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	3	3	0	0	92	90	2
AG - HCJDC - Ahewa - eCrim	3	3	5	5	7	6	235	234	2
AG - HCJDC - Sex Offender	5	4	7	7	2	2	137	136	2
AG - HCJDC - State Id	0	0	0	0	2	2	159	159	0
AG- Charity Resources	4	3	9	9	47	47	48	48	1
AG- CSEA	0	0	0	0	0	0	0	0	0
AG Total	**13**	**11**	**24**	**24**	**58**	**57**	**671**	**667**	**7**
ALL - Calendar - Agendas/Postings	0	0	3	3	3	3	157	157	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	6	16	8	6	5	1062	1040	35
ALL - Portal	0	0	0	0	2	2	229	207	22
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL Total	**10**	**6**	**19**	**11**	**11**	**10**	**1460**	**1413**	**60**
B&F - Unclaimed Property Search	0	0	0	0	0	0	70	66	4
B&F Total	**0**	**0**	**0**	**0**	**0**	**0**	**70**	**66**	**4**
DCCA - Agent Search	2	2	0	0	0	0	1	1	0
DCCA - Annuals	0	0	2	1	4	3	223	216	9
DCCA - Applications	0	0	3	3	1	1	39	37	2
DCCA - Business Entity List Builder	0	0	0	0	0	0	14	12	2
DCCA - Business Name Search	1	0	0	0	0	0	29	28	2
DCCA - COGS	1	1	0	0	0	0	41	38	3
DCCA - Condo - AOAO	3	3	10	10	20	20	89	89	0
DCCA - HIDS Insurance Renewals	7	6	1	1	1	1	109	106	4
DCCA - HIDS Online RPA	0	0	0	0	0	0	84	84	0
DCCA - HIDS RPA UI	0	0	0	0	1	1	205	205	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	0	0	1	0	1	1	56	56	1
DCCA - Insurance License Search	1	1	1	0	1	1	9	7	3
DCCA - ISCO	0	0	0	0	0	0	22	20	2
DCCA - NEW COGS - Certificate of Good Standing	4	3	5	5	2	2	38	37	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	0	0	1	1	2	2	84	81	3
DCCA - PVL List Builder	3	1	0	0	0	0	68	61	9
DCCA - PVL Renewals	6	4	7	7	11	11	526	526	2
DCCA - PVL Search	1	1	0	0	0	0	45	45	0
DCCA - Real Estate CE	0	0	4	4	0	0	229	229	0
DCCA - RICO - Complaint Management System	0	0	0	0	0	0	70	62	8
DCCA Total	**29**	**22**	**35**	**32**	**44**	**43**	**2080**	**2036**	**55**
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	4	4	8	8	0	0	483	483	0
DLIR Total	**4**	**4**	**8**	**8**	**0**	**0**	**483**	**483**	**0**
DLNR - BOC Doc Search and Retrieval	0	0	0	0	0	0	0	0	0
DLNR - BOC Documents	0	0	0	0	0	0	5	4	1
DLNR - CMLS (Fishing Catch Report)	1	1	8	8	15	15	15	15	0
DLNR - CMLS (internal system)	1	0	2	1	0	0	23	19	6
DLNR - CMLS (public)	2	0	0	0	0	0	148	148	2
DLNR - Fresh Water Game Fishing License	0	0	0	0	0	0	27	24	3

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
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	0	0	0	0	0	0	71	71	0
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Statewide Camping System	15	1	2	2	0	0	0	0	14
DLNR - Trail Access Hosting	3	2	0	0	1	1	49	47	3
DLNR - UCC Filings	11	9	18	17	5	5	95	94	4
DLNR - Vessel Reg Renewal	2	2	0	0	0	0	234	234	0
DLNR - Wiki Permits	2	2	3	3	1	1	105	105	0
DLNR- CVRS	0	0	0	0	0	0	0	0	0
DLNR Total	**37**	**17**	**33**	**31**	**22**	**22**	**782**	**771**	**33**
DOE - HTSB - Alfresco site	2	1	0	0	0	0	0	0	1
DOE - HTSB - Teacher's Licensing System	4	3	8	7	0	0	0	0	2
DOE Total	**6**	**4**	**8**	**7**	**0**	**0**	**0**	**0**	**3**
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	5	5	1	1	1	1	88	87	1
DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH - Wastewater Permits	0	0	1	1	0	0	57	57	0
DOH-Vital Records	0	0	0	0	2	0	42	36	8
DOH Total	**5**	**5**	**2**	**2**	**3**	**1**	**645**	**637**	**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	0	0	0	0	0	0	23	23	0
GOV - Online Messages Request System	1	0	0	0	0	0	0	0	1
GOV Total	**1**	**0**	**0**	**0**	**0**	**0**	**23**	**23**	**1**
Hawaii - Camping - Big Island	0	0	1	1	0	0	86	77	9
Hawaii - Property Tax Payments	0	0	1	1	6	4	53	53	2
Hawaii Total	**0**	**0**	**2**	**2**	**6**	**4**	**139**	**130**	**11**
HCE - Hawaii Compliance Express	12	11	23	23	24	23	595	591	6
HCE Total	**12**	**11**	**23**	**23**	**24**	**23**	**595**	**591**	**6**
HIC - ActiTime	0	0	1	0	0	0	1	1	1
HIC - Bank Returns	0	0	0	0	0	0	107	101	6
HIC - Change Management	61	53	64	62	65	63	2653	2607	58
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	0	0	0	0	0	0	33	25	8
HIC - Documentaion & Policy's	0	0	0	0	1	1	1	0	1
HIC - eHawaii.common components	0	0	0	0	0	0	4	4	0
HIC - Event Registration	6	6	12	11	1	1	0	0	1
HIC - Funds Transfer Registry	0	0	0	0	2	1	31	17	15
HIC - General TO-DO	11	9	9	8	4	4	531	491	43
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	1	0	2	2	1	0	201	191	12

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	3	2	0	0	2	2	143	136	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	2	2	1	1	0	0	9	5	4
HIC - Portal UI Review	0	0	0	0	1	0	28	28	1
HIC - Refund Requests	16	13	23	23	6	6	719	704	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	1	0	3	1	56	56	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	0	0	0	0	1	1	227	207	20
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	**100**	**85**	**116**	**109**	**87**	**80**	**5094**	**4883**	**240**
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	11	10	14	14	13	13	71	69	3
Judiciary - Jury Pool	0	0	0	0	0	0	50	47	3
Judiciary - Kalaiwa Traffic Abstracts	2	1	0	0	0	0	137	124	14
Judiciary - VIPS	0	0	1	1	0	0	173	173	0
Judiciary - Warrants	2	2	10	9	15	15	141	141	1
Judiciary Total	**15**	**13**	**25**	**24**	**28**	**28**	**602**	**581**	**24**
Kauai - Motor Vehicle Renewals	0	0	0	0	3	3	40	40	0
Kauai - Property Tax Payment	1	1	0	0	0	0	46	40	6
Kauai - Sewer Payment	0	0	0	0	0	0	26	25	1
Kauai Total	**1**	**1**	**0**	**0**	**3**	**3**	**112**	**105**	**7**
Maui - Motor Vehicle Renewals	2	1	2	2	4	4	111	108	4
Maui - Property Tax Payments	0	0	0	0	0	0	19	17	2
Maui Total	**2**	**1**	**2**	**2**	**4**	**4**	**130**	**125**	**6**
OahuMPO	0	0	1	1	0	0	11	10	1
OahuMPO Total	**0**	**0**	**1**	**1**	**0**	**0**	**11**	**10**	**1**
TAX - Booklet request	0	0	0	0	0	0	13	13	0
TAX - eFile	50	34	90	86	31	25	752	740	38
TAX - Tax License Search	0	0	0	0	1	1	53	50	3
TAX - Tax Refund Search (TRS)	0	0	1	1	1	1	11	10	1
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total	**50**	**34**	**91**	**87**	**33**	**27**	**847**	**831**	**42**
TOTAL	**286**	**214**	**389**	**363**	**323**	**302**	**13784**	**13392**	**511**