

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
AG	AG - Charity Resources	0	0	2	2	0	0	158	153	5
AG	AG - CSEA Payments	0	0	0	0	0	0	1	0	1
AG	AG - CSEA_IWA	1	0	1	1	0	0	119	119	1
AG	AG - HCJDC - Ahewa - eCrim	2	1	1	1	3	3	265	264	2
AG	AG - HCJDC - Sex Offender	1	1	0	0	1	1	160	158	2
AG	AG - HCJDC - State Id	5	5	11	11	5	5	209	209	0
AG Total		9	7	15	15	9	9	912	903	11
ALL	ALL - Calendar - Agendas/Postings	8	6	4	3	5	5	203	202	4
ALL	ALL - Feedback App	0	0	0	0	0	0	10	7	3
ALL	ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL	ALL - HBE - Hawaii Business Express	4	3	2	2	17	16	1230	1216	16
ALL	ALL - Motor Vehicle Renewals	1	0	0	0	5	5	2	2	1
ALL	ALL - Portal	0	0	4	4	4	4	259	236	23
ALL	ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL	All - Superstore	0	0	0	0	2	2	88	72	16
ALL Total		13	9	10	9	33	32	1796	1739	63
B&F	B&F - ERS CMS	0	0	0	0	0	0	9	9	0
B&F	B&F - Unclaimed Property Search	0	0	0	0	0	0	84	83	1
B&F Total		0	0	0	0	0	0	93	92	1
DAGS	DAGS - CIP	0	0	0	0	1	1	173	165	8
DAGS Total		0	0	0	0	1	1	173	165	8
DBEDT	DBEDT - Hawaii Clean Energy Initiative	7	6	5	5	2	2	0	0	1
DBEDT Total		7	6	5	5	2	2	0	0	1
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuaals	1	1	2	2	1	1	247	244	3
DCCA	DCCA - Applications	0	0	0	0	0	0	45	43	2
DCCA	DCCA - Business Entity List Builder	0	0	2	2	0	0	21	21	0
DCCA	DCCA - Business Name Search	0	0	0	0	0	0	30	29	1
DCCA	DCCA - COGS	0	0	0	0	0	0	49	46	3
DCCA	DCCA - Condo - AOA	0	0	0	0	0	0	124	124	0
DCCA	DCCA - DFI - Payments	0	0	0	0	0	0	24	24	0
DCCA	DCCA - HIDS Insurance Renewals	1	1	7	7	0	0	170	169	1
DCCA	DCCA - HIDS Online RPA	2	0	1	1	0	0	92	91	3
DCCA	DCCA - HIDS RPA UI	1	1	0	0	0	0	206	206	0
DCCA	DCCA - Inikua - Insurance	0	0	0	0	0	0	65	65	0
DCCA	DCCA - Insurance Licensee CE Verification	2	2	0	0	0	0	37	36	1
DCCA	DCCA - Insurance CE Provider	0	0	1	1	1	1	63	63	0
DCCA	DCCA - Insurance License Search	1	1	1	1	0	0	16	15	1
DCCA	DCCA - ISCO	0	0	0	0	0	0	23	21	2
DCCA	DCCA - NEW COGS - Certificate of Good Standing	0	0	0	0	0	0	55	54	1
DCCA	DCCA - Old Initials	0	0	0	0	0	0	1	1	0
DCCA	DCCA - Online Doc Retrieval	0	0	1	1	1	0	98	96	3
DCCA	DCCA - PVL List Builder	0	0	0	0	2	2	92	92	0
DCCA	DCCA - PVL Renewals	1	1	2	2	13	13	686	683	3
DCCA	DCCA - PVL Search	1	1	0	0	0	0	50	50	0
DCCA	DCCA - Real Estate CE	1	1	1	1	1	1	244	244	0
DCCA	DCCA - RICO - Complaint Management System	0	0	0	0	0	0	74	67	7
DCCA Total		11	9	18	18	19	18	2517	2489	31

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
DHRD	DHRD - Applications	0	0	0	0	0	0	28	28	0
DHRD Total		0	0	0	0	0	0	28	28	0
DLIR	DLIR - Hawaii Unemployment Insurance Express	1	0	3	2	4	4	530	527	5
DLIR Total		1	0	3	2	4	4	530	527	5
DLNR	DLNR - BARS	31	16	17	13	38	30	30	22	35
DLNR	DLNR - BOC Doc Search and Retrieval	0	0	2	1	1	1	97	95	3
DLNR	DLNR - BOC Documents	0	0	0	0	0	0	7	6	1
DLNR	DLNR - BOC eRecording	1	1	4	4	2	2	7	7	0
DLNR	DLNR - CMLS (Fishing Catch Report)	0	0	4	4	1	1	146	146	0
DLNR	DLNR - CMLS (internal system)	0	0	0	0	0	0	35	28	7
DLNR	DLNR - CMLS (public)	0	0	0	0	1	1	161	161	0
DLNR	DLNR - CRVS	5	2	2	1	11	11	218	204	18
DLNR	DLNR - Fresh Water Game Fishing License	0	0	0	0	0	0	31	28	3
DLNR	DLNR - Hunting	0	0	0	0	0	0	9	9	0
DLNR	DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR	DLNR - Hunting - New Application	0	0	0	0	0	0	74	74	0
DLNR	DLNR - Statewide Camping System	2	1	7	6	14	14	328	324	6
DLNR	DLNR - Trail Access Hosting	0	0	1	1	1	1	62	62	0
DLNR	DLNR - UCC Filings	0	0	0	0	0	0	184	183	1
DLNR	DLNR - Vessel Reg Renewal	0	0	0	0	0	0	242	242	0
DLNR	DLNR - Wiki Permits	1	1	2	2	0	0	144	144	0
DLNR Total		40	21	39	32	69	61	1777	1737	74
DOE	DOE - HTSB - Alfresco site	2	0	0	0	0	0	54	53	3
DOE	DOE - HTSB - Customer Support	259	239	203	198	0	0	0	0	25
DOE	DOE - HTSB - Data Cleanup	0	0	0	0	0	0	5	5	0
DOE	DOE - HTSB - Teacher's Licensing System	12	12	26	25	33	30	407	403	8
DOE Total		273	251	229	223	33	30	466	461	36
DOH	DOH - EDRS - Electronic Death Registration System	0	0	1	1	0	0	8	7	1
DOH	DOH - EDRS - Phase I	0	0	0	0	0	0	370	370	0
DOH	DOH - EDRS - Phase II Enhancement Requests-1	0	0	0	0	0	0	25	25	0
DOH	DOH - EDRS - Phase II Enhancement Requests-2	0	0	0	0	0	0	26	26	0
DOH	DOH - EDRS - Phase II Enhancement Requests-3	0	0	0	0	0	0	27	27	0
DOH	DOH - EDRS - Phase II Enhancement Requests-4	0	0	0	0	0	0	112	112	0
DOH	DOH - EMRS	5	1	4	2	0	0	0	0	6
DOH	DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH	DOH - Wastewater Permits	1	1	1	1	0	0	69	69	0
DOH	DOH-Vital Records	0	0	0	0	0	0	55	53	2
DOH Total		6	2	6	4	0	0	694	691	9
DOT	DOT - Airport Flight Info	0	0	0	0	0	0	0	0	0
DOT	DOT - Airport Status	0	0	0	0	0	0	5	5	0
DOT	DOT - HNL Surplus Auction	3	3	12	12	1	1	43	43	0
DOT Total		3	3	12	12	1	1	48	48	0
DPS	DPS - NED - Narcotics Registration Renewal	0	0	10	5	1	1	32	31	6
DPS Total		0	0	10	5	1	1	32	31	6
GOV	GOV - Governor Appointments	1	1	0	0	0	0	24	24	0
GOV	GOV - Online Messages Request System	0	0	0	0	0	0	48	48	0
GOV Total		1	1	0	0	0	0	72	72	0
HAW	Hawaii - Camping - Big Island	1	0	0	0	1	1	101	92	10

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
HAW	Hawaii - DPW - Flood	1	0	0	0	0	0	10	9	2
HAW	Hawaii - DPW - Traffic	0	0	0	0	1	1	13	13	0
HAW	Hawaii - Motor Vehicle Renewals	0	0	0	0	0	0	17	17	0
HAW	Hawaii - Property Tax Payments	1	1	0	0	0	0	81	80	1
HAW	Hawaii - Water Payments	0	0	1	1	5	5	17	16	1
HAW Total		3	1	1	1	7	7	239	227	14
SPO	HCE - Hawaii Compliance Express	5	3	5	5	9	9	845	841	6
SPO Total		5	3	5	5	9	9	845	841	6
HIC	HIC - ActiTime	0	0	0	0	0	0	5	5	0
HIC	HIC - Bank Returns	0	0	0	0	0	0	117	116	1
HIC	HIC - Change Management	62	58	86	84	97	96	4258	4208	57
HIC	HIC - CMS	0	0	0	0	0	0	4	3	1
HIC	HIC - Collections	30	21	32	31	25	23	604	600	16
HIC	HIC - Customer Billing System	0	0	0	0	0	0	45	37	8
HIC	HIC - Documentaion & Policy's	0	0	0	0	0	0	2	1	1
HIC	HIC - eHawaii.common components	0	0	0	0	0	0	5	5	0
HIC	HIC - Event Registration	0	0	0	0	0	0	19	18	1
HIC	HIC - Funds Transfer Registry	0	0	0	0	0	0	34	19	15
HIC	HIC - General TO-DO	2	1	6	6	8	8	682	644	39
HIC	HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC	HIC - Kala	0	0	2	1	1	0	233	227	8
HIC	HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC	HIC - Kala-Refunds	1	0	0	0	2	2	5	5	1
HIC	HIC - Lala - User Management and Authentication	1	0	0	0	0	0	163	157	7
HIC	HIC - Load Balancing	0	0	0	0	0	0	8	8	0
HIC	HIC - New User Interfaces	0	0	0	0	0	0	2	1	1
HIC	HIC - Newsletter	1	0	0	0	0	0	2	2	1
HIC	HIC - Other Maintenance Applications	0	0	0	0	0	0	149	137	12
HIC	HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	7	7	0
HIC	HIC - Portal Reminder Service	0	0	0	0	0	0	20	13	7
HIC	HIC - Portal UI Review	0	0	0	0	0	0	33	31	2
HIC	HIC - Refund Requests	13	12	11	11	8	8	995	980	16
HIC	HIC - Reports	0	0	3	3	0	0	114	94	20
HIC	HIC - Secure Download	0	0	0	0	0	0	15	15	0
HIC	HIC - Secure File Transfer Services	0	0	2	2	0	0	67	65	2
HIC	HIC - SOX Compliance	0	0	0	0	0	0	41	38	3
HIC	HIC - SysAdmin	3	1	1	1	0	0	21	18	5
HIC	HIC - Web Mail	0	0	0	0	0	0	6	6	0
HIC	HIC - Website Support	5	5	0	0	1	1	232	212	20
HIC	HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total		118	98	143	139	142	138	7908	7692	244
HON	Honolulu - Gross Liquor Sales	0	0	0	0	0	0	6	6	0
HON Total		0	0	0	0	0	0	6	6	0
JUD	Judiciary - Surveys	1	0	0	0	0	0	24	24	1
JUD	Judiciary - Alfresco site	1	1	1	1	1	0	132	130	3
JUD	Judiciary - Applications	0	0	0	0	0	0	14	11	3
JUD	Judiciary - Hosting	0	0	0	0	0	0	208	208	0
JUD	Judiciary - Jury Pool	0	0	0	0	1	1	53	53	0

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
JUD	Judiciary - Kalaiwa Traffic Abstracts	6	5	0	0	1	1	182	173	10
JUD	Judiciary - Land Court Petitions	0	0	0	0	0	0	0	0	0
JUD	Judiciary - Motor Vehicle Services	5	3	5	5	13	12	18	16	5
JUD	Judiciary - VIPS	0	0	0	0	0	0	183	183	0
JUD	Judiciary - Warrants	1	1	6	6	2	2	229	226	3
JUD Total		14	10	12	12	18	16	1043	1024	25
KAU	Kauai - Kiosk	0	0	0	0	0	0	5	5	0
KAU	Kauai - Motor Vehicle Renewals	0	0	0	0	0	0	57	57	0
KAU	Kauai - Property Tax Payment	0	0	0	0	0	0	62	58	4
KAU	Kauai - Sewer Payment	0	0	0	0	0	0	29	28	1
KAU Total		0	0	0	0	0	0	153	148	5
MAU	Maui - Motor Vehicle Renewals	0	0	0	0	0	0	140	138	2
MAU	Maui - Property Tax Payments	0	0	0	0	0	0	19	19	0
MAU	Maui - Water/Sewer Payments	0	0	0	0	0	0	1	1	0
MAU Total		0	0	0	0	0	0	160	158	2
OMPO	OahuMPO	0	0	1	1	0	0	16	14	2
OMPO Total		0	0	1	1	0	0	16	14	2
TAX	TAX - Booklet request	0	0	0	0	0	0	15	15	0
TAX	TAX - eFile	12	6	16	14	8	6	1290	1286	14
TAX	TAX - Tax License Search	0	0	0	0	1	0	54	54	1
TAX	TAX - Tax Refund Search (TRS)	1	0	0	0	0	0	18	18	1
TAX	TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total		13	6	16	14	9	6	1395	1391	16
Grand Total		517	427	525	497	357	335	20903	20484	559