

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 10/01/2017

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	17
Not Applicable	19
Reports	39
Acceptance Testing	3
Assigned	19
Awaiting Customer	2
In Work	5
Pending Prod Approval	2
System Test	3
Rework	1
Assessment	4
Security	46
HR Human Resources	109
Acceptance Testing	1
Assigned	56
Awaiting Customer	5
In Work	32
Pending Prod Approval	2
Pending Prod Migration	3
System Test	2
Rework	1
In Development	3
Assessment	4
TL Time and Labor	125
Acceptance Testing	2
Assigned	67
Awaiting Customer	9
In Work	26
Pending Prod Approval	5
Pending Prod Migration	1
Rework	2
In Development	3
Assessment	10
PY Payroll	87
Acceptance Testing	4
Assigned	48
Awaiting Customer	14
In Work	16
Pending Prod Approval	2
Assessment	3
CA Commitment Accounting	51
SS Self Service	1
POS Position Control	5
Recruiting	35
Learn	17
Employee Self Service (ESS)	7
Mgr Self Service (MSS)	10
Performance Mgmt	14
Grand Total	582

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	15
Assigned	295
Awaiting Customer	50
In Work	133
Pending Prod Approval	31
Pending Prod Migration	4
System Test	5
Rework	5
In Development	8
Assessment	36
Grand Total	582

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	200
Interfaces	7
Not Applicable	1
Reports	10
Security	29
HR Human Resources	47
TL Time and Labor	26
PY Payroll	31
CA Commitment Accounting	9
POS Position Control	3
Recruiting	12
Learn	11
Employee Self Service (ESS)	1
Mgr Self Service (MSS)	3
Performance Mgmt	10
Low	115
Medium	267
Grand Total	582

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	7
Assigned	81
Awaiting Customer	17
In Work	58
Pending Prod Approval	10
Pending Prod Migration	3
Rework	4
System Test	3
In Development	6
Assessment	11
Grand Total	200

All SRs by Status

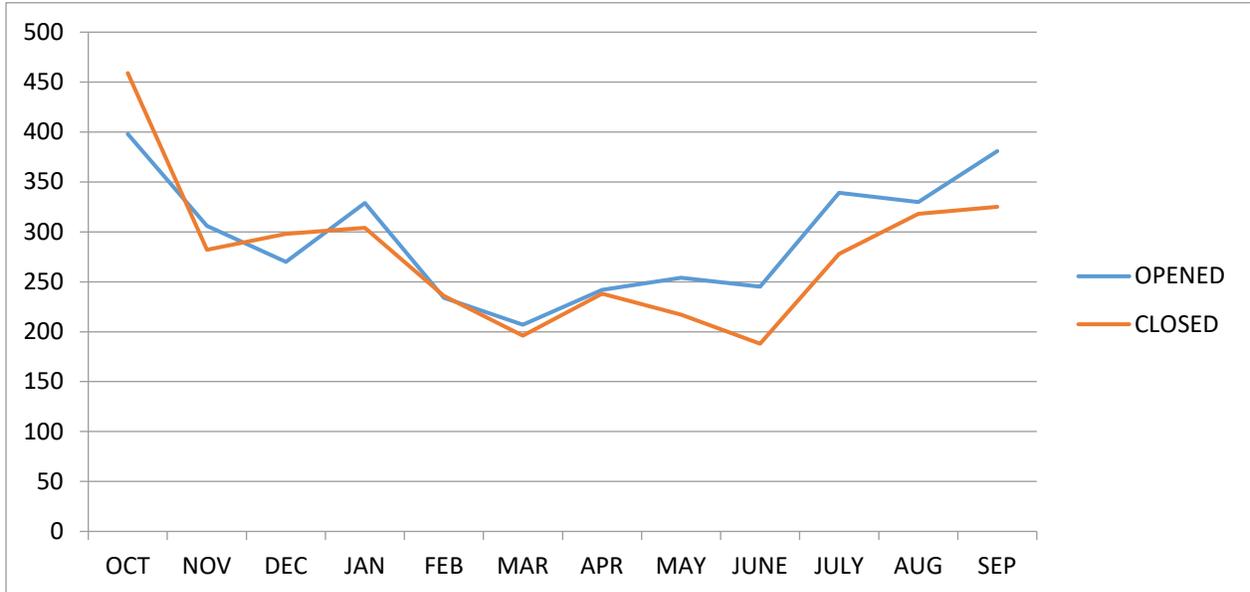
(Includes Closed, Completed after 09/01/17)

Row Labels	Count of Status
Acceptance Testing	15
Assigned	295
Awaiting Customer	50
Closed	19
Completed	306
Governance	16
Hold	9
In Work	133
Pending Prod Approval	31
Pending Prod Migration	4
System Test	5
Rework	5
In Development	8
Assessment	36
Grand Total	932

CAPPS HR/Payroll Trend Report – Service Requests

October 2016 – September 2017

Status	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	Annual Totals
Opened	398	306	270	329	234	207	242	254	245	339	330	381	3535
Closed	459	282	298	304	236	196	238	217	188	278	318	325	3339
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 8/9/17 - 8/31/17.