

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 01/29/2016

Active SRs by Status and Module

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Row Labels	Count of Module
Interfaces	2
Not Applicable	3
PeopleTools	2
Portal	9
Reports	3
Security	25
Assigned	11
In Work	3
Transition	11
Workflow	1
HR Human Resources	47
Acceptance Testing	1
Assigned	7
Awaiting Customer	2
In Work	25
Pending Prod Approval	1
System Test	3
Transition	8
TL Time and Labor	26
Assigned	9
In Work	6
Transition	11
PY Payroll	29
Assigned	11
In Work	9
Pending Prod Approval	1
Rework	3
Transition	5
CA Commitment Accounting	9
Acceptance Testing	2
Assigned	4
Awaiting Customer	1
In Work	1
Rework	1
SS Self Service	2
POS Position Control	1
Grand Total	159

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Row Labels	Count of Module
Acceptance Testing	3
Assigned	55
Awaiting Customer	5
In Work	45
Pending Prod Approval	2
System Test	3
Rework	4
Transition	42
Grand Total	159

Active SRs by Priority and Module

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Row Labels	Count of Short Description
High	85
Interfaces	1
Portal	6
Reports	2
Security	10
HR Human Resources	31
TL Time and Labor	8
PY Payroll	18
CA Commitment Accounting	6
SS Self Service	2
POS Position Control	1
Low	16
Medium	58
Grand Total	159

Active SRs, Priority = High

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Row Labels	Count of Status
Acceptance Testing	2
Assigned	30
Awaiting Customer	2
In Work	35
Pending Prod Approval	2
Rework	4
System Test	3
Transition	7
Grand Total	85

All SRs by Status

(Includes Closed, Completed after 12/06/15)

Row Labels	Count of Status
Acceptance Testing	3
Assigned	55
Awaiting Customer	5
Closed	9
Completed	66
Governance	6
Hold	3
In Work	45
Pending Prod Approval	2
System Test	3
Deferred	1
Rework	4
Transition	42
Grand Total	244

CAPPS HR/Payroll Trend Report – Service Requests

January 2015 – December 2015

Status	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC
Opened	55	32	33	38	30	48	44	52	50	67	36	83
Closed	46	31	38	34	32	37	35	40	83	45	28	54

