

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 1/2/2018

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	13
Not Applicable	9
Reports	30
Acceptance Testing	1
Assigned	18
In Work	4
System Test	3
In Development	1
Assessment	3
Security	49
HR Human Resources	92
Assigned	55
Awaiting Customer	3
In Work	24
Rework	1
In Development	2
Assessment	7
TL Time and Labor	115
Acceptance Testing	1
Assigned	67
In Work	24
Pending Prod Approval	2
Pending Prod Migration	1
Rework	2
In Development	4
Assessment	14
PY Payroll	121
Acceptance Testing	1
Assigned	75
Awaiting Customer	16
In Work	20
Pending Prod Approval	1
Assessment	8
CA Commitment Accounting	15
SS Self Service	1
POS Position Control	4
Recruiting	42
Learn	17
Employee Self Service (ESS)	8
Mgr Self Service (MSS)	17
Performance Mgmt	12
MSS Manager Self-Service	1
In Work	1
SPRS Payroll	1
Grand Total	547

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	6
Assigned	313
Awaiting Customer	33
In Work	114
Pending Prod Approval	8
Pending Prod Migration	1
System Test	6
Rework	3
In Development	8
Assessment	55
Grand Total	547

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	173
Interfaces	5
Not Applicable	1
Reports	7
Security	34
HR Human Resources	29
TL Time and Labor	27
PY Payroll	39
CA Commitment Accounting	3
POS Position Control	2
Recruiting	13
Learn	5
Mgr Self Service (MSS)	3
Performance Mgmt	5
Low	100
Medium	274
Grand Total	547

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	3
Assigned	64
Awaiting Customer	19
In Work	49
Pending Prod Approval	7
Rework	3
In Development	5
Assessment	23
Grand Total	173

All SRs by Status

(Includes Closed, Completed after 3/31/18)

Row Labels	Count of Status
Acceptance Testing	6
Assigned	313
Awaiting Customer	33
Closed	29
Completed	233
Governance	14
Hold	18
In Work	114
Pending Prod Approval	8
Pending Prod Migration	1
System Test	6
Rework	3
In Development	8
Assessment	55
Grand Total	841

CAPPS HR/Payroll Trend Report – Service Requests

January 2017 – December 2017

Status	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC	Annual Totals
Opened	329	234	207	242	254	245	339	330	381	363	229	259	3412
Closed	304	236	196	238	217	188	278	318	325	342	283	247	3172
Percent													93.00%

