

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	0	0	2	2	3	3	69	69	0
AG - HCJDC - Ahewa - eCrim	1	0	8	7	2	1	171	171	3
AG - HCJDC - Sex Offender	0	0	0	0	0	0	65	63	2
AG - HCJDC - State Id	0	0	3	3	1	1	142	142	0
AG Total	1	0	13	12	6	5	447	445	5
ALL - Calendar - Agendas/Postings	2	2	0	0	0	0	86	85	1
ALL - Feedback App	0	0	1	1	0	0	7	4	3
ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL - HBE - Hawaii Business Express	12	5	7	7	11	7	942	913	40
ALL - Portal	4	1	1	1	2	1	201	185	20
ALL - Security Incidents	1	1	0	0	0	0	1	1	0
ALL Total	19	9	9	9	13	8	1239	1190	64
B&F - Unclaimed Property Search	1	1	0	0	0	0	65	61	4
B&F Total	1	1	0	0	0	0	65	61	4
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annuals	0	0	0	0	6	5	195	187	9
DCCA - Applications	0	0	0	0	1	0	38	37	2
DCCA - Business Entity List Builder	0	0	0	0	1	0	9	9	1
DCCA - Business Name Search	1	1	0	0	0	0	26	26	0
DCCA - COGS	0	0	0	0	1	1	29	27	2
DCCA - Condo - AOA	0	0	0	0	0	0	82	78	4
DCCA - HIDS Insurance Renewals	2	1	2	2	1	1	93	91	3
DCCA - HIDS Online RPA	0	0	0	0	0	0	83	83	0
DCCA - HIDS RPA UI	1	0	0	0	0	0	202	202	1
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	0	0	0	0	2	2	51	51	0
DCCA - Insurance License Search	0	0	0	0	0	0	6	5	1
DCCA - ISCO	0	0	1	0	1	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	7	5	1	1	6	6	51	49	4
DCCA - PVL List Builder	0	0	0	0	0	0	53	50	3
DCCA - PVL Renewals	9	7	12	11	16	15	394	394	4
DCCA - PVL Search	1	1	0	0	0	0	38	38	0
DCCA - Real Estate CE	16	14	18	16	68	67	46	46	5
DCCA - RICO - Complaint Management System	12	8	4	4	4	2	32	29	9
DCCA Total	49	37	38	34	108	100	1575	1546	53

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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	8	7	4	4	4	3	422	418	6
DLIR Total	8	7	4	4	4	3	422	418	6
DLNR - BOC Documents	0	0	0	0	0	0	2	2	0
DLNR - CMLS (internal system)	1	0	0	0	0	0	19	18	2
DLNR - CMLS (public)	2	2	0	0	10	10	67	67	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	0	0	0	0	66	66	0
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	11	10	1	1	1	1	4	4	1
DLNR - UCC Filings	0	0	0	0	0	0	0	0	0
DLNR - Vessel Reg Renewal	0	0	1	1	1	1	226	223	3
DLNR Total	15	13	2	2	12	12	410	404	8
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	1	1	9	7	1	1	55	55	2
DOH - Wastewater Permits	7	7	0	0	0	0	35	35	0
DOH-Vital Records	0	0	0	0	1	1	27	25	2
DOH Total	8	8	9	7	2	2	570	567	5
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
DOT Total	0	0	0	0	0	0	6	6	0
GOV - Governor Appointments	1	1	0	0	0	0	20	20	0
GOV Total	1	1	0	0	0	0	20	20	0
Hawaii - Camping - Big Island	4	2	1	1	1	1	72	67	7
Hawaii - Property Tax Payments	1	1	3	3	10	10	9	9	0
Hawaii Total	5	3	4	4	11	11	81	76	7
HCE - Hawaii Compliance Express	18	14	23	22	13	13	346	345	6
HCE Total	18	14	23	22	13	13	346	345	6

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HIC - Bank Returns	13	13	7	7	8	7	5	5	1
HIC - Change Management	65	62	46	46	63	60	1929	1903	32
HIC - Customer Billing System	1	0	0	0	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	18	15	7	5	9	8	395	374	27
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	0	0	1	0	6	4	180	176	7
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	1	1	0	0	0	0	89	83	6
HIC - Load Balancing	0	0	0	0	0	0	2	2	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	3	2	2	2	1	1	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	7	3	8	6	18	18	554	543	17
HIC - Reports	1	0	0	0	6	4	84	73	14
HIC - Secure Download	0	0	0	0	0	0	12	9	3
HIC - Secure File Transfer Services	1	1	0	0	0	0	40	38	2
HIC - SOX Compliance	1	1	2	2	4	4	29	27	2
HIC - Web Mail	1	1	0	0	0	0	2	2	0
HIC - Website Support	0	0	0	0	0	0	221	203	18
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	112	99	73	68	116	106	3771	3638	161
Honolulu - Gross Liquor Sales	5	1	1	1	0	0	0	0	4
Honolulu Total	5	1	1	1	0	0	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	0	0	0	0	3	0	126	121	8
Judiciary - VIPS	0	0	0	0	1	1	162	162	0
Judiciary - Warrants	15	0	0	0	6	0	48	27	42
Judiciary Total	15	0	0	0	10	1	413	382	55
Kauai - Motor Vehicle Renewals	0	0	1	0	1	1	1	1	1
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	0	0	1	0	1	1	62	58	5
Maui - Motor Vehicle Renewals	2	1	8	8	14	14	52	51	2

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Maui Total	2	1	8	8	14	14	52	51	2
TAX - Booklet request	5	3	3	3	0	0	0	0	2
TAX - eFile	16	10	8	7	28	26	476	465	20
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	21	13	11	10	28	26	549	537	23
TOTAL	280	207	196	181	338	302	10057	9773	408