

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

Date of Report: 06/25/2017

### Active SRs by Status and Module

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

Row Labels	Count of Module
<b>Interfaces</b>	<b>12</b>
<b>Not Applicable</b>	<b>11</b>
<b>PeopleTools</b>	<b>1</b>
<b>Portal</b>	<b>1</b>
<b>Reports</b>	<b>38</b>
<b>Security</b>	<b>37</b>
<b>HR Human Resources</b>	<b>90</b>
Acceptance Testing	2
Assigned	43
Awaiting Customer	2
In Work	31
Pending Prod Migration	3
System Test	1
Rework	1
In Development	3
Assessment	4
<b>TL Time and Labor</b>	<b>77</b>
Acceptance Testing	2
Assigned	44
Awaiting Customer	3
In Work	20
Pending Prod Migration	1
Rework	3
Assessment	4
<b>PY Payroll</b>	<b>71</b>
Acceptance Testing	1
Assigned	36
Awaiting Customer	5
In Work	22
In Development	3
Assessment	4
<b>CA Commitment Accounting</b>	<b>21</b>
<b>SS Self Service</b>	<b>2</b>
<b>POS Position Control</b>	<b>2</b>
<b>Recruiting</b>	<b>30</b>
Assigned	7
Awaiting Customer	1
In Work	3
Pending Prod Approval	9
Pending Prod Migration	9
Assessment	1
<b>Learn</b>	<b>24</b>
<b>Employee Self Service (ESS)</b>	<b>9</b>
<b>Mgr Self Service (MSS)</b>	<b>4</b>
<b>Performance Mgmt</b>	<b>11</b>
<b>Grand Total</b>	<b>441</b>

## Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	7
Assigned	239
Awaiting Customer	16
In Work	105
Pending Prod Approval	10
Pending Prod Migration	28
System Test	8
Rework	4
In Development	8
Assessment	16
<b>Grand Total</b>	<b>441</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>165</b>
Interfaces	3
Not Applicable	2
PeopleTools	1
Portal	1
Reports	7
Security	23
HR Human Resources	41
TL Time and Labor	19
PY Payroll	25
CA Commitment Accounting	5
SS Self Service	1
POS Position Control	1
Recruiting	11
Learn	15
Employee Self Service (ESS)	4
Mgr Self Service (MSS)	1
Performance Mgmt	5
<b>Low</b>	<b>76</b>
<b>Medium</b>	<b>200</b>
<b>Grand Total</b>	<b>441</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	5
In Work	58
Pending Prod Approval	1
Pending Prod Migration	5
Rework	3
System Test	4
In Development	2
Assessment	3
<b>Grand Total</b>	<b>165</b>

### All SRs by Status

(Includes Closed, Completed after 05/16/17)

Row Labels	Count of Status
Acceptance Testing	7
Assigned	239
Awaiting Customer	16
Closed	10
Completed	151
Governance	9
Hold	8
In Work	105
Pending Prod Approval	10
Pending Prod Migration	28
System Test	8
Rework	4
In Development	8
Assessment	16
<b>Grand Total</b>	<b>619</b>

## CAPPS HR/Payroll Trend Report – Service Requests

July 2016 – June 2017

Status	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Annual Totals
Opened	82	511	446	443	257	337	276	226	225	264	184	325	3576
Closed	66	373	345	467	269	367	278	232	228	203	215	252	3295
Percent													92.00%

