

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	10	9	4	4	3	3	172	172	1
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	1	0	0	0	0	133	133	0
AG	AG - HCJDC - Ahewa - eCrim	1	1	2	2	5	5	291	289	2
AG	AG - HCJDC - HIJIS FQS	0	0	0	0	0	0	1	1	0
AG	AG - HCJDC - Sex Offender	0	0	0	0	0	0	171	169	2
AG	AG - HCJDC - State Id	13	8	12	9	10	9	433	433	9
AG	AG - Notary	0	0	0	0	0	0	5	4	1
<b>AG Total</b>			<b>19</b>	<b>18</b>	<b>15</b>	<b>18</b>	<b>17</b>	<b>1215</b>	<b>1209</b>	<b>16</b>
ALL	ALL - Calendar - Agendas/Postings	0	0	1	0	0	0	232	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	6	5	4	3	2	2	1333	1321	14
ALL	ALL - Motor Vehicle Renewals	0	0	1	1	0	0	10	9	1
ALL	ALL - Portal	2	1	0	0	2	1	404	392	14
ALL	ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL	All - Superstore	0	0	0	0	1	1	103	83	20
<b>ALL Total</b>			<b>6</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>2097</b>	<b>2048</b>	<b>54</b>
B&F	B&F - ERS CMS	1	1	15	12	6	5	40	40	4
B&F	B&F - ERS Self-service	0	0	3	3	0	0	15	15	0
B&F	B&F - Unclaimed Property Search	0	0	0	0	0	0	89	89	0
<b>B&amp;F Total</b>			<b>1</b>	<b>18</b>	<b>15</b>	<b>6</b>	<b>5</b>	<b>144</b>	<b>144</b>	<b>4</b>
DAGS	DAGS - CIP	0	0	0	0	0	0	174	167	7
DAGS	DAGS - eDeposit	1	1	1	1	0	0	1	1	0
DAGS	DAGS - SPO	0	0	1	1	0	0	1	0	1
<b>DAGS Total</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>176</b>	<b>168</b>	<b>8</b>
DBEDT	DBEDT - BDSDB / CBED Website	0	0	1	1	0	0	0	0	0
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	1	1	7	7	50	50	0
DBEDT	DBEDT - Hawaii Clean Energy Initiative	0	0	1	1	0	0	30	30	0
<b>DBEDT Total</b>			<b>0</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>93</b>	<b>92</b>	<b>1</b>
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuals	11	6	9	9	3	3	271	263	13
DCCA	DCCA - Applications	0	0	1	1	0	0	54	50	4
DCCA	DCCA - Business Entity List Builder	0	0	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 - HILLS Insurance Renewals	4	2	2	1	2	1	201	200	5
DCCA	DCCA - Inikua - Insurance	0	0	0	0	0	0	66	65	1
DCCA	DCCA - Insurance Licensee CE Verification	0	0	0	0	1	1	41	40	1
DCCA	DCCA - Insurance CE Provider	1	1	0	0	0	0	69	69	0
DCCA	DCCA - Insurance License Search	0	0	0	0	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	4	4	3	3	153	143	11
DCCA	DCCA - PVL List Builder	0	0	0	0	1	1	107	106	1

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 Renewals	14	10	6	6	11	9	809	807	8
DCCA	DCCA - PVL Search	0	0	0	0	1	1	60	60	0
DCCA	DCCA - Real Estate CE	0	0	1	1	3	3	255	255	0
DCCA	DCCA - RICO - Complaint Management System	0	0	0	0	2	2	88	87	1
<b>DCCA Total</b>			<b>20</b>	<b>23</b>	<b>22</b>	<b>27</b>	<b>24</b>	<b>2915</b>	<b>2876</b>	<b>55</b>
DHRD	DHRD - Applications	0	0	0	0	0	0	28	28	0
<b>DHRD Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>28</b>	<b>0</b>
DLIR	DLIR - Green LMI	2	2	0	0	3	3	144	144	0
DLIR	DLIR - Hawaii Unemployment Insurance Express	4	2	0	0	0	0	570	565	7
<b>DLIR Total</b>			<b>4</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>714</b>	<b>709</b>	<b>7</b>
DLNR	DLNR - BARS	11	9	14	12	35	34	1278	1097	186
DLNR	DLNR - BOC Backend	12	4	13	5	24	12	656	551	133
DLNR	DLNR - BOC Bulk Download	0	0	5	5	8	8	59	53	6
DLNR	DLNR - BOC Doc Search and Retrieval	2	1	0	0	1	1	169	168	2
DLNR	DLNR - BOC Documents	0	0	0	0	0	0	32	32	0
DLNR	DLNR - BOC eRecording	33	23	24	23	0	0	51	51	11
DLNR	DLNR - CMLS (Fishing Catch Report)	0	0	1	1	1	1	228	225	3
DLNR	DLNR - CMLS (internal system)	0	0	0	0	0	0	41	32	9
DLNR	DLNR - CMLS (public)	2	2	0	0	0	0	183	183	0
DLNR	DLNR - CRVS	5	5	10	10	11	9	241	226	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	9	1
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	1	1	0	0	11	10	484	476	9
DLNR	DLNR - Trail Access Hosting	0	0	0	0	0	0	68	68	0
DLNR	DLNR - UCC Filings	0	0	1	1	2	2	193	190	3
DLNR	DLNR - Vessel Reg Renewal	0	0	0	0	10	10	245	243	2
DLNR	DLNR - Wiki Permits	1	1	0	0	1	1	151	151	0
<b>DLNR Total</b>			<b>46</b>	<b>68</b>	<b>57</b>	<b>104</b>	<b>88</b>	<b>4198</b>	<b>3861</b>	<b>385</b>
DOE	DOE - HTSB - Alfresco site	12	9	9	8	9	9	210	205	9
DOE	DOE - HTSB - Customer Support	160	129	277	270	216	216	4815	4814	39
DOE	DOE - HTSB - Data Cleanup	0	0	0	0	0	0	8	8	0
DOE	DOE - HTSB - Phase VI	7	5	4	3	9	9	20	18	5
DOE	DOE - HTSB - Teacher's Licensing System	8	7	12	12	15	13	640	633	10
DOE	DOE - HTSB Phase V.1	0	0	0	0	0	0	22	21	1
DOE	DOE - HTSB Phase VII	2	0	6	0	5	2	14	2	23
DOE	DOE - HTSB Tech Support	15	8	26	12	18	16	250	242	31
DOE	DOE - HTSB-Phase V	0	0	0	0	0	0	49	49	0
<b>DOE Total</b>			<b>158</b>	<b>334</b>	<b>305</b>	<b>272</b>	<b>265</b>	<b>6028</b>	<b>5992</b>	<b>118</b>
DOH	DOH-Vital Records	1	1	2	2	0	0	72	68	4
DOH	DOH - EDRS - Electronic Death Registration System	2	2	0	0	0	0	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	1	1	0	0	0	0	116	116	0
DOH	DOH - EMRS	18	10	12	12	31	31	382	377	13
DOH	DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH	DOH - TB System	17	5	11	9	0	0	0	0	14
DOH	DOH - Wastewater Permits	1	0	0	0	0	0	74	74	1
<b>DOH Total</b>			<b>19</b>	<b>25</b>	<b>23</b>	<b>31</b>	<b>31</b>	<b>1104</b>	<b>1093</b>	<b>34</b>
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

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
DOT	DOT - HNL Surplus Auction	0	0	0	0	1	1	68	68	0
DOT	DOT - TRCC	0	0	0	0	0	0	3	2	1
<b>DOT Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>76</b>	<b>75</b>	<b>1</b>
DPS	DPS - NED - Narcotics Registration Renewal	5	5	8	8	8	8	161	161	0
<b>DPS Total</b>			<b>5</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>161</b>	<b>161</b>	<b>0</b>
GOV	GOV - Governor Appointments	0	0	0	0	0	0	40	40	0
GOV	GOV - Online Messages Request System	0	0	0	0	0	0	51	51	0
<b>GOV Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>91</b>	<b>91</b>	<b>0</b>
HAWAII	Hawaii - Camping - Big Island	0	0	0	0	0	0	111	101	10
HAWAII	Hawaii - DPW - Flood	0	0	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	2	2	29	28	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	0	0	1	0	0	0	50	48	3
<b>HAWAII Total</b>			<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>406</b>	<b>388</b>	<b>19</b>
HCE	HCE - Hawaii Compliance Express	0	0	3	3	14	14	983	978	5
<b>HCE Total</b>			<b>0</b>	<b>3</b>	<b>3</b>	<b>14</b>	<b>14</b>	<b>983</b>	<b>978</b>	<b>5</b>
HCEE	HCEE - Alfresco	0	0	0	0	0	0	66	66	0
<b>HCEE Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>66</b>	<b>66</b>	<b>0</b>
HIC	HIC - Call Experts	1	0	0	0	0	0	0	0	1
HIC	HIC - ActiTime	0	0	1	1	0	0	5	5	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	113	109	88	87	100	99	5907	5855	58
HIC	HIC - CMS	0	0	0	0	0	0	5	4	1
HIC	HIC - Collections	37	18	20	10	50	48	1122	1119	34
HIC	HIC - Customer Billing System	2	0	1	1	0	0	51	43	10
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	6	2	5	4	6	6	852	809	48
HIC	HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC	HIC - hic.ehawaii.gov	0	0	0	0	1	1	9	9	0
HIC	HIC - Kala	3	1	3	1	0	0	283	263	24
HIC	HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC	HIC - Kala-Refunds	1	1	5	5	2	1	28	24	5
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	0	0	0	0	0	0	35	33	2
HIC	HIC - Refund Requests	20	15	15	15	24	24	1260	1245	20
HIC	HIC - Reports	0	0	0	0	0	0	154	128	26
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	0	0	0	0	77	74	3
HIC	HIC - SOX Compliance	0	0	0	0	0	0	42	39	3
HIC	HIC - SysAdmin	2	1	1	0	2	2	48	45	5
HIC	HIC - Web Mail	0	0	0	0	0	0	7	7	0

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 - Website Support	0	0	0	0	0	0	239	219	20
HIC	HIC - www01	0	0	0	0	0	0	2	2	0
HIC	HIC - Wordpress - General	1	0	0	0	0	0	1	1	1
<b>HIC Total</b>			<b>147</b>	<b>139</b>	<b>124</b>	<b>185</b>	<b>181</b>	<b>10698</b>	<b>10458</b>	<b>298</b>
HONOLULU	Honolulu - Gross Liquor Sales	0	0	0	0	0	0	6	6	0
<b>HONOLULU Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>0</b>
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	1	1	2	2	3	2	164	161	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	1	0	0	0	203	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	3	3	0	0	190	190	0
JUDICIARY	Judiciary - Warrants	2	2	2	2	1	1	262	260	2
<b>JUDICIARY Total</b>			<b>4</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>1173</b>	<b>1151</b>	<b>24</b>
KAUAI	Kauai - ebill	0	0	0	0	1	0	5	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
<b>KAUAI Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>170</b>	<b>163</b>	<b>8</b>
LG	LG - Name Change	0	0	0	0	0	0	6	1	5
<b>LG Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>5</b>
MAUI	Maui - Motor Vehicle Renewals	2	0	0	0	1	1	155	152	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
<b>MAUI Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>175</b>	<b>172</b>	<b>5</b>
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	12	11	0	0	2	1	2
TAX	TAX - eFile	12	4	5	5	8	5	1530	1495	46
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
<b>TAX Total</b>			<b>4</b>	<b>17</b>	<b>16</b>	<b>8</b>	<b>5</b>	<b>1647</b>	<b>1608</b>	<b>51</b>
<b>Grand Total</b>			<b>434</b>	<b>673</b>	<b>604</b>	<b>697</b>	<b>659</b>	<b>34370</b>	<b>33538</b>	<b>1098</b>