

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 2/1/2018

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	10
Not Applicable	10
Reports	32
Assigned	17
In Work	4
System Test	6
In Development	2
Assessment	3
Security	45
HR Human Resources	84
Assigned	46
Awaiting Customer	1
In Work	21
Pending Prod Approval	1
Pending Prod Migration	1
System Test	2
Rework	2
In Development	5
Assessment	5
TL Time and Labor	110
Acceptance Testing	1
Assigned	62
In Work	26
Pending Prod Approval	1
System Test	1
Rework	2
In Development	3
Assessment	14
PY Payroll	87
Acceptance Testing	2
Assigned	35
Awaiting Customer	14
In Work	25
Pending Prod Approval	1
In Development	1
Assessment	9
CA Commitment	
Accounting	14
POS Position Control	4
Recruiting	45
Learn	9
Employee Self Service (ESS)	7
Mgr Self Service (MSS)	16
Performance Mgmt	15
MSS Manager Self-Service	1
In Work	1
SPRS Payroll	1
Grand Total	490

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	6
Assigned	242
Awaiting Customer	22
In Work	112
Pending Prod Approval	6
Pending Prod Migration	3
System Test	19
Rework	4
In Development	20
Assessment	56
Grand Total	490

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	149
Interfaces	3
Not Applicable	1
Reports	7
Security	32
HR Human Resources	28
TL Time and Labor	25
PY Payroll	25
CA Commitment Accounting	2
POS Position Control	2
Recruiting	13
Learn	2
Mgr Self Service (MSS)	2
Performance Mgmt	7
Low	97
Medium	244
Grand Total	490

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	3
Assigned	60
Awaiting Customer	2
In Work	46
Pending Prod Approval	4
Pending Prod Migration	2
Rework	4
System Test	2
In Development	5
Assessment	21
Grand Total	149

All SRs by Status

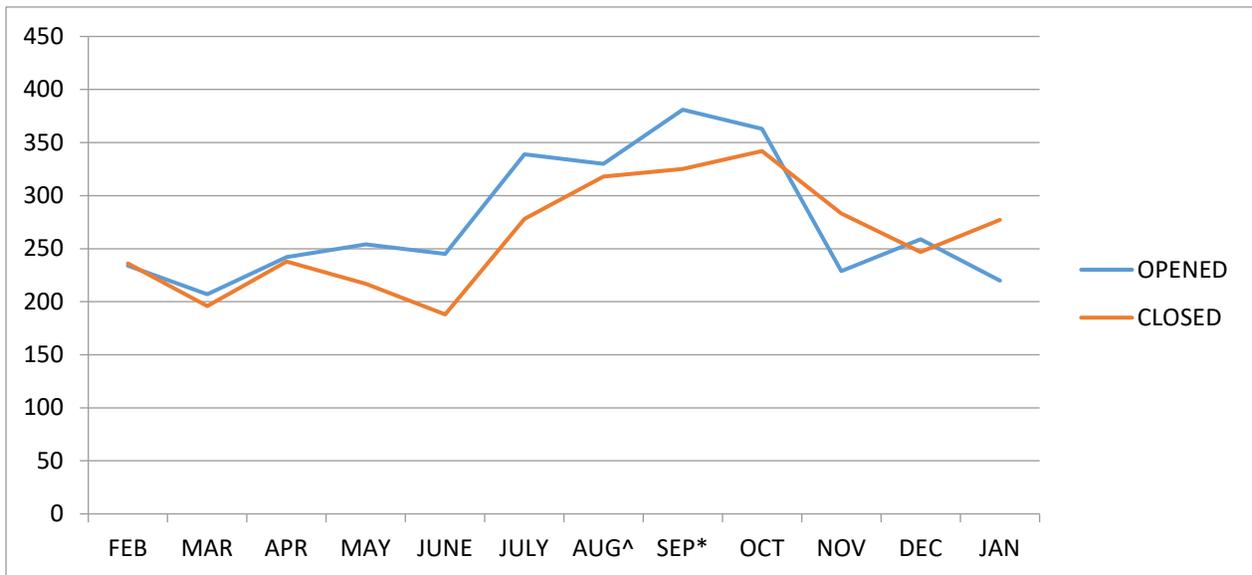
(Includes Closed, Completed after 1/1/18)

Row Labels	Count of Status
Acceptance Testing	6
Assigned	242
Awaiting Customer	22
Closed	18
Completed	259
Governance	16
Hold	19
In Work	112
Pending Prod Approval	6
Pending Prod Migration	3
System Test	19
Rework	4
In Development	20
Assessment	56
Grand Total	802

CAPPS HR/Payroll Trend Report – Service Requests

FEBRUARY 2017 – JANUARY 2018

Status	FEB	MAR	APR	MAY	JUNE	JULY	AUG^	SEP*	OCT	NOV	DEC	JAN	Annual Totals
Opened	234	207	242	254	245	339	330	381	363	229	259	220	3303
Closed	236	196	238	217	188	278	318	325	342	283	247	277	3145
Percent													95.00%



^The month of August 2017 contains a shortened amount of data from 8/9/17 - 8/31/17.

*Note: Beginning in September 2017, the Trend Report contains data from the 1st day of the month thru the last day of the month. Reporting for August 2017 and months prior contain SR data trends between User Group meetings (typically held the last week of each month).