

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 9/1/2018

Active SRs by Status and Module

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

| Row Labels | Count of Module |
|------------------------------------|-----------------|
| Interfaces | 17 |
| Not Applicable | 15 |
| PeopleTools | 4 |
| Reports | 43 |
| Security | 89 |
| Acceptance Testing | 1 |
| Assigned | 38 |
| Awaiting Customer | 4 |
| In Work | 37 |
| Pending Prod Approval | 6 |
| System Test | 2 |
| Assessment | 1 |
| HR Human Resources | 163 |
| Assigned | 70 |
| Awaiting Customer | 31 |
| In Work | 51 |
| Pending Prod Approval | 3 |
| In Development | 1 |
| Assessment | 7 |
| TL Time and Labor | 177 |
| Acceptance Testing | 2 |
| Assigned | 73 |
| Awaiting Customer | 31 |
| In Work | 26 |
| Pending Prod Approval | 1 |
| System Test | 2 |
| Rework | 2 |
| Assessment | 40 |
| PY Payroll | 102 |
| Assigned | 40 |
| Awaiting Customer | 20 |
| In Work | 24 |
| Pending Prod Approval | 1 |
| Rework | 1 |
| Assessment | 16 |
| CA Commitment Accounting | 68 |
| POS Position Control | 3 |
| Recruiting | 38 |
| Learn | 16 |
| Employee Self Service (ESS) | 17 |
| Mgr Self Service (MSS) | 17 |
| Performance Mgmt | 30 |
| MSS Manager Self-Service | 2 |
| Assigned | 1 |
| Awaiting Customer | 1 |
| SPRS Payroll | 4 |
| UPK | 1 |
| Acceptance Testing | 1 |
| ESS Employee Self-Service | 1 |
| Assigned | 1 |
| SPRS HR | 2 |
| Awaiting Customer | 2 |
| Grand Total | 809 |

Active SRs by Status

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

| Row Labels | Count of Module |
|-----------------------|-----------------|
| Acceptance Testing | 9 |
| Assigned | 307 |
| Awaiting Customer | 166 |
| In Work | 195 |
| Pending Prod Approval | 21 |
| System Test | 7 |
| Rework | 4 |
| In Development | 10 |
| Assessment | 90 |
| Grand Total | 809 |

Active SRs by Priority and Module

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

| Row Labels | Count of Module |
|-----------------------------|-----------------|
| High | 199 |
| Interfaces | 4 |
| Not Applicable | 6 |
| PeopleTools | 1 |
| Reports | 15 |
| Security | 68 |
| HR Human Resources | 24 |
| TL Time and Labor | 21 |
| PY Payroll | 24 |
| CA Commitment Accounting | 4 |
| POS Position Control | 1 |
| Recruiting | 9 |
| Learn | 6 |
| Employee Self Service (ESS) | 5 |
| Mgr Self Service (MSS) | 4 |
| Performance Mgmt | 7 |
| Low | 216 |
| Medium | 394 |
| Grand Total | 809 |

Active SRs, Priority = High

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

| Row Labels | Count of Status |
|-----------------------|-----------------|
| Acceptance Testing | 4 |
| Assigned | 68 |
| Awaiting Customer | 15 |
| In Work | 74 |
| Pending Prod Approval | 13 |
| Rework | 3 |
| System Test | 3 |
| In Development | 4 |
| Assessment | 15 |
| Grand Total | 199 |

All SRs by Status

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

| Row Labels | Count of Status |
|-----------------------|-----------------|
| Acceptance Testing | 9 |
| Assigned | 307 |
| Awaiting Customer | 166 |
| Closed | 45 |
| Completed | 716 |
| Governance | 5 |
| Hold | 9 |
| In Work | 195 |
| Pending Prod Approval | 21 |
| System Test | 7 |
| Rework | 4 |
| In Development | 10 |
| Assessment | 90 |
| Grand Total | 1584 |

CAPPS HR/Payroll Trend Report – Service Requests

July 2017 – June 2018

| Status | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUNE | JULY | AUG | Annual Totals |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-----|---------------|
| Opened | 381 | 363 | 229 | 259 | 220 | 264 | 251 | 272 | 269 | 394 | 798 | 714 | 4414 |
| Closed | 325 | 342 | 283 | 247 | 277 | 191 | 235 | 283 | 258 | 340 | 553 | 761 | 4095 |
| Percent | | | | | | | | | | | | | 93.00% |

