

## CAPPS HR/Payroll Service Requests (SRs)

### Report Date of Report: 07/23/2017

#### Active SRs by Status and Module

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

Row Labels	Count of Module
<b>Interfaces</b>	<b>15</b>
<b>Not Applicable</b>	<b>13</b>
<b>PeopleTools</b>	<b>1</b>
<b>Portal</b>	<b>1</b>
<b>Reports</b>	<b>35</b>
<b>Security</b>	<b>46</b>
<b>HR Human Resources</b>	<b>114</b>
Acceptance Testing	3
Assigned	57
Awaiting Customer	4
In Work	38
Pending Prod Approval	2
Pending Prod Migration	2
System Test	1
Rework	1
In Development	2
Assessment	4
<b>TL Time and Labor</b>	<b>106</b>
Acceptance Testing	3
Assigned	57
Awaiting Customer	9
In Work	27
Pending Prod Approval	2
Rework	4
In Development	1
Assessment	3
<b>PY Payroll</b>	<b>97</b>
Acceptance Testing	1
Assigned	54
Awaiting Customer	11
In Work	22
Pending Prod Approval	1
In Development	3
Assessment	5
<b>CA Commitment Accounting</b>	<b>21</b>
<b>SS Self Service</b>	<b>2</b>
<b>POS Position Control</b>	<b>4</b>
<b>Recruiting</b>	<b>41</b>
Acceptance Testing	2
Assigned	16
Awaiting Customer	5
In Work	6
Pending Prod Approval	8
Pending Prod Migration	2
Assessment	2
<b>Learn</b>	<b>20</b>
<b>Employee Self Service (ESS)</b>	<b>10</b>
<b>Mgr Self Service (MSS)</b>	<b>10</b>
<b>Performance Mgmt</b>	<b>20</b>
<b>Grand Total</b>	<b>556</b>

## Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	10
Assigned	307
Awaiting Customer	36
In Work	127
Pending Prod Approval	33
Pending Prod Migration	5
System Test	6
Rework	6
In Development	8
Assessment	18
<b>Grand Total</b>	<b>556</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>198</b>
Interfaces	4
Not Applicable	2
PeopleTools	1
Portal	1
Reports	7
Security	26
HR Human Resources	45
TL Time and Labor	29
PY Payroll	30
CA Commitment Accounting	6
SS Self Service	1
POS Position Control	2
Recruiting	14
Learn	12
Employee Self Service (ESS)	1
Mgr Self Service (MSS)	3
Performance Mgmt	14
<b>Low</b>	<b>98</b>
<b>Medium</b>	<b>260</b>
<b>Grand Total</b>	<b>556</b>

### Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	3
Assigned	89
Awaiting Customer	9
In Work	66
Pending Prod Approval	13
Pending Prod Migration	3
Rework	3
System Test	4
In Development	3
Assessment	5
<b>Grand Total</b>	<b>198</b>

### All SRs by Status

(Includes Closed, Completed after 06/30/17)

Row Labels	Count of Status
Acceptance Testing	10
Assigned	307
Awaiting Customer	36
Closed	13
Completed	219
Governance	17
Hold	10
In Work	127
Pending Prod Approval	33
Pending Prod Migration	5
System Test	6
Rework	6
In Development	8
Assessment	18
<b>Grand Total</b>	<b>815</b>

## CAPPS HR/Payroll Trend Report – Service Requests

August 2016 – July 2017

Status	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	Annual Totals
Opened	511	446	443	257	337	276	226	225	264	184	325	306	3800
Closed	373	345	467	269	367	278	232	228	203	215	252	232	3461
Percent													91.00%

