

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 7/1/2018

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	17
Not Applicable	10
PeopleTools	2
Reports	48
Security	80
Assigned	38
Awaiting Customer	4
In Work	32
Pending Prod Approval	2
System Test	3
Assessment	1
HR Human Resources	119
Acceptance Testing	9
Assigned	71
Awaiting Customer	10
In Work	13
Pending Prod Approval	4
System Test	3
In Development	3
Assessment	6
TL Time and Labor	130
Acceptance Testing	7
Assigned	69
Awaiting Customer	4
In Work	14
System Test	1
Rework	4
Assessment	31
PY Payroll	76
Assigned	33
Awaiting Customer	16
In Work	12
System Test	1
Rework	1
In Development	1
Assessment	12
CA Commitment Accounting	10
POS Position Control	1
Recruiting	30
Learn	9
Employee Self Service (ESS)	10
Mgr Self Service (MSS)	18
Performance Mgmt	28
MSS Manager Self-Service	1
Assigned	1
SPRS Payroll	1
UPK	1
Acceptance Testing	1
ESS Employee Self-Service	1
Assigned	1
Grand Total	592

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	35
Assigned	281
Awaiting Customer	50
In Work	105
Pending Prod Approval	10
Pending Prod Migration	2
System Test	23
Rework	6
In Development	7
Assessment	73
Grand Total	592

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	195
Interfaces	3
Not Applicable	1
Reports	26
Security	62
HR Human Resources	32
TL Time and Labor	19
PY Payroll	20
CA Commitment Accounting	1
POS Position Control	1
Recruiting	8
Learn	5
Employee Self Service (ESS)	2
Mgr Self Service (MSS)	6
Performance Mgmt	9
Low	106
Medium	291
Grand Total	592

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	15
Assigned	66
Awaiting Customer	13
In Work	57
Pending Prod Approval	9
Pending Prod Migration	2
Rework	5
System Test	10
In Development	5
Assessment	13
Grand Total	195

All SRs by Status

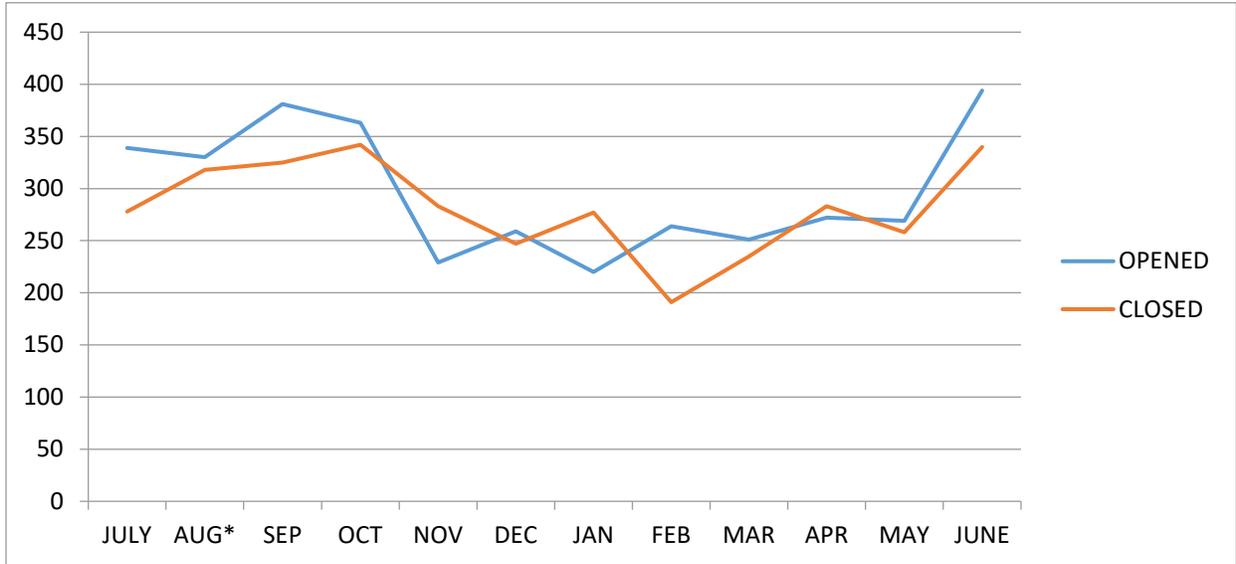
(Includes Closed, Completed after 6/30/18)

Row Labels	Count of Status
Acceptance Testing	35
Assigned	281
Awaiting Customer	50
Closed	21
Completed	319
Governance	19
Hold	12
In Work	105
Pending Prod Approval	10
Pending Prod Migration	2
System Test	23
Rework	6
In Development	7
Assessment	73
Grand Total	963

CAPPS HR/Payroll Trend Report – Service Requests

July 2017 – June 2018

Status	JULY	AUG*	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	Annual Totals
Opened	339	330	381	363	229	259	220	264	251	272	269	394	3571
Closed	278	318	325	342	283	247	277	191	235	283	258	340	3377
Percent													95.00%



*Note: Previously the Trend Report has consisted of SR trends between User Group meetings. Starting in August 2017, the Trend Report will be based on the 1st day of the month through the last day of the month. This column indicates the number of SRs opened and closed that were not included in the numbers for the July 2017 column. It represents data from 8/9/17 - 8/31/17.