

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 11/1/2017

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	17
Not Applicable	10
Reports	40
Acceptance Testing	2
Assigned	19
Awaiting Customer	2
In Work	3
Pending Prod Approval	4
System Test	4
Assessment	6
Security	50
HR Human Resources	111
Acceptance Testing	1
Assigned	57
Awaiting Customer	5
In Work	28
Pending Prod Approval	2
Pending Prod Migration	5
System Test	2
Rework	2
In Development	2
Assessment	7
TL Time and Labor	123
Acceptance Testing	3
Assigned	67
Awaiting Customer	4
In Work	24
Pending Prod Approval	3
Rework	3
In Development	3
Assessment	16
PY Payroll	84
Acceptance Testing	1
Assigned	51
Awaiting Customer	4
In Work	21
Pending Prod Approval	1
Pending Prod Migration	3
Rework	1
Assessment	2
CA Commitment Accounting	29
SS Self Service	1
POS Position Control	5
Recruiting	41
Learn	18
Employee Self Service (ESS)	13
Mgr Self Service (MSS)	14
Performance Mgmt	11
Grand Total	567

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	10
Assigned	299
Awaiting Customer	43
In Work	118
Pending Prod Approval	15
Pending Prod Migration	9
System Test	9
Rework	7
In Development	9
Assessment	48
Grand Total	567

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	198
Interfaces	6
Not Applicable	1
Reports	11
Security	33
HR Human Resources	47
TL Time and Labor	22
PY Payroll	30
CA Commitment Accounting	6
POS Position Control	3
Recruiting	14
Learn	12
Employee Self Service (ESS)	2
Mgr Self Service (MSS)	2
Performance Mgmt	9
Low	105
Medium	264
Grand Total	567

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	5
Assigned	76
Awaiting Customer	19
In Work	56
Pending Prod Approval	8
Pending Prod Migration	5
Rework	6
System Test	2
In Development	8
Assessment	13
Grand Total	198

All SRs by Status

(Includes Closed, Completed after 10/01/17)

Row Labels	Count of Status
Acceptance Testing	10
Assigned	299
Awaiting Customer	43
Closed	15
Completed	327
Governance	11
Hold	9
In Work	118
Pending Prod Approval	15
Pending Prod Migration	9
System Test	9
Rework	7
In Development	9
Assessment	48
Grand Total	929

CAPPS HR/Payroll Trend Report – Service Requests

November 2016 – October 2017

Status	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	Annual Totals
Opened	306	270	329	234	207	242	254	245	339	330	381	363	3500
Closed	282	298	304	236	196	238	217	188	278	318	325	342	3222
Percent													92.00%

