CAPPS HR/Payroll 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
CA Commitment Accounting		**19**
Configuration		**7**
ELM	Assigned	7
	In Work	6
ELM		**13**
Employee Self Service (ESS)		**12**
ESS Employee Self-Service		**1**
HR Human Resources	Acceptance Testing	2
	Assessment	27
	Assigned	106
	Awaiting Customer	14
	In Work	45
	System Test	14
HR Human Resources		**208**
Interfaces		**12**
Learn		**6**
Mgr Self Service (MSS)	Assessment	4
	Assigned	9
	In Work	3
Mgr Self Service (MSS)		**16**
MSS Manager Self-Service		**2**
None		**2**
Not Applicable		**5**
PeopleTools		**8**
Performance Mgmt		**19**
POS Position Control		**3**
PY Payroll		**104**
Recruiting		**40**
Reports		**66**
Security		**25**
SPRS Payroll		**3**
TL Time and Labor		**206**
Grand Total		**777**

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Active SRs by Status

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

Status	Total Count
Acceptance Testing	30
Assessment	110
Assigned	366
Awaiting Customer	52
In Work	179
Pending Prod Approval	1
Rework	5
System Test	34
Grand Total	**777**

Active SRs by Priority and Module

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

Priority	Module Name	Total Count
High	CA Commitment Accounting	3
	Configuration	1
	HR Human Resources	39
	Interfaces	1
	Mgr Self Service (MSS)	2
	Not Applicable	3
	PeopleTools	2
	Performance Mgmt	3
	PY Payroll	27
	Recruiting	1
	Reports	10
	Security	8
	TL Time and Labor	21
High		**121**
Medium		**448**
Low		**208**
Grand Total		**777**

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Active SRs, Priority = High

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

Status	Total Count
Acceptance Testing	2
Assessment	17
Assigned	38
Awaiting Customer	8
In Work	39
Pending Prod Approval	1
Rework	1
System Test	15
Grand Total	**121**

All SRs by Status

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

Status	Total Count
Acceptance Testing	30
Assessment	110
Assigned	366
Awaiting Customer	52
Closed	22
Completed	562
Governance	6
Hold	11
In Work	179
Pending Prod Approval	1
Rework	5
System Test	34
Grand Total	**1378**

CAPPS HR/Payroll 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	460	426	443	784	693	844	680	651	571	572	591	635	583	**7933**
Closed	425	485	386	587	665	866	841	546	601	662	584	629	584	**7861**

Monthly trend for SR's opened and closed

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