

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	172	171	1
AG	AG - CSEA Payments	0	0	0	0	1	1	8	7	1
AG	AG - CSEA_IWA	0	0	0	0	2	2	131	131	0
AG	AG - HCJDC - Ahewa - eCrim	1	0	3	3	1	1	286	285	2
AG	AG - HCJDC - HIJIS FQS	0	0	0	0	0	0	1	1	0
AG	AG - HCJDC - Sex Offender	0	0	2	2	1	1	168	166	2
AG	AG - HCJDC - State Id	8	8	14	14	13	13	398	398	0
AG	AG - Notary	0	0	0	0	0	0	5	4	1
AG Total		9	8	19	19	18	18	1169	1163	7
ALL	ALL - Calendar - Agendas/Postings	0	0	1	1	0	0	231	230	1
ALL	ALL - Feedback App	0	0	0	0	1	1	10	7	3
ALL	ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL	ALL - HBE - Hawaii Business Express	7	6	2	2	6	6	1318	1306	13
ALL	ALL - Motor Vehicle Renewals	1	0	1	1	0	0	8	7	2
ALL	ALL - Portal	1	1	8	8	3	3	392	380	12
ALL	ALL - Security Incidents	0	0	0	0	0	0	2	2	0
ALL	All - Superstore	3	2	0	0	0	0	100	80	21
ALL Total		12	9	12	12	10	10	2063	2014	52
B&F	B&F - ERS CMS	11	10	6	6	9	9	14	14	1
B&F	B&F - ERS Self-service	0	0	7	7	5	5	3	3	0
B&F	B&F - TDR	0	0	0	0	0	0	1	0	1
B&F	B&F - Unclaimed Property Search	1	1	0	0	0	0	88	88	0
B&F Total		12	11	13	13	14	14	106	105	2
DAGS	DAGS - CIP	0	0	0	0	0	0	174	167	7
DAGS	DAGS - SPO	0	0	0	0	0	0	1	0	1
DAGS Total		0	0	0	0	0	0	175	167	8
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	3	3	0	0	0	0	47	47	0
DBEDT	DBEDT - Hawaii Clean Energy Initiative	0	0	2	1	1	1	27	26	2
DBEDT Total		3	3	2	1	1	1	87	85	3
DCCA	DCCA - Agent Search	0	0	0	0	0	0	5	5	0
DCCA	DCCA - Annuals	5	1	0	0	1	1	265	258	11
DCCA	DCCA - Applications	0	0	1	0	0	0	53	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 - HILS Insurance Renewals	3	1	0	0	0	0	198	197	3
DCCA	DCCA - Inikua - Insurance	0	0	0	0	0	0	66	65	1

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DCCA	DCCA - Insurance Licensee CE Verification	0	0	0	0	0	0	41	40	1
DCCA	DCCA - Insurance CE Provider	0	0	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	1	1	55	53	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	4	1	1	1	2	1	146	138	12
DCCA	DCCA - PVL List Builder	0	0	1	0	0	0	106	106	1
DCCA	DCCA - PVL Renewals	9	4	7	6	7	7	786	784	8
DCCA	DCCA - PVL Search	1	1	0	0	0	0	59	59	0
DCCA	DCCA - Real Estate CE	0	0	0	0	0	0	255	255	0
DCCA	DCCA - RICO - Complaint Management System	4	4	0	0	0	0	84	83	1
DCCA Total		26	12	10	7	11	10	2868	2834	52
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	12	11	110	110	22	22	0	0	1
DLIR	DLIR - Hawaii Unemployment Insurance Express	8	7	1	1	5	5	556	552	5
DLIR Total		20	18	111	111	27	27	556	552	6
DLNR	DLNR - BARS	25	20	12	10	32	22	1210	1034	193
DLNR	DLNR - BOC Backend	28	9	88	65	107	80	433	365	137
DLNR	DLNR - BOC Bulk Download	5	4	9	9	9	8	36	32	6
DLNR	DLNR - BOC Doc Search and Retrieval	0	0	2	1	5	5	162	161	2
DLNR	DLNR - BOC Documents	0	0	1	1	0	0	31	29	2
DLNR	DLNR - BOC eRecording	1	1	0	0	2	2	48	48	0
DLNR	DLNR - CMLS (Fishing Catch Report)	2	1	2	2	3	2	221	219	4
DLNR	DLNR - CMLS (internal system)	0	0	0	0	0	0	41	32	9
DLNR	DLNR - CMLS (public)	1	1	0	0	1	1	181	181	0
DLNR	DLNR - CRVS	1	1	0	0	1	1	239	224	15
DLNR	DLNR - Fresh Water Game Fishing License	1	1	0	0	0	0	32	29	3
DLNR	DLNR - Hunting	1	0	0	0	0	0	9	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	10	8	10	10	7	7	457	449	10
DLNR	DLNR - Trail Access Hosting	1	1	0	0	0	0	67	67	0
DLNR	DLNR - UCC Filings	0	0	1	1	0	0	192	189	3
DLNR	DLNR - Vessel Reg Renewal	0	0	0	0	0	0	244	243	1
DLNR	DLNR - Wiki Permits	0	0	0	0	0	0	151	151	0
DLNR Total		76	47	125	99	167	128	3830	3538	386
DOE	DOE - HTSB - Alfresco site	8	7	16	14	12	11	174	170	8
DOE	DOE - HTSB - Customer Support	222	202	171	170	156	155	4270	4270	22
DOE	DOE - HTSB - Data Cleanup	0	0	0	0	1	1	7	7	0
DOE	DOE - HTSB - Phase VI	2	2	1	1	3	3	15	9	6

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
DOE	DOE - HTSB - Teacher's Licensing System	12	5	5	2	11	9	621	611	22
DOE	DOE - HTSB Phase V.1	0	0	0	0	0	0	23	21	2
DOE	DOE - HTSB Phase VII	1	1	0	0	1	0	2	1	2
DOE	DOE - HTSB Tech Support	18	10	25	24	43	39	163	153	23
DOE	DOE - HTSB-Phase V	0	0	0	0	0	0	49	49	0
DOE Total		263	227	218	211	227	218	5324	5291	85
DOH	DOH - EDRS - Electronic Death Registration System	0	0	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	0	0	0	0	0	0	116	116	0
DOH	DOH - EMRS	52	45	43	40	50	48	237	236	13
DOH	DOH - Payment Portal (SLD)	0	0	0	0	0	0	2	2	0
DOH	DOH - Wastewater Permits	0	0	0	0	0	0	74	74	0
DOH	DOH -Vital Records	3	2	0	0	0	0	69	66	4
DOH Total		55	47	43	40	50	48	956	950	19
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	68	68	0
DOT	DOT - TRCC	0	0	0	0	0	0	3	2	1
DOT Total		0	0	0	0	0	0	76	75	1
DPS	DPS - NED - Narcotics Registration Renewal	12	10	8	8	9	9	132	131	3
DPS Total		12	10	8	8	9	9	132	131	3
GOV	GOV - Governor Appointments	1	1	0	0	2	2	37	37	0
GOV	GOV - Online Messages Request System	0	0	0	0	0	0	51	51	0
GOV Total		1	1	0	0	2	2	88	88	0
HAWAII	Hawaii - Camping - Big Island	2	2	0	0	0	0	109	99	10
HAWAII	Hawaii - DPW - Flood	0	0	0	0	0	0	15	14	1
HAWAII	Hawaii - DPW - Traffic	0	0	0	0	1	1	19	17	2
HAWAII	Hawaii - Motor Vehicle Renewals	0	0	1	1	0	0	28	27	1
HAWAII	Hawaii - Police Site	2	0	4	2	9	9	78	78	4
HAWAII	Hawaii - Property Tax Payments	0	0	0	0	0	0	88	87	1
HAWAII	Hawaii - Water Payments	1	1	0	0	0	0	49	47	2
HAWAII Total		5	3	5	3	10	10	386	369	21
HCE	HCE - Hawaii Compliance Express	5	5	2	2	4	3	972	968	5
HCE Total		5	5	2	2	4	3	972	968	5
HIC	HIC - ActiTime	0	0	0	0	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	110	104	144	143	138	137	5517	5467	58
HIC	HIC - CMS	0	0	0	0	0	0	5	4	1
HIC	HIC - Collections	44	35	23	23	34	34	1021	1018	12

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HIC	HIC - Customer Billing System	0	0	0	0	0	0	51	43	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	9	8	8	7	27	25	808	767	45
HIC	HIC - Hana - BREGs Business Info	0	0	0	0	0	0	18	18	0
HIC	HIC - hic.ehawaii.gov	0	0	0	0	5	5	4	4	0
HIC	HIC - Kala	5	2	3	3	1	0	274	256	22
HIC	HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC	HIC - Kala-Refunds	2	2	1	0	1	1	24	21	4
HIC	HIC - Lala - User Management and Authentication	1	1	1	1	0	0	166	159	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	2	2	18	18	0
HIC	HIC - Portal UI Review	0	0	0	0	0	0	35	33	2
HIC	HIC - Refund Requests	17	15	16	16	14	14	1213	1198	17
HIC	HIC - Reports	1	1	0	0	3	3	150	124	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	1	0	0	0	0	0	76	74	3
HIC	HIC - SOX Compliance	0	0	0	0	0	0	42	39	3
HIC	HIC - SysAdmin	1	1	2	1	1	1	44	42	3
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		191	169	198	194	226	222	10084	9853	261
HONOLULU	Honolulu - Gross Liquor Sales	0	0	0	0	0	0	6	6	0
ONOLULU 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	3	3	1	1	0	0	160	157	3
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	1	1	202	192	10
JUDICIARY	Judiciary - Land Court Petitions	0	0	0	0	0	0	0	0	0
JUDICIARY	Judiciary - Motor Vehicle Services	1	1	0	0	3	2	42	41	2
JUDICIARY	Judiciary - VIPS	0	0	0	0	0	0	190	190	0

Department	Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Net
JUDICIARY	Judiciary - Warrants	1	0	1	1	1	1	259	258	2
JUDICIARY Total		5	4	2	2	5	4	1161	1141	22
KAUAI	Kauai - ebill	1	0	0	0	0	0	4	1	4
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	1	1	1	1	66	63	3
KAUAI	Kauai - Sewer Payment	0	0	0	0	0	0	29	29	0
KAUAI Total		1	0	1	1	1	1	167	161	7
LG	LG - Name Change	4	0	1	0	0	0	1	1	5
LG Total		4	0	1	0	0	0	1	1	5
MAUI	Mauie - Motor Vehicle Renewals	0	0	1	1	0	0	154	151	3
MAUI	Mauie - Property Tax Payments	0	0	0	0	0	0	19	19	0
MAUI	Mauie - Water/Sewer Payments	0	0	0	0	0	0	1	1	0
MAUI Total		0	0	1	1	0	0	174	171	3
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	1	1	0	0	1	0	1
TAX	TAX - eFile	9	7	18	16	29	28	1474	1443	36
TAX	TAX - Marketing	2	1	0	0	0	0	0	0	1
TAX	Tax - MEF	0	0	0	0	0	0	3	1	2
TAX	TAX - Tax License Search	0	0	0	0	1	1	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		11	8	19	17	30	29	1587	1552	41
Grand Total		711	582	790	741	812	754	31996	31243	989