

CAPPS Financials Service Requests (SRs) Report

Date of Report: 06/01/2020

Active SRs by Status and Module

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

Module Name	Status	Count of Module
Accounts Payable		89
Accounts Receivable		2
Asset Management		33
Billing	Assigned	1
Billing		1
Cash Receipts		27
Customer Contracts		3
ePro		17
General Ledger		35
Grants	In Work	1
Grants		1
Interfaces		28
Inventory		9
None	Assessment	2
	Assigned	4
	Awaiting Customer	1
	In Work	1
None		8
Not Applicable		363
PeopleTools		6
Project Costing		13
Purchase Orders	Acceptance Testing	1
	Assessment	1
	Assigned	17
	Awaiting Customer	4
	In Development	1
	In Work	21
	Pending Prod Approval	1
	System Test	4
Purchase Orders		50
Reports		46
Security		24
Strategic Sourcing		1
Supplier Contracts	Assigned	3
Supplier Contracts		3
Training		1
Workflow		13
Grand Total		773

Active SRs by Status

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

Status	Count of Module
Acceptance Testing	10
Assessment	39
Assigned	366
Awaiting Customer	167
In Development	4
In Work	156
Pending Prod Approval	18
Rework	2
System Test	11
Grand Total	773

Active SRs by Priority and Module

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

Priority	Module Name	Count of Module
High	Accounts Payable	39
	Accounts Receivable	1
	Asset Management	8
	Cash Receipts	9
	ePro	5
	General Ledger	13
	Interfaces	11
	Inventory	3
	None	5
	Not Applicable	163
	PeopleTools	4
	Project Costing	3
	Purchase Orders	10
	Reports	13
	Security	3
	Strategic Sourcing	1
	Supplier Contracts	1
Workflow	4	
High		296
Medium		406
Low		71
Grand Total		773

Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing	7
Assessment	10
Assigned	156
Awaiting Customer	55
In Development	3
In Work	61
Pending Prod Approval	2
Rework	1
System Test	1
Grand Total	296

All SRs by Status

(Includes Closed, Completed after 05/01/20)

Status	Count of Status
Acceptance Testing	10
Assessment	39
Assigned	366
Awaiting Customer	167
Closed	26
Completed	252
Governance	4
Hold	20
In Development	4
In Work	156
Pending Prod Approval	18
Rework	2
System Test	11
Grand Total	1075

CAPPS Financials Trend Report – Service Requests

May 2019 – May 2020

Status	2019 MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	2020 MAY	Totals
Opened	387	277	306	418	478	503	382	437	415	483	387	359	294	5,126
Closed	405	206	199	416	508	462	375	334	393	471	528	400	277	4,974

