

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 05/16/2017

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	12
Not Applicable	10
PeopleTools	1
Portal	1
Reports	24
Security	34
HR Human Resources	89
Acceptance Testing	1
Assigned	45
Awaiting Customer	2
In Work	33
Pending Prod Migration	1
System Test	1
In Development	1
Assessment	5
TL Time and Labor	73
Assigned	37
Awaiting Customer	6
In Work	21
Rework	3
Assessment	6
PY Payroll	65
Acceptance Testing	1
Assigned	33
Awaiting Customer	8
In Work	19
In Development	2
Assessment	2
CA Commitment Accounting	19
SS Self Service	2
POS Position Control	2
Recruiting	32
Acceptance Testing	15
Assigned	8
Awaiting Customer	1
In Work	5
System Test	2
Assessment	1
Learn	17
Employee Self Service (ESS)	6
Mgr Self Service (MSS)	3
Performance Mgmt	2
Grand Total	392

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	21
Assigned	210
Awaiting Customer	20
In Work	104
Pending Prod Approval	1
Pending Prod Migration	2
System Test	6
Rework	3
In Development	6
Assessment	19
Grand Total	392

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	146
Interfaces	3
Not Applicable	1
PeopleTools	1
Portal	1
Reports	5
Security	21
HR Human Resources	38
TL Time and Labor	19
PY Payroll	22
CA Commitment Accounting	5
SS Self Service	1
POS Position Control	1
Recruiting	12
Learn	14
Employee Self Service (ESS)	1
Mgr Self Service (MSS)	1
Low	75
Medium	171
Grand Total	392

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	2
Assigned	70
Awaiting Customer	9
In Work	53
Pending Prod Migration	2
Rework	2
System Test	2
In Development	1
Assessment	5
Grand Total	146

All SRs by Status

(Includes Closed, Completed after 04/23/17)

Row Labels	Count of Status
Acceptance Testing	21
Assigned	210
Awaiting Customer	20
Closed	7
Completed	189
Governance	29
Hold	7
In Work	104
Pending Prod Approval	1
Pending Prod Migration	2
System Test	6
Rework	3
In Development	6
Assessment	19
Grand Total	624

CAPPS HR/Payroll Trend Report – Service Requests

June 2016 – May 2017

Status	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Annual Totals
Opened	53	82	511	446	443	257	337	276	226	225	264	184	3304
Closed	48	66	373	345	467	269	367	278	232	228	203	215	3091
Percent													94.00%

