

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	0	3	3	1	1	98	97	2
AG - HCJDC - Ahewa - eCrim	3	1	0	0	0	0	252	251	3
AG - HCJDC - Sex Offender	0	0	0	0	0	0	151	150	1
AG - HCJDC - State Id	1	1	1	1	0	0	166	166	0
AG- Charity Resources	0	0	6	6	2	2	112	111	1
AG- CSEA Payments	0	0	0	0	0	0	1	0	1
<b>AG Total</b>	<b>5</b>	<b>2</b>	<b>10</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>780</b>	<b>775</b>	<b>8</b>
ALL - Calendar - Agendas/Postings	2	2	4	4	6	6	166	166	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	12	4	8	7	5	2	1103	1075	40
ALL - Portal	0	0	1	1	4	3	233	210	24
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
All - Superstore	5	2	8	6	21	20	17	15	8
<b>ALL Total</b>	<b>19</b>	<b>8</b>	<b>21</b>	<b>18</b>	<b>36</b>	<b>31</b>	<b>1531</b>	<b>1475</b>	<b>75</b>
B&F - ERS CMS	1	0	0	0	0	0	0	0	1
B&F - Unclaimed Property Search	0	0	0	0	0	0	70	67	3
<b>B&amp;F Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>70</b>	<b>67</b>	<b>4</b>
DCCA - Agent Search	0	0	0	0	0	0	3	3	0
DCCA - Annuals	1	1	1	1	0	0	231	225	6
DCCA - Applications	0	0	0	0	0	0	43	41	2
DCCA - Business Entity List Builder	0	0	3	2	1	0	15	13	4
DCCA - Business Name Search	0	0	0	0	0	0	29	28	1
DCCA - COGS	2	2	3	3	3	2	42	39	4
DCCA - Condo - AOA	0	0	0	0	0	0	124	124	0
DCCA - HIDS Insurance Renewals	1	1	2	2	0	0	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	1	1	0	0	89	86	3
DCCA - PVL List Builder	3	2	0	0	4	4	78	70	9
DCCA - PVL Renewals	3	2	4	3	14	14	555	552	5
DCCA - PVL Search	0	0	0	0	0	0	46	46	0
DCCA - Real Estate CE	1	1	0	0	1	1	233	233	0
DCCA - RICO - Complaint Management System	0	0	0	0	0	0	70	62	8
<b>DCCA Total</b>	<b>11</b>	<b>9</b>	<b>14</b>	<b>12</b>	<b>23</b>	<b>21</b>	<b>2220</b>	<b>2172</b>	<b>54</b>

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
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	2	0	2	2	1	1	496	495	3
<b>DLIR Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>496</b>	<b>495</b>	<b>3</b>
DLNR - BOC Doc Search and Retrieval	3	3	11	9	1	0	25	25	3
DLNR - BOC Documents	0	0	0	0	0	0	5	4	1
DLNR - CMLS (Fishing Catch Report)	6	5	10	10	1	1	48	48	1
DLNR - CMLS (internal system)	0	0	2	2	3	1	26	22	6
DLNR - CMLS (public)	1	1	0	0	0	0	151	151	0
DLNR - Fresh Water Game Fishing License	0	0	1	1	0	0	29	26	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	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	9	9	6	6	19	17	36	32	6
DLNR - Trail Access Hosting	0	0	3	3	0	0	55	54	1
DLNR - UCC Filings	5	4	0	0	16	16	157	157	1
DLNR - Vessel Reg Renewal	0	0	0	0	0	0	237	237	0
DLNR - Wiki Permits	2	2	4	3	4	4	114	114	1
DLNR - CVRS	0	0	0	0	0	0	0	0	0
<b>DLNR Total</b>	<b>26</b>	<b>24</b>	<b>37</b>	<b>34</b>	<b>44</b>	<b>39</b>	<b>965</b>	<b>952</b>	<b>23</b>
DOE - HTSB - Teacher's Licensing System	30	22	6	6	15	15	26	26	8
DOE - HTSB - Alfresco site	14	11	5	5	12	11	4	4	4
<b>DOT Total</b>	<b>44</b>	<b>33</b>	<b>11</b>	<b>11</b>	<b>27</b>	<b>26</b>	<b>30</b>	<b>30</b>	<b>12</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	0	0	2	2	1	1	101	100	1
DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH - Wastewater Permits	0	0	2	2	0	0	60	60	0
DOH-Vital Records	0	0	1	1	0	0	45	37	8
<b>DOH Total</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>664</b>	<b>654</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	1	0	0	0	1	1	1
<b>DOT Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>1</b>
GOV - Governor Appointments	0	0	0	0	0	0	23	23	0
GOV - Online Messages Request System	8	7	14	14	6	6	12	12	1
<b>GOV Total</b>	<b>8</b>	<b>7</b>	<b>14</b>	<b>14</b>	<b>6</b>	<b>6</b>	<b>35</b>	<b>35</b>	<b>1</b>

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
Hawaii - Camping - Big Island	1	1	1	1	1	0	90	82	9
Hawaii - Motor Vehicle Renewals	0	0	0	0	0	0	0	0	0
Hawaii - Property Tax Payments	5	2	2	2	1	1	62	61	4
<b>Hawaii Total</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>152</b>	<b>143</b>	<b>13</b>
HCE - Hawaii Compliance Express	9	8	10	10	25	25	663	659	5
<b>HCE Total</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>25</b>	<b>25</b>	<b>663</b>	<b>659</b>	<b>5</b>
HCEE - Alfresco	0	0	14	14	35	35	17	17	0
<b>HCEE Total</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>14</b>	<b>35</b>	<b>35</b>	<b>17</b>	<b>17</b>	<b>0</b>
HIC - ActiTime	0	0	0	0	0	0	2	1	1
HIC - Bank Returns	0	0	0	0	0	0	107	101	6
HIC - Change Management	75	66	59	58	92	89	2919	2876	56
HIC - CMS	0	0	0	0	0	0	4	2	2
HIC - Collections	43	9	76	18	145	127	8	7	111
HIC - Customer Billing System	1	1	4	3	0	0	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	15	8	18	13	9	8	563	523	53
HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	5	4	2	2	3	3	205	201	5
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	0	0	0	0	1	1	150	142	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	1	1	0	0	142	130	12
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	7	7	0
HIC - Portal Reminder Service	0	0	0	0	2	0	12	8	6
HIC - Portal UI Review	0	0	0	0	1	1	29	29	0
HIC - Refund Requests	9	6	18	18	18	18	780	764	19
HIC - Reports	0	0	2	1	0	0	103	86	18
HIC - Secure Download	0	0	0	0	0	0	14	11	3
HIC - Secure File Transfer Services	0	0	0	0	1	1	60	57	3
HIC - SOX Compliance	1	0	1	1	0	0	38	35	4
HIC - SysAdmin	0	0	1	1	0	0	2	1	1
HIC - Web Mail	0	0	0	0	0	0	5	5	0
HIC - Website Support	0	0	1	1	0	0	228	209	19
HIC - www01	0	0	0	0	0	0	2	2	0
<b>HIC Total</b>	<b>149</b>	<b>94</b>	<b>183</b>	<b>117</b>	<b>272</b>	<b>248</b>	<b>5504</b>	<b>5293</b>	<b>356</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>

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
Judiciary - Surveys	2	0	0	0	0	0	18	18	2
Judiciary - Alfresco site	1	0	0	0	1	1	2	1	2
Judiciary - Applications	0	0	1	1	0	0	12	9	3
Judiciary - Hosting	14	14	12	12	14	14	119	117	2
Judiciary - Jury Pool	0	0	0	0	0	0	50	47	3
Judiciary - Kalaiwa Traffic Abstracts	1	1	3	3	1	0	142	136	7
Judiciary - VIPS	3	3	0	0	0	0	178	178	0
Judiciary - Warrants	5	4	2	2	5	5	175	175	1
<b>Judiciary Total</b>	<b>26</b>	<b>22</b>	<b>18</b>	<b>18</b>	<b>21</b>	<b>20</b>	<b>696</b>	<b>681</b>	<b>20</b>
Kauai - Kiosk	1	0	0	0	0	0	0	0	1
Kauai - Motor Vehicle Renewals	2	0	0	0	2	1	45	45	3
Kauai - Property Tax Payment	1	0	2	1	0	0	47	42	7
Kauai - Sewer Payment	1	1	1	1	0	0	26	25	1
<b>Kauai Total</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>118</b>	<b>112</b>	<b>12</b>
Maui - Motor Vehicle Renewals	0	0	0	0	2	2	122	120	2
Maui - Property Tax Payments	0	0	0	0	0	0	19	17	2
Maui - Water/Sewer Payments	0	0	1	1	0	0	0	0	0
<b>Maui Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>141</b>	<b>137</b>	<b>4</b>
OahuMPO	0	0	0	0	0	0	14	11	3
<b>OahuMPO</b>	<b>0</b>	<b>0</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	1	1	13	13	0
TAX - eFile	55	13	23	21	52	49	1013	999	61
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>55</b>	<b>13</b>	<b>23</b>	<b>21</b>	<b>53</b>	<b>50</b>	<b>1111</b>	<b>1097</b>	<b>61</b>
<b>TOTAL</b>	<b>366</b>	<b>224</b>	<b>370</b>	<b>292</b>	<b>553</b>	<b>510</b>	<b>15247</b>	<b>14845</b>	<b>665</b>