

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
AG - Charity Resources	1	0	4	3	12	9	138	137	6
AG - CSEA_IWA	1	0	2	2	1	1	106	106	1
AG - HCJDC - Ahewa - eCrim	2	0	1	0	0	0	257	256	4
AG - HCJDC - Sex Offender	1	1	1	1	0	0	156	154	2
AG - HCJDC - State Id	6	1	2	2	1	1	180	180	5
AG- CSEA Payments	0	0	0	0	0	0	1	0	1
AG Total	11	2	10	8	14	11	838	833	19
ALL - Calendar - Agendas/Postings	1	1	0	0	2	1	190	189	2
ALL - Feedback App	0	0	0	0	0	0	9	6	3
ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL - HBE - Hawaii Business Express	10	1	20	17	9	9	1161	1134	39
ALL - Portal	2	2	2	2	4	4	250	226	24
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL - Superstore	1	0	0	0	0	0	70	63	8
ALL Total	14	4	22	19	15	14	1684	1622	76
B&F - ERS CMS	4	4	1	1	1	1	1	1	0
B&F - Unclaimed Property Search	0	0	2	2	5	5	76	76	0
	4	4	3	3	6	6	77	77	0
DAGS - CIP	26	17	6	3	10	7	0	0	15
DAGS Total	26	17	6	3	10	7	0	0	15
DCCA - Agent Search	0	0	2	2	0	0	3	3	0
DCCA - Annuals	1	1	0	0	0	0	236	230	6
DCCA - Applications	0	0	0	0	1	1	43	41	2
DCCA - Business Entity List Builder	0	0	0	0	0	0	19	16	3
DCCA - Business Name Search	0	0	0	0	0	0	30	29	1
DCCA - COGS	0	0	0	0	0	0	49	46	3
DCCA - Condo - AOA	0	0	0	0	0	0	124	124	0
DCCA - DFI - Payments	0	0	0	0	0	0	24	24	0
DCCA - HIDS Insurance Renewals	4	2	1	1	2	2	134	130	6
DCCA - HIDS Online RPA	0	0	1	0	0	0	91	91	1
DCCA - HIDS RPA UI	0	0	0	0	0	0	206	206	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	65	0
DCCA - Insurance CE	0	0	0	0	0	0	59	58	1
DCCA - Insurance License Search	1	1	0	0	0	0	13	10	3
DCCA - ISCO	0	0	0	0	1	1	22	20	2
DCCA - NEW COGS - Certificate of Good	0	0	0	0	0	0	55	54	1
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	0	0	0	0	1	1	93	90	3
DCCA - PVL List Builder	1	1	1	1	0	0	86	81	5
DCCA - PVL Renewals	13	12	5	5	14	12	612	611	4
DCCA - PVL Search	0	0	0	0	0	0	49	49	0
DCCA - Real Estate CE	4	2	0	0	0	0	238	238	2

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DCCA - RICO - Complaint Management S	0	0	0	0	0	0	73	65	8
DCCA Total	24	19	10	9	19	17	2358	2314	52
DHRD - Applications	0	0	0	0	0	0	28	28	0
DHRD Total	0	0	0	0	0	0	28	28	0
DLIR - Hawaii Unemployment Insurance E	3	2	2	2	1	1	514	510	5
DLIR Total	3	2	2	2	1	1	514	510	5
DLNR - BOC Doc Search and Retrieval	2	1	3	3	7	6	80	79	3
DLNR - BOC Documents	0	0	0	0	0	0	7	6	1
DLNR - BOC eRecording	2	0	0	0	2	1	0	0	3
DLNR - CMLS (Fishing Catch Report)	6	4	10	10	24	24	89	89	2
DLNR - CMLS (internal system)	0	0	1	0	3	3	31	25	7
DLNR - CMLS (public)	1	1	1	1	2	2	153	153	0
DLNR - CRVS	19	11	46	39	40	40	26	24	17
DLNR - Fresh Water Game Fishing Licen	0	0	0	0	0	0	31	28	3
DLNR - Hunting	0	0	0	0	0	0	8	8	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	0	0	0	0	0	0	73	73	0
DLNR - Statewide Camping System	29	28	40	40	41	41	153	153	1
DLNR - Trail Access Hosting	0	0	0	0	1	1	60	60	0
DLNR - UCC Filings	1	1	0	0	1	1	181	180	1
DLNR - Vessel Reg Renewal	2	2	1	1	2	2	237	237	0
DLNR - Wiki Permits	5	5	1	1	2	2	130	130	0
DLNR Total	67	53	103	95	125	123	1261	1247	38
DOE - HTSB - Alfresco site	0	0	0	0	0	0	48	45	3
DOE - HTSB - Data Cleanup	0	0	2	2	3	3	0	0	0
DOE - HTSB - Teacher's Licensing Syster	26	19	7	7	10	8	194	190	13
DOE Total	26	19	9	9	13	11	242	235	16
DOH - EDRS - Electronic Death Registrati	0	0	0	0	0	0	8	7	1
DOH - EDRS - Phase I	0	0	0	0	0	0	370	370	0
DOH - EDRS - Phase II Enhancement Re	0	0	0	0	0	0	25	25	0
DOH - EDRS - Phase II Enhancement Re	0	0	0	0	0	0	26	26	0
DOH - EDRS - Phase II Enhancement Re	0	0	0	0	0	0	27	27	0
DOH - EDRS - Phase II Enhancement Re	0	0	0	0	0	0	108	108	0
DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH - Wastewater Permits	1	0	0	0	1	1	64	64	1
DOH-Vital Records	1	0	0	0	0	0	47	42	6
DOH Total	2	0	0	0	1	1	677	671	8
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	2	1	0	0	6	3	34	34	4
DOT Total	2	1	0	0	6	3	39	39	4

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DPS - NED - Narcotics Registration Renewal	5	5	13	13	4	3	4	4	1
DPS Total	5	5	13	13	4	3	4	4	1
GOV - Governor Appointments	0	0	0	0	0	0	24	24	0
GOV - Online Messages Request System	2	2	0	0	0	0	45	45	0
GOV Total	2	2	0	0	0	0	69	69	0
Hawaii - Camping - Big Island	0	0	0	0	2	2	99	90	9
Hawaii - Motor Vehicle Renewals	1	0	3	1	0	0	2	1	4
Hawaii - Property Tax Payments	0	0	0	0	2	2	76	75	1
Hawaii - Water Payments	7	5	0	0	0	0	0	0	2
Hawaii Total	8	5	3	1	4	4	177	166	16
HCE - Hawaii Compliance Express	16	16	6	6	16	16	750	746	4
HCE Total	16	16	6	6	16	16	750	746	4
HCEE - Alfresco	0	0	0	0	0	0	66	66	0
HCEE Total	0	0	0	0	0	0	66	66	0
HIC - ActiTime	0	0	2	2	0	0	2	2	0
HIC - Bank Returns	1	1	0	0	0	0	115	114	1
HIC - Change Management	104	94	121	117	109	107	3457	3410	63
HIC - CMS	0	0	0	0	0	0	4	2	2
HIC - Collections	37	4	30	15	21	15	396	323	127
HIC - Customer Billing System	0	0	0	0	0	0	44	36	8
HIC - Documentaion & Policy's	0	0	0	0	0	0	2	1	1
HIC - eHawaii.common components	0	0	0	0	0	0	4	4	0
HIC - Event Registration	0	0	0	0	0	0	19	18	1
HIC - Funds Transfer Registry	0	0	0	0	0	0	34	19	15
HIC - General TO-DO	4	3	11	7	7	7	627	585	47
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	0	0	0	0	1	0	223	217	7
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Kala-Refunds	0	0	1	1	1	0	3	3	1
HIC - Lala - User Management and Authen	2	0	1	1	1	1	155	153	4
HIC - Load Balancing	0	0	0	0	0	0	8	8	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	0	0	146	134	12
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	7	7	0
HIC - Portal Reminder Service	1	1	2	2	1	0	16	8	9
HIC - Portal UI Review	0	0	0	0	0	0	31	30	1
HIC - Refund Requests	9	8	19	19	19	19	876	861	16
HIC - Reports	0	0	0	0	0	0	107	89	18
HIC - Secure Download	0	0	0	0	1	1	14	14	0
HIC - Secure File Transfer Services	1	1	1	1	0	0	64	62	2

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HIC - SOX Compliance	0	0	0	0	1	1	40	37	3
HIC - SysAdmin	0	0	0	0	3	2	9	8	2
HIC - Web Mail	0	0	0	0	0	0	5	5	0
HIC - Website Support	1	1	1	0	0	0	230	211	20
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	161	114	190	166	165	153	6661	6383	361
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	24	23	1
Judiciary - Alfresco site	0	0	3	2	8	7	108	106	4
Judiciary - Applications	1	1	0	0	0	0	13	10	3
Judiciary - Hosting	0	0	1	1	0	0	207	205	2
Judiciary - Jury Pool	0	0	2	1	0	0	51	48	4
Judiciary - Kalaiwa Traffic Abstracts	7	7	3	2	6	5	158	151	9
Judiciary - Land Court Petitions	0	0	0	0	0	0	0	0	0
Judiciary - Motor Vehicle Services	1	1	6	3	2	2	1	1	3
Judiciary - VIPS	0	0	1	1	1	1	181	181	0
Judiciary - Warrants	6	2	3	3	5	3	208	207	7
Judiciary Total	15	11	19	13	22	18	951	932	33
Kauai - Kiosk	0	0	0	0	0	0	5	5	0
Kauai - Motor Vehicle Renewals	0	0	1	0	0	0	55	55	1
Kauai - Property Tax Payment	0	0	0	0	1	1	58	56	2
Kauai - Sewer Payment	0	0	0	0	0	0	29	28	1
Kauai Total	0	0	1	0	1	1	147	144	4
Maui - Motor Vehicle Renewals	3	2	0	0	1	1	135	134	2
Maui - Property Tax Payments	0	0	0	0	0	0	19	19	0
Maui - Water/Sewer Payments	0	0	0	0	0	0	1	1	0
Maui Total	3	2	0	0	1	1	155	154	2
OahuMPO	0	0	0	0	0	0	16	14	2
OahuMPO Total	0	0	0	0	0	0	16	14	2
TAX - Booklet request	0	0	0	0	0	0	15	15	0
TAX - eFile	10	7	6	4	16	12	1210	1197	22
TAX - Tax License Search	0	0	0	0	0	0	54	54	0
TAX - Tax Refund Search (TRS)	0	0	0	0	1	1	13	13	0
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAT Total	10	7	6	4	17	13	1310	1297	22
TOTAL	399	283	403	351	440	403	18030	17557	678