

CAPPS FIN Service Requests (SRs) Report

Date of Report: 10/01/2019

Active SRs by Status and Module

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

Module Name	Status	Count of Module
Accounts Payable		146
Accounts Receivable		7
Asset Management		38
Cash Receipts		29
Configuration		3
Customer Contracts		1
ePro		32
General Ledger		52
Interfaces	Acceptance Testing	1
	Assessment	6
	Assigned	7
	Awaiting Customer	8
	In Work	13
Interfaces		35
Inventory		5
None	Assigned	3
None		3
Not Applicable		181
PeopleTools		4
Project Costing		1
Purchase Orders	Acceptance Testing	1
	Assessment	6
	Assigned	18
	Awaiting Customer	39
	In Development	2
	In Work	39
	Pending Prod Approval	7
	System Test	1
Purchase Orders		113
Reports		68
Security		61
Strategic Sourcing		2
Supplier Contracts		3
Training		3
TxSmartBuy	In Work	1
TxSmartBuy		1
Workflow		16
Grand Total		804

Active SRs by Status

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

Status	Count of Module
Acceptance Testing	18
Assessment	43
Assigned	278
Awaiting Customer	188
In Development	11
In Work	202
Pending Prod Approval	40
Rework	13
System Test	11
Grand Total	804

Active SRs by Priority and Module

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

Priority	Module Name	Count of Module
Critical	Not Applicable	1
Critical		1
High	Accounts Payable	53
	Accounts Receivable	2
	Asset Management	11
	Cash Receipts	9
	ePro	17
	General Ledger	18
	Interfaces	15
	Not Applicable	84
	PeopleTools	1
	Purchase Orders	31
	Reports	28
	Security	15
	Strategic Sourcing	1
	Supplier Contracts	1
	TxSmartBuy	1
	Workflow	2
High		289
Medium		337
Low		177
Grand Total		804

Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing	9
Assessment	14
Assigned	112
Awaiting Customer	55
In Development	5
In Work	79
Pending Prod Approval	7
Rework	3
System Test	5
Grand Total	289

All SRs by Status

(Includes Closed, Completed after 10/01/19)

Status	Count of Status
Acceptance Testing	18
Assessment	43
Assigned	278
Awaiting Customer	188
Closed	48
Completed	418
Governance	1
Hold	16
In Development	11
In Work	202
Pending Prod Approval	40
Rework	13
System Test	11
Grand Total	1287

CAPPS HR/Payroll Trend Report – Service Requests

March 2018 – March 2019

Status	2018 OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	2019 OCT	Totals
Opened	331	335	269	304	300	410	436	388	278	307	421	478	506	4763
Closed	329	322	283	313	309	398	417	405	206	199	416	507	466	4570

