

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 09/01/2017

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	19
Not Applicable	11
Reports	37
Security	46
HR Human Resources	124
Acceptance Testing	4
Assigned	59
Awaiting Customer	7
In Work	40
Pending Prod Approval	1
Pending Prod Migration	3
System Test	1
Rework	1
In Development	3
Assessment	5
TL Time and Labor	99
Acceptance Testing	3
Assigned	45
Awaiting Customer	3
In Work	33
Pending Prod Approval	2
Rework	2
In Development	2
Assessment	9
PY Payroll	104
Acceptance Testing	3
Assigned	58
Awaiting Customer	15
In Work	18
Pending Prod Approval	1
Pending Prod Migration	1
In Development	2
Assessment	6
CA Commitment Accounting	68
SS Self Service	1
POS Position Control	8
Recruiting	45
Assigned	13
Awaiting Customer	12
In Work	11
Pending Prod Approval	5
Pending Prod Migration	1
Assessment	3
Learn	19
Employee Self Service (ESS)	7
Mgr Self Service (MSS)	8
Performance Mgmt	10
MSS Manager Self-Service	2
In Work	2
SPRS Payroll	1
In Work	1
Grand Total	609

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	12
Assigned	323
Awaiting Customer	55
In Work	150
Pending Prod Approval	14
Pending Prod Migration	7
System Test	5
Rework	4
In Development	9
Assessment	30
Grand Total	609

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	232
Interfaces	8
Not Applicable	2
Reports	11
Security	28
HR Human Resources	50
TL Time and Labor	27
PY Payroll	42
CA Commitment Accounting	20
POS Position Control	4
Recruiting	16
Learn	12
Employee Self Service (ESS)	1
Mgr Self Service (MSS)	3
Performance Mgmt	8
Low	96
Medium	281
Grand Total	609

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	6
Assigned	103
Awaiting Customer	27
In Work	70
Pending Prod Approval	8
Pending Prod Migration	2
Rework	3
System Test	3
In Development	5
Assessment	5
Grand Total	232

All SRs by Status

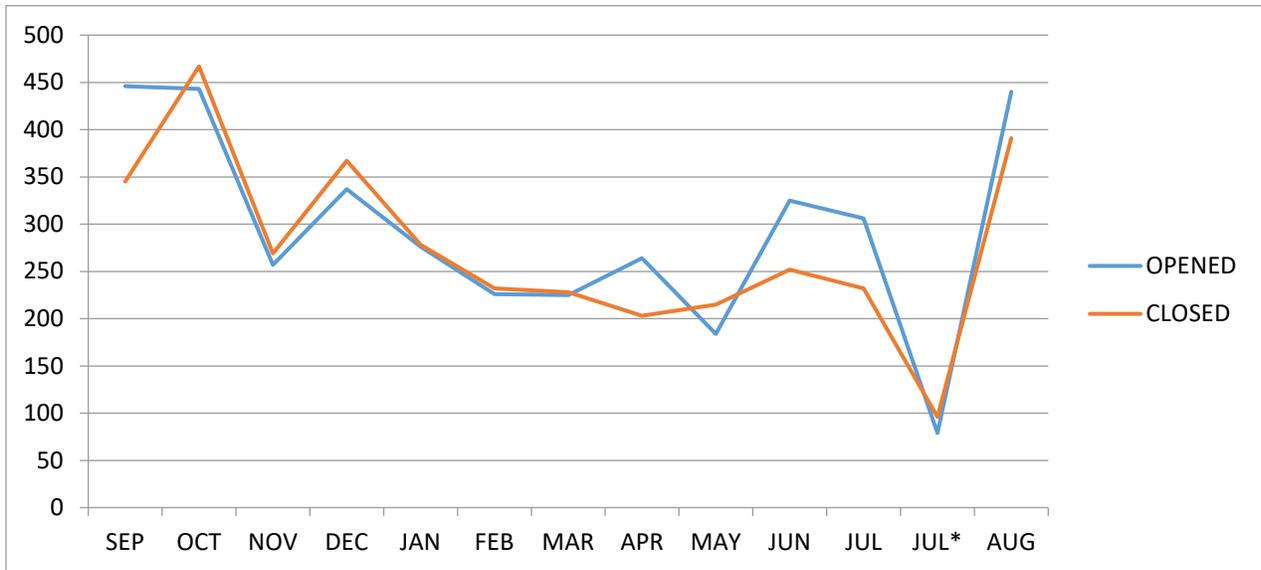
(Includes Closed, Completed after 7/31/17)

Row Labels	Count of Status
Acceptance Testing	12
Assigned	323
Awaiting Customer	55
Closed	14
Completed	377
Governance	19
Hold	13
In Work	150
Pending Prod Approval	14
Pending Prod Migration	7
System Test	5
Rework	4
In Development	9
Assessment	30
Grand Total	1032

CAPPS HR/Payroll Trend Report – Service Requests

September 2016 – August 2017

Status	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY*	AUG	Annual Totals
Opened	446	443	257	337	276	226	225	264	184	325	306	79	3808
Closed	345	467	269	367	278	232	228	203	215	252	232	96	3575
Percent													94.00%



*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.