

CAPPS Financials 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
Accounts Payable		133
Accounts Receivable		10
Asset Management		24
Cash Receipts		10
Configuration	Awaiting Customer	1
Configuration		1
Customer Contracts		5
ePro		36
General Ledger		49
Interfaces		25
Inventory	Assigned	10
	Awaiting Customer	2
	In Work	7
Inventory		19
Not Applicable		23
PeopleTools		9
Purchase Orders	Assessment	9
	Assigned	11
	Awaiting Customer	43
	In Work	32
	Pending Prod Approval	2
	Rework	1
Purchase Orders		98
Reports		88
Security		46
Strategic Sourcing	Assigned	1
	In Work	1
	System Test	1
Strategic Sourcing		3
Supplier Contracts	Pending Prod Approval	1
	System Test	1
Supplier Contracts		2
Training		3
UPK	Acceptance Testing	2
UPK		2
Workflow		13
Grand Total		599

Active SRs by Status

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

Status	Count of Module
Acceptance Testing	14
Assessment	34
Assigned	167
Awaiting Customer	151
In Work	210
Pending Prod Approval	9
Rework	4
System Test	10
Grand Total	599

Active SRs by Priority and Module

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

Priority	Module Name	Count of Module
High	Accounts Payable	54
	Accounts Receivable	5
	Asset Management	5
	Cash Receipts	2
	Customer Contracts	1
	ePro	14
	General Ledger	15
	Interfaces	6
	Inventory	8
	Not Applicable	6
	PeopleTools	1
	Purchase Orders	28
	Reports	43
	Security	19
	Strategic Sourcing	2
	Supplier Contracts	1
	Training	1
Medium	UPK	2
	Workflow	4
	High	217
Medium	287	
Low	95	
Grand Total	599	

Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing	7
Assessment	16
Assigned	58
Awaiting Customer	58
In Work	67
Pending Prod Approval	7
System Test	4
Grand Total	217

All SRs by Status

(Includes Closed, Complete after 12/31/18)

Status	Count of Status
Acceptance Testing	14
Assessment	34
Assigned	167
Awaiting Customer	151
Closed	39
Completed	245
Governance	2
Hold	31
In Work	210
Pending Prod Approval	9
Rework	4
System Test	10
Grand Total	916

CAPPS Financials 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	137	174	217	197	223	229	216	354	359	360	331	335	269	3401
Closed	171	136	179	180	194	217	312	222	356	327	329	322	284	3229

