

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	0	0	1	1	1	0	166	161	6
AG	AG - CSEA Payments	0	0	0	0	2	2	2	1	1
AG	AG - CSEA_IWA	0	0	0	0	0	0	124	123	1
AG	AG - HCJDC - Ahewa - eCrim	4	1	2	2	0	0	275	272	6
AG	AG - HCJDC - Sex Offender	1	1	0	0	0	0	164	162	2
AG	AG - HCJDC - State Id	13	13	17	17	3	3	249	249	0
AG	AG - Notary	1	1	0	0	2	1	2	2	1
AG Total		19	16	20	20	8	6	982	970	17
ALL	ALL - Calendar - Agendas/Postings	1	0	1	1	0	0	228	227	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	2	0	4	4	8	6	1264	1252	16
ALL	ALL - Motor Vehicle Renewals	0	0	0	0	0	0	8	7	1
ALL	ALL - Portal	33	33	57	56	3	3	273	259	15
ALL	ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL	All - Superstore	0	0	2	1	3	1	90	74	19
ALL Total		36	33	64	62	14	10	1877	1830	56
B&F	B&F - ERS CMS	0	0	0	0	1	1	10	10	0
B&F	B&F - TDR	0	0	0	0	1	0	0	0	1
B&F	B&F - Unclaimed Property Search	2	1	0	0	1	1	84	83	2
B&F Total		2	1	0	0	3	2	94	93	3
DAGS	DAGS - CIP	0	0	0	0	0	0	174	167	7
DAGS	DAGS - SPO	1	0	0	0	0	0	0	0	1
DAGS Total		1	0	0	0	0	0	174	167	8
DBEDT	DBEDT - Energy Project Registry	0	0	0	0	0	0	1	0	1
DBEDT	DBEDT - Film Permit	7	7	6	6	11	11	1	1	0
DBEDT	DBEDT - Hawaii Clean Energy Initiative	1	1	1	0	0	0	16	15	2
DBEDT Total		8	8	7	6	11	11	18	16	3
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuaals	3	1	1	1	0	0	253	250	5
DCCA	DCCA - Applications	1	1	1	1	1	0	48	46	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 - AOA	5	4	7	7	8	8	129	129	1
DCCA	DCCA - DFI - Payments	0	0	0	0	0	0	24	24	0
DCCA	DCCA - HIDS Insurance Renewals	4	4	0	0	2	2	183	182	1
DCCA	DCCA - HIDS Online RPA	0	0	1	0	0	0	96	95	2
DCCA	DCCA - HIDS RPA UI	0	0	0	0	0	0	207	207	0
DCCA	DCCA - Inikua - Insurance	0	0	0	0	0	0	65	65	0
DCCA	DCCA - Insurance Licensee CE Verification	0	0	0	0	0	0	40	39	1
DCCA	DCCA - Insurance CE Provider	0	0	0	0	0	0	68	68	0
DCCA	DCCA - Insurance License Search	0	0	0	0	0	0	20	20	0
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	3	3	1	1	4	3	112	106	7
DCCA	DCCA - PVL List Builder	0	0	2	2	3	3	95	95	0

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DCCA	DCCA - PVL Renewals	4	4	7	7	8	8	711	708	3
DCCA	DCCA - PVL Search	0	0	1	1	0	0	53	53	0
DCCA	DCCA - Real Estate CE	0	0	2	1	3	3	248	248	1
DCCA	DCCA - RICO - Complaint Management System	0	0	0	0	0	0	80	74	6
DCCA Total		20	17	23	21	29	27	2618	2588	37
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	4	3	1	1	1	1	541	536	6
DLIR Total		4	3	1	1	1	1	541	536	6
DLNR	DLNR - BARS	87	46	68	53	46	40	360	333	89
DLNR	DLNR - BOC Backend	123	94	14	12	16	12	19	19	35
DLNR	DLNR - BOC Bulk Download	6	2	0	0	0	0	0	0	4
DLNR	DLNR - BOC Doc Search and Retrieval	6	6	0	0	3	3	104	103	1
DLNR	DLNR - BOC Documents	4	4	0	0	0	0	7	6	1
DLNR	DLNR - BOC eRecording	2	2	6	6	5	5	23	23	0
DLNR	DLNR - CMLS (Fishing Catch Report)	3	2	0	0	11	10	157	157	2
DLNR	DLNR - CMLS (internal system)	0	0	1	0	1	0	36	29	9
DLNR	DLNR - CMLS (public)	1	0	1	1	1	1	164	164	1
DLNR	DLNR - CRVS	0	0	0	0	0	0	239	224	15
DLNR	DLNR - Fresh Water Game Fishing License	0	0	0	0	0	0	32	29	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	10	8	15	13	6	6	369	365	8
DLNR	DLNR - Trail Access Hosting	0	0	1	1	0	0	64	64	0
DLNR	DLNR - UCC Filings	0	0	0	0	0	0	188	186	2
DLNR	DLNR - Vessel Reg Renewal	0	0	0	0	0	0	243	243	0
DLNR	DLNR - Wiki Permits	0	0	0	0	0	0	148	148	0
DLNR Total		242	164	106	86	89	77	2238	2178	170
DOE	DOE - HTSB - Alfresco site	10	7	6	6	17	14	75	74	7
DOE	DOE - HTSB - Customer Support	530	478	431	431	413	413	1497	1497	52
DOE	DOE - HTSB - Data Cleanup	0	0	0	0	0	0	6	6	0
DOE	DOE - HTSB - Teacher's Licensing System	1	0	3	3	0	0	516	506	11
DOE	DOE - HTSB - Phase VI	4	0	1	0	2	0	1	0	8
DOE	DOE - HTSB-Phase V	28	23	8	6	5	2	16	13	13
DOE Total		573	508	449	446	437	429	2111	2096	91
DOH	DOH - EDRS - Electronic Death Registration System	1	0	0	0	0	0	9	8	2
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	0	0	0	0	0	0	115	115	0
DOH	DOH - EMRS	1	0	1	0	14	12	45	43	6
DOH	DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH	DOH - Wastewater Permits	0	0	0	0	0	0	72	72	0
DOH	DOH - Vital Records	1	0	0	0	1	0	59	57	4
DOH Total		3	0	1	0	15	12	750	745	12
DOT	DOT - Airport Flight Info	0	0	0	0	0	0	0	0	0

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DOT	DOT - Airport Status	0	0	0	0	0	0	5	5	0
DOT	DOT - HNL Surplus Auction	0	0	0	0	0	0	66	66	0
DOT	DOT - TRCC	1	0	0	0	0	0	0	0	1
DOT Total		1	0	0	0	0	0	71	71	1
DPS	DPS - NED - Narcotics Registration Renewal	9	7	19	19	9	9	76	75	3
DPS Total		9	7	19	19	9	9	76	75	3
GOV	GOV - Governor Appointments	3	3	0	0	0	0	25	25	0
GOV	GOV - Online Messages Request System	1	1	0	0	1	1	49	49	0
GOV Total		4	4	0	0	1	1	74	74	0
HAWAII	Hawaii - Camping - Big Island	0	0	1	0	0	0	104	95	10
HAWAII	Hawaii - DPW - Flood	0	0	0	0	0	0	11	11	0
HAWAII	Hawaii - DPW - Traffic	1	1	0	0	0	0	14	14	0
HAWAII	Hawaii - Motor Vehicle Renewals	1	1	0	0	1	1	18	18	0
HAWAII	Hawaii - Police Site	0	0	7	7	5	5	8	8	0
HAWAII	Hawaii - Property Tax Payments	0	0	0	0	1	1	83	82	1
HAWAII	Hawaii - Water Payments	0	0	4	2	4	4	40	40	2
HAWAII Total		2	2	12	9	11	11	278	268	13
HCE	HCE - Hawaii Compliance Express	8	7	6	6	11	11	883	878	6
HCE Total		8	7	6	6	11	11	883	878	6
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	59	55	65	64	59	59	4757	4705	57
HIC	HIC - CMS	1	1	0	0	0	0	4	3	1
HIC	HIC - Collections	44	36	40	40	22	22	782	778	12
HIC	HIC - Customer Billing System	0	0	0	0	0	0	48	40	8
HIC	HIC - Documentaion & Policy's	0	0	0	0	0	0	3	1	2
HIC	HIC - eHawaii.common components	0	0	0	0	1	1	5	5	0
HIC	HIC - Event Registration	0	0	0	0	0	0	19	19	0
HIC	HIC - Funds Transfer Registry	0	0	0	0	0	0	34	19	15
HIC	HIC - General TO-DO	6	1	12	11	18	15	725	690	44
HIC	HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC	HIC - hic.ehawaii.gov	0	0	1	1	1	1	0	0	0
HIC	HIC - Kala	3	1	2	2	1	0	249	237	15
HIC	HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC	HIC - Kala-Refunds	4	3	0	0	0	0	8	7	2
HIC	HIC - Lala - User Management and Authentication	0	0	1	0	1	1	164	158	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	0	0	3	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	15	5
HIC	HIC - Portal UI Review	1	1	0	0	0	0	33	31	2
HIC	HIC - Refund Requests	12	11	16	15	20	20	1075	1060	17
HIC	HIC - Reports	3	1	2	1	1	0	133	113	24
HIC	HIC - Scheduling	0	0	0	0	0	0	0	0	0
HIC	HIC - Secure Download	0	0	0	0	0	0	16	16	0
HIC	HIC - Secure File Transfer Services	1	1	1	1	0	0	69	67	2

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HIC	HIC - SOX Compliance	0	0	0	0	0	0	41	38	3
HIC	HIC - SysAdmin	0	0	0	0	2	2	35	31	4
HIC	HIC - Web Mail	0	0	0	0	0	0	6	6	0
HIC	HIC - Website Support	0	0	0	0	0	0	238	218	20
HIC	HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total		134	111	140	135	126	121	8775	8554	254
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	0	0	25	25	0
JUDICIARY	Judiciary - Alfresco site	3	2	1	1	1	1	148	147	2
JUDICIARY	Judiciary - Applications	0	0	0	0	0	0	15	11	4
JUDICIARY	Judiciary - Hosting	0	0	0	0	0	0	208	208	0
JUDICIARY	Judiciary - Jury Pool	0	0	0	0	0	0	55	55	0
JUDICIARY	Judiciary - Kalaiwa Traffic Abstracts	0	0	2	2	0	0	198	190	8
JUDICIARY	Judiciary - Land Court Petitions	0	0	0	0	0	0	0	0	0
JUDICIARY	Judiciary - Motor Vehicle Services	0	0	0	0	0	0	42	41	1
JUDICIARY	Judiciary - VIPS	0	0	0	0	0	0	190	190	0
JUDICIARY	Judiciary - Warrants	4	2	0	0	3	3	240	238	4
JUDICIARY Total		7	4	3	3	4	4	1121	1105	19
KAUAI	Kauai - Kiosk	0	0	0	0	0	0	5	5	0
KAUAI	Kauai - Motor Vehicle Renewals	0	0	0	0	0	0	58	58	0
KAUAI	Kauai - Property Tax Payment	0	0	0	0	2	2	62	59	3
KAUAI	Kauai - Sewer Payment	0	0	0	0	0	0	29	29	0
KAUAI Total		0	0	0	0	2	2	154	151	3
MAUI	Maui - Motor Vehicle Renewals	1	1	1	1	1	1	143	140	3
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		1	1	1	1	1	1	163	160	3
OMPO	OahuMPO	1	0	0	0	0	0	17	15	3
OMPO Total		1	0	0	0	0	0	17	15	3
TAX	TAX - Booklet request	0	0	0	0	0	0	15	15	0
TAX	TAX - eFile	10	6	12	9	4	3	1363	1350	21
TAX	Tax - MEF	0	0	0	0	1	0	1	0	2
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	20	20	0
TAX	TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total		10	6	12	9	5	3	1472	1458	23
Grand Total		1085	892	864	824	777	738	24521	24062	731