

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	1	0	1	1	4	4	77	77	1
AG - HCJDC - Ahewa - eCrim	6	5	6	6	16	13	188	186	6
AG - HCJDC - Sex Offender	1	0	4	2	1	1	66	63	6
AG - HCJDC - State Id	3	2	1	1	1	1	149	149	1
AG- Charity Resources	0	0	0	0	0	0	0	0	0
AG Total	11	7	12	10	22	19	480	475	14
ALL - Calendar - Agendas/Postings	11	10	15	15	5	5	94	94	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	9	4	6	5	15	11	990	956	44
ALL - Portal	5	1	4	2	2	1	209	190	26
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL Total	25	15	25	22	22	17	1305	1249	74
B&F - Unclaimed Property Search	0	0	0	0	0	0	69	62	7
B&F Total	0	0	0	0	0	0	69	62	7
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annals	6	4	2	2	2	2	204	195	11
DCCA - Applications	0	0	0	0	0	0	39	37	2
DCCA - Business Entity List Builder	0	0	2	1	0	0	10	9	2
DCCA - Business Name Search	0	0	1	0	0	0	27	27	1
DCCA - COGS	1	0	2	2	2	1	30	28	4
DCCA - Condo - AOA	0	0	0	0	0	0	82	78	4
DCCA - HIDS Insurance Renewals	2	2	5	0	1	1	93	91	7
DCCA - HIDS Online RPA	0	0	0	0	0	0	83	83	0
DCCA - HIDS RPA UI	0	0	1	1	0	0	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	3	1	1	1	3	3	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	1	1	3	3	6	1	69	63	11
DCCA - PVL List Builder	0	0	2	1	5	4	55	51	6
DCCA - PVL Renewals	19	17	22	22	23	22	445	445	3
DCCA - PVL Search	1	1	2	1	1	1	39	39	1
DCCA - Real Estate CE	4	3	11	9	42	40	160	160	5
DCCA - RICO - Complaint Management System	2	2	0	0	2	1	53	46	8
DCCA Total	39	31	55	44	88	76	1802	1759	74

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
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	5	2	3	0	4	1	444	441	12
DLIR Total	5	2	3	0	4	1	444	441	12
DLNR - BOC Documents	0	0	0	0	0	0	2	2	0
DLNR - CMLS (Fishing Catch Report)	0	0	0	0	1	0	0	0	1
DLNR - CMLS (internal system)	0	0	3	1	0	0	20	18	4
DLNR - CMLS (public)	13	11	37	37	0	0	80	80	2
DLNR - Fresh Water Game Fishing License	2	2	1	0	1	0	19	17	4
DLNR - Hunting	0	0	1	1	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	0	0	70	69	1
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	2	1	3	2	2	2	30	30	2
DLNR - UCC Filings	0	0	1	1	0	0	0	0	0
DLNR - Vessel Reg Renewal	1	1	0	0	2	2	229	226	3
DLNR - Wiki Permits	66	63	7	7	0	0	0	0	3
DLNR Total	84	78	53	49	6	4	457	449	20
DOH - EDRS - Electronic Death Registration System	0	0	1	1	0	0	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	5	3	1	1	3	2	72	71	4
DOH - Wastewater Permits	1	1	2	2	0	0	46	46	0
DOH-Vital Records	4	2	2	2	1	1	28	26	4
DOH Total	10	6	6	6	4	3	600	596	9
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	2	0	6	6	12	11	27	27	3
Hawaii Total	2	0	6	6	12	11	105	98	10
HCE - Hawaii Compliance Express	31	26	33	32	34	33	425	423	9
HCE Total	31	26	33	32	34	33	425	423	9

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
HIC - Collections	7	0	0	0	0	0	0	0	7
HIC - Bank Returns	19	18	10	10	19	19	46	45	2
HIC - Change Management	58	52	50	49	55	54	2187	2148	47
HIC - CMS	0	0	1	1	0	0	0	0	0
HIC - Customer Billing System	0	0	3	3	2	2	25	18	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	2	0	1	1	0	0	24	15	11
HIC - General TO-DO	10	6	18	15	25	21	445	419	37
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	6	4	1	1	1	0	187	181	9
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	2	2	7	5	1	1	90	85	7
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	1	0	2	1	5	4	129	117	15
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	5	5	0
HIC - Portal UI Review	0	0	1	1	0	0	27	27	0
HIC - Refund Requests	12	9	25	25	14	13	602	591	15
HIC - Reports	1	0	4	4	4	2	93	80	16
HIC - Secure Download	0	0	0	0	0	0	13	10	3
HIC - Secure File Transfer Services	2	0	3	3	5	5	42	41	3
HIC - SOX Compliance	0	0	0	0	0	0	37	34	3
HIC - SysAdmin	0	0	1	0	0	0	0	0	1
HIC - Web Mail	0	0	0	0	1	1	3	3	0
HIC - Website Support	1	0	0	0	1	1	223	205	19
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	121	91	127	119	133	123	4215	4057	206
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	5	3	0	0	0	0	0	0	2
Judiciary - Jury Pool	0	0	1	1	0	0	47	45	2
Judiciary - Kalaiwa Traffic Abstracts	0	0	0	0	2	1	132	122	11
Judiciary - VIPS	1	0	0	0	3	3	165	165	1
Judiciary - Warrants	1	0	2	0	3	1	79	64	20
Judiciary Total	7	3	3	1	8	5	453	423	39

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	3	3	2	2	16	16	1
Kauai - Property Tax Payment	1	1	4	2	0	0	38	34	6
Kauai - Sewer Payment	0	0	1	1	0	0	23	23	0
Kauai Total	3	2	8	6	2	2	77	73	7
Maui - Motor Vehicle Renewals	2	0	2	2	9	8	84	83	4
Maui - Property Tax Payments	0	0	5	4	1	1	13	12	2
Maui Total	2	0	7	6	10	9	97	95	6
OahuMPO	0	0	0	0	1	1	0	0	0
OahuMPO Total	0	0	0	0	1	1	0	0	0
TAX - Booklet request	0	0	0	0	1	1	10	7	3
TAX - eFile	30	18	24	16	13	12	553	533	41
TAX - Tax License Search	0	0	0	0	0	0	49	48	1
TAX - Tax Refund Search (TRS)	0	0	0	0	0	0	8	7	1
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
Tax Total	30	18	24	16	14	13	638	613	46
TOTAL	370	279	362	317	360	317	11228	10874	533