

## Mantis Aging JUL 2008.xls

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	3	3	1	1	1	1	72	72	0
AG - HCJDC - Ahewa - eCrim	5	4	5	4	4	3	173	172	4
AG - HCJDC - Sex Offender	0	0	0	0	0	0	65	63	2
AG - HCJDC - State Id	0	0	2	2	1	1	143	143	0
<b>AG Total</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>453</b>	<b>450</b>	<b>6</b>
ALL - Calendar - Agendas/Postings	3	1	2	2	0	0	86	85	3
ALL - Feedback App	0	0	0	0	1	1	7	4	3
ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL - HBE - Hawaii Business Express	24	21	6	5	7	7	953	920	37
ALL - Portal	1	1	4	1	2	2	202	185	20
ALL - Security Incidents	0	0	1	1	0	0	1	1	0
<b>ALL Total</b>	<b>28</b>	<b>23</b>	<b>13</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>1251</b>	<b>1197</b>	<b>63</b>
B&F - Unclaimed Property Search	3	0	1	1	0	0	65	61	7
<b>B&amp;F Total</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>65</b>	<b>61</b>	<b>7</b>
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annuals	2	2	0	0	1	1	200	191	9
DCCA - Applications	0	0	0	0	0	0	39	37	2
DCCA - Business Entity List Builder	0	0	0	0	0	0	10	9	1
DCCA - Business Name Search	0	0	1	1	0	0	26	26	0
DCCA - COGS	0	0	0	0	0	0	30	28	2
DCCA - Condo - AOA	0	0	0	0	0	0	82	78	4
DCCA - HIDS Insurance Renewals	4	4	1	1	3	3	93	91	2
DCCA - HIDS Online RPA	0	0	0	0	0	0	83	83	0
DCCA - HIDS RPA UI	0	0	1	0	0	0	202	202	1
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	1	1	0	0	0	0	53	53	0
DCCA - Insurance License Search	0	0	0	0	0	0	6	5	1
DCCA - ISCO	0	0	0	0	2	0	20	20	2
DCCA - NEW COGS - Certificate of Good Standing	0	0	0	0	1	1	27	27	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	3	1	7	5	1	1	56	54	6
DCCA - PVL List Builder	2	0	0	0	0	0	53	50	5
DCCA - PVL Renewals	14	13	4	4	20	20	402	402	1
DCCA - PVL Search	1	1	0	0	0	0	38	38	0
DCCA - Real Estate CE	8	6	25	25	13	10	110	110	5
DCCA - RICO - Complaint Management System	2	2	10	8	4	4	36	31	7
<b>DCCA Total</b>	<b>37</b>	<b>30</b>	<b>49</b>	<b>44</b>	<b>45</b>	<b>40</b>	<b>1666</b>	<b>1632</b>	<b>51</b>
DHRD - Applications	0	0	0	0	0	0	28	28	0
<b>DHRD Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>28</b>	<b>0</b>
DLIR - Hawaii Unemployment Insurance Express	6	6	8	8	4	4	425	420	5
<b>DLIR Total</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>425</b>	<b>420</b>	<b>5</b>

## Mantis Aging JUL 2008.xls

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
DLNR - BOC Documents	0	0	0	0	0	0	2	2	0
DLNR - CMLS (internal system)	0	0	1	0	0	0	19	18	2
DLNR - CMLS (public)	0	0	2	2	0	0	77	77	0
DLNR - Fresh Water Game Fishing License	0	0	0	0	0	0	19	17	2
DLNR - Hunting	0	0	0	0	0	0	5	5	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	1	1	1	1	0	0	66	66	0
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	14	14	9	9	1	1	4	4	0
DLNR - UCC Filings	0	0	0	0	0	0	0	0	0
DLNR - Vessel Reg Renewal	0	0	1	1	0	0	227	224	3
<b>DLNR Total</b>	<b>15</b>	<b>15</b>	<b>14</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>421</b>	<b>415</b>	<b>7</b>
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	5	3	1	1	9	8	56	56	3
DOH - Wastewater Permits	2	2	6	6	0	0	35	35	0
DOH-Vital Records	0	0	0	0	0	0	28	26	2
<b>DOH Total</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>572</b>	<b>569</b>	<b>6</b>
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
<b>DOT Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>0</b>
GOV - Governor Appointments	0	0	1	1	0	0	20	20	0
<b>GOV Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>20</b>	<b>0</b>
Hawaii - Camping - Big Island	0	0	4	2	1	1	73	68	7
Hawaii - Property Tax Payments	4	4	3	3	1	1	19	19	0
<b>Hawaii Total</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>92</b>	<b>87</b>	<b>7</b>
HCE - Hawaii Compliance Express	25	25	20	18	25	25	351	351	2
<b>HCE Total</b>	<b>25</b>	<b>25</b>	<b>20</b>	<b>18</b>	<b>25</b>	<b>25</b>	<b>351</b>	<b>351</b>	<b>2</b>
HIC - Bank Returns	9	8	13	13	5	5	12	11	2
HIC - Change Management	79	66	59	59	50	48	1976	1953	38
HIC - Customer Billing System	1	0	1	1	0	0	22	16	7
HIC - Documentaion & Policy's	0	0	0	0	0	0	1	0	1
HIC - Ebill notification system	0	0	0	0	0	0	3	1	2
HIC - eHawaii.common components	0	0	0	0	0	0	3	3	0
HIC - Funds Transfer Registry	0	0	0	0	1	0	23	15	9
HIC - General TO-DO	21	18	9	9	9	7	401	379	27
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0

## Mantis Aging JUL 2008.xls

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
HIC - Kala	0	0	0	0	2	1	185	179	7
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	0	0	1	1	0	0	89	83	6
HIC - Load Balancing	5	4	0	0	0	0	2	2	1
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	2	2	2	1	3	3	122	111	12
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	13	4	11	7	8	8	568	557	24
HIC - Reports	1	1	1	0	1	1	89	76	14
HIC - Secure Download	0	0	0	0	0	0	12	9	3
HIC - Secure File Transfer Services	1	1	1	1	0	0	40	38	2
HIC - SOX Compliance	1	0	2	2	2	2	32	30	3
HIC - Web Mail	0	0	1	1	0	0	2	2	0
HIC - Website Support	2	2	0	0	0	0	221	203	18
HIC - www01	0	0	0	0	0	0	2	2	0
<b>HIC Total</b>	<b>135</b>	<b>106</b>	<b>101</b>	<b>95</b>	<b>81</b>	<b>75</b>	<b>3858</b>	<b>3722</b>	<b>177</b>
Honolulu - Gross Liquor Sales	1	0	4	1	1	1	0	0	4
<b>Honolulu Total</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>
Judiciary - Surveys	0	0	0	0	0	0	18	18	0
Judiciary - Applications	0	0	0	0	0	0	12	9	3
Judiciary - Jury Pool	0	0	0	0	0	0	47	45	2
Judiciary - Kalaiwa Traffic Abstracts	3	1	0	0	0	0	129	121	10
Judiciary - VIPs	1	1	0	0	0	0	163	163	0
Judiciary - Warrants	10	3	13	8	0	0	54	42	24
<b>Judiciary Total</b>	<b>14</b>	<b>5</b>	<b>13</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>423</b>	<b>398</b>	<b>39</b>
Kauai - Motor Vehicle Renewals	13	8	0	0	1	0	2	2	6
Kauai - Property Tax Payment	0	0	0	0	0	0	38	34	4
Kauai - Sewer Payment	0	0	0	0	0	0	23	23	0
<b>Kauai Total</b>	<b>13</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>63</b>	<b>59</b>	<b>10</b>
Maui - Motor Vehicle Renewals	5	4	1	1	14	14	60	59	2
Maui - Property Tax Payments	13	10	0	0	0	0	0	0	3
<b>Maui Total</b>	<b>18</b>	<b>14</b>	<b>1</b>	<b>1</b>	<b>14</b>	<b>14</b>	<b>60</b>	<b>59</b>	<b>5</b>
TAX - Booklet request	3	1	4	3	2	2	0	0	3
TAX - eFile	24	17	17	16	7	6	500	488	21
TAX - Tax License Search	0	0	0	0	0	0	48	47	1
TAX - Tax Refund Search (TRS)	0	0	0	0	0	0	7	7	0
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
<b>Tax Total</b>	<b>27</b>	<b>18</b>	<b>21</b>	<b>19</b>	<b>9</b>	<b>8</b>	<b>573</b>	<b>560</b>	<b>25</b>
<b>TOTAL</b>	<b>342</b>	<b>266</b>	<b>268</b>	<b>237</b>	<b>208</b>	<b>193</b>	<b>10328</b>	<b>10035</b>	<b>415</b>