

Mantis Aging Report - Dec 2007

Agency - Project Name	Opened 0-30 Days	Resolved	Opened 31-60 Days	Resolved	Opened 61-90 Days	Resolved	Opened 90+ Days	Resolved	Still Open
AG - CSEA_IWA	20	17	6	6	16	16	6	6	3
AG Total	20	17	6	6	16	16	6	6	3
ALL - Calendar - Agendas/Postings	1	1	3	1	1	1	80	80	2
ALL - Feedback App	0	0	0	0	0	0	6	3	3
ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL - HBE - Hawaii Business Express	7	5	8	8	4	4	893	875	20
ALL - Portal	2	0	1	1	2	1	178	162	19
ALL - Security Incidents	0	0	0	0	0	0	0	0	0
ALL Total	10	6	12	10	7	6	1159	1122	44
B&F - Unclaimed Property Search	3	3	0	0	1	1	57	56	1
B&F Total	3	3	0	0	1	1	57	56	1
DCCA - Agent Search	0	0	0	0	0	0	1	0	1
DCCA - Annuals	1	0	10	5	12	7	159	155	15
DCCA - Applications	0	0	1	0	1	1	34	33	2
DCCA - Business Entity List Builder	6	3	0	0	0	0	1	1	3
DCCA - Business Name Search	1	1	1	0	0	0	24	24	1
DCCA - COGS	0	0	0	0	0	0	28	25	3
DCCA - Condo - AOAO	1	1	0	0	0	0	80	77	3
DCCA - HIDS Insurance Renewals	1	0	4	2	3	2	77	77	4
DCCA - HIDS Online RPA	1	1	0	0	0	0	82	82	0
DCCA - HIDS RPA UI	0	0	0	0	0	0	202	202	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	1	0	1	1	11	4	35	32	11
DCCA - Insurance License Search	0	0	0	0	0	0	4	4	0
DCCA - ISCO	1	0	0	0	1	1	18	18	1
DCCA - NEW COGS - Certificate of Good Standing	1	1	1	0	0	0	22	22	1
DCCA - Old Initials	0	0	0	0	0	0	1	1	0
DCCA - Online CE	0	0	0	0	1	1	32	31	1
DCCA - Online Doc Retrieval	18	14	3	2	7	7	4	4	5
DCCA - PVL List Builder	0	0	0	0	0	0	48	46	2
DCCA - PVL Renewals	7	2	17	17	11	11	316	315	6
DCCA - PVL Search	1	1	0	0	2	2	32	32	0
DCCA - RICO - Complaint Management System	0	0	1	1	0	0	30	26	4
DCCA Total	40	24	39	28	49	36	1295	1270	65
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 Express	5	2	4	1	11	11	383	382	7
DLIR Total	5	2	4	1	11	11	383	382	7
DLNR - BOC Documents	0	0	0	0	0	0	1	1	0

Mantis Aging Report - Dec 2007

Agency - Project Name	Opened 0-30 Days	Resolved	Opened 31-60 Days	Resolved	Opened 61-90 Days	Resolved	Opened 90+ Days	Resolved	Still Open
DLNR - CMLS (internal system)	0	0	0	0	0	0	19	18	1
DLNR - CMLS (public)	0	0	1	1	0	0	54	53	1
DLNR - Fresh Water Game Fishing License	6	1	0	0	0	0	6	5	6
DLNR - Hunting	0	0	0	0	0	0	4	4	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	0	0	6	6	2	2	53	51	2
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	0	0	1	1	1	1	1	1	0
DLNR - UCC Filings	0	0	0	0	0	0	0	0	0
DLNR - Vessel Reg Renewal	6	3	1	1	8	8	191	188	6
DLNR Total	12	4	9	9	11	11	331	323	16
DOH - EDRS - Electronic Death Registration System	0	0	0	0	0	0	5	4	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	0	0	1	1	4	3	45	45	1
DOH - Vital Records	1	0	0	0	0	0	16	12	5
DOH Total	1	0	1	1	4	3	514	509	7
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 Total	0	0	0	0	0	0	5	5	0
GOV - Governor Appointments	1	1	0	0	3	2	16	16	1
GOV Total	1	1	0	0	3	2	16	16	1
Hawaii - Camping - Big Island	3	0	2	1	0	0	56	53	7
Hawaii - Property Tax Payments	0	0	0	0	0	0	0	0	0
Hawaii Total	3	0	2	1	0	0	56	53	7
HCJDC - Ahewa - eCrim	3	1	5	5	2	2	152	149	5
HCJDC - Sex Offender	1	0	0	0	1	1	59	58	2
HCJDC - State Id	8	7	2	2	1	1	122	122	1
HCJDC Total	12	8	7	7	4	4	333	329	8
HIC - Change Management	54	48	38	37	24	22	1598	1589	18
HIC - Customer Billing System	0	0	0	0	0	0	19	14	5
HIC - eHawaii.common components	0	0	0	0	0	0	3	3	0
HIC - Funds Transfer Registry	0	0	0	0	0	0	16	13	3
HIC - General TO-DO	39	25	29	26	13	11	235	224	30
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	16	2
HIC - Kala	1	0	2	1	2	1	146	116	33
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0

Mantis Aging Report - Dec 2007

Agency - Project Name	Opened 0-30 Days	Resolved	Opened 31-60 Days	Resolved	Opened 61-90 Days	Resolved	Opened 90+ Days	Resolved	Still Open
HIC - Lala - User Management and Authentication	3	3	1	0	2	2	80	75	6
HIC - Load Balancing	0	0	0	0	0	0	2	2	0
HIC - New User Interfaces	0	0	0	0	1	1	1	0	1
HIC - Newsletter	0	0	0	0	0	0	1	1	0
HIC - Other Maintenance Applications	1	1	0	0	3	3	101	93	8
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	5	5	0
HIC - Portal UI Review	0	0	0	0	0	0	27	27	0
HIC - Refund Requests	15	12	16	15	17	16	433	426	12
HIC - Reports	0	0	2	0	0	0	76	68	10
HIC - Secure Download	0	0	0	0	0	0	12	9	3
HIC - Secure File Transfer Services	4	3	2	2	2	2	29	28	2
HIC - SOX Compliance	3	3	0	0	0	0	22	21	1
HIC - Web Mail	0	0	0	0	0	0	2	2	0
HIC - Website Support	2	0	2	2	11	10	202	186	19
HIC - www01	0	0	0	0	0	0	1	1	0
HIC Total	122	95	92	83	75	68	3029	2919	153
Judiciary - Applications	0	0	0	0	0	0	11	8	3
Judiciary - Jury Pool	3	2	1	1	2	2	38	37	2
Judiciary - Kalaiwa Traffic Abstracts	6	5	2	1	6	5	108	101	10
Judiciary - Surveys	0	0	0	0	0	0	18	18	0
Judiciary - VIPS	0	0	1	1	2	2	156	156	0
Judiciary - Warrants	9	7	0	0	0	0	8	8	2
Judiciary Total	18	14	4	3	10	9	328	320	14
Kauai - Property Tax Payment	0	0	0	0	0	0	29	27	2
Kauai - Sewer Payment	0	0	0	0	0	0	22	22	0
Kauai Total	0	0	0	0	0	0	22	22	0
Maui - Motor Vehicle Renewals	3	3	1	1	2	2	10	10	0
Maui Total	3	3	1	1	2	2	10	10	0
SPO - HCE - Hawaii Compliance Express	3	1	7	7	2	2	301	297	6
SPO Total	3	1	7	7	2	2	301	297	6
TAX - Tax Refund Search (TRS)	0	0	0	0	0	0	5	5	0
TAX - eFile	7	7	10	10	12	10	364	354	12
TAX - Tax License Search	0	0	0	0	0	0	46	46	0
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total	7	7	10	10	12	10	433	423	12
TOTAL	260	185	194	167	207	181	8306	8090	344