

## CAPPS HR/Payroll 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
<b>CA Commitment Accounting</b>		<b>17</b>
<b>Employee Self Service (ESS)</b>		<b>12</b>
<b>ESS Employee Self-Service</b>		<b>1</b>
HR Human Resources	Assessment	31
	Assigned	79
	Awaiting Customer	95
	In Work	37
	Pending Prod Approval	1
	System Test	1
<b>HR Human Resources</b>		<b>244</b>
<b>Interfaces</b>		<b>11</b>
<b>Learn</b>		<b>8</b>
<b>Mgr Self Service (MSS)</b>		<b>9</b>
<b>MSS Manager Self-Service</b>		<b>2</b>
<b>None</b>		<b>2</b>
<b>Not Applicable</b>		<b>13</b>
<b>PeopleTools</b>		<b>3</b>
<b>Performance Mgmt</b>		<b>29</b>
<b>POS Position Control</b>		<b>1</b>
PY Payroll	Acceptance Testing	1
	Assessment	17
	Assigned	42
	Awaiting Customer	42
	In Work	18
	Pending Prod Approval	1
	Rework	1
<b>PY Payroll</b>		<b>122</b>
<b>Recruiting</b>		<b>31</b>
<b>Reports</b>		<b>39</b>
<b>Security</b>		<b>18</b>
<b>SPRS HR</b>		<b>2</b>
<b>SPRS Payroll</b>		<b>4</b>
<b>TL Time and Labor</b>		<b>206</b>
<b>Grand Total</b>		<b>774</b>

## Active SRs by Status

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

Status	Count of Module
Acceptance Testing	11
Assessment	126
Assigned	225
Awaiting Customer	226
In Development	2
In Work	155
Pending Prod Approval	8
Rework	9
System Test	12
<b>Grand Total</b>	<b>774</b>

## 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	7
	Employee Self Service (ESS)	4
	HR Human Resources	38
	Interfaces	4
	Learn	4
	Mgr Self Service (MSS)	1
	Not Applicable	9
	PeopleTools	3
	Performance Mgmt	1
	PY Payroll	21
	Recruiting	5
	Reports	8
	Security	11
	TL Time and Labor	20
<b>High</b>		<b>136</b>
<b>Medium</b>		<b>429</b>
<b>Low</b>		<b>209</b>
<b>Grand Total</b>		<b>774</b>

### Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing	2
Assessment	21
Assigned	38
Awaiting Customer	26
In Development	1
In Work	38
Pending Prod Approval	5
Rework	1
System Test	4
<b>Grand Total</b>	<b>136</b>

### All SRs by Status

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

Status	Count of Status
Acceptance Testing	11
Assessment	126
Assigned	225
Awaiting Customer	226
Closed	32
Completed	809
Governance	7
Hold	13
In Development	2
In Work	155
Pending Prod Approval	8
Rework	9
System Test	12
<b>Grand Total</b>	<b>1635</b>

# CAPPS HR/Payroll Trend Report – Service Requests

November 2018 – November 2019

Status	2018 OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	2019 OCT	Totals
Opened	699	581	520	554	577	508	460	426	443	784	693	844	681	<b>7770</b>
Closed	684	614	533	612	540	524	425	485	386	587	665	867	841	<b>7763</b>

