

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	1	2	2	1	1	95	94	1
AG - HCJDC - Ahewa - eCrim	0	0	2	2	3	3	247	245	2
AG - HCJDC - Sex Offender	0	0	0	0	4	3	147	146	2
AG - HCJDC - State Id	0	0	5	5	0	0	161	161	0
AG- Charity Resources	2	1	4	3	4	4	104	104	2
AG- CSEA Payments	0	0	1	0	0	0	0	0	1
AG Total	3	2	14	12	12	11	754	750	8
ALL - Calendar - Agendas/Postings	6	6	3	3	0	0	163	163	0
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	5	2	9	6	10	7	1084	1053	40
ALL - Portal	4	3	2	1	0	0	231	209	24
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL - Superstore	21	19	17	14	0	0	0	0	5
ALL Total	36	30	31	24	10	7	1490	1434	72
B&F - Unclaimed Property Search	0	0	0	0	0	0	70	66	4
B&F Total	0	0	0	0	0	0	70	66	4
DCCA - Agent Search	0	0	0	0	2	2	1	1	0
DCCA - Annuaals	0	0	2	1	0	0	229	223	7
DCCA - Applications	0	0	0	0	0	0	43	41	2
DCCA - Business Entity List Builder	1	0	1	1	0	0	14	12	3
DCCA - Business Name Search	0	0	0	0	1	0	29	28	2
DCCA - COGS	3	2	0	0	1	1	41	38	4
DCCA - Condo - AOA	0	0	1	1	3	3	120	120	0
DCCA - HIDS Insurance Renewals	0	0	7	7	7	7	111	108	3
DCCA - HIDS Online RPA	0	0	0	0	0	0	84	84	0
DCCA - HIDS RPA UI	0	0	0	0	0	0	206	206	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	0	0	0	0	0	0	58	57	1
DCCA - Insurance License Search	0	0	1	1	1	1	11	8	3
DCCA - ISCO	0	0	0	0	0	0	22	20	2
DCCA - NEW COGS - Certificate of Good Standing	0	0	6	6	4	4	45	44	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	1	1	0	0	87	84	3
DCCA - PVL List Builder	4	4	7	6	3	3	68	61	8
DCCA - PVL Renewals	14	3	5	2	5	4	545	545	15
DCCA - PVL Search	0	0	0	0	1	1	45	45	0
DCCA - Real Estate CE	1	1	0	0	0	0	233	233	0
DCCA - RICO - Complaint Management System	0	0	0	0	0	0	70	62	8
DCCA Total	23	10	31	26	28	26	2161	2116	65
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	0	1	0	3	3	492	492	2
DLIR Total	1	0	1	0	3	3	492	492	2
DLNR - BOC Doc Search and Retrieval	1	0	25	21	0	0	0	0	5
DLNR - BOC Documents	0	0	0	0	0	0	5	4	1
DLNR - CMLS (Fishing Catch Report)	1	1	9	9	1	1	38	38	0
DLNR - CMLS (internal system)	3	1	0	0	1	1	25	21	6
DLNR - CMLS (public)	0	0	1	1	2	2	148	148	0
DLNR - Fresh Water Game Fishing License	0	0	2	2	0	0	27	24	3

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
DLNR - Hunting	0	0	0	0	0	0	8	8	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	0	0	1	1	0	0	71	71	0
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Statewide Camping System	19	17	19	17	15	11	2	2	8
DLNR - Trail Access Hosting	0	0	2	2	2	2	51	49	2
DLNR - UCC Filings	16	15	26	25	13	13	118	118	2
DLNR - Vessel Reg Renewal	0	0	1	1	2	2	234	234	0
DLNR - Wiki Permits	5	3	3	3	1	1	110	110	2
DLNR- CVRS	0	0	0	0	0	0	0	0	0
DLNR Total	45	37	89	82	37	33	839	829	29
DOE - HTSB - Alfresco site	12	7	1	0	3	3	0	0	6
DOE - HTSB - Teacher's Licensing System	15	9	14	14	2	2	10	10	6
DOE Total	27	16	15	14	5	5	10	10	12
DOH - EDRS - Electronic Death Registration System	0	0	0	0	0	0	8	7	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	1	1	6	6	5	5	90	89	1
DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH - Wastewater Permits	0	0	2	2	0	0	58	58	0
DOH-Vital Records	1	0	1	1	0	0	44	36	9
DOH Total	2	1	9	9	5	5	650	640	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	23	23	0
GOV - Online Messages Request System	6	6	0	0	12	12	0	0	0
GOV Total	6	6	0	0	12	12	23	23	0
Hawaii - Camping - Big Island	2	0	3	3	0	0	87	79	10
Hawaii - Property Tax Payments	1	1	2	1	0	0	60	58	3
Hawaii Total	3	1	5	4	0	0	147	137	13
HCE - Hawaii Compliance Express	26	25	9	9	11	11	643	639	5
HCE Total	26	25	9	9	11	11	643	639	5
HCEE - Alfresco	36	36	16	16	1	1	0	0	0
HCEE Total	36	36	16	16	1	1	0	0	0
HIC - ActiTime	0	0	0	0	0	0	2	1	1
HIC - Bank Returns	0	0	0	0	0	0	107	101	6
HIC - Change Management	93	90	76	75	52	51	2791	2750	46
HIC - CMS	0	0	0	0	0	0	4	2	2
HIC - Collections	146	107	0	0	0	0	8	7	40
HIC - Customer Billing System	0	0	1	1	0	0	33	25	8
HIC - Documentaion & Policy's	0	0	0	0	0	0	2	1	1
HIC - eHawaii.common components	0	0	0	0	0	0	4	4	0
HIC - Event Registration	0	0	0	0	4	4	15	14	1
HIC - Funds Transfer Registry	0	0	0	0	0	0	33	18	15
HIC - General TO-DO	9	8	7	7	9	8	547	507	42

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	4	4	3	3	1	0	204	194	11
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	1	0	2	2	3	2	145	138	9
HIC - Load Balancing	0	0	0	0	0	0	8	8	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	0	0	0	0	0	0	142	130	12
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	7	6	1
HIC - Portal Reminder Service	2	0	0	0	2	2	10	6	6
HIC - Portal UI Review	1	1	0	0	0	0	29	28	1
HIC - Refund Requests	19	15	16	15	15	14	749	734	21
HIC - Reports	1	0	0	0	0	0	103	86	18
HIC - Secure Download	0	0	0	0	0	0	14	11	3
HIC - Secure File Transfer Services	1	1	0	0	0	0	60	57	3
HIC - SOX Compliance	0	0	0	0	0	0	38	35	3
HIC - SysAdmin	0	0	0	0	0	0	2	1	1
HIC - Web Mail	0	0	1	1	0	0	4	4	0
HIC - Website Support	0	0	0	0	0	0	228	209	19
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	277	226	106	104	86	81	5312	5099	271
 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 - Alfresco site	1	0	2	1	0	0	0	0	2
Judiciary - Applications	0	0	0	0	0	0	12	9	3
Judiciary - Hosting	14	14	10	10	10	10	99	97	2
Judiciary - Jury Pool	0	0	0	0	0	0	50	47	3
Judiciary - Kalauiwa Traffic Abstracts	1	0	3	3	1	1	138	132	7
Judiciary - VIPs	0	0	4	4	0	0	174	174	0
Judiciary - Warrants	5	4	5	5	4	4	166	166	1
Judiciary Total	21	18	24	23	15	15	657	643	18
 Kauai - Motor Vehicle Renewals	 2	 1	 2	 2	 0	 0	 43	 43	 1
Kauai - Property Tax Payment	0	0	0	0	0	0	47	42	5
Kauai - Sewer Payment	0	0	0	0	0	0	26	25	1
Kauai Total	2	1	2	2	0	0	116	110	7
 Maui - Motor Vehicle Renewals	 2	 1	 3	 3	 2	 2	 117	 115	 3
Maui - Property Tax Payments	0	0	0	0	0	0	19	17	2
Maui Total	2	1	3	3	2	2	136	132	5
 OahuMPO	 0	 0	 2	 0	 0	 0	 12	 11	 3
OahuMPO Total	0	0	2	0	0	0	12	11	3
 TAX - Booklet request	 1	 0	 0	 0	 0	 0	 13	 13	 1
TAX - eFile	51	36	90	86	45	42	878	871	29
TAX - Tax License Search	0	0	0	0	0	0	54	54	0
TAX - Tax Refund Search (TRS)	0	0	0	0	0	0	13	12	1
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total	52	36	90	86	45	42	976	968	31
TOTAL	562	446	447	414	272	254	14528	14139	556