

CAPPS Financials Service Requests (SRs) Report

Date of Report: 4/1/2018

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	37
Not Applicable	40
PeopleTools	9
Reports	78
Acceptance Testing	2
Assigned	43
Awaiting Customer	2
In Work	20
Pending Prod Approval	2
Pending Prod Migration	4
System Test	1
Rework	1
Assessment	3
Security	62
Assigned	42
Awaiting Customer	3
In Work	12
Pending Prod Approval	1
Pending Prod Migration	2
Rework	1
Assessment	1
Workflow	10
Asset Management	34
Accounts Receivable	6
General Ledger	40
Acceptance Testing	1
Assigned	10
Awaiting Customer	4
In Work	19
Pending Prod Approval	1
System Test	1
Assessment	4
Strategic Sourcing	3
Purchase Orders	61
Accounts Payable	67
Grants	2
ePro	14
Customer Contracts	2
TxSmartBuy	1
UPK	2
Inventory	3
Assigned	1
In Work	2
Supplier Contracts	2
Training	12
Grand Total	485

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	4
Assigned	171
Awaiting Customer	48
In Work	176
Pending Prod Approval	7
Pending Prod Migration	13
System Test	33
Rework	2
Assessment	31
Grand Total	485

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	223
Interfaces	24
Not Applicable	26
PeopleTools	6
Reports	32
Security	41
Workflow	3
Asset Management	6
Accounts Receivable	3
General Ledger	15
Strategic Sourcing	2
Purchase Orders	29
Accounts Payable	26
ePro	6
UPK	2
Training	2
Low	40
Medium	222
Grand Total	485

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	2
Assigned	78
Awaiting Customer	21
In Work	75
Pending Prod Approval	3
Pending Prod Migration	8
Rework	1
System Test	27
Assessment	8
Grand Total	223

All SRs by Status

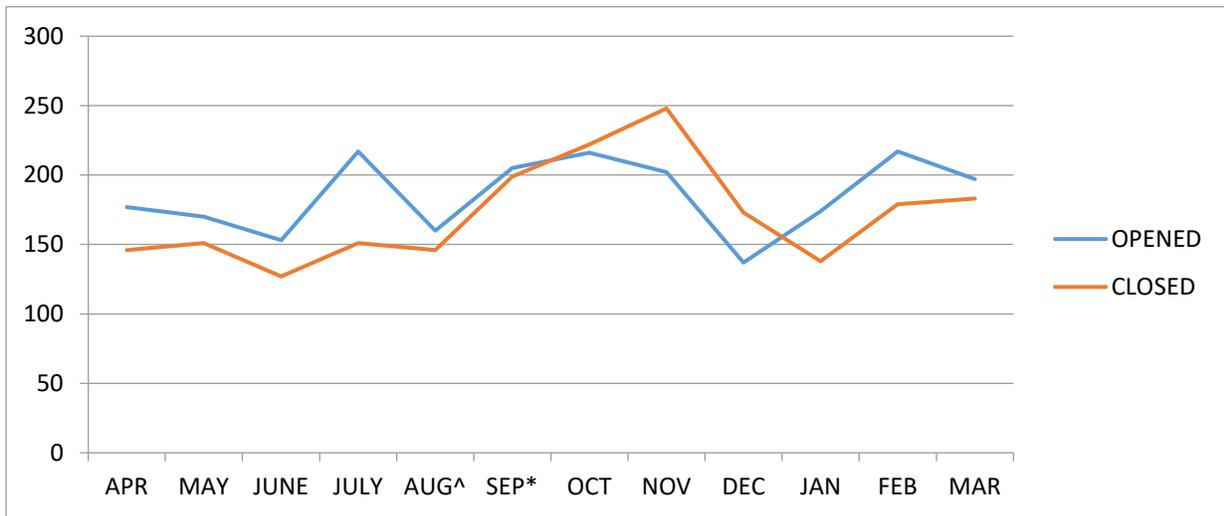
(Includes Closed, Completed after 3/31/18)

Row Labels	Count of Status
Acceptance Testing	4
Assigned	171
Awaiting Customer	48
Closed	12
Completed	171
Governance	1
Hold	35
In Work	176
Pending Prod Approval	7
Pending Prod Migration	13
System Test	33
Deferred	1
Rework	2
Grand Total	674

CAPPS Financials Trend Report – Service Requests

April 2017 – March 2018

Status	APR	MAY	JUNE	JULY	AUG^	SEP*	OCT	NOV	DEC	JAN	FEB	MAR	Annual Totals
Opened	177	170	153	217	160	205	216	202	137	174	217	197	2225
Closed	146	151	127	151	146	199	222	248	173	138	179	183	2063
Percent													92.72%



^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).