

| 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         | 1                 | 1         | 3                 | 3         | 92              | 90          | 2         |
| AG - HCJDC - Ahewa - eCrim                     | 2                | 2         | 3                 | 3         | 5                 | 5         | 242             | 240         | 2         |
| AG - HCJDC - Sex Offender                      | 0                | 0         | 7                 | 6         | 5                 | 5         | 139             | 138         | 2         |
| AG - HCJDC - State Id                          | 4                | 4         | 0                 | 0         | 0                 | 0         | 161             | 161         | 0         |
| AG- Charity Resources                          | 4                | 3         | 3                 | 3         | 12                | 12        | 92              | 92          | 1         |
| AG- CSEA Payments                              | 1                | 0         | 0                 | 0         | 0                 | 0         | 0               | 0           | 1         |
| <b>AG Total</b>                                | <b>11</b>        | <b>9</b>  | <b>14</b>         | <b>13</b> | <b>25</b>         | <b>25</b> | <b>726</b>      | <b>721</b>  | <b>8</b>  |
| ALL - Calendar - Agendas/Postings              | 3                | 3         | 0                 | 0         | 3                 | 3         | 160             | 160         | 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            | 10               | 4         | 8                 | 6         | 16                | 8         | 1068            | 1045        | 39        |
| ALL - Portal                                   | 2                | 0         | 0                 | 0         | 0                 | 0         | 231             | 209         | 24        |
| ALL - Security Incidents                       | 0                | 0         | 0                 | 0         | 0                 | 0         | 2               | 2           | 0         |
| All - Superstore                               | 14               | 8         | 0                 | 0         | 0                 | 0         | 0               | 0           | 6         |
| <b>ALL Total</b>                               | <b>29</b>        | <b>15</b> | <b>8</b>          | <b>6</b>  | <b>19</b>         | <b>11</b> | <b>1471</b>     | <b>1423</b> | <b>72</b> |
| B&F - Unclaimed Property Search                | 0                | 0         | 0                 | 0         | 0                 | 0         | 70              | 66          | 4         |
| <b>B&amp;F Total</b>                           | <b>0</b>         | <b>0</b>  | <b>0</b>          | <b>0</b>  | <b>0</b>          | <b>0</b>  | <b>70</b>       | <b>66</b>   | <b>4</b>  |
| DCCA - Agent Search                            | 0                | 0         | 2                 | 2         | 0                 | 0         | 1               | 1           | 0         |
| DCCA - Annals                                  | 2                | 1         | 0                 | 0         | 2                 | 1         | 227             | 220         | 9         |
| DCCA - Applications                            | 0                | 0         | 0                 | 0         | 3                 | 3         | 40              | 38          | 2         |
| DCCA - Business Entity List Builder            | 1                | 1         | 0                 | 0         | 0                 | 0         | 14              | 12          | 2         |
| DCCA - Business Name Search                    | 0                | 0         | 1                 | 0         | 0                 | 0         | 29              | 28          | 2         |
| DCCA - COGS                                    | 0                | 0         | 1                 | 1         | 0                 | 0         | 41              | 38          | 3         |
| DCCA - Condo - AOAO                            | 2                | 2         | 3                 | 3         | 15                | 15        | 104             | 104         | 0         |
| DCCA - HIDS Insurance Renewals                 | 8                | 7         | 5                 | 5         | 1                 | 1         | 110             | 107         | 4         |
| DCCA - HIDS Online RPA                         | 0                | 0         | 0                 | 0         | 0                 | 0         | 84              | 84          | 0         |
| DCCA - HIDS RPA UI                             | 0                | 0         | 0                 | 0         | 0                 | 0         | 206             | 206         | 0         |
| DCCA - Inikua - Insurance                      | 0                | 0         | 0                 | 0         | 0                 | 0         | 65              | 63          | 2         |
| DCCA - Insurance CE                            | 0                | 0         | 0                 | 0         | 1                 | 0         | 57              | 57          | 1         |
| DCCA - Insurance License Search                | 0                | 0         | 1                 | 1         | 1                 | 0         | 10              | 8           | 3         |
| DCCA - ISCO                                    | 0                | 0         | 0                 | 0         | 0                 | 0         | 22              | 20          | 2         |
| DCCA - NEW COGS - Certificate of Good Standing | 8                | 8         | 3                 | 3         | 4                 | 4         | 40              | 39          | 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                    | 1                | 1         | 0                 | 0         | 1                 | 1         | 86              | 83          | 3         |
| DCCA - PVL List Builder                        | 8                | 7         | 1                 | 1         | 0                 | 0         | 68              | 61          | 8         |
| DCCA - PVL Renewals                            | 6                | 3         | 5                 | 4         | 7                 | 7         | 537             | 537         | 4         |
| DCCA - PVL Search                              | 1                | 1         | 0                 | 0         | 0                 | 0         | 45              | 45          | 0         |
| DCCA - Real Estate CE                          | 0                | 0         | 0                 | 0         | 4                 | 4         | 229             | 229         | 0         |
| DCCA - RICO - Complaint Management System      | 0                | 0         | 0                 | 0         | 0                 | 0         | 70              | 62          | 8         |
| <b>DCCA Total</b>                              | <b>37</b>        | <b>31</b> | <b>22</b>         | <b>20</b> | <b>39</b>         | <b>36</b> | <b>2119</b>     | <b>2075</b> | <b>55</b> |
| DHRD - Applications                            | 0                | 0         | 0                 | 0         | 0                 | 0         | 28              | 28          | 0         |
| <b>DHRD Total</b>                              | <b>0</b>         | <b>0</b>  | <b>0</b>          | <b>0</b>  | <b>0</b>          | <b>0</b>  | <b>28</b>       | <b>28</b>   | <b>0</b>  |
| DLIR - Hawaii Unemployment Insurance Express   | 1                | 0         | 5                 | 5         | 7                 | 7         | 483             | 483         | 1         |
| <b>DLIR Total</b>                              | <b>1</b>         | <b>0</b>  | <b>5</b>          | <b>5</b>  | <b>7</b>          | <b>7</b>  | <b>483</b>      | <b>483</b>  | <b>1</b>  |
| DLNR - BOC Doc Search and Retrieval            | 25               | 17        | 0                 | 0         | 0                 | 0         | 0               | 0           | 8         |
| DLNR - BOC Documents                           | 0                | 0         | 0                 | 0         | 0                 | 0         | 5               | 4           | 1         |
| DLNR - CMLS (Fishing Catch Report)             | 8                | 0         | 1                 | 1         | 8                 | 8         | 30              | 30          | 8         |
| DLNR - CMLS (internal system)                  | 0                | 0         | 1                 | 1         | 2                 | 2         | 23              | 19          | 4         |
| DLNR - CMLS (public)                           | 2                | 2         | 1                 | 1         | 0                 | 0         | 148             | 148         | 0         |

| Project Name                                      | Opened 0-30 Days | Solved    | Opened 31-60 Days | Solved    | Opened 61-90 Days | Solved    | Opened 90+ Days | Solved     | Net       |
|---------------------------------------------------|------------------|-----------|-------------------|-----------|-------------------|-----------|-----------------|------------|-----------|
| DLNR - Fresh Water Game Fishing License           | 1                | 1         | 0                 | 0         | 0                 | 0         | 27              | 24         | 3         |
| DLNR - Hunting                                    | 0                | 0         | 0                 | 0         | 0                 | 0         | 8               | 8          | 0         |
| DLNR - Hunting - Existing Application             | 0                | 0         | 0                 | 0         | 0                 | 0         | 2               | 2          | 0         |
| DLNR - Hunting - New Application                  | 1                | 1         | 0                 | 0         | 0                 | 0         | 71              | 71         | 0         |
| DLNR - Land Court Petitions                       | 0                | 0         | 0                 | 0         | 0                 | 0         | 0               | 0          | 0         |
| DLNR - Statewide Camping System                   | 21               | 9         | 11                | 7         | 2                 | 2         | 0               | 0          | 16        |
| DLNR - Trail Access Hosting                       | 2                | 1         | 3                 | 3         | 0                 | 0         | 50              | 48         | 3         |
| DLNR - UCC Filings                                | 32               | 32        | 3                 | 3         | 17                | 17        | 99              | 98         | 1         |
| DLNR - Vessel Reg Renewal                         | 2                | 2         | 1                 | 1         | 0                 | 0         | 234             | 234        | 0         |
| DLNR - Wiki Permits                               | 4                | 4         | 2                 | 2         | 2                 | 2         | 106             | 106        | 0         |
| DLNR- CVRS                                        | 0                | 0         | 0                 | 0         | 0                 | 0         | 0               | 0          | 0         |
| <b>DLNR Total</b>                                 | <b>98</b>        | <b>69</b> | <b>23</b>         | <b>19</b> | <b>31</b>         | <b>31</b> | <b>803</b>      | <b>792</b> | <b>44</b> |
| DOE - HTSB - Alfresco site                        | 4                | 2         | 0                 | 0         | 0                 | 0         | 0               | 0          | 2         |
| DOE - HTSB - Teacher's Licensing System           | 11               | 4         | 10                | 9         | 2                 | 1         | 0               | 0          | 9         |
| <b>DOE Total</b>                                  | <b>15</b>        | <b>6</b>  | <b>10</b>         | <b>9</b>  | <b>2</b>          | <b>1</b>  | <b>0</b>        | <b>0</b>   | <b>11</b> |
| 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      | 7                | 7         | 3                 | 3         | 1                 | 1         | 89              | 88         | 1         |
| DOH - Payment Portal (SLD)                        | 0                | 0         | 0                 | 0         | 0                 | 0         | 2               | 2          | 0         |
| DOH - Wastewater Permits                          | 2                | 2         | 1                 | 1         | 0                 | 0         | 57              | 57         | 0         |
| DOH-Vital Records                                 | 1                | 1         | 0                 | 0         | 0                 | 0         | 44              | 36         | 8         |
| <b>DOH Total</b>                                  | <b>10</b>        | <b>10</b> | <b>4</b>          | <b>4</b>  | <b>1</b>          | <b>1</b>  | <b>648</b>      | <b>638</b> | <b>10</b> |
| 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         |
| <b>DOT Total</b>                                  | <b>0</b>         | <b>0</b>  | <b>0</b>          | <b>0</b>  | <b>0</b>          | <b>0</b>  | <b>6</b>        | <b>6</b>   | <b>0</b>  |
| GOV - Governor Appointments                       | 0                | 0         | 0                 | 0         | 0                 | 0         | 23              | 23         | 0         |
| GOV - Online Messages Request System              | 11               | 0         | 1                 | 0         | 0                 | 0         | 0               | 0          | 12        |
| <b>GOV Total</b>                                  | <b>11</b>        | <b>0</b>  | <b>1</b>          | <b>0</b>  | <b>0</b>          | <b>0</b>  | <b>23</b>       | <b>23</b>  | <b>12</b> |
| Hawaii - Camping - Big Island                     | 3                | 3         | 0                 | 0         | 1                 | 1         | 86              | 77         | 9         |
| Hawaii - Property Tax Payments                    | 2                | 1         | 0                 | 0         | 3                 | 1         | 57              | 57         | 3         |
| <b>Hawaii Total</b>                               | <b>5</b>         | <b>4</b>  | <b>0</b>          | <b>0</b>  | <b>4</b>          | <b>2</b>  | <b>143</b>      | <b>134</b> | <b>12</b> |
| HCE - Hawaii Compliance Express                   | 8                | 8         | 14                | 13        | 21                | 21        | 618             | 613        | 6         |
| <b>HCE Total</b>                                  | <b>8</b>         | <b>8</b>  | <b>14</b>         | <b>13</b> | <b>21</b>         | <b>21</b> | <b>618</b>      | <b>613</b> | <b>6</b>  |
| HIC - ActiTime                                    | 0                | 0         | 0                 | 0         | 1                 | 0         | 1               | 1          | 1         |
| HIC - Bank Returns                                | 0                | 0         | 0                 | 0         | 0                 | 0         | 107             | 101        | 6         |
| HIC - Change Management                           | 77               | 74        | 53                | 52        | 61                | 61        | 2716            | 2671       | 49        |
| HIC - CMS                                         | 0                | 0         | 0                 | 0         | 0                 | 0         | 4               | 2          | 2         |
| HIC - Collections                                 | 0                | 0         | 0                 | 0         | 0                 | 0         | 8               | 7          | 1         |
| HIC - Customer Billing System                     | 1                | 1         | 0                 | 0         | 0                 | 0         | 33              | 25         | 8         |
| HIC - Documentaion & Policy's                     | 0                | 0         | 0                 | 0         | 0                 | 0         | 2               | 1          | 1         |
| HIC - eHawaii.common components                   | 0                | 0         | 0                 | 0         | 0                 | 0         | 4               | 4          | 0         |
| HIC - Event Registration                          | 0                | 0         | 6                 | 6         | 12                | 11        | 1               | 1          | 1         |
| HIC - Funds Transfer Registry                     | 0                | 0         | 0                 | 0         | 0                 | 0         | 33              | 18         | 15        |
| HIC - General TO-DO                               | 14               | 8         | 6                 | 5         | 10                | 9         | 534             | 496        | 46        |
| HIC - Hana - BREGs Business Info                  | 0                | 0         | 0                 | 0         | 0                 | 0         | 18              | 18         | 0         |

| Project Name                                    | Opened 0-30 Days | Solved     | Opened 31-60 Days | Solved     | Opened 61-90 Days | Solved     | Opened 90+ Days | Solved       | Net        |
|-------------------------------------------------|------------------|------------|-------------------|------------|-------------------|------------|-----------------|--------------|------------|
| HIC - Kala                                      | 1                | 0          | 1                 | 0          | 2                 | 2          | 202             | 191          | 13         |
| HIC - Kala Payment Portal                       | 0                | 0          | 0                 | 0          | 0                 | 0          | 0               | 0            | 0          |
| HIC - Lala - User Management and Authentication | 2                | 2          | 3                 | 2          | 0                 | 0          | 145             | 138          | 8          |
| HIC - Load Balancing                            | 0                | 0          | 0                 | 0          | 0                 | 0          | 8               | 8            | 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          | 2                 | 2          | 0                 | 0          | 140             | 128          | 12         |
| HIC - Palapala (Data Archival/ Retrieval)       | 0                | 0          | 1                 | 0          | 0                 | 0          | 6               | 6            | 1          |
| HIC - Portal Reminder Service                   | 0                | 0          | 2                 | 2          | 1                 | 1          | 9               | 5            | 4          |
| HIC - Portal UI Review                          | 0                | 0          | 0                 | 0          | 0                 | 0          | 29              | 28           | 1          |
| HIC - Refund Requests                           | 16               | 14         | 20                | 19         | 19                | 19         | 723             | 708          | 18         |
| 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             | 0                | 0          | 0                 | 0          | 1                 | 0          | 59              | 57           | 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                                  | 1                | 0          | 0                 | 0          | 0                 | 0          | 4               | 4            | 1          |
| HIC - Website Support                           | 0                | 0          | 0                 | 0          | 0                 | 0          | 228             | 208          | 20         |
| HIC - www01                                     | 0                | 0          | 0                 | 0          | 0                 | 0          | 2               | 2            | 0          |
| <b>HIC Total</b>                                | <b>112</b>       | <b>99</b>  | <b>94</b>         | <b>88</b>  | <b>107</b>        | <b>103</b> | <b>5176</b>     | <b>4963</b>  | <b>236</b> |
| Honolulu - Gross Liquor Sales                   | 0                | 0          | 0                 | 0          | 0                 | 0          | 6               | 6            | 0          |
| <b>Honolulu Total</b>                           | <b>0</b>         | <b>0</b>   | <b>0</b>          | <b>0</b>   | <b>0</b>          | <b>0</b>   | <b>6</b>        | <b>6</b>     | <b>0</b>   |
| Judiciary - Surveys                             | 0                | 0          | 0                 | 0          | 0                 | 0          | 18              | 18           | 0          |
| Judiciary - Alfresco site                       | 2                | 1          | 0                 | 0          | 0                 | 0          | 0               | 0            | 1          |
| Judiciary - Applications                        | 0                | 0          | 0                 | 0          | 0                 | 0          | 12              | 9            | 3          |
| Judiciary - Hosting                             | 10               | 10         | 11                | 11         | 13                | 13         | 84              | 82           | 2          |
| Judiciary - Jury Pool                           | 0                | 0          | 0                 | 0          | 0                 | 0          | 50              | 47           | 3          |
| Judiciary - Kalaiwa Traffic Abstracts           | 3                | 2          | 2                 | 2          | 0                 | 0          | 137             | 131          | 7          |
| Judiciary - VIPS                                | 1                | 0          | 0                 | 0          | 1                 | 1          | 173             | 173          | 1          |
| Judiciary - Warrants                            | 7                | 5          | 3                 | 2          | 9                 | 9          | 156             | 156          | 3          |
| <b>Judiciary Total</b>                          | <b>23</b>        | <b>18</b>  | <b>16</b>         | <b>15</b>  | <b>23</b>         | <b>23</b>  | <b>630</b>      | <b>616</b>   | <b>20</b>  |
| Kauai - Motor Vehicle Renewals                  | 2                | 0          | 0                 | 0          | 0                 | 0          | 43              | 43           | 2          |
| Kauai - Property Tax Payment                    | 0                | 0          | 1                 | 1          | 0                 | 0          | 46              | 41           | 5          |
| Kauai - Sewer Payment                           | 0                | 0          | 0                 | 0          | 0                 | 0          | 26              | 25           | 1          |
| <b>Kauai Total</b>                              | <b>2</b>         | <b>0</b>   | <b>1</b>          | <b>1</b>   | <b>0</b>          | <b>0</b>   | <b>115</b>      | <b>109</b>   | <b>8</b>   |
| Maui - Motor Vehicle Renewals                   | 2                | 1          | 3                 | 2          | 1                 | 1          | 115             | 112          | 5          |
| Maui - Property Tax Payments                    | 0                | 0          | 0                 | 0          | 0                 | 0          | 19              | 17           | 2          |
| <b>Maui Total</b>                               | <b>2</b>         | <b>1</b>   | <b>3</b>          | <b>2</b>   | <b>1</b>          | <b>1</b>   | <b>134</b>      | <b>129</b>   | <b>7</b>   |
| OahuMPO                                         | 0                | 0          | 0                 | 0          | 1                 | 1          | 11              | 10           | 1          |
| <b>OahuMPO Total</b>                            | <b>0</b>         | <b>0</b>   | <b>0</b>          | <b>0</b>   | <b>1</b>          | <b>1</b>   | <b>11</b>       | <b>10</b>    | <b>1</b>   |
| TAX - Booklet request                           | 0                | 0          | 0                 | 0          | 0                 | 0          | 13              | 13           | 0          |
| TAX - eFile                                     | 99               | 85         | 44                | 41         | 81                | 77         | 783             | 765          | 39         |
| TAX - Tax License Search                        | 0                | 0          | 0                 | 0          | 0                 | 0          | 54              | 51           | 3          |
| TAX - Tax Refund Search (TRS)                   | 0                | 0          | 0                 | 0          | 1                 | 1          | 12              | 11           | 1          |
| TAX - Tomcat eFile                              | 0                | 0          | 0                 | 0          | 0                 | 0          | 18              | 18           | 0          |
| <b>TAX Total</b>                                | <b>99</b>        | <b>85</b>  | <b>44</b>         | <b>41</b>  | <b>82</b>         | <b>78</b>  | <b>880</b>      | <b>858</b>   | <b>43</b>  |
| <b>TOTAL</b>                                    | <b>463</b>       | <b>355</b> | <b>259</b>        | <b>236</b> | <b>363</b>        | <b>341</b> | <b>14090</b>    | <b>13693</b> | <b>550</b> |