

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
AG	AG - Charity Resources	3	3	2	2	0	0	160	155	5
AG	AG - CSEA Payments	1	0	0	0	0	0	1	0	2
AG	AG - CSEA_IWA	0	0	3	2	1	1	120	120	1
AG	AG - HCJDC - Ahewa - eCrim	1	0	2	2	2	1	269	268	3
AG	AG - HCJDC - Sex Offender	0	0	2	2	1	1	161	159	2
AG	AG - HCJDC - State Id	7	6	8	8	5	5	226	226	1
AG	AG - Notary	1	1	0	0	0	0	0	0	0
AG Total		13	10	17	16	9	8	937	928	14
ALL	ALL - Calendar - Agendas/Postings	3	3	0	0	8	8	212	210	2
ALL	ALL - Feedback App	0	0	0	0	0	0	10	7	3
ALL	ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL	ALL - HBE - Hawaii Business Express	3	2	4	4	4	3	1249	1235	16
ALL	ALL - Motor Vehicle Renewals	0	0	0	0	1	0	7	7	1
ALL	ALL - Portal	0	0	5	5	0	0	267	244	23
ALL	ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL	All - Superstore	0	0	0	0	0	0	90	74	16
ALL Total		6	5	9	9	13	11	1839	1781	61
B&F	B&F - ERS CMS	0	0	0	0	0	0	9	9	0
B&F	B&F - Unclaimed Property Search	0	0	0	0	0	0	84	83	1
B&F Total		0	0	0	0	0	0	93	92	1
DAGS	DAGS - CIP	0	0	0	0	0	0	173	166	7
DAGS Total		0	0	0	0	0	0	173	166	7
DBEDT	DBEDT - Hawaii Clean Energy Initiative	1	1	1	0	7	6	7	7	2
DBEDT Total		1	1	1	0	7	6	7	7	2
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuaals	1	1	1	1	0	0	251	248	3
DCCA	DCCA - Applications	3	2	0	0	0	0	45	43	3
DCCA	DCCA - Business Entity List Builder	0	0	0	0	0	0	23	23	0
DCCA	DCCA - Business Name Search	0	0	0	0	0	0	30	29	1
DCCA	DCCA - COGS	0	0	0	0	0	0	49	46	3
DCCA	DCCA - Condo - AOAO	1	0	0	0	0	0	124	124	1
DCCA	DCCA - DFI - Payments	0	0	0	0	0	0	24	24	0
DCCA	DCCA - HIDS Insurance Renewals	1	1	3	3	1	1	177	177	0
DCCA	DCCA - HIDS Online RPA	0	0	1	1	1	0	94	93	2
DCCA	DCCA - HIDS RPA UI	0	0	0	0	1	1	206	206	0
DCCA	DCCA - Inikua - Insurance	0	0	0	0	0	0	65	65	0
DCCA	DCCA - Insurance Licensee CE Verification	0	0	0	0	2	2	37	36	1
DCCA	DCCA - Insurance CE Provider	0	0	1	0	0	0	65	65	1
DCCA	DCCA - Insurance License Search	0	0	1	1	1	1	17	16	1
DCCA	DCCA - ISCO	0	0	0	0	0	0	23	21	2
DCCA	DCCA - NEW COGS - Certificate of Good Standing	0	0	0	0	0	0	55	54	1
DCCA	DCCA - Old Initials	0	0	0	0	0	0	1	1	0
DCCA	DCCA - Online Doc Retrieval	4	3	4	3	0	0	100	97	5
DCCA	DCCA - PVL List Builder	1	1	0	0	0	0	94	94	0
DCCA	DCCA - PVL Renewals	3	3	6	0	0	0	702	699	9
DCCA	DCCA - PVL Search	0	0	0	0	2	2	50	50	0
DCCA	DCCA - Real Estate CE	1	0	0	0	1	1	246	246	1
DCCA	DCCA - RICO - Complaint Management System	2	2	2	2	0	0	73	67	6
DCCA Total		17	13	19	11	9	8	2556	2529	40
DHRD	DHRD - Applications	0	0	0	0	0	0	28	28	0
DHRD Total		0	0	0	0	0	0	28	28	0
DLIR	DLIR - Hawaii Unemployment Insurance Express	0	0	2	0	1	0	537	533	7

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
DLNR Total		0	0	2	0	1	0	537	533	7
DLNR	DLNR - BARS	68	45	84	67	34	26	85	72	61
DLNR	DLNR - BOC Backend	0	0	0	0	0	0	0	0	0
DLNR	DLNR - BOC Doc Search and Retrieval	2	1	1	1	0	0	100	98	3
DLNR	DLNR - BOC Documents	0	0	0	0	0	0	7	6	1
DLNR	DLNR - BOC eRecording	6	6	0	0	2	2	13	13	0
DLNR	DLNR - CMLS (Fishing Catch Report)	2	2	4	4	0	0	151	151	0
DLNR	DLNR - CMLS (internal system)	0	0	1	1	0	0	35	28	7
DLNR	DLNR - CMLS (public)	1	1	1	1	0	0	162	162	0
DLNR	DLNR - CRVS	1	1	1	1	5	4	231	217	15
DLNR	DLNR - Fresh Water Game Fishing License	1	1	0	0	0	0	31	28	3
DLNR	DLNR - Hunting	0	0	0	0	0	0	9	9	0
DLNR	DLNR - Hunting - Existing Application	0	0	0	0	0	0	2	2	0
DLNR	DLNR - Hunting - New Application	0	0	0	0	0	0	74	74	0
DLNR	DLNR - Statewide Camping System	6	5	3	3	2	2	349	345	5
DLNR	DLNR - Trail Access Hosting	0	0	0	0	0	0	64	64	0
DLNR	DLNR - UCC Filings	3	2	0	0	0	0	184	183	2
DLNR	DLNR - Vessel Reg Renewal	1	1	0	0	0	0	242	242	0
DLNR	DLNR - Wiki Permits	0	0	0	0	2	2	146	146	0
DLNR Total		91	65	95	78	45	36	1885	1840	97
DOE	DOE - HTSB - Alfresco site	3	3	5	5	2	1	54	53	2
DOE	DOE - HTSB - Customer Support	336	299	216	216	265	265	216	216	37
DOE	DOE - HTSB - Data Cleanup	0	0	0	0	0	0	5	5	0
DOE	DOE - HTSB - Teacher's Licensing System	10	6	19	16	16	16	466	460	13
DOE Total		349	308	240	237	283	282	741	734	52
DOE-HTSB-PHASE	DOE-HTSB-Phase V	6	0	0	0	0	0	0	0	6
DOE-HTSB-PHASE Total		6	0	0	0	0	0	0	0	6
DOH	DOH - EDRS - Electronic Death Registration System	0	0	0	0	0	0	9	8	1
DOH	DOH - EDRS - Phase I	0	0	0	0	0	0	370	370	0
DOH	DOH - EDRS - Phase II Enhancement Requests-1	0	0	0	0	0	0	25	25	0
DOH	DOH - EDRS - Phase II Enhancement Requests-2	0	0	0	0	0	0	26	26	0
DOH	DOH - EDRS - Phase II Enhancement Requests-3	0	0	0	0	0	0	27	27	0
DOH	DOH - EDRS - Phase II Enhancement Requests-4	2	2	0	0	0	0	112	112	0
DOH	DOH - EMRS	13	8	11	11	5	4	4	3	7
DOH	DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH	DOH - Wastewater Permits	1	1	0	0	1	1	70	70	0
DOH Total		16	11	11	11	6	5	645	643	8
DOH-VITAL	DOH-Vital Records	3	3	0	0	0	0	55	53	2
DOH-VITAL Total		3	3	0	0	0	0	55	53	2
DOT	DOT - Airport Flight Info	0	0	0	0	0	0	0	0	0
DOT	DOT - Airport Status	0	0	0	0	0	0	5	5	0
DOT	DOT - HNL Surplus Auction	0	0	2	2	5	5	57	57	0
DOT Total		0	0	2	2	5	5	62	62	0
DPS	DPS - NED - Narcotics Registration Renewal	16	14	0	0	0	0	43	42	3
DPS Total		16	14	0	0	0	0	43	42	3
GOV	GOV - Governor Appointments	0	0	0	0	1	1	24	24	0
GOV	GOV - Online Messages Request System	0	0	0	0	0	0	48	48	0
GOV Total		0	0	0	0	1	1	72	72	0
HAWAII	Hawaii - Camping - Big Island	0	0	0	0	1	1	102	93	9
HAWAII	Hawaii - DPW - Flood	0	0	0	0	1	0	10	9	2
HAWAII	Hawaii - DPW - Traffic	0	0	0	0	0	0	14	14	0
HAWAII	Hawaii - Motor Vehicle Renewals	0	0	1	0	0	0	17	17	1

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
HAWAII	Hawaii - Police Site	3	3	1	0	0	0	0	0	1
HAWAII	Hawaii - Property Tax Payments	1	1	0	0	1	1	81	80	1
HAWAII	Hawaii - Water Payments	5	4	5	5	0	0	23	23	1
HAWAII Total		9	8	7	5	3	2	247	236	15
HCE	HCE - Hawaii Compliance Express	4	4	7	7	7	7	859	855	4
HCE Total		4	4	7	7	7	7	859	855	4
HCEE	HCEE - Alfresco	0	0	0	0	0	0	66	66	0
HCEE Total		0	0	0	0	0	0	66	66	0
HIC	HIC - ActiTime	0	0	0	0	0	0	5	5	0
HIC	HIC - Bank Returns	0	0	0	0	0	0	117	116	1
HIC	HIC - Change Management	97	91	87	86	68	67	4443	4394	57
HIC	HIC - CMS	0	0	0	0	0	0	4	3	1
HIC	HIC - Collections	37	31	14	12	32	32	662	658	12
HIC	HIC - Customer Billing System	1	1	2	2	0	0	45	37	8
HIC	HIC - Documentaion & Policy's	0	0	0	0	1	0	2	1	2
HIC	HIC - eHawaii.common components	0	0	0	0	0	0	5	5	0
HIC	HIC - Event Registration	0	0	0	0	0	0	19	18	1
HIC	HIC - Funds Transfer Registry	0	0	0	0	0	0	34	19	15
HIC	HIC - General TO-DO	13	10	10	9	2	2	696	659	41
HIC	HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC	HIC - Kala	5	2	2	1	0	0	236	229	11
HIC	HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC	HIC - Kala-Refunds	0	0	0	0	1	0	7	7	1
HIC	HIC - Lala - User Management and Authentication	0	0	0	0	1	0	163	157	7
HIC	HIC - Load Balancing	0	0	0	0	0	0	8	8	0
HIC	HIC - New User Interfaces	0	0	0	0	0	0	2	1	1
HIC	HIC - Newsletter	0	0	0	0	1	0	2	2	1
HIC	HIC - Other Maintenance Applications	0	0	0	0	0	0	149	138	11
HIC	HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	7	7	0
HIC	HIC - Portal Reminder Service	0	0	0	0	0	0	20	13	7
HIC	HIC - Portal UI Review	0	0	0	0	0	0	33	31	2
HIC	HIC - Refund Requests	16	14	14	14	13	13	1015	1000	17
HIC	HIC - Reports	4	2	5	2	0	0	117	97	25
HIC	HIC - Secure Download	1	1	0	0	0	0	15	15	0
HIC	HIC - Secure File Transfer Services	0	0	0	0	0	0	69	67	2
HIC	HIC - SOX Compliance	0	0	0	0	0	0	41	38	3
HIC	HIC - SysAdmin	2	2	2	2	4	3	22	19	4
HIC	HIC - Web Mail	0	0	0	0	0	0	6	6	0
HIC	HIC - Website Support	0	0	0	0	5	5	233	213	20
HIC	HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total		176	154	136	128	128	122	8197	7983	250
HONOLULU	Honolulu - Gross Liquor Sales	0	0	0	0	0	0	6	6	0
HONOLULU Total		0	0	0	0	0	0	6	6	0
JUDICIARY	Judiciary - Surveys	0	0	0	0	1	0	24	24	1
JUDICIARY	Judiciary - Alfresco site	7	7	1	1	2	2	134	132	2
JUDICIARY	Judiciary - Applications	0	0	1	0	0	0	14	11	4
JUDICIARY	Judiciary - Hosting	0	0	0	0	0	0	208	208	0
JUDICIARY	Judiciary - Jury Pool	1	1	0	0	0	0	54	54	0
JUDICIARY	Judiciary - Kalaiwa Traffic Abstracts	0	0	2	2	11	11	183	175	8
JUDICIARY	Judiciary - Land Court Petitions	0	0	0	0	0	0	0	0	0
JUDICIARY	Judiciary - Motor Vehicle Services	0	0	1	1	5	5	36	35	1
JUDICIARY	Judiciary - VIPS	7	7	0	0	0	0	183	183	0

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JUDICIARY	Judiciary - Warrants	0	0	2	2	1	1	237	234	3
JUDICIARY Total		15	15	7	6	20	19	1073	1056	19
KAUAI	Kauai - Kiosk	0	0	0	0	0	0	5	5	0
KAUAI	Kauai - Motor Vehicle Renewals	0	0	0	0	0	0	57	57	0
KAUAI	Kauai - Property Tax Payment	0	0	0	0	0	0	62	58	4
KAUAI	Kauai - Sewer Payment	0	0	0	0	0	0	29	28	1
KAUAI Total		0	0	0	0	0	0	153	148	5
MAUI	Maui - Motor Vehicle Renewals	0	0	1	1	0	0	140	138	2
MAUI	Maui - Property Tax Payments	0	0	0	0	0	0	19	19	0
MAUI	Maui - Water/Sewer Payments	0	0	0	0	0	0	1	1	0
MAUI Total		0	0	1	1	0	0	160	158	2
OMPO	OahuMPO	0	0	0	0	0	0	17	15	2
OMPO Total		0	0	0	0	0	0	17	15	2
TAX	TAX - Booklet request	0	0	0	0	0	0	15	15	0
TAX	TAX - eFile	13	10	16	15	13	9	1315	1310	13
TAX	Tax - MEF	0	0	1	0	0	0	0	0	1
TAX	TAX - Tax License Search	0	0	0	0	0	0	55	55	0
TAX	TAX - Tax Refund Search (TRS)	0	0	0	0	0	0	19	19	0
TAX	TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total		13	10	17	15	13	9	1422	1417	14
Grand Total		735	621	571	526	550	521	21873	21450	611