

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 3/1/2018

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	15
Not Applicable	10
Reports	45
Assigned	23
Awaiting Customer	1
In Work	5
System Test	7
In Development	2
Assessment	7
Security	54
HR Human Resources	103
Assigned	57
Awaiting Customer	3
In Work	27
System Test	6
Rework	2
In Development	1
Assessment	7
TL Time and Labor	125
Acceptance Testing	1
Assigned	71
Awaiting Customer	3
In Work	28
Pending Prod Approval	1
System Test	3
Rework	2
In Development	2
Assessment	14
PY Payroll	77
Acceptance Testing	1
Assigned	36
Awaiting Customer	11
In Work	13
Pending Prod Approval	1
In Development	2
Assessment	13
CA Commitment Accounting	14
POS Position Control	6
Recruiting	47
Learn	10
Employee Self Service (ESS)	10
Mgr Self Service (MSS)	18
Performance Mgmt	20
MSS Manager Self-Service	1
In Work	1
SPRS Payroll	1
Grand Total	556

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	3
Assigned	280
Awaiting Customer	35
In Work	119
Pending Prod Approval	9
Pending Prod Migration	2
System Test	28
Rework	4
In Development	13
Assessment	63
Grand Total	556

Active SRs by Priority and Module

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

Status/Row Labels	Count of Module
High	182
Interfaces	5
Not Applicable	2
Reports	17
Security	40
HR Human Resources	30
TL Time and Labor	27
PY Payroll	26
CA Commitment Accounting	1
POS Position Control	2
Recruiting	12
Learn	6
Employee Self Service (ESS)	2
Mgr Self Service (MSS)	4
Performance Mgmt	8
Low	107
Medium	267
Grand Total	556

Active SRs, Priority = High

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

Row Labels	Count of Status
Assigned	77
Awaiting Customer	11
In Work	56
Pending Prod Approval	4
Pending Prod Migration	1
Rework	4
System Test	4
In Development	8
Assessment	17
Grand Total	182

All SRs by Status

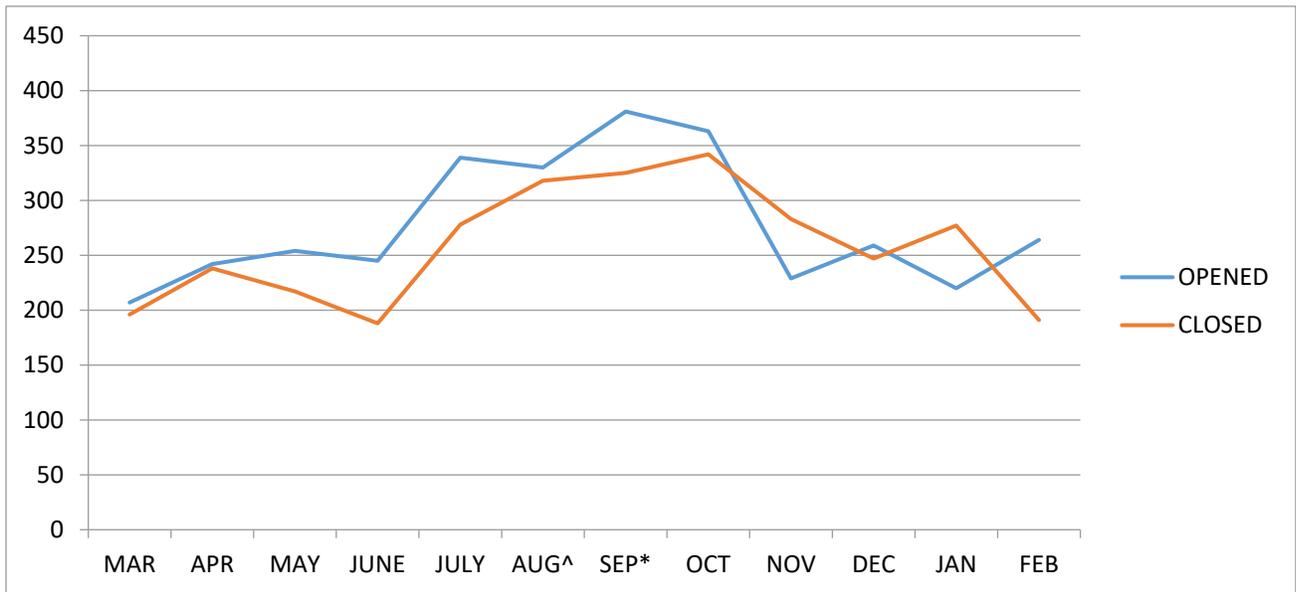
(Includes Closed, Completed after 2/1/18)

Row Labels	Count of Status
Acceptance Testing	3
Assigned	280
Awaiting Customer	35
Closed	16
Completed	175
Governance	22
Hold	19
In Work	119
Pending Prod Approval	9
Pending Prod Migration	2
System Test	28
Rework	4
In Development	13
Assessment	63
Grand Total	788

CAPPS HR/Payroll Trend Report – Service Requests

March 2017 – February 2018

Status	MAR	APR	MAY	JUNE	JULY	AUG [^]	SEP [*]	OCT	NOV	DEC	JAN	FEB	Annual Totals
Opened	207	242	254	245	339	330	381	363	229	259	220	264	3333
Closed	196	238	217	188	278	318	325	342	283	247	277	191	3100
Percent													93.00%



[^]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).