

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	2	0	0	2	2	90	88	3
AG - HCJDC - Ahewa - eCrim	5	3	7	6	4	4	231	230	4
AG - HCJDC - Sex Offender	7	5	2	2	2	2	135	134	3
AG - HCJDC - State Id	0	0	2	2	0	0	159	158	1
AG- Charity Resources	11	9	52	52	26	26	15	15	2
AG- CSEA	0	0	0	0	0	0	0	0	0
<b>AG Total</b>	<b>26</b>	<b>19</b>	<b>63</b>	<b>62</b>	<b>34</b>	<b>34</b>	<b>630</b>	<b>625</b>	<b>13</b>
ALL - Calendar - Agendas/Postings	3	3	3	3	10	10	147	146	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	16	7	7	6	13	12	1048	1027	32
ALL - Portal	0	0	2	2	2	2	227	205	22
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
<b>ALL Total</b>	<b>19</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>25</b>	<b>24</b>	<b>1434</b>	<b>1387</b>	<b>58</b>
B&F - Unclaimed Property Search	0	0	0	0	1	1	69	65	4
<b>B&amp;F Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>69</b>	<b>65</b>	<b>4</b>
DCCA - Agent Search	0	0	0	0	0	0	1	1	0
DCCA - Annuals	2	1	4	3	2	1	221	215	9
DCCA - Applications	3	3	1	1	0	0	39	37	2
DCCA - Business Entity List Builder	0	0	0	0	2	1	12	11	2
DCCA - Business Name Search	0	0	0	0	0	0	29	28	1
DCCA - COGS	0	0	0	0	3	3	38	35	3
DCCA - Condo - AOAO	10	10	22	22	5	5	82	82	0
DCCA - HIDS Insurance Renewals	1	1	1	1	3	3	106	101	5
DCCA - HIDS Online RPA	0	0	0	0	1	1	83	83	0
DCCA - HIDS RPA UI	0	0	1	1	0	0	205	205	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	1	0	1	1	1	1	55	55	1
DCCA - Insurance License Search	1	0	1	1	1	1	8	6	3
DCCA - ISCO	0	0	0	0	0	0	22	20	2
DCCA - NEW COGS - Certificate of Good Standing	4	4	2	2	1	0	37	37	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	2	2	2	2	82	79	3
DCCA - PVL List Builder	0	0	0	0	3	2	65	59	7
DCCA - PVL Renewals	7	7	11	11	9	9	517	517	0
DCCA - PVL Search	0	0	0	0	1	1	44	44	0
DCCA - Real Estate CE	4	3	0	0	1	1	228	228	1
DCCA - RICO - Complaint Management System	0	0	0	0	0	0	70	62	8
<b>DCCA Total</b>	<b>34</b>	<b>30</b>	<b>46</b>	<b>45</b>	<b>35</b>	<b>31</b>	<b>2043</b>	<b>2001</b>	<b>51</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	7	6	0	0	15	15	468	468	1
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)	8	8	15	15	14	14	1	1	0
DLNR - CMLS (internal system)	2	1	0	0	0	0	23	19	5
DLNR - CMLS (public)	0	0	0	0	1	1	147	147	0
DLNR - Fresh Water Game Fishing License	0	0	0	0	0	0	27	24	3

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DLNR - Hunting	0	0	0	0	2	2	6	6	0
DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	0	0	0	0	1	1	70	70	0
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Statewide Camping System	2	0	0	0	0	0	0	0	2
DLNR - Trail Access Hosting	0	0	1	1	7	6	43	41	3
DLNR - UCC Filings	18	13	5	5	32	31	63	61	8
DLNR - Vessel Reg Renewal	0	0	0	0	0	0	234	231	3
DLNR - Wiki Permits	3	3	1	1	3	3	102	102	0
DLNR- CVRS	0	0	0	0	0	0	0	0	0
<b>DLNR Total</b>	<b>40</b>	<b>31</b>	<b>22</b>	<b>22</b>	<b>75</b>	<b>73</b>	<b>1191</b>	<b>1176</b>	<b>26</b>
DOE - HTSB - Teacher's Licensing System	8	0	0	0	0	0	0	0	8
<b>DOE Total</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</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	1	1	1	1	1	0	87	86	2
DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH - Wastewater Permits	0	0	0	0	1	1	56	56	0
DOH-Vital Records	0	0	2	0	1	0	41	36	8
<b>DOH Total</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>642</b>	<b>635</b>	<b>11</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	1	1	22	22	0
<b>GOV Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>22</b>	<b>22</b>	<b>0</b>
Hawaii - Camping - Big Island	1	0	0	0	5	3	81	74	10
Hawaii - Property Tax Payments	1	1	6	4	4	4	49	48	3
<b>Hawaii Total</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>130</b>	<b>122</b>	<b>13</b>
HCE - Hawaii Compliance Express	22	22	25	24	31	30	563	560	5
<b>HCE Total</b>	<b>22</b>	<b>22</b>	<b>25</b>	<b>24</b>	<b>31</b>	<b>30</b>	<b>563</b>	<b>560</b>	<b>5</b>
HIC - ActiTime	1	0	0	0	0	0	1	1	1
HIC - Bank Returns	0	0	0	0	3	2	104	99	6
HIC - Change Management	59	51	68	65	86	83	2565	2522	57
HIC - CMS	0	0	0	0	0	0	4	2	2
HIC - Collections	0	0	0	0	1	0	7	7	1
HIC - Customer Billing System	0	0	0	0	1	0	32	24	9
HIC - Documentaion & Policy's	0	0	1	1	0	0	1	0	1
HIC - eHawaii.common components	0	0	0	0	0	0	4	4	0
HIC - Event Registration	12	5	1	1	0	0	0	0	7
HIC - Funds Transfer Registry	0	0	2	1	2	0	29	17	15
HIC - General TO-DO	9	7	4	4	12	9	519	482	42
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	2	2	1	0	2	1	199	190	11

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HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	0	0	2	2	5	4	138	132	7
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	0	0	0	0	140	128	12
HIC - Palapala (Data Archival/ Retrieval)	1	0	0	0	0	0	6	6	1
HIC - Portal Reminder Service	1	1	0	0	1	0	8	5	4
HIC - Portal UI Review	0	0	1	0	0	0	28	28	1
HIC - Refund Requests	19	17	6	6	17	16	702	688	17
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	1	0	3	1	0	0	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	1	1	1	0	226	207	20
HIC - www01	0	0	0	0	0	0	2	2	0
<b>HIC Total</b>	<b>105</b>	<b>83</b>	<b>90</b>	<b>82</b>	<b>131</b>	<b>115</b>	<b>4961</b>	<b>4765</b>	<b>242</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 - Applications	0	0	0	0	0	0	12	9	3
Judiciary - Hosting	14	13	13	13	20	20	51	49	3
Judiciary - Jury Pool	0	0	0	0	1	0	49	47	3
Judiciary - Kalaiwa Traffic Abstracts	0	0	0	0	0	0	137	123	14
Judiciary - VIPS	1	1	0	0	1	1	172	172	0
Judiciary - Warrants	10	9	16	16	22	22	118	118	1
<b>Judiciary Total</b>	<b>25</b>	<b>23</b>	<b>29</b>	<b>29</b>	<b>44</b>	<b>43</b>	<b>557</b>	<b>536</b>	<b>24</b>
Kauai - Motor Vehicle Renewals	0	0	3	3	5	5	35	35	0
Kauai - Property Tax Payment	0	0	0	0	2	1	44	38	7
Kauai - Sewer Payment	0	0	0	0	1	0	25	25	1
<b>Kauai Total</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>104</b>	<b>98</b>	<b>8</b>
Maui - Motor Vehicle Renewals	1	1	4	4	4	4	107	104	3
Maui - Property Tax Payments	0	0	0	0	0	0	19	17	2
<b>Maui Total</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>126</b>	<b>121</b>	<b>5</b>
OahuMPO	1	1	0	0	1	1	10	9	1
<b>OahuMPO Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>9</b>	<b>1</b>
TAX - Booklet request	0	0	0	0	1	1	12	12	0
TAX - eFile	85	59	33	27	25	25	725	713	44
TAX - Tax License Search	0	0	1	1	2	1	51	49	3
TAX - Tax Refund Search (TRS)	1	1	1	1	1	1	10	9	1
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
<b>Tax Total</b>	<b>86</b>	<b>60</b>	<b>35</b>	<b>29</b>	<b>29</b>	<b>28</b>	<b>816</b>	<b>801</b>	<b>48</b>
<b>TOTAL</b>	<b>370</b>	<b>282</b>	<b>338</b>	<b>316</b>	<b>431</b>	<b>399</b>	<b>13338</b>	<b>12963</b>	<b>517</b>