

## CAPPS Financials Service Requests (SRs) Report

### Date of Report: 8/1/2018

#### Active SRs by Status and Module

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

Row Labels	Count of Module
<b>Interfaces</b>	<b>23</b>
<b>Not Applicable</b>	<b>41</b>
<b>PeopleTools</b>	<b>5</b>
<b>Reports</b>	<b>110</b>
Acceptance Testing	4
Assigned	50
Awaiting Customer	6
In Work	39
Pending Prod Approval	4
Pending Prod Migration	1
System Test	2
Assessment	4
<b>Security</b>	<b>40</b>
Assigned	16
Awaiting Customer	1
In Work	19
Rework	1
Transition	1
Assessment	2
<b>Workflow</b>	<b>15</b>
<b>Asset Management</b>	<b>39</b>
<b>Accounts Receivable</b>	<b>7</b>
<b>General Ledger</b>	<b>60</b>
Acceptance Testing	1
Assigned	20
Awaiting Customer	12
In Work	17
Pending Prod Approval	1
System Test	2
Assessment	7
<b>Strategic Sourcing</b>	<b>4</b>
<b>Purchase Orders</b>	<b>88</b>
<b>Accounts Payable</b>	<b>78</b>
<b>ePro</b>	<b>28</b>
<b>Customer Contracts</b>	<b>4</b>
<b>TxSmartBuy</b>	<b>1</b>
<b>UPK</b>	<b>2</b>
<b>Inventory</b>	<b>12</b>
<b>Supplier Contracts</b>	<b>4</b>
<b>Training</b>	<b>1</b>
<b>Cash Receipts</b>	<b>5</b>
Assigned	1
In Work	4
<b>Grand Total</b>	<b>567</b>

## Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	18
Assigned	189
Awaiting Customer	49
In Work	210
Pending Prod Approval	5
Pending Prod Migration	19
System Test	28
Rework	1
Transition	1
Assessment	47
<b>Grand Total</b>	<b>567</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>234</b>
Interfaces	11
Not Applicable	25
PeopleTools	2
Reports	57
Security	23
Workflow	7
Asset Management	5
Accounts Receivable	4
General Ledger	20
Strategic Sourcing	4
Purchase Orders	23
Accounts Payable	28
ePro	9
UPK	2
Inventory	10
Supplier Contracts	1
Cash Receipts	3
<b>Low</b>	<b>100</b>
<b>Medium</b>	<b>233</b>
<b>Grand Total</b>	<b>567</b>

### Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	9
Assigned	60
Awaiting Customer	21
In Work	94
Pending Prod Approval	3
Pending Prod Migration	12
System Test	25
Open	1
Assessment	10
<b>Grand Total</b>	<b>235</b>

### All SRs by Status

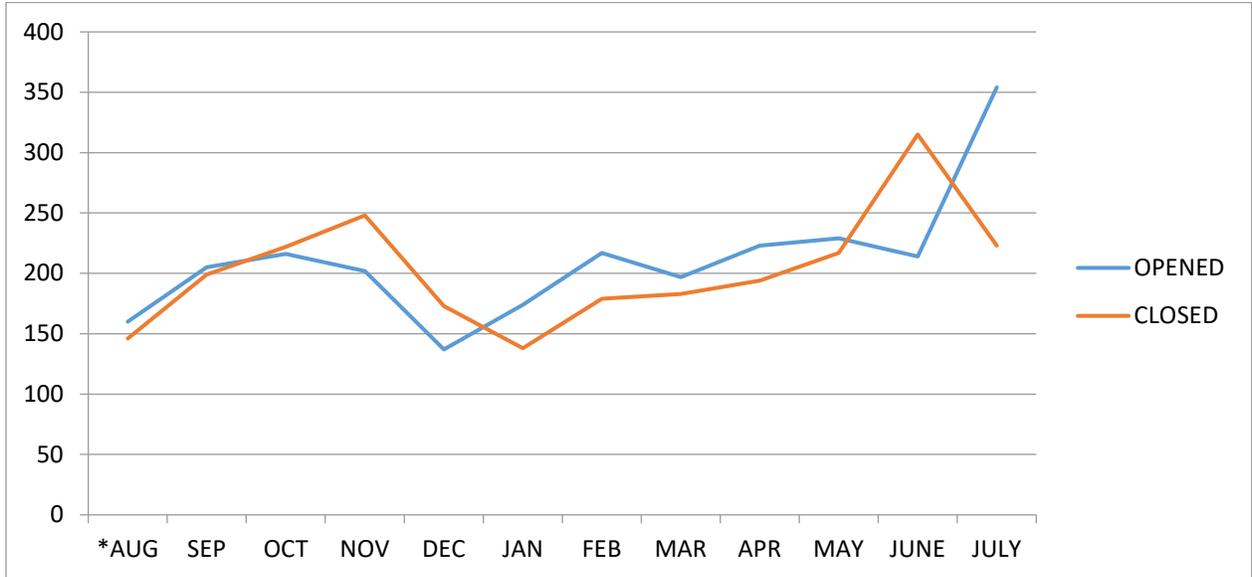
(Includes Closed, Completed after 7/31/18)

Row Labels	Count of Status
Acceptance Testing	18
Assigned	189
Awaiting Customer	49
Closed	28
Completed	195
Governance	1
Hold	32
In Work	210
Pending Prod Approval	5
Pending Prod Migration	19
System Test	28
Rework	1
Transition	1
<b>Grand Total</b>	<b>776</b>

## CAPPS Financials Trend Report – Service Requests

August 2017 – July 2018

Status	*AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	Annual Totals
Opened	160	205	216	202	137	174	217	197	223	229	214	354	2528
Closed	146	199	222	248	173	138	179	183	194	217	315	223	2437
Percent													96.40%



\* 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.