

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

### Date of Report: 01/31/2017

#### Active SRs by Status and Module

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

Row Labels	Count of Module
<b>Interfaces</b>	<b>7</b>
<b>Not Applicable</b>	<b>12</b>
<b>PeopleTools</b>	<b>1</b>
<b>Portal</b>	<b>1</b>
<b>Reports</b>	<b>16</b>
<b>Security</b>	<b>25</b>
<b>HR Human Resources</b>	<b>75</b>
Assigned	42
In Work	24
Pending Prod Approval	1
System Test	1
In Development	1
Assessment	6
<b>TL Time and Labor</b>	<b>47</b>
Acceptance Testing	1
Assigned	22
Awaiting Customer	2
In Work	15
Pending Prod Approval	1
Rework	2
Assessment	4
<b>PY Payroll</b>	<b>65</b>
Acceptance Testing	1
Assigned	26
Awaiting Customer	12
In Work	18
Pending Prod Migration	2
System Test	1
In Development	2
Assessment	3
<b>CA Commitment</b>	
<b>Accounting</b>	<b>14</b>
<b>SS Self Service</b>	<b>2</b>
<b>POS Position Control</b>	<b>5</b>
<b>Recruiting</b>	<b>34</b>
Assigned	18
Awaiting Customer	3
In Work	12
Assessment	1
<b>Learn</b>	<b>9</b>
<b>Employee Self Service (ESS)</b>	<b>1</b>
<b>Mgr Self Service (MSS)</b>	<b>7</b>
<b>Grand Total</b>	<b>321</b>

### Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	4
Assigned	167
Awaiting Customer	19
In Work	94
Pending Prod Approval	3
Pending Prod Migration	3
System Test	4
Rework	2
In Development	8
Assessment	17
<b>Grand Total</b>	<b>321</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>138</b>
Interfaces	3
Not Applicable	1
Portal	1
Reports	3
Security	14
HR Human Resources	34
TL Time and Labor	17
PY Payroll	34
CA Commitment Accounting	7
SS Self Service	1
POS Position Control	2
Recruiting	14
Learn	6
Mgr Self Service (MSS)	1
<b>Low</b>	<b>58</b>
<b>Medium</b>	<b>125</b>
<b>Grand Total</b>	<b>321</b>

### Active SRs, Priority = High

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

Row Labels	Count of Status
Assigned	54
Awaiting Customer	14
In Work	54
Pending Prod Approval	2
Pending Prod Migration	2
Rework	2
System Test	3
In Development	1
Assessment	6
<b>Grand Total</b>	<b>138</b>

### All SRs by Status

(Includes Closed, Completed after 11/22/16)

Row Labels	Count of Status
Acceptance Testing	4
Assigned	167
Awaiting Customer	19
Closed	24
Completed	384
Governance	12
Hold	8
In Work	94
Pending Prod Approval	3
Pending Prod Migration	3
System Test	4
Rework	2
In Development	8
Assessment	17
<b>Grand Total</b>	<b>749</b>

## CAPPS HR/Payroll Trend Report – Service Requests

February 2016 – January 2017

Status	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC	JAN	Annual Totals
Opened	37	52	26	41	53	82	511	446	443	257	337	276	2561
Closed	54	47	23	39	48	66	373	345	467	269	367	278	2376
Percent													93.00%

