

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 02/28/17

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	10
Not Applicable	11
PeopleTools	2
Portal	1
Reports	14
Security	30
HR Human Resources	87
Acceptance Testing	2
Assigned	47
Awaiting Customer	3
In Work	24
Pending Prod Approval	2
Pending Prod Migration	1
System Test	1
In Development	1
Assessment	6
TL Time and Labor	69
Assigned	34
Awaiting Customer	8
In Work	18
Pending Prod Approval	2
Rework	3
Assessment	4
PY Payroll	65
Acceptance Testing	2
Assigned	33
Awaiting Customer	5
In Work	20
In Development	2
Assessment	3
CA Commitment Accounting	14
SS Self Service	2
POS Position Control	4
Recruiting	34
Assigned	11
Awaiting Customer	3
In Work	16
System Test	3
Assessment	1
Learn	10
Employee Self Service (ESS)	6
Mgr Self Service (MSS)	4
Grand Total	363

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	4
Assigned	192
Awaiting Customer	23
In Work	104
Pending Prod Approval	5
Pending Prod Migration	1
System Test	8
Rework	4
In Development	6
Assessment	16
Grand Total	363

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	149
Interfaces	3
PeopleTools	1
Portal	1
Reports	4
Security	18
HR Human Resources	37
TL Time and Labor	22
PY Payroll	28
CA Commitment Accounting	5
SS Self Service	1
POS Position Control	2
Recruiting	16
Learn	7
Employee Self Service (ESS)	3
Mgr Self Service (MSS)	1
Low	68
Medium	146
Grand Total	363

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	1
Assigned	64
Awaiting Customer	10
In Work	59
Pending Prod Approval	3
Rework	2
System Test	4
In Development	1
Assessment	5
Grand Total	149

All SRs by Status

(Includes Closed, Completed after 01/26/17)

Row Labels	Count of Status
Acceptance Testing	4
Assigned	192
Awaiting Customer	23
Closed	11
Completed	220
Governance	23
Hold	7
In Work	104
Pending Prod Approval	5
Pending Prod Migration	1
System Test	8
Rework	4
In Development	6
Assessment	16
Grand Total	624

CAPPS HR/Payroll Trend Report – Service Requests

March 2016 – February 2017

Status	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	Annual Totals
Opened	52	26	41	53	82	511	446	443	257	337	276	226	2750
Closed	47	23	39	48	66	373	345	467	269	367	278	232	2554
Percent													93.00%

