

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 10/1/2018

Active SRs by Status and Module

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

Row Labels	Count of Module
Interfaces	14
Not Applicable	13
PeopleTools	1
Reports	42
Security	61
Acceptance Testing	1
Assigned	20
Awaiting Customer	3
In Work	31
Pending Prod Approval	3
System Test	2
Assessment	1
HR Human Resources	196
Assigned	85
Awaiting Customer	66
In Work	34
Pending Prod Approval	1
System Test	1
In Development	1
Assessment	8
TL Time and Labor	185
Acceptance Testing	2
Assigned	94
Awaiting Customer	33
In Work	19
Pending Prod Approval	1
System Test	2
Rework	2
Assessment	32
PY Payroll	113
Assigned	53
Awaiting Customer	30
In Work	14
Rework	1
In Development	1
Assessment	14
CA Commitment Accounting	22
POS Position Control	3
Recruiting	36
Learn	15
Employee Self Service (ESS)	19
Mgr Self Service (MSS)	19
Performance Mgmt	24
MSS Manager Self-Service	2
Assigned	1
Awaiting Customer	1
SPRS Payroll	4
ESS Employee Self-Service	1
Assigned	1
SPRS HR	2
Awaiting Customer	2
Grand Total	772

Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	5
Assigned	343
Awaiting Customer	171
In Work	135
Pending Prod Approval	7
System Test	19
Rework	4
In Development	7
Assessment	81
Grand Total	772

Active SRs by Priority and Module

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

Row Labels	Count of Module
High	184
Interfaces	5
Not Applicable	5
Reports	14
Security	47
HR Human Resources	26
TL Time and Labor	25
PY Payroll	25
CA Commitment Accounting	3
POS Position Control	1
Recruiting	9
Learn	7
Employee Self Service (ESS)	6
Mgr Self Service (MSS)	4
Performance Mgmt	7
Low	229
Medium	359
Grand Total	772

Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	2
Assigned	69
Awaiting Customer	22
In Work	54
Pending Prod Approval	4
Rework	3
System Test	8
In Development	4
Assessment	18
Grand Total	184

All SRs by Status

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

Row Labels	Count of Status
Acceptance Testing	5
Assigned	343
Awaiting Customer	171
Closed	24
Completed	674
Governance	6
Hold	9
In Work	135
Pending Prod Approval	7
System Test	19
Rework	4
In Development	7
Assessment	81
Grand Total	1485

CAPPS HR/Payroll Trend Report – Service Requests

October 2017 – September 2018

Status	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	Annual Totals
Opened	363	229	259	220	264	251	272	269	394	798	714	664	4697
Closed	342	283	247	277	191	235	283	258	340	553	761	698	4468
Percent													95.00%

