

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 03/01/2020

Active SRs by Status and Module

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

Module Name	Status	Total Count
CA Commitment Accounting		23
Configuration		2
Employee Self Service (ESS)		12
ESS Employee Self-Service		2
HR Human Resources	Acceptance Testing	1
	Assessment	29
	Assigned	101
	Awaiting Customer	15
	In Work	53
	Pending Prod Approval	1
	System Test	7
HR Human Resources		207
Interfaces		10
Learn		24
Mgr Self Service (MSS)	Acceptance Testing	69
	Assessment	4
	Assigned	9
	Awaiting Customer	1
	In Work	1
Mgr Self Service (MSS)		84
MSS Manager Self-Service		2
None		4
Not Applicable		5
PeopleTools		13
Performance Mgmt		18
POS Position Control		4
PY Payroll		106
Recruiting		37
Reports		55
Security		13
SPRS Payroll		2
TL Time and Labor		165
Grand Total		788

Active SRs by Status

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

Status	Total Count
Acceptance Testing	83
Assessment	105
Assigned	297
Awaiting Customer	48
In Development	1
In Work	205
Pending Prod Approval	5
Rework	6
System Test	38
Grand Total	788

Active SRs by Priority and Module

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

Priority	Module Name	Total Count
High	CA Commitment Accounting	5
	Employee Self Service (ESS)	1
	ESS Employee Self-Service	1
	HR Human Resources	41
	Interfaces	1
	Learn	2
	Mgr Self Service (MSS)	3
	Not Applicable	4
	PeopleTools	2
	Performance Mgmt	2
	POS Position Control	1
	PY Payroll	34
	Recruiting	2
	Reports	9
	Security	5
	TL Time and Labor	14
High		127
Medium		505
Low		156
Grand Total		788

Active SRs, Priority = High

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

Status	Total Count
Acceptance Testing	2
Assessment	15
Assigned	35
Awaiting Customer	15
In Work	49
Rework	2
System Test	9
Grand Total	127

All SRs by Status

(Includes Closed, Completed after 02/01/20)

Status	Total Count
Acceptance Testing	83
Assessment	105
Assigned	297
Awaiting Customer	48
Closed	23
Completed	566
Governance	10
Hold	12
In Development	1
In Work	205
Pending Prod Approval	5
Rework	6
System Test	38
Grand Total	1399

CAPPS HR/Payroll Trend Report – Service Requests

February 2019 – February 2020

Status	2019 FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	2020 FEB	Totals
Opened	577	508	460	426	443	784	693	844	681	651	571	572	591	7800
Closed	540	524	425	485	386	587	665	866	841	546	601	666	584	7712

