

## HIC Mantis Report April 2008

[illegible]



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Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Still Open
HIC - Funds Transfer Registry	3	1	2	0	2	1	16	13	8
HIC - General TO-DO	12	12	39	38	21	21	320	299	22
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	17	1
HIC - Kala	9	8	17	13	0	0	151	123	33
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	2	0	1	0	0	0	86	82	7
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	2	0	5	5	1	1	114	105	11
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	29	25	22	20	12	12	482	476	12
HIC - Reports	5	2	2	1	0	0	78	69	13
HIC - Secure Download	0	0	0	0	0	0	12	9	3
HIC - Secure File Transfer Services	0	0	0	0	3	2	37	36	2
HIC - SOX Compliance	0	0	2	1	1	1	25	24	2
HIC - Web Mail	0	0	0	0	0	0	2	2	0
HIC - Website Support	2	0	0	0	2	2	217	201	18
HIC - www01	0	0	0	0	0	0	2	2	0
<b>HIC</b>	<b>122</b>	<b>96</b>	<b>178</b>	<b>155</b>	<b>89</b>	<b>84</b>	<b>3335</b>	<b>3212</b>	<b>177</b>
Judiciary - Surveys	0	0	0	0	0	0	18	18	0
Judiciary - Applications	0	0	0	0	1	1	11	8	3
Judiciary - Jury Pool	1	0	1	1	0	0	45	43	3
Judiciary - Kalaiwa Traffic Abstracts	1	1	0	0	1	1	122	112	10
Judiciary - VIPS	1	1	2	2	0	0	159	159	0
Judiciary - Warrants	1	0	7	3	7	6	17	16	7
<b>Judiciary</b>	<b>4</b>	<b>2</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>8</b>	<b>372</b>	<b>356</b>	<b>23</b>
Kauai - Motor Vehicle Renewals	1	1	0	0	0	0	0	0	0
Kauai - Property Tax Payment	0	0	9	7	0	0	29	27	4
Kauai - Sewer Payment	0	0	1	1	0	0	22	22	0
<b>Kauai</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>51</b>	<b>49</b>	<b>4</b>
Maui - Motor Vehicle Renewals	17	16	12	12	3	3	18	18	1
<b>Maui</b>	<b>17</b>	<b>16</b>	<b>12</b>	<b>12</b>	<b>3</b>	<b>3</b>	<b>18</b>	<b>18</b>	<b>1</b>
TAX - eFile	14	12	24	24	26	26	402	394	10
TAX - Tax License Search	0	0	2	1	0	0	46	46	1
TAX - Tax Refund Search (TRS)	0	0	1	1	1	1	5	5	0
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
<b>TAX</b>	<b>14</b>	<b>12</b>	<b>27</b>	<b>26</b>	<b>27</b>	<b>27</b>	<b>471</b>	<b>463</b>	<b>11</b>
<b>TOTAL</b>	<b>279</b>	<b>222</b>	<b>386</b>	<b>336</b>	<b>213</b>	<b>201</b>	<b>9056</b>	<b>8821</b>	<b>354</b>