

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
AG Total	8	7	8	7	6	5	453	450	6
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
ALL Total	28	23	13	9	10	10	1251	1197	63
B&F - Unclaimed Property Search	3	0	1	1	0	0	65	61	7
B&F Total	3	0	1	1	0	0	65	61	7
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annals	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
DCCA Total	37	30	49	44	45	40	1666	1632	51
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	6	6	8	8	4	4	425	420	5
DLIR Total	6	6	8	8	4	4	425	420	5

[illegible]

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
HIC Total	135	106	101	95	81	75	3858	3722	177
Honolulu - Gross Liquor Sales	1	0	4	1	1	1	0	0	4
Honolulu Total	1	0	4	1	1	1	0	0	4
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
Judiciary Total	14	5	13	8	0	0	423	398	39
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
Kauai Total	13	8	0	0	1	0	63	59	10
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
Maui Total	18	14	1	1	14	14	60	59	5
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
Tax Total	27	18	21	19	9	8	573	560	25
TOTAL	342	266	268	237	208	193	10328	10035	415