

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	2	2	3	3	99	99	0
AG - HCJDC - Ahewa - eCrim	1	1	3	3	0	0	252	251	1
AG - HCJDC - Sex Offender	0	0	0	0	0	0	151	150	1
AG - HCJDC - State Id	8	7	1	1	1	1	166	166	1
AG- Charity Resources	1	1	1	1	5	5	115	115	0
AG- CSEA Payments	0	0	0	0	0	0	1	0	1
<b>AG Total</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>784</b>	<b>781</b>	<b>4</b>
ALL - Calendar - Agendas/Postings	5	4	5	5	3	3	173	173	1
ALL - Feedback App	1	1	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	10	13	10	8	7	1108	1080	34
ALL - Portal	3	3	0	0	1	1	237	213	24
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
All - Superstore	9	6	6	5	7	6	39	38	6
<b>ALL Total</b>	<b>30</b>	<b>24</b>	<b>24</b>	<b>20</b>	<b>19</b>	<b>17</b>	<b>1569</b>	<b>1513</b>	<b>68</b>
B&F - ERS CMS	0	0	1	0	0	0	0	0	1
B&F - Unclaimed Property Search	6	5	0	0	0	0	70	68	3
<b>B&amp;F Total</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>70</b>	<b>68</b>	<b>4</b>
DCCA - Agent Search	0	0	0	0	0	0	3	3	0
DCCA - Annuals	2	0	1	1	1	1	231	225	8
DCCA - Applications	0	0	0	0	0	0	43	41	2
DCCA - Business Entity List Builder	0	0	0	0	3	2	16	13	4
DCCA - Business Name Search	0	0	0	0	0	0	29	28	1
DCCA - COGS	0	0	2	2	2	2	46	42	4
DCCA - Condo - AOA	0	0	0	0	0	0	124	124	0
DCCA - DFI - Payments	21	21	0	0	0	0	0	0	0
DCCA - HIDS Insurance Renewals	0	0	1	1	2	2	125	123	2
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	0	0	58	57	1
DCCA - Insurance License Search	0	0	0	0	0	0	13	10	3
DCCA - ISCO	0	0	0	0	0	0	22	20	2
DCCA - NEW COGS - Certificate of Good Standing	0	0	0	0	0	0	55	54	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	0	0	0	0	1	1	89	86	3
DCCA - PVL List Builder	0	0	3	3	0	0	82	74	8
DCCA - PVL Renewals	11	11	8	8	4	4	569	569	0
DCCA - PVL Search	3	3	0	0	0	0	46	46	0
DCCA - Real Estate CE	2	2	1	1	0	0	234	234	0
DCCA - RICO - Complaint Management System	0	0	0	0	0	0	70	62	8
<b>DCCA Total</b>	<b>39</b>	<b>37</b>	<b>16</b>	<b>16</b>	<b>13</b>	<b>12</b>	<b>2244</b>	<b>2197</b>	<b>50</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	5	2	2	0	2	2	497	496	6
<b>DLIR Total</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>497</b>	<b>496</b>	<b>6</b>
DLNR - BOC Doc Search and Retrieval	1	0	2	2	11	10	27	26	3
DLNR - BOC Documents	0	0	0	0	0	0	5	4	1
DLNR - CMLS (Fishing Catch Report)	3	2	6	6	10	10	49	49	1
DLNR - CMLS (internal system)	0	0	0	0	2	2	29	23	6
DLNR - CMLS (public)	0	0	1	1	1	1	151	151	0
DLNR - Fresh Water Game Fishing License	0	0	0	0	1	1	29	26	3
DLNR - Hunting	0	0	0	0	0	0	8	8	0

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DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR - Hunting - New Application	0	0	0	0	0	0	72	72	0
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Statewide Camping System	22	22	9	9	6	6	55	51	4
DLNR - Trail Access Hosting	1	1	0	0	1	1	57	56	1
DLNR - UCC Filings	0	0	7	3	1	1	173	173	4
DLNR - Vessel Reg Renewal	0	0	0	0	0	0	237	237	0
DLNR - Wiki Permits	2	0	0	0	5	4	119	119	3
DLNR- CVRS	0	0	0	0	0	0	0	0	0
<b>DLNR Total</b>	<b>29</b>	<b>25</b>	<b>25</b>	<b>21</b>	<b>38</b>	<b>36</b>	<b>1013</b>	<b>997</b>	<b>26</b>
DOE - HTSB - Alfresco site	1	0	17	14	4	4	18	17	5
DOE - HTSB - Teacher's Licensing System	23	20	39	36	6	6	42	42	6
<b>DOE Total</b>	<b>24</b>	<b>20</b>	<b>56</b>	<b>50</b>	<b>10</b>	<b>10</b>	<b>60</b>	<b>59</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	4	4	0	0	2	2	102	102	0
DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH - Wastewater Permits	0	0	0	0	2	2	60	60	0
DOH-Vital Records	0	0	0	0	0	0	46	38	8
<b>DOH Total</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	3	1	0	0	1	0	1	1	3
<b>DOT Total</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>3</b>
DPS - NED - Narcotics Registration Renewal	0	0	0	0	0	0	0	0	0
<b>DPS Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
GOV - Governor Appointments	0	0	1	1	0	0	23	23	0
GOV - Online Messages Request System	3	3	8	8	14	14	18	18	0
<b>GOV Total</b>	<b>3</b>	<b>3</b>	<b>9</b>	<b>9</b>	<b>14</b>	<b>14</b>	<b>41</b>	<b>41</b>	<b>0</b>
Hawaii - Camping - Big Island	0	0	1	1	0	0	92	83	9
Hawaii - Motor Vehicle Renewals	2	0	0	0	0	0	0	0	2
Hawaii - Property Tax Payments	3	2	2	1	5	4	63	62	4
<b>Hawaii Total</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>155</b>	<b>145</b>	<b>15</b>
HCE - Hawaii Compliance Express	5	5	12	10	8	8	691	687	6
<b>HCE Total</b>	<b>5</b>	<b>5</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>691</b>	<b>687</b>	<b>6</b>
HCEE - Alfresco	0	0	0	0	8	8	58	58	0
<b>HCEE Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>8</b>	<b>58</b>	<b>58</b>	<b>0</b>
HIC - ActiTime	0	0	0	0	0	0	2	2	0
HIC - Bank Returns	0	0	0	0	0	0	107	101	6
HIC - Change Management	80	80	73	72	70	67	3015	2970	49
HIC - CMS	0	0	0	0	0	0	4	2	2
HIC - Collections	22	1	52	25	79	30	155	138	114
HIC - Customer Billing System	0	0	0	0	5	4	34	26	9
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	0	0	0	0	19	18	1
HIC - Funds Transfer Registry	0	0	0	0	0	0	33	18	15
HIC - General TO-DO	5	5	16	10	22	15	572	532	53
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	2	1	4	3	2	2	209	205	6
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Kala-Refunds	0	0	0	0	0	0	3	1	2
HIC - Lala - User Management and Authentication	1	1	0	0	0	0	151	143	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	1	1	1	1	0	0	143	131	12
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	7	7	0
HIC - Portal Reminder Service	0	0	2	0	0	0	14	8	8
HIC - Portal UI Review	1	0	0	0	0	0	30	30	1
HIC - Refund Requests	10	10	12	11	15	15	801	786	16
HIC - Reports	0	0	1	1	1	0	104	87	18
HIC - Secure Download	0	0	0	0	0	0	14	11	3
HIC - Secure File Transfer Services	0	0	0	0	0	0	61	58	3
HIC - SOX Compliance	0	0	0	0	2	2	38	35	3
HIC - SysAdmin	0	0	0	0	1	1	2	1	1
HIC - Web Mail	0	0	0	0	0	0	5	5	0
HIC - Website Support	0	0	0	0	1	1	228	209	19
HIC - www01	0	0	0	0	0	0	2	2	0
<b>HIC Total</b>	<b>122</b>	<b>99</b>	<b>161</b>	<b>123</b>	<b>198</b>	<b>137</b>	<b>5788</b>	<b>5559</b>	<b>351</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	2	2	0	0	18	18	0
Judiciary - Alfresco site	41	28	6	6	0	0	3	3	13
Judiciary - Applications	0	0	0	0	1	1	12	9	3
Judiciary - Hosting	17	17	15	15	11	11	135	133	2
Judiciary - Jury Pool	0	0	0	0	0	0	50	47	3
Judiciary - Kalauiwa Traffic Abstracts	1	1	1	1	3	3	143	136	7
Judiciary - VIPS	0	0	0	0	3	3	178	178	0
Judiciary - Warrants	10	8	8	7	2	2	180	180	3
<b>Judiciary Total</b>	<b>69</b>	<b>54</b>	<b>32</b>	<b>31</b>	<b>20</b>	<b>20</b>	<b>719</b>	<b>704</b>	<b>31</b>
Kauai - Kiosk	0	0	5	5	0	0	0	0	0
Kauai - Motor Vehicle Renewals	1	1	3	2	1	0	47	46	3
Kauai - Property Tax Payment	0	0	0	0	3	1	47	42	7
Kauai - Sewer Payment	0	0	0	0	2	2	26	25	1
<b>Kauai Total</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>120</b>	<b>113</b>	<b>11</b>
Maui - Motor Vehicle Renewals	6	5	1	1	0	0	124	122	3
Maui - Property Tax Payments	0	0	0	0	0	0	19	17	2
Maui - Water/Sewer Payments	0	0	0	0	1	1	0	0	0
<b>Maui Total</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>143</b>	<b>139</b>	<b>5</b>
OahuMPO	1	1	0	0	0	0	14	11	3
<b>OahuMPO Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>11</b>	<b>3</b>
TAX - Booklet request	0	0	0	0	0	0	14	14	0
TAX - eFile	17	12	58	49	20	18	1069	1054	31
TAX - Tax License Search	0	0	0	0	0	0	54	54	0
TAX - Tax Refund Search (TRS)	0	0	0	0	0	0	13	13	0
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
<b>Tax Total</b>	<b>17</b>	<b>12</b>	<b>58</b>	<b>49</b>	<b>20</b>	<b>18</b>	<b>1168</b>	<b>1153</b>	<b>31</b>
<b>TOTAL</b>	<b>380</b>	<b>310</b>	<b>415</b>	<b>346</b>	<b>376</b>	<b>303</b>	<b>15840</b>	<b>15418</b>	<b>634</b>