

2021

Hawai'i Annual Code Challenge (HACC)

Challenge Title	Chatbot for OHA Beneficiary Services
Department / Organization	Office of Hawaiian Affairs
Subject Matter Contact	Tiger Li
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The Challenge	
Describe situation to be solved	OHA works to improve the wellbeing of Native Hawaiians through advocacy, research, community engagement, land management and the funding of community programs. OHA offers a wide range of services, such as grants, scholarship, loan, Hawaiian Registry, legal consultation, etc. OHA beneficiaries often inquiry a specific services through phone, in person, or online. Through the proposed Chatbot, a right information should be automatically given the beneficiaries.
Preconditions <i>(How does it work now)</i>	Inquiry OHA beneficiary services information <ol style="list-style-type: none">1. Phone call2. In person visit3. Email4. Website
Assumptions/Issues <i>(list any conditions that could impact the solution)</i>	<ol style="list-style-type: none">1. Not efficient, often route multiple channels2. Not timely resolved (working hours, pandemic etc.)3.
Current Approach <i>(how is situation currently being handled)</i>	<ol style="list-style-type: none">1. Adding more man powers
Users <i>(Who would use the application - employees or constituents or both? How many users would there be?)</i>	<ol style="list-style-type: none">1. OHA beneficiaries2. Daily 100 calls

Business Rules	Identify any business rules or constraints that would impact solution approach – unless fully authenticated, no personal information should be given
Special Requirements	Identify any special non-functional requirements, such legal, privacy or performance issues to be considered during design or implementation
Technical Platforms <i>(in use or desired to be used)</i>	Browsers, mobile friendly
Data set to be used or collected	User location, issues
Data set calculations or reporting needs	
Solution Road Map	
Basic Flow <i>(steps of user action/system response)</i>	<ol style="list-style-type: none"> 1. Input issues 2. Recommended paths 3. Dive deeper on solutions 4. Be able to export the results
Goal of Solution	Give users efficient, aggregated, timely, and full information on their questions
Business Value <i>(potential financial or time savings)</i>	Save calls and travels, 2 full-time employees
Success Scenario <i>(how you know a solution is working)</i>	More usages, less phone calls
To be completed by the HACC Planning Committee	
Community/Industry Data Available	
Potential Community/Industry Co-Sponsors	