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

JANUARY 1, 2007 THROUGH DECEMBER 21, 2007

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
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Pursuant to Act 172/SLH 2007, the Access Hawaii Committee submits its annual report to the 2008 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 Access Hawaii Committee in conjunction with various State and County agencies.

The 2007 Annual Report created by Hawaii Information Consortium, LLC (HIC) on the operations of the portal for the 2007 calendar year with an ending reporting period of October 31, 2007, is provided as Exhibit 1.

The Access Hawaii Committee exercised its oversight of the portal manager through a transition enabled by the passage of Act 172 of the 2007 Legislature. The Access Hawaii Committee operated as an informal committee beginning in July of 2005. Act 110, SLH 2003 (SB1334 HD1), had sunset the Access Hawaii Committee on July 1, 2005. Because of the value of the oversight function provided by the Access Hawaii Committee, 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 Access Hawaii Committee.

The HIC's existing contract is due to expire on January 3, 2008. In preparation for this contract expiration, the AHC established a Request for Proposal (RFP) Committee that worked through 2006 and 2007 to develop RFP specifications to continue the operations of the portal. On August 27, 2007, the RFP was solicited, and on December 13, 2007, the award was made to HIC. HIC and the State are currently working through the contract signing process to execute the new 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 Access Hawaii Committee 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 expended time and energy to identify 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, much to their benefit. The public is being provided with

added convenience, saving time conducting government business, and, for those who choose to go online, doing so from their homes and offices, during the State's business and non-business hours.

In the months after July 2007, the Access Hawaii Committee has spent some of its time addressing its operational procedures to incorporate the needs of new members from the State Senate, House of Representatives, and the Judiciary that were added to the original membership of State Executive Branch and County agencies. The Access Hawaii Committee is confident that the value of the State Portal will be further enhanced by the inclusion of applications related to all branches of State government in addition to the County Administrations.

EXHIBIT 1

ANNUAL REPORT

2007

WWW.EHAWAII.GOV

Hawai`i Information Consortium, LLC.
Central Pacific Plaza
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Honolulu, Hawai`i 96813

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BACKGROUND ON HAWAII'S INTERNET PORTAL

Since its inception in 1999, eHawaii.gov has successfully partnered with multiple state agencies and across jurisdictions to provide more than 50 online services and to build and maintain the state Portal. In 2007, twelve new applications were released. Of those, eight were fee based and four were free services. Our services are intended for many varying degrees of customers. Applications such as Ecrim, http://ecrim.ehawaii.gov, to search for criminal histories, or sex offender search, http://sexoffenders.ehawaii.gov, aim to promote public safety and keep our community at large safe. At the same time they can assist employers in hiring competent employees. The greater part of our services are directed at the business community and aim to make lives easier by eliminating costs and lowering the time it takes to complete necessary transactions with the State.

The distinguishing achievement of 2007 was successfully winning the RFP to continue our work with the state of Hawaii. The new contract is good for a period of five years and unless terminated, the contract may be extended by the state for an indefinite number of thirty-six month periods or portions thereof, without re-bidding. We are eager to continue to assist the State in realizing its vision for online government for many years to come.

In July, one of our most popular services, the two-time award winning Hawaii Compliance Express (HCE), http://vendors.ehawaii.gov, annual registration fee was lowered from $15.00 to $12.00. This fee decrease coincided with the State Procurement Office's reduction in the maximum procurement that does not require a procurement clearance from $25,000 to $15,000. Currently, there are over 3,700 users of the HCE system.

In an effort to increase efficiency of user navigability, in April of 2007, we redesigned the look and feel of our web portal, http://www.ehawaii.gov. Complete with the upgrade, we have implemented a quarterly newsletter in order to keep our customers up to date with both new and existing applications. This provides us an easy way to keep in touch with and market new services at no cost. It is a win-win situation for all parties involved.

In the coming year, state government will continue to work with HIC to develop new applications, such as "Bureau of Conveyance filings" and "E-bill notifications" for many of our services. Throughout these initiatives and others like it, we will continue to meet the standards established and deliver the high quality product our constituents have come to expect.

As of December 2007 HIC had nine full-time employees and two part-time employees as listed below:

- Russell Castagnaro, President & General Manager
- Jing Xu, Director of Marketing & Operations
- Zheng Fang, Director of Development
- Janet Pick, Project Manager
- Will Johnston, Lead Developer
- Ernest Criss, Developer
- Sebastien How, developer
- Janette Duong, Web designer
- Aaron Collins, Systems Administrator/Security Engineer
- Lynn Nomura, Office Manager/Customer Service Manager
- Rosie Warfield, Partner Relations Manager & PT Customer Service
- Patricia LaRue, Customer Service Representative (P/T)

Hawaii Business Express

We are registered in 43 states, and this is the best online registration system that I have used.

Thank you!

Portal Security Enhancements

As a subsidiary of a publicly traded company that processes credit card transactions, HIC is held to the high security standards required by both the Sarbanes-Oxley Act (SOX) and the Payment Card Industry's Data Security Standards (PCI DSS). Throughout 2007, HIC has been participating in Cybertrust's Security Management Program. This is an intense, invasive and arduous process that includes multiple components to measure our compliance with Cybertrust's essential security practices.

Annual Report Filing Upgrade: http://hbe.ehawaii.gov/annuals

An upgrade to an existing system to give customers the opportunity to print and mail a copy of their annual filing, as well as still having the option to pay online via e-check, credit card, or subscriber account. User interface and design was also updated to make the system even easier to navigate.

Backend integration enhancements have improved the DCCA BREG's ability to process documents significantly.

Ecrim Upgrade: http://ecrim.ehawaii.gov
Updated the service to include a shopping cart feature for ordering multiple records and making one payment for all. Customer will also now receive an email copy of the record along with the receipt.

Hawaii Business Express Upgrade: http://hbe.ehawaii.gov
Filing the form BB-1 with the Department of Taxation was made possible in 2007. Previously, customers must have also been filing a new business form with the DCCA BREG at the same time in order to obtain the tax number online. Now customers can come on at any time and file a single form to obtain various tax id numbers.

Backend enhancements for DCCA BREG and the Department of Taxation have greatly decreased the time required to process a form and the need for human intervention in processing.

Vital Records Ordering Upgrade:
https://www.ehawaii.gov/doh/vitrec/exe/vitrec.cgi
Extending on the existing public ordering system, state agencies like Department of Human Services may order copies of birth and marriages certificates online. With a special "agency Login," they are able to expedite the ordering process and save time by not having to visit the office in person each time a vital record is needed.

Vessel Registration: http://vessel.ehawaii.gov
Allow boat owners to renew their vessel registrations online as well as purchase ramp decals, report a stolen vessel, or replace the registration card.

Online Death Certificates: http://edrs.ehawaii.gov
An integral part of the award winning Hawaii Electronic Death Registration System, it enables registered funeral homes to securely

DOH Vital Records

Superb!

I regularly access many government and public service web sites for information and ehawaii.gov site was, by far, the most user-friendly site I have ever experienced. Well done!!

order death certificates on behalf of the decedent's family after the case is completed.

Hawaii Electronic Tax Filing System Upgrade:
http://www.ehawaii.gov/efile/
2008 form upgrades as well as form N-317, statement by a qualified high technology business, made available to file.

NEW FREE SERVICES

Hawaii State Calendar Upgrade:
http://calendar.ehawaii.gov/calendar

A greatly improved calendar system was developed over the existing system. It is more user friendly, which allows government entities to post required meeting notices with simplicity and desired formatting.

Volunteers in Public Service (VIPS): http://vips.ehawaii.gov/vips

This application provides the Judiciary a system for complete management of the Volunteers in Public Service records. Applicants are able to fill out an application online, and their completed records are stored electronically in a database along with all of their volunteer history. This new electronic system allows for simple record management by Judiciary staff.

Online Judicial Surveys

Allowed the Judiciary to administer its annual surveys of judges via the Internet.

Electronic Bench Warrants System

Developed a system for generating bench warrants from the JIMS system for the law enforcement community. Currently in beta.

My schedule is so hectic that ordering on-line makes my life a little less stressful. It's a great, great thing and I want to thank you for making it very easy to understand and so convenient.

MAHALO!

Online State ID Cards
Allows applicants for a State of Hawaii ID card to apply online and pay the required fee.

Online Imaged Document Retrieval
This project will allow the public to order and pay for DCCA BREG documents online and receive electronic delivery of documents.

Child Support Enforcement Services
In addition to the existing telephone system, users can log into the web system to view current case information and payment/disbursement history.

Wastewater Permits
This application will allow public engineers to file and pay for a wastewater discharge permit online, as well as the ability to attach supporting documentation.

Electronic Traffic Abstracts
Electronic abstracts will be made available to the public for purchase.

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

Hawaii Property Tax Payments
Individuals with property on Hawaii's Big Island can complete their property tax payments online using a credit card or electronic check.

DCCA Agent Search
Allow agents to search for businesses that list them as the agent of record.

PVL Continuing Education Real Estate System
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.

Online Bureau of Conveyance Form filings
Will allow electronic filings of various BOC filings.

Online Kauai Property Tax Payment

This is a wonderful service - the best of its kind I have used - and in your first year of service!

Congratulations and thank you.

Airport Surplus Auction
An online auction system that will allow registered participants to bid on boxes of goods from the airport division of the Department of Transportation, and will allow manual fulfillment of the transactions.

Online Motor Vehicle Renewals: ***Maui, Kauai, and Hawaii County***
Allow registered owners to renew motor vehicle registration online.

Online Fisheries Reporting
Will allow commercial fishers to input their required catch reports online.

Commercial Marine Licensing System - Public System
Will allow commercial fishers to renew their fishing licenses online.

Hawaii Business Express

YOUR website is the BEST of any other state. We are an outsource service and use all SOS sites --yours by far is the most efficient!

May 2007 (IACA) Merit Award
Hawaii Business Express

The Department of Commerce and Consumer Affairs' (DCCA) Business Registration Division (BREG) received top honors for its online government services. The International Association of Commercial Administrators (IACA) awarded the state with first place for the 2007 Merit Award for having the best navigable business registration website, Hawaii Business Express, http://hbe.ehawaii.gov.

The award recognizes online business registration websites in four categories: consistent navigability, logical categorizations, ADA compliance and appearance. Hawaii received the highest cumulative score among other states, provinces, territories and countries.

Hawaii Business Express

Yes, I was amazed at how simple the Business Express website was to use! I went online to look into applying for a business some time ago and I was glad to see that I was able to download the form and send in an application, but this was a colossal improvement! Way to go eHawaii!

2007 Digital Government Achievement Awards: Government-to-government category
Hawaii Electronic Death Registration System (EDRS)

Hawaii Electronic Death Registration System, https://edr.ehawaii.gov, is a web application that allows users to create, refer, assign, reject, sign, certify, and review a death case depending on the users role. It follows closely with the national standard created by National Association for Public Health Statistics and Information Systems (NAPHSIS) and the death reporting process in Hawaii. It is a user friendly, intuitive application, which has been overwhelmingly accepted by the death reporting community in Hawaii (Funeral Homes, Medical Certifiers, Examiners and Doctors). It also includes third-party integration with the Medical Examiner's office medical information system. Hawaii EDRS makes more efficient use of participants' time, improves accuracy in death reporting and results in a savings of millions of dollars for the Social Security Administration

September 2007 - Best Fit Integrators Award Program - "The Long Train Corporate Award."

Award was given to NICUSA, Inc. (ehawaii's parent company) on behalf of Hawaii Information Consortium, Indiana Interactive, Utah Interactive, South Carolina Interactive, and Montana Interactive. The field of candidates was drawn from nominations submitted by government IT leaders and evaluated by a team of experts assembled by the Center.

In order to increase usability and enhance the look and feel of the site, the HIC web portal, http://www.ehawaii.gov, was redesigned in April of 2007. The use of tagging was implemented, in order for customers to better search and receive more useful search results. The most popular services are now listed prominently under the "featured services" category on the left hand side, in plain site for the customer, with the most popular searches found directly below.

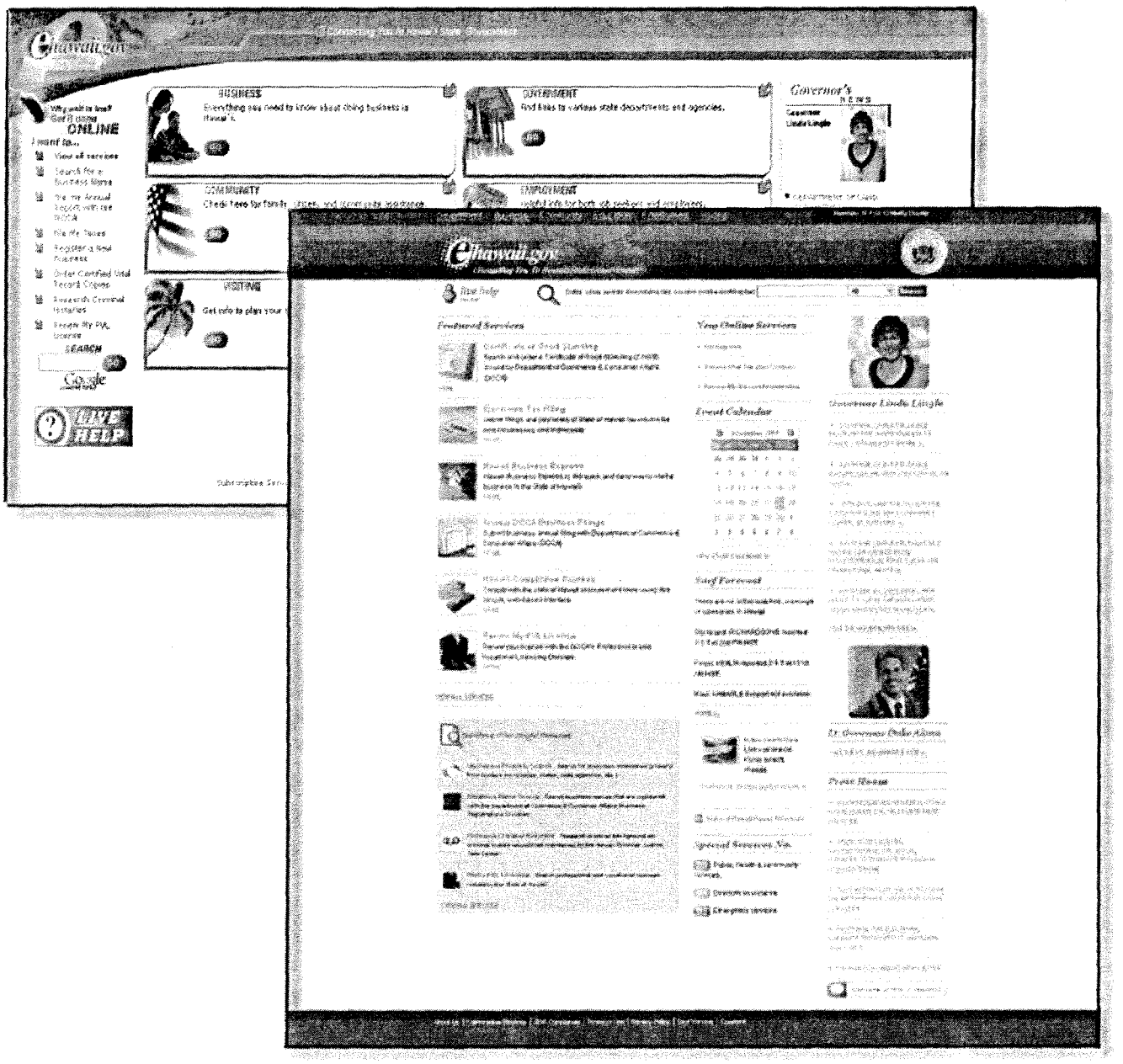
Department of Land and Natural Resources: Land Title Search:

This is the most convenient website I have ever used for searching records to order a copy of a deed I had lost!

For the many customers seeking only general contact information for a specific agency, we have created a "State of Hawaii Phone Directory" for commonly dialed numbers including, but not limited to: The Aloha Stadium, Aircraft noise complaints, pothole patrol, State Parks, ship arrivals, and the office of Tourism. For a complete list, please visit: http://www.ehawaii.gov/dakine/docs/directory.html

Finally, we have added some features that are specific to the Aloha State. This includes the surf report and a link to the Kuhio Beach Camera, where visitors and locals alike can be viewed live on streaming video through the City and County website. See image: 1 for a quick view of the new design.

Image 1: Portal Redesign 2007



In 2007 the portal continued its marketing effort to inform customers of the opportunities to conduct transactions online through direct mailing of postcards and email reminders. In addition, the portal initiated a quarterly email newsletter to portal users and subscribers. The newsletter highlights new and upcoming online services.

Annual Filings

I don't know how I could do my job without this Web site/function!

In 2007, the portal also received three awards as mentioned in the earlier sections. The portal attended the 2007 Best of Web Awards, where we accepted the Digital Government Achievement Award, Government to Government category for the Hawaii Electronic Death Registration Systems.

Direct Mailing and Email Reminder

In 2007, the portal ordered over 175,000 postcards and mailing inserts and sent them to the targeted service users. The portal also sent over 54,000 email reminders to remind users to conduct their transaction online and before the deadline, if applicable. Below are some of the highlights.

Business Annual Filings

As of November 28, 2007, 39,328 business entities have filed their annual report online. Compared to the number of filings in the same period in 2006, there is a 23% increase. This is a direct result of the improvements made that were made to simplify the online system. Another contribution to the higher filing rate was a new marketing letter that the Portal sent out to notify filers that starting from Q4 2008; DCCA Business Registration Division (BREG) will no longer send paper based annual filing forms to customers. Filers who chose to file by paper may download the forms online instead or pick up in person at the DCCA. In 2007, the portal also enabled online payment by check for the business annual filing. The total number of projected 2007 annual filings is expected to be close to 45,000.

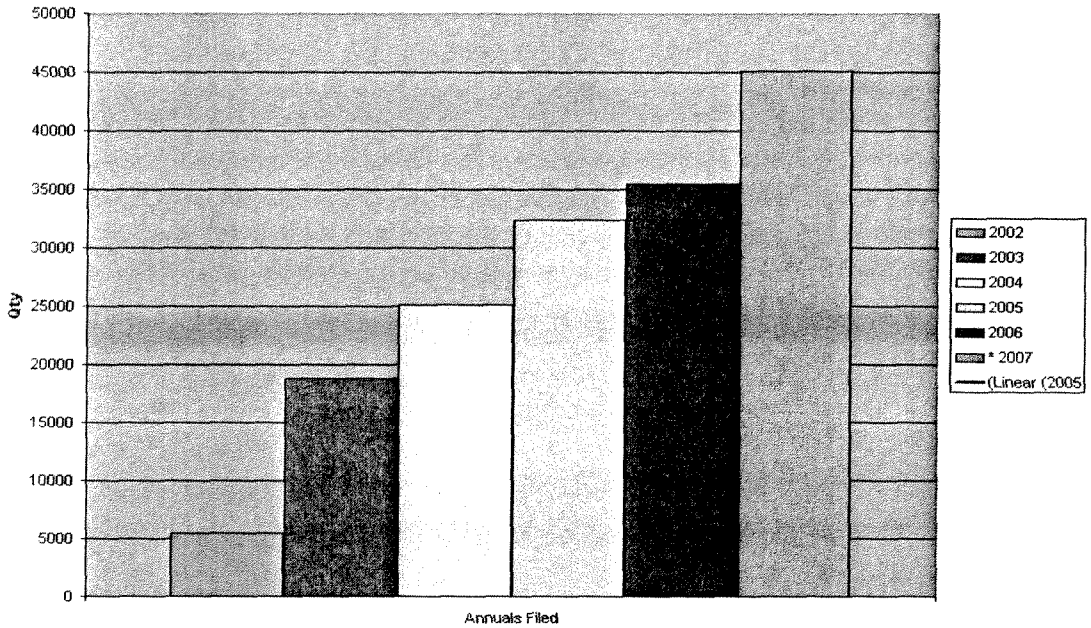


Figure 1: 2002 – 2007 Annual Filings Statistics

Insurance License Renewal

Since 2001, the Portal has been offering online services for Insurance licensees to renew online. It has been a gradual increase on the online adoption until the portal started a concerted marketing effort including sending out both reminder postcards and email reminders. Since September of 2006, we have realized a continual increase in the online adoption pattern, as in the September 2007 renewal cycle, we achieved an 84%* online adoption rate.

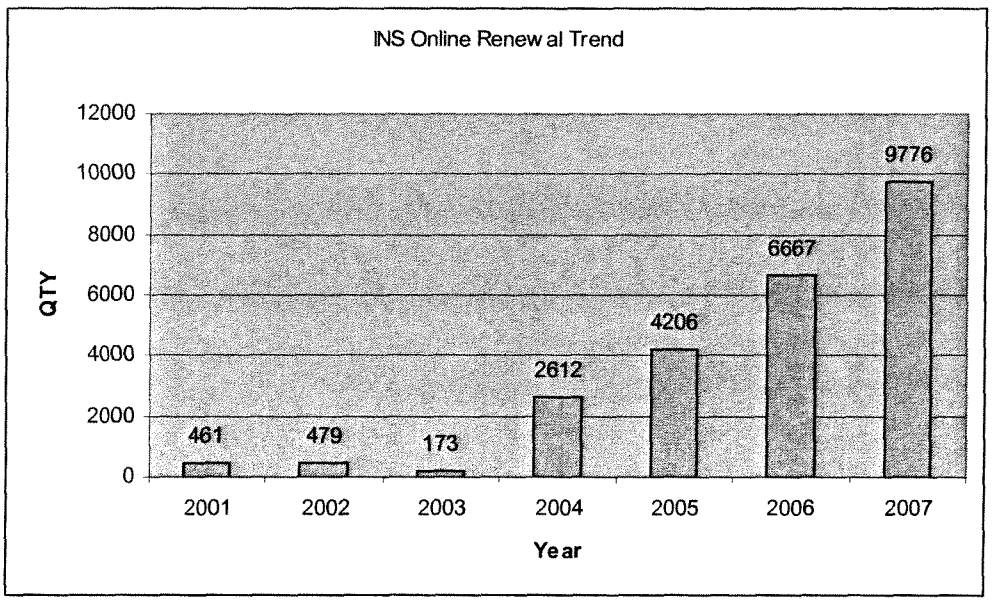
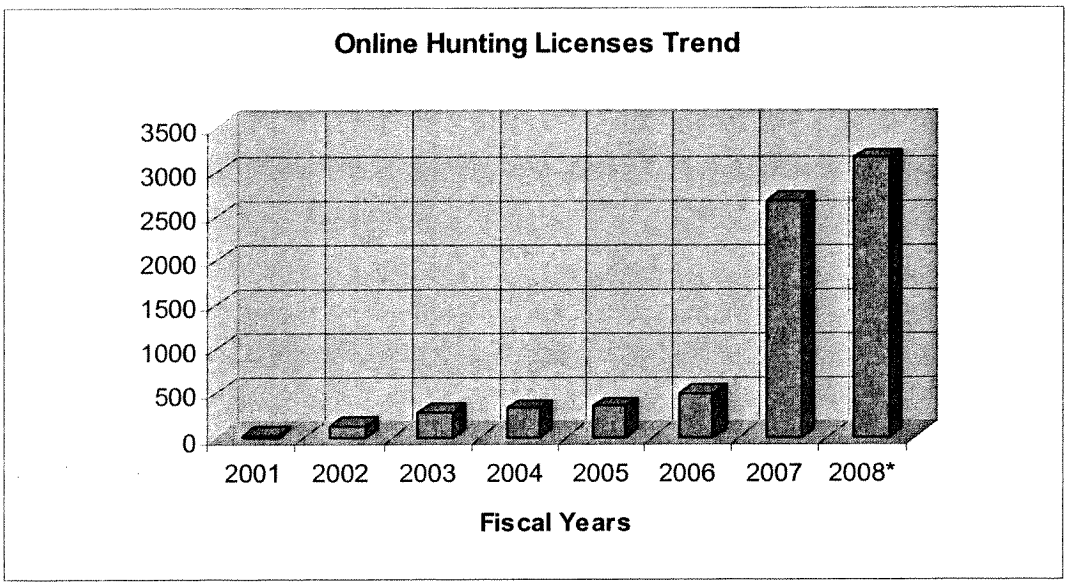


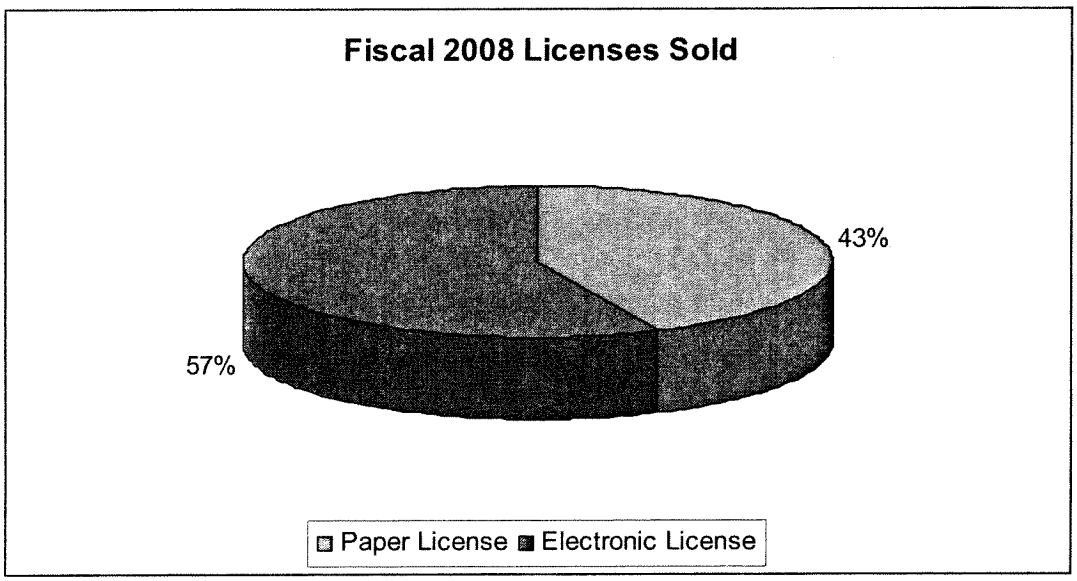
Figure 2: Insurance Online Renewal Trend

* Number of licensee renewal online divided by the total number of license renewed

Online Hunting License

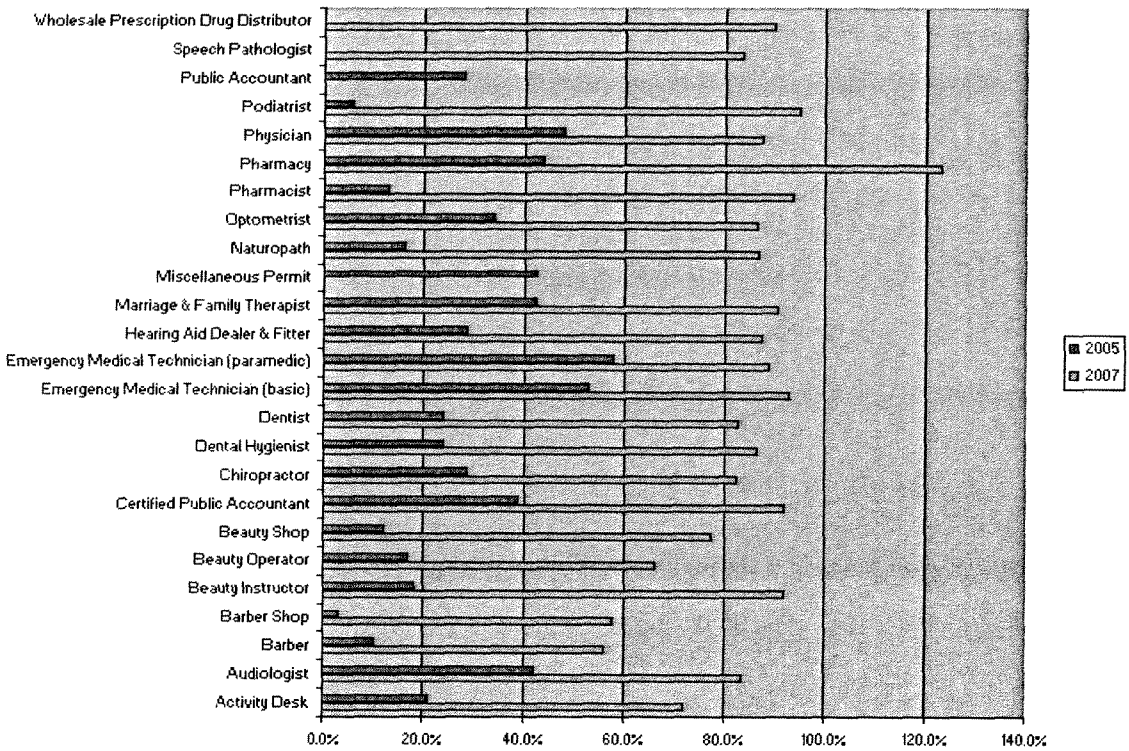
In 2007, the portal took the initiative to remind hunters to purchase hunting licenses online for the upcoming 2008 season. A week prior to the official start of the 2008 season (July 1, 2007 thru June 30, 2008), the portal mailed over 7,000 newly designed postcards to inform hunters that the 2008 license was available online for purchase. As a direct result, over 57% of all licenses have been issued electronically as of November 28, 2007, compared to 34% in fiscal year 2007.





Professional and Vocational License Renewal

During the two renewal cycles in 2007, the portal had 32 types of license holders renew their licenses online. The Portal provided mailing inserts to the PVL division, which were included with the standard renewal form mailing. The Portal also sent out over 37,000 postcards and 27,000 email reminders to licensees to encourage them to renew online. Especially for the December cycle, with over 25 different license types, the portal emphasized the monetary savings each licensee would save if doing the renewal online. PVL and the portal worked directly with the medical and osteopath boards to ensure all physicians and licensees were aware of the online discounts. As of November 28, 2007, we have achieved an overall adoption rate of 80%. During the 2005 cycle, the adoption rate was approximately 65%. As you can see in the chart below, the 2007 cycle shows a significant increase in the online adoption.



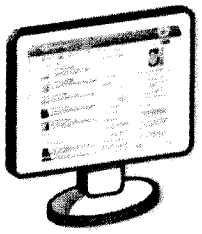
Portal Quarterly Newsletter

In September 2007, the Portal created and sent out its first quarterly newsletter. The newsletter was sent to all portal users and subscribers, totaling over 66,000 emails. The newsletter informed the recipients about the online availability of the new hunting license, emphasized our portal appreciation to the 13,000 PVL licensees for renewing online during the June 2007 cycle, the new and lowered pricing of the award winning HCE, as well as the eCrim upgrades and upcoming services. After the newsletter, the portal received many inquiries on the new services, as well as the existing ones. For example, when the online vessel registration renewal application was launched, users were already using the system without any press releases. We have also seen a sharp increase in the number of hunting licenses sold online for the 2008 fiscal year.

Image 2: HIC Newsletter 2007

Trouble reading this email? **click here to see it online!**

eHawaii.gov
Connecting you to Hawaii State Government



August Newsletter

Greetings from eHawaii.gov! As many of you have probably noticed, eHawaii.gov now has a new look. We have deployed a more intuitive interface that should make it easier for you to get to the services that you want to use. Please take a look, if you have not already, at **www.eHawaii.gov/dakine**.

Mahalo for your continued support!

HIGHLIGHTS FOR THE MONTH OF AUGUST

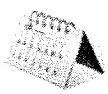
Hunting

2008 Hunting Licenses are available online now!

The much anticipated 2008 hunting license are available online now! Hunters who hold 2007 licenses or anyone with a Hawaii hunter's education or exemption number can go to **hunting.ehawaii.gov** to purchase a 2008 license. It is the easiest and fastest way and the license can be printed off directly after purchase.

Professional and Vocational Licensing Renewals

Thank you to acupuncturists, nurses and social workers!



June 30, 2007 marked the end of the biennial Professional and Vocational Licensing (PVL) renewal cycle for acupuncturists, nurses and social workers. Nearly 13,200 licensees renewed online, that is almost 70% of all licensees eligible for renewal! Mahalo to all licensees who renewed online this cycle and we hope to see more of you in the future!

HCE

A great service is getting less expensive!

Beginning July 1, 2007, the award winning Hawaii Compliance Express (HCE) annual registration fee was lowered from $15.00 to $12.00. This fee decrease coincided with the State Procurement Office's reduction in the maximum procurement that does not require a procurement clearance from $25,000 to $15,000. eHawaii.gov portal subscribers receive an additional $2.00 discount for the same winning service found at **vendors.ehawaii.gov**. Still waiting in line for the clearance forms from agencies? Why not go online?

eCrim

Criminal history reports just a click away!

Do you need a background check on a new hire, existing employee, child care provider or potential business partner? eCrim allows you to search the Hawaii Criminal Justice Information System (CJIS-Hawaii) and retrieve official criminal history records online for $13. Visit **ecrim.ehawaii.gov** to purchase certified copies now! Certified copies can be printed off directly after purchase. Recent upgrades to ecrim include adding a shopping cart that allows you to purchase multiple reports with one payment.

Press Releases

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

- Hawaii Compliance Express (http://vendors.ehawaii.gov)
  - http://www.nicusa.com/html/info/media/releases/2007-07-30_HI_ComplianceExpress.html (July 30, 2007)
- Hawaii Business Express (http://hbe.ehawaii.gov)
  - http://www.hawaii.gov/dcca/areas/breg/main/press_releases/IACA_award_2007.pdf (May 24, 3007)
- Hawaii Electronic Death Registration
  - http://the.honoluluadvertiser.com/article/2007/Oct/11/br/br7851062493.html (October 11, 2007)
- Professional and Vocational License Renewal (http://pvl.ehawaii.gov/renewals)
  - http://www.bizjournals.com/pacific/stories/2007/11/05/daily5.html (November 5, 2007)

We purchased a business in Maui in March of this year. I have been completely impressed by the online access for most of our original filings and now, GET tax filings. You are doing a great job for the business community and I hope they appreciate it as much as I do.

Mahalo!

Customer feedback is essential in order for HIC to successfully design services that are user friendly and easy for our customers to use. To assist us in tracking these suggestions, we have created a feedback form which is located on the footer of each service eHawaii.gov provides. If at any time the customer experiences difficulty or if they just wish to make a positive comment, the link is easily accessible for them to do so. The feedback form was created to capture data and populate an internal database, from which we are able to summarize and construct reports. There are nine basic questions and a blank area reserved for any comments the customer may have. To view a sample of the feedback form, please visit: http://www.ehawaii.gov/dakine/comment.html or see image: 3 on the subsequent page.

Annual Filings

I filed our corporate annual report online. Your website is one of the easiest, most user-friendly sites that I have used. Thank you for making our annual report filing so easy, fast and simple!

In Appendix A, an overall summary of all feedback forms is presented. As of November 28th 2007, the portal has received over 2,300 feedback forms.

In Appendix A, nine graphs are also presented that represent and compare all feedback during the years 2002- 2007. Each graph corresponds to an individual question from the feedback form. As a summary measure, we compute a site composite score based on user ratings of content, appearance, navigation, and ease of use.

In the coming year, HIC will continue to undergo extensive revisions to increase the amount of customer feedback. We aim to include a direct link to the feedback after each transaction is complete and also add to each email receipt that a customer receives. By placing it in more locations we hope to receive more responses. In turn, we can use the additional data to better enhance our services in correlation with our 2008 portal objective of actively contacting customers to obtain feedback to improve existing applications.

Image 3: HIC Feedback Form

feedback

Did you find what you were looking for? ◉ Yes ○ No

If no, what were you looking for?

Frequency
How often do you use eHawaiiGov?

Daily	Weekly	Monthly	Sometimes	My 1st Time
○	○	◉	○	○

Ease of Use
Overall, how easy or difficult is it to use this site?

1 - Very Easy	2	3	4	5 - Difficult
○	○	◉	○	○

Navigation
Can information be located quickly and easily?

1 - Very Easy	2	3	4	5 - Difficult
○	○	◉	○	○

Appearance
Do you find the layout, design, colors and presentation of content attractive and pleasing?

1 - Very Easy	2	3	4	5 - Difficult
○	○	◉	○	○

Content
Was the information adequate for your needs?

1 - Excellent	2	3	4	5 - Poor
○	○	◉	○	○

How did you find out about us?

- ☐ Newspaper Article
- ☐ Government Agency
- ☐ Television
- ☐ Radio
- ☐ Direct Mail
- ☐ Conference or Trade Show
- ☐ AOL
- ☐ Search Engine
- ☐ Referred by friend or colleague
- ☐ Advertisement
- ☐ Link from another website
- ☐ Other

Would you use this online service again? ◉ Yes ○ No

What other Hawaii government services would you like to see online?

Please add any additional comments or suggestions below:

☐ Sign up for our newsletter. Enter your email address here:

Submit

Appendix A: HIC Feedback Summary 2007

Feedback of All Applications

Did you find what you were looking for?

Yes 2380 No 409 Not Answered 876

If No,what were you looking for?

View comments

Frequency - How often do you use eHawaiiGov?

Daily 67 Weekly 153 Monthly 211 Sometimes 1206 It's My First Time 1618

Category	1	2	3	4	5	Total	Average rating
Ease of Use	2024	661	339	114	119	3257	1.66
Navigation	1776	754	418	150	146	3244	1.81
Apperance	1509	1113	498	67	44	3231	1.77
Content	1811	782	300	117	213	3223	1.80

How did you find out about us?

Newspaper article	217
Government agency	727
Television	217
Radio	197
Direct mail	719
Conference or trade show	192
AOL	232
Search engine	994
Referred by friend or colleague	418
Advertisement	215
Link from another website	380
Other	1019

Would you use this online service again?

Yes 3069 No 149 Not Answered 447

View comments

What other Hawaii government services would you like to see online?

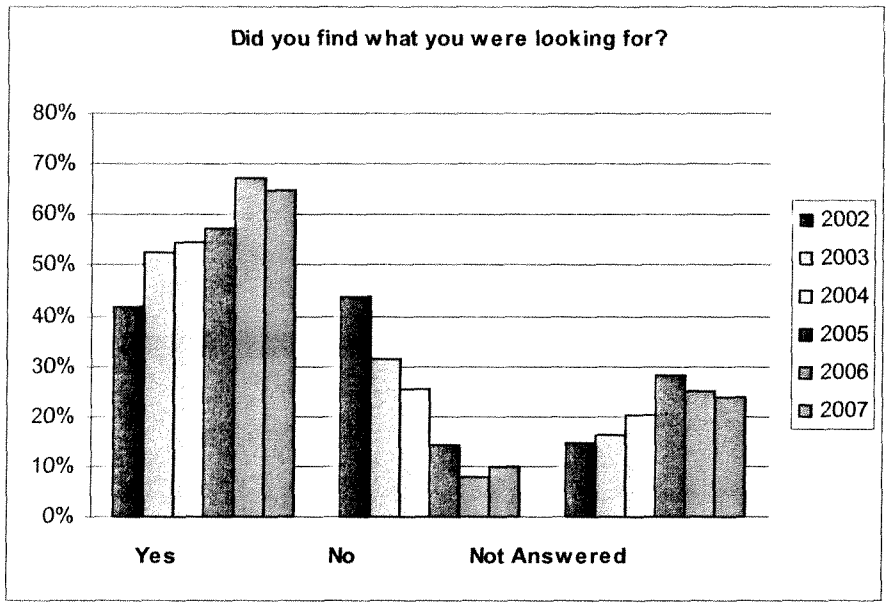
View comments

Would you like to be notified via email about new online services from eHawaiiGov?

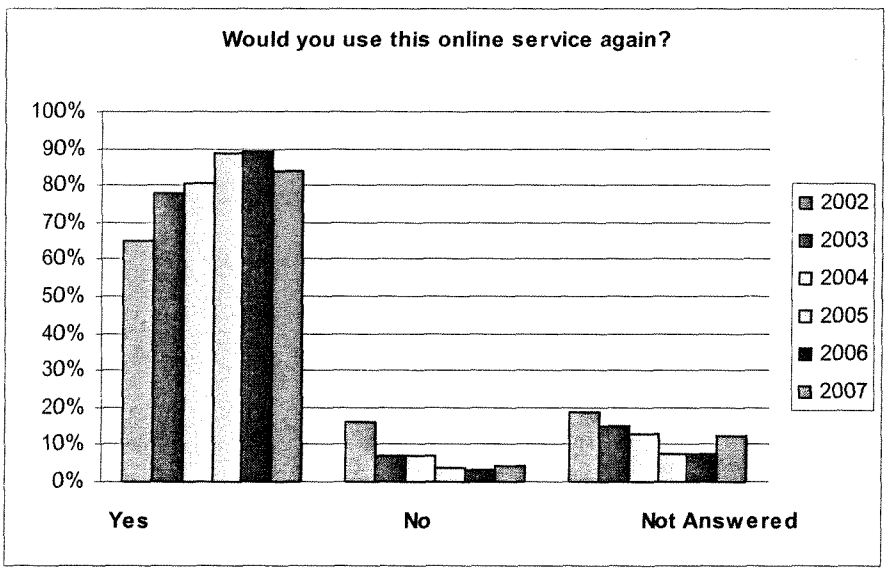
Yes 1045 No 1845 Not Answered 775 (1033 E-mail addresses were provided)

Please add any additional comments or suggestions below:

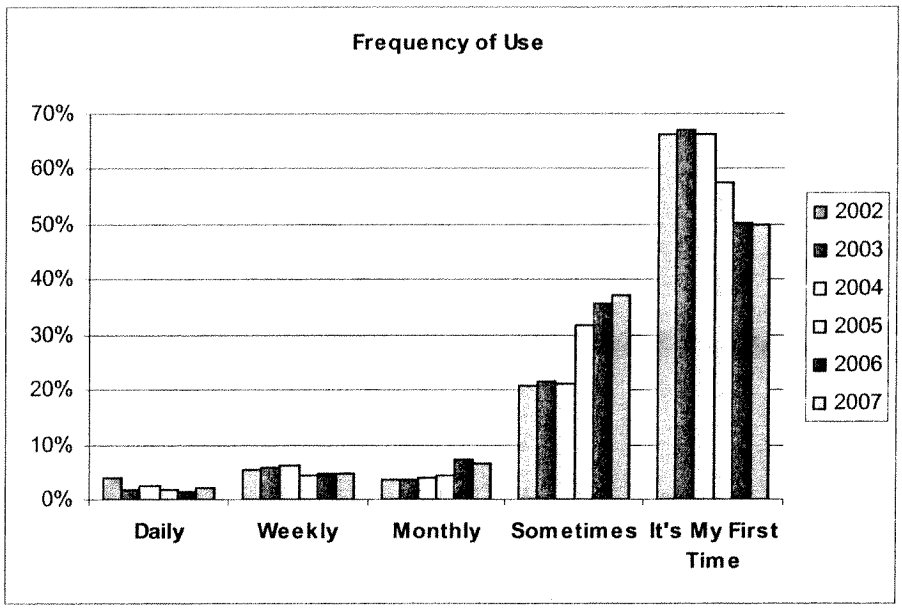
View comments



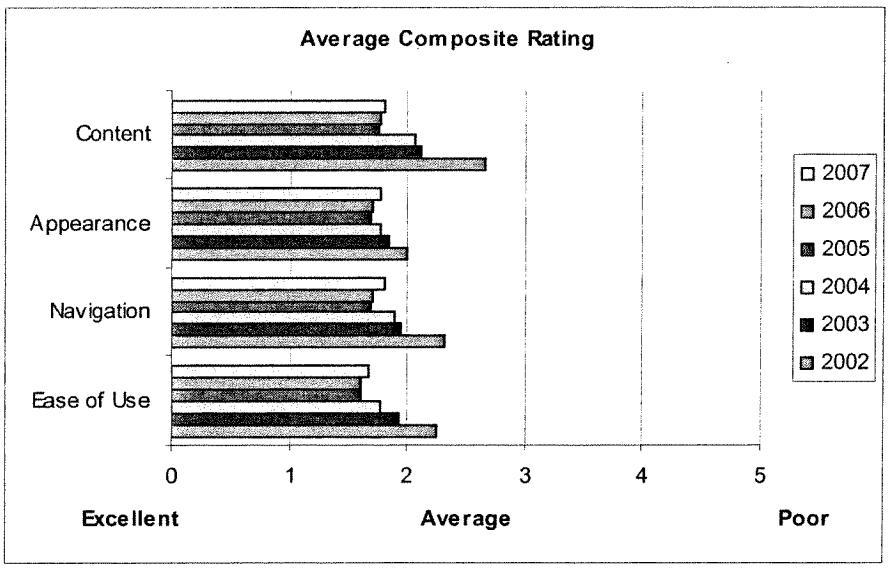
Graph 1: Did the user find what they were searching for at the portal: 2002, 2003, 2004, 2005, 2006 & 2007 compared.*



Graph 2: Would a user return to the portal to use the service again: 2002, 2003, 2004, 2005, 2006 & 2007 compared.*

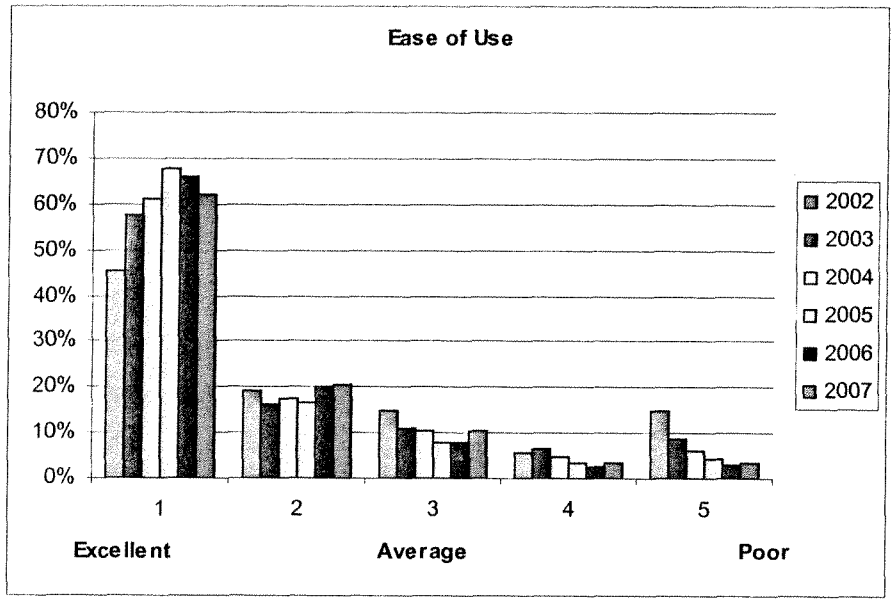


Graph 3: How often do users come to the portal: 2002, 2003, 2004, 2005, 2006 & 2007 compared.*

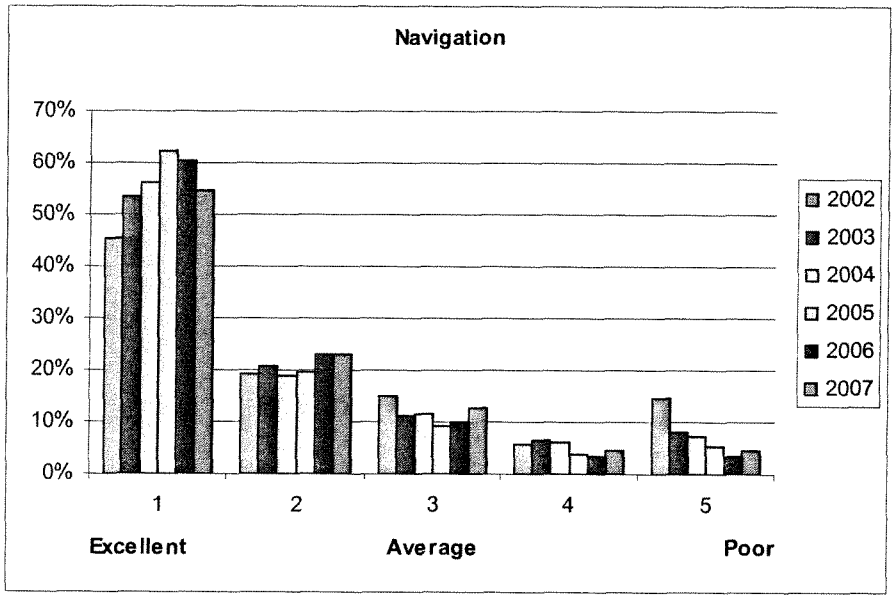


Graph 4: The four ranked questions are shown summarized on one graph. Rank score is based on 1=Excellent to 5=Poor: 2002, 2003, 2004, 2005, 2006 & 2007 compared.*

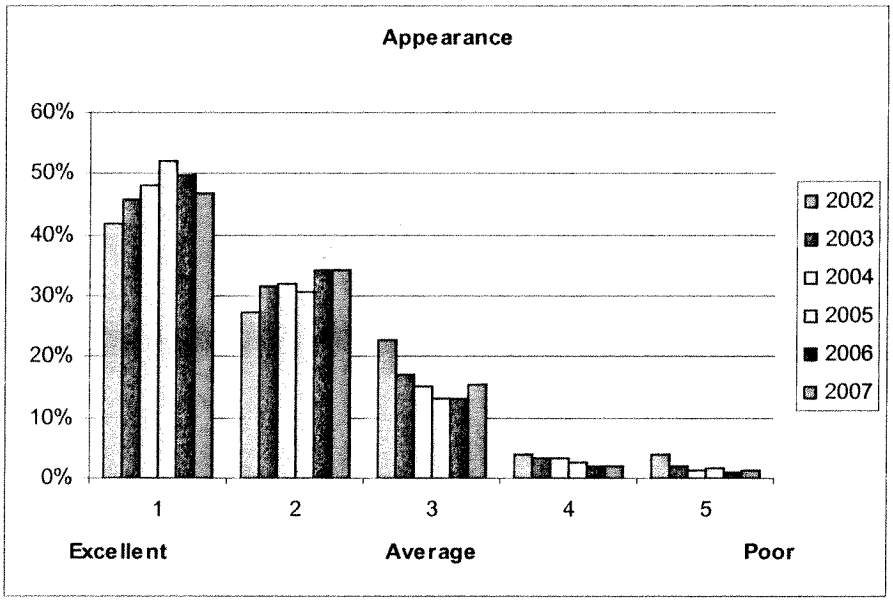
Graphs 5 through 8 below provide further details of the portal's rankings for ease of use, navigation, appearance and content.



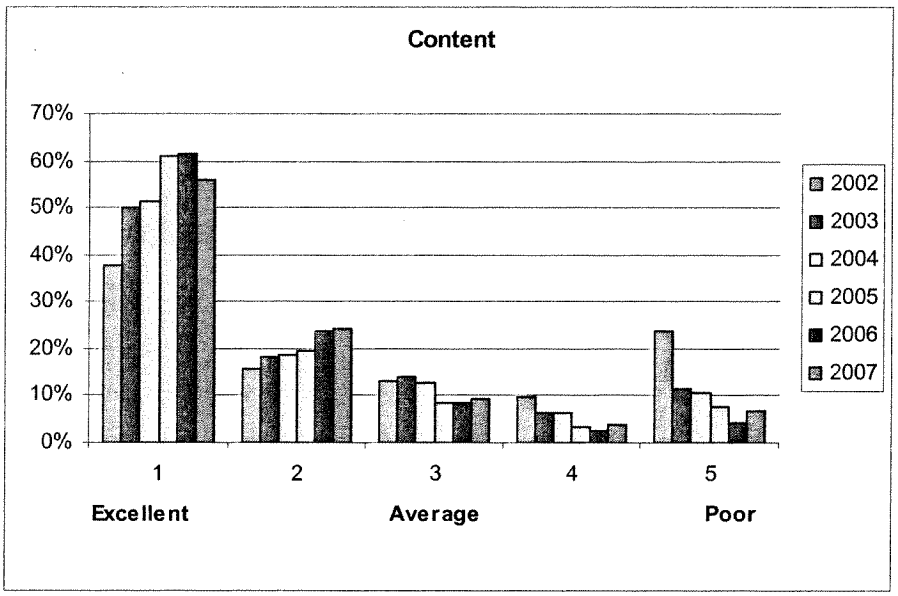
Graph 5: Breakdown of ranked question on Ease of Use: 2002, 2003, 2004, 2005, 2006 & 2007 compared.*



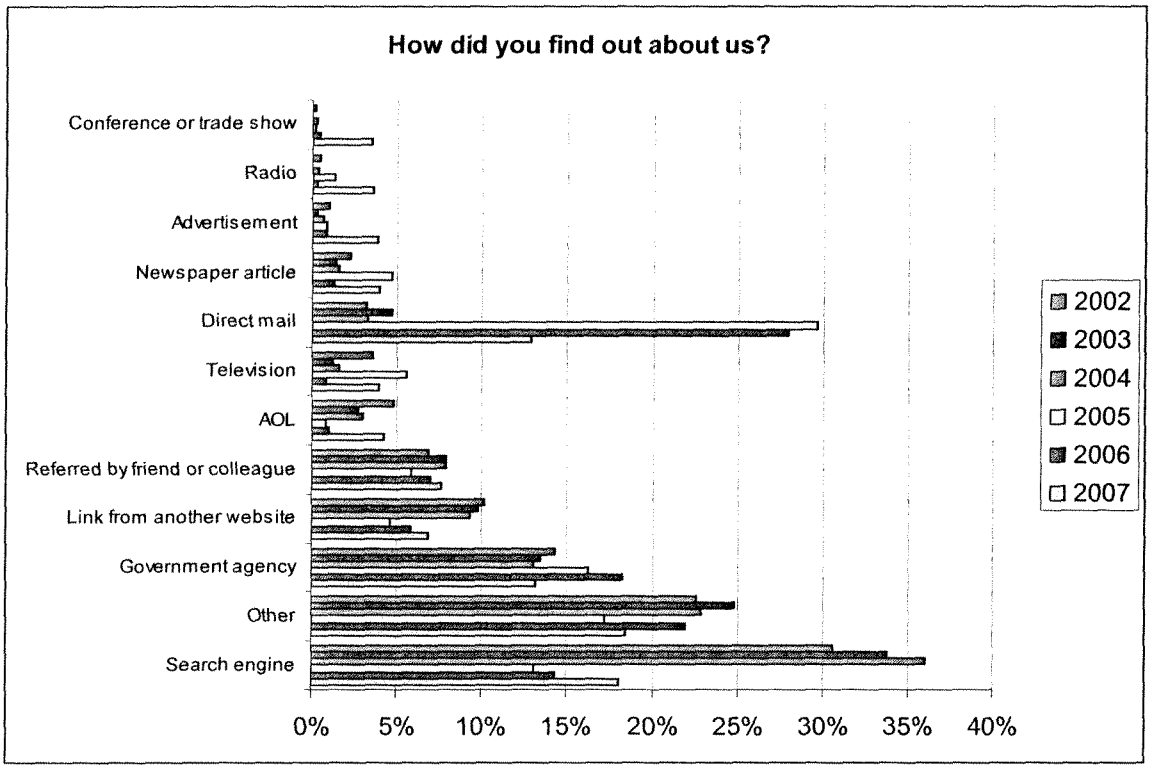
Graph 6: Breakdown of ranked question on Navigation: 2002, 2003, 2004, 2005, 2006 & 2007 compared.*



Graph 7: Breakdown of ranked question on Appearance: 2002, 2003, 2004, 2005, 2006 & 2007 compared.*



Graph 8: Breakdown of ranked question on Content: 2002, 2003, 2004, 2005, 2006 & 2007 compared.*



Graph 9: Breakdown of how users found the portal: 2002, 2003, 2004, 2005, 2006 & 2007 compared.*

*Please note all graph data is current as of November 27, 2007 when results were compiled.

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I LOVE the online license!

Awesome!

Give yourself a raise!

Actively contacting customers to obtain feedback to improve existing applications
Utilizing surveys and direct communication with our customers, we will be asking for their participation in updating existing services. We hope to find out directly from the end users the best methods of increasing user navigability, decreasing confusion, and reducing filing errors.

Updating existing applications to conform to standard look and feel
Over the course of the coming year, we are going to be revising current services to conform to a standard look and feel. This will enhance consumer confidence, increase navigability, and ease confusion as to whether or not a page really belongs to the state. Varying looks and feels between agencies can cause consumer mistrust and the customer may not feel comfortable using a website that does not look professional or conform to a high professional standard.

Business Continuity Plan
HIC currently is currently in the process of creating Business Continuity Plans for all eHawaii.gov applications. If a major incident/disaster occurs, the Business Continuity Plan Team will be convened and the situation assessed. It will be the responsibility of this team to decide whether or not to implement the individual department/business unit Business Continuity Plans.

Redundant database servers by February 2008
HIC is in the midst of a system-wide upgrade to add redundancies to all systems as a part of our commitment to improving the portal and overall business continuity approach. Over the last year the portal has added failover to its load balancers and web servers. HIC is also proposing that over the next six months to implement new database servers with failover and all applications to be ported to the new servers.
HIC's current portal infrastructure and data center design provide a platform that can handle issues from minor hardware failures to catastrophic facility damage. This includes network redundancy for the connectivity from HIC to the Internet and to the Portal Partners systems.

Adding highly requested services

The most prominent features in development for the coming year include: Bureau of Conveyances (BOC) Documents including UCC filings and a warrants system for police officers. The BOC hopes to have many of their forms made available for online filings which will benefit both the agency and the customer. The warrants system will grant police officers the ability to determine whether or not an individual has a warrant, any time necessary directly from our website. This will not be a public feature but it will be a great tool for the police officers in our state and a key tool in enhancing public safety.

To add at least two more partners in 2008

Ehawaii.gov is continuously looking for new ways to bring vital government services to both businesses and citizens alike. In an effort to continue bringing top of the line services to our constituents, we are always researching new ideas and are open to communication from any agency with any idea they wish to possibly see online.

National competitions

The Portal will continue to submit entries to Best of the Web from the Center of Digital Government, NASCIO, and other competitions in order to gain further business recognition.

Respectfully Submitted,

Russell Castagnaro
General Manager
Hawaii Information Consortium, LLC