Overall Progress	Website Infrastructure	Website Usability
	Time to deploy website servers: FY 12 avg time: 80 days FY 13 avg time: 1 day	Usability Compliance Rating FY 12: 40% FY 13: 62%
100%	8000% (80X) Increase in efficiency	22% Increase
▲ On Track	▲ On Track	▲ On Track

Website Modernization

Along with open data initiatives, the CIO has also worked to modernize Hawaiʻi's government Web portal and departmental websites.

In April 2013, the Office launched the redesigned departmental sites and the Hawaiʻi government Web portal. The outdated website infrastructure for sites was moved from old standalone servers hosted at ICSD to the Amazon Cloud. The redesigned effort was recently named a finalist for Best Government Website in the Center for Digital Government's Best of the Web Competition. The redesigned website also includes updated access to a variety of mobile apps and online services.

Several departments are already benefiting from OIMT's website modernization efforts. According to the Department of Health (DOH), the website modernization led to a more user-friendly dynamic website that was easier to maintain, and caused a significant reduction in the number of staff needed to maintain and update their department's website.

As a result of the modernization efforts, website availability and usability has greatly increased:

Improvement in Website Infrastructure — Time to Deploy Servers:
- FY 12: Average time to deploy — 4 months
- FY 13: Average time to deploy — 1 day
- 99% increase in efficiency

Improved Usability of Our Sites (as a result of the new design, based on Foresee survey results):
- FY 12: 40%
- FY 13: 62%
- 22% increase in usability

Achievements in OPEN GOVERMENT
State of Hawaii

Department Websites — 18

Office of the Governor
The Governor is the chief executive of the State of Hawaii and ensures that all laws of the state are executed. The Governor is responsible for state agencies, establishes the goals of the state, and outlines ways to reach those goals.

Lieutenant Governor
The Lt. Governor serves as Secretary of State for intergovernmental relations of the State of Hawaii, leads the Hawaii 1-Per Share Initiative and is the Governor's Liaison to the Asia Pacific Economic Cooperation to be hosted in Honolulu in 2011. Additionally, the Lt. Governor acts in place of the Governor when the Governor is out of state.

State Departments

Accounting & General Services
DAGS is responsible for managing and supervising a wide range of State programs and activities.

Agriculture (HDOA)
The Hawaii Department of Agriculture works to support, enhance and promote Hawaii's agriculture and aquaculture industries.

Attorney General (ATG)
The Attorney General is the chief legal officer and chief law enforcement officer of the State of Hawaii.

Budget & Finance
The Department of Budget and Finance develops near- and long-term financial plans and strategies for the State, and provides programs for the improvement of management and financial management of State agencies.

Business, Economic Development & Tourism
The Department of Business, Economic Development & Tourism is Hawaii's resource center for economic and statistical data, business development opportunities, energy and conservation information, and foreign trade advantages.

Commerce & Consumer Affairs
DCCA's goals are to promote a strong and healthy business environment while protecting the community from unfair and deceptive business practices.

Defense
The mission of the State of Hawaii Department of Defense, which includes the Hawaii National Guard (HING) and State Civil Defense (SCD), is to assist authorities in providing for the safety, welfare, and defense of the people of Hawaii.

Education (K–12)
The commitment to a quality education for all of Hawaii's children.

Hawaiian Home Lands
The Department of Hawaiian Home Lands is responsible for administering the Hawaiian Home lands program as established by Prince Jonah Kuhio Kalanianaole. DHHL continues to serve to Prince Kuhio's vision of returning native Hawaiian people to the land and developing healthy, self-sufficient Hawaiian communities, through the many benefits and programs it offers.

Health
The mission of the Department of Health is to protect and improve the health and environment for all people in Hawaii.

Human Resources Development
The Department of Human Resources Development shall provide timely and responsive leadership, resources, and services to fully support the State in the recruitment, management, and retention of a high-performing workforce.

Human Services
The Department of Human Services is committed to providing timely, efficient and effective programs, services and benefits that empower Hawaii's most vulnerable people to expand their capacity for self-sufficiency, self-determination, independence, healthy choices, quality of life, and personal dignity.

Labor & Industrial Relations
The Department of Labor and Industrial Relations is responsible for ensuring and increasing the economic security, well-being, and productivity of Hawaii's workers.

Land & Natural Resources
The Department of Land and Natural Resources mission is to enhance, develop, and implement cost-effective strategies for the long-term sustainable management, maintenance, protection and utilization of existing and potential ocean, land, natural and cultural resources of the state of Hawaii.

Public Safety
Department of Public Safety oversees the state's Corrections Division, which includes state prisons and community correctional facilities, as well as the Law Enforcement Division, including the Narcotics, Protective Services and Sheriffs Divisions.

Taxation
The mission of the Department of Taxation is to administer the tax laws for the State of Hawaii in a consistent, uniform, and fair manner.

Transportation
Department of Transportation is responsible to plan, design, construct, operate, and maintain State facilities in all modes of transportation, including air, water, and land. Coordination with other State, County, and Federal programs is maintained in order to achieve this objective.

MY.HAWAII.GOV

Come in, WE'RE OPEN

Mobile Apps — 63

Name	iOS	Android	Web
Business Registration	●	●	●
Condominium Association Registrations			●
EV Stations App	●	●	●
Hawaii.gov	●	●	●
Hawaii's Charity Finder	●	●	
Hawaii's Sex Offender Search	●	●	
Notary Registration System			●
Reef Defender	●	●	●
Tax License Search			●
Tax Refund Status			●
eTraffic			●

All Hawaii Government

Name	iOS	Android	Web
Adopt-a-Siren			●
Adopt-a-Stream			●
AlEt.us			●
AquaView	●		
Camping Permits			●
CitySourced Honolulu 311	●	●	
CrimeMapping	●		●
DPP Building Permit Status			●
Da Bus	●	●	
Disaster Alert	●	●	
EV Hawaii	●	●	
Electioneering Maps			●
FEMA	●	●	
Festivals of Hawaii	●		
Go Akamai	●	●	●
Hawaii Directory of Public Officials			●
Honolulu Map and Walking Tours	●		
Honolulu Tsunami Evacuation Zones	●	●	●
Ka Leo O Hawaii	●		
Kilauea Traffic	●		
Lin Emini	●		
MOCA Public Art Finder			●
NaptityNide	●	●	
			●
			●
	●	●	
			●
myMEMO	●		

Online Services — 101

33,914	eFile Tax Returns	12,182	DOTAX eFile
11,864	eFile Tax eCheck Payments	6,519	Conveyance Documents Recorded
3,986	Driver Records	2,355	Annual Business Report Filings
1,869	eFile Tax Credit Card Payments	1,830	HCJDC eCrim Searches
827	Unemployment Insurance Payments	544	Marriage License Payments
536	eTraffic Payments	423	Maui Motor Vehicle Renewals
376	Criminal History Record Purchases	362	Hawaii Business Expert Filings
354	State Parks Camping Reservations	323	PVL License Renewals
304	Business Document Purchases	272	Hawaii Real Property Tax Payments
266	Conveyance Document Searches	258	Warrants Served
230	Hawaii Motor Vehicle Renewals	177	Hawaii Business Wizard Filings
165	Hawaii Compliance Express Renewals	113	Teacher License Renewals
96	Kauai Real Property Tax Payments	92	Hawaii County Camping Permits
92	Hawaii Water Bill Payments	78	Wedding Permits
72	Online Hunting Licenses	71	MED Admin
66	Controlled Substance Registration Renewals	64	Hawaii Compliance Express Applications
55	Vessel Registration	50	Kauai Motor Vehicle Renewals
47	Marriage Performer License Registrations	39	Conveyance Recordings
31	Insurance License Renewals	25	Trail Reservations
23	Charity Annual Registration Fees	20	AG Notary
18	Waste Water Filings	18	Commercial Fishing License Services
16	Judiciary Document Purchases	16	Hawaii County Permit Payments
14	Boating Payments	13	Freshwater
8	Electronic Death Certificate	8	Film Permit Application
8	Kauai Sewer Payments	0	Modernized eFile Tax Returns

AWARDS

nagw — National Association of Government Web Professionals

DAVEY AWARDS — Gold Award Winner

2013 W3 AWARDS — SILVER WINNER
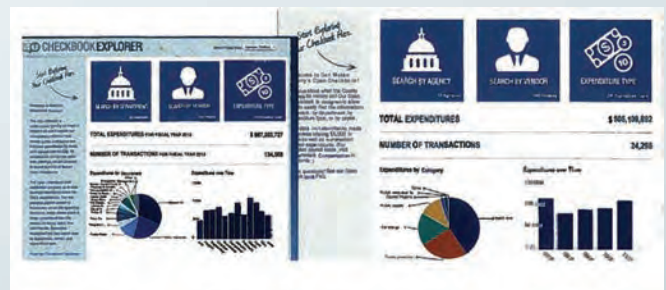
BEST OF THE WEB

my.hawaii.gov

my.hawaii.gov is an online management platform for interacting with the State — anytime, anywhere, on any device. It will make many State systems accessible to the public via the Internet (e.g., pay taxes, register vehicles, pay fines, apply for permits, reserve campsites, etc.), making it easier for citizens to interact with the State — their way.

The portal is a single "user-friendly and intelligent" Web portal with a service catalog of all available online government information and services — public areas, as well as secure areas that can only be accessed with appropriate security credentials. The goal for my.hawaii.gov is to create a customized citizen experience that will lead to a tremendous increase in civic engagement and government interaction.
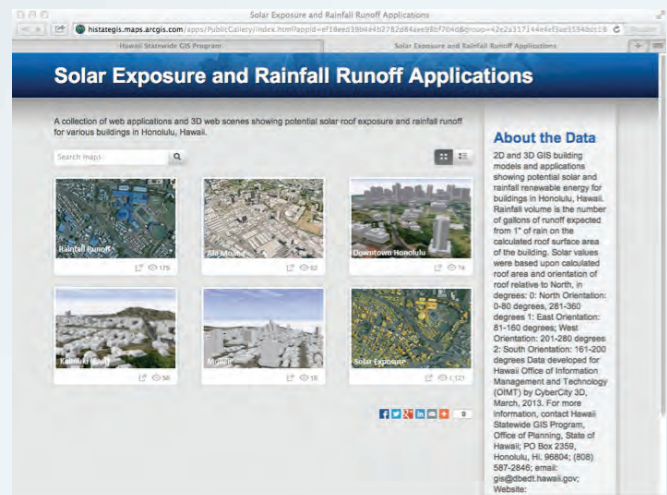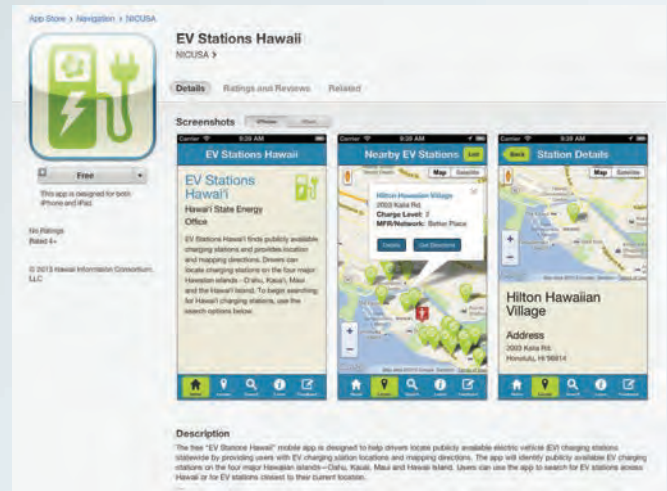

Transparency

The goal of the Open Government program is to improve transparency and rebuild confidence in government. Transparency.hawaii.gov is a one-stop website where citizens can search for government information on expenditures, contracts, tax collections and the budget. The checkbook explore app provides easy, intuitive ways for any user to explore and visualize the information.

Mobile Apps

To meet citizens' changing technology needs, and better provide easy, on-the-go access to government services, OIMT has partnered with several departments to develop mobile applications. A few of the mobile applications released in 2013 include:

- Department of Commerce and Consumer Affairs (DCCA): Business Registration suite of services
- Budget and Finance (B&F): Retirement calculator for citizens
- Office of Information Management and Technology (OIMT): Mobile app for Hawai'i.gov site
- Department of Tax (DoTAX): Find my refund and a tax license search app
- Department of Land and Natural Resources (DLNR): An educational, interactive game

These early mobile apps have set the stage for future mobile service applications and have been well-received. The DCCA business registration application, for example, has won national awards.

Upgrades to department websites and an increased number of mobile apps have dramatically increased mobile visits to State websites:

Mobile visits to Hawai'i State websites:

- FY 12: 593,427
- FY 13: 1,005,891
- 69.5% Increase