

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 01/01/2019

Active SRs by Status and Module

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

Module Name	Status	Count of Module
CA Commitment Accounting		16
Employee Self Service (ESS)		12
ESS Employee Self-Service		1
HR Human Resources	Assessment	9
	Assigned	63
	Awaiting Customer	37
	In Development	1
	In Work	33
	Pending Prod Approval	1
	System Test	3
HR Human Resources		147
Interfaces		16
Learn		10
Mgr Self Service (MSS)		17
MSS Manager Self-Service		2
Not Applicable		11
PeopleTools		1
Performance Mgmt		26
POS Position Control		5
PY Payroll	Assessment	19
	Assigned	101
	Awaiting Customer	38
	In Development	3
	In Work	16
	Pending Prod Approval	1
	Rework	1
	System Test	3
PY Payroll		182
Recruiting		30
Reports		33
Security		38
SPRS HR		2
SPRS Payroll		5
TL Time and Labor		190
Grand Total		744

Active SRs by Status

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

Status	Count of Module
Acceptance Testing	2
Assessment	93
Assigned	303
Awaiting Customer	160
In Development	10
In Work	148
Pending Prod Approval	7
Rework	5
System Test	16
Grand Total	744

Active SRs by Priority and Module

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

Priority	Module Name	Count of Module
High	CA Commitment Accounting	4
	Employee Self Service (ESS)	4
	HR Human Resources	30
	Interfaces	7
	Learn	2
	Mgr Self Service (MSS)	3
	Not Applicable	5
	Performance Mgmt	4
	POS Position Control	1
	PY Payroll	30
	Recruiting	7
	Reports	10
	Security	26
	TL Time and Labor	21
High		154
Medium		388
Low		202
Grand Total		744

Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing	1
Assessment	13
Assigned	60
Awaiting Customer	11
In Development	4
In Work	53
Pending Prod Approval	2
Rework	4
System Test	6
Grand Total	154

All SRs by Status

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

Status	Count of Status
Acceptance Testing	2
Assessment	93
Assigned	303
Awaiting Customer	160
Closed	30
Completed	503
Governance	3
Hold	16
In Development	10
In Work	148
Pending Prod Approval	7
Rework	5
System Test	16
Grand Total	1296

CAPPS HR/Payroll Trend Report – Service Requests

December 2017 – December 2018

Status	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Annual Totals
Opened	259	220	264	251	272	269	394	798	714	664	699	581	520	5905
Closed	259	276	191	243	312	268	339	553	760	697	684	609	533	5724

