

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

Date of Report: 11/22/2016

### Active SRs by Status and Module

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

Row Labels	Count of Module
<b>Interfaces</b>	<b>9</b>
<b>Not Applicable</b>	<b>8</b>
<b>Portal</b>	<b>2</b>
<b>Reports</b>	<b>24</b>
Acceptance Testing	2
Assigned	11
In Work	3
Pending Prod Approval	6
In Development	2
<b>Security</b>	<b>39</b>
<b>HR Human Resources</b>	<b>100</b>
Acceptance Testing	1
Assigned	56
Awaiting Customer	8
In Work	28
Pending Prod Approval	4
System Test	1
In Development	1
Assessment	1
<b>TL Time and Labor</b>	<b>63</b>
Acceptance Testing	1
Assigned	27
Awaiting Customer	19
In Work	14
Pending Prod Approval	1
Assessment	1
<b>PY Payroll</b>	<b>61</b>
Acceptance Testing	2
Assigned	24
Awaiting Customer	8
In Work	18
Pending Prod Approval	2
Pending Prod Migration	2
In Development	2
Assessment	3
<b>CA Commitment Accounting</b>	<b>16</b>
<b>SS Self Service</b>	<b>2</b>
<b>POS Position Control</b>	<b>3</b>
<b>Recruiting</b>	<b>13</b>
<b>Learn</b>	<b>5</b>
<b>Employee Self Service (ESS)</b>	<b>5</b>
<b>Mgr Self Service (MSS)</b>	<b>8</b>
<b>Grand Total</b>	<b>358</b>

## Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	10
Assigned	184
Awaiting Customer	46
In Work	81
Pending Prod Approval	15
Pending Prod Migration	3
System Test	4
In Development	8
Assessment	7
<b>Grand Total</b>	<b>358</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>152</b>
Interfaces	4
Not Applicable	1
Portal	2
Reports	10
Security	17
HR Human Resources	43
TL Time and Labor	23
PY Payroll	27
CA Commitment Accounting	8
SS Self Service	1
POS Position Control	2
Recruiting	10
Learn	2
Employee Self Service (ESS)	1
Mgr Self Service (MSS)	1
<b>Low</b>	<b>65</b>
<b>Medium</b>	<b>141</b>
<b>Grand Total</b>	<b>358</b>

### Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	4
Assigned	63
Awaiting Customer	16
In Work	50
Pending Prod Approval	10
Pending Prod Migration	2
System Test	4
In Development	1
Assessment	2
<b>Grand Total</b>	<b>152</b>

### All SRs by Status

(Includes Closed, Completed after 10/24/16)

Row Labels	Count of Status
Acceptance Testing	10
Assigned	184
Awaiting Customer	46
Closed	14
Completed	255
Governance	12
Hold	7
In Work	81
Pending Prod Approval	15
Pending Prod Migration	3
System Test	4
Deferred	1
In Development	8
Assessment	7
<b>Grand Total</b>	<b>647</b>

## CAPPS HR/Payroll Trend Report – Service Requests

December 2015 – November 2016

Status	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	Annual Totals
Opened	42	32	37	52	26	41	53	82	511	446	443	257	2022
Closed	48	23	54	47	23	39	48	66	373	345	467	269	1802
Percent													89.00%

