

## CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 08/23/2016

### Active SRs by Status and Module

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

Row Labels	Count of Module
<b>Interfaces</b>	<b>5</b>
<b>Not Applicable</b>	<b>6</b>
<b>Portal</b>	<b>2</b>
<b>Reports</b>	<b>28</b>
Acceptance Testing	1
Assigned	14
In Work	2
Pending Prod Approval	1
Pending Prod Migration	2
System Test	3
Transition	2
In Development	3
<b>Security</b>	<b>47</b>
<b>HR Human Resources</b>	<b>84</b>
Acceptance Testing	1
Assigned	41
Awaiting Customer	8
In Work	21
Pending Prod Approval	1
Pending Prod Migration	3
System Test	1
Rework	2
Transition	5
In Development	1
<b>TL Time and Labor</b>	<b>37</b>
Acceptance Testing	1
Assigned	7
Awaiting Customer	13
In Work	10
Transition	6
<b>PY Payroll</b>	<b>25</b>
Acceptance Testing	1
Assigned	7
Awaiting Customer	1
In Work	7
Pending Prod Migration	7
Transition	1
Assessment	1
<b>CA Commitment Accounting</b>	<b>12</b>
<b>SS Self Service</b>	<b>3</b>
<b>POS Position Control</b>	<b>1</b>
<b>Recruiting</b>	<b>13</b>
Assigned	5
Awaiting Customer	3
In Work	5
<b>Employee Self Service (ESS)</b>	<b>3</b>
<b>Learn</b>	<b>6</b>
<b>Grand Total</b>	<b>272</b>

## Active SRs by Status

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

Row Labels	Count of Status
Acceptance Testing	6
Assigned	123
Awaiting Customer	31
In Work	62
Pending Prod Approval	2
Pending Prod Migration	18
System Test	4
Rework	2
Transition	19
In Development	4
Assessment	1
<b>Grand Total</b>	<b>272</b>

## Active SRs by Priority and Module

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

Row Labels	Count of Module
<b>High</b>	<b>116</b>
Interfaces	2
Not Applicable	1
Portal	2
Reports	14
Security	21
HR Human Resources	37
TL Time and Labor	12
PY Payroll	13
CA Commitment	
Accounting	8
SS Self Service	1
Recruiting	4
Employee Self Service (ESS)	1
<b>Low</b>	<b>55</b>
<b>Medium</b>	<b>101</b>
<b>Grand Total</b>	<b>272</b>

### Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	5
Assigned	61
Awaiting Customer	8
In Work	53
Pending Prod Approval	3
Pending Prod Migration	21
Rework	3
System Test	5
Transition	2
In Development	5
<b>Grand Total</b>	<b>166</b>

### All SRs by Status

(Includes Closed, Completed after 07/25/16)

Row Labels	Count of Status
Acceptance Testing	6
Assigned	123
Awaiting Customer	31
Closed	19
Completed	189
Governance	9
Hold	3
In Work	62
Pending Prod Approval	2
Pending Prod Migration	18
System Test	4
Deferred	1
Rework	2
Transition	19
In Development	4
Assessment	1
<b>Grand Total</b>	<b>493</b>

## CAPPS HR/Payroll Trend Report – Service Requests

September 2015 – August 2016

Status	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	Annual Totals
Opened	50	67	36	83	32	27	43	24	43	52	92	307	856
Closed	83	45	28	54	23	44	40	21	41	41	88	203	711
Percent													83.00%

