

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	2	2	3	3	5	5	64	64	0
AG Total	2	2	3	3	5	5	64	64	0
ALL - Calendar - Agendas/Postings	0	0	0	0	0	0	86	85	1
ALL - Feedback App	1	0	0	0	1	0	6	3	5
ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL - HBE - Hawaii Business Express	7	4	13	7	9	4	931	909	36
ALL - Portal	1	1	2	0	4	4	197	181	18
ALL - Security Incidents	0	0	0	0	1	1	0	0	0
ALL Total	9	5	15	7	15	9	1222	1180	60
B&F - Unclaimed Property Search	0	0	0	0	1	0	64	61	4
BF Total	0	0	0	0	1	0	64	61	4
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annals	0	0	6	5	2	2	193	185	9
DCCA - Applications	0	0	2	1	0	0	37	36	2
DCCA - Business Entity List Builder	0	0	1	0	1	1	8	8	1
DCCA - Business Name Search	0	0	0	0	0	0	26	26	0
DCCA - COGS	0	0	1	1	1	1	28	26	2
DCCA - Condo - AOA	0	0	0	0	0	0	82	78	4
DCCA - HIDS Insurance Renewals	2	1	1	1	3	3	90	88	3
DCCA - HIDS Online RPA	0	0	0	0	0	0	83	83	0
DCCA - HIDS RPA UI	0	0	0	0	0	0	202	202	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	0	0	2	1	0	0	51	47	5
DCCA - Insurance License Search	0	0	0	0	0	0	6	5	1
DCCA - ISCO	2	0	0	0	0	0	20	20	2
DCCA - NEW COGS - Certificate of Good Standing	1	0	0	0	2	2	25	25	1
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	6	5	4	4	47	45	3
DCCA - PVL List Builder	0	0	0	0	2	1	51	49	3
DCCA - PVL Renewals	13	6	21	20	9	9	379	379	8
DCCA - PVL Search	0	0	0	0	1	1	37	37	0
DCCA - Real Estate CE	13	9	73	72	25	25	14	14	5
DCCA - RICO - Complaint Management System	4	3	4	2	0	0	32	29	6
DCCA Total	35	19	117	108	50	49	1511	1479	58
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	3	3	7	5	2	2	417	413	6
DLIR Total	3	3	7	5	2	2	417	413	6

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DLNR - BOC Documents	0	0	0	0	0	0	2	2	0
DLNR - CMLS (internal system)	0	0	0	0	0	0	19	18	1
DLNR - CMLS (public)	0	0	10	10	2	2	65	65	0
DLNR - Fresh Water Game Fishing License	0	0	0	0	2	2	17	15	2
DLNR - Hunting	0	0	0	0	0	0	5	5	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	0	0	0	0	1	1	65	65	0
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	2	1	0	0	1	1	3	3	1
DLNR - UCC Filings	0	0	0	0	0	0	0	0	0
DLNR - Vessel Reg Renewal	0	0	1	1	4	4	222	219	3
DLNR Total	2	1	11	11	10	10	400	394	7
DOH - EDRS - Electronic Death Registration System	0	0	0	0	0	0	5	4	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	9	1	1	1	2	2	53	53	8
DOH - Wastewater Permits	0	0	1	1	11	11	23	23	0
DOH-Vital Records	0	0	1	1	4	3	23	22	2
DOH Total	9	1	3	3	17	16	552	550	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	20	20	0
GOV Total	0	0	0	0	0	0	20	20	0
Hawaii - Camping - Big Island	1	0	1	1	0	0	72	66	7
Hawaii - Property Tax Payments	2	0	10	9	4	4	5	5	3
Hawaii Total	3	0	11	10	4	4	77	71	10
HCE - Hawaii Compliance Express	25	20	13	11	8	7	334	333	9
HCE Total	25	20	13	11	8	7	334	333	9
HCJDC - Ahewa - eCrim	6	4	2	1	4	4	167	167	3
HCJDC - Sex Offender	0	0	0	0	1	1	64	62	2
HCJDC - State Id	3	3	1	1	3	3	139	139	0
HCJDC Total	9	7	3	2	8	8	370	368	5

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HIC - Bank Returns	5	5	7	6	5	5	0	0	1
HIC - Change Management	44	38	67	65	68	65	1850	1824	37
HIC - Customer Billing System	0	0	0	0	1	0	21	16	6
HIC - Documentaion & Policy's	0	0	0	0	0	0	1	0	1
HIC - Ebill notification system	0	0	0	0	1	0	2	1	2
HIC - eHawaii.common components	0	0	0	0	0	0	3	3	0
HIC - Funds Transfer Registry	0	0	1	0	1	0	22	15	9
HIC - General TO-DO	7	3	9	8	6	6	388	366	27
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	1	0	8	6	10	10	168	164	7
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	0	0	0	0	2	1	87	82	6
HIC - Load Balancing	0	0	0	0	0	0	2	2	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	1	1	0	121	111	11
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	5	5	0
HIC - Portal UI Review	0	0	0	0	0	0	27	27	0
HIC - Refund Requests	7	5	25	23	23	22	522	514	13
HIC - Reports	0	0	6	3	3	2	81	71	14
HIC - Secure Download	0	0	0	0	0	0	12	9	3
HIC - Secure File Transfer Services	0	0	0	0	0	0	40	38	2
HIC - SOX Compliance	1	0	5	4	0	0	28	26	4
HIC - Web Mail	0	0	0	0	0	0	2	2	0
HIC - Website Support	0	0	0	0	2	0	219	203	18
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	67	53	129	116	123	111	3624	3501	162
Honolulu - Gross Liquor Sales	1	1	0	0	0	0	0	0	0
Total Honolulu	1	1	0	0	0	0	0	0	0
Judiciary - Surveys	0	0	0	0	0	0	18	18	0
Judiciary - Applications	0	0	0	0	0	0	12	9	3
Judiciary - Jury Pool	0	0	0	0	0	0	47	45	2
Judiciary - Kalaiwa Traffic Abstracts	0	0	3	0	3	2	123	119	8
Judiciary - VIPS	0	0	1	1	1	1	161	161	0
Judiciary - Warrants	0	0	22	0	1	0	31	26	28
Judiciary Total	0	0	26	1	5	3	392	378	41
Kauai - Motor Vehicle Renewals	1	0	1	1	0	0	1	1	1
Kauai - Property Tax Payment	0	0	0	0	0	0	38	34	4
Kauai - Sewer Payment	0	0	0	0	0	0	23	23	0
Kauai Total	1	0	1	1	0	0	62	58	5

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Maui - Motor Vehicle Renewals	14	14	9	9	18	17	33	33	0
Maui Total	14	14	9	9	18	17	33	33	1
TAX - Booklet request	2	1	0	0	0	0	0	0	1
TAX - eFile	5	5	29	27	20	17	453	445	13
TAX - Tax License Search	0	0	0	0	0	0	48	47	1
TAX - Tax Refund Search (TRS)	0	0	0	0	0	0	7	7	0
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total	7	6	29	27	20	17	526	517	15
TOTAL	187	132	377	314	286	258	9702	9454	394