

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 06/23/2016

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	7
Not Applicable	4
Portal	7
Reports	25
Acceptance Testing	1
Assigned	7
In Work	5
Pending Prod Migration	3
System Test	3
Rework	4
Transition	2
Security	24
Assigned	16
Awaiting Customer	1
In Work	4
Transition	3
HR Human Resources	59
Acceptance Testing	1
Assigned	19
Awaiting Customer	2
In Work	26
Pending Prod Migration	3
System Test	3
Transition	5
TL Time and Labor	29
Assigned	10
Awaiting Customer	3
In Work	10
Transition	6
PY Payroll	20
Assigned	6
Awaiting Customer	1
In Work	11
System Test	1
Transition	1
CA Commitment Accounting	7
SS Self Service	6
POS Position Control	1
Recruiting	1
Employee Self Service (ESS)	1
Grand Total	191

Active SRs by Status

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

Row Labels	Count of Status
Acceptance Testing	2
Assigned	72
Awaiting Customer	9
In Work	67
Pending Prod Migration	8
System Test	9
Rework	4
Transition	20
Grand Total	191

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	113
Interfaces	6
Not Applicable	1
Portal	5
Reports	15
Security	9
HR Human Resources	38
TL Time and Labor	15
PY Payroll	14
CA Commitment Accounting	6
SS Self Service	3
Recruiting	1
Low	19
Medium	59
Grand Total	191

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	2
Assigned	34
Awaiting Customer	5
In Work	54
Pending Prod Migration	7
Rework	4
System Test	6
Transition	1
Grand Total	113

All SRs by Status

(Includes Closed, Completed after 05/20/16)

Row Labels	Count of Status
Acceptance Testing	2
Assigned	72
Awaiting Customer	9
Closed	3
Completed	39
Governance	8
Hold	3
In Work	67
Pending Prod Migration	8
System Test	9
Rework	4
Transition	20
Grand Total	244

CAPPS HR/Payroll Trend Report – Service Requests

July 2015 – June 2016

Status	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	Annual Totals
Opened	44	52	50	67	36	83	32	27	43	24	43	52	553
Closed	35	40	83	45	28	54	23	44	40	21	41	41	495
Percent													90.00%

