

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	1	0	1	0	1	1	165	160	7
AG	AG - CSEA Payments	0	0	2	2	0	0	2	1	1
AG	AG - CSEA_IWA	0	0	0	0	2	1	122	122	1
AG	AG - HCJDC - Ahewa - eCrim	2	2	0	0	1	1	274	271	3
AG	AG - HCJDC - Sex Offender	0	0	0	0	0	0	164	162	2
AG	AG - HCJDC - State Id	17	17	3	3	3	3	246	245	1
AG	AG - Notary	0	0	2	1	1	1	1	1	1
AG Total		20	19	8	6	8	7	974	962	16
ALL	ALL - Calendar - Agendas/Postings	1	1	0	0	5	5	223	221	2
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	4	8	5	5	5	1260	1246	17
ALL	ALL - Motor Vehicle Renewals	0	0	0	0	0	0	8	7	1
ALL	ALL - Portal	57	38	3	3	1	1	272	254	37
ALL	ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL	All - Superstore	2	1	3	1	0	0	90	74	19
ALL Total		64	44	14	9	11	11	1867	1813	79
B&F	B&F - ERS CMS	0	0	1	1	1	1	9	9	0
B&F	B&F - TDR	0	0	1	0	0	0	0	0	1
B&F	B&F - Unclaimed Property Search	0	0	1	1	0	0	84	83	1
B&F Total		0	0	3	2	1	1	93	92	2
DAGS	DAGS - CIP	0	0	0	0	1	1	173	166	7
DAGS Total		0	0	0	0	1	1	173	166	7
DBEDT	DBEDT - Energy Project Registry	0	0	0	0	1	0	0	0	1
DBEDT	DBEDT - Film Permit	6	4	11	9	1	1	0	0	4
DBEDT	DBEDT - Hawaii Clean Energy Initiative	1	0	0	0	0	0	16	15	2
DBEDT Total		7	4	11	9	2	1	16	15	7
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuals	1	1	0	0	0	0	253	250	3
DCCA	DCCA - Applications	1	1	1	0	1	1	47	45	3
DCCA	DCCA - Business Entity List Builder	0	0	0	0	0	0	23	23	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	7	7	8	8	4	4	125	125	0
DCCA	DCCA - DFI - Payments	0	0	0	0	0	0	24	24	0
DCCA	DCCA - HIDS Insurance Renewals	0	0	2	2	1	0	182	182	1
DCCA	DCCA - HIDS Online RPA	1	0	0	0	0	0	96	95	2
DCCA	DCCA - HIDS RPA UI	0	0	0	0	0	0	207	207	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	39	38	1
DCCA	DCCA - Insurance CE Provider	0	0	0	0	2	2	66	66	0
DCCA	DCCA - Insurance License Search	0	0	0	0	1	1	19	19	0
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	6	5	1	0	108	104	6
DCCA	DCCA - PVL List Builder	2	2	3	3	0	0	95	95	0
DCCA	DCCA - PVL Renewals	7	7	8	8	0	0	711	708	3

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DCCA	DCCA - PVL Search	1	1	0	0	1	1	52	52	0
DCCA	DCCA - Real Estate CE	2	1	3	3	0	0	248	248	1
DCCA	DCCA - RICO - Complaint Management System	0	0	0	0	3	3	77	71	6
DCCA Total		23	21	31	29	15	13	2600	2573	33
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	1	1	1	1	1	540	533	7
DLIR Total		1	1	1	1	1	1	540	533	7
DLNR	DLNR - BARS	68	42	46	38	91	63	269	241	90
DLNR	DLNR - BOC Backend	14	5	19	13	16	15	0	0	16
DLNR	DLNR - BOC Doc Search and Retrieval	0	0	3	2	1	1	103	100	4
DLNR	DLNR - BOC Documents	0	0	0	0	0	0	7	6	1
DLNR	DLNR - BOC eRecording	6	6	5	5	6	6	17	17	0
DLNR	DLNR - CMLS (Fishing Catch Report)	0	0	11	9	0	0	157	157	2
DLNR	DLNR - CMLS (internal system)	1	0	1	0	0	0	36	29	9
DLNR	DLNR - CMLS (public)	1	1	1	1	0	0	164	164	0
DLNR	DLNR - CRVS	0	0	0	0	1	1	238	223	15
DLNR	DLNR - Fresh Water Game Fishing License	0	0	0	0	0	0	32	29	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	15	12	6	6	10	9	359	356	7
DLNR	DLNR - Trail Access Hosting	1	1	0	0	0	0	64	64	0
DLNR	DLNR - UCC Filings	0	0	0	0	1	1	187	185	2
DLNR	DLNR - Vessel Reg Renewal	0	0	0	0	0	0	243	243	0
DLNR	DLNR - Wiki Permits	0	0	0	0	0	0	148	148	0
DLNR Total		106	67	92	74	126	96	2109	2047	149
DOE	DOE - HTSB - Alfresco site	7	0	17	14	11	11	64	62	12
DOE	DOE - HTSB - Customer Support	445	420	417	417	457	457	1022	1022	25
DOE	DOE - HTSB - Data Cleanup	0	0	0	0	1	1	5	5	0
DOE	DOE - HTSB - Teacher's Licensing System	3	3	0	0	8	3	507	502	10
DOE	DOE - HTSB - Phase VI	1	0	2	0	1	0	0	0	4
DOE	DOE - HTSB-Phase V	7	3	5	1	10	3	6	0	21
DOE Total		463	426	441	432	488	475	1604	1591	72
DOH	DOH - EDRS - Electronic Death Registration System	0	0	0	0	0	0	9	8	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	1	1	114	114	0
DOH	DOH - EMRS	1	0	14	12	12	10	33	32	6
DOH	DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH	DOH - Wastewater Permits	0	0	0	0	0	0	72	72	0
DOH	DOH -Vital Records	0	0	1	0	1	1	58	56	3
DOH Total		1	0	15	12	14	12	736	732	10
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	0	0	1	0	1	1	64	64	1

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DOT Total		0	0	1	0	1	1	69	69	1
DPS	DPS - NED - Narcotics Registration Renewal	19	19	9	9	20	19	56	56	1
DPS Total		19	19	9	9	20	19	56	56	1
GOV	GOV - Governor Appointments	0	0	0	0	0	0	25	25	0
GOV	GOV - Online Messages Request System	0	0	1	0	1	1	48	48	1
GOV Total		0	0	1	0	1	1	73	73	1
HAWAII	Hawaii - Camping - Big Island	1	0	0	0	1	1	103	94	10
HAWAII	Hawaii - DPW - Flood	0	0	0	0	0	0	11	10	1
HAWAII	Hawaii - DPW - Traffic	0	0	0	0	0	0	14	14	0
HAWAII	Hawaii - Motor Vehicle Renewals	0	0	1	0	0	0	18	17	2
HAWAII	Hawaii - Police Site	7	5	5	5	4	4	4	4	2
HAWAII	Hawaii - Property Tax Payments	0	0	1	1	0	0	83	82	1
HAWAII	Hawaii - Water Payments	4	2	8	8	3	3	33	33	2
HAWAII Total		12	7	15	14	8	8	266	254	18
HCE	HCE - Hawaii Compliance Express	7	7	10	10	6	5	877	873	5
HCE Total		7	7	10	10	6	5	877	873	5
HCEE	HCEE - Alfresco	0	0	0	0	0	0	66	66	0
HCEE Total		0	0	0	0	0	0	66	66	0
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	69	64	57	57	65	63	4690	4638	59
HIC	HIC - CMS	0	0	0	0	0	0	4	3	1
HIC	HIC - Collections	41	29	21	19	37	36	745	741	19
HIC	HIC - Customer Billing System	0	0	0	0	0	0	48	40	8
HIC	HIC - Documentaion & Policy's	0	0	0	0	0	0	3	1	2
HIC	HIC - eHawaii.common components	0	0	1	1	0	0	5	5	0
HIC	HIC - Event Registration	0	0	0	0	0	0	19	19	0
HIC	HIC - Funds Transfer Registry	0	0	0	0	0	0	34	19	15
HIC	HIC - General TO-DO	15	12	15	12	3	3	722	687	41
HIC	HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC	HIC - hic.ehawaii.gov	1	1	1	1	0	0	0	0	0
HIC	HIC - Kala	2	1	1	0	6	3	243	233	15
HIC	HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC	HIC - Kala-Refunds	0	0	0	0	0	0	8	7	1
HIC	HIC - Lala - User Management and Authentication	1	0	1	1	0	0	164	157	8
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	0	0	3	2	1
HIC	HIC - Other Maintenance Applications	0	0	0	0	0	0	149	138	11
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	15	5
HIC	HIC - Portal UI Review	0	0	0	0	0	0	33	31	2
HIC	HIC - Refund Requests	17	14	20	20	18	18	1056	1041	18
HIC	HIC - Reports	2	1	1	0	7	5	126	107	23
HIC	HIC - Scheduling	0	0	0	0	0	0	0	0	0
HIC	HIC - Secure Download	0	0	0	0	0	0	16	16	0
HIC	HIC - Secure File Transfer Services	1	1	0	0	0	0	69	67	2
HIC	HIC - SOX Compliance	0	0	0	0	0	0	41	38	3

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HIC	HIC - SysAdmin	0	0	3	3	4	3	30	27	4
HIC	HIC - Web Mail	0	0	0	0	0	0	6	6	0
HIC	HIC - Website Support	0	0	0	0	0	0	238	218	20
HIC	HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total		149	123	121	114	140	131	8631	8413	260
HONOLULU	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	Judiciary - Surveys	0	0	0	0	0	0	25	25	0
JUDICIARY	Judiciary - Alfresco site	1	1	1	1	4	4	144	143	1
JUDICIARY	Judiciary - Applications	0	0	0	0	0	0	15	11	4
JUDICIARY	Judiciary - Hosting	0	0	0	0	0	0	208	208	0
JUDICIARY	Judiciary - Jury Pool	0	0	0	0	0	0	55	55	0
JUDICIARY	Judiciary - Kalaiwa Traffic Abstracts	2	2	0	0	2	2	196	188	8
JUDICIARY	Judiciary - Land Court Petitions	0	0	0	0	0	0	0	0	0
JUDICIARY	Judiciary - Motor Vehicle Services	0	0	0	0	0	0	42	41	1
JUDICIARY	Judiciary - VIPS	0	0	0	0	0	0	190	190	0
JUDICIARY	Judiciary - Warrants	0	0	3	2	0	0	240	237	4
JUDICIARY Total		3	3	4	3	6	6	1115	1098	18
KAUAI	Kauai - Kiosk	0	0	0	0	0	0	5	5	0
KAUAI	Kauai - Motor Vehicle Renewals	0	0	0	0	1	1	57	57	0
KAUAI	Kauai - Property Tax Payment	0	0	2	2	0	0	62	59	3
KAUAI	Kauai - Sewer Payment	0	0	0	0	0	0	29	29	0
KAUAI Total		0	0	2	2	1	1	153	150	3
MAUI	Maui - Motor Vehicle Renewals	1	0	1	1	2	1	141	139	4
MAUI	Maui - Property Tax Payments	0	0	0	0	0	0	19	19	0
MAUI	Maui - Water/Sewer Payments	0	0	0	0	0	0	1	1	0
MAUI Total		1	0	1	1	2	1	161	159	4
OMPO	OahuMPO	0	0	0	0	0	0	17	15	2
OMPO Total		0	0	0	0	0	0	17	15	2
TAX	TAX - Booklet request	0	0	0	0	0	0	15	15	0
TAX	TAX - eFile	13	10	4	3	6	4	1356	1345	17
TAX	Tax - MEF	0	0	1	0	0	0	1	0	2
TAX	TAX - Tax License Search	0	0	0	0	0	0	55	55	0
TAX	TAX - Tax Refund Search (TRS)	0	0	0	0	1	1	19	19	0
TAX	TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total		13	10	5	3	7	5	1464	1452	19
Grand Total		889	751	785	730	859	796	23694	23236	714