offer **consulting services** to help improve government websites and online applications
- **Marketing** of online services on behalf of the state
- Offer **customer service** through phone, email, and live chat

Oversight of Our Operation

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

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

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

Volunteerism

In 2011 the portal, led by Manager of eGovernment Services, Rosie Warfield, began a concerted effort to track how HIC employees participate in community events and initiative. The program is comprised of three main ideas:

1. Monthly team events
2. Revolving drives for items such as food/coins,
3. Reinvestment of the money from office recycling (cans/plastic) in to the program.

A website was built to showcase our efforts at: volunteer.ehawaii.gov . We blog about each event, display photos and have an area for staff bios. Our efforts typically revolve around outdoor activities (beach cleanups, trail restorations) and helping the community (adopt a family, races for charity, donations to SPCA).

Hawaii Information Consortium

Making Hawai'i A Better Place

TEAM NEWS FEED

National Day of Service!

about a day ago

January 19th is the official National Day of Service! Everyone go out and do some good...or come volunteer and cheer me on during the HURT 100:-) Plenty of events going on in Hawaii, take a look or find your own!

[Read More -->](#)

Soles for Souls - Thank you letter

about a week ago

In October we participated in a second shoe drive through corporate with Soles 4 Souls. Just wanted to share the thank you letter we received today. We donated 24 pairs! Thank you!

[Read More -->](#)

E KOMO MAI!

This website was created as a portal for our company to showcase and document our volunteering efforts in the State of Hawaii. It is our goal throughout 2012 to work together as a team and as individuals and to make a difference in our communities and in the lives of our friends and neighbors.

To view a specific staff members accomplishments, please visit their page on the righthand menu by clicking on their name.

If you'd like to read more about our company and what we do, visit: hlc.hawaii.gov.



OUR ADOPTED RATS



Name: Cheeky

Job: TB Detection Rat

R.I.P: Aug 31, 2011 - June 19, 2012

Read about our beloved Cheeky who is now watching us from above.

Meet Our Newest Rat: Nala

RECYCLING FUNDS

Program Highlights:

1. Re-invest the money from recycling the cans in our office to use for various activities/events. So far, we've adopted a rat that is helping to save lives in Africa!
2. Hold revolving drives for things like food, shoes, coins, blood...
3. Monthly team events where we go out in to our local community and find unique and fun ways to help, such as assisting our DLNR partner with trail clearing, working on a dairy farm, athletic events, beach cleanups and special events around the holiday season.
4. Individual volunteering is encouraged for employees on their own time. For those that already do, an area was created to showcase team member's efforts on the web site. We even have bio's on our rats!

By having lots of events and choices on things to do, by making everything non-monetary to participate, and by holding team events throughout the island (not just in town), our program has been a big success! In 2012:

- HIC participated in 12 events;
- We raised \$105.63 from can recycling;
- Donated \$280 to the SPCA from our coin drive;
- Donated 16 pairs of athletic shoes for recycling.

The portal also supported four charities in 2012:

- [Goodwill](#)
- [YMCA Hawaii](#)
- [Hawaii Public Radio](#)
- [TedX Honolulu](#)

Best Place to Work in Hawaii

In 2012 HIC was recognized as the Best Place to Work in Hawaii by Hawaii Business Magazine.



Funding Portal Operations

Self Funded Model

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

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

This revenue allows us to re-invest a large portion back in to the infrastructure and our local employees required to build, manage, and enhance the state's eGovernment initiatives. It also allows us to develop no-cost applications where appropriate. These types of applications generally have a high public value or dramatically enhance public safety. Some examples include: Hawaii sex offender search, unclaimed property search, and the Hawaii State calendar for meeting and events.

Time and Materials (Hourly Rates)

When transaction fees are not feasible we can still offer services with our contract hourly development rates. In most cases, this funding model would be 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.

Hosting

In certain scenarios, you may already have a service developed that only needs a server to be hosted on to continue providing service to the public. Please contact us for more information and pricing on how we can host your existing application.

No Cost Projects

In addition to the maintenance of our existing applications, the portal does work on a limited number of high-value applications at no cost. Services falling into this category include:

- Judiciary - Electronic Bench Warrants
- AG - Covered Offenders Database
- DCCA - RICO search * *No longer active*
- Budget and Finance - Unclaimed Property Search
- Judiciary - Volunteers in Public Service
- DLIR - Quarterly Wage Reporting
- LG - Statewide Calendar
- Governors Office - Contact Forms
- Boards & Commissions - Apply Online

The largest no charge project was **eDeposits**. eDeposits is an electronic solution to replace the state's Treasury Deposit Report (TDR), a four-part carbonless form that must be used for any state agency to collect

and deposit funds into the state's bank account. This project is targeted for deployment in the 2nd quarter of 2013 and will save a the state a great deal of money (up to \$18 per deposit) as well as accounting for monies more quickly and accurately. Portal staff worked over 1000 hours on eDeposits in 2012.

We performed major upgrades to the statewide [calendar](#), including iCal and RSS functionality and non-sunshine special events.

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