

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	2	2	7	5	0	0	83	83	2
AG - HCJDC - Ahewa - eCrim	7	5	7	7	4	4	217	216	3
AG - HCJDC - Sex Offender	2	2	21	18	34	34	80	80	3
AG - HCJDC - State Id	0	0	4	3	0	0	155	155	1
AG- Charity Resources	24	19	11	11	2	2	0	0	5
AG- CSEA	0	0	0	0	0	0	0	0	0
AG Total	35	28	50	44	40	40	535	534	14
ALL - Calendar - Agendas/Postings	9	9	10	10	6	6	131	130	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	13	9	12	10	11	10	1025	1007	25
ALL - Portal	2	1	6	5	0	0	221	200	23
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL Total	24	19	28	25	17	16	1389	1346	52
B&F - Unclaimed Property Search	1	1	0	0	0	0	69	64	5
B&F Total	1	1	0	0	0	0	69	64	5
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annuaals	1	1	4	3	3	3	214	209	6
DCCA - Applications	0	0	0	0	0	0	39	37	2
DCCA - Business Entity List Builder	2	0	0	0	0	0	12	10	4
DCCA - Business Name Search	0	0	1	1	0	0	28	27	1
DCCA - COGS	2	1	1	1	2	2	35	32	4
DCCA - Condo - AOA	5	3	0	0	0	0	82	80	4
DCCA - HIDS Insurance Renewals	4	4	4	4	1	1	102	95	7
DCCA - HIDS Online RPA	1	0	0	0	0	0	83	83	1
DCCA - HIDS RPA UI	0	0	1	1	0	0	204	204	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	1	0	0	0	0	0	55	55	1
DCCA - Insurance License Search	1	1	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	1	0	2	2	0	0	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	1	1	2	1	79	76	4
DCCA - PVL List Builder	3	2	0	0	1	1	64	58	7
DCCA - PVL Renewals	9	3	4	4	1	1	512	510	8
DCCA - PVL Search	1	1	1	1	0	0	43	43	0
DCCA - Real Estate CE	2	2	4	4	1	1	222	222	0
DCCA - RICO - Complaint Management System	0	0	1	1	8	7	61	54	8
DCCA Total	35	20	24	23	19	17	1999	1952	65
DHRD - Applications	0	0	0	0	0	0	28	28	0
DHRD Total	0	0	0	0	0	0	28	28	0

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DLIR - Hawaii Unemployment Insurance Express	16	10	6	5	3	3	457	454	10
DLIR Total	16	10	6	5	3	3	457	454	10
DLNR - BOC Doc Search and Retrieval	0	0	0	0	0	0	0	0	0
DLNR - BOC Documents	0	0	2	2	1	0	2	2	1
DLNR - CMLS (Fishing Catch Report)	14	13	0	0	0	0	1	1	1
DLNR - CMLS (internal system)	0	0	0	0	0	0	23	19	4
DLNR - CMLS (public)	9	9	0	0	4	4	135	135	0
DLNR - Fresh Water Game Fishing License	1	1	3	3	0	0	23	20	3
DLNR - Hunting	2	2	0	0	0	0	6	6	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	1	0	0	0	0	0	70	69	2
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Trail Access Hosting	6	4	3	2	0	0	40	38	5
DLNR - UCC Filings	42	38	20	18	32	28	1	1	10
DLNR - Vessel Reg Renewal	0	0	1	1	1	1	232	229	3
DLNR - Wiki Permits	3	3	1	1	2	2	99	99	0
DLNR Total	78	70	30	27	40	35	634	621	29
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	4	4	2	2	81	80	2
DOH - Payment Portal (SLD)	0	0	1	1	0	0	1	1	0
DOH - Wastewater Permits	2	2	2	2	2	2	51	51	0
DOH-Vital Records	1	0	2	0	2	1	37	34	7
DOH Total	4	2	9	7	6	5	626	621	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	0	1	1	0	0	21	21	1
GOV Total	1	0	1	1	0	0	21	21	1
Hawaii - Camping - Big Island	5	3	2	2	1	1	78	71	9
Hawaii - Property Tax Payments	5	1	1	1	0	0	47	45	6
Hawaii Total	10	4	3	3	1	1	125	116	15
HCE - Hawaii Compliance Express	31	24	15	15	11	11	536	532	11
HCE Total	31	24	15	15	11	11	536	532	11

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
HIC - ActiTime	0	0	1	1	0	0	0	0	0
HIC - Bank Returns	3	2	0	0	3	0	101	99	6
HIC - Change Management	85	76	96	90	59	59	2403	2363	55
HIC - CMS	0	0	0	0	2	0	2	2	2
HIC - Collections	0	0	0	0	0	0	7	5	2
HIC - Customer Billing System	1	0	1	1	1	0	30	23	9
HIC - Documentaion & Policy's	0	0	0	0	0	0	1	0	1
HIC - eHawaii.common components	0	0	0	0	1	1	3	3	0
HIC - Funds Transfer Registry	2	0	1	0	0	0	28	17	14
HIC - General TO-DO	12	7	8	7	11	7	499	467	42
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	2	1	1	1	1	0	197	189	10
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	6	4	18	18	13	13	106	100	8
HIC - Load Balancing	0	0	1	1	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	0	0	1	1	1	1	138	126	12
HIC - Palapala (Data Archival/ Retrieval)	0	0	1	1	0	0	5	5	0
HIC - Portal Reminder Service	1	0	5	3	0	0	3	1	5
HIC - Portal UI Review	0	0	0	0	0	0	28	28	0
HIC - Refund Requests	14	9	12	11	23	22	667	654	20
HIC - Reports	0	0	0	0	0	0	103	86	17
HIC - Secure Download	0	0	0	0	1	1	13	10	3
HIC - Secure File Transfer Services	0	0	1	1	0	0	55	55	0
HIC - SOX Compliance	0	0	0	0	0	0	38	35	3
HIC - SysAdmin	0	0	0	0	1	1	1	0	1
HIC - Web Mail	0	0	0	0	0	0	4	4	0
HIC - Website Support	1	0	1	1	0	0	225	206	20
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	127	99	148	137	117	105	4687	4507	231
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	21	21	13	13	15	15	22	20	2
Judiciary - Jury Pool	1	0	0	0	0	0	49	47	3
Judiciary - Kalaiwa Traffic Abstracts	0	0	3	0	0	0	134	123	14
Judiciary - VIPS	1	1	1	1	1	1	170	170	0
Judiciary - Warrants	17	12	29	28	5	5	84	83	7
Judiciary Total	40	34	46	42	21	21	489	470	29

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	5	3	2	2	8	7	24	24	3
Kauai - Property Tax Payment	2	0	0	0	0	0	43	38	7
Kauai - Sewer Payment	1	0	1	1	0	0	24	24	1
Kauai Total	8	3	3	3	8	7	91	86	11
Maui - Motor Vehicle Renewals	5	3	5	4	1	0	100	98	6
Maui - Property Tax Payments	0	0	0	0	0	0	19	17	2
Maui Total	5	3	5	4	1	0	119	115	8
OahuMPO	1	0	1	1	2	1	7	3	6
OahuMPO Total	1	0	1	1	2	1	7	3	6
TAX - Booklet request	1	1	1	1	0	0	11	11	0
TAX - eFile	27	27	43	35	27	22	652	628	37
TAX - Tax License Search	2	1	1	0	0	0	50	48	4
TAX - Tax Refund Search (TRS)	1	1	0	0	1	1	9	7	2
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total	31	30	45	36	28	23	740	712	43
TOTAL	447	347	414	373	314	285	12564	12194	540