

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

### Date of Report: 04/25/2017

#### Active SRs by Status and Module

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

Row Labels	Count of Module
<b>Interfaces</b>	<b>13</b>
<b>Not Applicable</b>	<b>13</b>
<b>PeopleTools</b>	<b>3</b>
<b>Portal</b>	<b>1</b>
<b>Reports</b>	<b>24</b>
<b>Security</b>	<b>32</b>
<b>HR Human Resources</b>	<b>87</b>
Assigned	49
Awaiting Customer	6
In Work	24
Pending Prod Migration	1
System Test	1
In Development	1
Assessment	5
<b>TL Time and Labor</b>	<b>71</b>
Acceptance Testing	2
Assigned	34
Awaiting Customer	6
In Work	19
Pending Prod Approval	2
Rework	3
Assessment	5
<b>PY Payroll</b>	<b>73</b>
Acceptance Testing	1
Assigned	37
Awaiting Customer	12
In Work	19
In Development	2
Assessment	2
<b>CA Commitment Accounting</b>	<b>19</b>
<b>SS Self Service</b>	<b>2</b>
<b>POS Position Control</b>	<b>3</b>
<b>Recruiting</b>	<b>33</b>
Assigned	12
Awaiting Customer	3
In Work	9
System Test	8
Assessment	1
<b>Learn</b>	<b>17</b>
<b>Employee Self Service (ESS)</b>	<b>7</b>
<b>Mgr Self Service (MSS)</b>	<b>6</b>
<b>Performance Mgmt</b>	<b>2</b>
<b>Grand Total</b>	<b>406</b>

## Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	5
Assigned	224
Awaiting Customer	33
In Work	97
Pending Prod Approval	6
Pending Prod Migration	4
System Test	11
Rework	3
In Development	5
Assessment	18
<b>Grand Total</b>	<b>406</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>158</b>
Interfaces	5
Not Applicable	2
PeopleTools	2
Portal	1
Reports	5
Security	20
HR Human Resources	37
TL Time and Labor	19
PY Payroll	28
CA Commitment Accounting	7
SS Self Service	1
POS Position Control	1
Recruiting	14
Learn	13
Employee Self Service (ESS)	1
Mgr Self Service (MSS)	2
<b>Low</b>	<b>80</b>
<b>Medium</b>	<b>168</b>
<b>Grand Total</b>	<b>406</b>

### Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	2
Assigned	82
Awaiting Customer	13
In Work	50
Pending Prod Approval	1
Pending Prod Migration	1
Rework	2
System Test	3
In Development	1
Assessment	3
<b>Grand Total</b>	<b>158</b>

### All SRs by Status

(Includes Closed, Completed after 03/21/17)

Row Labels	Count of Status
Acceptance Testing	5
Assigned	224
Awaiting Customer	33
Closed	6
Completed	174
Governance	31
Hold	7
In Work	97
Pending Prod Approval	6
Pending Prod Migration	4
System Test	11
Rework	3
In Development	5
Assessment	18
<b>Grand Total</b>	<b>624</b>

## CAPPS HR/Payroll Trend Report – Service Requests

May 2016 – April 2017

Status	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	Annual Totals
Opened	41	53	82	511	446	443	257	337	276	226	225	264	3161
Closed	39	48	66	373	345	467	269	367	278	232	228	203	2915
Percent													92.00%

