

CAPPS Financials Service Requests (SRs) Report

Date of Report: 04/01/2020

Active SRs by Status and Module

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

Module Name	Status	Total Count
Accounts Payable		111
Accounts Receivable		1
Asset Management		38
Billing		1
Cash Receipts		27
Customer Contracts		3
ePro		22
General Ledger		31
Interfaces		29
Inventory	Assigned	1
	Awaiting Customer	2
	In Work	4
Inventory		7
None		8
Not Applicable		320
PeopleTools		4
Project Costing		11
Purchase Orders	Acceptance Testing	4
	Assessment	2
	Assigned	26
	Awaiting Customer	9
	In Development	1
	In Work	15
	Pending Prod Approval	2
	System Test	2
Purchase Orders		61
Reports		50
Security		39
Strategic Sourcing	Assigned	1
Strategic Sourcing		1
Supplier Contracts	Pending Prod Approval	1
Supplier Contracts		1
Training		1
Workflow		11
Grand Total		777

Active SRs by Status

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

Status	Total Count
Acceptance Testing	21
Assessment	22
Assigned	337
Awaiting Customer	183
In Development	3
In Work	158
Pending Prod Approval	42
Rework	2
System Test	9
Grand Total	777

Active SRs by Priority and Module

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

Priority	Module Name	Total Count
High	Accounts Payable	52
	Asset Management	6
	Cash Receipts	13
	ePro	10
	General Ledger	10
	Interfaces	10
	Inventory	3
	None	3
	Not Applicable	164
	PeopleTools	2
	Project Costing	3
	Purchase Orders	17
	Reports	18
	Security	3
	Strategic Sourcing	1
	Workflow	4
High		319
Medium		380
Low		78
Grand Total		777

Active SRs, Priority = High

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

Status	Total Count
Acceptance Testing	8
Assessment	2
Assigned	144
Awaiting Customer	79
In Development	2
In Work	76
Pending Prod Approval	4
Rework	1
System Test	3
Grand Total	319

All SRs by Status

(Includes Closed, Completed after 03/01/20)

Status	Total Count
Acceptance Testing	21
Assessment	22
Assigned	337
Awaiting Customer	183
Closed	57
Completed	476
Governance	2
Hold	17
In Development	3
In Work	158
Pending Prod Approval	42
Rework	2
System Test	9
Grand Total	1329

CAPPS Financials Trend Report – Service Requests

March 2019 – March 2020

Status	2019 MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	2020 MAR	Totals
Opened	410	436	388	278	307	421	478	504	383	438	415	484	387	5329
Closed	398	417	405	206	199	416	508	462	375	334	393	471	532	5116

