

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

### Date of Report: 08/22/2017

#### Active SRs by Status and Module

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

Row Labels	Count of Module
<b>Interfaces</b>	<b>16</b>
<b>Not Applicable</b>	<b>15</b>
<b>PeopleTools</b>	<b>1</b>
<b>Reports</b>	<b>30</b>
<b>Security</b>	<b>48</b>
<b>HR Human Resources</b>	<b>118</b>
Acceptance Testing	1
Assigned	46
Awaiting Customer	1
In Work	55
Pending Prod Approval	1
Pending Prod Migration	1
System Test	3
Rework	2
In Development	3
Assessment	5
<b>TL Time and Labor</b>	<b>115</b>
Acceptance Testing	2
Assigned	48
Awaiting Customer	1
In Work	53
Pending Prod Approval	2
Rework	3
In Development	2
Assessment	4
<b>PY Payroll</b>	<b>96</b>
Acceptance Testing	3
Assigned	37
Awaiting Customer	3
In Work	42
Pending Prod Approval	1
Pending Prod Migration	1
In Development	3
Assessment	6
<b>CA Commitment Accounting</b>	<b>20</b>
<b>SS Self Service</b>	<b>2</b>
<b>POS Position Control</b>	<b>4</b>
<b>Recruiting</b>	<b>38</b>
Acceptance Testing	1
Assigned	8
Awaiting Customer	5
In Work	16
Pending Prod Approval	4
Pending Prod Migration	1
System Test	1
Assessment	2
<b>Learn</b>	<b>19</b>
<b>Employee Self Service (ESS)</b>	<b>11</b>
<b>Mgr Self Service (MSS)</b>	<b>9</b>
<b>Performance Mgmt</b>	<b>21</b>
<b>MSS Manager Self-Service</b>	<b>2</b>
In Work	1
Assessment	1
<b>SPRS Payroll</b>	<b>1</b>
In Work	1
<b>Grand Total</b>	<b>566</b>

## Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	8
Assigned	232
Awaiting Customer	13
In Work	253
Pending Prod Approval	13
Pending Prod Migration	5
System Test	5
Rework	6
In Development	9
Assessment	22
<b>Grand Total</b>	<b>566</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>203</b>
Interfaces	4
Not Applicable	2
PeopleTools	1
Reports	7
Security	27
HR Human Resources	46
TL Time and Labor	33
PY Payroll	30
CA Commitment Accounting	6
SS Self Service	1
POS Position Control	2
Recruiting	14
Learn	11
Employee Self Service (ESS)	2
Mgr Self Service (MSS)	3
Performance Mgmt	14
<b>Low</b>	<b>103</b>
<b>Medium</b>	<b>260</b>
<b>Grand Total</b>	<b>566</b>

## Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	2
Assigned	69
Awaiting Customer	3
In Work	103
Pending Prod Approval	7
Pending Prod Migration	1
Rework	4
System Test	4
In Development	5
Assessment	5
<b>Grand Total</b>	<b>203</b>

## All SRs by Status

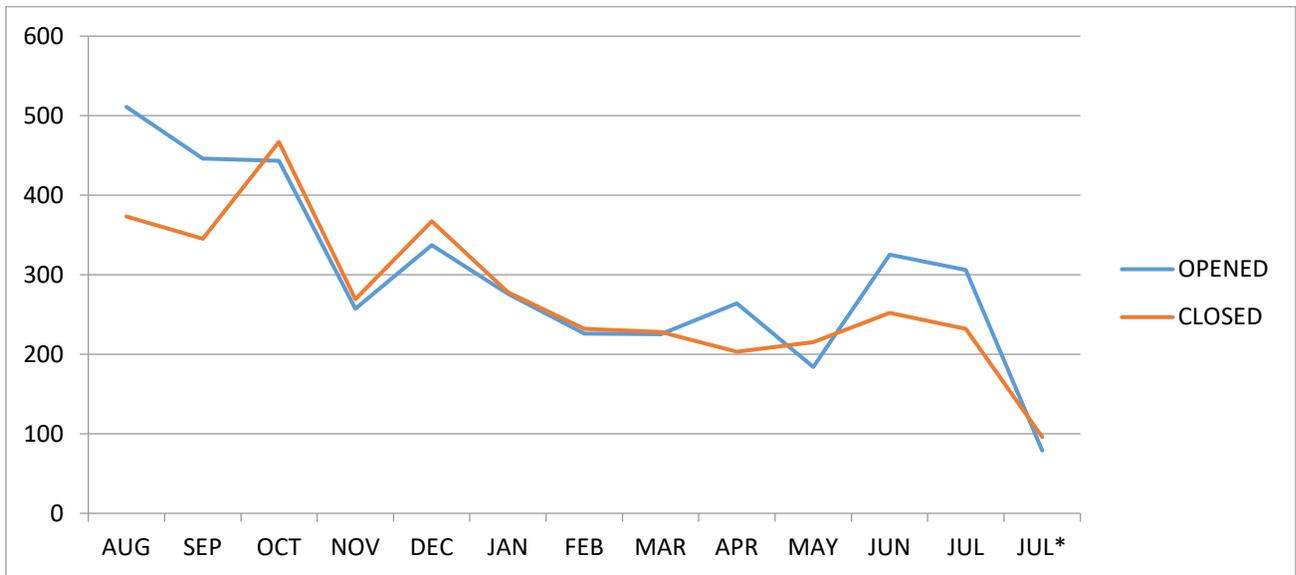
(Includes Closed, Completed after 07/24/17)

Row Labels	Count of Status
Acceptance Testing	8
Assigned	232
Awaiting Customer	13
Closed	5
Completed	91
Governance	17
Hold	11
In Work	253
Pending Prod Approval	13
Pending Prod Migration	5
System Test	5
Rework	6
In Development	9
Assessment	22
<b>Grand Total</b>	<b>690</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	JUL*	Annual Totals
Opened	511	446	443	257	337	276	226	225	264	184	325	306	79	3879
Closed	373	345	467	269	367	278	232	228	203	215	252	232	96	3557
Percent														92.00%



\*Previously the Trend Report has consisted of SR trends between User Group meetings. Starting in August 2017, the Trend Report will be based on the 1st day of the month thru the last day of the month. This column indicates the number of SRs opened and closed that were not included in the numbers for the July 2017 column. It represents data from 7/24/17 - 7/31/17.