

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	4	4	3	3	1	1	73	73	0
AG - HCJDC - Ahewa - eCrim	17	14	4	4	3	3	179	178	3
AG - HCJDC - Sex Offender	2	1	0	0	0	0	65	63	1
AG - HCJDC - State Id	3	3	1	1	0	0	146	146	0
AG Total	26	22	8	8	4	4	463	460	4
ALL - Calendar - Agendas/Postings	4	3	4	4	2	2	86	85	1
ALL - Feedback App	0	0	0	0	0	0	8	5	0
ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL - HBE - Hawaii Business Express	14	9	24	22	6	5	960	928	8
ALL - Portal	2	1	1	1	4	1	204	187	4
ALL - Security Incidents	0	0	0	0	1	1	1	1	0
ALL Total	20	13	29	27	13	9	1261	1208	13
B&F - Unclaimed Property Search	0	0	3	0	1	1	65	61	3
B&F Total	0	0	3	0	1	1	65	61	3
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annals	3	2	2	2	0	0	201	192	1
DCCA - Applications	0	0	0	0	0	0	39	37	0
DCCA - Business Entity List Builder	0	0	0	0	0	0	10	9	0
DCCA - Business Name Search	0	0	0	0	1	1	26	26	0
DCCA - COGS	2	1	0	0	0	0	30	28	1
DCCA - Condo - AOA	0	0	0	0	0	0	82	78	0
DCCA - HIDS Insurance Renewals	1	1	4	4	1	1	96	94	0
DCCA - HIDS Online RPA	0	0	0	0	0	0	83	83	0
DCCA - HIDS RPA UI	0	0	0	0	1	0	202	202	1
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	0
DCCA - Insurance CE	0	0	1	1	0	0	53	53	0
DCCA - Insurance License Search	0	0	0	0	0	0	6	5	0
DCCA - ISCO	0	0	0	0	0	0	22	20	0
DCCA - NEW COGS - Certificate of Good S	0	0	0	0	0	0	28	28	0
DCCA - Old Initials	0	0	0	0	0	0	1	1	0
DCCA - Online CE	0	0	0	0	0	0	33	32	0
DCCA - Online Doc Retrieval	7	1	4	2	7	5	57	55	10
DCCA - PVL List Builder	5	3	2	1	0	0	53	50	3
DCCA - PVL Renewals	23	15	17	17	4	4	422	422	8
DCCA - PVL Search	1	1	1	1	0	0	38	38	0
DCCA - Real Estate CE	44	38	8	8	25	25	123	123	6
DCCA - RICO - Complaint Management Sys	3	0	2	2	10	8	40	35	5
DCCA Total	89	62	41	38	49	44	1711	1675	35
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 Ex	5	1	6	6	8	8	429	427	4
DLIR Total	5	1	6	6	8	8	429	427	4
DLNR - BOC Documents	0	0	0	0	0	0	2	2	0

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DLNR - CMLS (Fishing Catch Report)	0	0	0	0	0	0	0	0	0
DLNR - CMLS (internal system)	0	0	0	0	1	0	19	18	1
DLNR - CMLS (public)	0	0	1	1	2	2	77	77	0
DLNR - Fresh Water Game Fishing License	1	0	0	0	0	0	19	17	1
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	0	0	3	2	1	1	66	66	1
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	3	2	15	15	9	9	5	5	1
DLNR - UCC Filings	0	0	0	0	0	0	0	0	0
DLNR - Vessel Reg Renewal	1	0	1	1	1	1	227	224	1
DLNR Total	5	2	20	19	14	13	422	416	5
DOH - EDRS - Electronic Death Registration	0	0	1	1	0	0	5	4	0
DOH - EDRS - Phase I	0	0	0	0	0	0	370	370	0
DOH - EDRS - Phase II Enhancement Reql	0	0	0	0	0	0	25	25	0
DOH - EDRS - Phase II Enhancement Reql	0	0	0	0	0	0	26	26	0
DOH - EDRS - Phase II Enhancement Reql	0	0	0	0	0	0	27	27	0
DOH - EDRS - Phase II Enhancement Reql	4	2	5	4	1	1	65	64	3
DOH - Wastewater Permits	3	3	2	2	6	6	35	35	0
DOH-Vital Records	0	0	0	0	0	0	28	26	0
DOH Total	7	5	8	7	7	7	581	577	3
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	1	1	20	20	0
GOV Total	0	0	0	0	1	1	20	20	0
Hawaii - Camping - Big Island	0	0	0	0	4	2	74	69	2
Hawaii - Property Tax Payments	7	5	4	4	2	2	21	21	2
Hawaii Total	7	5	4	4	6	4	95	90	4
HCE - Hawaii Compliance Express	34	28	26	26	20	18	376	376	8
HCE Total	34	28	26	26	20	18	376	376	8
HIC - Bank Returns	11	10	9	9	13	13	17	16	1
HIC - Change Management	63	49	81	68	62	62	2027	2002	27
HIC - Customer Billing System	2	1	1	0	1	1	22	16	2
HIC - Documentaion & Policy's	0	0	0	0	0	0	1	0	0
HIC - Ebill notification system	0	0	0	0	0	0	3	1	0
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	0
HIC - General TO-DO	26	13	21	19	9	9	410	386	15
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	1	0	0	0	0	0	187	180	1
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0

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HIC - Lala - User Management and Authenti	1	0	0	0	1	1	89	83	1
HIC - Load Balancing	0	0	5	5	0	0	2	2	0
HIC - New User Interfaces	0	0	0	0	0	0	2	1	0
HIC - Newsletter	0	0	0	0	0	0	1	1	0
HIC - Other Maintenance Applications	4	2	2	2	2	1	125	114	3
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	14	1	14	13	10	8	577	566	16
HIC - Reports	5	0	1	1	1	0	90	77	6
HIC - Secure Download	1	1	0	0	0	0	12	9	0
HIC - Secure File Transfer Services	4	2	1	1	1	1	40	38	2
HIC - SOX Compliance	0	0	1	0	2	2	34	32	1
HIC - Web Mail	1	1	0	0	1	1	2	2	0
HIC - Website Support	1	1	2	2	0	0	221	203	0
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	134	81	138	120	103	99	3941	3799	75
Honolulu - Gross Liquor Sales	0	0	1	0	4	1	1	1	4
Honolulu Total	0	0	1	0	4	1	1	1	4
Judiciary - Surveys	0	0	0	0	0	0	18	18	0
Judiciary - Applications	0	0	0	0	0	0	12	9	0
Judiciary - Jury Pool	0	0	0	0	0	0	47	45	0
Judiciary - Kalaiwa Traffic Abstracts	2	1	3	1	0	0	129	121	3
Judiciary - VIPS	2	1	2	2	0	0	163	163	1
Judiciary - Warrants	5	2	10	8	13	8	54	43	10
Judiciary Total	9	4	15	11	13	8	423	399	14
Kauai - Motor Vehicle Renewals	2	1	13	12	0	0	3	2	2
Kauai - Property Tax Payment	0	0	0	0	0	0	38	34	0
Kauai - Sewer Payment	0	0	0	0	0	0	23	23	0
Kauai Total	2	1	13	12	0	0	64	59	2
Maui - Motor Vehicle Renewals	13	9	5	5	1	1	74	74	4
Maui - Property Tax Payments	0	0	13	12	0	0	0	0	1
Maui Total	13	9	18	17	1	1	74	74	5
OahuMPO	1	0	0	0	0	0	0	0	1
OahuMPO Total	1	0	0	0	0	0	0	0	1
TAX - Booklet request	1	1	3	1	4	3	2	2	3
TAX - eFile	16	13	24	17	17	16	507	494	11
TAX - Tax License Search	1	1	0	0	0	0	48	47	0
TAX - Tax Refund Search (TRS)	1	0	0	0	0	0	7	7	1
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total	19	15	27	18	21	19	582	568	15
TOTAL	371	248	358	314	265	237	10543	10245	195