

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	7	5	0	0	0	0	83	83	2
AG - HCJDC - Ahewa - eCrim	12	9	4	4	1	1	216	215	4
AG - HCJDC - Sex Offender	12	7	43	42	8	8	72	72	6
AG - HCJDC - State Id	4	2	0	0	1	1	154	154	2
AG- Charity Resources	16	4	2	2	0	0	0	0	12
AG- CSEA	0	0	0	0	0	0	0	0	0
AG Total	51	27	49	48	10	10	525	524	26
ALL - Calendar - Agendas/Postings	10	9	6	6	6	6	125	124	2
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	12	10	11	10	7	7	1019	1001	21
ALL - Portal	6	5	0	0	1	1	220	199	22
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL Total	28	24	17	16	14	14	1376	1333	48
B&F - Unclaimed Property Search	0	0	0	0	0	0	69	64	5
B&F Total	0	0	0	0	0	0	69	64	5
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annals	3	2	4	4	1	1	213	208	6
DCCA - Applications	0	0	0	0	0	0	39	37	2
DCCA - Business Entity List Builder	0	0	0	0	0	0	12	10	2
DCCA - Business Name Search	1	1	0	0	0	0	28	27	1
DCCA - COGS	1	1	2	2	0	0	35	32	3
DCCA - Condo - AOA	2	0	0	0	0	0	82	79	5
DCCA - HIDS Insurance Renewals	3	3	2	2	1	0	101	95	7
DCCA - HIDS Online RPA	0	0	0	0	0	0	83	83	0
DCCA - HIDS RPA UI	1	1	0	0	0	0	204	204	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	0	0	0	0	0	0	55	55	0
DCCA - Insurance License Search	0	0	0	0	0	0	7	5	2
DCCA - ISCO	0	0	0	0	0	0	22	20	2
DCCA - NEW COGS - Certificate of Good Standing	2	2	0	0	0	0	35	35	0
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	1	1	2	1	0	0	79	74	6
DCCA - PVL List Builder	1	0	1	1	2	2	62	56	7
DCCA - PVL Renewals	11	6	2	2	3	3	509	507	7
DCCA - PVL Search	1	1	0	0	0	0	43	42	1
DCCA - Real Estate CE	5	5	1	1	5	4	217	217	1
DCCA - RICO - Complaint Management System	1	1	7	7	5	4	57	50	8
DCCA Total	33	24	21	20	17	14	1983	1933	63
DHRD - Applications	0	0	0	0	0	0	28	28	0
DHRD Total	0	0	0	0	0	0	28	28	0

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DLIR - Hawaii Unemployment Insurance Express	9	4	3	3	1	1	456	453	8
DLIR Total	9	4	3	3	1	1	456	453	8
DLNR - BOC Documents	2	2	1	0	0	0	2	2	1
DLNR - CMLS (Fishing Catch Report)	0	0	0	0	0	0	1	0	1
DLNR - CMLS (internal system)	0	0	0	0	0	0	23	19	4
DLNR - CMLS (public)	8	8	4	4	7	7	128	128	0
DLNR - Fresh Water Game Fishing License	4	3	0	0	0	0	23	19	5
DLNR - Hunting	0	0	0	0	0	0	6	6	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	0	0	0	0	0	0	70	69	1
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	5	2	0	0	3	3	37	35	5
DLNR - UCC Filings	30	18	32	26	0	0	1	1	18
DLNR - Vessel Reg Renewal	1	1	0	0	1	1	232	229	3
DLNR - Wiki Permits	1	1	2	2	26	26	73	73	0
DLNR Total	51	35	39	32	37	37	598	583	38
DOH - EDRS - Electronic Death Registration System	0	0	0	0	1	1	7	6	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	4	2	3	3	1	1	80	79	3
DOH - Payment Portal (SLD)	0	0	1	1	1	1	0	0	0
DOH - Wastewater Permits	2	1	3	3	2	2	49	49	1
DOH-Vital Records	2	0	1	1	4	2	34	32	6
DOH Total	8	3	8	8	9	7	618	614	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	1	1	0	0	21	21	0
GOT Total	0	0	1	1	0	0	21	21	0
Hawaii - Camping - Big Island	2	2	1	1	0	0	78	71	7
Hawaii - Property Tax Payments	2	1	0	0	0	0	47	45	3
Hawaii Total	4	3	1	1	0	0	125	116	10
HCE - Hawaii Compliance Express	17	15	10	10	15	15	522	518	6
HCE Total	17	15	10	10	15	15	522	518	6

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
HIC - ActiTime	1	1	0	0	0	0	0	0	0
HIC - Bank Returns	0	0	3	0	10	9	91	90	5
HIC - Change Management	98	86	68	68	63	62	2347	2308	52
HIC - CMS	0	0	2	0	1	1	1	1	2
HIC - Collections	0	0	0	0	0	0	7	5	2
HIC - Customer Billing System	1	1	1	0	0	0	30	23	8
HIC - Documentaion & Policy's	0	0	0	0	0	0	1	0	1
HIC - eHawaii.common components	0	0	1	1	0	0	3	3	0
HIC - Funds Transfer Registry	1	0	0	0	1	1	27	16	12
HIC - General TO-DO	10	6	11	7	1	1	498	466	40
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	1	1	1	0	3	2	194	187	9
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	17	14	17	16	6	6	100	94	10
HIC - Load Balancing	1	1	0	0	0	0	7	7	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	1	1	1	1	2	2	136	124	12
HIC - Palapala (Data Archival/ Retrieval)	1	1	0	0	0	0	5	5	0
HIC - Portal Reminder Service	5	3	0	0	0	0	3	1	4
HIC - Portal UI Review	0	0	0	0	0	0	28	28	0
HIC - Refund Requests	14	12	25	24	14	14	654	640	17
HIC - Reports	0	0	0	0	1	0	102	86	17
HIC - Secure Download	0	0	1	1	0	0	13	10	3
HIC - Secure File Transfer Services	1	1	0	0	3	3	52	52	0
HIC - SOX Compliance	0	0	0	0	1	1	37	34	3
HIC - SysAdmin	0	0	0	0	1	1	1	0	1
HIC - Web Mail	0	0	0	0	0	0	4	4	0
HIC - Website Support	0	0	1	1	0	0	225	206	19
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	152	128	132	119	107	103	4589	4412	218
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 - Applications	0	0	0	0	0	0	12	9	3
Judiciary - Hosting	16	16	16	16	17	17	5	3	2
Judiciary - Jury Pool	0	0	0	0	1	1	48	46	2
Judiciary - Kalaiwa Traffic Abstracts	2	0	1	0	0	0	134	123	14
Judiciary - VIPS	1	1	0	0	2	2	169	169	0
Judiciary - Warrants	29	24	5	5	1	0	85	78	13
Judiciary Total	48	41	22	21	21	20	471	446	34

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
Kauai - Motor Vehicle Renewals	4	2	8	7	1	1	23	23	3
Kauai - Property Tax Payment	1	0	0	0	0	0	43	38	6
Kauai - Sewer Payment	0	0	1	0	0	0	24	24	1
Kauai Total	5	2	9	7	1	1	90	85	10
Maui - Motor Vehicle Renewals	6	4	1	0	3	2	97	95	6
Maui - Property Tax Payments	0	0	0	0	0	0	19	17	2
Maui Total	6	4	1	0	3	2	116	112	8
OahuMPO	1	1	2	1	6	2	1	1	5
OahuMPO Total	1	1	2	1	6	2	1	1	5
TAX - Booklet request	1	1	0	0	0	0	11	11	0
TAX - eFile	42	33	35	26	32	25	620	600	45
TAX - Tax License Search	2	0	0	0	1	0	49	48	4
TAX - Tax Refund Search (TRS)	0	0	1	1	1	0	8	7	2
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total	45	34	36	27	34	25	706	684	51
TOTAL	458	345	351	314	275	251	12306	11939	541