

CAPPS Financials Service Requests (SRs) Report

Date of Report: 05/01/2020

Active SRs by Status and Module

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

Module Name	Status	Total Count
Accounts Payable		98
Accounts Receivable		2
Asset Management		34
Billing		1
Cash Receipts		30
Customer Contracts		3
ePro		20
General Ledger		38
Grants	Assigned	1
Grants		1
Interfaces		29
Inventory		6
None		9
Not Applicable		330
PeopleTools		6
Project Costing		12
Purchase Orders	Acceptance Testing	3
	Assessment	1
	Assigned	21
	Awaiting Customer	6
	In Development	1
	In Work	15
	Pending Prod Approval	1
	System Test	3
Purchase Orders		51
Reports		57
Security		29
Strategic Sourcing	Assigned	1
Strategic Sourcing		1
Supplier Contracts	Pending Prod Approval	1
Supplier Contracts		1
Training		1
Workflow		11
Grand Total		770

Active SRs by Status

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

Status	Total Count
Acceptance Testing	18
Assessment	27
Assigned	358
Awaiting Customer	171
In Development	6
In Work	153
Pending Prod Approval	22
Rework	2
System Test	13
Grand Total	770

Active SRs by Priority and Module

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

Priority	Module Name	Total Count
High	Accounts Payable	46
	Accounts Receivable	1
	Asset Management	7
	Cash Receipts	12
	ePro	6
	General Ledger	11
	Interfaces	11
	Inventory	2
	None	5
	Not Applicable	160
	PeopleTools	4
	Project Costing	3
	Purchase Orders	13
	Reports	20
	Security	5
	Strategic Sourcing	1
	Workflow	5
High		312
Medium		383
Low		75
Grand Total		770

Active SRs, Priority = High

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

Status	Total Count
Acceptance Testing	10
Assessment	5
Assigned	158
Awaiting Customer	59
In Development	5
In Work	67
Pending Prod Approval	2
Rework	1
System Test	5
Grand Total	312

All SRs by Status

(Includes Closed, Completed after 04/01/20)

Status	Total Count
Acceptance Testing	18
Assessment	27
Assigned	358
Awaiting Customer	171
Closed	58
Completed	343
Governance	4
Hold	17
In Development	6
In Work	153
Pending Prod Approval	22
Rework	2
System Test	13
Grand Total	1,192

CAPPS Financials Trend Report – Service Requests

April 2019 - April 2020

Status	2019 APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	2020 APR	Totals
Opened	436	388	278	307	421	478	504	383	438	415	484	387	359	5,278
Closed	417	405	206	199	416	508	462	375	334	393	471	532	400	5,114