

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	2	2	0	0	0	0	158	153	5
AG	AG - CSEA Payments	0	0	0	0	0	0	1	0	1
AG	AG - CSEA_IWA	1	0	0	0	1	0	118	118	2
AG	AG - HCJDC - Ahewa - eCrim	1	0	3	2	3	3	262	261	3
AG	AG - HCJDC - Sex Offender	0	0	1	1	0	0	160	158	2
AG	AG - HCJDC - State Id	12	12	5	5	5	5	204	204	0
AG Total		16	14	9	8	9	8	903	894	13
ALL	ALL - Calendar - Agendas/Postings	4	3	5	5	5	4	198	197	3
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	2	1	17	16	6	5	1224	1211	16
ALL	ALL - Motor Vehicle Renewals	0	0	5	5	1	1	1	1	0
ALL	ALL - Portal	4	3	4	4	1	1	258	235	24
ALL	ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL	All - Superstore	0	0	2	2	0	0	88	72	16
ALL Total		10	7	33	32	13	11	1783	1727	62
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	1	1	8	8	165	157	8
DAGS Total		0	0	1	1	8	8	165	157	8
DBEDT	DBEDT - Hawaii Clean Energy Initiative	5	4	2	2	0	0	0	0	1
DBEDT Total		5	4	2	2	0	0	0	0	1
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuaals	3	2	1	1	1	1	246	243	4
DCCA	DCCA - Applications	0	0	0	0	1	1	44	42	2
DCCA	DCCA - Business Entity List Builder	2	2	0	0	1	1	20	20	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	7	7	0	0	5	5	165	164	1
DCCA	DCCA - HIDS Online RPA	2	1	0	0	0	0	92	91	2
DCCA	DCCA - HIDS RPA UI	0	0	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	0	0	0	0	1	1	36	35	1
DCCA	DCCA - Insurance CE Provider	1	1	1	1	1	1	62	62	0
DCCA	DCCA - Insurance License Search	1	1	0	0	2	2	14	13	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	1	1	1	0	0	0	98	96	3
DCCA	DCCA - PVL List Builder	0	0	2	2	2	2	90	90	0
DCCA	DCCA - PVL Renewals	3	2	13	13	9	9	677	674	4
DCCA	DCCA - PVL Search	0	0	0	0	1	1	49	49	0
DCCA	DCCA - Real Estate CE	1	1	1	1	2	2	242	242	0
DCCA	DCCA - RICO - Complaint Management System	0	0	0	0	0	0	74	67	7
DCCA Total		21	18	19	18	26	26	2491	2463	32

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	3	2	4	4	1	0	529	527	4
DLIR Total		3	2	4	4	1	0	529	527	4
DLNR	DLNR - BARS	17	7	38	23	17	9	13	6	40
DLNR	DLNR - BOC Doc Search and Retrieval	2	1	1	1	3	2	94	93	3
DLNR	DLNR - BOC Documents	0	0	0	0	0	0	7	6	1
DLNR	DLNR - BOC eRecording	4	4	2	2	0	0	7	7	0
DLNR	DLNR - CMLS (Fishing Catch Report)	4	4	1	1	0	0	146	146	0
DLNR	DLNR - CMLS (internal system)	0	0	0	0	0	0	35	28	7
DLNR	DLNR - CMLS (public)	0	0	1	1	1	1	160	160	0
DLNR	DLNR - CRVS	2	1	11	10	16	16	202	188	16
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	7	5	14	14	8	6	320	318	6
DLNR	DLNR - Trail Access Hosting	1	1	1	1	1	1	61	61	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	2	2	0	0	3	3	141	141	0
DLNR Total		39	25	69	53	49	38	1728	1692	77
DOE	DOE - HTSB - Alfresco site	0	0	0	0	2	2	52	51	1
DOE	DOE - HTSB - Customer Support	212	170	0	0	0	0	0	0	42
DOE	DOE - HTSB - Data Cleanup	0	0	0	0	0	0	5	5	0
DOE	DOE - HTSB - Teacher's Licensing System	26	16	33	30	29	28	378	375	17
DOE Total		238	186	33	30	31	30	435	431	60
DOH	DOH - EDRS - Electronic Death Registration System	1	1	0	0	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	4	0	0	0	0	0	0	0	4
DOH	DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH	DOH - Wastewater Permits	1	1	0	0	2	2	67	67	0
DOH	DOH-Vital Records	0	0	0	0	0	0	55	53	2
DOH Total		6	2	0	0	2	2	692	689	7
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	13	11	1	1	0	0	43	43	2
DOT Total		13	11	1	1	0	0	48	48	2
DPS	DPS - NED - Narcotics Registration Renewal	10	5	1	1	4	4	28	27	6
DPS Total		10	5	1	1	4	4	28	27	6
GOV	GOV - Governor Appointments	0	0	0	0	0	0	24	24	0
GOV	GOV - Online Messages Request System	0	0	0	0	1	1	47	47	0
GOV Total		0	0	0	0	1	1	71	71	0
HAW	Hawaii - Camping - Big Island	0	0	1	1	0	0	101	92	9

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	0	0	0	0	7	6	3	3	1
HAW	Hawaii - DPW - Traffic	0	0	1	1	6	6	7	7	0
HAW	Hawaii - Motor Vehicle Renewals	0	0	0	0	1	1	16	16	0
HAW	Hawaii - Property Tax Payments	0	0	0	0	1	1	80	79	1
HAW	Hawaii - Water Payments	1	1	5	5	2	2	15	14	1
HAW Total		1	1	7	7	17	16	222	211	12
HCE	HCE - Hawaii Compliance Express	5	5	9	9	7	7	838	834	4
HCE Total		5	5	9	9	7	7	838	834	4
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	86	82	97	96	93	93	4165	4114	56
HIC	HIC - CMS	0	0	0	0	0	0	4	3	1
HIC	HIC - Collections	33	26	25	22	39	39	565	560	15
HIC	HIC - Customer Billing System	0	0	0	0	1	1	44	36	8
HIC	HIC - Documentaion & Policy's	0	0	0	0	0	0	2	1	1
HIC	HIC - eHawaii.common components	0	0	0	0	1	1	4	4	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	6	6	8	8	13	13	669	631	38
HIC	HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC	HIC - Kala	2	1	1	0	0	0	233	227	8
HIC	HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC	HIC - Kala-Refunds	0	0	2	2	0	0	5	4	1
HIC	HIC - Lala - User Management and Authentication	0	0	0	0	1	0	162	157	6
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	0	0	0	0	1	1	1	1	0
HIC	HIC - Other Maintenance Applications	0	0	0	0	1	1	148	136	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	12	10	8	8	17	17	978	963	17
HIC	HIC - Reports	3	3	0	0	0	0	114	94	20
HIC	HIC - Secure Download	0	0	0	0	0	0	15	15	0
HIC	HIC - Secure File Transfer Services	2	2	0	0	1	1	66	64	2
HIC	HIC - SOX Compliance	0	0	0	0	0	0	41	38	3
HIC	HIC - SysAdmin	1	1	0	0	1	1	20	17	3
HIC	HIC - Web Mail	0	0	0	0	0	0	6	6	0
HIC	HIC - Website Support	0	0	1	1	0	0	232	212	20
HIC	HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total		145	131	142	137	169	168	7739	7521	238
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	0	0	0	0	0	0	24	23	1
JUD	Judiciary - Alfresco site	1	1	1	0	2	1	130	129	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	1	1	0	0	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	0	0	1	1	1	1	181	172	9
JUD	Judiciary - Land Court Petitions	0	0	0	0	0	0	0	0	0
JUD	Judiciary - Motor Vehicle Services	5	3	13	12	3	3	15	13	5
JUD	Judiciary - VIPS	0	0	0	0	0	0	183	183	0
JUD	Judiciary - Warrants	6	6	2	1	1	1	228	225	4
JUD Total		12	10	18	15	7	6	1036	1017	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	2	0	60	58	4
KAU	Kauai - Sewer Payment	0	0	0	0	0	0	29	28	1
KAU Total		0	0	0	0	2	0	151	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	1	1	0	0	0	0	16	14	2
OMPO Total		1	1	0	0	0	0	16	14	2
TAX	TAX - Booklet request	0	0	0	0	0	0	15	15	0
TAX	TAX - eFile	17	10	9	5	15	14	1275	1272	15
TAX	TAX - Tax License Search	0	0	1	0	0	0	54	54	1
TAX	TAX - Tax Refund Search (TRS)	1	0	0	0	1	1	17	17	1
TAX	TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total		18	10	10	5	16	15	1379	1376	17
Grand Total		543	432	358	323	362	340	20541	20131	578