

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	0	0	0	0	168	163	5
AG	AG - CSEA Payments	0	0	0	0	0	0	4	3	1
AG	AG - CSEA_IWA	2	2	0	0	0	0	124	123	1
AG	AG - HCJDC - Ahewa - eCrim	0	0	0	0	4	4	277	274	3
AG	AG - HCJDC - HIJIS FQS	0	0	1	1	0	0	0	0	0
AG	AG - HCJDC - Sex Offender	1	0	0	0	1	1	164	162	3
AG	AG - HCJDC - State Id	40	38	17	17	12	12	270	270	2
AG	AG - Notary	0	0	0	0	1	1	4	3	1
AG Total		43	40	18	18	18	18	1011	998	16
ALL	ALL - Calendar - Agendas/Postings	1	1	0	0	1	0	229	228	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	7	5	4	4	2	1	1274	1264	13
ALL	ALL - Motor Vehicle Renewals	0	0	0	0	0	0	8	7	1
ALL	ALL - Portal	4	2	7	5	33	33	333	319	18
ALL	ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL	ALL - Superstore	2	2	3	2	0	0	95	76	20
ALL Total		14	10	14	11	36	34	1953	1905	57
B&F	B&F - ERS CMS	0	0	0	0	0	0	11	11	0
B&F	B&F - TDR	0	0	0	0	0	0	1	0	1
B&F	B&F - Unclaimed Property Search	0	0	0	0	2	1	85	84	2
B&F Total		0	0	0	0	2	1	97	95	3
DAGS	DAGS - CIP	0	0	0	0	0	0	174	167	7
DAGS	DAGS - SPO	0	0	0	0	1	0	0	0	1
DAGS Total		0	0	0	0	1	0	174	167	8
DBEDT	DBEDT - Energy Project Registry	0	0	0	0	0	0	1	0	1
DBEDT	DBEDT - Film Permit	1	0	17	17	7	7	18	18	1
DBEDT	DBEDT - Hawaii Clean Energy Initiative	2	1	1	1	1	1	17	15	3
DBEDT Total		3	1	18	18	8	8	36	33	5
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuals	0	0	0	0	3	2	255	251	5
DCCA	DCCA - Applications	1	1	1	1	1	1	50	47	3
DCCA	DCCA - Business Entity List Builder	0	0	1	1	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	0	0	0	0	5	5	144	144	0
DCCA	DCCA - DFI - Payments	0	0	0	0	0	0	24	24	0
DCCA	DCCA - HIDS Insurance Renewals	0	0	1	1	7	7	185	184	1
DCCA	DCCA - HIDS Online RPA	0	0	0	0	0	0	97	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	0	0	3	3	3	3	117	110	7

DCCA	DCCA - PVL List Builder	4	1	2	2	0	0	100	100	3
DCCA	DCCA - PVL Renewals	0	0	11	6	5	5	727	724	8
DCCA	DCCA - PVL Search	2	0	0	0	0	0	54	54	2
DCCA	DCCA - Real Estate CE	0	0	1	1	0	0	253	252	1
DCCA	DCCA - RICO - Complaint Management System	0	0	0	0	0	0	80	74	6
DCCA Total		7	2	20	15	24	23	2672	2637	46
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	2	1	1	0	3	2	544	539	8
DLIR Total		2	1	1	0	3	2	544	539	8
DLNR	DLNR - BARS	109	68	264	182	98	91	474	450	154
DLNR	DLNR - BOC Backend	32	10	69	40	125	105	51	45	77
DLNR	DLNR - BOC Bulk Download	2	2	7	7	6	2	0	0	4
DLNR	DLNR - BOC Doc Search and Retrieval	17	17	17	14	7	7	107	107	3
DLNR	DLNR - BOC Documents	9	9	12	11	4	4	7	6	2
DLNR	DLNR - BOC eRecording	0	0	5	5	2	2	34	34	0
DLNR	DLNR - CMLS (Fishing Catch Report)	19	18	7	7	3	3	168	167	2
DLNR	DLNR - CMLS (internal system)	0	0	0	0	0	0	38	29	9
DLNR	DLNR - CMLS (public)	4	4	4	4	1	0	166	166	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	19	13	13	10	9	9	392	386	15
DLNR	DLNR - Trail Access Hosting	1	1	0	0	0	0	65	65	0
DLNR	DLNR - UCC Filings	0	0	3	2	0	0	188	186	3
DLNR	DLNR - Vessel Reg Renewal	0	0	0	0	0	0	243	243	0
DLNR	DLNR - Wiki Permits	1	1	0	0	0	0	148	148	0
DLNR Total		213	143	401	282	255	223	2437	2370	288
DOE	DOE - HTSB - Alfresco site	15	11	9	8	9	9	98	95	8
DOE	DOE - HTSB - Customer Support	284	222	396	395	544	544	2355	2355	63
DOE	DOE - HTSB - Data Cleanup	0	0	1	1	0	0	6	6	0
DOE	DOE - HTSB - Teacher's Licensing System	29	13	8	6	2	2	519	514	23
DOE	DOE - HTSB Tech Support	13	2	0	0	0	0	0	0	11
DOE	DOE - HTSB - Phase VI	3	1	2	0	4	0	3	0	11
DOE	DOE - HTSB-Phase V	0	0	3	3	25	24	21	21	1
DOE	DOE - HTSB Phase V.1	11	5	3	1	3	2	9	6	12
DOE Total		355	254	422	414	587	581	3011	2997	129
DOH	DOH - EDRS - Electronic Death Registration System	0	0	0	0	1	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	28	20	4	4	1	1	60	59	9
DOH	DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH	DOH - Wastewater Permits	0	0	1	1	0	0	72	72	0
DOH	DOH -Vital Records	0	0	5	5	1	1	60	58	2

HIC	HIC - Secure Download	0	0	0	0	0	0	16	16	0
HIC	HIC - Secure File Transfer Services	0	0	2	2	1	1	70	68	2
HIC	HIC - SOX Compliance	0	0	1	1	0	0	41	38	3
HIC	HIC - SysAdmin	0	0	0	0	0	0	37	33	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		153	131	199	192	137	132	9044	8820	258
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	3	3	2	3	2	150	149	3
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	1	0	0	0	200	192	9
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	0	0	5	5	4	4	243	241	2
JUDICIARY Total		3	3	9	7	7	6	1128	1112	19
KAUAI	Kauai - Kiosk	0	0	0	0	0	0	5	5	0
KAUAI	Kauai - Motor Vehicle Renewals	1	1	1	1	0	0	58	58	0
KAUAI	Kauai - Property Tax Payment	1	1	0	0	0	0	64	61	3
KAUAI	Kauai - Sewer Payment	0	0	0	0	0	0	29	29	0
KAUAI Total		2	2	1	1	0	0	156	153	3
LG	LG - Name Change	0	0	1	1	0	0	0	0	0
LG Total		0	0	1	1	0	0	0	0	0
MAUI	Maui - Motor Vehicle Renewals	1	1	3	2	2	2	145	143	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	3	2	2	2	165	163	3
OMPO	OahuMPO	0	0	0	0	1	1	17	15	2
OMPO Total		0	0	0	0	1	1	17	15	2
TAX	TAX - Booklet request	0	0	0	0	0	0	15	15	0
TAX	TAX - eFile	12	8	3	0	10	7	1379	1363	26
TAX	Tax - MEF	0	0	0	0	0	0	2	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		12	8	3	0	10	7	1489	1471	28
Grand Total		871	637	1166	1013	1118	1063	26188	25708	922