

CAPPS HR/Payroll 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)

Module Name	Status	Total Count
CA Commitment Accounting		25
Configuration	Assigned	1
Configuration		1
Employee Self Service (ESS)		13
ESS Employee Self-Service		2
HR Human Resources	Acceptance Testing	1
	Assessment	33
	Assigned	92
	Awaiting Customer	3
	In Work	65
	Pending Prod Approval	1
HR Human Resources		195
Interfaces		11
Learn		19
Mgr Self Service (MSS)		81
MSS Manager Self-Service		2
None		6
Not Applicable		5
PeopleTools		11
Performance Mgmt		16
POS Position Control		3
PY Payroll		177
Recruiting		37
Reports		52
Security		11
SPRS Payroll		2
TL Time and Labor	Acceptance Testing	4
	Assessment	42
	Assigned	76
	Awaiting Customer	10
	In Work	26
	Pending Prod Approval	2
	Rework	4
TL Time and Labor		164
Grand Total		833

Active SRs by Status

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

Status	Total Count
Acceptance Testing	15
Assessment	114
Assigned	431
Awaiting Customer	30
In Development	1
In Work	214
Pending Prod Approval	7
Rework	5
System Test	16
Grand Total	833

Active SRs by Priority and Module

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

Priority	Module Name	Total Count
High	CA Commitment Accounting	8
	Employee Self Service (ESS)	1
	ESS Employee Self-Service	1
	HR Human Resources	52
	Interfaces	2
	Learn	2
	Mgr Self Service (MSS)	72
	None	1
	Not Applicable	4
	PeopleTools	3
	Performance Mgmt	1
	POS Position Control	1
	PY Payroll	22
	Recruiting	2
	Reports	9
	Security	5
TL Time and Labor	16	
High		202
Medium		480
Low		151
Grand Total		833

Active SRs, Priority = High

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

Status	Total Count
Acceptance Testing	4
Assessment	19
Assigned	117
Awaiting Customer	6
In Work	51
Pending Prod Approval	2
Rework	2
System Test	1
Grand Total	202

All SRs by Status

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

Status	Total Count
Acceptance Testing	15
Assessment	114
Assigned	431
Awaiting Customer	30
Closed	53
Completed	618
Governance	9
Hold	10
In Development	1
In Work	214
Pending Prod Approval	7
Rework	5
System Test	16
Grand Total	1523

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
Opened	554	577	508	460	426	443	784	693	844	680	651	571	572	7763
Closed	612	540	524	425	485	386	587	665	866	841	546	601	666	7744

