

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 07/01/2020

Active SRs by Status and Module

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

Module Name	Status	Count of Module
CA Commitment Accounting		18
Configuration		2
ELM	Assigned	7
	In Work	4
ELM		11
Employee Self Service (ESS)		1
Enterprise Learning EL	Awaiting Customer	1
Enterprise Learning EL		1
ESS Employee Self-Service		1
HR Human Resources	Acceptance Testing	1
	Assessment	39
	Assigned	89
	Awaiting Customer	25
	In Work	53
	System Test	1
HR Human Resources		208
Interfaces		17
Learn		7
Mgr Self Service (MSS)		3
MSS Manager Self-Service		1
Not Applicable		1
PeopleTools		1
Performance Mgmt		17
POS Position Control		2
PY Payroll	Assessment	16
	Assigned	54
	Awaiting Customer	11
	In Work	21
PY Payroll		102
Recruiting		20
Reports		61
Security		18
SPRS Payroll		2
TL Time and Labor		177
Grand Total		671

Active SRs by Status

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

Status	Count of Module
Acceptance Testing	10
Assessment	99
Assigned	288
Awaiting Customer	73
In Development	1
In Work	179
Pending Prod Approval	2
Rework	7
System Test	12
Grand Total	671

Active SRs by Priority and Module

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

Priority	Module Name	Count of Module
High	CA Commitment Accounting	1
	Configuration	1
	ELM	3
	Enterprise Learning &&& EL	1
	HR Human Resources	31
	Interfaces	5
	Learn	3
	Performance Mgmt	3
	PY Payroll	34
	Recruiting	3
	Reports	11
	Security	7
	TL Time and Labor	15
High		118
Medium		379
Low		174
Grand Total		671

Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing	2
Assessment	15
Assigned	39
Awaiting Customer	15
In Development	1
In Work	41
Rework	2
System Test	3
Grand Total	118

All SRs by Status

(Includes Closed, Completed after 06/01/20)

Status	Count of Status
Acceptance Testing	10
Assessment	99
Assigned	288
Awaiting Customer	73
Closed	56
Completed	506
Governance	4
Hold	10
In Development	1
In Work	179
Pending Prod Approval	2
Rework	7
System Test	12
Grand Total	1247

CAPPS HR/Payroll Trend Report – Service Requests

June 2019 – June 2020

Status	2019 JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	2020 JUN	Totals
Opened	443	784	693	844	680	652	571	572	589	634	583	474	504	8023
Closed	386	587	665	866	841	547	601	662	583	628	584	475	562	7987

