

## CAPPS HR/Payroll Service Requests (SRs) Report

### Date of Report: 11/01/2018

#### Active SRs by Status and Module

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

Module Name	Status	Count of Module
<b>CA Commitment Accounting</b>		<b>23</b>
<b>Employee Self Service (ESS)</b>		<b>20</b>
<b>ESS Employee Self-Service</b>		<b>1</b>
HR Human Resources	Assessment	19
	Assigned	73
	Awaiting Customer	35
	In Development	1
	In Work	36
<b>HR Human Resources</b>		<b>164</b>
Interfaces	Assessment	1
	Assigned	5
	Awaiting Customer	1
	In Development	3
	In Work	4
<b>Interfaces</b>		<b>14</b>
<b>Learn</b>		<b>10</b>
Mgr Self Service (MSS)	Assessment	3
	Assigned	9
	Awaiting Customer	1
	In Work	5
	Pending Prod Approval	1
<b>Mgr Self Service (MSS)</b>		<b>19</b>
<b>MSS Manager Self-Service</b>		<b>2</b>
<b>Not Applicable</b>		<b>13</b>
<b>PeopleTools</b>		<b>1</b>
<b>Performance Mgmt</b>		<b>21</b>
<b>POS Position Control</b>		<b>3</b>
PY Payroll	Assessment	22
	Assigned	78
	Awaiting Customer	50
	In Development	2
	In Work	15
	Rework	1
	System Test	3
<b>PY Payroll</b>		<b>171</b>
<b>Recruiting</b>		<b>31</b>
<b>Reports</b>		<b>39</b>
<b>Security</b>		<b>49</b>
<b>SPRS HR</b>		<b>2</b>
<b>SPRS Payroll</b>		<b>4</b>
TL Time and Labor	Acceptance Testing	1
	Assessment	46
	Assigned	89
	Awaiting Customer	36
	In Development	1
	In Work	14
	Pending Prod Approval	2
	Rework	3
	System Test	2
<b>TL Time and Labor</b>		<b>194</b>
<b>Grand Total</b>		<b>781</b>

## Active SRs by Status

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

Status	Count of Module
Acceptance Testing	7
Assessment	113
Assigned	343
Awaiting Customer	152
In Development	10
In Work	134
Pending Prod Approval	7
Rework	6
System Test	9
<b>Grand Total</b>	<b>781</b>

## Active SRs by Priority and Module

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

Priority	Module Name	Count of Module
High	Employee Self Service (ESS)	5
	HR Human Resources	28
	Interfaces	6
	Learn	3
	Mgr Self Service (MSS)	4
	Not Applicable	5
	Performance Mgmt	5
	POS Position Control	1
	PY Payroll	53
	Recruiting	10
	Reports	10
	Security	34
TL Time and Labor	28	
<b>High</b>		<b>192</b>
<b>Medium</b>		<b>358</b>
<b>Low</b>		<b>231</b>
<b>Grand Total</b>		<b>781</b>

### Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing	4
Assessment	21
Assigned	76
Awaiting Customer	26
In Development	4
In Work	51
Pending Prod Approval	3
Rework	4
System Test	3
<b>Grand Total</b>	<b>192</b>

### All SRs by Status

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

Status	Count of Status
Acceptance Testing	7
Assessment	113
Assigned	343
Awaiting Customer	152
Closed	37
Completed	645
Governance	6
Hold	11
In Development	10
In Work	134
Pending Prod Approval	7
Rework	6
System Test	9
<b>Grand Total</b>	<b>1480</b>

## CAPPS HR/Payroll Trend Report – Service Requests

October 2017 – October 2018

Status	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	Annual Totals
Opened	370	229	259	220	264	251	272	269	394	798	714	664	699	<b>5403</b>
Closed	387	283	259	276	191	243	312	268	339	553	760	697	685	<b>5253</b>

