

THE ORIGINS OF EGOV OPEN DATA: EGOV APPLICATIONS

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*eHawaii.gov / NIC Inc / Hawaii Information
Consortium*

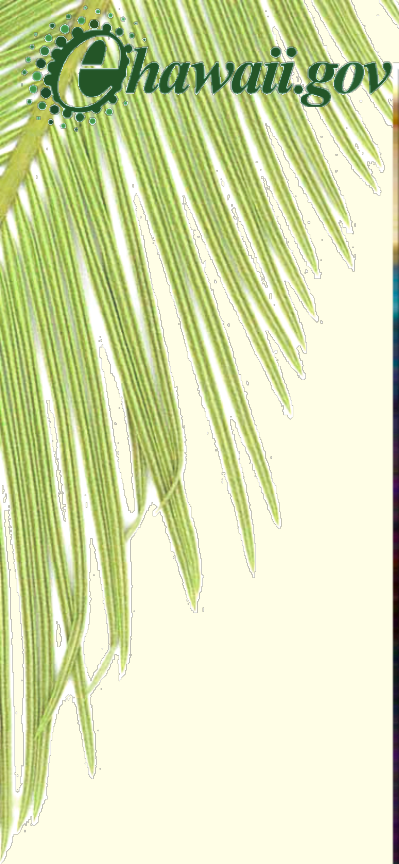


Aloha!



70%







Aloha!

Me!



Personal Background

- Java since 1996
- eGov since 1999





2003 – Started with HIC
2008 – Became developmentally
useless



Overview

- **Philosophy**
- eGov Applications Basics
- Self-Funding eGov
- Obstacles
- Formula for Success
- My Favorites

- Create eGovernment applications
 - Enable automation
 - Promote transparency
 - **Increase efficiency**
 - Reduce costs
 - **Solve problems for lots and lots of people!**

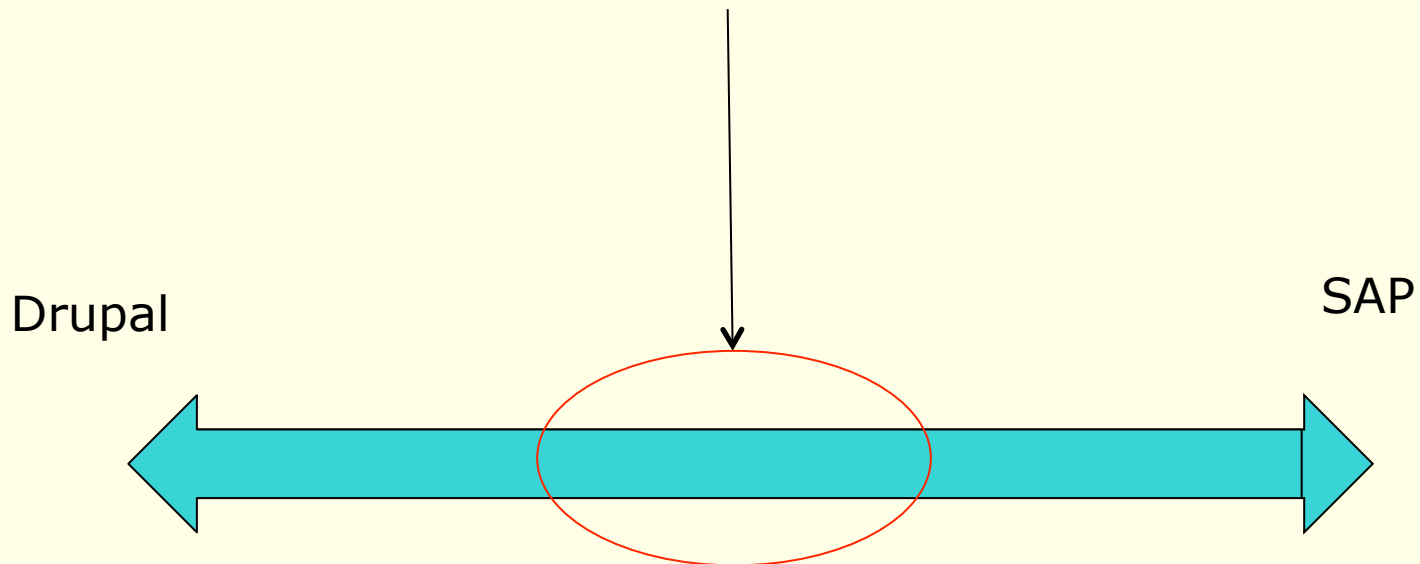
We focus on collecting information, enabling efficient processing and letting the agency do what it deems to be the right thing.

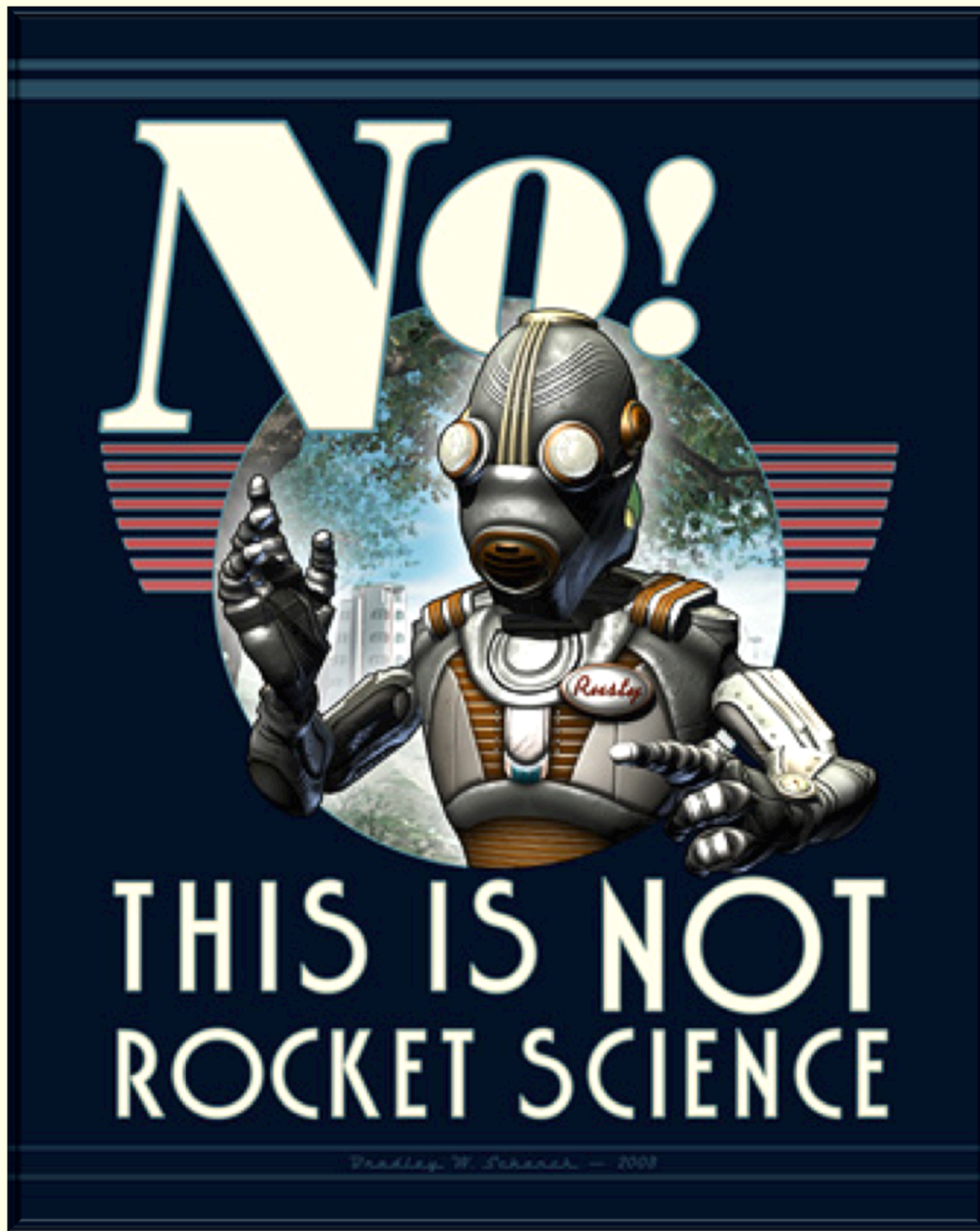
BUT.. What we do enables many transparency and open data feeds.





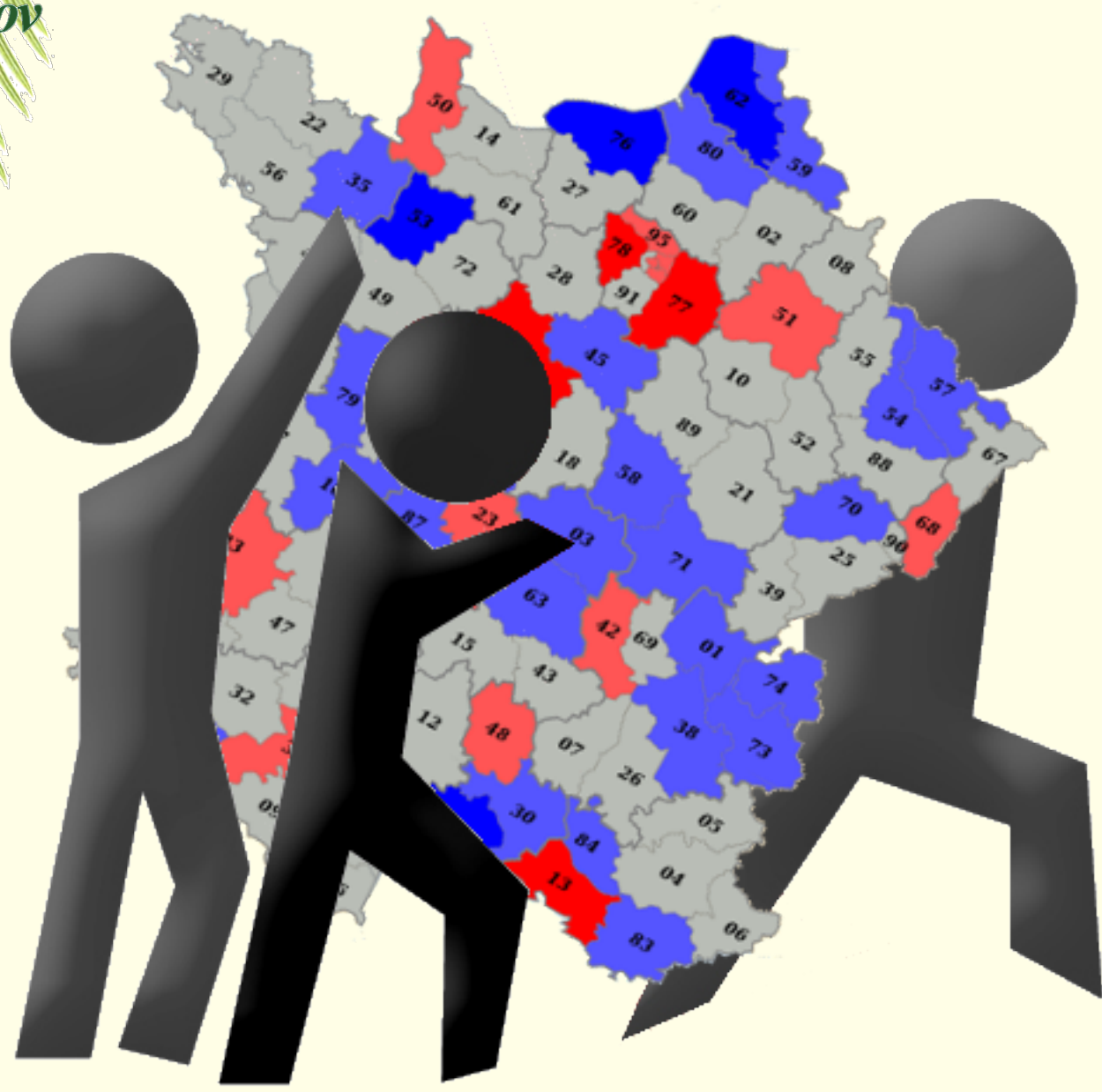
- Expensive, proprietary systems are the rule.
- Interesting place for developers.
- Ideal solutions lie here somewhere..

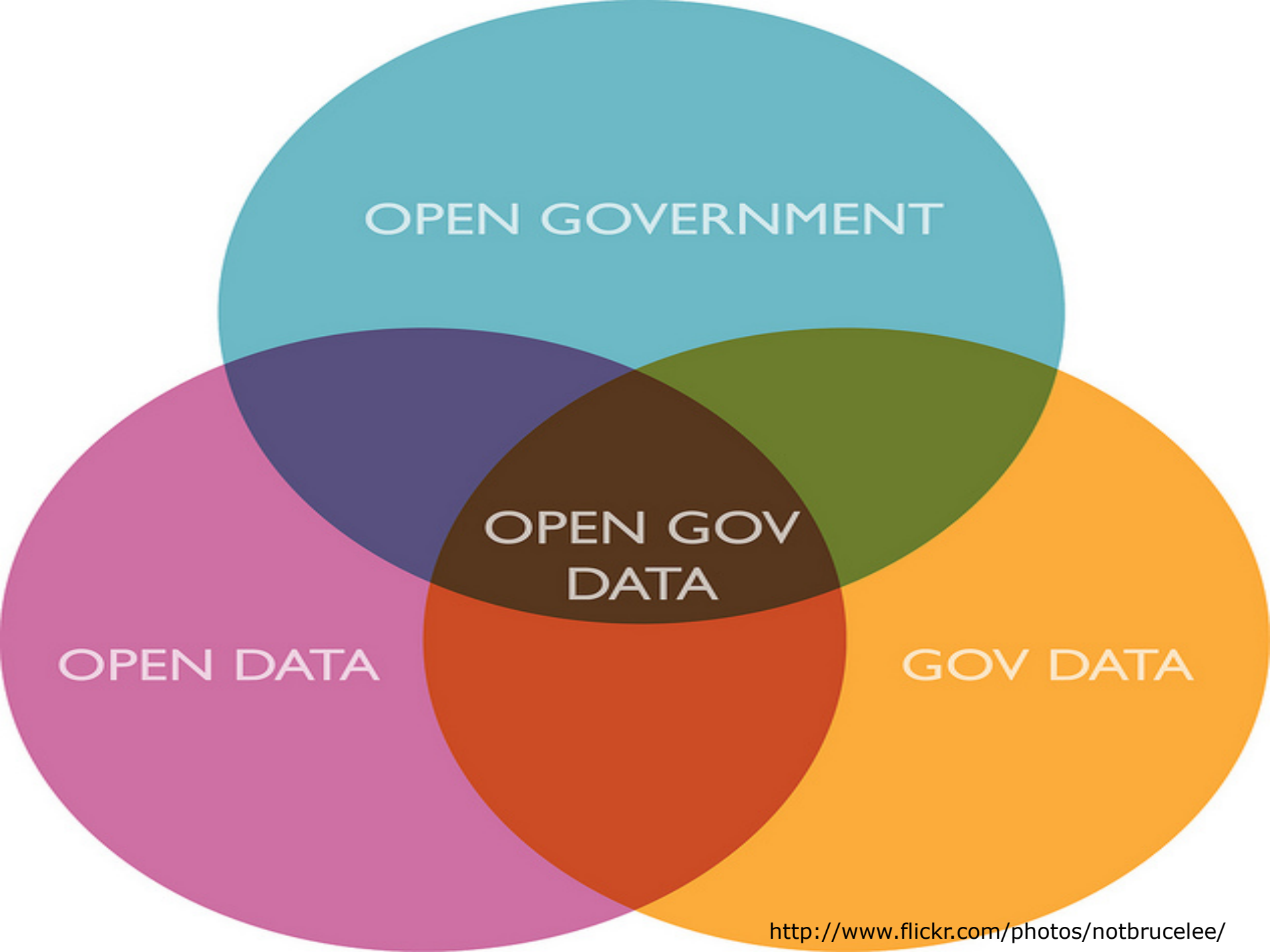




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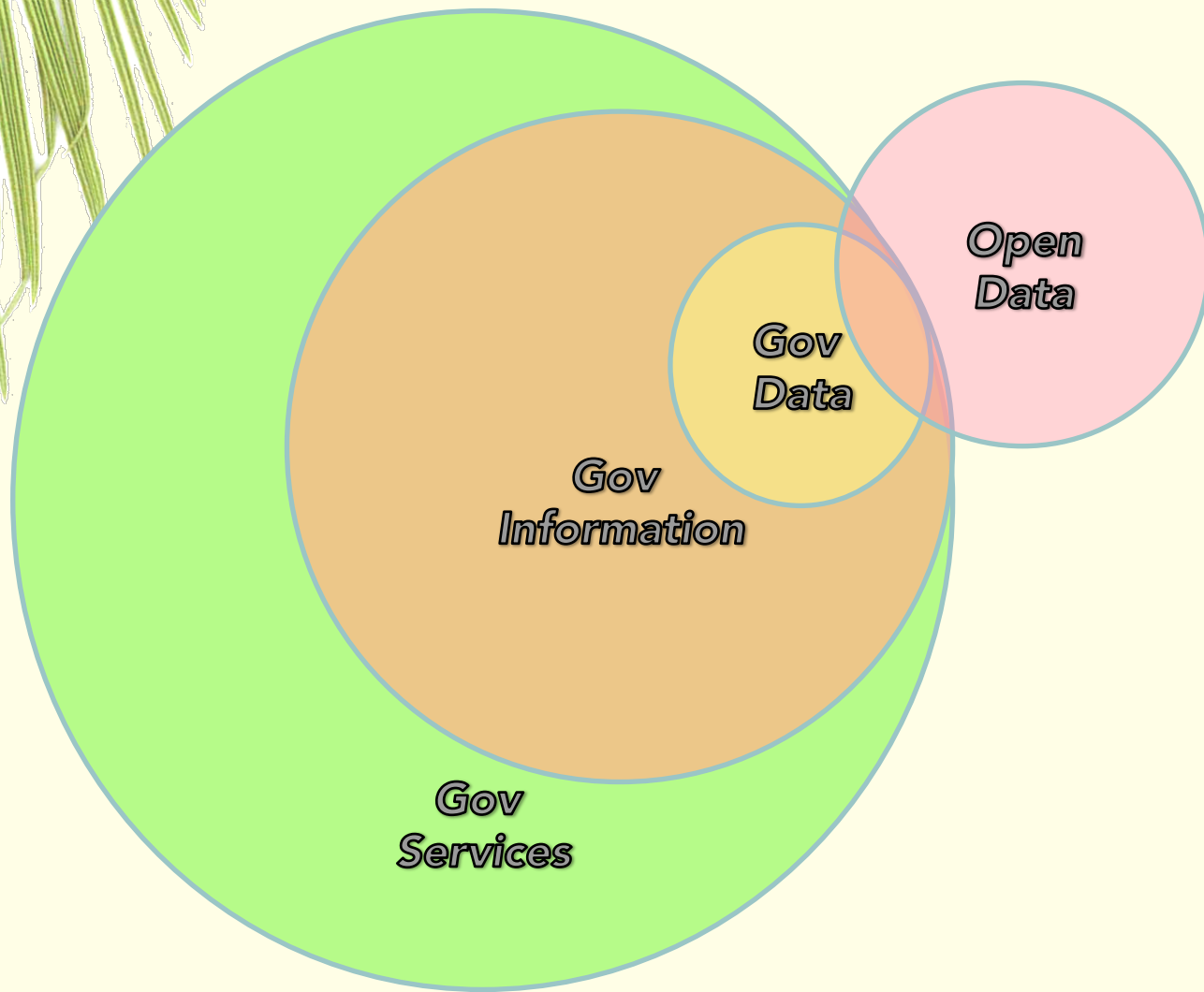


OPEN GOVERNMENT

OPEN GOV
DATA

OPEN DATA

GOV DATA





eGov: Wrong

Deployment data of field activity A-5-04-HW in Kaloko-Honokohau National Historical Park, Hawaii, Hawaii from 07/31/2004 to 08/04/2004

U.S. Geological Survey, Department of the Interior — United States Geological Survey, Menlo Park, California. Chief Scientist: Curt Storlazzi. Deployment data (ADP, opticalbackscattersensor, CTD) of field activity...

[HTML](#) [XML](#) [HTML](#) [HTML](#)

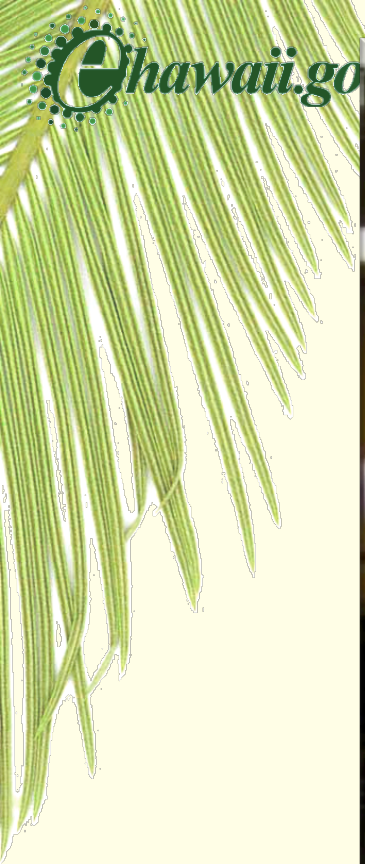
Federal

Geological data of field activity A-3-04-HW in Kaloko-Honokohau National Historical Park, Hawaii, Hawaii from 04/23/2004 to 04/30/2004

U.S. Geological Survey, Department of the Interior — United States Geological Survey, Menlo Park, California. Chief Scientists: Mike Field, Curt Storlazzi. Geological data (ADP, opticalbackscattersensor, CTDmeter) of...

[HTML](#) [XML](#) [HTML](#) [HTML](#)

Federal





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Search All Hawai'i Government USA.gov

Home » Trending
Trending

98
ONLINE SERVICES

62,952
ONLINE TRANSACTIONS IN THE LAST 7 DAYS

208 SOCIAL MEDIA PAGES	61	56
	9	19

51 MOBILE APPLICATIONS

20	11	20
----	----	----

119 FACEBOOK LIKES
209 FACEBOOK SHARES

1,081
TWITTER FOLLOWERS

16
YOUTUBE VIDEOS



- The applications we enable are usually the business enabling kind...
- Typically we do not charge!
- It's a partnership
- 90 – 120 days of work per project

We get a transaction fee in return for:

- Development
- Hosting
- Payment Processing
- Maintenance
- Marketing



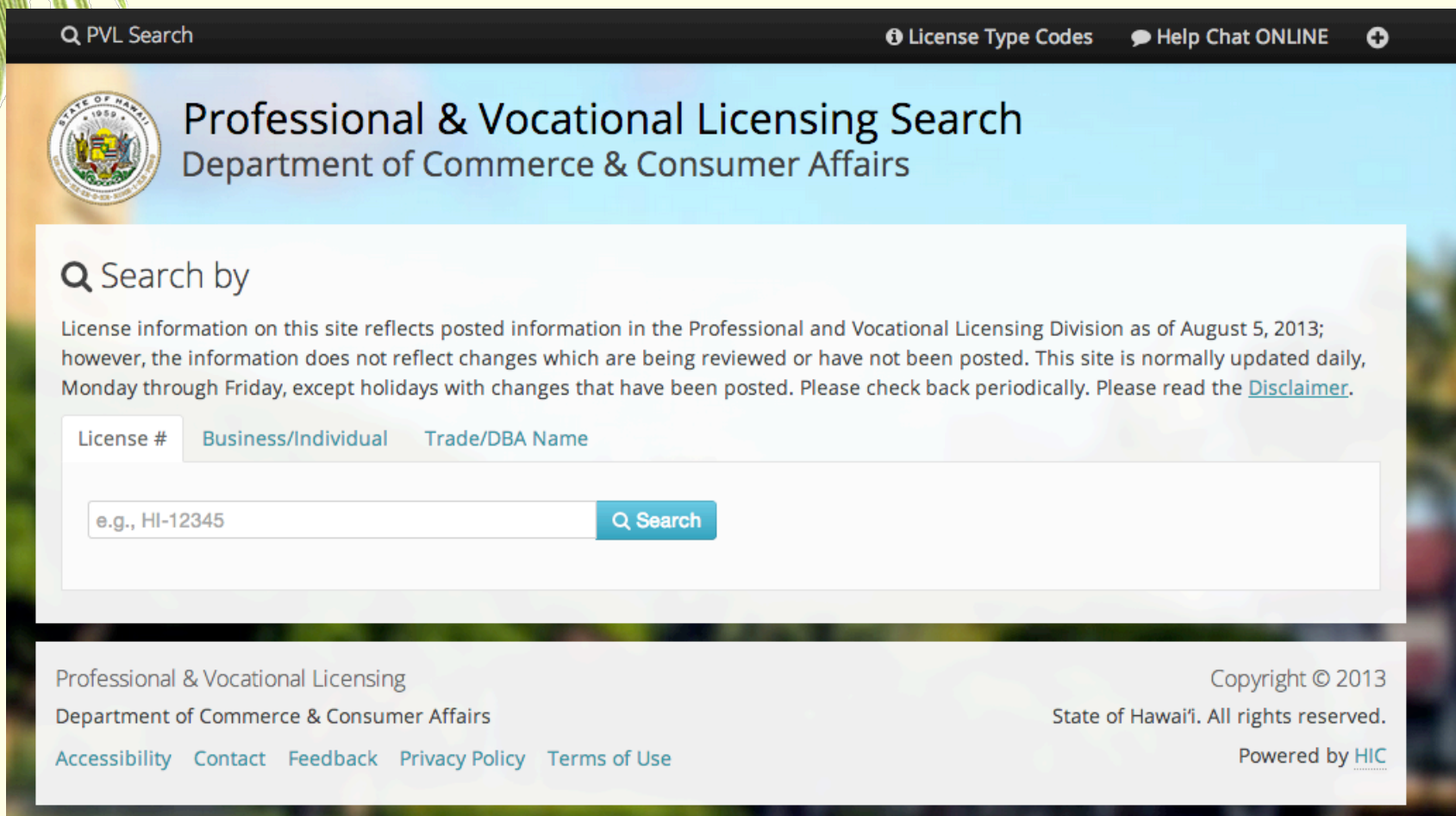
ITEM	REFERENCE NUMBER	PRICE
Violation: HRS 286-25	1DTI-13-152750	\$70.00
Portal Administration Fee	1DTI-13-152750	\$3.32
TOTAL		\$73.32

Payment Information	
Contact Name	Russell
Phone Number	808-XXX-XXXX
Email Address	XXX@ehawaii.gov
Card Type	MasterCard
Account Number (last 4)	XXXX
Expiration Date	**/**
Name on Card	RUSSELL A DUDE
Billing Address	321 Alewawa Dr Honolulu, HI 96817 United States

Final Steps	
Please print this receipt for your records and click Continue below to complete the transaction.	
Reference Id	42731
Authorization Code	5604348
Transaction Date/Time	22 Sep 2013 15:05 HST


This could be something simple like paying a parking citation ..

Or confirming that contractor working on your house is licensed..



The screenshot shows the homepage of the Professional & Vocational Licensing Search website. At the top, there is a navigation bar with a search icon and the text 'PVL Search', a link for 'License Type Codes', and a 'Help Chat ONLINE' button. Below this is a header section with the State of Hawaii seal on the left and the title 'Professional & Vocational Licensing Search' followed by 'Department of Commerce & Consumer Affairs'. The main content area features a search section with the heading 'Search by' and a paragraph of disclaimer text. Below the text are three tabs: 'License #', 'Business/Individual', and 'Trade/DBA Name'. A search input field contains the text 'e.g., HI-12345' and a blue 'Search' button. The footer contains contact information for the Department of Commerce & Consumer Affairs, copyright information for 2013, and a list of links including Accessibility, Contact, Feedback, Privacy Policy, and Terms of Use. The text 'Powered by HIC' is also present in the footer.

Q PVL Search License Type Codes Help Chat ONLINE

 Professional & Vocational Licensing Search
Department of Commerce & Consumer Affairs

Q Search by

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License # Business/Individual Trade/DBA Name

e.g., HI-12345 Q Search

Professional & Vocational Licensing
Department of Commerce & Consumer Affairs

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State of Hawai'i. All rights reserved.

[Accessibility](#) [Contact](#) [Feedback](#) [Privacy Policy](#) [Terms of Use](#)

Powered by [HIC](#)

Or filing your taxes and making your payment.

Transaction Details x		
ITEM	REFERENCE NUMBER	PRICE
Voucher payment	6LB-3GK-1CT-8QJ	\$100.00
Auhau convenience fee item	6LB-3GK-1CT-8QJ	\$2.50
<i>TOTAL</i>		<i>\$102.50</i>



Enable eGov

Or start a business, get married or record the sale of your home....



State of Hawai'i
Department of Commerce & Consumer Affairs

Professional & Vocational Licensing Online Services



PVL Licensee Search

Research general information about individuals and businesses licensed by the DCCA Professional and Vocational Licensing Division.
<http://pvl.ehawaii.gov/pvlsearch/app>



PVL License Renewal

Renew your PVL-issued license online.
<http://pvl.ehawaii.gov/renewals>



PVL List Builder

You can build and download a customized list of licensees under the jurisdiction of the Professional and Vocational Licensing Division, Department of Commerce and Consumer Affairs.
<http://www.ehawaii.gov/dcca/pvllist/html>



PVL Bulk Data

Purchase the entire database of PVL Licensees (Subscribers Only)



- Updates
- Rewrites
- Upgrades

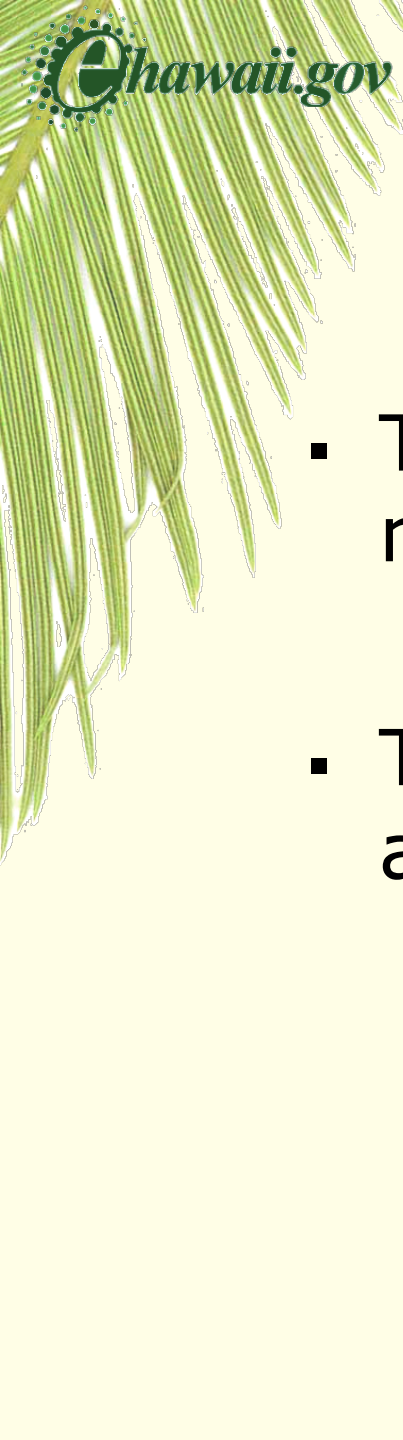
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Temptations

Staff will sometimes become drunk with power..





Temptations

- The big temptation is to require so much..
- That the user decides its too hard and files manually instead.

Still, its not that hard!

- Applying some discretion and good coding techniques you could create lots of solutions.



Not so fast..

GEORGIA GOV

[Agencies](#) [Blog](#) [Cities & Counties](#) [Elected Officials](#) [Popular Topics](#)

Search for topics, agencies, cities



POPULAR TOPICS

[Collecting or Paying Child Support](#)

[Finding a Job](#)

[Applying for Food Stamps](#)

[Applying for Medicaid](#)

[Applying for a Business License](#)

[Downloading Georgia Forms](#)

[Renewing Vehicle Registration](#)

[View All Popular Topics >](#)



Agencies

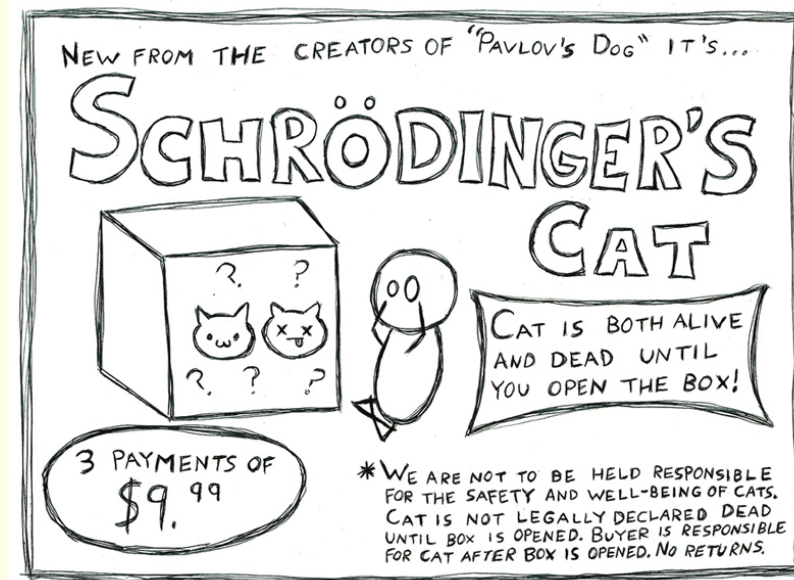


Cities & Counties

Polymorphism

Many agencies give different answers to the same question!

- And they are right and wrong..
- Its like quantum government theory.





Q: How do I start my business?

A1: Fill out the BB1 form.

A2: Fill out the UC-10 form.

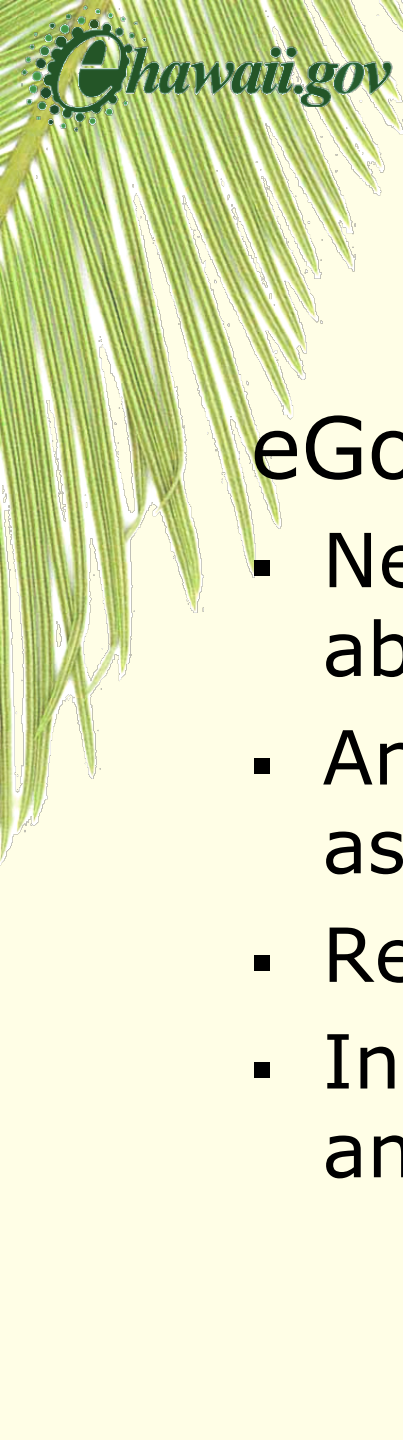
A3: Fill out the DC-1 form online.

A4: Write us a letter.



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Awareness

eGov applications should

- Never assume they know anything about government hierarchies.
- Answer the question they meant to ask.
- Recognize the context of request.
- Inform the user of the workflow, status and action items.

Assumptions

Q: I want to start a business

Assumption:

- Whoever you are and whatever agency you are with, you know exactly what I need.

Questions

Q: I want to start a business

Real question:

- I want to start my business and fill out all the forms I need.



Context

Q: I have this charge on my account for €98.55

The screenshot shows the BT Credit Card online account page. The user is logged in as 'Hello [Name]'. The page displays the account balance and a list of transactions for July 2010. A specific transaction is highlighted with a charge of £98.55.

BT Credit Card | BT Credit Card Standard Visa Card
XXXX XXXX XXXX XXXX
[Cards overview](#) | [Add card](#)

Your Account | **Products & Services** | **Tools & Resources**

[Statements](#) | [Make a Payment](#) | [Make a Transfer](#) | [Manage Account](#) | [Card Benefits](#)

View statement

Thank you. Here's your statement.

Please note that if the month you've chosen had a zero balance and there was no activity on your credit card account, there will be no statement available.

See another statement

Select a month: [View](#)

July 2010 statement

New Balance: **£136.60** [View official statement](#)

Minimum Payment: **£25.00**

Payment to be received by: **23/07/2010**

Transactions for the month of: July 2010 This is not an official statement

Transaction date	Received by us	Description	Amount	
15/06/2010	16/06/2010	SHOPS (SUNSHINE)	£31.05	Show details
15/06/2010	16/06/2010	HOUSEHOLD AND LOCAL BUSINESSES	£7.00	Show details
23/06/2010	23/06/2010	FINANCE DIRECT/DEBIT - BANK OF IRELAND	£465.56	CR
26/06/2010	28/06/2010	BT CREDIT CARD DISCOUNT	£98.55	Show details
		BT CREDIT CARD DISCOUNT		
		£ .00 EARNED THIS MONTH		
		£ .00 ADJUSTMENT		
		£ .00 BT PROMOTION		
		£ .00 MONEY OFF BILL		

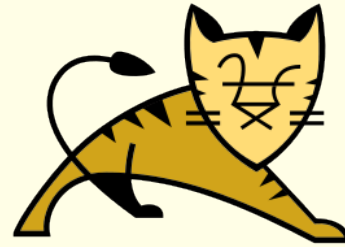


Status Updates

Avoid the black hole effect

- Keep them in the loop.
- Judicious use of messages.





Strategies

- Single Sign On
- Centralized payment processing
- Enterprise dashboard
- Consistent Messaging
- Integrated Customer Support
- RWD



Jenkins



Single Sign On

The screenshot shows the 'eHawaii.gov Account Services' login page. At the top left is the eHawaii.gov logo (a hibiscus flower) and the text 'eHawaii.gov Account Services'. At the top right are icons for a smartphone, a laptop, and a tablet. The main content area is divided into two columns. The left column is titled 'Log In' with a lock icon. Below the title is the text 'You may log in now in order to access protected services.' followed by 'Email: Required' in red. There is a red-bordered input field for the email address, followed by a 'Password:' label and a white-bordered input field for the password. At the bottom of this column is a blue 'Log In' button with a lock icon. The right column is titled 'Support' and contains three sections: 'Need an account?' with a link 'Create Free Account' (with a person icon), 'Forgot your password?' with a link 'Retrieve My Password' (with a key icon), and 'Need help?' with a link 'Start Live Help Chat' (with a speech bubble icon).

- Leverage Spring Security for most of our applications.
- Standard rules across enterprise.
- Support is greatly simplified.
- One account to rule them all!

Payment Processing

- All transactions handled one way
 - Credit/ Debit Card
 - eCheck/ ACH
 - Monthly Sweep
- Common checkout process
 - Minimizes support
 - Optimizes security (PCI DSS/ NACHA)
 - Simpler interface to agency BO

Payment Processing

- Standard Receipts
- Super Simple Customer Service
 - Easy look up
- No Surprises for payers



Dashboard

The screenshot shows the MyHawaii dashboard for user ALOHA RUSSELL A TESTER. The header includes the Hawaii.gov logo and navigation links for Government, Residents, Business, Visitors, and MyHawaii. A search bar is present with the text "Search All Hawai'i Government" and a USA.gov logo. The user's name "ALOHA RUSSELL A TESTER" is displayed. Below the name are links for "Account Settings" and "Logout". The dashboard features three main data cards: "4 TRANSACTIONS (LAST 30 DAYS)", "124 BUSINESS FILINGS", and "0 CAMPING RESERVATIONS". At the bottom, there are three promotional cards: "Coming Soon... ALERTS & NOTIFICATIONS", "What Do You Think... Submit Form", and "Follow Us Get Updates".

<http://my.hi.gov>



Dashboard

Close

My Transactions

Date	Description	Service	Amount	Receipt
September 24, 2013	Multi-Item Cart	eCrim Search Payment	\$5.00	Receipt
September 6, 2013	Business Express Checkout for RUSSELL CASTAGNARO	Hawaii BizEx Online	\$45.00	Receipt
September 3, 2013	Online Document Order	Online Documents	\$3.00	Receipt
September 3, 2013	Business Express Checkout for RUSSELL CASTAGNARO	Hawaii BizEx Online	\$25.00	Receipt
August 8, 2012	Business Express Checkout for Fooishus Corp.	Hawaii BizEx Online Purchase	\$105.00	Receipt
August 8, 2012	Business Express Checkout for RUSSELL CASTAGNARO	Hawaii BizEx Online	\$45.00	Receipt
March 28, 2012	Business Express Checkout for SYNCTANK SOLUTIONS, INC.	Hawaii BizEx Online	\$22.50	Receipt
March 28, 2012	Business Express Checkout for SYNCTANK SOLUTIONS LLC	Hawaii BizEx Online Purchase	\$72.50	Receipt
January 10, 2012	Business Express Checkout for HAWAIIAN ART, INC.	Hawaii BizEx Online	\$25.00	Receipt
August 2, 2011	Business Express Checkout for RUSSELL CASTAGNARO	Hawaii BizEx Online	\$25.00	Receipt

Older

<http://my.hi.gov>

Messaging

Email/ sms communication:

- A standard format
- Opt-out language
- Let them know why they are getting the message.
- Call to action?

Customer Support

Leverage online chat, email, phone and walk-up customer support

- Support all agencies
- Answer the phone 24hrs / day
- Handle all requests within 2 business days

Introducing the new Hawaii.gov

Official Website of the Aloha State





What has worked

- Payment processing
- Form intake and workflow
- Enabling Industry
 - Healthcare
 - Insurance
- Licensing
- Permitting
- Services with a legislative mandate

Annual Business Filing

hbe.ehawaii.gov/documents

Department of Commerce & Consumer Affairs
Business Registration Division



Harder to Implement

- BPR
- “Public Benefit” applications
- Back office replacement
- “Disruptive” services
- Response to outrage..

Even Harder

- Soup-to-nuts back-end system
- Enterprise wide back-office solutions

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HiePro Vendor Registration

hiepro.hawaii.gov

State of Hawaii eProcurement





eBench Warrants

JUDICIARY INFORMATION MANAGEMENT SYSTEM



- Home
- Search
- My Warrants
- Reports
- FAQs
- Support

SEARCH FOR WARRANTS

Last Name: First Name:

Street:

City: Zip Code:

Birth Date: (MM/DD/YYYY)

Sex:

Drivers License: SSN:

Criminal State ID:

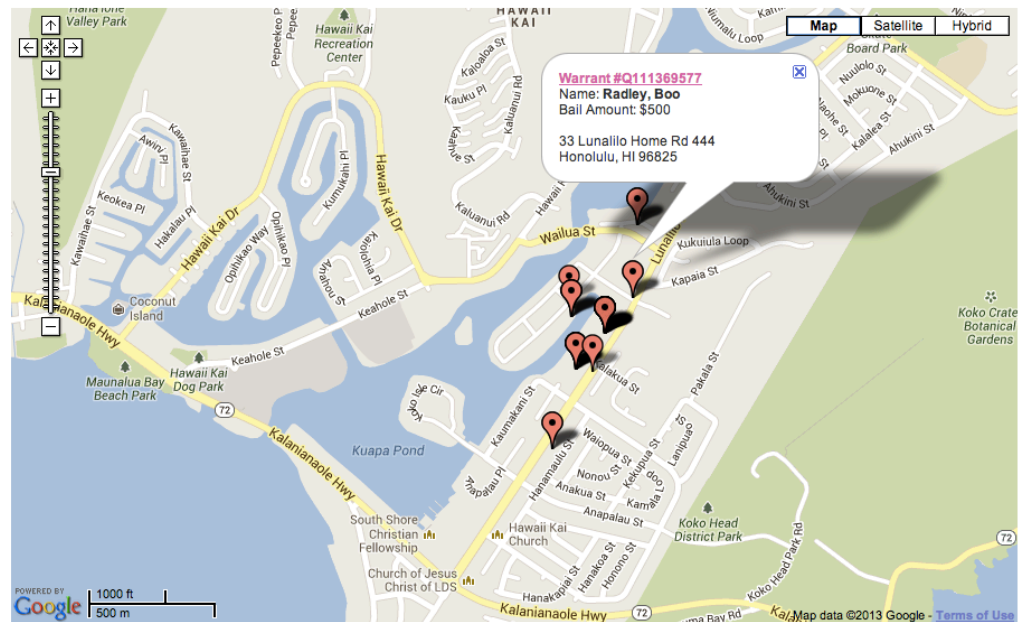
Warrant Type:

Warrant Status in eBW:

- Home
- Search
- My Warrants
- Reports
- FAQs
- Support

WARRANTS MAP

- LIST VIEW
- MAP VIEW
- PRINT
- DOWNLOAD



eGov Conclusion

- enable the business of eGovernment
- better and quality data more available.
- Self-Funded Government works well in the US.



Mahalo!

Russell Castagnaro