

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 03/23/2017

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	11
Not Applicable	12
PeopleTools	2
Portal	1
Reports	17
Security	32
HR Human Resources	85
Acceptance Testing	1
Assigned	48
Awaiting Customer	3
In Work	22
Pending Prod Approval	2
System Test	1
In Development	1
Assessment	7
TL Time and Labor	66
Assigned	30
Awaiting Customer	6
In Work	20
Pending Prod Approval	2
Rework	3
Assessment	5
PY Payroll	65
Acceptance Testing	1
Assigned	36
Awaiting Customer	8
In Work	16
In Development	2
Assessment	2
CA Commitment	
Accounting	17
SS Self Service	2
POS Position Control	4
Recruiting	33
Assigned	11
Awaiting Customer	4
In Work	9
System Test	8
Assessment	1
Learn	9
Employee Self Service (ESS)	5
Mgr Self Service (MSS)	4
Performance Mgmt	2
Grand Total	367

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	3
Assigned	200
Awaiting Customer	24
In Work	92
Pending Prod Approval	5
Pending Prod Migration	1
System Test	15
Rework	3
In Development	6
Assessment	18
Grand Total	367

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	140
Interfaces	4
Not Applicable	1
PeopleTools	1
Portal	1
Reports	5
Security	19
HR Human Resources	35
TL Time and Labor	17
PY Payroll	23
CA Commitment Accounting	6
SS Self Service	1
POS Position Control	2
Recruiting	15
Learn	7
Employee Self Service (ESS)	2
Mgr Self Service (MSS)	1
Low	72
Medium	155
Grand Total	367

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	1
Assigned	68
Awaiting Customer	8
In Work	51
Pending Prod Approval	3
Rework	2
System Test	3
In Development	1
Assessment	3
Grand Total	140

All SRs by Status

(Includes Closed, Completed after 02/26/17)

Row Labels	Count of Status
Acceptance Testing	3
Assigned	200
Awaiting Customer	24
Closed	9
Completed	219
Governance	22
Hold	7
In Work	92
Pending Prod Approval	5
Pending Prod Migration	1
System Test	15
Rework	3
In Development	6
Assessment	18
Grand Total	624

CAPPS HR/Payroll Trend Report – Service Requests

April 2016 – March 2017

Status	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Annual Totals
Opened	26	41	53	82	511	446	443	257	337	276	226	225	2923
Closed	23	39	48	66	373	345	467	269	367	278	232	228	2735
Percent													94.00%

