

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	1	0	3	3	2	2	160	155	6
AG	AG - CSEA Payments	0	0	1	1	0	0	1	0	1
AG	AG - CSEA_IWA	2	1	0	0	2	2	121	121	1
AG	AG - HCJDC - Ahewa - eCrim	1	1	1	0	2	2	271	269	3
AG	AG - HCJDC - Sex Offender	0	0	0	0	2	2	162	160	2
AG	AG - HCJDC - State Id	1	1	7	6	9	9	230	230	1
AG	AG - Notary	1	1	1	1	0	0	0	0	0
AG Total		6	4	13	11	17	17	945	935	14
ALL	ALL - Calendar - Agendas/Postings	5	5	3	3	0	0	220	218	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	6	3	3	2	4	4	1253	1238	19
ALL	ALL - Motor Vehicle Renewals	0	0	0	0	0	0	8	7	1
ALL	ALL - Portal	2	1	0	0	5	5	267	244	24
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		13	9	6	5	9	9	1852	1792	65
B&F	B&F - ERS CMS	1	1	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		1	1	0	0	0	0	93	92	1
DAGS	DAGS - CIP	1	1	0	0	0	0	173	166	7
DAGS Total		1	1	0	0	0	0	173	166	7
DBEDT	DBEDT - Energy Project Registry	1	0	0	0	0	0	0	0	1
DBEDT	DBEDT - Film Permit	1	0	0	0	0	0	0	0	1
DBEDT	DBEDT - Hawaii Clean Energy Initiative	0	0	1	1	1	0	14	13	2
DBEDT Total		2	0	1	1	1	0	14	13	4
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuals	1	0	1	1	1	1	251	248	4
DCCA	DCCA - Applications	1	1	2	2	0	0	45	43	2
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	2	2	1	1	0	0	124	124	0
DCCA	DCCA - DFI - Payments	0	0	0	0	0	0	24	24	0
DCCA	DCCA - HIDS Insurance Renewals	1	0	1	1	3	3	178	178	1
DCCA	DCCA - HIDS Online RPA	0	0	0	0	1	1	95	94	1
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	1	1	0	0	0	0	39	38	1
DCCA	DCCA - Insurance CE Provider	2	1	0	0	1	1	65	65	1
DCCA	DCCA - Insurance License Search	1	1	0	0	1	1	18	17	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	0	0	4	4	4	3	100	97	4
DCCA	DCCA - PVL List Builder	0	0	1	1	0	0	94	94	0
DCCA	DCCA - PVL Renewals	0	0	3	3	6	0	702	699	9
DCCA	DCCA - PVL Search	1	0	0	0	1	1	51	51	1
DCCA	DCCA - Real Estate CE	0	0	1	1	0	0	247	247	0
DCCA	DCCA - RICO - Complaint Management System	3	3	2	2	2	2	73	67	6
DCCA Total		13	9	16	16	20	13	2564	2537	38
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	1	0	0	0	2	0	538	533	8
DLIR Total		1	0	0	0	2	0	538	533	8
DLNR	DLNR - BARS	88	49	66	57	89	73	114	103	75
DLNR	DLNR - BOC Backend	16	13	0	0	0	0	0	0	3
DLNR	DLNR - BOC Doc Search and Retrieval	1	1	2	1	1	1	100	98	3
DLNR	DLNR - BOC Documents	0	0	0	0	0	0	7	6	1
DLNR	DLNR - BOC eRecording	5	5	2	2	1	1	14	14	0
DLNR	DLNR - CMLS (Fishing Catch Report)	0	0	2	2	4	4	151	151	0

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DLNR	DLNR - CMLS (internal system)	0	0	0	0	1	1	35	28	7
DLNR	DLNR - CMLS (public)	0	0	1	1	1	1	162	162	0
DLNR	DLNR - CRVS	1	1	1	1	1	1	236	221	15
DLNR	DLNR - Fresh Water Game Fishing License	0	0	1	1	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	10	7	5	5	3	3	351	347	7
DLNR	DLNR - Trail Access Hosting	0	0	0	0	0	0	64	64	0
DLNR	DLNR - UCC Filings	1	1	3	2	0	0	184	183	2
DLNR	DLNR - Vessel Reg Renewal	0	0	1	1	0	0	242	242	0
DLNR	DLNR - Wiki Permits	0	0	0	0	1	1	147	147	0
DLNR Total		122	77	84	73	102	86	1923	1879	116
DOE	DOE - HTSB - Alfresco site	11	9	3	3	5	5	56	54	4
DOE	DOE - HTSB - Customer Support	437	373	325	323	237	237	460	460	66
DOE	DOE - HTSB - Data Cleanup	1	1	0	0	0	0	5	5	0
DOE	DOE - HTSB - Teacher's Licensing System	8	3	6	6	23	22	478	472	12
DOE	DOE HTSB - Phase VI	1	0	0	0	0	0	0	0	1
DOE	DOE - HTSB-Phase V	10	3	6	0	0	0	0	0	13
DOE Total		468	389	340	332	265	264	999	991	96
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	1	1	2	2	0	0	112	112	0
DOH	DOH - EMRS	12	8	13	13	11	11	9	7	6
DOH	DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH	DOH - Wastewater Permits	0	0	1	1	0	0	71	71	0
DOH	DOH -Vital Records	1	1	3	3	0	0	55	53	2
DOH Total		14	10	19	19	11	11	706	701	9
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	1	1	0	0	5	5	59	59	0
DOT Total		1	1	0	0	5	5	64	64	0
DPS	DPS - NED - Narcotics Registration Renewal	20	19	13	13	0	0	43	42	2
DPS Total		20	19	13	13	0	0	43	42	2
GOV	GOV - Governor Appointments	0	0	0	0	0	0	25	25	0
GOV	GOV - Online Messages Request System	1	1	0	0	0	0	48	48	0
GOV Total		1	1	0	0	0	0	73	73	0
HAWAII	Hawaii - Camping - Big Island	1	1	0	0	0	0	103	94	9
HAWAII	Hawaii - DPW - Flood	0	0	0	0	0	0	11	10	1
HAWAII	Hawaii - DPW - Traffic	0	0	0	0	0	0	14	14	0
HAWAII	Hawaii - Motor Vehicle Renewals	0	0	0	0	1	0	17	17	1
HAWAII	Hawaii - Police Site	4	4	3	3	1	0	0	0	1
HAWAII	Hawaii - Property Tax Payments	0	0	1	1	0	0	82	81	1
HAWAII	Hawaii - Water Payments	3	3	5	5	5	5	23	23	0
HAWAII Total		8	8	9	9	7	5	250	239	13
HCE	HCE - Hawaii Compliance Express	5	4	4	4	11	11	862	858	5
HCE Total		5	4	4	4	11	11	862	858	5
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	63	60	94	92	94	93	4502	4452	56
HIC	HIC - CMS	0	0	0	0	0	0	4	3	1
HIC	HIC - Collections	37	18	37	34	17	17	691	687	26
HIC	HIC - Customer Billing System	0	0	1	1	2	2	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

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
HIC	HIC - Funds Transfer Registry	0	0	0	0	0	0	34	19	15
HIC	HIC - General TO-DO	3	3	13	13	10	9	698	661	38
HIC	HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC	HIC - Kala	5	2	5	2	2	1	236	229	14
HIC	HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC	HIC - Kala-Refunds	0	0	0	0	0	0	8	7	1
HIC	HIC - Lala - User Management and Authentication	0	0	0	0	0	0	164	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	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	14	6
HIC	HIC - Portal UI Review	0	0	0	0	0	0	33	31	2
HIC	HIC - Refund Requests	17	16	14	14	15	15	1027	1012	16
HIC	HIC - Reports	7	5	4	2	5	2	117	97	27
HIC	HIC - Secure Download	0	0	1	1	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	3	1	2	2	3	3	25	21	6
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		135	105	171	161	149	142	8310	8092	265
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	24	1
JUDICIARY	Judiciary - Alfresco site	4	4	7	7	2	2	135	133	2
JUDICIARY	Judiciary - Applications	0	0	0	0	1	0	14	11	4
JUDICIARY	Judiciary - Hosting	0	0	0	0	0	0	208	208	0
JUDICIARY	Judiciary - Jury Pool	0	0	1	1	0	0	54	54	0
JUDICIARY	Judiciary - Kalaiwa Traffic Abstracts	2	2	0	0	7	7	189	181	8
JUDICIARY	Judiciary - Land Court Petitions	0	0	0	0	0	0	0	0	0
JUDICIARY	Judiciary - Motor Vehicle Services	0	0	0	0	1	1	41	40	1
JUDICIARY	Judiciary - VIPS	0	0	7	7	0	0	183	183	0
JUDICIARY	Judiciary - Warrants	0	0	0	0	2	2	238	235	3
JUDICIARY Total		6	6	15	15	13	12	1087	1069	19
KAUAI	Kauai - Kiosk	0	0	0	0	0	0	5	5	0
KAUAI	Kauai - Motor Vehicle Renewals	1	1	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		1	1	0	0	0	0	153	148	5
MAUI	Maui - Motor Vehicle Renewals	2	1	0	0	1	1	140	138	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		2	1	0	0	1	1	160	158	3
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	6	4	12	11	18	17	1326	1317	13
TAX	Tax - MEF	0	0	0	0	1	0	0	0	1
TAX	TAX - Tax License Search	0	0	0	0	0	0	55	55	0
TAX	TAX - Tax Refund Search (TRS)	1	1	0	0	0	0	19	19	0
TAX	TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
TAX Total		7	5	12	11	19	17	1433	1424	14
Grand Total		827	651	703	670	632	593	22359	21921	686