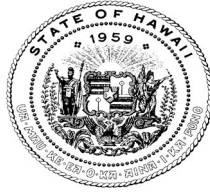


JOSH GREEN, M.D.
GOVERNOR



DEPT. COMM. NO. 157
DOUGLAS MURDOCK
CHIEF INFORMATION OFFICER

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

P.O. BOX 119, HONOLULU, HI 96810-0119

December 12, 2022

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

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

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

For your information and consideration, I am transmitting a copy of the Annual Report on the Operation of the Internet Portal for the period July 1, 2021 through June 30, 2022 pursuant to Section 27G-5, Hawaii Revised Statutes.

In accordance with Section 93-16, Hawaii Revised Statutes, this report will be posted on the Department of Accounting and General Services website at <http://ags.hawaii.gov/reports/legislative-reports/>.

Sincerely,


Douglas Murdock (Dec 12, 2022 10:27 HST)

DOUGLAS MURDOCK
Chief Information Officer

Attachment

STATE OF HAWAI'I
ACCESS HAWAI'I COMMITTEE
AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON
THE OPERATION OF THE INTERNET PORTAL
FOR THE PERIOD
JULY 1, 2021 THROUGH JUNE 30, 2022
SUBMITTED TO
THE THIRTY-SECOND STATE LEGISLATURE
IN ACCORDANCE WITH SECTION 27G-5, HAWAI'I REVISED STATUTES

STATE OF HAWAI'I
ACCESS HAWAI'I COMMITTEE AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON THE OPERATION OF THE INTERNET PORTAL
FOR THE PERIOD FROM JULY 1, 2021 THROUGH JUNE 30, 2022

Introduction

Pursuant to section 27G-5, Hawai'i Revised Statutes (HRS), the Access Hawai'i Committee (AHC) submits its annual report to the 2022 Legislature. This year's annual report contains a report by the portal manager/vendor, Hawaii Information Consortium, LLC dba NIC Hawaii (NIC Hawaii), reflecting work the vendor was authorized to perform by the AHC in conjunction with various State and County agencies.

Overview:

Chapter 27G, HRS, sets forth the duties of the AHC which include the following oversight functions of the State Internet Portal Program:

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

The AHC was created by Act 292, SLH 2000 to exercise oversight of the portal manager. The AHC operated as an informal committee. Pursuant to Act 110, SLH 2003 (SB1334, HD1), Act 110 removed the sunset date scheduled on July 1, 2005. Due to the value of the oversight function, the Legislature enacted Act 172 SLH 2007 on June 13, 2007. Act 172 re-enacted the original law of Act 292, SLH 2000 that established the AHC.

Act 101, SLH (2010) amended Chapter 27G, HRS, and created the AHC Special Fund within the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services (DAGS) to support the AHC.

In 2011, the Portal Program Manager position was created during the 2011 legislative session by Act 164 (SLH 2011) to assist the AHC with the legislative mandated oversight of the internet portal provider. The Portal Program Manager provides guidance to the AHC relating to strategies for online payment and processing, electronic document filing, internet initiatives, paperless initiatives, and web application development. The Portal Program Manager also monitors portal provider activities to ensure compliance with terms and conditions of the portal provider contract, reviews the portal provider's financial reports, evaluates new and existing Statements of Work, fee agreements, priorities, and Service Level Agreements being negotiated between government agencies and the portal provider. The Portal Program Manager collaborates with the portal provider and government agencies to promote e-government and to increase on-line services that can be easily, conveniently, and securely accessed by the public.

In 2014, the Chief Information Officer of the State was added to the AHC membership and was designated as the chairperson of the committee. The Legislature passed SB100 SD1, which was enacted as Act 21 on April 19, 2014.

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

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

The portal program contract was awarded through competitive solicitation and effective January 2008 for the initial five-year period. Five contract extensions were approved by the AHC. The effective dates were January 4, 2013 for up to three years, January 4, 2016 for up to three years, January 4, 2019 for one year, January 4, 2020 for up to two years and January 4, 2022 for up to three additional years.

FY 2022 Activities

The following sections provide key issues and activities addressed by the AHC from July 1, 2021 through June 30, 2022.

Portal Contract Labor Categories and Labor Rates

On April 7, 2022, the revised labor categories and labor rates were approved by the AHC. Supplemental Contract No. 8 to the Contract RFP-08-011-SW, SPO Contract No. 08-13 were made by ETS, SPO and HIC (dba NIC Hawaii) and was signed on April 18, 2022.

Fixed Rate Payment Terms on Deliverables

The fixed rate payment terms on deliverables were revised and approved by the AHC on April 7, 2022, bi-monthly meeting.

Executed Agreements

A total of eighteen (18) Statements of Work (SOWs) were reviewed and signed by the AHC this year. Of the 18 SOWs, four (4) were transaction based funded, eight (8) time and materials projects, two (2) hybrid (combination of both transaction-based and time and materials funded), three (3) changed fee structure and one (1) added partner signatures only.

Two (2) Memorandums of Understanding (MOUs) were also signed. Due to COVID-19 pandemic, the County Office requested to waive the fees paid by the citizens to help reduce the foot traffic in the County Office and incentivize the citizens to use the online service.

Accolades:

The State portal program earned the following awards in FY2022:

1. Honolulu Fire Department
 - Mobile Web Award – Outstanding Mobile Website
 - Davey Awards – Gold Award
 - Web Marketing Association- Government Standard Excellence
 - Interactive Media Awards – Best in Class Winner
2. Hawaii.gov Redesign
 - Global Excellence Award – Platinum Award

2022 Annual Report by NIC Hawaii

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

2022

eHawaii.gov ANNUAL REPORT

July 1, 2021 – June 30, 2022



Submitted by:
Burt Ramos
General Manager
bramos@egov.com

NIC Hawaii
Honolulu, HI 96813

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Executive Summary

As the COVID uncertainty and challenges grow distant in the rear-view mirror, the eHawaii.gov digital government program is poised to reset the trajectory of growth and opportunity. While the State of Hawaii and the Counties assess priorities and strategies that position them for future success, they also juggle the growing expectations from Hawaii citizens and businesses who demand higher service levels.

Our 22-year partnership enables us to provide meaningful and relevant technology solutions to our government partners and the public. With many unknowns on the horizon, the importance and acceleration of digital government cannot be ignored or delayed. The past twelve months underscore that Hawaii government agencies and stakeholders must converse, cooperate, and collaborate to provide more digital government services.

Today, Hawaii continues as a leader in access to digital government services in the areas of payments, electronic procurement, licensing & permitting, and website design and accessibility. NIC Hawaii also continues to broaden our portfolio of services by providing access to Tyler Technologies' successful engagements and fully developed software platforms for government services.

The eHawaii.gov portal program launched 21 new services, websites, and major application/website updates in FY2022 and currently provides 153 online services. The breakdown of program services by department is provided in Table 1 below. The Department of Land and Natural Resources (DLNR) and Department of Commerce and Consumer Affairs (DCCA) leverage the portal most effectively with 24 and 16 services, respectively. A number of agencies have expanded services to the public consistently in recent years, and we hope that more departments and divisions will do so in the coming years.

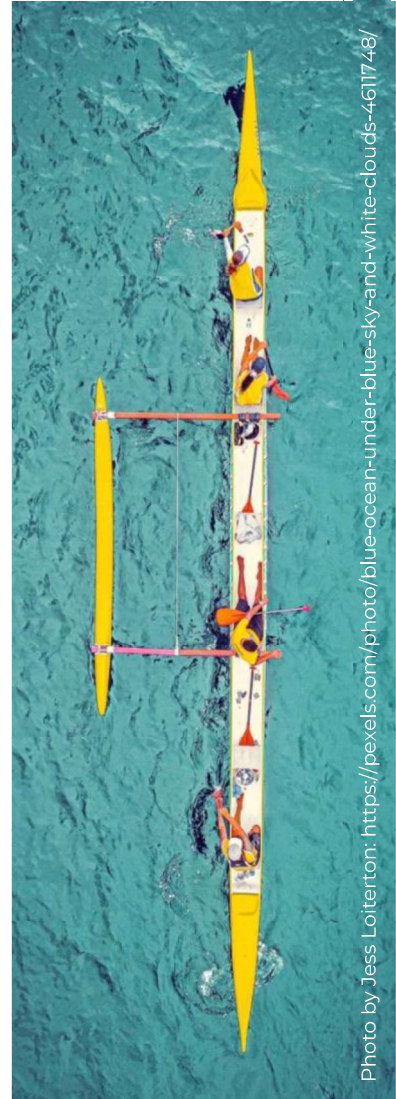


Photo by Jess Loiteron: <https://pexels.com/photo/blue-sky-and-white-clouds-4611748/>

The information in this report covers the time period from July 1, 2021 to June 30, 2022.

Table 1: Services by Department

Department	Services*
Department of Land and Natural Resources (DLNR)	24
Department of Commerce and Consumer Affairs (DCCA)	16
NIC Hawaii (NIC HI) Enterprise Applications and Other**	15
Department of Health (DOH)	12
Judiciary (JUD)	12
Department of the Attorney General (AG)	11
Department of Business, Economic Development & Tourism (DBEDT)	9
County of Hawaii (Hawaii)	9
Department of Accounting and General Services (DAGS)	8
County of Kauai (Kauai)	7
Department of Budget and Finance (B&F)	6
City and County of Honolulu (CCHNL)	5
Department of Labor and Industrial Relations (DLIR)	5
Department of Taxation (DOTAX)	2
Office of the Governor (GOV)	2
Department of Education (DOE)	2
Enterprise Technology Services (ETS)	1
Office of the Lieutenant Governor (LG)	1
County of Maui (Maui)	1
Department of Defense (DOD)	1
Department of Public Safety (DPS)	1
Department of Transportation (DOT)	1
Hawaii State Public Library (HSPLS)	1
Legislative Reference Bureau (LRB)	1
Grand Total	153

* Services include online applications and WordPress websites

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

Throughout FY2022, NIC Hawaii’s customer service team provided over 6,000 hours to Hawaii citizens, businesses, visitors, and State and County agencies. Averaging approximately 4,600 interactions each month, the team handled inquiries and questions via phone, online chat, and email.

In addition to service upgrades, new services, and providing superior customer service and financial services, NIC Hawaii continued major system upgrades in FY2022. We collaborated closely with the Office of Enterprise Technology Services (ETS) to complete the transition of the NIC infrastructure services to Amazon Web Services.

We continue to move forward with our agency partners, the Access Hawaii Committee (AHC) and our community's citizens and businesses.



Photos credit: Ion Ceban <https://www.pexels.com/photo/group-of-men-riding-on-boats-2930350/>

Portal Financial Information

Overview of Revenue

NIC Hawaii submits financial reports to the Access Hawaii Committee each year. In turn, the Access Hawaii Committee submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our agencies along with our unaudited financial reports. The portal manages over 70 services that feature online payments. We refer to services that include a payment system as “transactional services”. Transactional services are typically self-funded, in whole or part.

In fiscal year 2022, the portal collected \$383,579,310 and disbursed \$373,953,024 to the State and County agencies. NIC Hawaii portal revenue was \$9,626,286 in FY2022 and expenses were at \$8,814,566 resulting in an operating income of \$811,720.

\$383.5M

Funds collected in FY2022

97.5%

Percentage of funds disbursed to agencies

\$373.9M

Funds disbursed to agencies in FY2022

Table 2: Financial Summary by Fiscal Year (FY2022 – Unaudited)*

Year	Funds Collected	Disbursed to Agency	NIC Hawaii Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
**FY2022	\$383,579,310	\$373,953,024	\$9,626,286	\$8,814,566	\$811,720	\$225,374	\$586,346

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

** Please note that all financial numbers in FY2022 include projects that were completed outside of the Portal Contract totaling \$226,767.80 in NIC Hawaii revenue.

Solution

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

NIC Hawaii disburses funds based on each agency’s needs, electronically or manually, on a daily, weekly, semi-monthly or monthly basis and provides detailed reporting.

Sources

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

- **Transactional revenue** is collected for services that charge a portal administration fee on each transaction. Self-funding depends primarily on transactional revenue.
- **Time and materials revenue** is collected for projects that cannot justify a transaction fee, for example, services that do not involve a financial transaction or that serve a population too small to sustain self-funding. In most cases these projects benefit from the portal's hourly rates and take advantage of our existing services and infrastructure.
- **Hosting and maintenance revenue** is collected for hosting and maintaining websites or services that are not supported by transactions; it accounts for less than 3% of the portal's overall revenue. In some cases, a hybrid approach may be applied; a service that cannot pay for itself is funded partly by time and materials while hosting and maintenance is supported by transactional revenue.

Payments Made to the Portal

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

The chart and table below show that 92% of NIC Hawaii's Portal Revenue in FY2022 is comprised of transactional revenue while only 8% is from funds collected through time and materials work, hosting and maintenance fees.

Chart: FY2022 Portal Revenue by Funding Model (Unaudited)

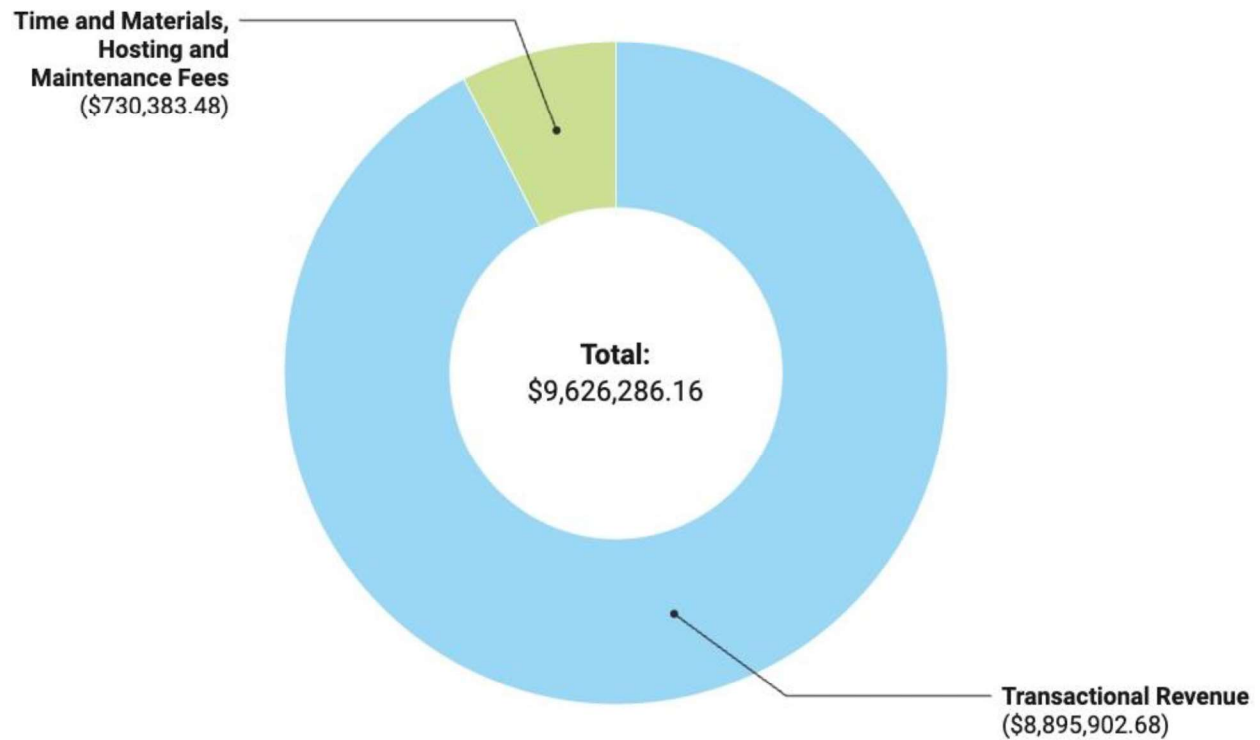


Table 3: FY2022 Portal Revenue by Funding Model (Unaudited)

Category	Amount	Percentage
Transactional Revenue	\$8,895,902.68	92%
Time and Materials, Hosting and Maintenance Fees	\$730,383.48	8%
Total NIC Hawaii Portal Revenue	\$9,626,286.16	100%

NIC Hawaii’s monthly portal revenue and expenses in FY2022 are displayed in the below table. Monthly portal revenue fluctuates based on the number of transactions processed per service as well as the amount of work performed on time and materials projects.

Chart: FY2022 Monthly Revenue and Expenses (Unaudited)

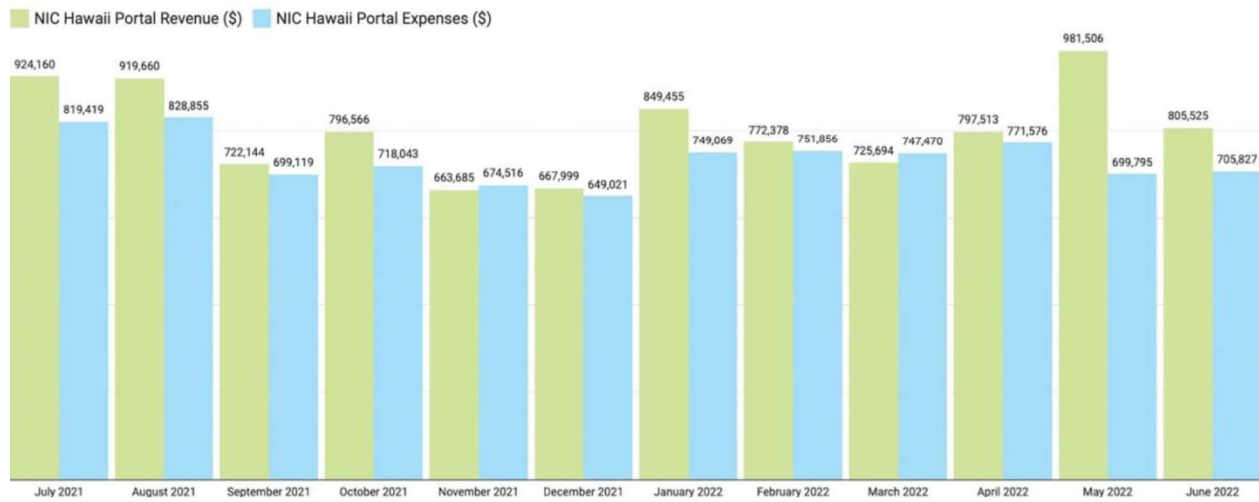


Table 4: FY2022 Monthly Revenue and Expenses (Unaudited)

Month	NIC Hawaii Portal Revenue	NIC Hawaii Portal Expenses
July 2021	\$924,160	\$819,419
August 2021	\$919,660	\$828,855
September 2021	\$722,144	\$699,119
October 2021	\$796,566	\$718,043
November 2021	\$663,685	\$674,516
December 2021	\$667,999	\$649,021
January 2022	\$849,455	\$749,069
February 2022	\$772,378	\$751,856
March 2022	\$725,694	\$747,470
April 2022	\$797,513	\$771,576
May 2022	\$981,506	\$699,795
June 2022	\$805,525	\$705,827
Totals	\$9,626,286	\$8,814,566

Revenue by Service

The FY2022 Revenue by Service for the portal is listed below:

Table 5: FY2022 Portal Revenue from Transactional Services (Unaudited)

Service Name by Department	Funds Collected (\$)	Disbursed to Agency (\$)	Agency Paid NIC HI (\$)	User Paid NIC HI (\$)	NIC HI Revenue (\$)
Budget & Finance	934,772.78	910,648.88	-	24,123.90	24,123.90
Employer-Union Health Benefits Trust Fund Payment	934,772.78	910,648.88	-	24,123.90	24,123.90
County of Hawaii	98,443,071.43	97,623,774.18	-	819,297.25	819,297.25
Building Permit Payments	64,328.78	62,780.40	-	1,548.38	1,548.38
Gross Liquor Sales Percentage Fee	58,815.11	51,212.72	-	7,602.39	7,602.39
Hawaii Road Test Scheduler	73,282.40	62,160.00	-	11,122.40	11,122.40
Liquor Permits	111,038.68	104,374.01	-	6,664.67	6,664.67
Motor Vehicle Registration Renewals	6,507,415.11	6,285,779.23	-	221,635.88	221,635.88
Online Reservation System (Camping)	418,245.00	375,728.11	-	42,516.89	42,516.89
Real Property Tax Payments	91,209,946.35	90,681,739.71	-	528,206.64	528,206.64
County of Kauai	46,503,113.24	46,212,610.44	-	290,502.80	290,502.80
Kauai Red/Blue Card Exam and ID Card Payments	3,326.36	3,070.00	-	256.36	256.36
Motor Vehicle Registration Renewals	2,207,772.25	2,140,967.21	-	66,805.04	66,805.04
Real Property Tax Payments	42,341,370.79	42,163,187.72	-	178,183.07	178,183.07
Sewer Payments	1,950,643.84	1,905,385.51	-	45,258.33	45,258.33
County of Maui	10,408,977.27	10,170,370.53	59,243.62	179,363.12	238,606.74
Motor Vehicle Bulk Renewal	1,476,529.92	1,466,857.92	-	9,672.00	9,672.00
Motor Vehicle Registration Renewals	8,932,447.35	8,703,512.61	59,243.62	169,691.12	228,934.74
Department of Business, Economic Development and Tourism	445,194.59	423,264.05	8,918.00	13,012.54	21,930.54
EZ Forms	870.00	-	870.00	-	870.00
Film Permits	7,600.00	-	-	7,600.00	7,600.00
FTZ9 Bill Presentment	411,599.59	406,187.05	-	5,412.54	5,412.54
Solar Water Heater Variance	25,125.00	17,077.00	8,048.00	-	8,048.00
Department of Commerce and Consumer Affairs	8,718,518.40	7,287,172.19	1,277,984.31	153,361.90	1,431,346.21
Agent List Builder	1,571.35	714.50	-	856.85	856.85
Annual Business Filings	2,276,398.50	1,790,519.29	485,879.21	-	485,879.21
Business Bulk Data	111,000.00	-	-	111,000.00	111,000.00
Business Documents	254,390.50	185,120.41	69,270.09	-	69,270.09

Service Name by Department	Funds Collected (\$)	Disbursed to Agency (\$)	Agency Paid NIC HI (\$)	User Paid NIC HI (\$)	NIC HI Revenue (\$)
Business Entity List Builder	10,970.05	-	-	10,970.05	10,970.05
Hawaii Business Express (DCCA)	2,151,640.50	1,589,591.69	562,048.81	-	562,048.81
Hawaii Business Express (DOTAX)	233,467.50	202,932.50	-	30,535.00	30,535.00
Hawaii Insurance License Renewals	3,678,780.00	3,518,008.80	160,771.20	-	160,771.20
Mortgage Foreclosure Dispute Resolution Public Notices	300.00	285.00	15.00	-	15.00
Department of Education	6,536.91	5,923.00	-	613.91	613.91
Waipahu Community School for Adults Registration Payments	6,536.91	5,923.00	-	613.91	613.91
Department of Health	4,899,790.60	4,355,518.65	29,887.95	514,384.00	544,271.95
Clinical License Renewals	1,680.00	1,461.60	218.40	-	218.40
Electronic Death Registration System	131,868.50	121,782.00	-	10,086.50	10,086.50
Electronic Disinterment Application Permit	550.00	412.50	-	137.50	137.50
Facility Access Plan Submission and Review System	580,344.60	564,211.05	16,133.55	-	16,133.55
Marriage Licenses	1,277,633.00	1,167,618.00	-	110,015.00	110,015.00
Marriage Performer Licenses	66,015.00	9,375.00	-	56,640.00	56,640.00
Medical Cannabis Registry	1,689,495.00	1,534,527.50	-	154,967.50	154,967.50
Vital Records Ordering System	983,004.50	800,467.00	-	182,537.50	182,537.50
Waste Water Permits	169,200.00	155,664.00	13,536.00	-	13,536.00
Department of Labor and Industrial Relations	377,893.37	340,024.43	37,868.94	-	37,868.94
Hawaii Installation & Inspection Permitting System	354,043.37	318,559.43	35,483.94	-	35,483.94
Hoisting Machine Operators Advisory Board Website	23,850.00	21,465.00	2,385.00	-	2,385.00
Department of Land and Natural Resources	132,277,776.63	131,727,512.05	154,525.77	395,738.81	550,264.58
Bureau of Conveyances Land Title Records Online Search & Ordering System	250,908.02	228,400.97	22,507.05	-	22,507.05
Bureau of Conveyances Over the Counter Payments	127,855,633.25	127,846,127.83	-	9,505.42	9,505.42
Bureau of Conveyances Payment Platform	548,922.47	410,934.94	-	137,987.53	137,987.53
Civil Resource Violation System	58,550.00	45,350.00	13,200.00	-	13,200.00
Commercial Activity/Beach Wedding Permits (Wiki Permits)	355,804.50	309,549.88	46,254.62	-	46,254.62
Commercial Marine Licensing System	223,410.00	216,647.70	6,762.30	-	6,762.30
Commercial Vessel Landing Permits	138,038.00	124,211.70	13,826.30	-	13,826.30

Service Name by Department	Funds Collected (\$)	Disbursed to Agency (\$)	Agency Paid NIC HI (\$)	User Paid NIC HI (\$)	NIC HI Revenue (\$)
Freshwater Game Fishing Licenses	23,625.00	20,071.00	-	3,554.00	3,554.00
Hawaii Cultural Resource Information System Payments	37,950.00	34,500.00	-	3,450.00	3,450.00
Hunt Application System	467,433.00	420,295.50	47,137.50	-	47,137.50
Hunt Lottery Drawing System	45,010.00	40,509.00	4,501.00	-	4,501.00
Hunter Education Online Course Registration and Records Management System	79,992.50	74,056.83	337.00	5,598.67	5,935.67
Na Ala Hele Trail & Access System	34,250.89	30,281.00	-	3,969.89	3,969.89
Online Reservation System (Camping)	2,158,249.00	1,926,575.70	-	231,673.30	231,673.30
Department of Public Safety	941,860.00	826,416.84	115,443.16	-	115,443.16
Controlled Substances Registration System	941,860.00	826,416.84	115,443.16	-	115,443.16
Department of Taxation	57,575,524.35	56,163,814.98	-	1,411,709.37	1,411,709.37
eFile	57,575,524.35	56,163,814.98	-	1,411,709.37	1,411,709.37
Department of the Attorney General	3,137,183.00	2,787,614.05	83,936.45	265,632.50	349,568.95
Adult Criminal Information Search (eCrim)	715,150.00	533,338.00	-	181,812.00	181,812.00
Bulk Covered Offender Registry Data	7,700.00	1,450.00	-	6,250.00	6,250.00
Charities Special Invoice Payment System	53,280.00	51,141.60	2,138.40	-	2,138.40
Charity Registration	1,879,135.00	1,803,244.95	75,890.05	-	75,890.05
Notary	254,838.00	227,667.50	-	27,170.50	27,170.50
Solicitors Registration System	59,080.00	53,172.00	5,908.00	-	5,908.00
Unlimited Criminal History Search	168,000.00	117,600.00	-	50,400.00	50,400.00
Department of Transportation	32,999.10	29,697.81	3,301.29	-	3,301.29
Surplus Auction	32,999.10	29,697.81	3,301.29	-	3,301.29
Judiciary	16,800,059.59	14,980,372.63	-	1,819,686.96	1,819,686.96
Civil Payments	3,466,439.72	3,378,596.00	-	87,843.72	87,843.72
Document Payments	231,322.76	225,426.88	-	5,895.88	5,895.88
Document Subscription Payment	136,586.25	133,125.00	-	3,461.25	3,461.25
Driver Monitoring	757,453.05	-	-	757,453.05	757,453.05
eTraffic Payments	6,671,669.68	6,408,959.75	-	262,709.93	262,709.93
Filing Payments	188,789.13	184,005.00	-	4,784.13	4,784.13
Traffic Abstracts	5,347,799.00	4,650,260.00	-	697,539.00	697,539.00
NIC Hawaii	47,605.70	-	-	47,605.70	47,605.70
Adjustments	7,411.36	-	-	7,411.36	7,411.36
eHawaii.gov Notification Service	6,470.00	-	-	6,470.00	6,470.00
Non-Sufficient Funds Fees	4,823.71	-	-	4,823.71	4,823.71

Service Name by Department	Funds Collected (\$)	Disbursed to Agency (\$)	Agency Paid NIC HI (\$)	User Paid NIC HI (\$)	NIC HI Revenue (\$)
Service Fees	6,991.63	-	-	6,991.63	6,991.63
Subscriber Fees	21,909.00	-	-	21,909.00	21,909.00
Office of the Lieutenant Governor	66,605.00	60,550.00	-	6,055.00	6,055.00
Name Change	66,605.00	60,550.00	-	6,055.00	6,055.00
State Procurement Office	1,231,444.32	47,738.89	5,305.56	1,178,399.87	1,183,705.43
Hawaii Compliance Express (HCE)	214,984.00	-	-	214,984.00	214,984.00
Hawaii eProcurement System (HlePro)	963,415.87	-	-	963,415.87	963,415.87
Surplus Auction	53,044.45	47,738.89	5,305.56	-	5,305.56
Grand Total	382,848,926.28	373,953,023.60	1,776,415.05	7,119,487.63	8,895,902.68

Table 6: FY2022 Portal Revenue for Time and Materials, Hosting & Maintenance (Unaudited)

Service Name by Department	NIC HI Revenue (\$)
Budget & Finance	6,146.00
ers.ehawaii.gov Website Hosting	6,146.00
City and County of Honolulu	44,364.30
Honolulu Fire Department Website	29,800.00
Honolulu Fire Department Website Hosting	1,964.30
Legislative Document Access Hosting	12,600.00
County of Hawaii	1,198.80
Hawaii County Police Department Website Hosting	1,198.80
County of Maui	4,760.00
eBench Warrants Interface	4,760.00
Department of Business, Economic Development and Tourism	28,479.01
Business Development & Support Division Website Hosting	1,200.00
Business Development & Support Division Website Maintenance	23,679.01
FTZ9 Hosting	1,200.00
Renewable Energy Projects Directory Hosting	2,400.00
Department of Commerce and Consumer Affairs	19,999.84
Professional & Vocational Licensing Hosting	19,999.84
Department of Education	67,201.67
Commerce Platform and Payment System	67,201.67
Department of Health	278,628.76
Clean and Sober Home Registry Hosting	26,739.96
Disability Parking Permit System	11,440.00
Disability Parking Permit System Hosting	12,000.00
Electronic Death Registration System Enhancements	47,747.15

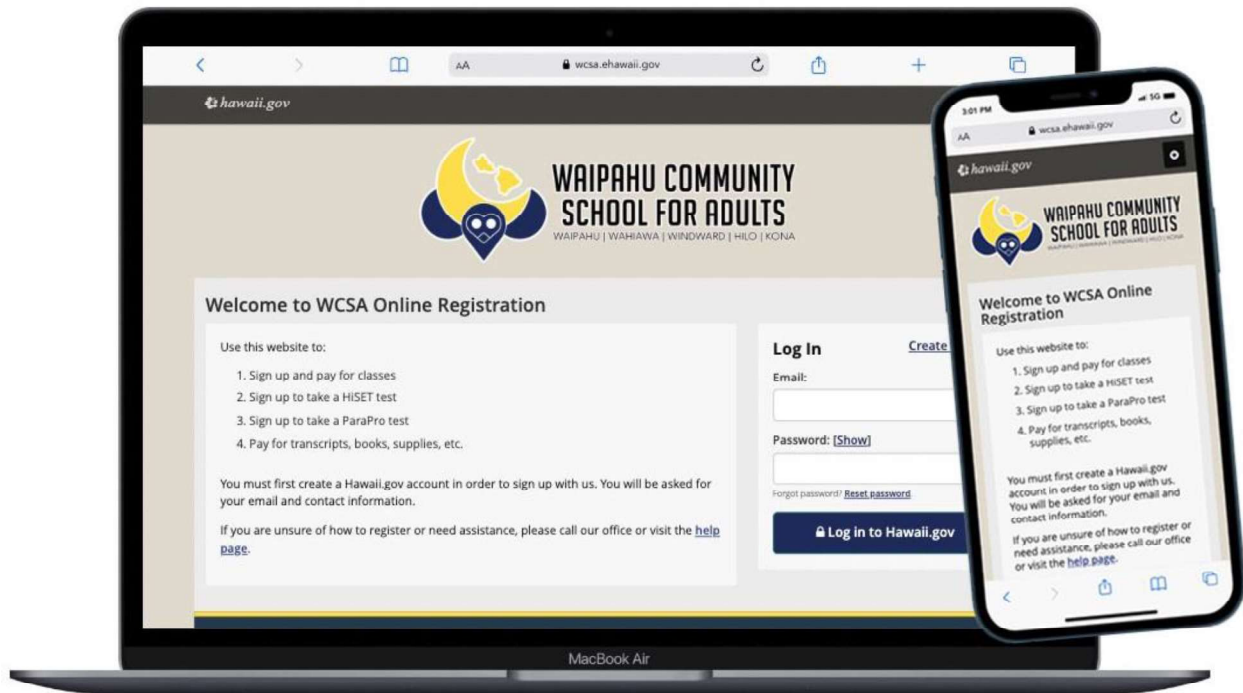
Service Name by Department	NIC HI Revenue (\$)
Electronic Death Registration System Interface to Maven	9,440.00
Electronic Death Registration System Interoperability Work	47,747.15
Facility Access Plan Submission and Review System Maintenance & Hosting	18,000.00
Medical Cannabis Registry	32,978.50
TB Branch Hosting	7,640.00
Vital Records Ordering System Improvement Project	64,896.00
Department of Labor and Industrial Relations	15,199.92
Green LMI Hosting	1,200.00
Work Opportunity Tax Credit Form Application	13,999.92
Department of Land and Natural Resources	139,786.29
Commercial Marine Licensing System	45,840.00
Engineering Division Website Hosting	1,200.00
Freshwater Game Fishing License Hosting	764.00
Hunt Lottery Drawing System	12,400.00
Hunt Lottery Drawing System Hosting	1,200.00
Hunter Education Online Course Registration and Records Management System	75,182.29
Na Ala Hele Trail & Access System	2,000.00
Special Use Permitting System Hosting	1,200.00
Department of Public Safety	30,000.00
Controlled Substances Registration System Enhancements	30,000.00
Department of the Attorney General	48,291.80
Hawaii Integrated Justice Information Sharing	175.00
Hawaii Integrated Justice Information Sharing Hosting	9,000.00
Remote Online Notary Registration	39,116.80
Hawaii State Public Library System	1,200.00
Hawaii State Public Library System Website Hosting	1,200.00
Judiciary	4,000.00
Judiciary Hosting Fees	4,000.00
Office of Enterprise Technology Services (ETS)	14,327.09
Access Accommodation	(10.90)
ehawaii.gov Single Sign-On Service	9,549.97
Hawaii Website Theme Support	4,788.02
Research Corporation of the University of Hawaii	26,800.00
Pacific Basin Telehealth Resource Center Website	26,800.00
Grand Total	730,383.48

Featured Success Stories

Hawaii DOE Payments Processing

In 2021, NIC Hawaii approached the Hawaii Department of Education (HIDOE) to determine if there were critical needs we could address. HIDOE needed a website for the Waipahu Community School for Adults that would process class registrations and payments, and a second site for the McKinley Community School for Adults to process payments.

NIC Hawaii's team rapidly built sites in time for class registration that saved students and administrators time and improved the payment management process. NIC Hawaii also has now built a unified online payment platform for HIDOE that streamlines payment processes, allows schools to set up storefronts, and enables school-specific system administration for products, inventory, and services management.



Read the full story at <https://nichawaii.egov.com/portfolio/>

Agency: **Hawaii Department of Education**

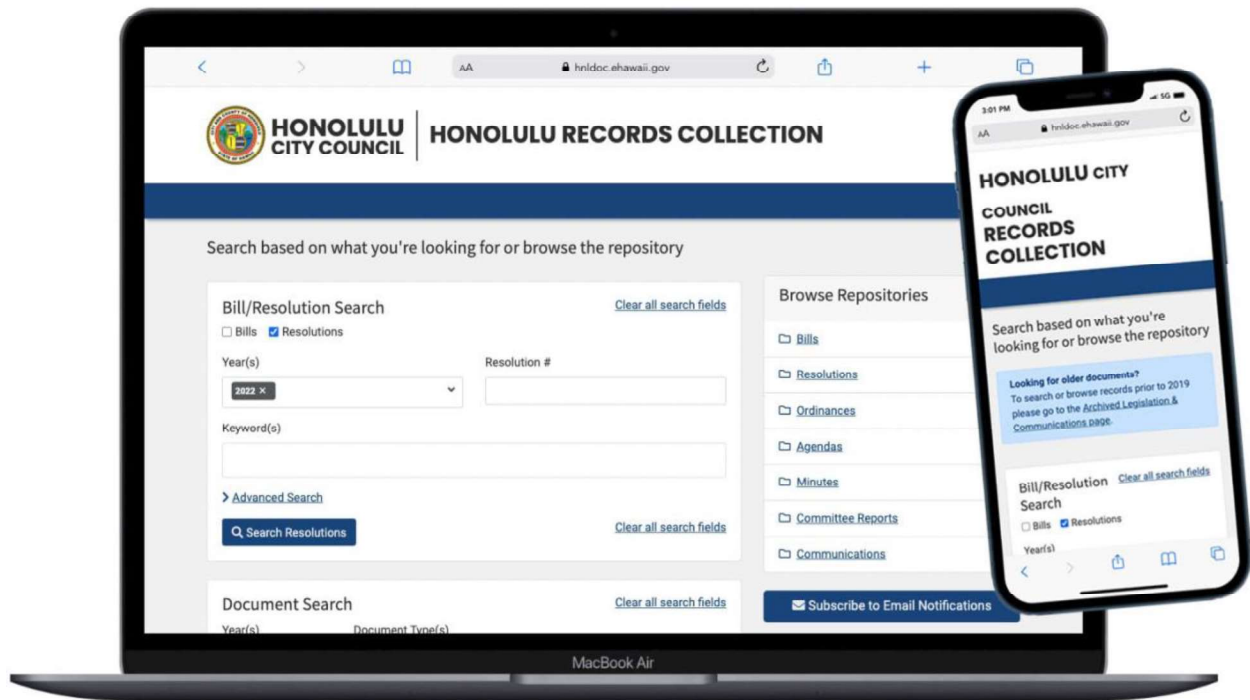
Launched: **2021 & 2022**

URLs: <https://wcsa.ehawaii.gov>, <https://mcsa.ehawaii.gov> and
<https://shop.ehawaii.gov/st/canebook>

Honolulu Records Collection

The Honolulu Records Collection system is a multi-dimensional web service created for the Office of the City Clerk, City and County of Honolulu. City Council members and staff, Executive Department members, Office of the City Clerk staff, and the general public can access this service to manage the flow of public testimony, executive branch submissions, and legislative documents for the City Council.

This service has transformed what was once a patchwork of user interfaces and difficult-to-access document storage sites into a single, streamlined platform that is responsive, reliable, and easy to use for all parties, and that has dramatically improved the efficiency of the Office of the City Clerk staff.



Read the full story at <https://nichawaii.egov.com/portfolio>

Agency: **City and County of Honolulu, Office of the City Clerk**

Launched: **2022**

URL: <https://hnlidoc.ehawaii.gov>

Web Services and Websites

A total of 21 services were launched as new services or with major upgrades this year. Of these, 4 were implemented at no-cost, 4 were transaction-based funded, 8 were fixed rate projects, and 5 were hybrid (combination of both transaction-based and fixed rate funded).

Table 7: Counts of New, Upgraded, Retired Services/Websites

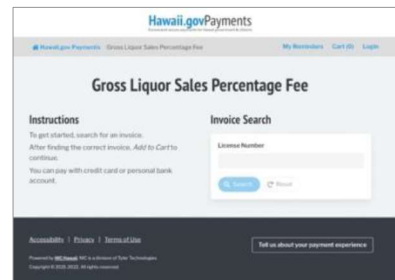
Category	Number
New Applications / Services	7
Major Application Upgrades	13
New Websites / Website Upgrades	1
Retired Services	2

New Services (7)

Gross Liquor Sales Percentage Fee Payments

County of Hawaii – Department of Liquor Control

- Description: Allows payment of County of Hawaii liquor gross sales percentage fee invoice instantly online, and creates an archive for liquor license renewals that reside on the existing liquor permits app.
- URL: <https://pay.ehawaii.gov/#!/search/4>



Sex Offender Information Management System

Attorney General – Hawaii Criminal Justice Data Center

- Description: Sex offenders and other covered offenders who are registered with the State of Hawaii may use this service to update their information and make an appointment with the HCJDC.
- URL: <https://hcjdc.ehawaii.gov/offender>



Judicial District Court Judge Evaluation

Hawaii Judiciary

- **Description:** No longer using paper surveys, which require consolidation by hand; online surveys made easier to submit so that more will participate and provide feedback. Thirteen (13) District Court judges were evaluated.

Kauai Liquor Manager Exam / ID Card Fees

County of Kauai – Liquor Control

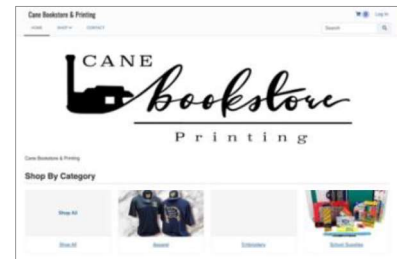
- **Description:** Users can now pay for Kauai liquor manager exam fees and associated ID card fees through our Hawaii.gov payments service.
- **URL:** <https://pay.ehawaii.gov/kauailiquor>



Commerce Platform (Cane Book Store)

Department of Education – Waipahu High School

- **Description:** Students, staff, and faculty can post Waipahu High School products from the Cane bookstore online for customers to purchase online or over-the-counter.
- **URL:** <https://shop.ehawaii.gov/st/canebook>



Judicial Circuit Court Judge Evaluation

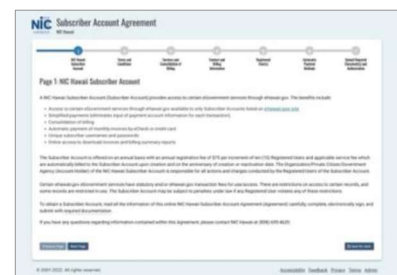
Hawaii Judiciary

- **Description:** No longer using paper surveys, which require consolidation by hand; online surveys made easier to submit so that more will participate and provide feedback. Nine (9) Circuit Court judges were evaluated.

eHawaii.gov Subscriber Form

NIC Hawaii

- **Description:** Allows users to complete the eHawaii.gov Subscriber Account Agreement form online to expedite the process and reduce clerical errors from paper form submissions
- **URL:** <http://m.hi.gov/subscriber>



Service Upgrades (11)

Department of Budget & Finance – Unclaimed Property Division

Unclaimed Property Search

<https://unclaimedproperty.ehawaii.gov/>

- Originally launched in 2008, it was redesigned to be responsive, accessible, and easy to navigate. The service allows citizens to search for unclaimed property for themselves or their family members.

Department of Education

Waipahu Community Schools for Adults Online Registration and Payment

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

- Updated to allow users to purchase supplies online as part of enrollment or separately. Enhancements were also made to the administrative module.

Department of Health – Harm Reduction Services Branch

Medical Cannabis Registration System

<https://medmj.ehawaii.gov>

- Updated to allow the option for minor applicants to add up to two caregivers and two grow site locations with their application.

Department of Land and Natural Resources – Hunter Education Division

Go Hunt, Hawaii

<https://gohunthawaii.ehawaii.gov/public/tags>

- Hunters can now purchase hunting tags and permits online. Improvements were also made to help control the number of standbys produced in the lottery.

Attorney General – Civil Recoveries Division

Notary Registration System

<https://notary.ehawaii.gov/>

- Upgrade included a redesign of the homepage and added a new process for existing notary publics to become a remote online notary.

Office of City Clerk – City and County of Honolulu

Honolulu Records Collection

<https://hnlidoc.ehawaii.gov/>

- New features include: 1) The public can now submit public testimony and receive testimony notifications. 2) A Council Dashboard to review testimony. 3) External

document uploads provide a simple and efficient way for Council members/staff and Executive Department staff to submit documents for processing by the Office of the City Clerk. 4) Admin workflow improvements. 5) UI updates.

Department of Land and Natural Resources (DLNR) – Division of Forestry and Wildlife

Go Hunt Hawaii

<https://gohunthawaii.ehawaii.gov/public/tags>

- Will now verify if a hunter has won a lottery prior to purchasing a lottery hunting tag.

Multiple Agencies

Hawaii.gov Payments

<https://pay.ehawaii.gov/>

- Released a new UI and an additional feature to schedule recurring payments.

Department of Land and Natural Resources (DLNR) – Division of Forestry and Wildlife

Hawaii Trails Day Use Permits

<https://trails.ehawaii.gov/>

- Now allows permits to be issued for a specific time. The system allows the ability to limit the number of people on the trail as well as the number of vehicles allowed in the parking lot.

Office of City Clerk – City and County of Honolulu

Online Ballot Replacement System

<https://hnlvote.ehawaii.gov/ballot/>

- This system was used for the primary and general elections in 2020. For 2022, it was enhanced to provide ballot replacement requests in Chinese, Ilocano, and Tagalog. Users may also select a new electronic ballot delivery.

Hawaii Attorney General – Tax & Charities Division

Hawaii Charity Registry

<https://charity.ehawaii.gov/>

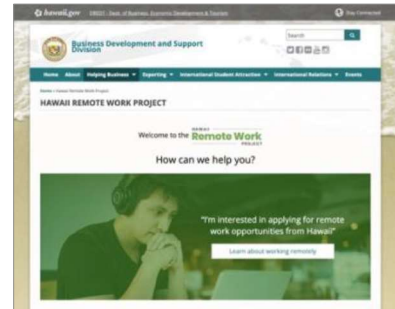
- Improvements allow additional files with new file names to be imported and displayed under the associated Charity.

New Websites / Major Website Updates (1)

Hawaii Remote Work Pilot Project

Department of Business, Economic Development and Tourism (DBEDT) and the Department of Labor and Industrial Relations (DLIR)

- Description: New service provides residents with direct links to partners of the Hawaii Remote Work Pilot Project and the local American Job Center.
- URL: <https://invest.hawaii.gov/remote/>



Retired Services

The following 2 services were retired from use during fiscal year 2022:

Table 8: Retired Services

Service	Date Retired
County of Hawaii, Department of Public Works, Permitting Application Payments http://papaaukahi.hawaiicounty.gov	July 16, 2021
Department of the Attorney General, Hawaii Criminal Justice Data Center, Symposium WordPress Website https://hcjdcsymposium.ehawaii.gov	October 21, 2021

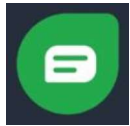
Additional Initiatives

In addition to the FY2022 services, major upgrades, and websites that were implemented, the following initiatives were completed by NIC Hawaii at no additional cost to any agency:



Amazon Web Services (AWS) Migration

This migration to AWS took 2.5 years, covering approximately 120 services, and was completed in March 2022



Enterprise Chatbot

A Chatbot service was implemented over a 13-month period, for 63 services, and completed in May 2022

The above work was done at no additional cost to any agency as a part of the eHawaii.gov portal program. Our maintenance service is what allows us to offer 24/7 access to applications and websites, and over 50% of our time is devoted to it.

Looking Forward

The leadership changes across the state following the November general election bring both uncertainty and opportunity to 2023 and beyond. As in past administration changes, the eHawaii.gov program helps to provide continuity in the delivery of digital government services for the citizens and businesses of Hawaii.

More importantly, the Tyler/NIC successes across the country provide a wider array of problem-solving approaches and solutions. In addition to the numerous successful systems and/or payment engagements since 2000, the new depth of products and services available to the eHawaii.gov program sets the stage for fundamental shifts in how Hawaii digital government can grow.

We embrace the partnership that we share with the state and the counties of Hawaii and look forward to taking on the challenges of tomorrow.



Photo credit: Jess Loiterton: <https://pexels.com/photo/people-riding-yellow-kayak-on-sea-near-city-buildings-7502350/>

Contact Information

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Appendix A: Customer Service Statistics

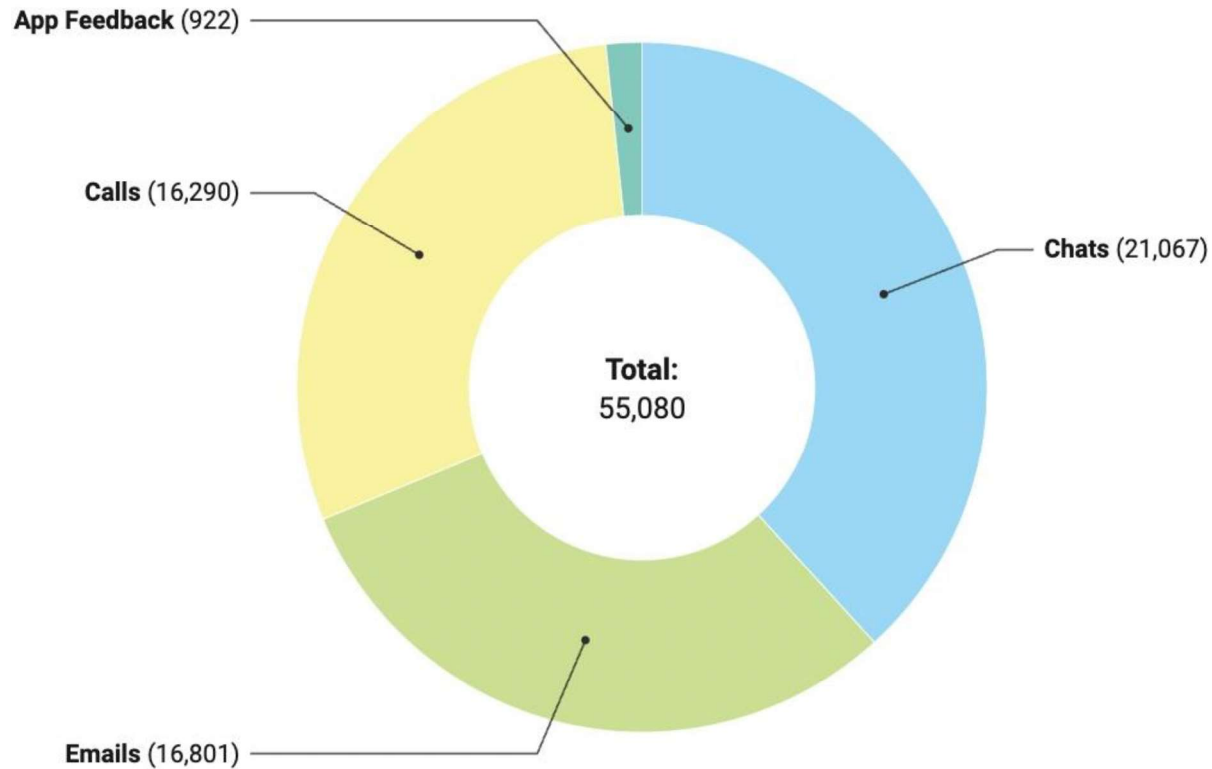
Overview

Our customer service team supports all portal services as well as miscellaneous calls received about the State of Hawaii. The following are statistics from FY2022:

- NIC Hawaii provided **6,000+ labor hours** via a 3 person customer service team
- There were **55,080 total interactions** (phone calls, online chats, emails, and application feedback), which represented an 18.5% decrease over FY2021. This was due in large part to the following:
 - NIC no longer managed Professional Vocational Licensing (PVL) in FY2022, reducing contacts by almost 7,100 (down 70%)
 - Hawaii Compliance Express (HCE) was significantly upgraded in FY2021, reducing contacts by almost 1,900 (down 37%)
 - There were fewer non-NIC Hawaii contacts in general in FY2022, as the public adjusted to the challenges of the pandemic (decrease of 2,800, down 60%)
 - Both State Camping and Electronic Marriage Registration System showed an increase in contacts in FY2022 compared to FY2021 (up 70% and 41%, respectively), likely due to the reopening of some State Parks and an increase in weddings delayed by the pandemic
- There were an average of **4,600 interactions each month**, which equals approximately 303 interactions per week per customer service team member
- Phone call inquiries totaled **16,290** (29.6%)
- Almost 9 out of every 10 inquiries are **resolved on the first contact** (89% First Contact Resolution rate)
- One of our primary customer service goals is to respond to emailed inquiries within one business day. Over the past year, the average first response time was within **53 minutes and 24 seconds**. This was much faster than in FY2021, when it was 6 hours and 43 minutes, due to the large volume of calls and chats during that period.

Below is a diagram and table showing the total number of customer service interactions (phone calls, chats, emails, and app feedback) from July 1, 2021 to June 30, 2022 with count and percentage breakdown by interaction type.

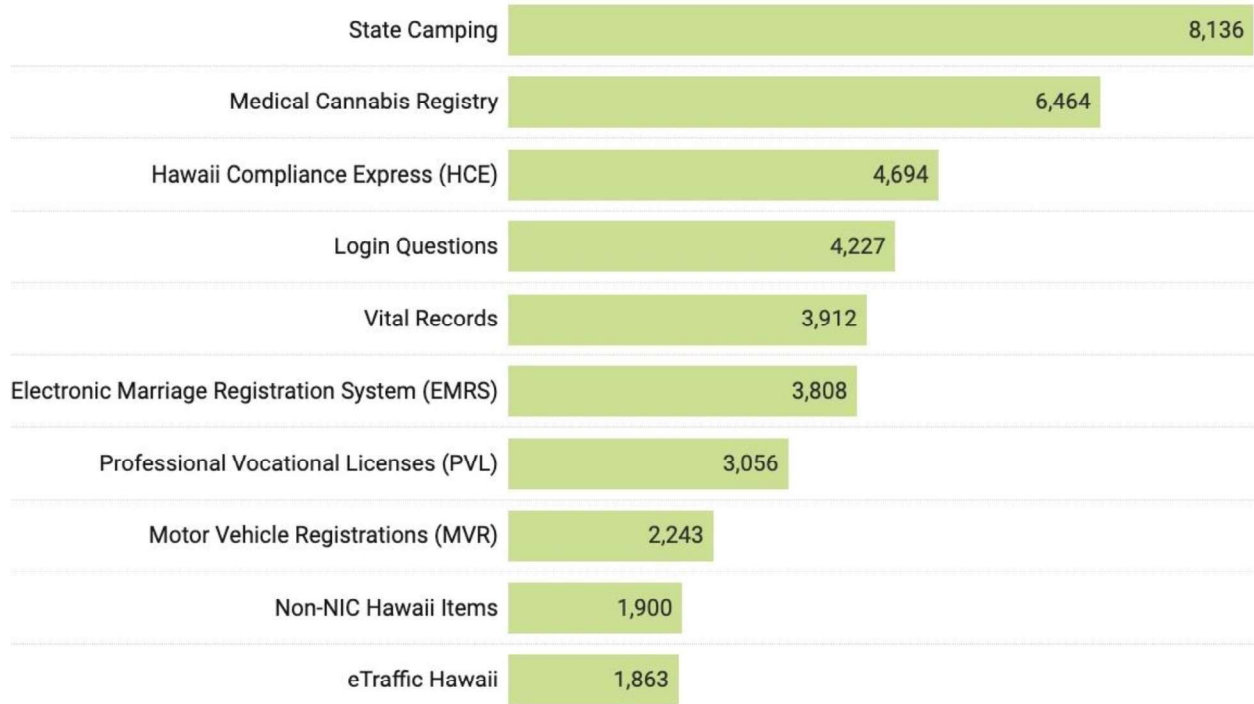
Interactions by Channel



Interaction Type	Number	Percentage	Change from FY2021
Calls	16,290	29.6%	Down 26.7%
Chats	21,067	38.2%	Down 15.9%
Emails	16,801	30.5%	Down 12.4%
App Feedback	922	1.7%	Down 20.5%
Total	55,080	100%	Down 18.5%

The following diagram and table show that 73% of our customer service inquiries span 10 services.

Top 10 Customer Service Inquiries



Service	Number	Percent
State Camping	8,136	15%
Medical Cannabis Registry*	6,464	12%
Hawaii Compliance Express	4,694	9%
Login questions	4,227	8%
Vital Records	3,912	7%
Electronic Marriage Registration System	3,808	7%
Professional Vocational Licenses*	3,056	6%
Motor Vehicle Registrations	2,243	4%
Non-eHawaii Items	1,900	3%
eTraffic Hawaii	1,863	3%
Other	14,777	27%
Total		100%

* Includes Login questions

Customer Experience Feedback

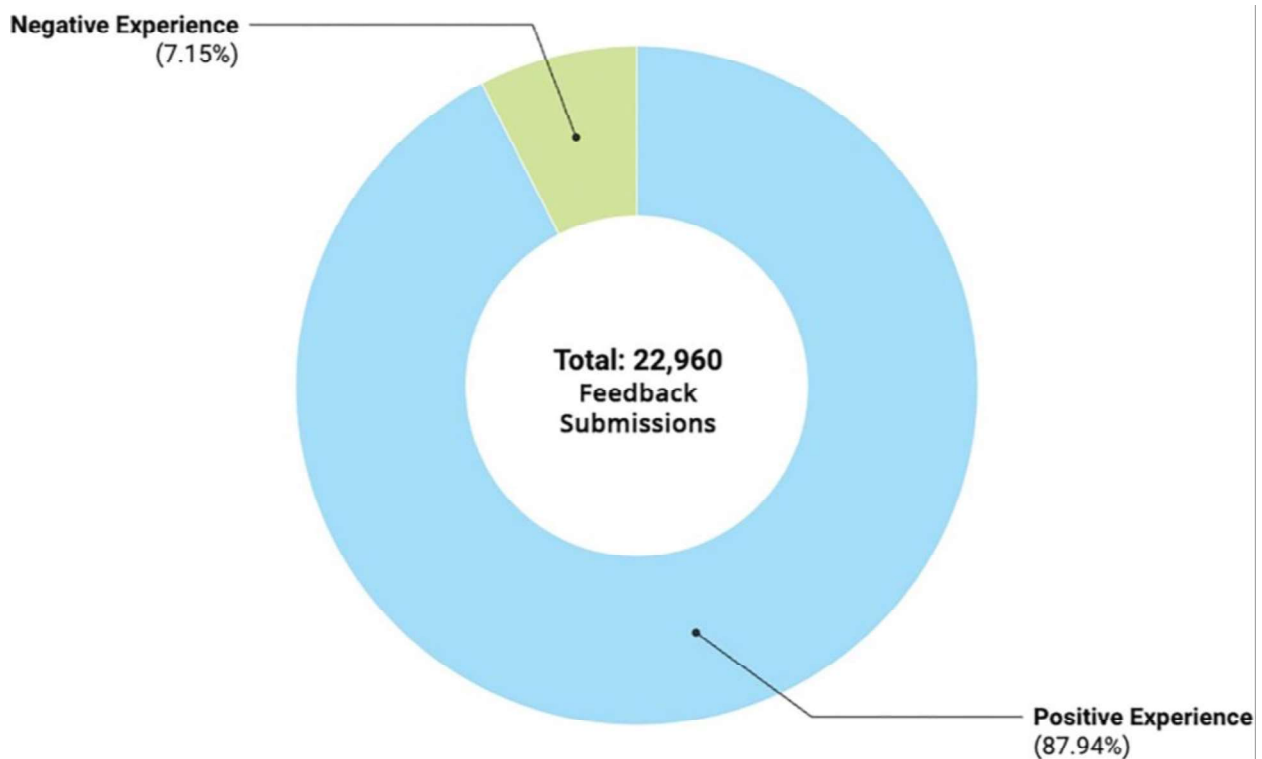


CXsuite is a real time feedback platform that was launched in October 2019. It allows NIC Hawaii and agency partners to better collect, evaluate, and act on comments, questions, and suggestions from Hawaii’s citizens and businesses.

This is a snapshot of the feedback submitted by users in FY2022.

- **22,960 feedback** submissions received in FY2022, compared to 23,410 in FY2021
- **9,949 comments** received in FY2022, compared to 9,951 in FY2021

Of the 22,960 visitors who provided feedback, **87.94%** reported a **positive** experience, while **7.15%** reported a **negative** experience.



Appendix B: Web Analytics

These are the FY2022 web traffic statistics from the portal website, ehawaii.gov, and the many ehawaii.gov services created under the State of Hawaii portal contract.

- Visitor sessions in FY2022: **13,439,618**
- Average visit duration: **3 minutes and 48 seconds**

eHawaii.gov Portal Visitor Sessions by Month

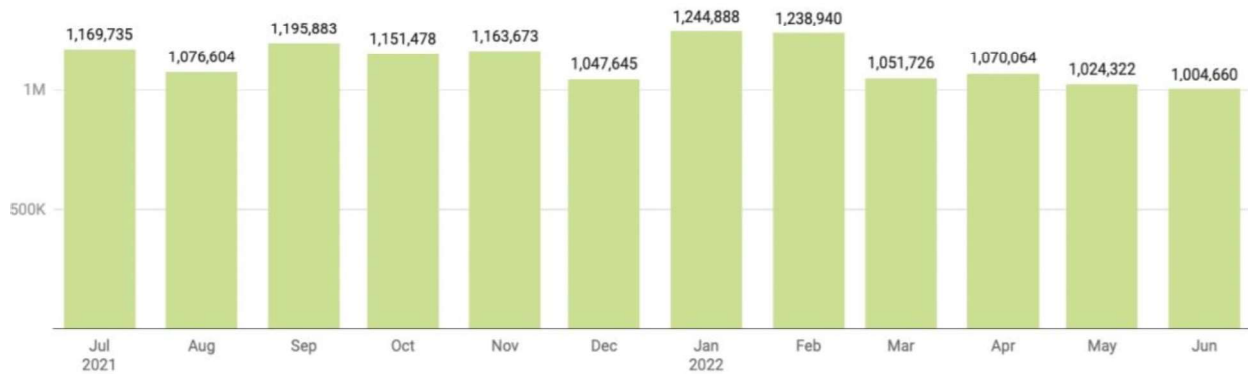


Table: eHawaii.gov Portal Visitor Sessions

Month	Number of Visitors
July 2021	1,169,735
August 2021	1,076,604
September 2021	1,195,883
October 2021	1,151,478
November 2021	1,163,673
December 2021	1,047,645
January 2022	1,244,888
February 2022	1,238,940
March 2022	1,051,726
April 2022	1,070,064
May 2022	1,024,322
June 2022	1,004,660
Total	13,439,618

Top 5 Services (Visitor Sessions via Landing page)

Service	Number of Sessions
Camping	1,985,581
BREG Documents Search	1,004,235
Child Support Enforcement Agency	314,547
Medical Cannabis Registry	241,742
BREG Annuals	202,663

eHawaii.gov Portal and Services Usage by Browser

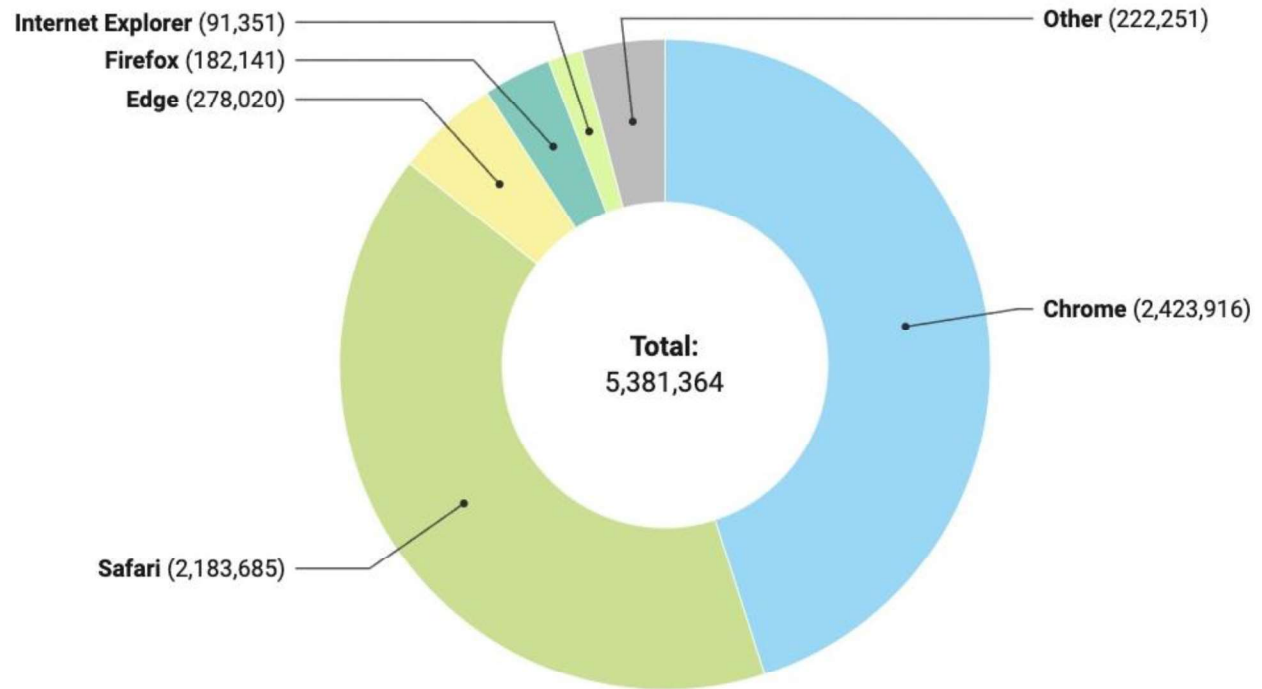


Table: eHawaii.gov Portal and Services Usage by Browser

Browser	Count	Percentage
Chrome	2,423,916	45.2%
Safari	2,183,685	40.7%
Edge	278,020	5.2%
Firefox	182,141	3.4%
Internet Explorer	91,351	1.7%
Safari (in-app)	69,708	1.3%
Samsung Internet	52,060	0.9%
Android Webview	34,404	0.6%
Opera	7,113	0.1%
Other	58,966	1.1%

eHawaii.gov Portal and Services Usage by Device

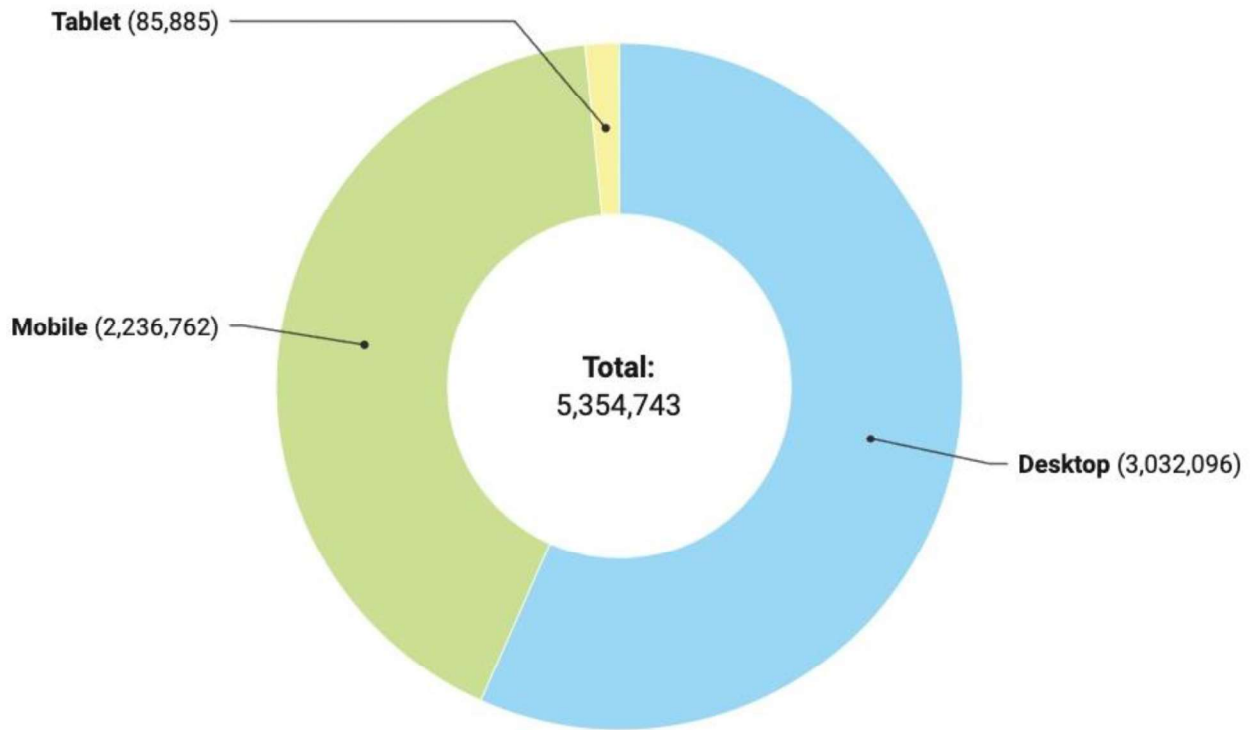


Table: eHawaii.gov Portal and Services Usage by Device






Browser	Count	Percent Usage
Desktop	3,032,096	56%
Mobile	2,236,762	42%
Tablet	85,885	2%

Appendix C: Press Releases & Awards

Press Releases (9)

Title	Release Date
Lottery Winners Now Verified Prior to Purchasing Hunting Tags	05/02/2022
Hawaii Remote Online Notary Applications Now Available Through Attorney General Website	03/11/2022
Tyler Technologies Extends Contract for Digital Government and Payment Solutions in Hawaii	02/15/2022
Honolulu Fire Department Website Wins Two More Awards	12/21/2021
Online Hunting Tags and Permits Now Available on Go Hunt Hawaii	11/16/2021
Honolulu Fire Department Website Wins Two Awards	09/27/2021
Hawaii.gov Website Wins Platinum Global Excellence Award	08/24/2021
The Redesigned State of Hawaii Unclaimed Property Search is Now Available	08/16/2021
Hawaii Remote Work Pilot Project Work Opportunities	08/12/2021

Awards (5)

Award Logo	Award Description	Agency / Service	Award Date
	MobileWebAward Outstanding Mobile Website	City and County of Honolulu, Honolulu Fire Department Honolulu Fire Department website	12/02/2021
	Davey Awards Gold Winner	City and County of Honolulu, Honolulu Fire Department Honolulu Fire Department website	10/26/2021
	Web Marketing Association Government Standard of Excellence	City and County of Honolulu, Honolulu Fire Department Honolulu Fire Department website	09/03/2021
	Global Excellence Award Platinum Award	State of Hawaii Hawaii.gov	08/12/2021
	Interactive Media Awards Best in Class	City and County of Honolulu, Honolulu Fire Department Honolulu Fire Department website	07/16/2021

Appendix D: Outreach & Community Participation

NIC Hawaii is excited to connect with the local community, where we also live. We are intrigued with programs that develop IT career paths, as demonstrated by these initiatives:

- **Hawaii Annual Code Challenge (HACC)** - In October 2021, we once again were a sponsor of the HACC. This has been an engaging experience, showing us how high school and college students are ready to take on any challenge and come up with creative solutions.
- **NIC Hawaii Internship Program** - During the HACC, NIC Hawaii discovered talented high school students, and this led to creation of our Internship Program in the Summer of 2021. This allowed us to work with promising high school students, creating a pipeline for future employees. The students have been able to experience firsthand what it's like to work with a local IT company. We look forward to tapping this talent pool in mutually beneficial ways.
- **Hawaii Digital Government Summit (DGS)** - During December 2021, NIC Hawaii was again a sponsor of the Hawaii Digital Government Summit (DGS). The DGS allows the government and tech communities to learn from each other and to describe successful partnerships that have paid off for citizens and administrators.

NIC Hawaii staff also made time to volunteer in FY2022, purchasing and wrapping holiday gifts for delivery to local families.



Appendix E: Historical Financials

The below tables provide a historical financial summary from NIC Hawaii’s audited financial statements for calendar years (CY) 2010 to 2017 and unaudited financials for fiscal year (FY) 2018 to 2021. “Funds Collected” indicates total monies collected by the portal and “Disbursed to Agencies” indicates the total amount disbursed to the State and County agencies.

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

Year	Funds Collected	Disbursed to Agency	NIC Hawaii Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
CY2010	\$751,174,040	\$747,015,378	\$4,158,662	\$3,776,699	\$381,963	\$144,768	\$237,195
CY2011	\$1,003,797,269	\$998,537,542	\$5,259,727	\$4,682,687	\$577,040	\$223,820	\$353,220
CY2012	\$1,345,767,601	\$1,339,424,575	\$6,343,026	\$5,796,751	\$546,275	\$215,262	\$331,013
CY2013	\$1,592,725,137	\$1,586,044,805	\$6,680,332	\$6,330,419	\$349,913	\$109,634	\$240,279
CY2014	\$1,722,535,140	\$1,714,395,703	\$8,139,437	\$6,833,673	\$1,305,764	\$504,585	\$801,179
CY2015	\$2,016,484,180	\$2,008,153,427	\$8,330,753	\$7,453,899	\$876,854	\$344,771	\$532,083
CY2016	\$2,018,077,300	\$2,009,013,881	\$9,063,419	\$8,078,259	\$985,160	\$260,427	\$724,733
CY2017	\$510,350,683	\$501,513,927	\$8,836,756	\$8,751,788	\$84,968	\$23,468	\$61,500
Total	\$10,960,911,351	\$10,904,099,239	\$56,812,112	\$51,704,175	\$5,107,937	\$1,826,735	\$3,281,202

Table: Financial Summary by Fiscal Year (2018 – 2021 Unaudited)

Year	Funds Collected	Disbursed to Agency	NIC Hawaii Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
FY2018	\$421,694,982	\$412,644,034	\$9,050,948	\$9,091,008	\$(40,060)	\$(50,499)	\$10,439
FY2019*	\$302,792,709	\$293,099,930	\$9,692,779	\$9,284,361	\$408,418	\$96,315	\$312,103
FY2020**	\$250,962,387	\$240,912,280	\$10,050,107	\$9,124,858	\$925,249	\$193,603	\$731,646
FY2021***	\$311,679,983	\$301,242,326	\$10,437,657	\$9,209,155	\$1,228,502	\$254,561	\$973,941

Please see the Glossary appendix for a more detailed explanation of the column headings.

* Please note that all financial numbers in FY2019 include 3 projects that were completed outside of the Portal Contract totaling \$39,553 in NIC Hawaii revenue. (These projects include DOH Disinterment \$31,023, ETS Affordable Care Act Support \$5,530, and State Procurement Office HlePro videos \$3,000.)

** Please note that all financial numbers in FY2020 include one project with the State Procurement Office for Hawaii eProcurement (HlePro) videos that was completed outside of the Portal Contract totaling \$4,600 in NIC Hawaii revenue.

*** Please note that all financial numbers in FY2021 include one project with the Department of Health that was completed outside of the Portal Contract totaling \$150 in NIC Hawaii revenue.

Appendix F: Funding Portal Operations

Transaction Funded Model (Self-Funded)

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

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

NIC Hawaii maintains each of the services we develop over the lifecycle of that service. This means the agencies pay no fees for software licensing, operating system upgrades, and security scans. NIC Hawaii staffs a full team of customer service representatives and takes calls, emails, and instant messages at no cost to the agencies for services funded under the self-funded model. Finally, NIC Hawaii provides outreach support for our services, assisting with education, training, and marketing efforts to drive awareness and adoption of the services. You may have seen examples like the annual report postcards (DCCA Business Registration), email reminders (Hawaii eProcurement System, Kauai Real Property Tax Payments), videos, training, community meetings, industry meetings, posters, and business cards. The transaction funded model is a flexible funding model that works for government, businesses, and citizens in the following manner:

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

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

Time and Materials

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

Hybrid Funding Model

A hybrid approach is using both the transaction funded and time and materials models together. There are development costs, however, they are discounted as there is also a transaction funded component to the application. This may be used when there are transactions, but the volume may not be enough to cover the entire costs of developing or maintaining the service.

Hosting

Some agencies leverage our hosting services for website hosting or NIC Hawaii developed web applications that have no revenue base. In certain scenarios, an agency may already

have an application developed that only needs hosting service to continue providing service to the public.

No Cost Projects

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

The Access Hawaii Committee collaborates with NIC Hawaii in determining which services will be provided at no cost to the State or County agency. These types of applications generally have a high public value or dramatically enhance public safety. Some examples include: Hawaii sex offender search, unclaimed property search, and the state calendar for posting public meeting and events. Below is a list of the 25 no cost services provided by NIC Hawaii:

- Access Hawaii Committee AHC website
- Access Hawaii Committee Document Repository
- AG - CSEA - Child Support Account Information System
- AG - HCJDC - Covered Offenders Search
- Budget and Finance - Unclaimed Property Search
- City and County of Honolulu - Work Hawaii Division - Youth Build Website
- DAGS – OIP - State Calendar
- DCCA - BREG - Agent Search
- DCCA - INS - Insurance Continuing Education Information
- DCCA - INS - Insurance License Search
- DCCA - INS - License CE Verification
- DCCA - INS - Self-Service Portal
- GOV - Boards & Commissions Online Application
- Hawaii.gov State portal website
- Judiciary – eBench Warrants
- Judiciary - Policy & Planning - Judge Evaluations
- Judiciary - Volunteers in Public Service
- NIC Hawaii - CXsuite
- NIC Hawaii - Driver Record Correction Request
- NIC Hawaii - Invoicing System
- NIC Hawaii - Kala Payment Module

- NIC Hawaii - Kala Refund Module
- NIC Hawaii - (Lala) Single Sign-On Service
- NIC Hawaii - Online Subscriber Form
- NIC Hawaii - Payment Platform

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

Appendix G: Portal Oversight

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

Pursuant to Act 292, the AHC coordinates and provides oversight of the activities of NIC Hawaii and the departments and agencies that utilize the Portal. In addition to the AHC, the State Portal Program Manager functions as a vendor relationship manager to assist the AHC with its Legislative mandated duty of providing oversight of the portal provider. The responsibilities of the Portal Program Manager include:

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

Appendix H: Glossary

- **Agency Paid NIC Hawaii** – Amount State or County agency pays NIC Hawaii which may include Portal Administration Fee if absorbed by the agency.
- **Avoided Costs** – Costs avoided by the State or County agency with regard to labor associated with data entry, paper, mailing, marketing and outreach. This does not include any IT related costs/savings.
- **CMS** (Content Management System) - A system of software that provides website authoring, collaboration, and administration tools to help users with little/ no knowledge of web coding to create, edit and manage website content. WordPress is the CMS used by NIC Hawaii.
- **Disbursed to Agency** – Statutory fees collected on behalf of a State or County agency and disbursed by NIC Hawaii to the agency.
- **Funds Collected** – Total amount of monies collected through the portal. This includes all statutory fees, credit card or eCheck fees, and convenience fees.
- **Hybrid Funding Model** - The combination of using both the transaction funded and time and materials models together.
- **Infrastructure as a Service** (IaaS) - A software environment that hosts all of the applications, such as Amazon Web Services
- **NIC Hawaii Portal Revenue** – NIC Hawaii income (“Funds Collected” amount minus the “Disbursed to Agency” amount).
- **Platforms** - Software systems that enable smaller web applications to run
- **Platform as a Service** (PaaS) - Access to a cloud-based system for developing and managing web applications.
- **Portal Administration Fee** – Sum of service fee (i.e. convenience fee of using the service) and transaction fee (i.e. credit card or eCheck fee).
- **Service** - A service is an online application or a CMS website.
- **Software as a Service** (SaaS) - Web applications that reside in the cloud and are available for use by different entities, who subscribe to pay for the service
- **Statutory Fees Collected** – Statutory Fees collected by NIC Hawaii on behalf of the State or County agency and disbursed to the agency.

- **Time and Materials** – Funds paid by State or County agency for a project or other work based upon fixed cost pricing or hourly contract rates.
- **Transactional Revenue** – Revenues generated through transaction fees paid by the customer or State or County agency to NIC Hawaii.
- **User** – Customer or public user of the service.
- **User Adoption** - A situation in which users adopt a new process that works to fill a specific need. They transfer from an old system and migrate to a system that is newer, better, faster, more comprehensive, and altogether more efficient.
- **User Paid NIC Hawaii** – Amount that a user pays to NIC Hawaii in Portal Administration Fees.
- **Web Application** – An application that utilizes web technologies to allow users to perform tasks over the internet using their web browser (e.g., searching for data, submitting forms, renewing licenses, buying permits, paying statutory fees).