

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 - Charity Registry	2	2	5	5	2	2	189	188	1
AG	AG - Charity Resources - Solicitor Registration	0	0	0	0	0	0	0	0	0
AG	AG - CSEA Payments	0	0	0	0	0	0	9	8	1
AG	AG - CSEA_IWA	0	0	1	0	0	0	134	134	1
AG	AG - HCJDC - Ahewa - eCrim	2	2	2	2	3	3	300	297	3
AG	AG - HCJDC - Expungement	0	0	1	1	0	0	0	0	0
AG	AG - HCJDC - HIJIS FQS	0	0	0	0	0	0	1	1	0
AG	AG - HCJDC - Sex Offender	3	3	0	0	4	4	171	169	2
AG	AG - HCJDC - State Id	7	6	15	15	5	4	471	469	4
AG	AG - Notary	0	0	0	0	0	0	5	4	1
AG Total		14	13	24	23	14	13	1280	1270	13
ALL	ALL - Calendar - Agendas/Postings	0	0	0	0	0	0	233	231	2
ALL	ALL - Feedback App	0	0	0	0	0	0	11	8	3
ALL	ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL	ALL - HBE - Hawaii Business Express	3	1	8	8	3	3	1347	1334	15
ALL	ALL - Motor Vehicle Renewals	0	0	0	0	1	1	11	10	1
ALL	ALL - Portal	0	0	1	1	4	4	408	394	14
ALL	ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL	ALL - Superstore	0	0	0	0	0	0	104	84	20
ALL	ALL - Call Experts	392	352	356	349	301	301	1	1	47
ALL Total		395	353	365	358	309	309	2119	2066	102
B&F	B&F - ERS CMS	0	0	0	0	0	0	62	59	3
B&F	B&F - ERS Self-service	0	0	0	0	0	0	18	18	0
B&F	B&F - Unclaimed Property Search	0	0	1	1	2	1	89	89	1
B&F Total		0	0	1	1	2	1	169	166	4
DAGS	DAGS - CIP	0	0	0	0	0	0	174	167	7
DAGS	DAGS - eDeposit	0	0	0	0	0	0	3	3	0
DAGS	DAGS - SPO	24	10	33	24	13	10	2	1	27
DAGS Total		24	10	33	24	13	10	179	171	34
DBEDT	DBEDT - BDSO / CBED Website	2	0	1	1	15	13	1	1	4
DBEDT	DBEDT - Energy Project Registry	0	0	0	0	0	0	1	0	1
DBEDT	DBEDT - Energy site	0	0	0	0	0	0	12	12	0
DBEDT	DBEDT - Film Permit	0	0	0	0	0	0	58	58	0
DBEDT	DBEDT - Hawaii Clean Energy Initiative	0	0	0	0	0	0	31	31	0
DBEDT Total		2	0	1	1	15	13	103	102	5
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuals	2	1	7	7	3	3	294	284	11
DCCA	DCCA - Applications	1	1	0	0	2	2	55	51	4
DCCA	DCCA - Business Entity List Builder	1	1	1	1	0	0	24	24	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	149	149	0
DCCA	DCCA - DFI - Payments	0	0	0	0	0	0	24	24	0
DCCA	DCCA - HIDS Online RPA	0	0	0	0	0	0	97	96	1
DCCA	DCCA - HIDS RPA UI	0	0	0	0	0	0	207	207	0
DCCA	DCCA - HILS Insurance Renewals	2	2	1	1	5	5	209	207	2
DCCA	DCCA - Inikua - Insurance	0	0	0	0	2	1	66	66	1
DCCA	DCCA - Insurance Licensee CE Verification	0	0	0	0	1	1	42	41	1
DCCA	DCCA - Insurance CE Provider	0	0	0	0	0	0	70	70	0
DCCA	DCCA - Insurance License Search	0	0	0	0	1	1	21	21	0
DCCA	DCCA - ISCO	0	0	0	0	0	0	23	21	2
DCCA	DCCA - MFDR	0	0	0	0	0	0	56	54	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

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
DCCA	DCCA - Online Doc Retrieval	1	1	2	1	1	1	162	152	11
DCCA	DCCA - PVL List Builder	6	4	1	1	0	0	108	107	3
DCCA	DCCA - PVL Renewals	13	13	13	7	11	7	839	836	13
DCCA	DCCA - PVL Search	1	0	0	0	1	1	61	61	1
DCCA	DCCA - Real Estate CE	1	1	0	0	0	0	259	259	0
DCCA	DCCA - RICO - Complaint Management System	0	0	0	0	0	0	90	89	1
DCCA Total		28	24	25	18	27	22	2996	2954	58
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 - Green LMI	1	0	5	5	1	1	149	149	1
DLIR	DLIR - Hawaii Unemployment Insurance Express	4	4	0	0	2	2	575	570	5
DLIR	DLIR - HIOSH - Elevator	4	2	0	0	0	0	0	0	2
DLIR Total		9	6	5	5	3	3	724	719	8
DLNR	DLNR - BARS	36	26	22	15	43	42	1342	1168	192
DLNR	DLNR - BOC Backend	5	2	8	4	13	10	698	610	98
DLNR	DLNR - BOC Bulk Download	0	0	3	2	5	5	72	66	7
DLNR	DLNR - BOC Doc Search and Retrieval	5	2	2	2	1	1	172	170	5
DLNR	DLNR - BOC Documents	1	1	0	0	0	0	32	32	0
DLNR	DLNR - BOC eRecording	5	5	8	5	12	9	112	105	13
DLNR	DLNR - BOC LandShark	1	0	1	1	1	0	10	3	9
DLNR	DLNR - CMLS (Fishing Catch Report)	4	2	0	0	0	0	231	228	5
DLNR	DLNR - CMLS (internal system)	0	0	0	0	0	0	41	32	9
DLNR	DLNR - CMLS (public)	3	3	6	5	1	1	185	185	1
DLNR	DLNR - CRVS	1	0	0	0	0	0	267	250	18
DLNR	DLNR - Fresh Water Game Fishing License	0	0	0	0	0	0	33	30	3
DLNR	DLNR - Hunting	0	0	0	0	0	0	10	10	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 - OCCL - Record Directory	11	2	9	9	1	1	0	0	9
DLNR	DLNR - State Historic Preservation Division	1	1	1	1	1	1	0	0	0
DLNR	DLNR - Statewide Camping System	6	1	2	2	4	3	497	487	16
DLNR	DLNR - Trail Access Hosting	0	0	0	0	1	1	68	68	0
DLNR	DLNR - UCC Filings	0	0	0	0	0	0	196	193	3
DLNR	DLNR - Vessel Reg Renewal	0	0	0	0	0	0	255	253	2
DLNR	DLNR - Wiki Permits	0	0	2	2	0	0	153	153	0
DLNR Total		79	45	64	48	83	74	4450	4119	390
DOE	DOE - HTSB - Alfresco site	9	7	1	1	4	4	240	233	9
DOE	DOE - HTSB - Customer Support	235	210	263	259	400	400	5499	5499	29
DOE	DOE - HTSB - Data Cleanup	0	0	0	0	0	0	8	8	0
DOE	DOE - HTSB - Phase VI	4	1	2	1	3	2	40	39	6
DOE	DOE - HTSB - Teacher's Licensing System	17	6	8	5	4	1	674	667	24
DOE	DOE - HTSB Phase V.1	0	0	0	0	0	0	22	21	1
DOE	DOE - HTSB Phase VII	1	0	0	0	0	0	28	5	24
DOE	DOE - HTSB Tech Support	12	2	5	3	6	6	309	292	29
DOE	DOE - HTSB-Phase V	0	0	0	0	0	0	49	49	0
DOE Total		278	226	279	269	417	413	6869	6813	122
DOH	DOH - EDRS - Electronic Death Registration System	0	0	0	0	0	0	12	10	2
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	117	117	0
DOH	DOH - EMRS	13	1	8	6	8	5	445	439	23
DOH	DOH - Payment Portal (SLD)	0	0	0	0	1	1	2	2	0

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
DOH	DOH - TB System	17	15	43	43	9	9	28	28	2
DOH	DOH - Wastewater Permits	0	0	0	0	0	0	75	74	1
DOH	DOH -Vital Records	1	1	3	3	1	1	75	72	3
DOH Total		31	17	54	52	19	16	1202	1190	31
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	1	1	0	0	0	0	69	69	0
DOT	DOT - TRCC	0	0	0	0	0	0	3	2	1
DOT Total		1	1	0	0	0	0	77	76	1
DPS	DPS - NED - Narcotics Registration Renewal	27	23	15	15	67	67	182	182	4
DPS Total		27	23	15	15	67	67	182	182	4
GOV	GOV - Governor Appointments	1	1	0	0	1	1	40	40	0
GOV	GOV - Online Messages Request System	0	0	0	0	1	1	51	51	0
GOV Total		1	1	0	0	2	2	91	91	0
HAWAII	Hawaii - Camping - Big Island	2	2	2	0	0	0	111	101	12
HAWAII	Hawaii - DPW - Flood	39	28	1	1	0	0	15	14	12
HAWAII	Hawaii - DPW - Traffic	8	0	0	0	0	0	20	18	10
HAWAII	Hawaii - Motor Vehicle Renewals	1	1	0	0	0	0	31	31	0
HAWAII	Hawaii - Police Site	0	0	0	0	0	0	93	92	1
HAWAII	Hawaii - Property Tax Payments	0	0	0	0	0	0	88	87	1
HAWAII	Hawaii - Water Payments	2	1	1	1	0	0	51	48	4
HAWAII Total		52	32	4	2	0	0	409	391	40
HCE	HCE - Hawaii Compliance Express	5	3	2	2	1	1	1001	996	7
HCE Total		5	3	2	2	1	1	1001	996	7
HIC	HIC - ActiTime	0	0	0	0	0	0	6	6	0
HIC	HIC - Appointments	0	0	0	0	0	0	0	0	0
HIC	HIC - Bank Returns	0	0	0	0	0	0	117	116	1
HIC	HIC - Change Management	97	90	121	119	89	89	6220	6168	61
HIC	HIC - CMS	0	0	1	1	0	0	5	4	1
HIC	HIC - Collections	43	31	14	14	31	31	1230	1224	18
HIC	HIC - Customer Billing System	1	0	0	0	0	0	54	46	9
HIC	HIC - Documentaion & Policy's	0	0	0	0	0	0	5	3	2
HIC	HIC - eHawaii.common components	0	0	0	0	0	0	6	6	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	13	9	10	9	19	13	870	824	57
HIC	HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC	HIC - hic.ehawaii.gov	0	0	0	0	1	0	10	10	1
HIC	HIC - Kala	1	0	1	0	1	1	289	266	25
HIC	HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC	HIC - Kala-Refunds	1	1	3	2	2	2	36	31	6
HIC	HIC - Lala - User Management and Authentication	0	0	0	0	0	0	168	161	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	0	0	0	0	0	0	2	2	0
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	20	0
HIC	HIC - Portal UI Review	0	0	1	0	0	0	35	33	3
HIC	HIC - Refund Requests	28	23	33	33	20	20	1319	1303	21
HIC	HIC - Reports	3	3	1	0	0	0	154	128	27
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	0	0	0	0	1	1	77	74	3

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
HIC	HIC - SOX Compliance	0	0	0	0	0	0	42	39	3
HIC	HIC - SysAdmin	0	0	1	0	2	2	54	50	5
HIC	HIC - Web Mail	0	0	0	0	0	0	7	7	0
HIC	HIC - Website Support	0	0	0	0	0	0	239	219	20
HIC	HIC - www01	0	0	0	0	0	0	2	2	0
HIC	HIC - Wordpress	0	0	0	0	0	0	2	2	0
HIC Total		187	157	186	178	166	159	11222	10970	297
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 - ADLRO	0	0	0	0	0	0	2	1	1
JUDICIARY	Judiciary - Alfresco site	2	2	0	0	3	3	170	166	4
JUDICIARY	Judiciary - Applications	0	0	0	0	0	0	15	11	4
JUDICIARY	Judiciary - eTraffic Rewrite	0	0	0	0	0	0	3	3	0
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	0	0	0	0	0	0	204	193	11
JUDICIARY	Judiciary - Land Court Petitions	0	0	0	0	0	0	0	0	0
JUDICIARY	Judiciary - Motor Vehicle Services	3	0	0	0	0	0	46	44	5
JUDICIARY	Judiciary - VIPS	0	0	1	1	0	0	194	194	0
JUDICIARY	Judiciary - Warrants	2	2	0	0	1	1	267	266	1
JUDICIARY Total		7	4	1	1	4	4	1189	1166	26
KAUAI	Kauai - ebill	0	0	0	0	0	0	6	1	5
KAUAI	Kauai - Kiosk	0	0	0	0	0	0	6	6	0
KAUAI	Kauai - Motor Vehicle Renewals	5	3	0	0	0	0	62	62	2
KAUAI	Kauai - Property Tax Payment	0	0	0	0	0	0	68	65	3
KAUAI	Kauai - Sewer Payment	0	0	0	0	0	0	29	29	0
KAUAI Total		5	3	0	0	0	0	171	163	10
LG	LG - Name Change	20	15	1	1	0	0	6	6	5
LG Total		20	15	1	1	0	0	6	6	5
MAUI	Maui - Motor Vehicle Renewals	3	2	3	2	9	7	158	156	6
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		3	2	3	2	9	7	178	176	6
OIMT	OIMT-Projects	0	0	0	0	0	0	0	0	0
OIMT	OIMT-State Template	0	0	0	0	0	0	0	0	0
OIMT Total		0	0	0	0	0	0	0	0	0
TAX	TAX - Auhau	0	0	0	0	0	0	1	0	1
TAX	TAX - Booklet request	0	0	0	0	0	0	15	15	0
TAX	TAX - Bulk Filing	11	9	0	0	0	0	14	12	4
TAX	TAX - eFile	14	10	4	4	5	3	1556	1516	46
TAX	TAX - Marketing	0	0	0	0	0	0	2	2	0
TAX	Tax - MEF	0	0	0	0	0	0	3	1	2
TAX	TAX - Tax License Search	0	0	0	0	0	0	56	56	0
TAX	TAX - Tax Refund Search (TRS)	0	0	0	0	0	0	20	20	0
TAX	TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total		25	19	4	4	5	3	1685	1640	53
Grand Total		1193	954	1067	1004	1156	1117	36336	35461	1216