

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	7	5	83	83	2
AG - HCJDC - Ahewa - eCrim	7	4	7	7	7	7	221	220	4
AG - HCJDC - Sex Offender	2	2	2	2	21	20	114	114	1
AG - HCJDC - State Id	2	2	0	0	4	3	155	155	1
AG- Charity Resources	56	55	24	24	11	11	2	2	1
AG- CSEA	0	0	0	0	0	0	0	0	0
AG Total	67	63	35	35	50	46	575	574	9
ALL - Calendar - Agendas/Postings	5	5	8	8	10	10	137	136	1
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	9	7	11	10	12	10	1036	1017	24
ALL - Portal	2	1	2	2	6	5	221	200	23
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL Total	16	13	21	20	28	25	1406	1362	51
B&F - Unclaimed Property Search	0	0	1	1	0	0	69	64	5
B&F Total	0	0	1	1	0	0	69	64	5
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annuals	5	3	1	1	4	3	217	212	8
DCCA - Applications	1	1	0	0	0	0	39	37	2
DCCA - Business Entity List Builder	0	0	2	1	0	0	12	10	3
DCCA - Business Name Search	0	0	0	0	1	1	28	27	1
DCCA - COGS	1	1	2	2	1	1	37	34	3
DCCA - Condo - AOA	22	16	5	5	0	0	82	80	8
DCCA - HIDS Insurance Renewals	1	1	4	4	4	4	103	97	6
DCCA - HIDS Online RPA	0	0	1	1	0	0	83	83	0
DCCA - HIDS RPA UI	1	1	0	0	1	1	204	204	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	1	1	1	1	0	0	55	55	0
DCCA - Insurance License Search	1	1	1	1	0	0	7	5	2
DCCA - ISCO	0	0	0	0	0	0	22	20	2
DCCA - NEW COGS - Certificate of Good Standing	2	2	1	0	2	2	35	35	1
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	2	2	2	2	1	1	81	78	3
DCCA - PVL List Builder	0	0	3	2	0	0	65	59	7
DCCA - PVL Renewals	11	10	9	8	4	4	513	513	2
DCCA - PVL Search	0	0	1	1	1	1	43	43	0
DCCA - Real Estate CE	0	0	2	2	4	4	223	223	0
DCCA - RICO - Complaint Management System	0	0	0	0	1	1	69	61	8
DCCA Total	48	39	35	31	24	23	2018	1973	59
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	1	1	16	12	6	6	460	460	4
DLIR Total	1	1	16	12	6	6	460	460	4
DLNR - BOC Doc Search and Retrieval	0	0	0	0	0	0	0	0	0
DLNR - BOC Documents	0	0	0	0	2	2	3	2	1
DLNR - CMLS (Fishing Catch Report)	15	8	14	14	0	0	1	1	7

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DLNR - CMLS (internal system)	0	0	0	0	0	0	23	19	4
DLNR - CMLS (public)	0	0	9	9	0	0	139	139	0
DLNR - Fresh Water Game Fishing License	0	0	1	1	3	3	23	20	3
DLNR - Hunting	0	0	2	2	0	0	6	6	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	1	1	0	0	0	0	70	70	0
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	2	1	6	5	3	3	40	38	4
DLNR - UCC Filings	5	3	42	39	20	18	33	29	11
DLNR - Vessel Reg Renewal	0	0	0	0	1	1	233	230	3
DLNR - Wiki Permits	1	1	3	3	1	1	101	101	0
DLNR Total	24	14	77	73	30	28	674	657	33
DOH - EDRS - Electronic Death Registration System	0	0	0	0	0	0	8	7	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	1	0	4	4	83	82	3
DOH - Payment Portal (SLD)	0	0	0	0	1	1	1	1	0
DOH - Wastewater Permits	0	0	2	2	2	2	53	53	0
DOH-Vital Records	2	0	1	0	2	1	39	35	8
DOH Total	3	0	4	2	9	8	632	626	12
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	1	1	1	1	21	21	0
GOV Total	0	0	1	1	1	1	21	21	0
Hawaii - Camping - Big Island	0	0	5	3	2	2	79	72	9
Hawaii - Property Tax Payments	7	3	4	2	1	1	47	45	8
Hawaii Total	7	3	9	5	3	3	126	117	17
HCE - Hawaii Compliance Express	29	25	28	27	15	15	547	544	8
HCE Total	29	25	28	27	15	15	547	544	8
HIC - ActiTime	0	0	0	0	1	1	0	0	0
HIC - Bank Returns	0	0	3	2	0	0	104	99	6
HIC - Change Management	83	73	78	74	96	91	2462	2423	58
HIC - CMS	0	0	0	0	0	0	4	2	2
HIC - Collections	1	0	0	0	0	0	7	7	1
HIC - Customer Billing System	0	0	1	0	1	1	31	23	9
HIC - Documentaion & Policy's	1	1	0	0	0	0	1	0	1
HIC - eHawaii.common components	0	0	0	0	0	0	4	4	0
HIC - Event Registration	1	0	0	0	0	0	0	0	1
HIC - Funds Transfer Registry	2	0	2	0	1	0	28	17	16
HIC - General TO-DO	5	5	12	8	8	7	510	474	41
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	1	0	2	1	1	1	198	189	11
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0

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HIC - Lala - User Management and Authentication	2	1	6	5	18	18	119	113	8
HIC - Load Balancing	0	0	0	0	1	1	7	7	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	0	0	0	0	1	1	139	127	12
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	1	1	5	5	0
HIC - Portal Reminder Service	0	0	1	0	5	4	3	1	4
HIC - Portal UI Review	1	0	0	0	0	0	28	28	1
HIC - Refund Requests	9	6	14	13	12	11	690	676	19
HIC - Reports	0	0	0	0	0	0	103	86	17
HIC - Secure Download	0	0	0	0	0	0	14	11	3
HIC - Secure File Transfer Services	3	0	0	0	1	1	55	55	3
HIC - SOX Compliance	0	0	0	0	0	0	38	35	3
HIC - SysAdmin	0	0	0	0	0	0	2	1	1
HIC - Web Mail	0	0	0	0	0	0	4	4	0
HIC - Website Support	1	1	1	0	1	1	225	206	20
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	110	87	120	103	148	139	4804	4615	238
Honolulu - Gross Liquor Sales	0	0	0	0	0	0	6	6	0
Honolulu Total	0	0	0	0	0	0	6	6	0
Judiciary - Surveys	0	0	0	0	0	0	18	18	0
Judiciary - Applications	0	0	0	0	0	0	12	9	3
Judiciary - Hosting	13	13	21	21	13	13	37	35	2
Judiciary - Jury Pool	0	0	1	0	0	0	49	47	3
Judiciary - Kalaiwa Traffic Abstracts	0	0	0	0	3	0	134	123	14
Judiciary - VIPS	0	0	1	1	1	1	171	171	0
Judiciary - Warrants	21	20	17	17	29	29	89	89	1
Judiciary Total	34	33	40	39	46	43	510	492	23
Kauai - Motor Vehicle Renewals	4	4	5	5	2	2	32	32	0
Kauai - Property Tax Payment	0	0	3	1	0	0	43	38	7
Kauai - Sewer Payment	0	0	1	0	1	1	24	24	1
Kauai Total	4	4	9	6	3	3	99	94	8
Maui - Motor Vehicle Renewals	4	4	5	5	5	4	101	99	3
Maui - Property Tax Payments	0	0	0	0	0	0	19	17	2
Maui Total	4	4	5	5	5	4	120	116	5
OahuMPO	0	0	1	1	1	1	9	4	5
OahuMPO Total	0	0	1	1	1	1	9	4	5
TAX - Booklet request	0	0	1	1	1	1	11	11	0
TAX - eFile	34	19	27	27	43	39	679	658	40
TAX - Tax License Search	1	0	2	1	1	0	50	49	4
TAX - Tax Refund Search (TRS)	1	1	1	1	0	0	10	9	1
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total	36	20	31	30	45	40	768	745	45
TOTAL	383	306	433	391	414	385	12878	12504	522