

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 07/26/2016

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	5
Not Applicable	5
Portal	4
Reports	23
Acceptance Testing	6
Assigned	8
In Work	3
Pending Prod Migration	1
System Test	2
Rework	1
Transition	2
Security	29
Acceptance Testing	1
Assigned	18
Awaiting Customer	1
In Work	6
Transition	3
HR Human Resources	69
Acceptance Testing	1
Assigned	25
Awaiting Customer	2
In Work	29
Pending Prod Migration	1
System Test	3
Rework	2
Transition	5
In Development	1
TL Time and Labor	27
Assigned	7
Awaiting Customer	2
In Work	12
Transition	6
PY Payroll	22
Assigned	5
In Work	14
System Test	1
Transition	1
Assessment	1
CA Commitment Accounting	7
SS Self Service	4
POS Position Control	1
Recruiting	6
Employee Self Service (ESS)	1
Learn	3
Grand Total	206

Active SRs by Status

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

Row Labels	Count of Status
Acceptance Testing	9
Assigned	81
Awaiting Customer	7
In Work	75
Pending Prod Migration	2
System Test	7
Rework	3
Transition	20
In Development	1
Assessment	1
Grand Total	206

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	113
Interfaces	3
Not Applicable	1
Portal	3
Reports	13
Security	12
HR Human Resources	44
TL Time and Labor	14
PY Payroll	15
CA Commitment Accounting	6
SS Self Service	1
Recruiting	1
Low	29
Medium	64
Grand Total	206

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	5
Assigned	37
Awaiting Customer	2
In Work	58
Pending Prod Migration	1
Rework	2
System Test	6
Transition	1
In Development	1
Grand Total	113

All SRs by Status

(Includes Closed, Completed after 06/23/16)

Row Labels	Count of Status
Acceptance Testing	9
Assigned	81
Awaiting Customer	7
Closed	11
Completed	92
Governance	8
Hold	2
In Work	75
Pending Prod Migration	2
System Test	7
Deferred	1
Rework	3
Transition	20
In Development	1
Assessment	1
Grand Total	320

CAPPS HR/Payroll Trend Report – Service Requests

August 2015 – July 2016

Status	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	Annual Totals
Opened	52	50	67	36	83	32	27	43	24	43	52	92	601
Closed	40	83	45	28	54	23	44	40	21	41	41	88	548
Percent													91.00%

