

## CAPPS Financials 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
<b>Accounts Payable</b>		<b>144</b>
<b>Accounts Receivable</b>		<b>3</b>
<b>Asset Management</b>		<b>46</b>
<b>Billing</b>		<b>2</b>
<b>Cash Receipts</b>		<b>31</b>
<b>Customer Contracts</b>		<b>4</b>
<b>ePro</b>		<b>30</b>
<b>General Ledger</b>		<b>41</b>
<b>Interfaces</b>		<b>39</b>
Inventory	Assigned	2
	Awaiting Customer	1
	In Work	3
	Pending Prod Approval	1
<b>Inventory</b>		<b>7</b>
<b>None</b>		<b>15</b>
<b>Not Applicable</b>		<b>327</b>
<b>PeopleTools</b>		<b>4</b>
<b>Project Costing</b>		<b>9</b>
Purchase Orders	Acceptance Testing	2
	Assessment	2
	Assigned	31
	Awaiting Customer	8
	In Development	1
	In Work	28
	Pending Prod Approval	6
	System Test	1
<b>Purchase Orders</b>		<b>79</b>
<b>Reports</b>		<b>85</b>
<b>Security</b>		<b>42</b>
Strategic Sourcing	Assigned	1
<b>Strategic Sourcing</b>		<b>1</b>
<b>Training</b>		<b>2</b>
<b>Workflow</b>		<b>12</b>
<b>Grand Total</b>		<b>923</b>

### Active SRs by Status

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

Status	Total Count
Acceptance Testing	8
Assessment	26
Assigned	346
Awaiting Customer	257
In Development	6
In Work	212
Pending Prod Approval	48
Rework	4
System Test	14
Transition	2
<b>Grand Total</b>	<b>923</b>

### Active SRs by Priority and Module

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

Priority	Module Name	Total Count
High	Accounts Payable	60
	Accounts Receivable	1
	Asset Management	8
	Cash Receipts	16
	Customer Contracts	1
	ePro	14
	General Ledger	16
	Interfaces	13
	Inventory	2
	None	2
	Not Applicable	144
	PeopleTools	1
	Project Costing	3
	Purchase Orders	20
	Reports	41
	Security	8
Medium	Strategic Sourcing	1
	Workflow	1
	<b>High</b>	<b>352</b>
	<b>Medium</b>	<b>489</b>
<b>Low</b>	<b>82</b>	
<b>Grand Total</b>	<b>923</b>	

### Active SRs, Priority = High

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

Status	Total Count
Acceptance Testing	2
Assessment	4
Assigned	130
Awaiting Customer	105
In Development	3
In Work	92
Pending Prod Approval	9
Rework	1
System Test	5
Transition	1
<b>Grand Total</b>	<b>352</b>

### All SRs by Status

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

Status	Total Count
Acceptance Testing	8
Assessment	26
Assigned	346
Awaiting Customer	257
Closed	95
Completed	378
Governance	3
Hold	21
In Development	6
In Work	212
Pending Prod Approval	48
Rework	4
System Test	14
Transition	2
<b>Grand Total</b>	<b>1420</b>

## 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	300	410	436	388	278	307	421	478	504	383	438	415	484	5242
Closed	309	398	417	405	206	199	416	508	462	375	334	394	472	4895

