

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, 2008 THROUGH June 30. 2009
FISCAL YEAR 2009

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

STATE OF HAWAII
ACCESS HAWAII COMMITTEE AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON THE OPERATION OF THE INTERNET PORTAL
FOR THE PERIOD FROM JULY 1, 2008 THROUGH June 30, 2009 (FY09)

Pursuant to Act 172/SLH 2007, the Access Hawaii Committee (AHC) submits its annual report to the 2010 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 2010 Annual Report by HIC on the operations of the portal for the 2009 fiscal year with an ending reporting period of June 30, 2009, 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.

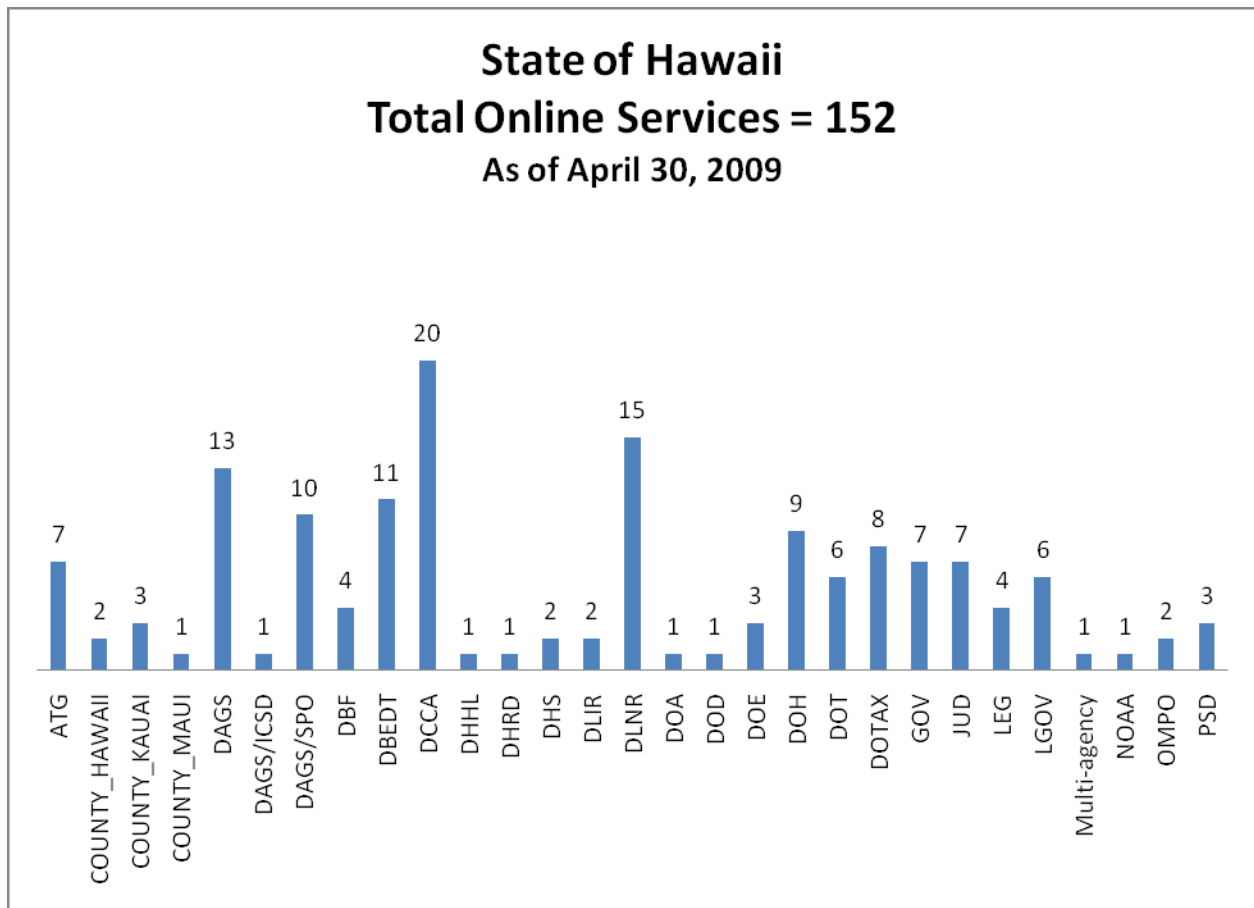
The HIC contract was renewed through competitive solicitation effective January 2008 and is currently in the third year of a five-year contract.

The portal has succeeded in making government functions and services available on-line and has put Hawaii in the forefront of e-government. 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.

State agencies, 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.

There are currently 152 documented applications available to Hawaii citizens. The following graph and table provide a breakdown of these applications by department and by hosting entity. Application hosting providers included are HIC and the Department of Accounting and General Services, Information and Communication Services Division

(ICSD). Applications requiring financial transactions from citizens or complex business logic are typically handled by HIC. Applications requiring access to public information and transparency of information sharing are typically handled by ICSD.



| COUNT OF APPLICATION | | | |
|----------------------|-------|-----|------|
| AGENCY | TOTAL | HIC | ICSD |
| ATG | 7 | 5 | 2 |
| COUNTY_HAWAII | 2 | 2 | 0 |
| COUNTY_KAUAI | 3 | 3 | 0 |
| COUNTY_MAUI | 1 | 1 | 0 |
| DAGS | 13 | 1 | 12 |
| DAGS/ICSD | 1 | 0 | 1 |
| DAGS/SPO | 10 | 1 | 9 |
| DBF | 4 | 0 | 4 |
| DBEDT | 11 | 0 | 11 |
| DCCA | 20 | 18 | 2 |
| DHHL | 1 | 0 | 1 |
| DHRD | 1 | 0 | 1 |

| COUNT OF APPLICATION | | | |
|-----------------------------|--------------|------------|-------------|
| AGENCY | TOTAL | HIC | ICSD |
| DHS | 2 | 0 | 2 |
| DLIR | 2 | 1 | 1 |
| DLNR | 15 | 7 | 8 |
| DOA | 1 | 0 | 1 |
| DOD | 1 | 0 | 1 |
| DOE | 3 | 0 | 3 |
| DOH | 9 | 5 | 4 |
| DOT | 6 | 0 | 6 |
| DOTAX | 8 | 4 | 4 |
| GOV | 7 | 2 | 5 |
| JUD | 7 | 5 | 2 |
| LEG | 4 | 0 | 4 |
| LGOV | 6 | 1 | 5 |
| Multi-agency | 1 | 0 | 1 |
| NOAA | 1 | 0 | 1 |
| OMPO | 2 | 1 | 1 |
| PSD | 3 | 0 | 3 |
| Total | 152 | 57 | 95 |

Key Issues and Actions addressed by the AHC this past year.

Program Manager Position

A position description has been completed utilizing different examples across the Internet for a program manager to oversee the day to day implementation of applications the portal manager is authorized to develop by the AHC. Further action requires funding for this position or function. The AHC members confirmed that ICSD can proceed on this initiative without further approval by the AHC. A special fund needs to be created and proposed legislation was submitted with the Administrative package for the 2010 session.

Portal Contractor needs to include value-added services to third-party software

The State Procurement Office was asked to review the portal manager contract relative to third party software utilized by HIC to integrate into or enable agency specific solutions. A determination was made that HIC cannot purchase software from another vendor to charge an agency without making modifications, enhancements, and/or hosting services. HIC is not allowed to simply pass through another vendor's services.

Information Privacy and Security Council

Chairperson Saito provided information on Act 10, SLH 2008, which created the Information Privacy and Security Council. This bill was vetoed by the Governor, but was overridden. It is an unfunded mandate that requires the IPSC to set policies for redaction, review of all departmental and agency policies, report on violations and noncompliance, and enforcement of security provisions of the law, including identity theft laws. The Comptroller is the chair of this committee. Chairperson Saito indicated that some AHC members may be involved in this new council to synchronize common requirements for security and privacy.

Content Management System

Alfresco was chosen as the content management tool for managing web application development and version control. Training for the content management system (CMS) was arranged by HIC for the ICSD and Judiciary staff. HIC developed a Statement of Work (SOW) for ICSD for the CMS. The Judiciary signed their SOW to move their entire site to the new CMS. A new SOW for the State Lab Division was developed which includes a 10% fee going to HIC. A sub-committee was formed to create a requirements and service level agreement document for the use of the content Management System. The committee created several rounds of draft recommendations and included consultation with HIC legal council and the State Department of Attorney General. The documents contain minimum requirements, and if departments want more, they can work it out with HIC.

Prioritization Model

A sub-committee was formed to develop a recommended approach for prioritizing portal manager projects. By proactively addressing the issue before conflicts arise due to funding or resource constraints, the group wanted to assure that the Council developed clear guidelines to support its decisions. Priority weighting factors from other states were evaluated and several documents were reviewed. The existing eGITS (electronic Governors Initiative Tracking System) is being considered as a model for a tool. A prototype of a system will be developed by ICSD's Client Services Branch, shared with the sub-committee, tweaked by suggestions and design changes, and demonstrated to the AHC.

Governance of Web Sites and Internet Service Providers

Another sub-committee was formed to provide recommendations for Governance of Web Site and Web Site Service Providers. The sub-committee reviewed information relating to the federal government policies to identify which items are applicable to the AHC. Currently, this is a work in progress.

Portal Publicity

AHC members and the portal manager have appeared in several forums to create awareness of AHC initiatives. Russell Castagnaro, General Manager of HIC and Lawrence Reifurth, DCCA Director, for example, were on the Bytemarks Café KIPO radio show and discussed eGovernment.

Electronically Posting Calendar Items

The AHC provided training to departments and agencies on utilizing the State of Hawaii calendar on the portal to post meeting information, as a publicly available means of increasing public access to information that is sent to the Lieutenant Governor's Office. The Department of Attorney General's determination that reasonable notice of what is to be discussed should include sufficient information on the subject matter to enable the public to decide whether or not to attend or testify on the matter is reflected in the electronic calendar. The AHC's publicly available site includes minutes, handouts, and other materials for its meetings.

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

The IT Governance Technical Committee will address use of social media technologies. Naming conventions and guidance are needed for social media sites. Investigation and consultation with the Department of Attorney General resulted in a cautionary memo from Comptroller Saito to department and agency heads regarding use of social media sites and possible violations of Hawaii statutes. The National Association of State CIOs is working on a broad based agreement on behalf of all states to address concerns with social media sites in a manner similar to what the federal government was able to achieve.

Public-Facing Website Information

The Access Hawaii Committee is pursuing an inventory of all State public-facing websites. ICSD and HIC provide hosting services, but other sites are also providing hosting services. Upon completion, the inventory list of all sites/services available to the public will be used for monitoring, measuring, reporting and in deterring data mining activities. Data mining activities, whereby unknown external entities pull data and information from State sites to call their own, to re-purpose, re-sell or report publicly available information out of context can impact response time for the public by consuming extraordinary large amounts of bandwidth. Non-disruptive provisions exist to provide publicly available information to those who request it.

APPENDIX I – Applications, Descriptions, Hosting entity

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

| HOST | APPLICATION NAME | URL |
|------|--|---|
| ICSD | SPO Procurement Circulars | www4.hawaii.gov/spo/procapps/procurement_circulars.cfm |
| ICSD | SPO Procurement Directives | www4.hawaii.gov/spo/procapps/procurement_directives.cfm |
| ICSD | SPO Procurement Notices | www4.hawaii.gov/bidapps |
| ICSD | SPO State and County Public Services | governmentnotices.state.hi.us |
| ICSD | SPO Health and Human Services | www4.hawaii.gov/spoh |
| ICSD | SPO Professional Service Awards | www4.hawaii.gov/purchapps |
| ICSD | State Procurement Office | hawaii.gov/spo |
| ICSD | Land Use Commission | hawaii.gov/luc |
| ICSD | Aloha Tower Development Corporation | hawaii.gov/dbedt/atdc |
| ICSD | Coastal Zone Management | hawaii.gov/dbedt/czm |
| ICSD | Hawaii Statewide GIS Program | hawaii.gov/dbedt/gis |
| ICSD | Office of Planning | hawaii.gov/dbedt/op |
| ICSD | Hawaii Seafood Buyers' Guide | hawaii.gov/dbedt/seafood |
| ICSD | Department of Business, Economic Development and Tourism | hawaii.gov/dbedt |
| ICSD | Hawaii Community Development Authority | hcdaweb.org |
| ICSD | Hawaii Film Office | hawaiifilmoffice.com |
| ICSD | Kakaako Makai Area Security Group | hawaii.gov/kmasg |
| ICSD | Clean Energy Initiative | hawaiicleanenergyinitiative.org |
| ICSD | Department of Budget and Finance | hawaii.gov/budget |
| ICSD | EUTF - Training Form | www4.hawaii.gov/eutf |
| ICSD | State of Hawaii Employee's Retirement System | www4.hawaii.gov/ers |
| ICSD | Department of Budget and Finance | hawaii.gov/budget |
| HIC | Business & Licensee Complaints History Search | http://www.ehawaii.gov/serv/cms |
| HIC | Insurance Licensee Search | http://pahoehoe.ehawaii.gov/ils |
| HIC | Online Annual Business Filings | https://www.ehawaii.gov/dcca/annuals/ |
| HIC | BUSINESS NAME SEARCH | http://hbe.ehawaii.gov/cogs |
| HIC | Professional & Vocational Licensing Search | http://pvl.ehawaii.gov/pvlsearch/ |
| HIC | Online Professional and Vocational License Renewals | http://www.ehawaii.gov/pvlrenew |

| HOST | APPLICATION NAME | URL |
|------|--|---|
| HIC | Entity List Builder | https://www.ehawaii.gov/dcca/listbuilder/exe/builder.cgi |
| HIC | Professional and Vocational License LIST BUILDER | http://www.ehawaii.gov/dcca/pvllist/html |
| HIC | INSURANCE CONTINUING EDUCATION PROVIDER AND COURSE SEARCH | https://www.ehawaii.gov/dcca/insce/exe/ce.cgi?from=Course&action=NEW |
| HIC | INSURANCE AGENT CONTINUING EDUCATION STATUS | https://www.ehawaii.gov/dcca/insce/exe/ce.cgi |
| HIC | Condominium Association Registrations | http://www.ehawaii.gov/condo |
| HIC | Online Initial Business Filings | http://hbe.ehawaii.gov/ |
| HIC | INSURANCE INFORMATION SUBMITTAL | http://pvl.ehawaii.gov/inikua/app |
| HIC | Business Name Search/ Certificate of Good Standing | http://hbe.ehawaii.gov/cogs |
| HIC | Insurance Company License Renewals | http://www.ehawaii.gov/insrenew |
| HIC | Online Insurance Provider Continuing Education Submittals | https://www.ehawaii.gov/dcca/insprovider/exe/provider.cgi |
| HIC | Online Imaged Document Retrieval | http://hbe.ehawaii.gov/documents |
| HIC | Real Estate Continuing Education System | http://pvl.ehawaii.gov/rece |
| ICSD | Developer's Public Report/Association Biennial Registration | hawaii.gov/dcca_condo |
| ICSD | Department of Commerce and Consumer Affairs | hawaii.gov/dcca |
| ICSD | Department of Hawaiian Home Lands | hawaii.gov/dhhl |
| ICSD | Department of Human Resource Development | hawaii.gov/hrd |
| ICSD | Missing Children | hawaii.gov/missing-children |
| ICSD | Department of Human Services | hawaii.gov/dhs |
| HIC | Hawaii Unemployment Insurance Express (Quarterly Wage Reports) | http://hui.ehawaii.gov/hui/app/ |
| ICSD | Department of Labor and Industrial Relations | hawaii.gov/dlir |
| HIC | Online Fresh Water Game Fishing Permits | https://www.ehawaii.gov/dlnr/fish/exe/fresh_mai_n_page.cgi |
| HIC | Online Hunting Licenses | http://hunting.ehawaii.gov |

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

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

| HOST | APPLICATION NAME | URL |
|------|--|--|
| ICSD | Office of the Lieutenant Governor | hawaii.gov/ltgov |
| ICSD | Vivian Aiona | hawaii.gov/vivian_aiona |
| ICSD | Hawaii Drug Control Strategy | hawaii.gov/hawaiidrugcontrolstrategy |
| ICSD | Healthy Lifestyles | hawaii.gov/healthylifestyles |
| ICSD | Interagency Council on Intermediate Sanctions | hawaii.gov/icis |
| ICSD | Hawaii Tsunami Evacuation Zone Maps | www5.hawaii.gov/tsunami |
| HIC | Oahu Metropolitan Planning Organization Website Hosting | http://oahumpo.org |
| ICSD | Oahu Metropolitan Planning Organization | hawaii.gov/oahumpo |
| ICSD | Department of Public Safety - Training and Staff Development | hawaii.gov/psd/tsd |
| ICSD | Crime Victim Compensation Commission | hawaii.gov/cvcc |
| ICSD | Department of Public Safety | hawaii.gov/psd/ |

HAWAII INFORMATION CONSORTIUM

ANNUAL REPORT

FISCAL YEAR 2009

July 1st 2008 – June 30th 2009



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Honolulu, HI 96813

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General Manager
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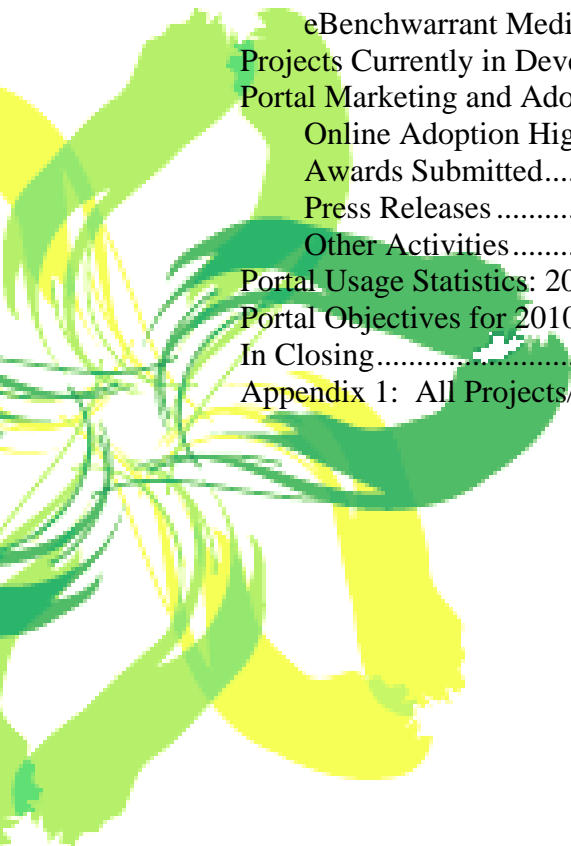
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BACKGROUND ON HAWAII'S INTERNET PORTAL

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=kaui>

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.

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.

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.

*Online Kauai
Property Tax
Payment*

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

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

NEW FREE SERVICES

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.

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.

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.

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.

Thank You Very Much.

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.

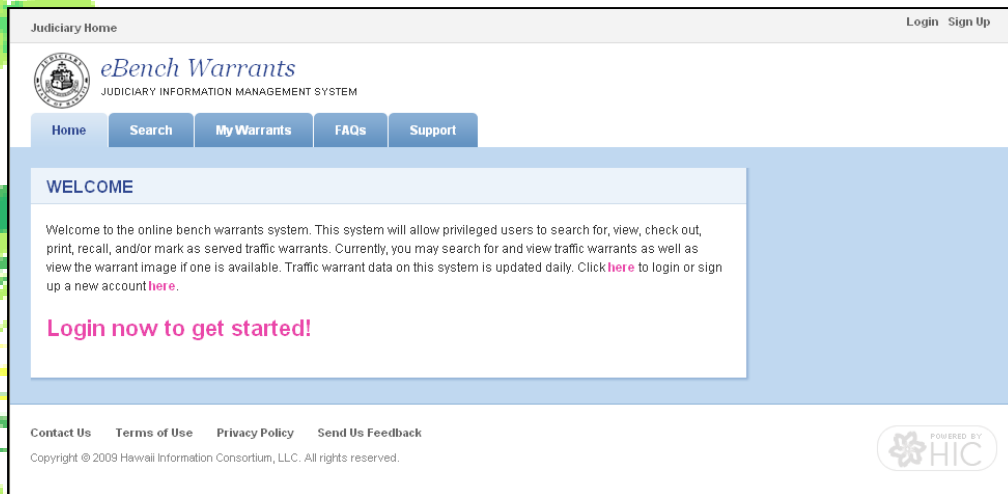


Image A: eBench warrants landing page

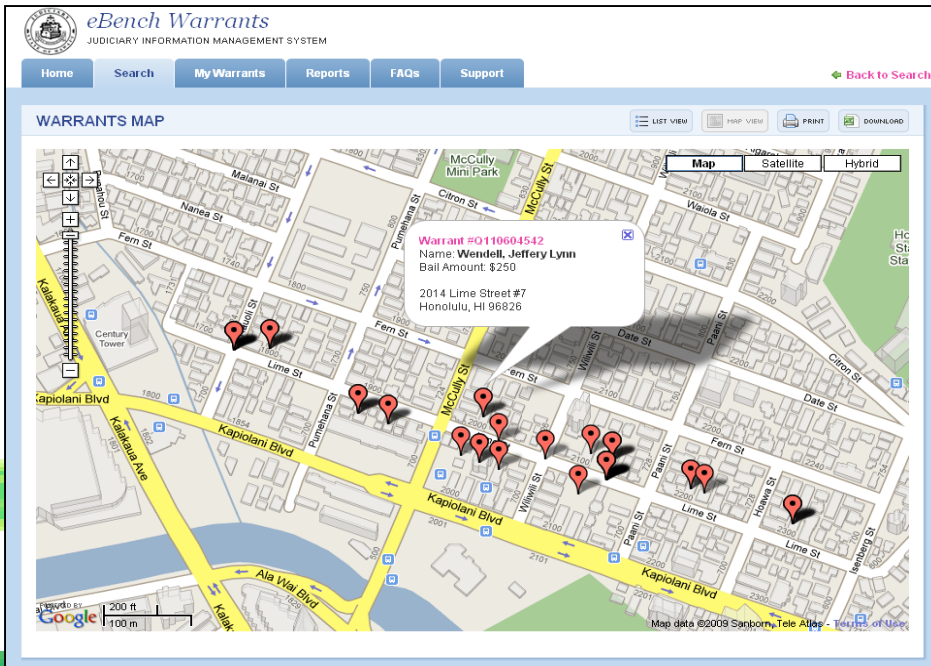


Image B: Map view of the Search Results, ability to group warrants by geo-location to enhance the area sweep results.

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.

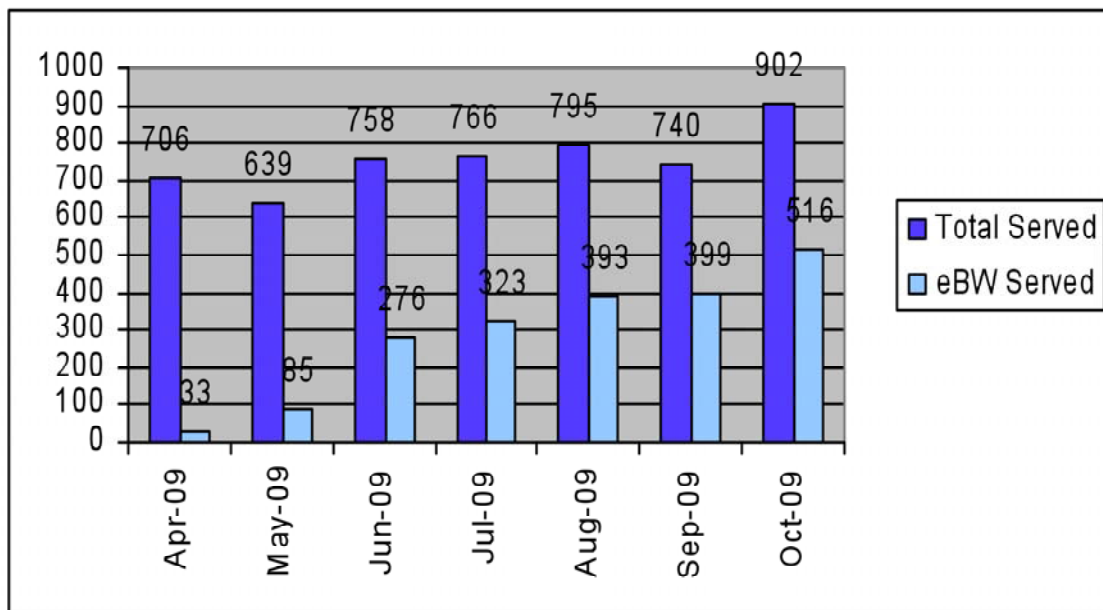


Image C: Statistics of total warrants served. Warrants served from eBW continue to increase.

"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

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

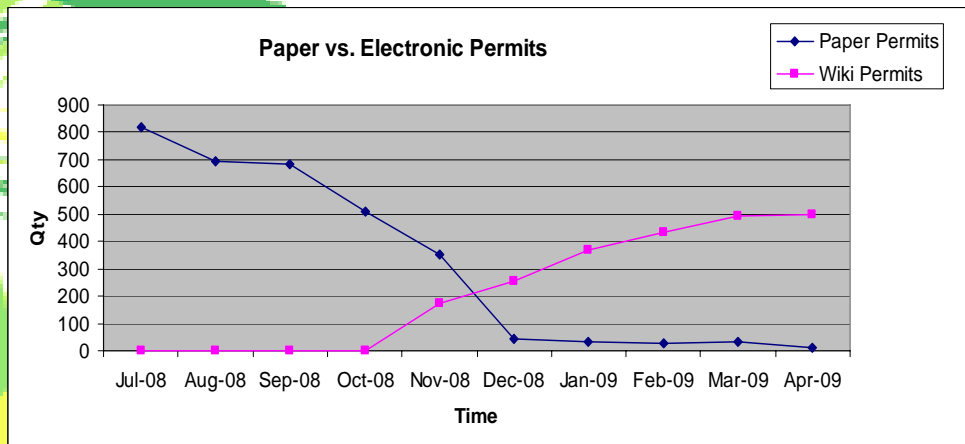
This is the first time I used DCCA document online purchase.

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

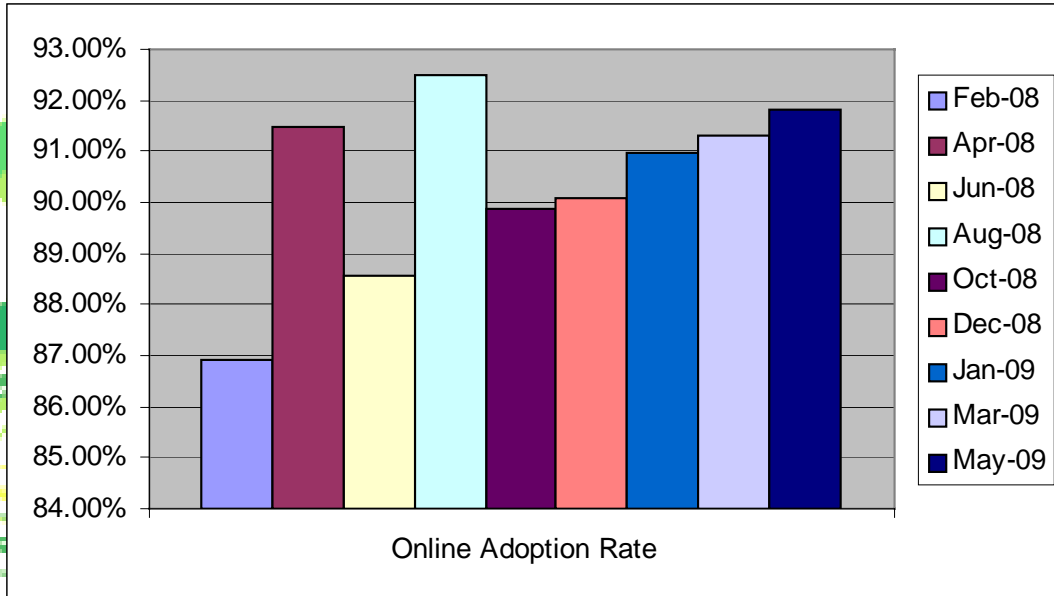
Wiki Permits (Wedding Permits)

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

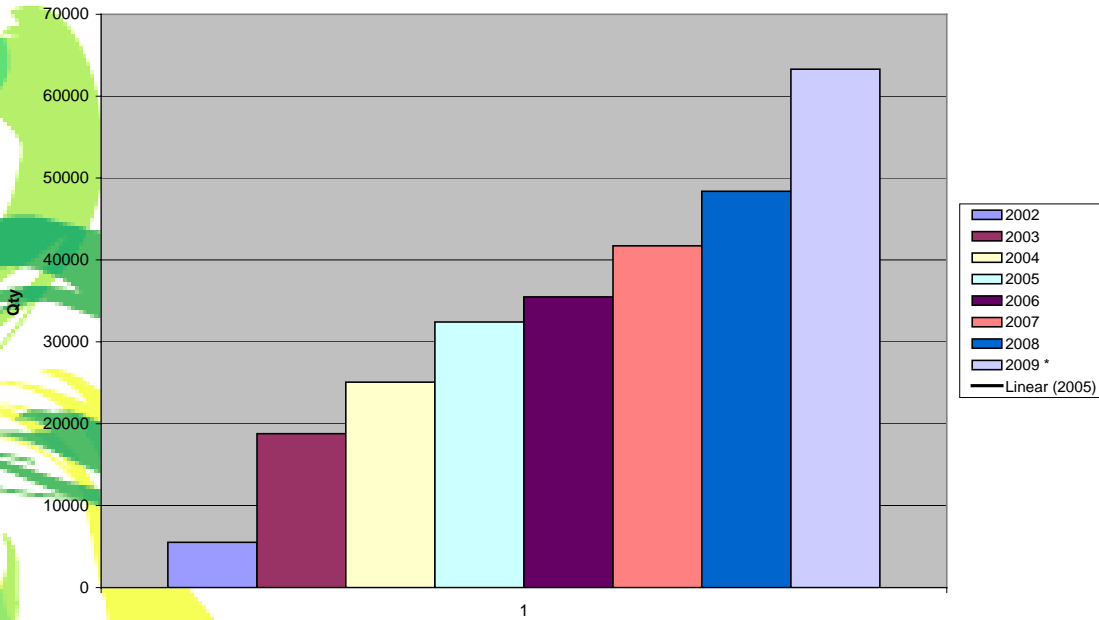
Started in Q4 2008, one year after announcing the discontinuation of the annual form mailing from the DCCA Business Registration Division (BREG), the number of online annual filings increased to 54,174, a 20% increase over the 2008 fiscal year. BREG is also saving more than \$20,000 per year on the paper,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

Hawaii Business Express

User friendly site.

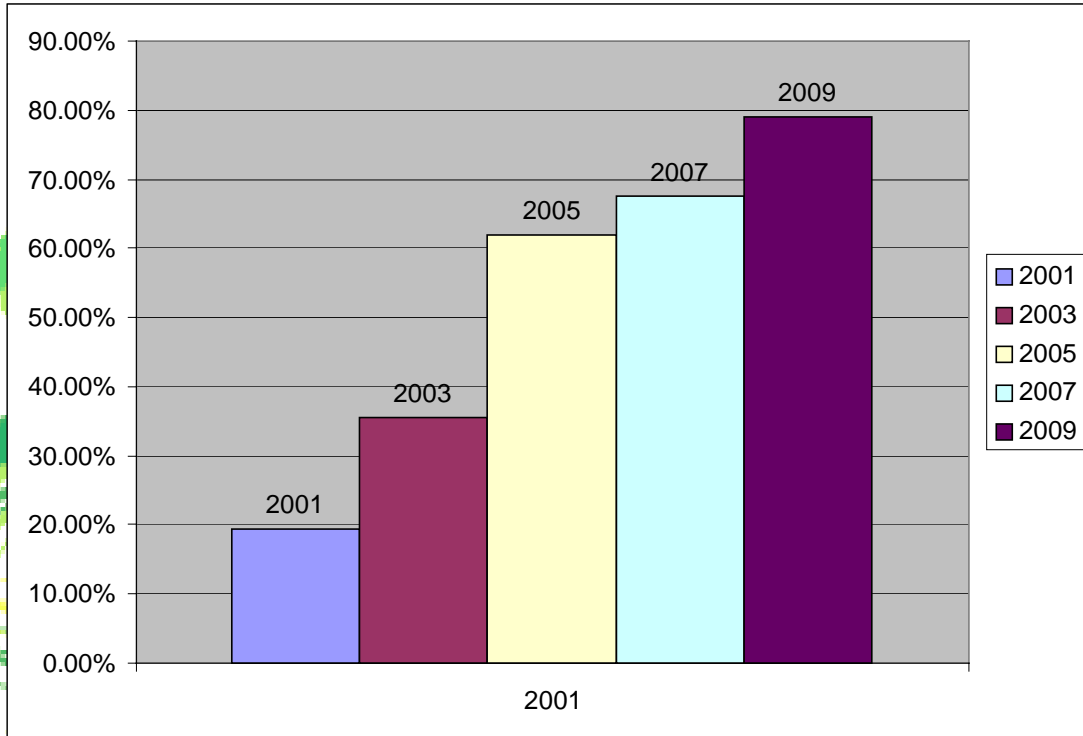
Very well put together and informative for first time users and business registrants.

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

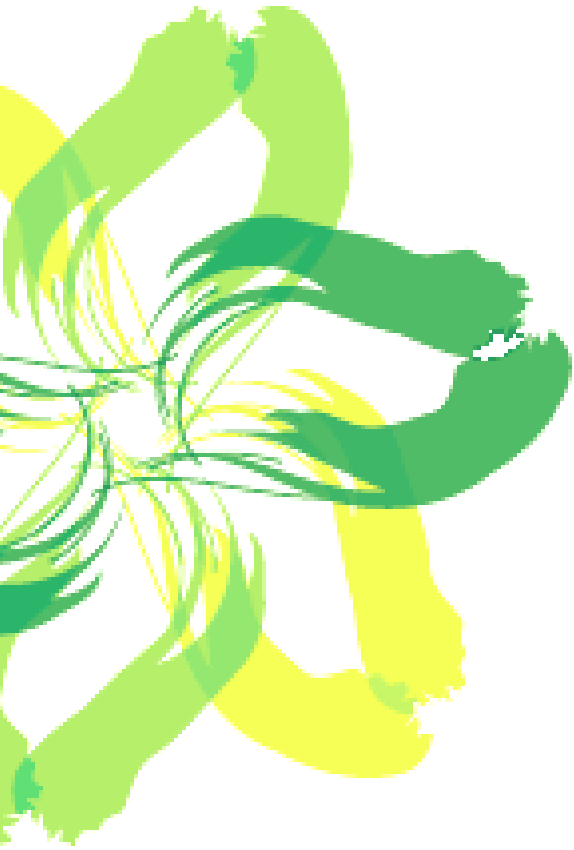
Press Releases

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. Repeat 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 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!

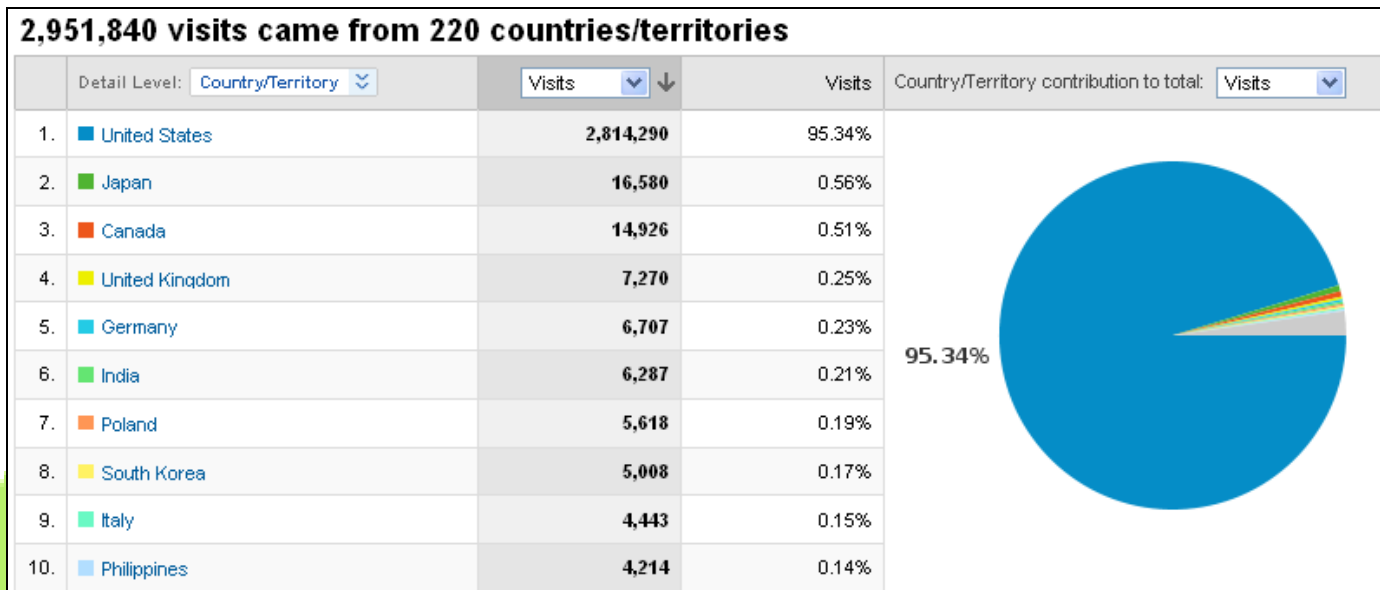


Image A: Visits by Geographic Location

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

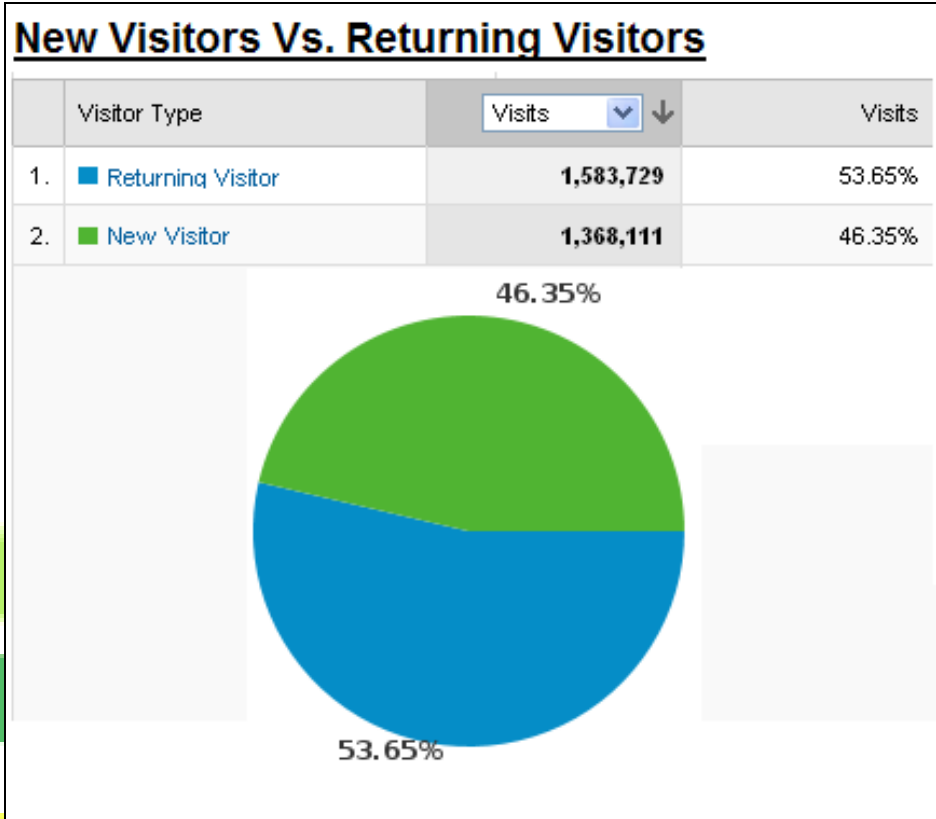


Image B: New Visitors Vs. Returning Visitors

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

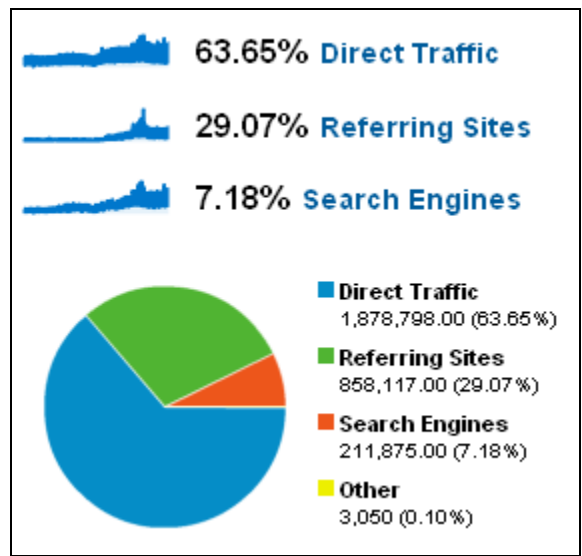


Image C: Sources of Traffic to eHawaii.gov

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, BB1, 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 |

| Department | Application | Description | Launched/Target | Status |
|--------------------------|---|---|-----------------|----------|
| 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 |
| 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 AOAO Renewals | Update of the Biennial Renewal application | Q2 2007 | Launched |
| DOTAX | Revision to BB1 data transfer protocol | Make modifications to allow BB1 filing data to be integrated into the DOTAX system | Q2 2007 | Launched |
| DOTAX/other Partners | Hawaii Business Express (HBE): add DOTAX BB1 to QuickFile | Allows filers to submit BB1 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 |

| Department | Application | Description | Launched/Target | Status |
|----------------------|---|---|-----------------|----------|
| 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 |
| 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 Hawai'i'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 |
| OMPO | CMS Hosting | Create and maintain website on a CMS system for the Oahu Metropolitan Planning Organization. | Q4 2008 | Launched |
| HIC | DR FORTRESS/ Reconfiguration | Moving to a 30 Amp rack, installing web defend, upgrading hardware. | Q4 2008 | Launched |

| Department | Application | Description | Launched/Target | Status |
|----------------------------|----------------------------------|--|-----------------|-------------|
| 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 |
| DOH | EDRS enhancements | Database stand-by setup and integration with NEDSS system of disease outbreak control division. | Q2 2009 | Launched |
| SPO | 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 | AOAO 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 | Allows online payment and order generation | Q3 | Launched |

| Department | Application | Description | Launched/Target | Status |
|-----------------------------|--|--|-----------------|-------------|
| | Store | by agency | 2009 | |
| 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 |
| 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 |

| Department | Application | Description | Launched/Target | Status |
|----------------------------|--|--|-----------------|-------------|
| 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 |

| Department | Application | Description | Launched/Target | Status |
|----------------------------|--|---|------------------------|---------------|
| DLNR | Boating Accounts Receivable System | Boating Division Accounts Receivable Systems | | Discussion |
| 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 |

