

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	3	1	0	0	1	1	82	82	2
AG - HCJDC - Ahewa - eCrim	3	1	4	4	4	4	212	207	7
AG - HCJDC - Sex Offender	37	29	19	19	1	0	71	71	9
AG - HCJDC - State Id	1	1	1	1	3	3	151	151	0
AG- Charity Resources	10	3	0	0	0	0	0	0	7
AG- CSEA	0	0	0	0	0	0	0	0	0
AG TOTAL	54	35	24	24	9	8	516	511	25
ALL - Calendar - Agendas/Postings	6	6	10	10	8	7	118	118	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	12	7	9	9	10	8	1012	981	38
ALL - Portal	3	2	0	0	5	5	216	195	22
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL TOTAL	21	15	19	19	23	20	1358	1303	64
B&F - Unclaimed Property Search	0	0	0	0	0	0	69	64	5
B&F TOTAL	0	0	0	0	0	0	69	64	5
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annals	5	2	1	1	6	6	208	203	8
DCCA - Applications	0	0	0	0	0	0	39	37	2
DCCA - Business Entity List Builder	0	0	0	0	0	0	12	10	2
DCCA - Business Name Search	0	0	0	0	0	0	28	27	1
DCCA - COGS	1	1	2	2	0	0	35	32	3
DCCA - Condo - AOA	0	0	0	0	0	0	82	78	4
DCCA - HIDS Insurance Renewals	5	5	1	0	1	1	100	94	7
DCCA - HIDS Online RPA	0	0	0	0	0	0	83	83	0
DCCA - HIDS RPA UI	1	1	0	0	0	0	204	204	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	0	0	0	0	0	0	55	55	0
DCCA - Insurance License Search	0	0	0	0	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	0	0	3	3	32	32	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	2	1	0	0	1	1	78	73	6
DCCA - PVL List Builder	1	1	2	2	0	0	62	56	6
DCCA - PVL Renewals	2	2	4	4	11	10	498	497	2
DCCA - PVL Search	1	1	0	0	1	1	42	41	1
DCCA - Real Estate CE	3	3	5	4	3	3	214	214	1
DCCA - RICO - Complaint Management System	4	4	9	8	1	1	56	49	8
DCCA TOTAL	27	23	24	21	27	26	1957	1907	58

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DHRD - Applications	0	0	0	0	0	0	28	28	0
DHRD TOTAL	0	0	0	0	0	0	0	0	0
DLIR - Hawaii Unemployment Insurance Express	6	3	2	2	3	3	453	450	6
DLIR TOTAL	6	3	2	2	3	3	453	450	6
DLNR - BOC Documents	1	0	0	0	0	0	2	2	1
DLNR - CMLS (Fishing Catch Report)	0	0	0	0	0	0	1	0	1
DLNR - CMLS (internal system)	0	0	0	0	0	0	23	19	4
DLNR - CMLS (public)	1	0	7	7	11	11	120	120	1
DLNR - Fresh Water Game Fishing License	0	0	0	0	2	2	21	17	4
DLNR - Hunting	0	0	0	0	0	0	6	6	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	0	0	0	0	0	0	70	69	1
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	0	0	2	2	3	2	35	34	2
DLNR - UCC Filings	24	19	8	5	0	0	1	1	8
DLNR - Vessel Reg Renewal	0	0	1	1	1	1	231	228	3
DLNR - Wiki Permits	2	2	16	16	70	70	13	13	0
DLNR TOTAL	28	21	34	31	87	86	525	511	25
DOH - EDRS - Electronic Death Registration System	0	0	0	0	1	1	7	6	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	2	2	1	1	2	2	79	77	2
DOH - Payment Portal (SLD)	1	0	1	1	0	0	0	0	1
DOH - Wastewater Permits	4	4	2	2	0	0	49	49	0
DOH-Vital Records	2	0	4	3	3	2	32	30	6
DOH TOTAL	9	6	8	7	6	5	615	610	10
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	21	21	0
GOV TOTAL	1	1	0	0	0	0	21	21	0
Hawaii - Camping - Big Island	1	0	1	1	0	0	78	71	8
Hawaii - Property Tax Payments	1	1	0	0	2	0	45	44	3
HAWAII TOTAL	2	1	1	1	2	0	123	115	11
HCE - Hawaii Compliance Express	8	8	19	19	29	29	496	492	4

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HCE TOTAL	8	8	19	19	29	29	496	492	4
HIC - Bank Returns	3	0	6	6	20	19	75	74	5
HIC - Change Management	83	73	63	61	63	58	2306	2268	55
HIC - CMS	0	0	3	1	0	0	1	1	2
HIC - Collections	0	0	0	0	7	5	0	0	2
HIC - Customer Billing System	2	1	0	0	0	0	30	23	8
HIC - Documentaion & Policy's	0	0	0	0	0	0	1	0	1
HIC - eHawaii.common components	0	0	1	1	0	0	3	3	0
HIC - Funds Transfer Registry	0	0	1	1	2	0	25	16	11
HIC - General TO-DO	7	2	9	6	9	7	490	459	41
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	1	0	2	1	5	5	190	183	9
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	16	9	7	7	6	6	99	92	14
HIC - Load Balancing	0	0	0	0	0	0	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	1	1	1	1	2	2	136	124	12
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	5	5	0
HIC - Portal Reminder Service	4	2	0	0	0	0	3	1	4
HIC - Portal UI Review	0	0	0	0	0	0	28	28	0
HIC - Refund Requests	24	22	18	18	11	10	644	631	16
HIC - Reports	0	0	1	0	1	0	101	86	17
HIC - Secure Download	1	1	0	0	0	0	13	10	3
HIC - Secure File Transfer Services	1	1	2	2	3	2	50	50	1
HIC - SOX Compliance	0	0	1	1	0	0	37	34	3
HIC - SysAdmin	0	0	1	1	0	0	1	0	1
HIC - Web Mail	0	0	0	0	0	0	4	4	0
HIC - Website Support	1	1	0	0	0	0	225	206	19
HIC - www01	0	0	0	0	0	0	2	2	0
HIC TOTAL	144	113	116	107	129	114	4497	4327	225
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	14	14	21	21	9	7	0	0	2
Judiciary - Jury Pool	0	0	0	0	1	1	48	46	2
Judiciary - Kalaiwa Traffic Abstracts	1	0	0	0	0	0	134	123	12
Judiciary - VIPS	0	0	2	2	1	1	168	168	0
Judiciary - Warrants	15	15	2	1	1	1	84	76	9
JUDICIARY TOTAL	30	29	25	24	12	10	464	440	28

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
Kauai - Motor Vehicle Renewals	1	1	8	7	2	2	21	21	1
Kauai - Property Tax Payment	0	0	0	0	1	1	42	37	5
Kauai - Sewer Payment	1	0	0	0	0	0	24	24	1
KAUAI TOTAL	2	1	8	7	3	3	87	82	7
Maui - Motor Vehicle Renewals	1	0	3	1	1	1	96	94	5
Maui - Property Tax Payments	0	0	0	0	0	0	19	17	2
MAUI TOTAL	1	0	3	1	1	1	115	111	7
OahuMPO	1	0	8	3	0	0	1	1	6
OAHUMPO TOTAL	1	0	8	3	0	0	1	1	6
TAX - Booklet request	1	0	0	0	0	0	11	11	1
TAX - eFile	40	26	37	29	25	20	600	570	57
TAX - Tax License Search	0	0	1	0	0	0	49	48	2
TAX - Tax Refund Search (TRS)	1	1	1	0	0	0	8	7	2
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX TOTAL	42	27	39	29	25	20	686	654	62
TOTAL	376	283	330	295	356	325	12023	11639	543