

CAPPS Financials 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
Interfaces	33
Not Applicable	42
PeopleTools	8
Reports	92
Acceptance Testing	3
Assigned	56
Awaiting Customer	1
In Work	22
Pending Prod Approval	2
Pending Prod Migration	2
System Test	2
Assessment	4
Security	70
Assigned	44
Awaiting Customer	3
In Work	18
Pending Prod Migration	2
Rework	1
Assessment	2
Workflow	3
Asset Management	31
Accounts Receivable	6
General Ledger	48
Acceptance Testing	1
Assigned	16
Awaiting Customer	1
In Work	17
Pending Prod Approval	3
Pending Prod Migration	1
System Test	6
Assessment	3
Strategic Sourcing	4
Purchase Orders	64
Accounts Payable	64
Grants	1
ePro	22
Customer Contracts	1
TxSmartBuy	1
UPK	2
Inventory	3
Assigned	3
Supplier Contracts	2
Training	12
Configuration	1
In Work	1
Grand Total	510

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	8
Assigned	197
Awaiting Customer	33
In Work	147
Pending Prod Approval	10
Pending Prod Migration	7
System Test	76
Rework	1
Assessment	31
Grand Total	510

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	244
Interfaces	22
Not Applicable	29
PeopleTools	6
Reports	40
Security	47
Workflow	1
Asset Management	6
Accounts Receivable	2
General Ledger	18
Strategic Sourcing	3
Purchase Orders	29
Accounts Payable	24
ePro	10
UPK	2
Inventory	1
Supplier Contracts	1
Training	2
Configuration	1
Low	43
Medium	222
Critical	1
Grand Total	510

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	7
Assigned	93
Awaiting Customer	14
In Work	73
Pending Prod Approval	5
Pending Prod Migration	3
System Test	40
Assessment	9
Grand Total	244

All SRs by Status

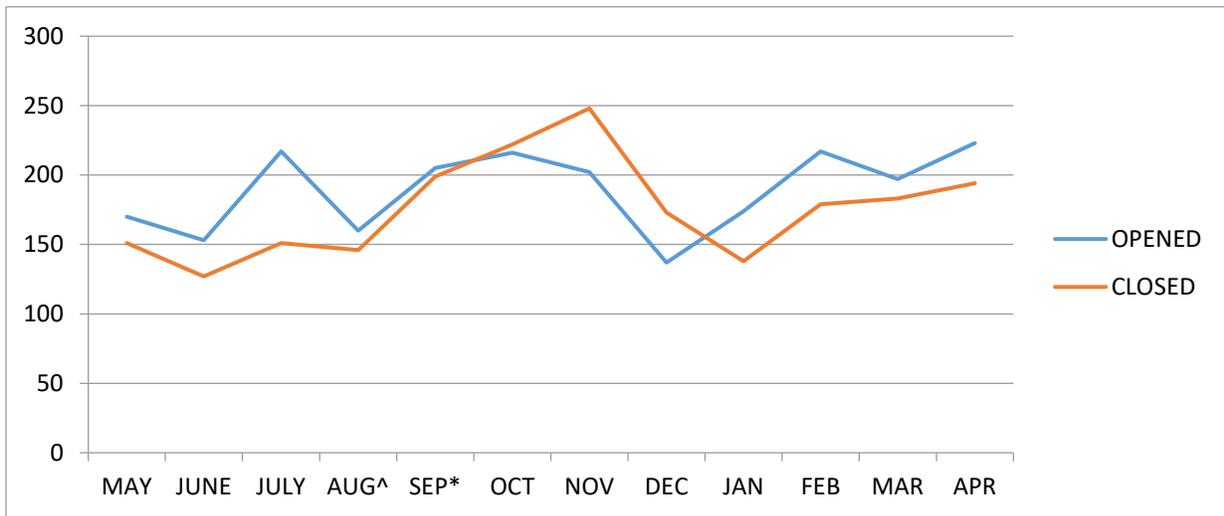
(Includes Closed, Completed after 4/30/18)

Row Labels	Count of Status
Acceptance Testing	8
Assigned	197
Awaiting Customer	33
Closed	22
Completed	172
Hold	40
In Work	147
Pending Prod Approval	10
Pending Prod Migration	7
System Test	76
Deferred	1
Rework	1
Grand Total	714

CAPPS Financials Trend Report – Service Requests

May 2017 – April 2018

Status	MAY	JUNE	JULY	AUG^	SEP*	OCT	NOV	DEC	JAN	FEB	MAR	APR	Annual Totals
Opened	170	153	217	160	205	216	202	137	174	217	197	223	2271
Closed	151	127	151	146	199	222	248	173	138	179	183	194	2111
Percent													92.95%



^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).