

## CAPPS Financials 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
<b>Interfaces</b>	<b>16</b>
<b>Not Applicable</b>	<b>21</b>
<b>PeopleTools</b>	<b>9</b>
<b>Reports</b>	<b>118</b>
Acceptance Testing	6
Assigned	52
Awaiting Customer	6
In Work	41
Pending Prod Approval	2
Pending Prod Migration	1
System Test	5
Assessment	5
<b>Security</b>	<b>53</b>
Acceptance Testing	2
Assigned	19
Awaiting Customer	7
In Work	21
Pending Prod Approval	2
Rework	1
Assessment	1
<b>Workflow</b>	<b>20</b>
<b>Asset Management</b>	<b>33</b>
<b>Accounts Receivable</b>	<b>8</b>
<b>General Ledger</b>	<b>50</b>
Acceptance Testing	2
Assigned	21
Awaiting Customer	5
In Work	18
Pending Prod Approval	2
System Test	2
<b>Strategic Sourcing</b>	<b>2</b>
<b>Purchase Orders</b>	<b>66</b>
<b>Accounts Payable</b>	<b>80</b>
<b>ePro</b>	<b>30</b>
<b>Customer Contracts</b>	<b>2</b>
<b>UPK</b>	<b>2</b>
<b>Inventory</b>	<b>18</b>
<b>Supplier Contracts</b>	<b>3</b>
<b>Training</b>	<b>2</b>
<b>Project Costing</b>	<b>1</b>
<b>Cash Receipts</b>	<b>20</b>
Assigned	4
In Work	16
<b>Grand Total</b>	<b>554</b>

## Active SRs by Status

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

Row Labels	Count of Module
Acceptance Testing	18
Assigned	195
Awaiting Customer	61
In Work	215
Pending Prod Approval	11
Pending Prod Migration	6
System Test	15
Rework	1
Assessment	32
<b>Grand Total</b>	<b>554</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>242</b>
Interfaces	9
Not Applicable	5
PeopleTools	3
Reports	56
Security	30
Workflow	10
Asset Management	9
Accounts Receivable	3
General Ledger	23
Strategic Sourcing	2
Purchase Orders	28
Accounts Payable	27
ePro	7
UPK	2
Inventory	10
Supplier Contracts	1
Training	1
Cash Receipts	16
<b>Low</b>	<b>46</b>
<b>Medium</b>	<b>266</b>
<b>Grand Total</b>	<b>554</b>

### Active SRs, Priority = High

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

Row Labels	Count of Status
Acceptance Testing	10
Assigned	73
Awaiting Customer	27
In Work	96
Pending Prod Approval	8
Pending Prod Migration	6
System Test	9
Assessment	13
<b>Grand Total</b>	<b>242</b>

### All SRs by Status

(Includes Closed, Completed after 08/31/18)

Row Labels	Count of Status
Acceptance Testing	18
Assigned	195
Awaiting Customer	61
Closed	50
Completed	279
Hold	31
In Work	215
Pending Prod Approval	11
Pending Prod Migration	6
System Test	15
Deferred	1
Rework	1
Assessment	32
PS Case	2
<b>Grand Total</b>	<b>917</b>

## CAPPS Financials Trend Report – Service Requests

October 2017 – September 2018

Status	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	Annual Totals
Opened	216	202	137	174	217	197	223	229	214	354	359	353	2875
Closed	222	248	173	138	179	183	194	217	315	223	358	329	2779
Percent													96.66%

