

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

### Date of Report: 09/27/2016

#### Active SRs by Status and Module

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

Row Labels	Count of Module
<b>Interfaces</b>	<b>11</b>
<b>Not Applicable</b>	<b>6</b>
<b>Portal</b>	<b>2</b>
<b>Reports</b>	<b>47</b>
Acceptance Testing	4
Assigned	20
Awaiting Customer	1
In Work	6
Pending Prod Approval	5
Pending Prod Migration	3
System Test	3
Transition	2
In Development	2
Assessment	1
<b>Security</b>	<b>42</b>
<b>HR Human Resources</b>	<b>145</b>
Assigned	85
Awaiting Customer	9
In Work	32
Pending Prod Approval	10
Pending Prod Migration	2
System Test	1
Transition	5
In Development	1
<b>TL Time and Labor</b>	<b>80</b>
Acceptance Testing	1
Assigned	13
Awaiting Customer	48
In Work	10
Pending Prod Approval	3
Transition	5
<b>PY Payroll</b>	<b>47</b>
Acceptance Testing	1
Assigned	24
Awaiting Customer	7
In Work	9
Pending Prod Approval	1
Pending Prod Migration	2
Transition	1
Assessment	2
<b>CA Commitment Accounting</b>	<b>12</b>
<b>SS Self Service</b>	<b>3</b>
<b>POS Position Control</b>	<b>2</b>
<b>Recruiting</b>	<b>23</b>
Assigned	11
Awaiting Customer	5
In Work	6
Assessment	1
<b>Employee Self Service (ESS)</b>	<b>9</b>
<b>Learn</b>	<b>6</b>
<b>Mgr Self Service (MSS)</b>	<b>4</b>
<b>Grand Total</b>	<b>439</b>

## Active SRs by Status

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

Row Labels	Count of Status
Acceptance Testing	7
Assigned	208
Awaiting Customer	85
In Work	81
Pending Prod Approval	20
Pending Prod Migration	9
System Test	4
Transition	17
In Development	3
Assessment	5
<b>Grand Total</b>	<b>439</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>146</b>
Interfaces	5
Not Applicable	1
Portal	2
Reports	21
Security	16
HR Human Resources	38
TL Time and Labor	17
PY Payroll	21
CA Commitment Accounting	6
SS Self Service	1
Recruiting	12
Employee Self Service (ESS)	5
Learn	1
<b>Low</b>	<b>129</b>
<b>Medium</b>	<b>164</b>
<b>Grand Total</b>	<b>439</b>

### Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	5
Assigned	57
Awaiting Customer	22
In Work	41
Pending Prod Approval	11
Pending Prod Migration	4
System Test	2
In Development	3
Assessment	1
<b>Grand Total</b>	<b>146</b>

### All SRs by Status

(Includes Closed, Completed after 08/21/16)

Row Labels	Count of Status
Acceptance Testing	7
Assigned	208
Awaiting Customer	85
Closed	36
Completed	351
Governance	10
Hold	2
In Work	81
Pending Prod Approval	20
Pending Prod Migration	9
System Test	4
Deferred	1
Transition	17
In Development	3
Assessment	5
<b>Grand Total</b>	<b>839</b>

## CAPPS HR/Payroll Trend Report – Service Requests

October 2015 – September 2016

Status	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	Annual Totals
Opened	67	36	83	32	27	43	24	43	52	92	307	544	1350
Closed	45	28	54	23	44	40	21	41	41	88	203	387	1015
Percent													75.00%

