2024
Hawai'i Annual Code Challenge (HACC)

Challenge Title	Citizen Portal on Open Data
Department / Organization	ETS
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The Challenge

Describe situation to be solved	Design a citizen portal for open data to replace the current portal to improve citizen experience based on citizens needs https://opendata.hawaii.gov/ Consider citizen personas with relevant questions and data linked to each persona as well as data visualizations using the current data on opendata.hawaii.gov Consider a potential AI component to the solution (i.e. targeting citizen persona) to allow citizens to interact with the open data Consider the look and feel of the portal to make it both easy to navigate and appealing to citizen.
Preconditions *(How does it work now)*	Currently, State and County departments are responsible for posting open data to the website allowing public access to information.
Assumptions/Issues *(list any conditions that could impact the solution)*	Assumptions: 1. Assume data must be current and accurate to ensure citizen trust and engagement. 2. Assume citizens have varying levels of digital literacy so portal must be accessible (i.e. readable, formatted clearly, universal design, etc) Issues: 1. Organizations are responsible for uploading their datasets so there could be inconsistencies in how datasets are grouped and tagged. 2. Absence of standardized guidelines for grouping and tagging datasets leads to variability in how data is presented, potentially confusing users and hindering data discoverability. 3. Current portal lacks data visualization features, limiting users to raw datasets in formats such as CSV, HTML, XLSX, RDF, etc.

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	4. Datasets only available in raw formats limits users lacking technical skills, knowledge, or tools to download and utilize datasets, decreasing citizen engagement and usability.
Current Approach *(how is situation currently being handled)*	1. Datasets can be categorized by organization (i.e. Department of Health, Department of Education, etc.) and/or grouped by subject matter (i.e. education, employment, etc.) and/or tagged by subject matter, location, or other key words. 2. Users can search for datasets using key words, tags, organization, or by groups. 3. Datasets are only available in raw formats such as CSV, HTML, XLSX, RDF, etc.
Users *(Who would use the application - employees or constituents or both? How many users would there be?)*	1. Primary users: Citizens of Hawaii and the general public 2. Secondary users: Government employees, policymakers, and data analyst. 3. User volume: Portal could potentially serve thousands of users daily depending on engagement.
Business Rules	None
Special Requirements	None
Technical Platforms *(in use or desired to be used)*	Online portal.
Data set to be used or collected	Existing Data sets: State and County government datasets currently available on opendata.hawaii.gov
Data set calculations or reporting needs	Customizable reports: Users should be able to generate and download reports based on selected datasets, with options for filtering outputs.
Solution Road Map	

Basic Flow *(steps of user action/system response)*	1. Citizens log in or visit open data portal 2. Portal presents personalized recommendations based on citizen persona 3. Citizens search, filter, and/or explore datasets. 4. Portal provides interactive visualizations to explain the data. 5. Citizens download data and/or generate reports 6. The portal tracks usage patterns to improve future user experiences.
Goal of Solution	To create a user-friendly, interactive platform that encourages citizens to explore open data, tailor data to citizen needs, and find available datasets.
Business Value *(potential financial or time savings)*	Reduce time citizens spend searching for relevant datasets. Increase data transparency and citizen engagement. Save time and resources on disseminating public information to citizens.
Success Scenario *(how you know a solution is working)*	Portal is widely used by citizens, positive feedback on easy of use, accessibility, and citizens can find relevant data quickly.
To be completed by the HACC Planning Committee	
Community/Industry Data Available	
Potential Community/Industry Co-Sponsors	