

**CAPPS FIN Service Requests (SRs) Report**  
**Date of Report: 02/01/2020**

**Active SRs by Status and Module**

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

<b>Module Name</b>	<b>Status</b>	<b>Total Count</b>
<b>Accounts Payable</b>		<b>138</b>
<b>Accounts Receivable</b>		<b>4</b>
<b>Asset Management</b>		<b>39</b>
<b>Billing</b>		<b>1</b>
<b>Cash Receipts</b>		<b>29</b>
<b>Customer Contracts</b>		<b>3</b>
<b>ePro</b>		<b>31</b>
<b>General Ledger</b>		<b>37</b>
<b>Interfaces</b>		<b>27</b>
Inventory	Assigned	1
	Awaiting Customer	2
	In Work	3
<b>Inventory</b>		<b>6</b>
<b>None</b>		<b>13</b>
<b>Not Applicable</b>		<b>330</b>
<b>PeopleTools</b>		<b>4</b>
<b>Project Costing</b>		<b>8</b>
Purchase Orders	Assessment	4
	Assigned	26
	Awaiting Customer	9
	In Development	2
	In Work	23
	Pending Prod Approval	2
	System Test	2
<b>Purchase Orders</b>		<b>68</b>
<b>Reports</b>		<b>133</b>
<b>Security</b>		<b>43</b>
Strategic Sourcing	Assigned	1
	Pending Prod Approval	1
<b>Strategic Sourcing</b>		<b>2</b>
Supplier Contracts	Awaiting Customer	1
<b>Supplier Contracts</b>		<b>1</b>
<b>Workflow</b>		<b>16</b>
<b>Grand Total</b>		<b>933</b>

### Active SRs by Status

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

Status	Total Count
Acceptance Testing	9
Assessment	31
Assigned	435
Awaiting Customer	205
In Development	8
In Work	186
Pending Prod Approval	41
Rework	4
System Test	10
Transition	4
<b>Grand Total</b>	<b>933</b>

### Active SRs by Priority and Module

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

Priority	Module Name	Total Count
High	Accounts Payable	61
	Accounts Receivable	1
	Asset Management	8
	Cash Receipts	15
	Customer Contracts	1
	ePro	13
	General Ledger	18
	Interfaces	8
	Inventory	2
	None	3
	Not Applicable	140
	PeopleTools	1
	Project Costing	2
	Purchase Orders	18
	Reports	38
	Security	7
	Strategic Sourcing	2
Workflow	1	
<b>High</b>		<b>339</b>
<b>Medium</b>		<b>464</b>
<b>Low</b>		<b>130</b>
<b>Grand Total</b>		<b>933</b>

### Active SRs, Priority = High

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

Status	Total Count
Acceptance Testing	5
Assessment	5
Assigned	147
Awaiting Customer	79
In Development	4
In Work	83
Pending Prod Approval	9
Rework	1
System Test	4
Transition	2
<b>Grand Total</b>	<b>339</b>

### All SRs by Status

(Includes Closed, Completed after 01/01/20)

Status	Total Count
Acceptance Testing	9
Assessment	31
Assigned	435
Awaiting Customer	205
Closed	40
Completed	355
Governance	3
Hold	21
In Development	8
In Work	186
Pending Prod Approval	41
Rework	4
System Test	10
Transition	4
<b>Grand Total</b>	<b>1352</b>

## CAPPS HR/Payroll Trend Report – Service Requests

January 2019 – January 2020

Status	2019 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	2020 JAN	Totals
<b>Opened</b>	304	300	410	436	388	278	307	421	478	504	383	438	415	<b>5062</b>
<b>Closed</b>	313	309	398	417	405	206	199	416	508	462	375	334	394	<b>4736</b>

