

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	1	1	0	1	1	154	150	5
AG	AG - CSEA_IWA	6	5	1	1	1	1	109	109	1
AG	AG - HCJDC - Ahewa - eCrim	1	1	0	0	2	2	258	256	2
AG	AG - HCJDC - Sex Offender	0	0	1	0	1	1	157	156	2
AG	AG - HCJDC - State Id	3	3	7	7	6	6	183	183	0
AG	AG- CSEA Payments	0	0	0	0	0	0	1	0	1
AG Total		11	10	10	8	11	11	862	854	11
ALL	ALL - Calendar - Agendas/Postings	1	1	0	0	1	1	192	190	2
ALL	ALL - Feedback App	1	1	0	0	0	0	9	6	3
ALL	ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL	ALL - HBE - Hawaii Business Express	18	17	5	4	14	11	1186	1174	17
ALL	ALL - Portal	0	0	0	0	3	3	255	231	24
ALL	ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL	All - Superstore	6	5	3	1	1	0	70	63	11
ALL Total		26	24	8	5	19	15	1716	1668	57
B&F	B&F - ERS CMS	1	1	1	1	4	4	3	3	0
B&F	B&F - Unclaimed Property Search	0	0	0	0	2	2	81	81	0
B&F Total		1	1	1	1	6	6	84	84	0
DAGS	DAGS - CIP	35	21	50	49	26	24	16	16	17
DAGS Total		35	21	50	49	26	24	16	16	17
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuaals	3	3	3	3	1	1	236	233	3
DCCA	DCCA - Applications	0	0	0	0	0	0	44	42	2
DCCA	DCCA - Business Entity List Builder	0	0	0	0	0	0	19	19	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	10	10	11	11	4	4	137	135	2
DCCA	DCCA - HIDS Online RPA	0	0	0	0	0	0	92	91	1
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 Verific	2	0	0	0	0	0	33	32	3
DCCA	DCCA - Insurance CE Provider	1	0	0	0	0	0	59	59	1
DCCA	DCCA - Insurance License Search	0	0	0	0	1	1	13	10	3
DCCA	DCCA - ISCO	0	0	0	0	0	0	23	21	2
DCCA	DCCA - NEW COGS - Certificate of Go	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	3	3	1	1	0	0	94	92	2
DCCA	DCCA - PVL List Builder	0	0	1	1	1	1	87	82	5
DCCA	DCCA - PVL Renewals	11	9	9	8	13	12	631	629	6
DCCA	DCCA - PVL Search	0	0	0	0	0	0	49	49	0
DCCA	DCCA - Real Estate CE	0	0	0	0	4	4	238	238	0
DCCA	DCCA - RICO - Complaint Management	0	0	0	0	0	0	73	65	8

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DCCA Total		30	25	25	24	24	23	2387	2351	43
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	6	4	0	0	3	2	517	513	7
DLIR Total		6	4	0	0	3	2	517	513	7
DLNR	DLNR - BARS	1	0	0	0	0	0	0	0	1
DLNR	DLNR - BOC Doc Search and Retrieval	1	1	0	0	2	1	90	89	2
DLNR	DLNR - BOC Documents	0	0	0	0	0	0	7	6	1
DLNR	DLNR - BOC eRecording	2	1	0	0	2	1	2	2	2
DLNR	DLNR - CMLS (Fishing Catch Report)	2	0	7	7	6	6	123	123	2
DLNR	DLNR - CMLS (internal system)	0	0	0	0	0	0	35	28	7
DLNR	DLNR - CMLS (public)	0	0	2	2	1	1	156	156	0
DLNR	DLNR - CRVS	1	0	16	13	19	18	112	108	9
DLNR	DLNR - Fresh Water Game Fishing Lice	0	0	0	0	0	0	31	28	3
DLNR	DLNR - Hunting	1	1	0	0	0	0	8	8	0
DLNR	DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR	DLNR - Hunting - New Application	1	1	0	0	0	0	73	73	0
DLNR	DLNR - Statewide Camping System	9	7	34	32	30	30	233	233	4
DLNR	DLNR - Trail Access Hosting	0	0	0	0	0	0	61	61	0
DLNR	DLNR - UCC Filings	1	1	0	0	1	1	182	181	1
DLNR	DLNR - Vessel Reg Renewal	0	0	0	0	2	2	240	240	0
DLNR	DLNR - Wiki Permits	1	1	1	1	5	5	133	133	0
DLNR Total		20	13	60	55	68	65	1488	1471	32
DOE	DOE - HTSB - Alfresco site	3	3	1	1	0	0	48	45	3
DOE	DOE - HTSB - Data Cleanup	0	0	0	0	1	1	4	4	0
DOE	DOE - HTSB - Teacher's Licensing Syst	59	51	67	67	25	24	211	207	13
DOE Total		62	54	68	68	26	25	263	256	16
DOH	DOH - EDRS - Electronic Death Registr	0	0	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 F	0	0	0	0	0	0	25	25	0
DOH	DOH - EDRS - Phase II Enhancement F	0	0	0	0	0	0	26	26	0
DOH	DOH - EDRS - Phase II Enhancement F	0	0	0	0	0	0	27	27	0
DOH	DOH - EDRS - Phase II Enhancement F	1	0	1	1	0	0	108	108	1
DOH	DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH	DOH - Wastewater Permits	0	0	1	1	1	1	65	65	0
DOH	DOH-Vital Records	4	1	0	0	1	0	47	42	9
DOH Total		5	1	2	2	2	1	678	672	11
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	2	1	40	37	5
DOT Total		0	0	1	0	2	1	45	42	5
DPS	DPS - NED - Narcotics Registration Rer	0	0	1	1	5	5	21	20	1
DPS Total		0	0	1	1	5	5	21	20	1
GOV	GOV - Governor Appointments	0	0	0	0	0	0	24	24	0

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GOV	GOV - Online Messages Request Syste	0	0	0	0	2	2	45	45	0
GOV Total		0	0	0	0	2	2	69	69	0
HAW	Hawaii - Camping - Big Island	0	0	0	0	0	0	101	92	9
HAW	Hawaii - DPW - Flood	1	0	0	0	0	0	0	0	1
HAW	Hawaii - DPW - Traffic	0	0	0	0	0	0	0	0	0
HAW	Hawaii - Motor Vehicle Renewals	4	3	3	3	1	1	5	4	2
HAW	Hawaii - Property Tax Payments	1	1	0	0	0	0	78	77	1
HAW	Hawaii - Water Payments	0	0	1	1	7	6	0	0	1
HAW Total		6	4	4	4	8	7	184	173	14
HCE	HCE - Hawaii Compliance Express	12	12	23	23	16	16	772	768	4
HCE Total		12	12	23	23	16	16	772	768	4
HIC	HIC - ActiTime	1	0	0	0	0	0	4	4	1
HIC	HIC - Bank Returns	1	1	0	0	1	1	115	114	1
HIC	HIC - Change Management	109	106	114	113	111	105	3679	3632	57
HIC	HIC - CMS	0	0	0	0	0	0	4	3	1
HIC	HIC - Collections	21	15	28	19	39	37	445	417	45
HIC	HIC - Customer Billing System	0	0	0	0	0	0	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	0	0	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	10	7	2	2	4	4	645	602	46
HIC	HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC	HIC - Kala	3	3	4	4	0	0	224	217	7
HIC	HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC	HIC - Kala-Refunds	0	0	0	0	0	0	5	4	1
HIC	HIC - Lala - User Management and Auth	1	0	1	0	2	1	157	155	5
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	1	1	0
HIC	HIC - Other Maintenance Applications	0	0	0	0	1	1	147	135	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	1	1	19	10	9
HIC	HIC - Portal UI Review	1	1	0	0	0	0	31	30	1
HIC	HIC - Refund Requests	20	17	13	13	10	9	913	898	19
HIC	HIC - Reports	3	3	2	2	0	0	107	89	18
HIC	HIC - Secure Download	0	0	0	0	0	0	15	15	0
HIC	HIC - Secure File Transfer Services	0	0	0	0	1	1	65	63	2
HIC	HIC - SOX Compliance	0	0	0	0	0	0	41	38	3
HIC	HIC - SysAdmin	4	3	1	1	0	0	12	11	2
HIC	HIC - Web Mail	0	0	0	0	0	0	5	5	0
HIC	HIC - Website Support	0	0	0	0	2	1	230	211	20
HIC	HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total		174	156	165	154	172	161	7004	6768	276

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 - Surveys	0	0	0	0	0	0	24	23	1
JUD	Judiciary - Alfresco site	5	5	2	2	0	0	119	117	2
JUD	Judiciary - Applications	0	0	0	0	1	1	13	10	3
JUD	Judiciary - Hosting	0	0	0	0	0	0	208	206	2
JUD	Judiciary - Jury Pool	0	0	0	0	0	0	53	49	4
JUD	Judiciary - Kalaiwa Traffic Abstracts	1	1	4	4	7	7	167	159	8
JUD	Judiciary - Land Court Petitions	0	0	0	0	0	0	0	0	0
JUD	Judiciary - Motor Vehicle Services	1	1	0	0	1	1	9	7	2
JUD	Judiciary - VIPS	0	0	0	0	0	0	183	183	0
JUD	Judiciary - Warrants	2	2	3	3	6	5	216	214	3
JUD Total		9	9	9	9	15	14	992	968	25
KAU	Kauai - Kiosk	0	0	0	0	0	0	5	5	0
KAU	Kauai - Motor Vehicle Renewals	0	0	0	0	0	0	56	55	1
KAU	Kauai - Property Tax Payment	0	0	0	0	0	0	59	57	2
KAU	Kauai - Sewer Payment	0	0	0	0	0	0	29	28	1
KAU Total		0	0	0	0	0	0	149	145	4
MAU	Maui - Motor Vehicle Renewals	1	1	0	0	3	2	136	135	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		1	1	0	0	3	2	156	155	2
OMPO	OahuMPO	0	0	0	0	0	0	16	14	2
OMPO Total		0	0	0	0	0	0	16	14	2
TAX	TAX - Booklet request	0	0	0	0	0	0	15	15	0
TAX	TAX - eFile	10	8	3	3	10	8	1232	1214	22
TAX	TAX - Tax License Search	0	0	0	0	0	0	54	54	0
TAX	TAX - Tax Refund Search (TRS)	1	1	2	2	0	0	14	14	0
TAX	TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total		11	9	5	5	10	8	1333	1315	22
Grand Total		409	344	432	408	418	388	18780	18350	549