

CAPPS Financials 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	16
Not Applicable	33
PeopleTools	2
Reports	105
Acceptance Testing	1
Assigned	42
Awaiting Customer	5
In Work	42
Pending Prod Approval	3
Pending Prod Migration	1
System Test	7
Assessment	4
Security	35
Assigned	14
In Work	18
Rework	1
Transition	1
Assessment	1
Workflow	10
Asset Management	32
Accounts Receivable	8
General Ledger	33
Assigned	12
In Work	16
Pending Prod Approval	2
System Test	1
Assessment	2
Strategic Sourcing	5
Purchase Orders	55
Accounts Payable	58
ePro	19
TxSmartBuy	1
UPK	2
Inventory	7
Supplier Contracts	2
Training	2
Grand Total	425

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	30
Assigned	119
Awaiting Customer	32
In Work	171
Pending Prod Approval	16
Pending Prod Migration	1
System Test	32
Rework	1
Transition	1
Assessment	22
Grand Total	425

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	208
Interfaces	11
Not Applicable	22
PeopleTools	2
Reports	55
Security	21
Workflow	3
Asset Management	6
Accounts Receivable	4
General Ledger	15
Strategic Sourcing	3
Purchase Orders	25
Accounts Payable	24
ePro	8
UPK	2
Inventory	6
Supplier Contracts	1
Low	37
Medium	180
Grand Total	425

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	15
Assigned	57
Awaiting Customer	15
In Work	79
Pending Prod Approval	8
Pending Prod Migration	1
System Test	26
Assessment	7
Grand Total	208

All SRs by Status

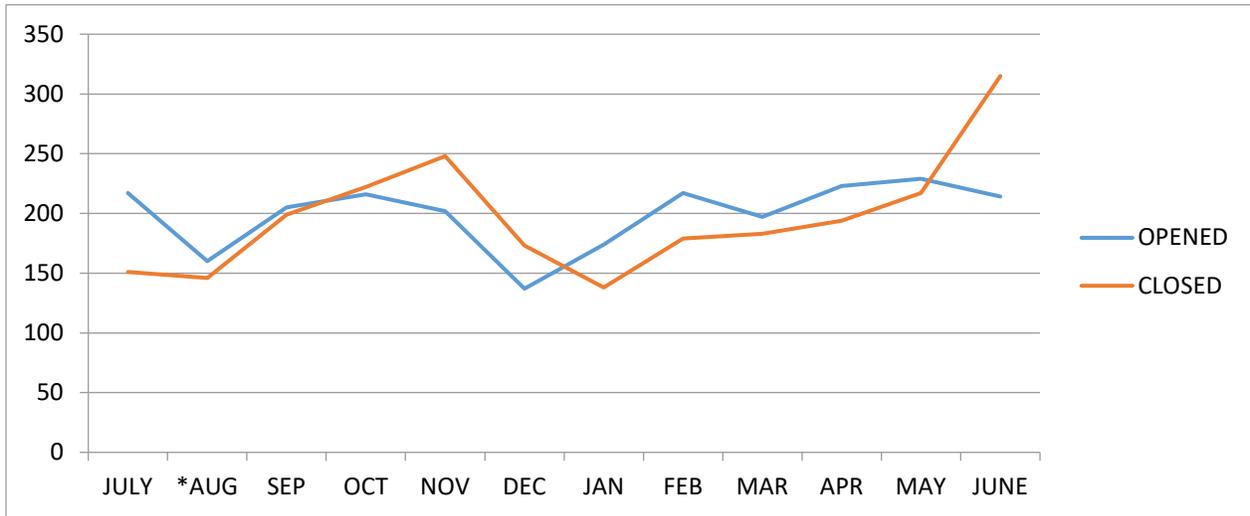
(Includes Closed, Completed after 5/31/18)

Row Labels	Count of Status
Acceptance Testing	30
Assigned	119
Awaiting Customer	32
Closed	40
Completed	275
Governance	1
Hold	31
In Work	171
Pending Prod Approval	16
Pending Prod Migration	1
System Test	32
Rework	1
Transition	1
Grand Total	750

CAPPS Financials Trend Report – Service Requests

July 2017 – June 2018

Status	JULY	*AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	Annual Totals
Opened	217	160	205	216	202	137	174	217	197	223	229	214	2391
Closed	151	146	199	222	248	173	138	179	183	194	217	315	2365
Percent													98.91%



* 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 thru 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.