

CAPPS Financials 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	32
Not Applicable	38
PeopleTools	10
Reports	66
Acceptance Testing	4
Assigned	32
Awaiting Customer	1
In Work	20
Pending Prod Approval	1
Pending Prod Migration	1
System Test	2
Assessment	5
Security	63
Assigned	45
Awaiting Customer	3
In Work	11
Pending Prod Migration	1
Rework	1
Assessment	2
Workflow	9
Asset Management	30
Accounts Receivable	7
General Ledger	40
Acceptance Testing	1
Assigned	13
Awaiting Customer	7
In Work	13
Pending Prod Approval	1
Pending Prod Migration	1
System Test	1
Assessment	3
Strategic Sourcing	2
Purchase Orders	61
Accounts Payable	71
Grants	2
ePro	16
Customer Contracts	2
TxSmartBuy	1
UPK	2
Inventory	3
Assigned	1
In Work	2
Supplier Contracts	3
Training	11
Grand Total	469

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	9
Assigned	180
Awaiting Customer	48
In Work	156
Pending Prod Approval	2
Pending Prod Migration	7
System Test	33
Rework	1
Assessment	33
Grand Total	469

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	223
Interfaces	20
Not Applicable	24
PeopleTools	7
Reports	26
Security	40
Workflow	3
Asset Management	7
Accounts Receivable	3
General Ledger	17
Strategic Sourcing	2
Purchase Orders	31
Accounts Payable	30
ePro	8
Customer Contracts	1
UPK	2
Training	2
Low	43
Medium	203
Grand Total	469

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	6
Assigned	81
Awaiting Customer	24
In Work	71
Pending Prod Approval	1
Pending Prod Migration	2
System Test	27
Assessment	11
Grand Total	223

All SRs by Status

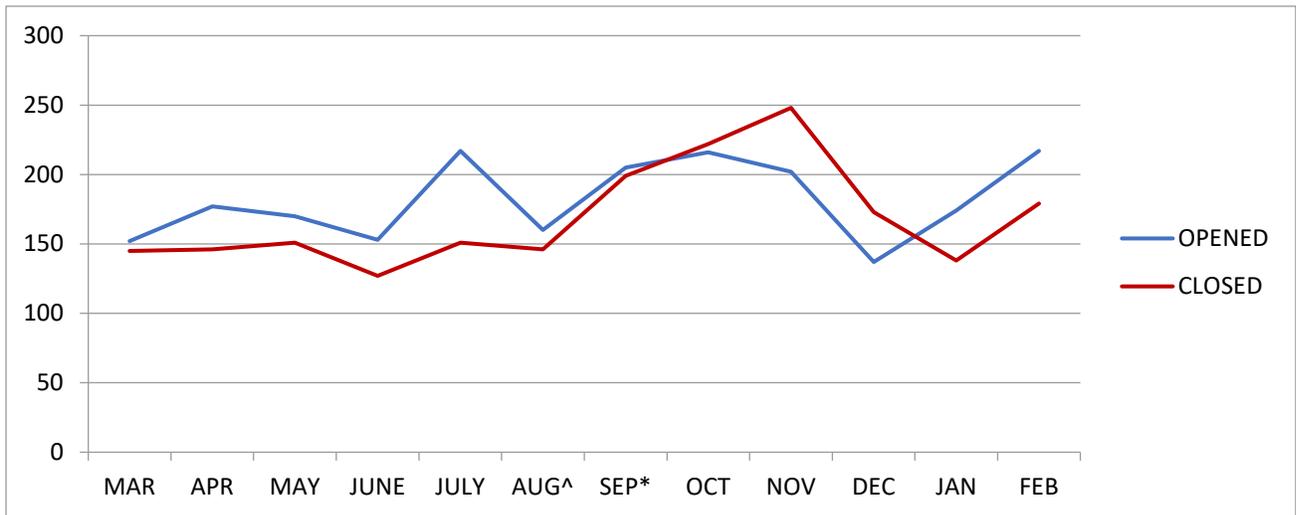
(Includes Closed, Completed after 2/1/18)

Row Labels	Count of Status
Acceptance Testing	9
Assigned	180
Awaiting Customer	48
Closed	14
Completed	165
Governance	4
Hold	34
In Work	156
Pending Prod Approval	2
Pending Prod Migration	7
System Test	33
Deferred	1
Rework	1
Grand Total	654

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	152	177	170	153	217	160	205	216	202	137	174	217	2180
Closed	145	146	151	127	151	146	199	222	248	173	138	179	2025
Percent													92.89%



[^]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).