

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	1	1	4	4	3	3	74	74	0
AG - HCJDC - Ahewa - eCrim	7	2	17	14	4	4	182	181	9
AG - HCJDC - Sex Offender	1	1	2	1	0	0	65	63	3
AG - HCJDC - State Id	1	1	2	2	2	2	146	146	0
AG Total	10	5	25	21	9	9	467	464	12
ALL - Calendar - Agendas/Postings	17	17	4	4	4	4	88	88	0
ALL - Feedback App	0	0	0	0	0	0	8	5	3
ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL - HBE - Hawaii Business Express	5	3	14	10	24	23	966	933	40
ALL - Portal	3	2	2	1	1	1	208	188	22
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL Total	25	22	20	15	29	28	1274	1218	65
B&F - Unclaimed Property Search	0	0	0	0	3	0	66	62	7
B&F Total	0	0	0	0	3	0	66	62	7
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annuals	2	2	3	3	2	2	201	192	9
DCCA - Applications	0	0	0	0	0	0	39	37	2
DCCA - Business Entity List Builder	2	1	0	0	0	0	10	9	2
DCCA - Business Name Search	1	0	0	0	0	0	27	27	1
DCCA - COGS	0	0	2	1	0	0	30	28	3
DCCA - Condo - AOA	0	0	0	0	0	0	82	78	4
DCCA - HIDS Insurance Renewals	4	1	1	1	3	3	89	87	5
DCCA - HIDS Online RPA	0	0	0	0	0	0	83	83	0
DCCA - HIDS RPA UI	1	0	0	0	0	0	203	202	2
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	0	0	0	0	1	1	53	53	0
DCCA - Insurance License Search	1	0	0	0	0	0	6	5	2
DCCA - ISCO	0	0	0	0	0	0	22	20	2
DCCA - NEW COGS - Certificate of Good Standing	4	2	0	0	0	0	28	28	2
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	2	4	2	64	60	13
DCCA - PVL List Builder	2	1	5	4	2	1	53	50	6
DCCA - PVL Renewals	18	18	23	18	17	17	426	426	5
DCCA - PVL Search	2	1	1	1	1	1	38	38	1
DCCA - Real Estate CE	11	8	43	41	10	10	148	148	5
DCCA - RICO - Complaint Management System	1	0	3	1	2	2	50	43	10
DCCA Total	52	35	88	72	42	39	1752	1711	77
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	3	0	5	1	6	6	437	435	9
DLIR Total	3	0	5	1	6	6	437	435	9
DLNR - BOC Documents	0	0	0	0	0	0	2	2	0
DLNR - CMLS (Fishing Catch Report)	0	0	1	0	0	0	0	0	1
DLNR - CMLS (internal system)	3	1	0	0	0	0	20	18	4
DLNR - CMLS (public)	29	28	0	0	1	1	79	79	1

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DLNR - Fresh Water Game Fishing License	1	0	1	0	0	0	19	17	4
DLNR - Hunting	1	1	0	0	0	0	5	5	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	0	0	0	0	3	2	67	67	1
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	2	2	3	3	15	15	14	14	0
DLNR - UCC Filings	1	1	0	0	0	0	0	0	0
DLNR - Vessel Reg Renewal	1	1	1	1	1	1	228	225	3
DLNR - Wiki Permits	7	0	0	0	0	0	0	0	7
DLNR Total	45	34	6	4	20	19	436	429	21
DOH - EDRS - Electronic Death Registration System	1	1	0	0	1	1	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	0	4	2	5	5	66	65	4
DOH - Wastewater Permits	2	1	3	3	2	2	41	41	1
DOH-Vital Records	3	3	0	0	0	0	28	26	2
DOH Total	7	5	7	5	8	8	588	584	8
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	0	0	0	0	0	0	21	21	0
GOV Total	0	0	0	0	0	0	21	21	0
Hawaii - Camping - Big Island	0	0	0	0	0	0	78	71	7
Hawaii - Property Tax Payments	11	11	7	6	4	4	23	23	1
Hawaii Total	11	11	7	6	4	4	101	94	8
HCE - Hawaii Compliance Express	26	22	34	32	27	27	396	394	8
HCE Total	26	22	34	32	27	27	396	394	8
HIC - Bank Returns	21	21	11	11	8	8	31	30	1
HIC - Change Management	50	47	59	53	83	69	2090	2065	48
HIC - CMS	1	1	0	0	0	0	0	0	0
HIC - Customer Billing System	4	2	2	1	1	0	23	17	10
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	0	0	24	15	9
HIC - General TO-DO	16	12	24	19	23	20	419	396	35
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	1	0	1	0	0	0	187	181	8
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	6	2	1	0	0	0	90	84	11
HIC - Load Balancing	0	0	0	0	5	5	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

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HIC - Other Maintenance Applications	1	0	5	3	2	2	127	115	15
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	5	5	0
HIC - Portal UI Review	1	1	0	0	0	0	27	27	0
HIC - Refund Requests	21	21	14	10	14	14	587	575	16
HIC - Reports	3	2	4	0	2	1	91	77	20
HIC - Secure Download	0	0	1	1	0	0	12	9	3
HIC - Secure File Transfer Services	4	4	4	4	1	1	41	39	2
HIC - SOX Compliance	0	0	0	0	1	0	36	34	3
HIC - SysAdmin	0	0	0	0	0	0	0	0	0
HIC - Web Mail	0	0	1	1	0	0	3	3	0
HIC - Website Support	0	0	1	1	2	2	221	203	18
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	129	113	128	104	142	122	4046	3903	203
Honolulu - Gross Liquor Sales	0	0	0	0	0	0	6	2	4
Honolulu Total	0	0	0	0	0	0	6	2	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	1	1	0	0	0	0	47	45	2
Judiciary - Kalaiwa Traffic Abstracts	0	0	2	1	3	1	129	121	11
Judiciary - VIPS	1	1	2	2	2	2	163	163	0
Judiciary - Warrants	0	0	3	0	12	10	67	51	21
Judiciary Total	2	2	7	3	17	13	436	407	37
Kauai - Motor Vehicle Renewals	3	1	2	2	13	13	3	2	3
Kauai - Property Tax Payment	2	0	0	0	0	0	38	34	6
Kauai - Sewer Payment	1	1	0	0	0	0	23	23	0
Kauai Total	6	2	2	2	13	13	64	59	9
Maui - Motor Vehicle Renewals	2	2	13	11	5	5	75	75	2
Maui - Property Tax Payments	6	5	0	0	13	12	0	0	2
Maui Total									
OahuMPO	0	0	1	1	0	0	0	0	0
OahuMPO Total	0	0	1	1	0	0	0	0	0
TAX - Booklet request	1	1	1	1	3	1	6	5	3
TAX - eFile	21	13	16	15	24	17	524	510	30
TAX - Tax License Search	0	0	0	0	1	1	48	47	1
TAX - Tax Refund Search (TRS)	0	0	1	0	0	0	7	7	1
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total	22	14	18	16	28	19	603	587	35
TOTAL	346	272	361	293	367	325	10803	10480	507