

Agency - Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Currently Open
AG - CSEA_IWA	12	12	3	3	19	19	30	30	0
	12	12	3	3	19	19	30	30	0
ALL - Calendar - Agendas/Postings	1	1	0	0	1	1	84	82	2
ALL - Feedback App	0	0	0	0	0	0	6	3	3
ALL - Google Search	0	0	0	0	0	0	2	2	0
ALL - HBE - Hawaii Business Express	9	5	7	7	5	5	909	892	21
ALL - Portal	12	9	2	2	2	0	181	168	18
ALL - Security Incidents	0	0	0	0	0	0	0	0	0
	22	15	9	9	8	6	1182	1147	44
B&F - Unclaimed Property Search	2	1	0	0	3	3	58	57	2
	2	1	0	0	3	3	58	57	2
DCCA - Agent Search	0	0	0	0	0	0	1	0	1
DCCA - Annuals	5	2	6	6	1	1	181	174	10
DCCA - Applications	0	0	1	1	0	0	36	35	1
DCCA - Business Entity List Builder	1	1	0	0	5	5	2	2	0
DCCA - Business Name Search	0	0	0	0	1	1	25	25	0
DCCA - COGS	0	0	0	0	0	0	28	26	2
DCCA - Condo - AOA	1	0	0	0	1	1	80	77	4
DCCA - HIDS Insurance Renewals	4	3	1	1	0	0	85	83	3
DCCA - HIDS Online RPA	0	0	0	0	1	1	82	82	0
DCCA - HIDS RPA UI	0	0	0	0	0	0	202	202	0
DCCA - Inikua - Insurance	0	0	0	0	0	0	65	63	2
DCCA - Insurance CE	1	1	2	2	0	0	48	43	5
DCCA - Insurance License Search	2	1	0	0	0	0	4	4	1
DCCA - ISCO	0	0	0	0	1	1	19	19	0
DCCA - NEW COGS - Certificate of Good Standing	0	0	1	1	0	0	24	24	0
DCCA - Old Initials	0	0	0	0	0	0	1	1	0
DCCA - Online CE	0	0	0	0	0	0	33	32	1
DCCA - Online Doc Retrieval	11	6	4	2	5	4	27	27	8
DCCA - PVL List Builder	0	0	3	3	0	0	48	46	2
DCCA - PVL Renewals	21	12	7	6	5	4	346	346	11
DCCA - PVL Search	1	1	1	1	0	0	35	35	0
DCCA - Real Estate CE	12	4	2	0	0	0	0	0	10
DCCA - RICO - Complaint Management System	0	0	1	0	0	0	31	28	4
	59	31	29	23	20	18	1403	1374	65
DHRD - Applications	0	0	0	0	0	0	28	28	0
	0	0	0	0	0	0	28	28	0
DLIR - Hawaii Unemployment Insurance Express	9	8	5	5	5	4	398	395	5
	9	8	5	5	5	4	398	395	5
DLNR - BOC Documents	1	0	0	0	0	0	1	1	1
DLNR - CMLS (internal system)	0	0	0	0	0	0	19	18	1
DLNR - CMLS (public)	1	0	9	9	0	0	55	55	1

Agency - Project Name	Opened 0-30 Days	Solved	Opened 31-60 Days	Solved	Opened 61-90 Days	Solved	Opened 90+ Days	Solved	Currently Open
HIC - Kala	16	11	1	0	1	0	150	122	35
HIC - Kala Payment Portal	0	0	0	0	0	0	0	0	0
HIC - Lala - User Management and Authentication	1	0	0	0	1	1	85	80	6
HIC - Load Balancing	0	0	0	0	0	0	2	2	0
HIC - New User Interfaces	0	0	0	0	0	0	2	1	1
HIC - Newsletter	0	0	0	0	0	0	1	1	0
HIC - Other Maintenance Applications	6	5	1	1	3	3	111	102	10
HIC - Palapala (Data Archival/ Retrieval)	0	0	0	0	0	0	5	5	0
HIC - Portal UI Review	0	0	0	0	0	0	27	27	0
HIC - Refund Requests	25	20	13	12	8	8	474	468	12
HIC - Reports	3	1	0	0	0	0	78	69	11
HIC - Secure Download	0	0	0	0	0	0	12	9	3
HIC - Secure File Transfer Services	0	0	3	2	3	3	34	33	2
HIC - SOX Compliance	2	1	1	1	2	2	23	22	2
HIC - Web Mail	0	0	0	0	0	0	2	2	0
HIC - Website Support	0	0	2	2	1	1	216	200	16
HIC - www01	0	0	0	0	0	0	2	2	0
	181	146	104	92	94	83	3241	3127	172
Judiciary - Surveys	0	0	0	0	0	0	18	18	0
Judiciary - Applications	0	0	1	1	0	0	11	8	3
Judiciary - Jury Pool	2	0	0	0	4	3	41	40	4
Judiciary - Kalaiwa Traffic Abstracts	0	0	1	1	5	4	117	108	10
Judiciary - VIPS	2	1	0	0	0	0	159	159	1
Judiciary - Warrants	7	3	7	6	1	1	16	15	6
	11	4	9	8	10	8	362	348	24
Kauai - Motor Vehicle Renewals	1	1	0	0	0	0	0	0	0
Kauai - Property Tax Payment	9	7	0	0	0	0	29	27	4
Kauai - Sewer Payment	1	1	0	0	0	0	22	22	0
	11	9	0	0	0	0	51	49	4
Maui - Motor Vehicle Renewals	12	10	3	3	5	5	13	13	2
	12	10	3	3	5	5	13	13	2
TAX - eFile	25	23	26	25	14	13	388	381	11
TAX - Tax License Search	2	1	0	0	0	0	46	46	1
TAX - Tax Refund Search (TRS)	1	1	1	1	0	0	5	5	0
TAX - Tomcat eFile	0	0	0	0	0	0	18	18	0
	28	25	27	26	14	13	457	450	12
TOTAL	405	303	235	212	210	187	8846	8624	370