

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 05/23/2016

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	5
Not Applicable	3
Portal	7
Reports	29
Security	21
Assigned	14
Awaiting Customer	1
In Work	3
Transition	3
HR Human Resources	48
Assigned	16
In Work	23
Pending Prod Migration	1
System Test	3
Transition	5
TL Time and Labor	28
Assigned	11
Awaiting Customer	1
In Work	9
Transition	7
PY Payroll	19
Assigned	8
In Work	8
System Test	1
Rework	1
Transition	1
CA Commitment Accounting	8
Assigned	2
Awaiting Customer	3
In Work	2
System Test	1
SS Self Service	5
POS Position Control	2
Grand Total	175

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	2
Assigned	73
Awaiting Customer	7
In Work	55
Pending Prod Approval	1
Pending Prod Migration	3
System Test	8
Rework	5
Transition	21
Grand Total	175

Active SRs by Priority and Module

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

Row Labels	Count of Short Description
High	100
Interfaces	4
Not Applicable	1
Portal	4
Reports	16
Security	9
HR Human Resources	31
TL Time and Labor	13
PY Payroll	14
CA Commitment Accounting	7
SS Self Service	1
Low	24
Medium	51
Grand Total	175

Active SRs, Priority = High

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

Row Labels	Count of Status
Assigned	38
Awaiting Customer	3
In Work	45
Pending Prod Migration	3
Rework	2
System Test	8
Transition	1
Grand Total	100

All SRs by Status

(Includes Closed, Completed after 04/21/16)

Row Labels	Count of Status
Acceptance Testing	2
Assigned	73
Awaiting Customer	7
Closed	5
Completed	37
Governance	6
Hold	3
In Work	55
Pending Prod Approval	1
Pending Prod Migration	3
System Test	8
Rework	5
Transition	21
Grand Total	226

CAPPS HR/Payroll Trend Report – Service Requests

June 2015 – May 2016

Status	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Annual Totals
Opened	48	44	52	50	67	36	83	32	27	43	24	43	549
Closed	37	35	40	83	45	28	54	23	44	40	21	41	491
Percent													89.00%

