

## CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 5/1/2018

### Active SRs by Status and Module

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

Row Labels	Count of Module
<b>Interfaces</b>	<b>12</b>
<b>Not Applicable</b>	<b>8</b>
<b>Reports</b>	<b>43</b>
<b>Security</b>	<b>67</b>
Assigned	35
Awaiting Customer	1
In Work	28
Pending Prod Approval	1
System Test	1
Assessment	1
<b>HR Human Resources</b>	<b>84</b>
Acceptance Testing	4
Assigned	55
In Work	10
System Test	8
In Development	1
Assessment	6
<b>TL Time and Labor</b>	<b>96</b>
Acceptance Testing	1
Assigned	40
Awaiting Customer	2
In Work	19
Pending Prod Approval	1
System Test	3
Rework	3
In Development	3
Assessment	24
<b>PY Payroll</b>	<b>55</b>
Assigned	28
Awaiting Customer	5
In Work	8
Rework	1
In Development	1
Assessment	12
<b>CA Commitment Accounting</b>	<b>12</b>
<b>POS Position Control</b>	<b>1</b>
<b>Recruiting</b>	<b>41</b>
<b>Learn</b>	<b>12</b>
<b>Employee Self Service (ESS)</b>	<b>10</b>
<b>Mgr Self Service (MSS)</b>	<b>16</b>
<b>Performance Mgmt</b>	<b>19</b>
<b>Grand Total</b>	<b>476</b>

### Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	6
Assigned	219
Awaiting Customer	25
In Work	90
Pending Prod Approval	8
Pending Prod Migration	9
System Test	34
Rework	6
In Development	7
Assessment	72
<b>Grand Total</b>	<b>476</b>

### Active SRs by Priority and Module

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

Row Labels	Count of Module
<b>High</b>	<b>183</b>
Interfaces	4
Not Applicable	1
Reports	21
Security	54
HR Human Resources	30
TL Time and Labor	20
PY Payroll	17
CA Commitment	
Accounting	2
POS Position Control	1
Recruiting	13
Learn	8
Employee Self Service (ESS)	1
Mgr Self Service (MSS)	5
Performance Mgmt	6
<b>Low</b>	<b>83</b>
<b>Medium</b>	<b>210</b>
<b>Grand Total</b>	<b>476</b>

### Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	5
Assigned	73
Awaiting Customer	8
In Work	53
Pending Prod Approval	4
Pending Prod Migration	6
Rework	5
System Test	10
In Development	4
Assessment	15
<b>Grand Total</b>	<b>183</b>

### All SRs by Status

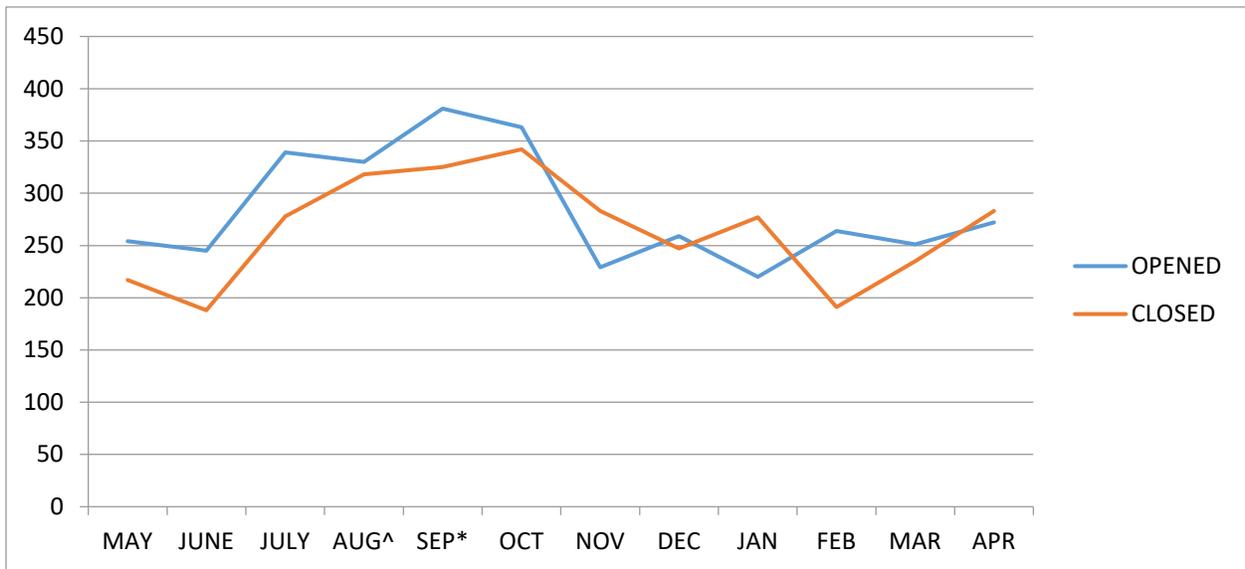
(Includes Closed, Completed after 3/31/18)

Row Labels	Count of Status
Acceptance Testing	6
Assigned	219
Awaiting Customer	25
Closed	36
Completed	247
Governance	11
Hold	11
In Work	90
Pending Prod Approval	8
Pending Prod Migration	9
System Test	34
Rework	6
In Development	7
Assessment	72
<b>Grand Total</b>	<b>781</b>

## CAPPS HR/Payroll Trend Report – Service Requests

April 2017 – March 2018

Status	MAY	JUNE	JULY	AUG <sup>^</sup>	SEP*	OCT	NOV	DEC	JAN	FEB	MAR	APR	Annual Totals
Opened	254	245	339	330	381	363	229	259	220	264	251	272	3407
Closed	217	188	278	318	325	342	283	247	277	191	235	283	3184
Percent													93.00%



<sup>^</sup>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).