

HAWAII INFORMATION CONSORTIUM

ANNUAL REPORT

FISCAL YEAR 2009

July 1st 2008 – June 30th 2009

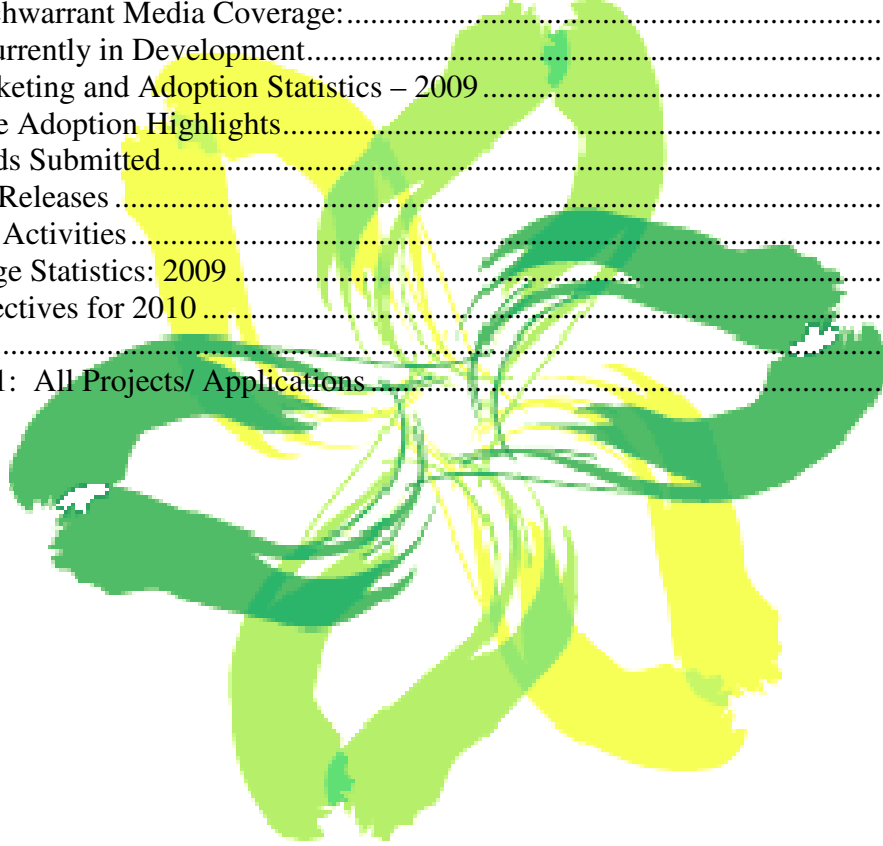


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BACKGROUND ON HAWAII'S INTERNET PORTAL

2009 has been a year of tremendous growth for HIC and we are standing at the precipice of a new chapter in our history. In the past, the portal has been a relatively typical, small population portal. We have had a small staff with a limited number of applications. Now, as we stand in the fall of 2009, the portal has more than 25 partners, more than 60 production applications, and a team of 15. In the coming year we plan to increase our staff more still, to further aid in our growth.

Over the course of the fiscal year, 18 applications were released. Of these, 12 were fee based and 6 were free services.

A key achievement of the portal this year was the release of the Content Management System (CMS) Alfresco. With Alfresco, HIC is now able to branch out and offer new web design, hosting, and maintenance services to partners. Previously, our focus has been on developing interactive applications, but now we can begin to offer another useful service that will benefit many in the State. Alfresco can make it easy for non-technical users to edit their own web pages, and in turn facilitate nearly instantaneous publishing of new content. No more complicated deployment processes or multiple staff members are needed to manage a site. To date, two websites have been launched with three more expected to be live before the end of 2009.

Another key achievement was the establishment of the acceptable use policy for State government websites. Portal worked with partners and the web subcommittee and created the acceptable use policy to share, as applicable, across the state and counties. With that in place, we were able to assist the Hawaii State Judiciary to monitor and locate the customers performing data mining from Court Connect via web robots.

In 2010 we are looking forward to releasing some highly requested applications that will greatly benefit the public and the State. The first is the State-wide camping reservation system. The portal is already working with three out of the four counties to use the same camping system. All three of them have expressed much interest and are ready to use it starting next year.

Another high profile application will be the online marriage wedding permits system, which will allow couples to register online and authorized officiants to complete and issue certificates online. Over 20,000 people are married in Hawaii each year and this application holds potential to greatly simplify the process for all parties involved.

DCCA Annual Filings

Filing my annual report online was easy.

Wish other jurisdictions made it so easy - and you sent me an email reminder!

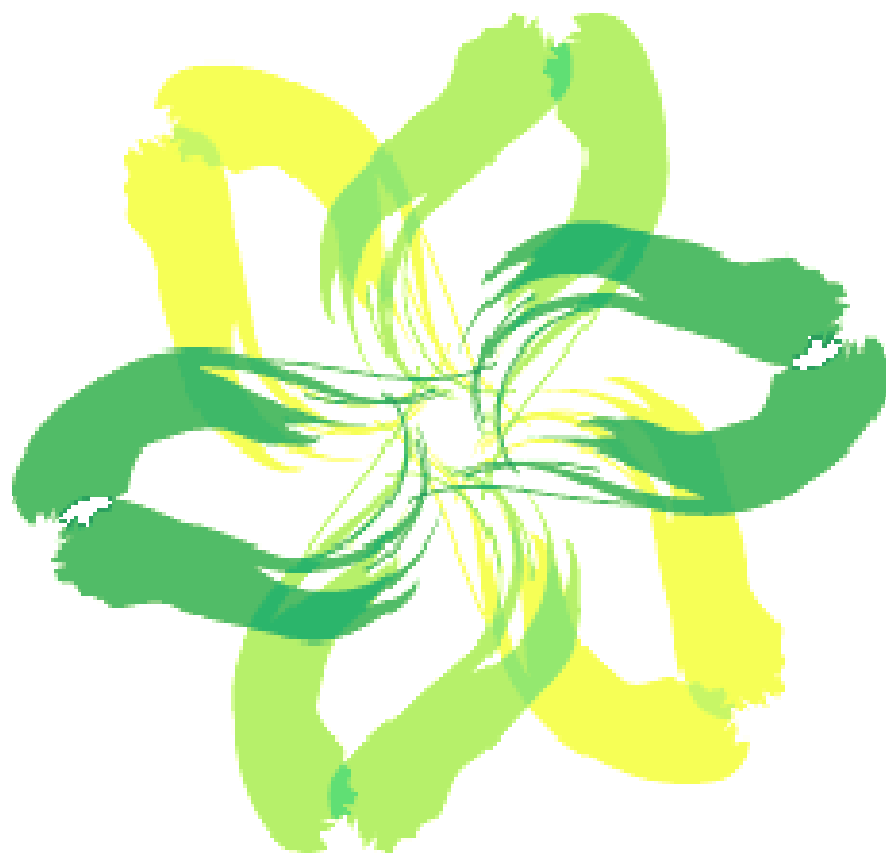
Fabulous!

Mahalo!

FACTOIDS FOR 2009

Total transaction amount processed by the portal: \$484,291,000
Total number of transactions: 334,000

Portal General Manager: Russell Castagnaro
Number of Employees: 14



PORTAL EMPLOYEES

- Russell Castagnaro, President & General Manager
- Jing Xu, Director of Marketing & Operations
- Zheng Fang, Director of Development
- Rosie Warfield, Manager of eGovernment Services
- Janet Pick, Project Manager
- Will Johnston, Lead Developer
- Ernest Criss, Developer
- Sebastien How, Developer
- Janette Council, Web Designer
- Jim Simon, Systems Administrator
- Lynn Nomura, Office Manager/Customer Service Manager
- Susan Laufer, Business Analyst
- Laurenz Bacungan, Customer Service Administrator
- Karthik Vijayarajan, Senior Java Developer

*Kauai Real Property
Tax Payments*

*Online bill pay was a
cinch.*

*Very user-friendly,
quick, and easy to use.*

*Wish they could all be
like this!*

Kauai Online Motor Vehicle Renewals:

<https://mvr.ehawaii.gov/renewals/index.html?county=kauai>

Launched in: Feb 2009

Allow registered owners to renew their motor vehicle registration online.

DLNR Commercial Marine Licensing System:

<https://dlnr.ehawaii.gov/cmls-public/app/welcome.html>

Launched in: Nov 2008

Allow commercial marine license holders to renew or apply for new licenses and register bottom-fishing vessels online.

Wiki Wedding Permits:

<https://dlnr.ehawaii.gov/permits/welcome.html>

Launched in: Nov 2008

Wiki Permits is an online permitting service, which allows authorized applicants to reserve and purchase right-of-entry (ROE) permits for commercial activity on unencumbered land, specifically, State public beaches.

CMS Hosting:

HIC developed the following websites using our CMS solution, Alfresco, to create and maintain web site content for the following:

- Hawaii Personal Finance Expo (website plus payment processing)
<http://www.pfehawaii.com/>
- Oahu Metropolitan Planning Organization.
<http://www.oahumpo.org/>

PVL Renewals:

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

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

UCC Filings

<https://boc.ehawaii.gov/ucc-recording/index.html>

Launched in: July 2009

This online system allows you to complete a UCC financing statement and submit the payment online. An email acknowledgment is sent to the user once the document is processed.

*DOH Vital
Records*

*Thank you for
making these
services accessible
to those who are
physically
challenged and
making it easier to
get our personal
business taken
care of.*

Mahalo!

AOAO Condominium Registration Filing

<http://www.ehawaii.gov/dcca/aoao/exe/aoao.cgi>

Launched: April 2009

Online condominium registration renewal. Hawaii's largest management company, Hawaiiana, adopted the online system for the first time. Of the 1,046 filings completed online, 404 were completed by the one company alone.

*Online Kauai
Property Tax
Payment*

*This is one of the
best working sites I
have ever used. It is
fast and easy to use.*

Hawaii Electronic Tax Filing System Upgrade:

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

Launched in: January 2009

Annual changes to the electronic tax filing system to include: year end form changes, auto calculation for form G-45, and enhancements to allow for transient accommodations forms Ta1 and Ta2.

*Thank you Hawaii
State Government
for this very
functional access to
my government
services.*

PVL Continuing Education Real Estate System:

<https://pvl.ehawaii.gov/rece/>

Launched in: Oct 2008

The continuing education system will allow licensees to view their current CE credit standings online, and be able to order a copy of the course completion certificate online. Its provider module will allow course providers to manage course and attendees. System also will include a Real Estate Branch staff module to manage subjects, providers and licensee data.

HBE Fee Changes:

<https://hbe.ehawaii.gov/BizEx>

Various fee changes were implemented for initial business filings.

Sex Offender Site Updates

<http://sexoffenders.ehawaii.gov/sexoffender/welcome.html>

Launched in: Jan 2009

The sex offender website was updated to include additional information regarding the offender as well as a new email alert function to notify you when a sex offender moves in to your area.

DCCA Complaint Management Search:

<http://cms.ehawaii.gov/cms>

Launched in: January 2009

Completed an upgrade to the existing name search function, to improve the probability that a customer will find the entity they are looking for and provide consistent results between the internal DCCA search and the eHawaii.gov site. The look and feel was also updated to match the current DCCA site.

Hawaii State ID

This online option to apply for State ID card is very, very good due to the fact that we can save lots & lots of time.

Portal User Account (Lala) Enhancements:

<http://lala.ehawaii.gov/lala/>

Launched in: January 2009

Lala is the single-sign-on service implemented for most of our applications (e.g. ECrim, HBE, HUI Express, HBE, Calendar). Users now sign in using their email address instead of username, along with other usability, administration, and security enhancements.

Thank You Very Much.

eBench Warrants

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

Launched in: March 2009

Enables all levels of the law enforcement agencies to search, view, and process new and existing traffic warrants

DCCA Agent Search

<https://hbe.ehawaii.gov/agentsearch/search.html>

Launched: March 2009

This application allows agents to search for businesses that list them as the agent of record with the DCCA.

Judiciary – District Court Judge Survey

May 2009

This was the first all electronic survey the Judiciary has completed, the last Judge survey was done by both mailing and online. Allowed attorneys to complete online survey on District Court Judges.

Payment Processing (Kala) Upgrades:

The existing payment portal, Kala, was enhanced to allow third party applications to send payment due information to Kala and let user complete payment transaction online. Also included CVV data for credit card charges.

APPLICATION SPOTLIGHT: EBENCH WARRANTS

The Electronic Bench Warrants project was initiated in August 2007 after the Bench Warrants Task Force had identified a substantial backlog of unserved warrants. eBW was piloted in March 2009 on Oahu with cooperation from the Judiciary, Law Enforcement Agencies including the Sheriff and County Police Departments, Harbor Police, Prosecutors, Public Defenders, and the Hawaii Criminal Justice Data Center. Currently we have close to 250 users of the eBW system, with Maui County being recently added to the access group. HIC has also created training videos for the users to easily familiarize themselves with the system.

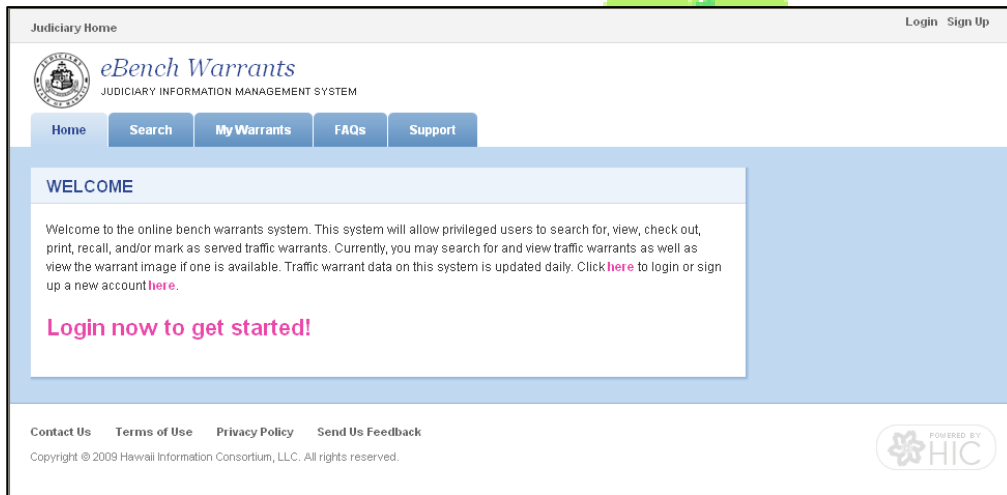


Image A: eBench warrants landing page

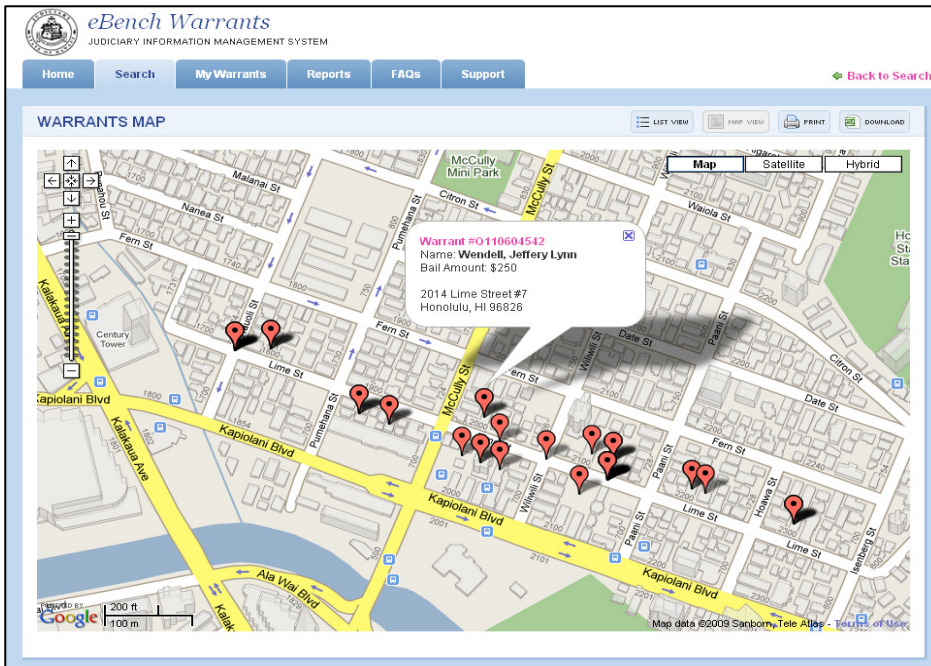


Image B: Map view of the Search Results, ability to group warrants by geo-location to enhance the area sweep results.

"The Judiciary has placed a tool in the hands of the Sheriff Division that allows us to make more arrests in a shorter period of time. Scofflaws who previously thought they had time on their side when ignoring court dates and bench warrants should take notice."

James L. Propotnick, DPS. Deputy Director of Law Enforcement

Prior to eBW, on average, Oahu Sheriffs arrested 12-15 people and served 20-25 warrants during sweeps. These numbers have now more than doubled. Oahu Sheriffs save about 40 hours of prep time for each sweep using eBW due to the advanced search and sorting capabilities.

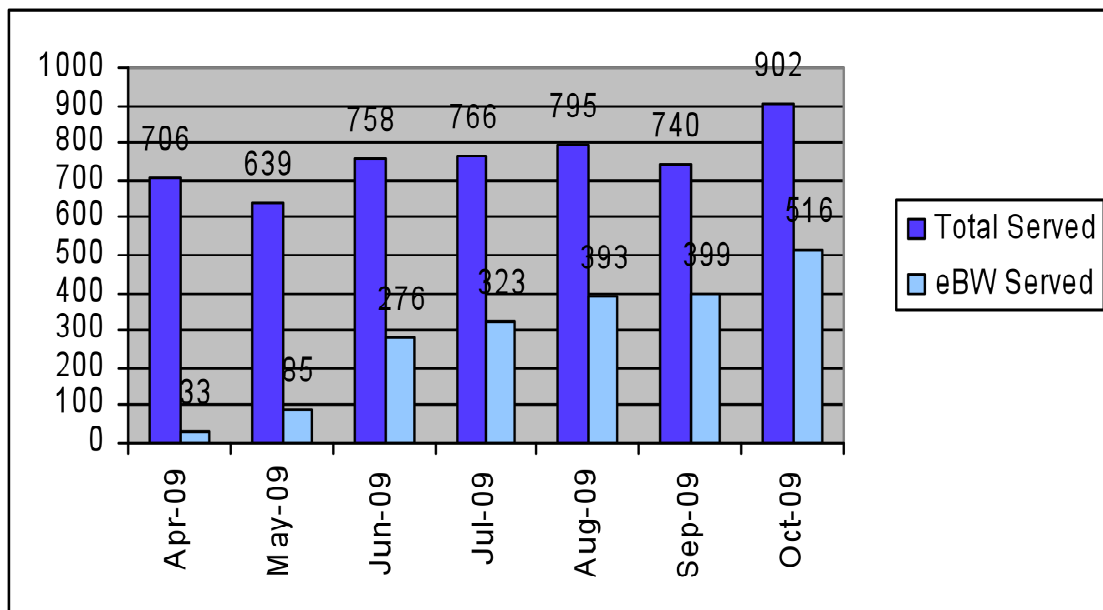


Image C: Statistics of total warrants served. Warrants served from eBW continue to increase.

eBenchwarrant Future Plans:

- 2010 – Criminal warrants will be added to JIMS and we can begin including these warrants in eBW.
- 2010 – Kauai and Hawaii users will have access to the system.
- Expanding the user base and adding enhancements to eBW.

eBenchwarrant Media Coverage:

[Judiciary - Judiciary's New Electronic Warrant System Receives Positive Reviews \(July 13, 2009\)](#)

[Honolulu Magazine - Getting Away with It? \(November 2009\)](#)

Reuters – New eBench Warrant Service Speeds Delivery of Traffic Warrants (July 21, 2009)



PROJECTS CURRENTLY IN DEVELOPMENT

Electronic Bill Notification

Will allow users to sign up for to receive an email when bills are due, as well as to receive delinquent notices if a bill is not paid on time.

Hawaii Teachers Standards Board

Three projects will be completed for HTSB:

- *HTSB website* – Site will be developed using the Alfresco CMS system.
- *HTSB Backend System*
- *Hawaii Teachers License Online Renewal System* – Application will allow users to search for teachers as well as manage their license data online.

Online Motor Vehicle Renewals: *Hawai'i County*

Will allow registered owners to renew their motor vehicle registration online for the County of Hawai'i.

Hawaii Electronic Tax Filing System Upgrade:

2009 form upgrades will be completed as well as allowing amended G-45/49 filings, available to file January 1, 2010.

DLNR Statewide Reservations

Will allow the public to purchase permits online for camping, cabins, and shelters throughout the State on each island.

Superstore

Will be a simple means for agencies to generate orders and collect payment online using the HIC payment processing system. Superstore will allow our partners to take one-time payments, perform web-based collections, sell inventory, and most other payment-oriented activities that have no other data components.

Hawaii State Judiciary Site Redesign

We will be assisting the Judiciary in redesigning their site using the Alfresco CMS system. eHawaii.gov will assist with the migration and design, making the site ADA accessible, and include a calendar solution.

Maui Property Tax Payments:

Individuals with property on Maui can complete their property tax payments online using a credit card or electronic check.

Hawaii BREG Online Documents Search

I use a lot of other states' SOS/corporations web sites, and this one is one of the best--easy to use, lots of information available, good balance between free and paid information.

Thanks for setting the bar high!

Narcotics Registration Renewal

Online license registration and renewal for distribution of controlled substances.

Online Marriage Registration Systems

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

Honolulu Online Auctioning System

Confiscated goods at the Honolulu airport security gate will be auctioned online.

Civil Resources Violation Systems (CRVS)

A case management system for DLNR to process Civil Resource Violations while reducing impact to the DOCARE officers and courts. It includes an online system for respondents to file responses to a citation, pay fines, and track status of their case. Ultimately CRVS will interface with other DLNR systems which detect violations.

Hawai'i Judiciary Land Court Petition Filing System

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

Vehicle Violation Monitoring

Will allow car rental companies to monitor the status of a registered vehicle based on the tag number and to be notified of any violations that are reported.

Kalaiwa Driver Monitoring Service

Will allow insurance companies and data aggregators who are approved by the Judiciary to purchase traffic abstracts online.

Capital Improvement Projects

HIC is working with DAGS to redo the existing Capital improvements projects website. The site showcases how Federal stimulus funds are being used to improve infrastructure on the islands.

Online Bureau of Conveyance Documents Search

We will be replacing the existing Land Title Records Search and Ordering System - <http://bocweb.dlnrbc.hawaii.gov> (which we are currently only taking payments for - the website is hosted by another vendor). With the new system, we will be hosting the website and taking payments. In Phase I, the fulfillment process will be manually done by BOC staff. In Phase II, we will automate the fulfillment process by accessing the BOC content management system directly.

In 2009 the portal continued its marketing efforts to inform customers of the opportunities to conduct transactions online through direct mailing of postcards and email reminders. The Portal mailed over 211,000 pieces of letters/postcard reminders and sent 209,000 email notifications.

DCCA Online Documents

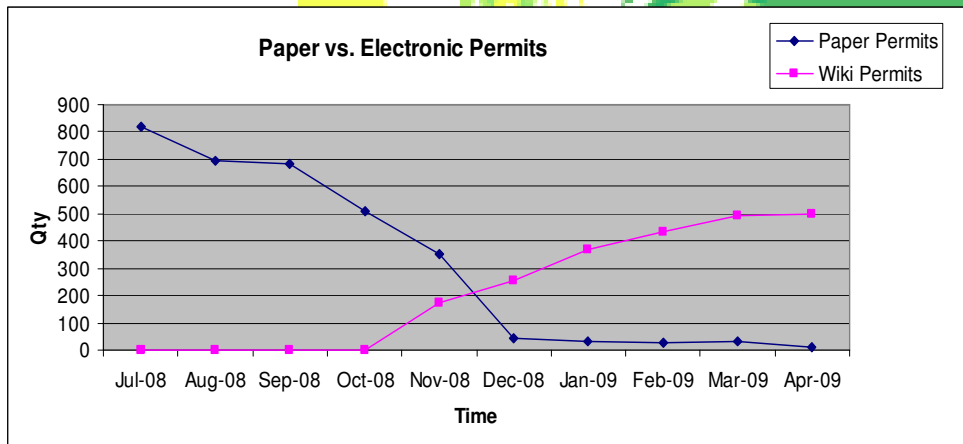
This is the first time I used DCCA document online purchase.

It was so "pain free" and in these days of high cost of gas, I loved the ability to get what I wanted, without leaving my office!!!

Online Adoption Highlights

Wiki Permits (Wedding Permits)

Since the launching the Wiki Permits system more than 95% of all permits are issued electronically. We've received great feedback from the wedding industry and it is saving both time and money for the DLNR and everyone who is issued an electronic permit..



Online Insurance Renewals

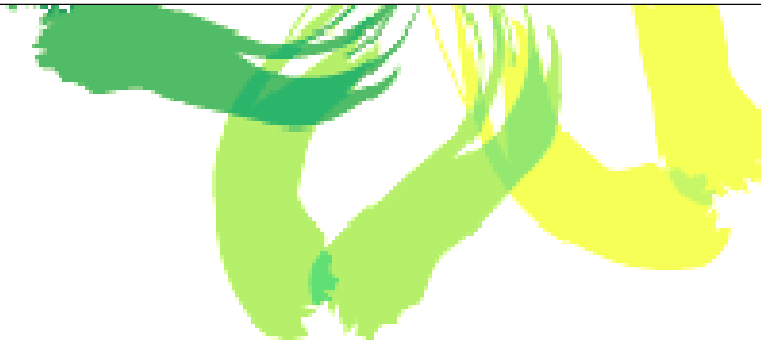
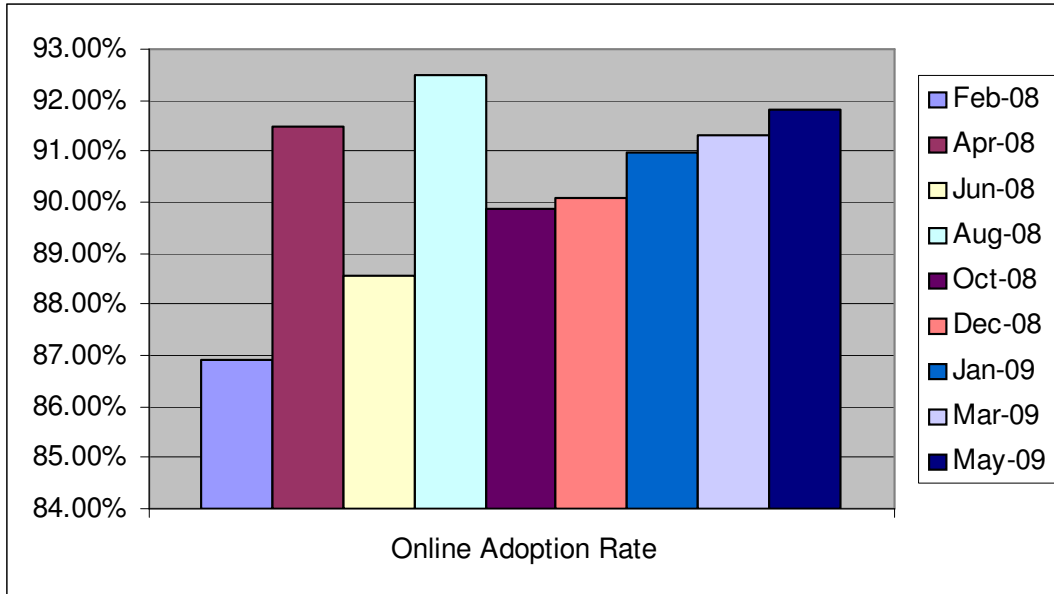
The portal continued its marketing efforts by providing mailing inserts for the form mailing; and sending postcard and email reminders to Insurance licensees who are due for renewal. We continue to see growth in the number of licensees renewing online. HIC has been working with the DCCA Insurance Division to get the actual number of licensees renewed for each period since the beginning of 2008 and consistently realize around a 90% in online adoption rate.

*Kauai Real Property
tax Payment System*

*This is a wonderful
service. It made
paying our taxes very
easy as we were off
island when they were
due.*

*Plus getting free air
miles was great!*

Thank you.



Business Annual Filings

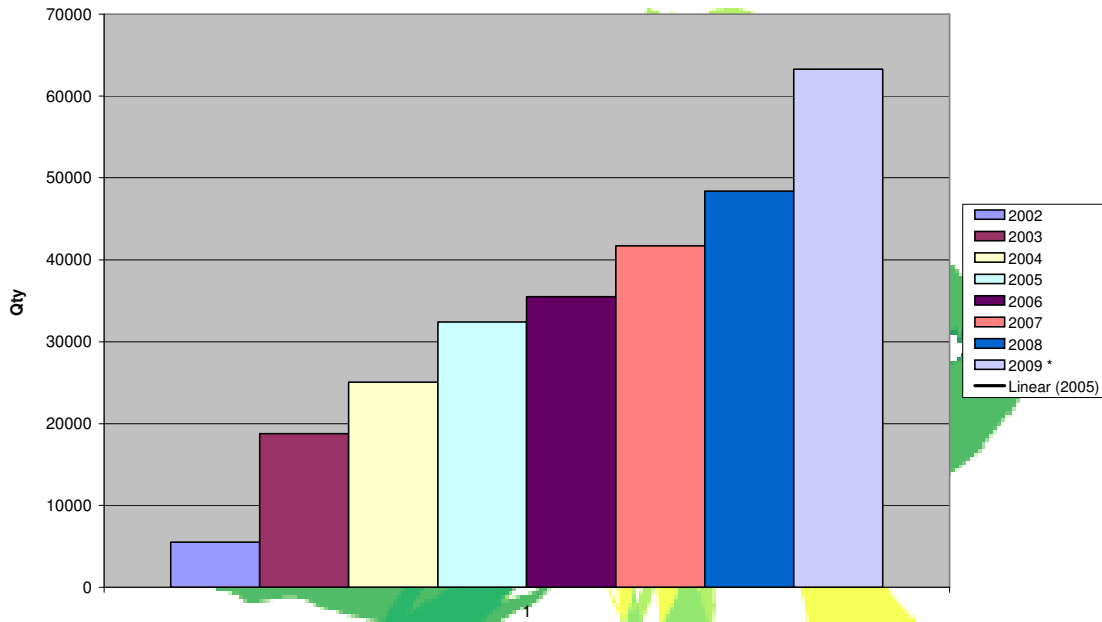
Started in Q4 2008, one year after announcing the discontinuation of the annual form mailing from the DCCA Business Registration Division (BREG), the number of online annual filings increased to 54,174, a 20% increase over the 2008 fiscal year. BREG is also saving more than \$20,000 per year on the paper, printing, and mailing costs for 100,000 forms per year,

Hawaii Business Express

User friendly site.

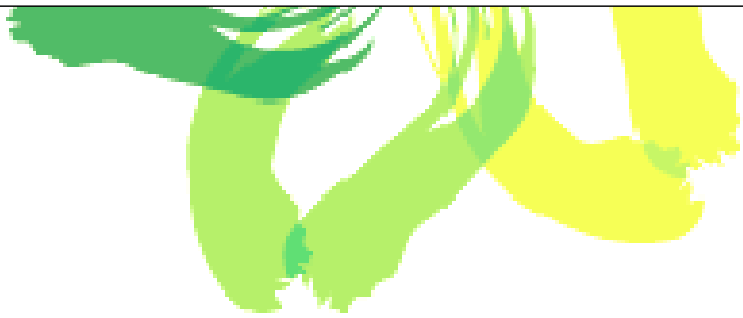
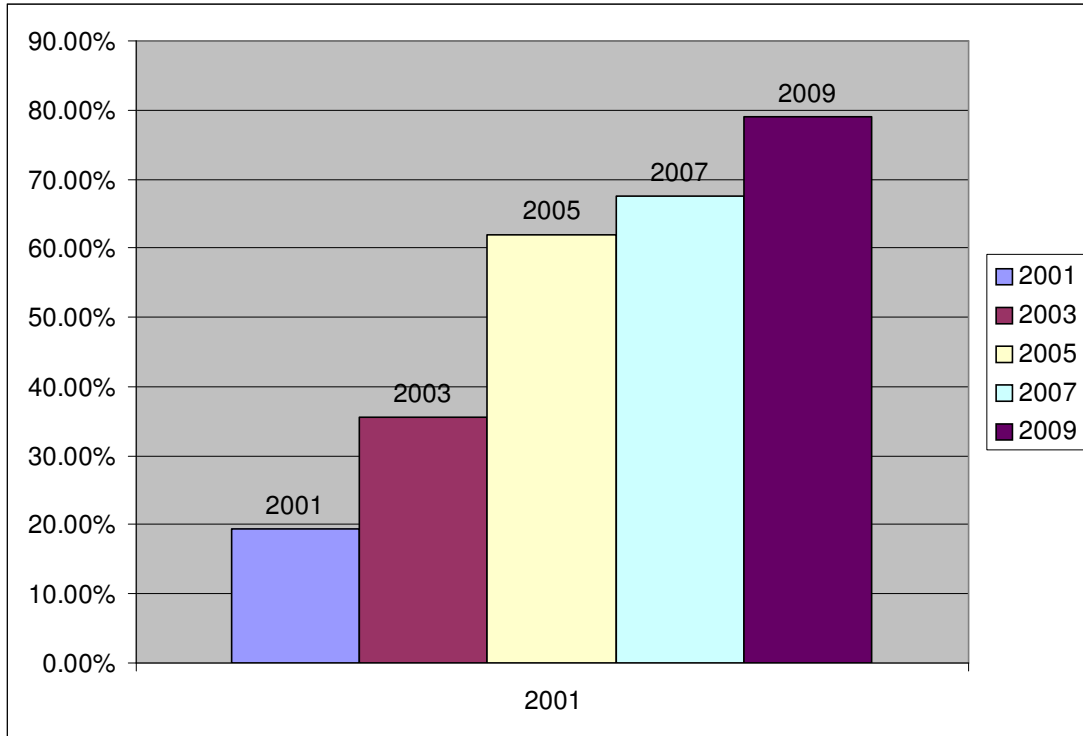
Very well put together and informative for first time users and business registrants.

Mahalo!



Professional & Vocational License Renewal

During fiscal year 2009, close to 60,000 licensees renewed online. Compared with the same group during 2007, there was an overall increase of 20% in online adoption. One of the highlights was during the December 2008 cycle, when 94% of the licensees of the Real Estate group renewed online.



Awards Submitted

The Portal submitted the following awards on behalf of the partners during the fiscal year 2009.

- 2009 NASCIO (National Association of State Chief Information Officers) Recognition Award for Outstanding Achievement in the field of Information Technology, in the category of Digital Government: Government to Business – Hawaii Wiki Permits
- 2009 Center for Digital Government DGAA (Digital Government Achievement Award)
 - Government to Business Category – Hawaii Wiki Permits
 - Government to Citizen Category – Hawaii State ID Card Express

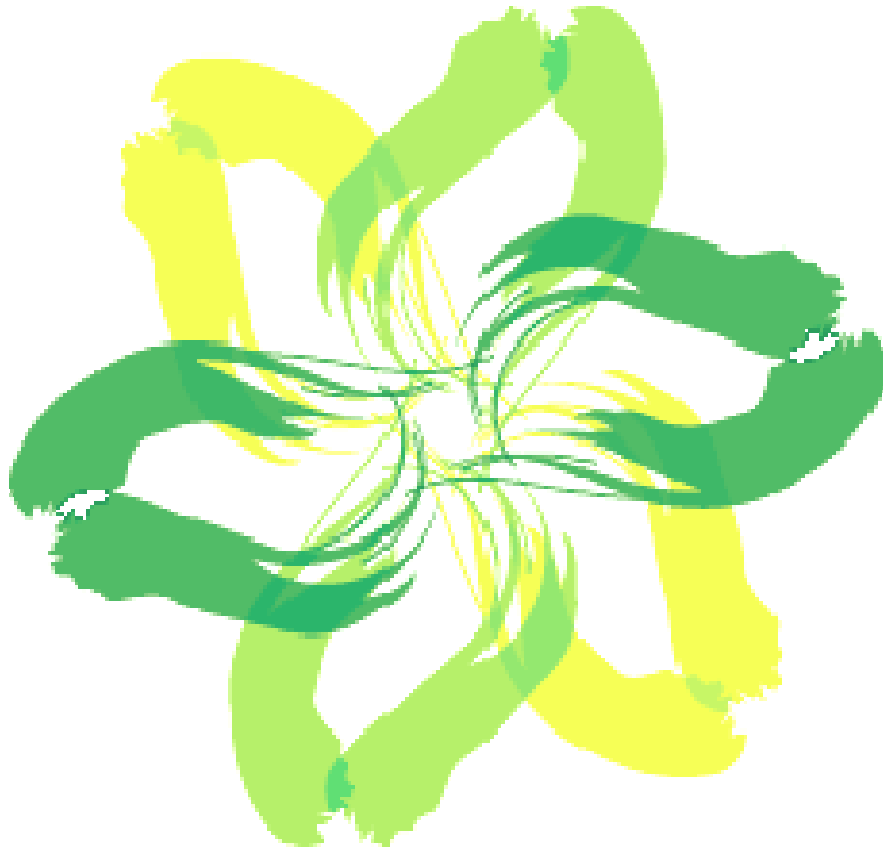
Press Releases

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

- Hawaii Commercial Marine Licensing System (<https://dlnr.ehawaii.gov/cmls-public/app/welcome.html>)
 - http://www.businesswire.com/portal/site/home/news/sections/?ndmViewId=news_view&newsLang=en&newsId=20081110005982
- Kauai Motor Vehicle Registration (<https://mvr.ehawaii.gov/renewals/index.html?county=kauai>)
 - http://www.businesswire.com/portal/site/home/news/sections/?ndmViewId=news_view&newsLang=en&newsId=20090211005187
- Charity Registration System (<http://ag.ehawaii.gov/charity/welcome.html>)
 - http://www.businesswire.com/portal/site/home/permalink/?ndmViewId=news_view&newsId=20090421006480&newsLang=en
- Real Estate Continuing Education (<https://pvl.ehawaii.gov/rece/>)
 - http://www.businesswire.com/portal/site/home/news/sections/?ndmViewId=news_view&newsLang=en&newsId=20081001006528
- DOH Individual Wastewater System Online Filing (<http://wastewater.ehawaii.gov/wastewater/app/welcome.html>)
 - http://www.businesswire.com/portal/site/home/news/sections/?ndmViewId=news_view&newsLang=en&newsId=20080915005057

Other Activities

The portal took part in the Personal Finance Expo, put on by the Hawaii Council on Economic Education, that was held at The Blaisdell Exhibition Hall on August 15th and 16th 2009. All portal staff volunteered to work shifts at the Expo and promoted online services at our booth. We learned a great deal about the public's perception of the portal and which services have broad appeal.



Important Statistics (July 1, 2008 to June 30, 2009):

2,951,840 Visits:

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

1,417,320 Absolute Unique Visitors:

Absolute Unique Visitors counts each visitor to the website only once throughout the entire fiscal year. Repeats visitors are tracked in the overall 'visits' category above. Absolute Unique Visitors only display new visits to the site.

14,238,000 Pageviews:

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

4.82 Average Pages Per Visit:

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

3:40 Time on Site:

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

36.21% Bounce Rate:

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

46.31% New Visits:

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

Annual Filings

*I'm not good with
doing things on
line so THANK
YOU for making
it easy!*

Mahalo!

2,951,840 visits came from 220 countries/territories

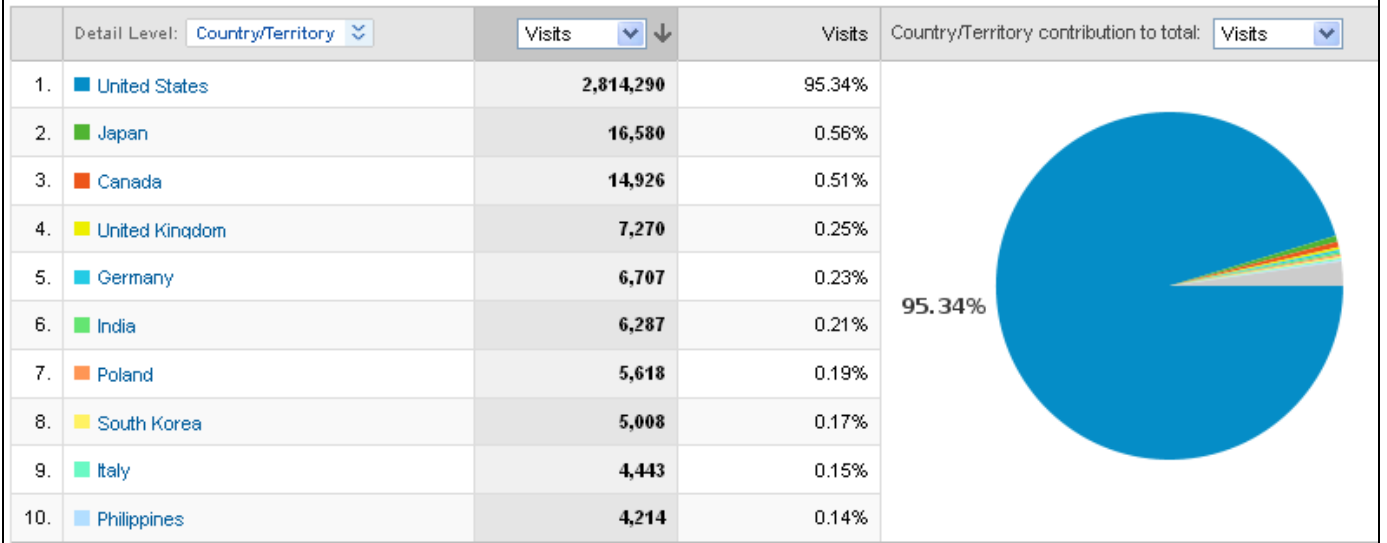


Image A: Visits by Geographic Location

This chart shows that 95% all visitors to the site are located within the United States.

New Visitors Vs. Returning Visitors

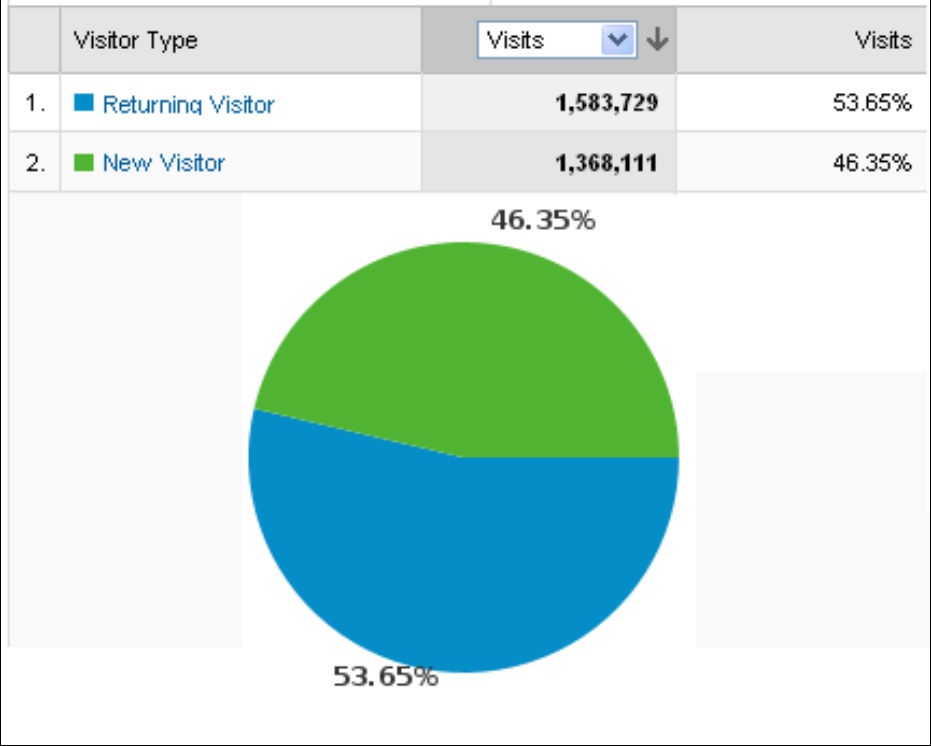


Image B: New Visitors Vs. Returning Visitors

This chart shows that roughly 54% of our site visitors are visiting eHawaii.gov for the first time and 46% are returning visitors.

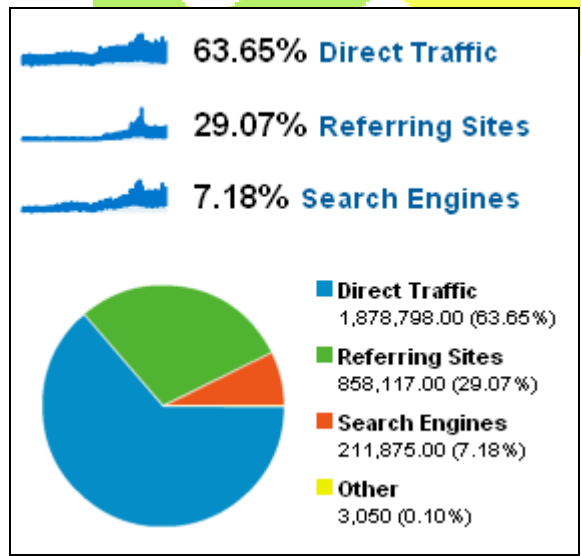


Image C: Sources of Traffic to eHawaii.gov

This chart shows that eHawaii.gov receives 63% of its site traffic by visitors who access the site directly, not through a search engine. Referring sites may include other state agencies or other websites that link to the portal.

Top Traffic Sources		
Sources	Visits	% visits
(direct) ((none))	1,878,798	63.65%
hawaii.gov (referral)	383,119	12.98%
google (organic)	99,319	3.36%
ehawaii.gov (referral)	95,484	3.23%
yahoo (organic)	70,970	2.40%

Image D: Top Traffic Sources

This chart show that the top traffic sources, not including direct, is referrals from the Hawaii.gov domain, and that the top two search engine referrals are Google and Yahoo.

Keywords	Visits	% visits
state of hawaii	17,700	8.35%
hawaii	13,211	6.24%
ehawaii.gov	10,662	5.03%
hawaii state government	6,882	3.25%
pvl.ehawaii.gov/renewals	3,620	1.71%

Image E: Top Keywords used to search

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

Improving Portal Site Navigation

We will be working towards making information easier to access on the portal, www.ehawaii.gov, by developing a new homepage utilizing our Content Management System. Potential updates include creating a new all services page that is easily searchable and can be indexed by various criteria such as agencies, alphabetically, or by category. We will utilize existing user feedback throughout our redesign process to make the site more intuitive and easy to navigate.

Marketing

Hic will continue to work with key partners to drive online adoption and focus on new initiatives to cross market services, including: foreign language advertisement in local non-English news papers, advertising in new areas such as the Weekly, posters, attention-grabbing flyers, mailing inserts, and reminder postcards and working towards eliminating agency paper form mailings entirely.

The Portal will submit at least two national awards to bring national attention to our partners and the portal. In 2010, we are poised to win a couple of awards for the eBench Warrants system. We have already received much acclaim and interest from other state and county agencies, including LA County Sheriffs.

Services

In 2010, the portal will continue to work with partners to bring new and innovative services online while improving services for the constituents of the State of Hawaii. We are posed to launch at least eight new services and they are:

- Statewide Camping System
- Civil Resources Violation Systems
- Electronic Marriage Registration System
- Online Narcotics Registration Renewal
- Online Surplus Auctioning System
- Online Fishing Catch Reporting System
- Big Island Online Water Payment System
- Online Teachers Licensing Renewal System

Certificate of Good Standing Search

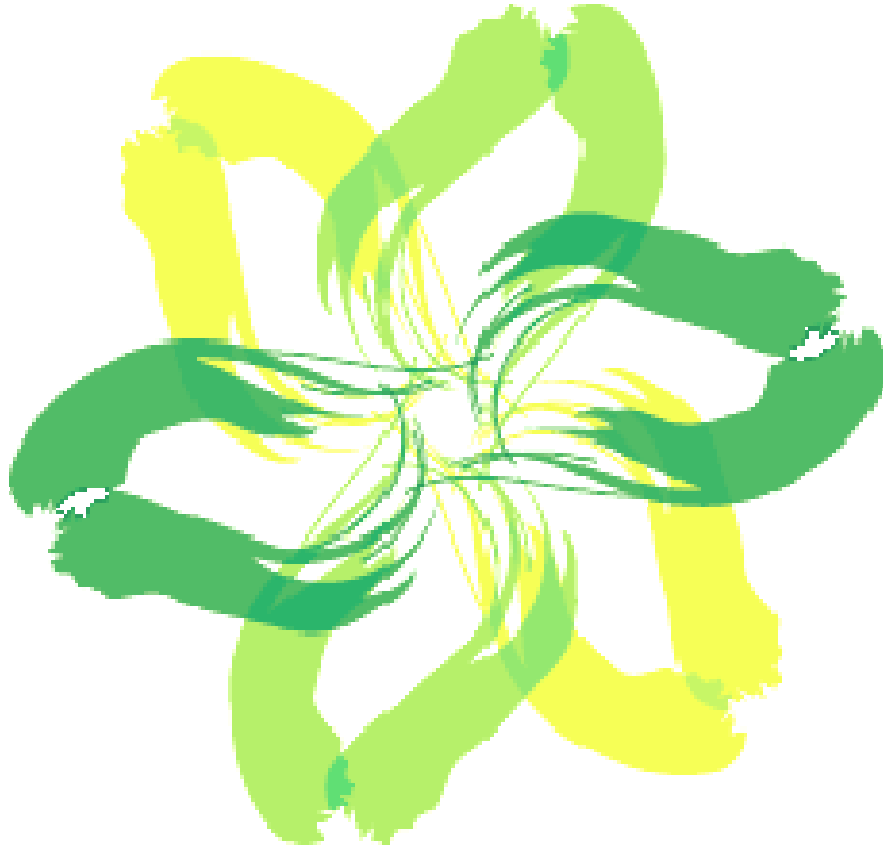
Being able to purchase electronic files and receive them immediately is of great value.

Thank you for offering these options keep up the great work, you're appreciated more than you may know.

IN CLOSING

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

2009 was a great year for the state and 2010 promises to build on the impressive list of services available.



eBench Warrants

"I believe that the electronic bench warrant system pilot serves as a basis for future opportunities to leverage technology to provide great benefits for the people of Hawai`i and add operational efficiencies. I look forward to continued collaboration between our organizations."

The Honorable Chief Justice Ronald T.Y. Moon

APPENDIX 1: ALL PROJECTS/ APPLICATIONS

Department	Application	Description	Launched/ Target	Status
DCCA HID	Insurance Renewals	Insurance agent and Company Renewals 6 times per year	Q1 2003	Launched
HBE Development	Annuals, BBI, initials, online Documents	All business related filings and renewals including BREG, TAX, DLIR and IRS forms	Q1 2004	Active
B&F	Hawaii Employees Retirement System	Allows Employee Retirement System to publish HIPPA compliant data for state and county	Q1 2006	Launched
County of Kauai	Online Kauai Sewer Payments	Allows customers to pay their sewer bills online	Q1 2006	Launched
DCCA/PVL	Online Surety Filings	Allows surety companies to electronically submit information on covered policy holders	Q2 2006	Launched
DCCA/BREG	Business Name Search/COGS	Upgrades of Business Name Search app and the Certificate of Good Standing app, both now in java.	Q2 2006	Launched
DCCA/HID	Insurance License Renewals/ Insurance Company Renewals	A significant rewrite of an older fee-generating app in which new functionality was added.	Q2 2006	Launched
Various	Multiple upgrades	Deployed revisions to the following applications: eCrim, EDR, HUI Express, HBE, HCE, Portal, PVL Renewal, Secure Download.	Q2 2006	Launched
DLNR	Revised Online Hunting License Sales	A new java version of one of the first apps developed by HIC. This new version allows hunting offices to sell over the counter using a subscriber account and will be rolled out to license vendors such as Wal-Mart and Sports Authority later this year.	Q2 2006	Launched
County of Kauai	Online Real Property Tax payments	Allows businesses and citizens to pay their real property tax with a credit card or eCheck.	Q3 2006	Launched
DCCA/PVL	Online Contractor Renewals and GET Clearance	Allows licensed contractors to renew online. This application electronically verifies whether there is a valid tax clearance and surety bond, eliminating paperwork.	Q3 2006	Launched
DCCA PVL	PVL Renewals	PVL renewals have 2 to 4 cycles per year	Q3 2006	Active
DCCA PVL	Online Real Estate Renewals + Rewrite/enhance PVL renewal online services	Starting with Real Estate renewals, this is an ongoing effort to totally re-write the 50 legacy PVL applications to take full advantage of latest java technology.	Q4 2006	Launched
DLIR/UI	HUI Express Phase 2	An enhancement to the Quarterly Wage Reporting System that allows employers to pay their unemployment insurance assessment online.	Q4 2006	Launched
DOTAX	County Tax Surcharge Upgrades	Allow GE tax filers to pay county tax surcharge.	Q4 2006	Launched
DCCA BREG	Rewrite/enhance BREG Annual Filings (into HBE)	Rewrite the Annual Filings application to take full advantage of infrastructure improvements, provide better functionality to the user, and more tightly integrate with the DCCA database environment.	Q1 2007	Launched

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Lt. Governor	Enhanced Statewide Calendar	Launch an enhanced calendar system for government entities to post required meeting notices.	Q1 2007	Launched
Judiciary	Volunteers in Public Service (VIPS)	This application will provide the Judiciary a system for complete management of the Volunteers in Public Service records. Applicants will be able to fill out an application online. This information can be automatically placed in a database of volunteers. All information on volunteers will be in a centralized location, allowing for simple record management by Judiciary staff.	Q1 2007	Launched
DCCA PVL	Nurse, Social Worker, Acupuncturists Renewals	24,000 + Renewals	Q2 2007	Launched
DCCA RE	Condominium ADAO Renewals	Update of the Biennial Renewal application	Q2 2007	Launched
DOTAX	Revision to BBI data transfer protocol	Make modifications to allow BBI filing data to be integrated into the DOTAX system	Q2 2007	Launched
DOTAX/other Partners	Hawaii Business Express (HBE): add DOTAX BBI to QuickFile	Allows filers to submit BBI Forms electronically and pay the required fee	Q2 2007	Launched
DOH	Online Vital Records Verification Service + Cert ordering	Will verify the existence of a vital record in the DOH vital records database.	Q2 2007	Launched
DOH	Online Death Certificates	Allows registered funeral homes to securely order death certificates for the decedent's family	Q3 2007	Launched
Judiciary	Online Judicial Surveys	Will allow the Judiciary to administer its annual surveys of judges via the Internet.	Q3 2007	Launched
Judiciary	Pre-checking Abstracts	Better pre-checking of traffic abstract requests.	Q3 2007	Launched
Attorney General - HCJDC	Online State ID Cards	Allows applicants for a State of Hawaii ID card to apply online and pay the required fee.	Q4 2007	Launched
DLNR	Online Vessel Registrations	Allow boat owners to renew their vessel registrations online.	Q4 2007	Launched
DCCA BREG	Online Imaged Document Retrieval	Will allow public to order archival documents online, pay online, and receive electronic delivery of documents.	Q1 2008	Launched
DCCA HID	Online Continuing Education Submittals/Presentation	Allows Hawai'i providers of continuing education courses to submit information to the state on licensed insurance agents who have completed continuing education courses.	Q1 2008	Launched
ELF 2008 Updates	ELF	ELF 2008 Updates	Q2 2008	Launched
Hawaii	Property Tax Payments	Allow the public to pay for property tax payments on Hawaii.	Q2 2008	Launched
Judiciary	Online Judicial Surveys (Appellate Court)	Allows the Judiciary to administer its annual surveys of judges via the Internet.	Q2 2008	Launched
Maui	Online Motor Vehicle Renewals	Allow registered owners to renew motor vehicle registration online. Maui, Kauai, Hawaii County.	Q2 2008	Launched
Department of Health	Wastewater Permits	Apply for a wastewater discharge permit online.	Q2 2008	Launched

Department	Application	Description	Launch ed/ Target	Status
Judiciary	Online Judicial Surveys (Family Court)	Allows the Judiciary to administer its annual surveys of judges via the Internet.	Q3 2008	Launched
DLNR	Na Ala Hele Trail System	Rewrite the existing trails application to be able to be hosted at HIC environment and further enhance reservation capability and UI.	Q3 2008	Launched
DCCA PVL	PVL Real Estate System - CE	Would provide a continuing education service for licensed real estate professionals.	Q3 2008	Launched
DLNR	Commercial Marine Licensing System - Public System	Will allow commercial fishers to renew their fishing licenses online. It will also allow citizens and businesses who operate within Hawaii's fishing industry, such as fish wholesalers, to verify that the catch they buy was caught by a properly licensed fisher.	Q4 2008	Launched
HTSB	Content Management	Web site hosting	Q4 2008	Launched
DLNR - Land	Land Use Permits	Land use permits for weddings.	Q4 2008	Launched
DOH	Online Clinical Lab Personnel License Renewal	Allows clinical lab personnel to renew license.	Q4 2008	Launched
Tax	New 2009 Forms	New 2009 forms/ updates	Q4 2008	Launched
DCCA RICO	Complaints Management System upgrades	Update to the Complaints Management Search Application due to backend upgrades.	Q4 2008	Launched
DMPO	CMS Hosting	Create and maintain website on a CMS system for the Oahu Metropolitan Planning Organization.	Q4 2008	Launched
HIC	DR FBRTRESS/ Reconfiguration	Moving to a 30 Amp rack, installing web defend, upgrading hardware.	Q4 2008	Launched
All	Lala Enhancements	Portal wide single sign-on improvements, security measures, improved admin.	Q1 2009	Launched
Kauai	Online Motor Vehicle Renewals	Allow registered owners to renew motor vehicle registrations online.	Q1 2009	Launched
AG-HCJDC	Sex Offender Updates	Update Sex Offender Application with Mapping features and better usability.	Q1 2009	Launched
DCCA BREG	HBE Fee changes	Fee Changes for initial filings.	Q1 2009	Launched
Judiciary	Electronic Bench Warrants System	Develop a system for generating bench warrants from the JIMS system for the law enforcement community.	Q1 2009	Launched
AG Charity Division	Annual Non-Profit Report	Online public search and payment for charities annual dues.	Q1 2009	Launched
Maui	Property Tax Payments	Allow the public to pay for property tax payments on Maui.	Q1 2009	Testing
Judiciary	Circuit Court Judge Survey	Allow attorneys to complete online survey on Circuit Court Judges.	Q1 2009	Launched
DLNR	Wiki Permits Enhancements	Phase II enhancements.	Q1 2009	Launched
DLNR/Aquatic	Online Fisheries Reporting	Will allow commercial fishers to input their required catch reports online.	Q1 2009	Development

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DOH	EDRS enhancements	Database stand-by setup and integration with NEDSS system of disease outbreak control division.	Q2 2009	Launched
SPD	HCE enhancements	HCE enhancements (multi-user access, foreign address, DLIR statuses, DOTAX Clearance).	Q2 2009	Development
DLNR/Bureau of Conveyances	Online BOC documents filings	Would allow electronic filings of UCC filings.	Q2 2009	Launched
DCCA BREG	Agent Search	Allows agents to search for businesses list them as agent of record.	Q2 2009	Launched
DCCA RE	ADAO Updates	Update of the Biennial Renewal application	Q2 2009	Launched
HIC	Portal Reminder Service	Allows portal users to subscriber to a reminder service.	Q2 2009	Testing
DCCA PVL	List Builder Rewrite		Q2 2009	Scheduling
Judiciary	Driver Monitoring Service	Monitoring of Licensed Driver Violations.	Q3 2009	Launched
Judiciary	Traffic Abstracts - electronic	Electronic abstracts to public	Q3 2009	Development
HTSB	Teacher Licensing	Initial Licensing, Renewals and continuous updates for teachers. Including backend integration with DOE.	Q3 2009	Development
Hawaii County	Big Island	Update to county reservations	Q3 2009	Development
DLNR	Storefront - Super Store	Allows online payment and order generation by agency	Q3 2009	Launched
HTSB	HTSB Website Hosting	HTSB Website Hosting utilizing CMS solution	Q3 2009	Launched
DLNR/Bureau of Conveyances	Online BOC documents Search	Would allow search of electronic filings of UCC filings.	Q4 2009	Testing
DLNR -CRVS	Complaints and Violations Case Management System	Case management tool for DLNR.	Q4 2009	Active
Judiciary	Online Land Court Record Petition Filing	Online petition filing for land court records with possible integration with DOH records of Marriage and Death.	Q4 2009	Elaboration
GOV	Request for messages, commendations, and proclamations	Allows public to submit requests for messages, commendations, and proclamations to be downloaded to desktop application.	Q4 2009	Launched
Agriculture	Measurement Devices License Renewals	Online service to allow renewal of license for measurement devices.	Q4 2009	Discussion
Judiciary	Judiciary CMS and Rewrite	CMS Hosting site redesign for the Hawaii State Judiciary	Q4 2009	Development
Department of Public Safety	Controlled Substance Registration System	Online registration and renewal for distribution of controlled substance.	Q4 2009	Development
DCCA PVL	DFI Surcharge Payment	Process DFI Surcharge Payments.	Q4 2009	Launched
Judiciary	Vehicle Violation Monitoring	Allow the public to monitor the status of a registered vehicle based on the tag number.	Q1 2010	Development
DLNR	Statewide reservations	Statewide Camping Reservations	Q1 2010	Development
AG/CSEA	Payments	Process payments for CSEA clients	Q1 2010	Scheduling
DOT -Airports	Airport Surplus Auction	Confiscated goods at security gate will be auctioned.	Q1 2010	Elaboration

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County of Hawaii	Sewer/ Water Payments - Hawaii Island	Allows businesses and citizens to pay their sewer bill with a credit card or eCheck.	Q1 2010	Elaboration
County of Hawaii	Water Payments - Hawaii Island	Allows businesses and citizens to pay their water bill with a credit card or eCheck.	Q1 2010	Elaboration
Kauai	ePermitting for Parks and Recreation	Camping, rentals, and other permits for the Kauai Department of Parks and Recreation.	Q1 2010	Elaboration
Judiciary	Additional CMS Sites	Adding the Law Library and other ICSD sites to judiciary CMS.	Q1 2010	Elaboration
County of Hawaii	Sign Permits	Sign permits	Q1 2010	
DLNR - Land	Commercial Hiking and Canyoneering Permits	Commercial access permits.	Q1 2010	Elaboration
DOH	Upgrade Vital Records Payment & Delivery Process	Upgrade to include expedited service.	Q2 2010	Development
DCCA BREG	List Builder Rewrite		Q2 2010	Scheduling
DLNR	Commercial Access Permit for Tour Groups/Buses	Commercial access permit for tour groups and buses.	Q2 2010	Elaboration
Batch Criminal Histories	Allow for batches of criminal histories	Bulk retrieval of criminal histories.	Q3 2010	Elaboration
B&F	Unclaimed property redesign		Q3 2010	Elaboration
DLIR/UI	HUI Enhancements	Including new features into HUI		Elaboration
DCCA PVL	PVL Continuous Updates	Would allow holders of occupational licenses to update their info at anytime.		Discussion
IRS	IRS integration to HBE	Provide enhanced ability for HBE filers to get their Fed Employer ID number in near real-time.		Development
DCCA-PVL	Generic Form Processing	Generic forms		Elaboration
DLNR	Historic Findings Application and Review	Allows the public to submit applications for historic findings and review process by State Historic Preservation Division.		Discussion
DCCA-PVL	Online Application Processing	Online application process for PVL license applicant.		Discussion
DOH	Online Wedding Registration System	Allows couples to register online and authorized officiants to complete and issue certificates online.		Elaboration
DBEDT	GIS Software Hosting	Provide GIS software hosting and access		Development
Maui	Online Water/Sewer Payment	Online Water and Sewer Payment		Elaboration
Maui	MVR Upgrade - Rental Car Registration Renewal Bulk	Extension of existing MVR service to allow bulk rental car registration renewal.		Elaboration
DOH	Online Marriage Performer Registration System	Maintenance and renewal of commissioned marriage performers, including training component.		Discussion
AG- HCJDC	Sex Offender Bulk Data	Access to Bulk Sex Offender Data		Elaboration
AG- HCJDC	Unlimited Access to eCrim	Provide unlimited access to Criminal Histories		Elaboration
DLNR/Bureau of Conveyances	Conveyance Tax Payments	Automate the archaic current method of paying Conveyance Taxes (Tax and BOC).		Elaboration
B&F	Website Hosting	Hosting of the existing ERS website		Elaboration
DLNR	Boating Accounts Receivable System	Boating Division Accounts Receivable Systems		Discussion

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DLNR/Bureau of Conveyances	Backend Support for BOC	Backend support (Backup and possible hosting of system)		Elaboration
DLNR/Bureau of Conveyances	Online Conveyance Documents	Online Conveyance Filings		Elaboration
DLNR	ePermitting Application for Forestry and Wildlife Division	Online ePermitting Application for Forestry and Wildlife Division		Elaboration

