

Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
AG - Charity Resources	6	6	2	2	1	1	120	120	0
AG - CSEA_IWA	0	0	1	1	1	1	103	103	0
AG - HCJDC - Ahewa - eCrim	0	0	0	0	4	4	252	251	1
AG - HCJDC - Sex Offender	2	1	0	0	0	0	151	150	2
AG - HCJDC - State Id	1	1	6	5	3	3	168	168	1
AG- CSEA Payments	0	0	0	0	0	0	1	0	1
AG Total	9	8	9	8	9	9	795	792	5
ALL - Calendar - Agendas/Postings	1	1	1	1	9	8	177	177	1
ALL - Feedback App	0	0	1	1	0	0	8	5	3
ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL - HBE - Hawaii Business Express	5	5	6	5	13	13	1123	1095	29
ALL - Portal	5	4	3	3	0	0	238	214	25
ALL - Security Incidents	0	0	0	0	0	0	2	2	0
All - Superstore	8	6	7	4	6	5	48	47	7
ALL Total	19	16	18	14	28	26	1598	1542	65
B&F - ERS CMS	0	0	0	0	0	0	1	1	0
B&F - Unclaimed Property Search	1	0	2	2	3	3	70	68	3
B&F Total	1	0	2	2	3	3	71	69	3
DCCA - Agent Search	0	0	0	0	0	0	3	3	0
DCCA - Annuals	0	0	0	0	2	1	233	227	7
DCCA - Applications	0	0	0	0	0	0	43	41	2
DCCA - Business Entity List Builder	0	0	0	0	0	0	19	16	3
DCCA - Business Name Search	1	1	0	0	0	0	29	28	1
DCCA - COGS	0	0	0	0	0	0	49	46	3
DCCA - Condo - AOA	0	0	0	0	0	0	124	124	0
DCCA - DFI - Payments	1	1	21	21	1	1	0	0	0
DCCA - HIDS Insurance Renewals	3	2	0	0	0	0	128	126	3
DCCA - HIDS Online RPA	4	1	0	0	0	0	84	84	3
DCCA - HIDS RPA UI	0	0	0	0	0	0	206	206	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	65	0
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	1	1	0	0	0	0	91	87	4
DCCA - PVL List Builder	0	0	0	0	1	1	84	76	8
DCCA - PVL Renewals	4	3	7	7	12	12	574	574	1
DCCA - PVL Search	0	0	0	0	3	3	46	46	0
DCCA - Real Estate CE	0	0	2	2	2	2	234	234	0
DCCA - RICO - Complaint Management System	1	1	0	0	0	0	70	62	8
DCCA Total	15	10	30	30	21	20	2264	2219	51
DHRD - Applications	0	0	0	0	0	0	28	28	0
DHRD Total	0	0	0	0	0	0	28	28	0
DLIR - Hawaii Unemployment Insurance Express	4	3	3	2	2	2	501	498	5
DLIR Total	4	3	3	2	2	2	501	498	5
DLNR - BOC Doc Search and Retrieval	17	9	11	10	0	0	40	40	9
DLNR - BOC Documents	0	0	0	0	0	0	5	4	1
DLNR - CMLS (Fishing Catch Report)	13	1	0	0	9	9	59	59	12
DLNR - CMLS (internal system)	0	0	0	0	0	0	31	25	6
DLNR - CMLS (public)	0	0	0	0	1	1	152	152	0

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DLNR - CRVS	2	0	0	0	0	0	0	0	2
DLNR - Fresh Water Game Fishing License	0	0	0	0	0	0	30	27	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	1	1	0	0	0	0	72	72	0
DLNR - Statewide Camping System	7	5	10	10	13	13	70	67	5
DLNR - Trail Access Hosting	1	1	1	1	0	0	58	57	1
DLNR - UCC Filings	0	0	0	0	5	4	176	176	1
DLNR - Vessel Reg Renewal	0	0	0	0	0	0	237	237	0
DLNR - Wiki Permits	4	4	2	2	0	0	124	123	1
DLNR Total	45	21	24	23	28	27	1064	1049	41
DOE - HTSB - Alfresco site	4	1	1	0	15	11	25	24	9
DOE - HTSB - Teacher's Licensing System	37	32	27	26	44	42	55	55	8
DOE Total	41	33	28	26	59	53	80	79	17
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	2	2	104	104	0
DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH - Wastewater Permits	0	0	0	0	0	0	62	62	0
DOH-Vital Records	0	0	0	0	0	0	46	38	8
DOH Total	0	0	2	2	2	2	670	661	9
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	1	6	6	0	0	2	1	1
DOT Total	1	1	6	6	0	0	7	6	1
DPS - NED - Narcotics Registration Renewal	2	1	1	0	0	0	0	0	2
DPS Total	2	1	1	0	0	0	0	0	2
GOV - Governor Appointments	0	0	0	0	1	1	23	23	0
GOV - Online Messages Request System	0	0	5	5	2	2	38	38	0
GOV Total	0	0	5	5	3	3	61	61	0
Hawaii - Camping - Big Island	1	1	2	2	0	0	93	84	9
Hawaii - Motor Vehicle Renewals	0	0	2	0	0	0	0	0	2
Hawaii - Property Tax Payments	2	2	2	2	2	2	69	67	2
Hawaii Total	3	3	6	4	2	2	162	151	13
HCE - Hawaii Compliance Express	10	10	6	6	12	11	701	697	5
HCE Total	10	10	6	6	12	11	701	697	5
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	79	78	80	80	75	75	3108	3059	50
HIC - CMS	0	0	0	0	0	0	4	2	2
HIC - Collections	12	1	35	15	46	22	242	181	116
HIC - Customer Billing System	0	0	0	0	0	0	39	31	8
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	1	1	0	0	0	0	33	18	15
HIC - General TO-DO	2	2	6	6	12	10	597	554	45

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HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC - Kala	2	2	1	1	4	3	212	208	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	1	1	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	0	0	0	0	2	2	143	131	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	14	8	8
HIC - Portal UI Review	0	0	0	0	1	0	30	30	1
HIC - Refund Requests	16	14	10	9	10	10	820	805	18
HIC - Reports	0	0	0	0	1	1	105	87	18
HIC - Secure Download	0	0	0	0	0	0	14	11	3
HIC - Secure File Transfer Services	1	1	0	0	0	0	61	58	3
HIC - SOX Compliance	0	0	0	0	0	0	40	37	3
HIC - SysAdmin	2	2	0	0	0	0	3	2	1
HIC - Web Mail	0	0	0	0	0	0	5	5	0
HIC - Website Support	1	1	0	0	0	0	229	210	19
HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total	116	102	133	112	153	123	6025	5744	346
Judiciary - Surveys	2	1	2	2	2	2	18	18	1
Judiciary - Alfresco site	17	13	37	33	27	25	3	3	10
Judiciary - Applications	0	0	0	0	0	0	13	10	3
Judiciary - Hosting	11	11	17	17	16	16	151	149	2
Judiciary - Jury Pool	0	0	0	0	0	0	50	47	3
Judiciary - Kalaiwa Traffic Abstracts	1	0	3	1	1	1	146	139	10
Judiciary - Land Court Petitions	0	0	0	0	0	0	0	0	0
Judiciary - VIPS	0	0	0	0	0	0	181	181	0
Judiciary - Warrants	0	0	13	12	9	9	184	184	1
Judiciary Total	31	25	72	65	55	53	746	731	30
Kauai - Kiosk	0	0	0	0	5	5	0	0	0
Kauai - Motor Vehicle Renewals	1	0	1	1	2	2	49	49	1
Kauai - Property Tax Payment	5	5	0	0	0	0	50	48	2
Kauai - Sewer Payment	0	0	0	0	0	0	28	27	1
Kauai Total	6	5	1	1	7	7	127	124	4
Maui - Motor Vehicle Renewals	2	1	3	3	4	4	124	122	3
Maui - Property Tax Payments	0	0	0	0	0	0	19	17	2
Maui - Water/Sewer Payments	0	0	0	0	0	0	1	1	0
Maui Total	2	1	3	3	4	4	144	140	5
OahuMPO	0	0	1	0	1	1	14	13	2
OahuMPO Total	0	0	1	0	1	1	14	13	2
TAX - Booklet request	0	0	0	0	0	0	14	14	0
TAX - eFile	13	7	18	18	56	55	1099	1094	12
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
TAX Total	13	7	18	18	56	55	1198	1193	12
	318	246	368	327	445	401	16328	15869	616