

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
AG - CSEA_IWA	0	0	1	1	1	1	81	81	0
AG - HCJDC - Ahewa - eCrim	2	1	6	6	7	6	203	199	6
AG - HCJDC - Sex Offender	9	6	4	2	1	1	67	64	8
AG - HCJDC - State Id	1	1	3	3	1	1	150	150	0
AG- CSEA	0	0	0	0	0	0	0	0	0
AG Total	12	8	14	12	10	9	501	494	14
ALL - Calendar - Agendas/Postings	6	6	12	11	17	17	96	96	1
ALL - Feedback App	0	0	0	0	0	0	8	5	3
ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL - HBE - Hawaii Business Express	7	5	8	3	7	5	1004	967	46
ALL - Portal	1	1	6	1	3	3	211	191	25
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL Total	14	12	26	15	27	25	1323	1263	75
B&F - Unclaimed Property Search	0	0	0	0	0	0	69	63	6
B&F Total	0	0	0	0	0	0	69	63	6
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annals	1	1	6	6	2	2	206	197	9
DCCA - Applications	0	0	0	0	0	0	39	37	2
DCCA - Business Entity List Builder	0	0	0	0	2	1	10	9	2
DCCA - Business Name Search	0	0	0	0	1	0	27	27	1
DCCA - COGS	0	0	3	2	0	0	32	29	4
DCCA - Condo - AOA	0	0	0	0	0	0	82	78	4
DCCA - HIDS Insurance Renewals	1	0	2	2	6	2	93	91	7
DCCA - HIDS Online RPA	0	0	0	0	0	0	83	83	0
DCCA - HIDS RPA UI	0	0	0	0	1	1	203	203	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	0	0	1	1	0	0	54	54	0
DCCA - Insurance License Search	0	0	0	0	1	0	6	5	2
DCCA - ISCO	0	0	0	0	0	0	22	20	2
DCCA - NEW COGS - Certificate of Good Standing	0	0	3	1	4	4	28	28	2
DCCA - Old Initials	0	0	0	0	0	0	1	1	0
DCCA - Online CE	0	0	0	0	0	0	33	32	1
DCCA - Online Doc Retrieval	0	0	1	1	3	3	75	70	5
DCCA - PVL List Builder	2	2	0	0	2	1	60	55	6
DCCA - PVL Renewals	4	4	23	22	20	20	466	465	2
DCCA - PVL Search	0	0	1	1	2	1	40	40	1
DCCA - Real Estate CE	5	3	5	5	11	11	201	200	3
DCCA - RICO - Complaint Management System	6	2	2	2	0	0	55	47	12
DCCA Total	19	12	47	43	55	46	1882	1835	67

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DHRD - Applications	0	0	0	0	0	0	28	28	0
DHRD Total	0	0	0	0	0	0	28	28	0
DLIR - Hawaii Unemployment Insurance Express	1	1	5	2	3	0	448	442	12
DLIR Total	1	1	5	2	3	0	448	442	12
DLNR - BOC Documents	0	0	0	0	0	0	2	2	0
DLNR - CMLS (Fishing Catch Report)	0	0	0	0	0	0	1	0	1
DLNR - CMLS (internal system)	0	0	0	0	3	1	20	18	4
DLNR - CMLS (public)	7	7	17	17	31	31	80	80	0
DLNR - Fresh Water Game Fishing License	0	0	2	2	1	0	20	17	4
DLNR - Hunting	0	0	0	0	1	1	5	5	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	0	0	0	0	0	0	70	69	1
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	3	3	3	1	2	2	32	32	2
DLNR - UCC Filings	0	0	0	0	1	1	0	0	0
DLNR - Vessel Reg Renewal	1	1	1	1	1	1	230	227	3
DLNR - Wiki Permits	26	25	66	66	7	7	0	0	1
DLNR Total	37	36	89	87	47	44	462	452	16
DOH - EDRS - Electronic Death Registration System	1	1	0	0	1	1	6	5	1
DOH - EDRS - Phase I	0	0	0	0	0	0	370	370	0
DOH - EDRS - Phase II Enhancement Requests-1	0	0	0	0	0	0	25	25	0
DOH - EDRS - Phase II Enhancement Requests-2	0	0	0	0	0	0	26	26	0
DOH - EDRS - Phase II Enhancement Requests-3	0	0	0	0	0	0	27	27	0
DOH - EDRS - Phase II Enhancement Requests-4	2	1	4	4	1	1	75	73	3
DOH - Payment Portal (SLD)	1	0	0	0	0	0	0	0	1
DOH - Wastewater Permits	2	2	1	1	2	2	46	46	0
DOH-Vital Records	4	1	3	2	3	3	28	26	6
DOH Total	10	5	8	7	7	7	603	598	11
DOT - Airport Flight Info	0	0	0	0	0	0	0	0	0
DOT - Airport Status	0	0	0	0	0	0	5	5	0
DOT - HNL Surplus Auction	0	0	0	0	0	0	1	1	0
DOT Total	0	0	0	0	0	0	6	6	0
GOV - Governor Appointments	0	0	0	0	0	0	21	21	0
GOV Total	0	0	0	0	0	0	21	21	0
Hawaii - Camping - Big Island	0	0	0	0	0	0	78	71	7
Hawaii - Property Tax Payments	0	0	2	0	11	11	34	33	3
Hawaii Total	0	0	2	0	11	11	112	104	10
HCE - Hawaii Compliance Express	15	14	35	32	30	29	457	454	8
HCE Total	15	14	35	32	30	29	457	454	8

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
HIC - Bank Returns	10	9	16	16	25	25	50	49	2
HIC - Change Management	66	57	59	54	52	51	2236	2198	53
HIC - CMS	1	1	0	0	1	1	0	0	0
HIC - Collections	0	0	7	0	0	0	0	0	7
HIC - Customer Billing System	0	0	0	0	4	4	26	19	7
HIC - Documentaion & Policy/s	0	0	0	0	0	0	1	0	1
HIC - Ebill notification system	0	0	0	0	0	0	3	1	2
HIC - eHawaii.common components	0	0	0	0	0	0	3	3	0
HIC - Funds Transfer Registry	1	1	2	0	1	1	24	15	11
HIC - General TO-DO	4	0	11	7	20	18	467	438	39
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	3	2	5	4	1	1	188	181	9
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	6	4	2	2	7	5	91	86	9
HIC - Load Balancing	0	0	0	0	0	0	7	7	0
HIC - New User Interfaces	0	0	0	0	0	0	2	1	1
HIC - Newsletter	0	0	0	0	0	0	1	1	0
HIC - Other Maintenance Applications	2	2	1	0	1	1	134	122	13
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	5	5	0
HIC - Portal UI Review	0	0	0	0	1	1	27	27	0
HIC - Refund Requests	14	14	15	14	23	23	615	603	13
HIC - Reports	1	0	2	1	3	3	97	82	17
HIC - Secure Download	0	0	0	0	0	0	13	10	3
HIC - Secure File Transfer Services	3	3	2	1	4	4	46	46	1
HIC - SOX Compliance	1	1	0	0	0	0	37	34	3
HIC - SysAdmin	1	1	0	0	1	0	0	0	1
HIC - Web Mail	0	0	0	0	0	0	4	4	0
HIC - Website Support	0	0	1	0	0	0	224	206	19
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	113	95	123	99	144	138	4321	4158	211
Honolulu - Gross Liquor Sales	0	0	0	0	0	0	6	6	0
Honolulu Total	0	0	0	0	0	0	6	6	0
Judiciary - Surveys	0	0	0	0	0	0	18	18	0
Judiciary - Applications	0	0	0	0	0	0	12	9	3
Judiciary - Hosting	18	18	5	3	0	0	0	0	2
Judiciary - Jury Pool	1	1	0	0	1	1	47	45	2
Judiciary - Kalaiwa Traffic Abstracts	0	0	0	0	0	0	134	123	11
Judiciary - VIPS	2	1	1	0	1	1	167	167	2
Judiciary - Warrants	1	0	1	0	2	0	82	65	21
Judiciary Total	22	20	7	3	4	2	460	427	41

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
Kauai - Motor Vehicle Renewals	2	1	2	1	3	3	18	18	2
Kauai - Property Tax Payment	0	0	2	2	3	2	38	34	5
Kauai - Sewer Payment	0	0	0	0	1	1	23	23	0
Kauai Total	2	1	4	3	7	6	79	75	7
Maui - Motor Vehicle Renewals	3	0	2	1	2	2	93	91	6
Maui - Property Tax Payments	0	0	0	0	6	5	13	12	2
Maui Total	3	0	2	1	8	7	106	103	8
OahuMPO	6	1	0	0	0	0	1	1	5
OahuMPO Total	6	1	0	0	0	0	1	1	5
TAX - Booklet request	0	0	0	0	1	1	10	7	3
TAX - eFile	33	10	30	21	26	18	564	543	61
TAX - Tax License Search	1	0	0	0	0	0	49	48	2
TAX - Tax Refund Search (TRS)	1	0	0	0	0	0	8	7	2
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total	35	10	30	21	27	19	649	623	68
TOTAL	289	215	392	325	380	343	11534	11153	559