

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	3	1	1	2	2	96	95	1
AG - HCJDC - Ahewa - eCrim	0	0	0	0	2	2	250	249	1
AG - HCJDC - Sex Offender	0	0	0	0	0	0	151	150	1
AG - HCJDC - State Id	1	1	0	0	5	5	161	161	0
AG- Charity Resources	5	4	2	2	4	3	108	108	2
AG- CSEA Payments	0	0	0	0	1	0	0	0	1
<b>AG Total</b>	<b>9</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>14</b>	<b>12</b>	<b>766</b>	<b>763</b>	<b>6</b>
ALL - Calendar - Agendas/Postings	5	5	5	5	3	3	163	163	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	9	7	5	3	8	5	1094	1068	33
ALL - Portal	1	1	4	3	2	1	231	209	24
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL - Superstore	8	5	22	21	16	14	0	0	6
<b>ALL Total</b>	<b>23</b>	<b>18</b>	<b>36</b>	<b>32</b>	<b>29</b>	<b>23</b>	<b>1500</b>	<b>1449</b>	<b>66</b>
B&F - Unclaimed Property Search	0	0	0	0	0	0	70	67	3
<b>B&amp;F Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>70</b>	<b>67</b>	<b>3</b>
DCCA - Agent Search	0	0	0	0	0	0	3	3	0
DCCA - Annals	1	1	0	0	2	1	229	223	7
DCCA - Applications	0	0	0	0	0	0	43	41	2
DCCA - Business Entity List Builder	3	1	1	0	1	1	14	12	5
DCCA - Business Name Search	0	0	0	0	0	0	30	28	2
DCCA - COGS	3	3	3	2	0	0	42	39	4
DCCA - Condo - AOA	0	0	0	0	1	1	123	123	0
DCCA - HIDS Insurance Renewals	2	2	0	0	7	7	118	116	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	1	1	12	9	3
DCCA - ISCO	0	0	0	0	0	0	22	20	2
DCCA - NEW COGS - Certificate of Good Standing	0	0	0	0	6	6	49	48	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	0	0	1	1	87	84	3
DCCA - PVL List Builder	0	0	4	4	7	6	71	64	8
DCCA - PVL Renewals	4	0	14	3	5	2	550	549	19
DCCA - PVL Search	0	0	0	0	0	0	46	46	0
DCCA - Real Estate CE	0	0	1	1	0	0	233	233	0
DCCA - RICO - Complaint Management System	0	0	0	0	0	0	70	62	8
<b>DCCA Total</b>	<b>14</b>	<b>8</b>	<b>23</b>	<b>10</b>	<b>31</b>	<b>26</b>	<b>2189</b>	<b>2143</b>	<b>70</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	2	1	1	1	1	0	495	495	2
<b>DLIR Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>495</b>	<b>495</b>	<b>2</b>
DLNR - BOC Doc Search and Retrieval	11	9	1	0	25	25	0	0	3
DLNR - BOC Documents	0	0	0	0	0	0	5	4	1
DLNR - CMLS (Fishing Catch Report)	10	10	1	1	9	9	39	39	0
DLNR - CMLS (internal system)	2	2	3	1	0	0	26	22	6
DLNR - CMLS (public)	0	0	0	0	1	1	150	150	0
DLNR - Fresh Water Game Fishing License	1	1	0	0	2	2	27	24	3

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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	1	1	71	71	0
DLNR - Land Court Petitions	0	0	0	0	0	0	0	0	0
DLNR - Statewide Camping System	6	1	21	19	17	15	17	14	12
DLNR - Trail Access Hosting	3	3	0	0	2	2	53	52	1
DLNR - UCC Filings	0	0	18	18	24	24	131	131	0
DLNR - Vessel Reg Renewal	0	0	0	0	1	1	236	236	0
DLNR - Wiki Permits	4	3	3	3	3	3	111	111	1
DLNR- CVRS	0	0	0	0	0	0	0	0	0
<b>DLNR Total</b>	<b>37</b>	<b>29</b>	<b>47</b>	<b>42</b>	<b>85</b>	<b>83</b>	<b>876</b>	<b>864</b>	<b>27</b>
DOE - HTSB - Alfresco site	5	5	12	10	1	1	3	3	2
DOE - HTSB - Teacher's Licensing System	5	4	15	11	14	14	12	12	5
<b>DOE Total</b>	<b>10</b>	<b>9</b>	<b>27</b>	<b>21</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>7</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	2	2	1	1	6	6	95	94	1
DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH - Wastewater Permits	2	1	0	0	2	2	58	58	1
DOH-Vital Records	1	1	0	0	1	1	44	36	8
<b>DOH Total</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>9</b>	<b>655</b>	<b>645</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	1	0	0	0	0	0	1	1	1
<b>DOT Total</b>	<b>1</b>	<b>0</b>	<b>0</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	12	11	6	6	11	11	1	1	1
<b>GOV Total</b>	<b>12</b>	<b>11</b>	<b>6</b>	<b>6</b>	<b>11</b>	<b>11</b>	<b>24</b>	<b>24</b>	<b>1</b>
Hawaii - Camping - Big Island	1	1	1	0	3	3	87	79	9
Hawaii - Motor Vehicle Renewals	0	0	0	0	0	0	0	0	0
Hawaii - Property Tax Payments	2	2	1	1	2	2	60	59	1
<b>Hawaii Total</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>147</b>	<b>138</b>	<b>10</b>
HCE - Hawaii Compliance Express	12	12	24	23	8	8	654	650	5
<b>HCE Total</b>	<b>12</b>	<b>12</b>	<b>24</b>	<b>23</b>	<b>8</b>	<b>8</b>	<b>654</b>	<b>650</b>	<b>5</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	60	56	96	93	70	69	2843	2801	50
HIC - CMS	0	0	0	0	0	0	4	2	2
HIC - Collections	76	8	145	125	0	0	8	7	89
HIC - Customer Billing System	4	3	0	0	1	1	33	25	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	18	12	9	8	7	7	556	515	48
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	2	4	4	2	2	202	198	4
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	1	1	2	2	148	140	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	0	0	0	0	142	130	12
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	7	6	1
HIC - Portal Reminder Service	0	0	2	0	0	0	12	8	6
HIC - Portal UI Review	0	0	1	1	0	0	29	28	1
HIC - Refund Requests	16	14	18	18	16	16	764	748	18
HIC - Reports	2	1	0	0	0	0	103	86	18
HIC - Secure Download	0	0	0	0	0	0	14	11	3
HIC - Secure File Transfer Services	0	0	1	1	0	0	60	57	3
HIC - SOX Compliance	1	0	0	0	0	0	38	35	4
HIC - SysAdmin	1	1	0	0	0	0	2	1	1
HIC - Web Mail	0	0	0	0	1	1	4	4	0
HIC - Website Support	1	1	0	0	0	0	228	209	19
HIC - www01	0	0	0	0	0	0	2	2	0
<b>HIC Total</b>	<b>182</b>	<b>99</b>	<b>277</b>	<b>251</b>	<b>99</b>	<b>98</b>	<b>5398</b>	<b>5185</b>	<b>323</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 - Alfresco site	0	0	1	0	2	1	0	0	2
Judiciary - Applications	1	1	0	0	0	0	12	9	3
Judiciary - Hosting	12	12	14	14	10	10	109	107	2
Judiciary - Jury Pool	0	0	0	0	0	0	50	47	3
Judiciary - Kalaia Traffic Abstracts	4	3	0	0	3	3	139	133	7
Judiciary - VIPs	0	0	1	1	3	3	174	174	0
Judiciary - Warrants	2	1	5	4	5	5	170	170	2
<b>Judiciary Total</b>	<b>19</b>	<b>17</b>	<b>21</b>	<b>19</b>	<b>23</b>	<b>22</b>	<b>672</b>	<b>658</b>	<b>19</b>
Kauai - Motor Vehicle Renewals	0	0	2	1	2	2	43	43	1
Kauai - Property Tax Payment	2	0	0	0	0	0	47	42	7
Kauai - Sewer Payment	1	0	0	0	0	0	26	25	2
<b>Kauai Total</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>116</b>	<b>110</b>	<b>10</b>
Maui - Motor Vehicle Renewals	0	0	2	1	3	3	119	117	3
Maui - Property Tax Payments	0	0	0	0	0	0	19	17	2
Maui - Water/Sewer Payments	1	1	0	0	0	0	0	0	0
<b>Maui Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>138</b>	<b>134</b>	<b>5</b>
OahuMPO	0	0	0	0	2	0	12	11	3
<b>OahuMPO Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>12</b>	<b>11</b>	<b>3</b>
TAX - Booklet request	0	0	1	1	0	0	13	13	0
TAX - eFile	23	15	53	51	87	83	923	913	24
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	12	1
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
<b>TAX Total</b>	<b>23</b>	<b>15</b>	<b>54</b>	<b>52</b>	<b>87</b>	<b>83</b>	<b>1021</b>	<b>1010</b>	<b>25</b>
<b>TOTAL</b>	<b>356</b>	<b>235</b>	<b>526</b>	<b>464</b>	<b>424</b>	<b>400</b>	<b>14788</b>	<b>14401</b>	<b>594</b>