

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 - Charity Registry	5	4	2	2	10	9	179	179	2
AG	AG - Charity Resources - Solicitor Registration	0	0	0	0	0	0	0	0	0
AG	AG - CSEA Payments	0	0	0	0	0	0	9	8	1
AG	AG - CSEA_IWA	1	0	0	0	1	1	133	133	1
AG	AG - HCJDC - Ahewa - eCrim	2	2	3	3	2	1	298	296	3
AG	AG - HCJDC - Expungement	1	1	0	0	0	0	0	0	0
AG	AG - HCJDC - HIJIS FQS	0	0	0	0	0	0	1	1	0
AG	AG - HCJDC - Sex Offender	0	0	4	4	0	0	171	169	2
AG	AG - HCJDC - State Id	14	13	8	7	13	13	455	453	4
AG	AG - Notary	0	0	0	0	0	0	5	4	1
AG Total		23	20	17	16	26	24	1251	1243	14
ALL	ALL - Calendar - Agendas/Postings	0	0	0	0	0	0	233	231	2
ALL	ALL - Feedback App	0	0	0	0	0	0	11	8	3
ALL	ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL	ALL - HBE - Hawaii Business Express	8	7	5	5	6	6	1339	1326	14
ALL	ALL - Motor Vehicle Renewals	0	0	1	1	0	0	11	10	1
ALL	ALL - Portal	1	1	4	3	2	1	406	393	15
ALL	ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL	All - Superstore	0	0	0	0	0	0	104	84	20
ALL Total		9	8	10	9	8	7	2108	2056	55
B&F	B&F - ERS CMS	0	0	0	0	1	1	61	58	3
B&F	B&F - ERS Self-service	0	0	0	0	0	0	18	18	0
B&F	B&F - Unclaimed Property Search	1	0	2	1	0	0	89	89	2
B&F Total		1	0	2	1	1	1	168	165	5
DAGS	DAGS - CIP	0	0	0	0	0	0	174	167	7
DAGS	DAGS - eDeposit	0	0	0	0	1	1	2	2	0
DAGS	DAGS - SPO	35	18	11	8	0	0	2	1	21
DAGS Total		35	18	11	8	1	1	178	170	28
DBEDT	DBEDT - BDSO / CBED Website	3	1	13	12	0	0	1	1	3
DBEDT	DBEDT - Energy Project Registry	0	0	0	0	0	0	1	0	1
DBEDT	DBEDT - Energy site	0	0	0	0	0	0	12	12	0
DBEDT	DBEDT - Film Permit	0	0	0	0	0	0	58	58	0
DBEDT	DBEDT - Hawaii Clean Energy Initiative	0	0	0	0	0	0	31	31	0
DBEDT Total		3	1	13	12	0	0	103	102	4
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuals	7	6	3	3	11	9	283	275	11
DCCA	DCCA - Applications	0	0	2	2	0	0	55	51	4
DCCA	DCCA - Business Entity List Builder	1	1	0	0	0	0	24	24	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	0	0	149	149	0
DCCA	DCCA - DFI - Payments	0	0	0	0	0	0	24	24	0
DCCA	DCCA - HIDS Online RPA	0	0	0	0	0	0	97	96	1
DCCA	DCCA - HIDS RPA UI	0	0	0	0	0	0	207	207	0
DCCA	DCCA - HILS Insurance Renewals	3	3	3	3	4	4	205	203	2
DCCA	DCCA - Inikua - Insurance	0	0	2	1	0	0	66	66	1
DCCA	DCCA - Insurance Licensee CE Verification	0	0	1	1	0	0	42	41	1
DCCA	DCCA - Insurance CE Provider	0	0	0	0	1	1	69	69	0
DCCA	DCCA - Insurance License Search	0	0	1	1	0	0	21	21	0
DCCA	DCCA - ISCO	0	0	0	0	0	0	23	21	2
DCCA	DCCA - MFDR	0	0	0	0	0	0	56	54	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	2	1	1	1	2	2	160	150	11

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
DCCA	DCCA - PVL List Builder	1	1	0	0	0	0	108	107	1
DCCA	DCCA - PVL Renewals	12	5	11	6	13	13	826	823	15
DCCA	DCCA - PVL Search	0	0	1	1	0	0	61	61	0
DCCA	DCCA - Real Estate CE	0	0	0	0	0	0	259	259	0
DCCA	DCCA - RICO - Complaint Management System	0	0	0	0	0	0	90	89	1
DCCA Total		26	17	25	19	31	29	2965	2925	57
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 - Green LMI	5	5	1	1	2	2	147	147	0
DLIR	DLIR - Hawaii Unemployment Insurance Express	0	0	3	3	4	4	570	565	5
DLIR Total		5	5	4	4	6	6	717	712	5
DLNR	DLNR - BARS	24	9	41	37	15	15	1327	1149	197
DLNR	DLNR - BOC Backend	8	4	14	11	12	7	685	580	117
DLNR	DLNR - BOC Bulk Download	4	3	4	4	0	0	72	66	7
DLNR	DLNR - BOC Doc Search and Retrieval	2	2	1	1	2	1	170	169	2
DLNR	DLNR - BOC Documents	0	0	0	0	0	0	32	32	0
DLNR	DLNR - BOC eRecording	8	4	15	9	34	28	75	75	16
DLNR	DLNR - BOC LandShark	1	1	2	1	1	1	8	1	8
DLNR	DLNR - CMLS (Fishing Catch Report)	0	0	1	1	0	0	230	227	3
DLNR	DLNR - CMLS (internal system)	0	0	0	0	0	0	41	32	9
DLNR	DLNR - CMLS (public)	6	5	1	1	2	2	183	183	1
DLNR	DLNR - CRVS	0	0	0	0	5	5	262	245	17
DLNR	DLNR - Fresh Water Game Fishing License	0	0	0	0	0	0	33	30	3
DLNR	DLNR - Hunting	0	0	0	0	0	0	10	10	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 - OCCL - Record Directory	9	9	1	1	0	0	0	0	0
DLNR	DLNR - State Historic Preservation Division	1	1	1	1	0	0	0	0	0
DLNR	DLNR - Statewide Camping System	3	2	3	3	2	1	495	486	11
DLNR	DLNR - Trail Access Hosting	0	0	1	1	0	0	68	68	0
DLNR	DLNR - UCC Filings	0	0	0	0	0	0	196	193	3
DLNR	DLNR - Vessel Reg Renewal	0	0	0	0	0	0	255	253	2
DLNR	DLNR - Wiki Permits	2	2	0	0	1	1	152	152	0
DLNR Total		68	42	85	71	74	61	4370	4027	396
DOE	DOE - HTSB - Alfresco site	1	1	4	3	12	9	228	223	9
DOE	DOE - HTSB - Customer Support	297	282	380	374	174	174	5308	5307	22
DOE	DOE - HTSB - Data Cleanup	0	0	0	0	0	0	8	8	0
DOE	DOE - HTSB - Phase VI	2	1	3	2	7	7	33	32	3
DOE	DOE - HTSB - Teacher's Licensing System	8	3	4	1	8	8	666	659	15
DOE	DOE - HTSB Phase V.1	0	0	0	0	0	0	22	21	1
DOE	DOE - HTSB Phase VII	0	0	0	0	2	0	26	5	23
DOE	DOE - HTSB Tech Support	5	3	6	5	15	11	294	276	25
DOE	DOE - HTSB-Phase V	0	0	0	0	0	0	49	49	0
DOE Total		313	290	397	385	218	209	6634	6580	98
DOH	DOH-Vital Records	3	3	1	1	1	1	74	71	3
DOH	DOH - EDRS - Electronic Death Registration System	0	0	0	0	2	2	10	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	1	1	116	116	0
DOH	DOH - EMRS	7	2	10	7	14	11	429	425	15
DOH	DOH - Payment Portal (SLD)	0	0	1	1	0	0	2	2	0
DOH	DOH - TB System	43	38	9	9	17	16	11	11	6

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
DOH	DOH - Wastewater Permits	0	0	0	0	1	0	74	74	1
DOH Total		53	43	21	18	36	31	1164	1155	27
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	0	0	0	0	69	69	0
DOT	DOT - TRCC	0	0	0	0	0	0	3	2	1
DOT Total		0	0	0	0	0	0	77	76	1
DPS	DPS - NED - Narcotics Registration Renewal	16	8	66	40	5	5	177	177	34
DPS Total		16	8	66	40	5	5	177	177	34
GOV	GOV - Governor Appointments	0	0	1	1	0	0	40	40	0
GOV	GOV - Online Messages Request System	0	0	1	1	0	0	51	51	0
GOV Total		0	0	2	2	0	0	91	91	0
HAWAII	Hawaii - Camping - Big Island	2	0	0	0	0	0	111	101	12
HAWAII	Hawaii - DPW - Flood	1	1	0	0	0	0	15	14	1
HAWAII	Hawaii - DPW - Traffic	0	0	0	0	0	0	20	18	2
HAWAII	Hawaii - Motor Vehicle Renewals	0	0	0	0	0	0	31	30	1
HAWAII	Hawaii - Police Site	0	0	0	0	0	0	93	92	1
HAWAII	Hawaii - Property Tax Payments	0	0	0	0	0	0	88	87	1
HAWAII	Hawaii - Water Payments	1	1	0	0	0	0	51	48	3
HAWAII Total		4	2	0	0	0	0	409	390	21
HCE	HCE - Hawaii Compliance Express	2	2	1	1	1	1	1000	995	5
HCE Total		2	2	1	1	1	1	1000	995	5
HIC	HIC - Call Experts	372	350	285	285	1	1	0	0	22
HIC	HIC - ActiTime	0	0	0	0	0	0	6	6	0
HIC	HIC - Appointments	0	0	0	0	0	0	0	0	0
HIC	HIC - Bank Returns	0	0	0	0	0	0	117	116	1
HIC	HIC - Change Management	123	120	96	96	116	116	6095	6043	55
HIC	HIC - CMS	1	0	0	0	0	0	5	4	2
HIC	HIC - Collections	14	9	31	27	38	32	1192	1185	22
HIC	HIC - Customer Billing System	0	0	0	0	2	2	52	44	8
HIC	HIC - Documentaion & Policy's	0	0	0	0	0	0	5	3	2
HIC	HIC - eHawaii.common components	0	0	0	0	0	0	6	6	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	11	9	19	11	6	4	863	819	56
HIC	HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC	HIC - hic.ehawaii.gov	0	0	1	0	0	0	10	10	1
HIC	HIC - Kala	1	0	1	1	3	1	286	265	24
HIC	HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC	HIC - Kala-Refunds	3	2	2	2	1	1	35	30	6
HIC	HIC - Lala - User Management and Authentication	0	0	0	0	0	0	168	161	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	2	2	0
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	20	0
HIC	HIC - Portal UI Review	1	0	0	0	0	0	35	33	3
HIC	HIC - Refund Requests	33	26	19	19	20	19	1299	1284	23
HIC	HIC - Reports	1	0	0	0	0	0	154	128	27
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	0	0	1	1	0	0	77	74	3
HIC	HIC - SOX Compliance	0	0	0	0	0	0	42	39	3

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 - SysAdmin	1	0	2	2	3	3	51	47	5
HIC	HIC - Web Mail	0	0	0	0	0	0	7	7	0
HIC	HIC - Website Support	0	0	0	0	0	0	239	219	20
HIC	HIC - www01	0	0	0	0	0	0	2	2	0
HIC Total		561	516	457	444	190	179	11021	10773	317
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 - ADLRO	0	0	0	0	0	0	2	1	1
JUDICIARY	Judiciary - Alfresco site	0	0	3	3	1	1	169	165	4
JUDICIARY	Judiciary - Applications	0	0	0	0	0	0	15	11	4
JUDICIARY	Judiciary - eTraffic Rewrite	0	0	0	0	0	0	3	3	0
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	0	0	0	0	204	193	11
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	46	44	2
JUDICIARY	Judiciary - VIPS	1	1	0	0	1	1	193	193	0
JUDICIARY	Judiciary - Warrants	0	0	1	1	2	2	265	264	1
JUDICIARY Total		1	1	4	4	4	4	1185	1162	23
KAUAI	Kauai - ebill	0	0	0	0	0	0	6	1	5
KAUAI	Kauai - Kiosk	0	0	0	0	0	0	6	6	0
KAUAI	Kauai - Motor Vehicle Renewals	0	0	0	0	0	0	62	62	0
KAUAI	Kauai - Property Tax Payment	0	0	0	0	0	0	68	65	3
KAUAI	Kauai - Sewer Payment	0	0	0	0	0	0	29	29	0
KAUAI Total		0	0	0	0	0	0	171	163	8
LG	LG - Name Change	1	1	0	0	0	0	6	1	5
LG Total		1	1	0	0	0	0	6	1	5
MAUI	Maui - Motor Vehicle Renewals	3	2	9	7	2	1	156	155	5
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		3	2	9	7	2	1	176	175	5
TAX	TAX - Auhau	0	0	0	0	0	0	1	0	1
TAX	TAX - Booklet request	0	0	0	0	0	0	15	15	0
TAX	TAX - Bulk Filing	0	0	0	0	0	0	14	12	2
TAX	TAX - eFile	4	3	5	3	13	10	1543	1506	43
TAX	TAX - Marketing	0	0	0	0	0	0	2	2	0
TAX	Tax - MEF	0	0	0	0	0	0	3	1	2
TAX	TAX - Tax License Search	0	0	0	0	0	0	56	56	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		4	3	5	3	13	10	1672	1630	48
Grand Total		1128	979	1129	1044	616	569	35677	34802	1156