

CAPPS Financials Service Requests (SRs) Report

Date of Report: 08/01/2020

Active SRs by Status and Module

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

Module Name	Status	Total Count
Accounts Payable		127
Asset Management		28
Cash Receipts		18
Customer Contracts		3
ePro		21
General Ledger		54
Interfaces		23
Inventory	Acceptance Testing	2
	Assigned	3
	Awaiting Customer	2
	In Work	2
	Pending Prod Approval	1
Inventory		10
None	Assigned	2
	In Work	1
None		3
Not Applicable	Assessment	1
	Assigned	293
	Awaiting Customer	146
	In Development	2
	In Work	2
Not Applicable		444
PeopleTools		5
Project Costing		13
Purchase Orders		77
Reports		15
Security		35
Strategic Sourcing		3
Supplier Contracts	Assigned	1
Supplier Contracts		1
Workflow		19
Grand Total		899

Active SRs by Status

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

Status	Total Count
Acceptance Testing	24
Assessment	14
Assigned	455
Awaiting Customer	207
In Development	7
In Work	132
Pending Prod Approval	44
Rework	1
System Test	15
Grand Total	899

Active SRs by Priority and Module

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

Priority	Module Name	Total Count
High	Accounts Payable	48
	Asset Management	5
	Cash Receipts	4
	ePro	12
	General Ledger	17
	Interfaces	6
	Inventory	2
	None	3
	Not Applicable	157
	PeopleTools	2
	Project Costing	4
	Purchase Orders	20
	Reports	6
	Security	9
	Strategic Sourcing	1
	Supplier Contracts	1
	Workflow	8
High		305
Medium		531
Low		63
Grand Total		899

Active SRs, Priority = High

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

Status	Total Count
Acceptance Testing	13
Assessment	2
Assigned	158
Awaiting Customer	64
In Development	5
In Work	53
Pending Prod Approval	7
System Test	3
Grand Total	305

All SRs by Status

(Includes Closed, Completed after 07/01/20)

Status	Total Count
Acceptance Testing	24
Assessment	14
Assigned	455
Awaiting Customer	207
Closed	32
Completed	399
Hold	16
In Development	7
In Work	132
Pending Prod Approval	44
Rework	1
System Test	15
Grand Total	1,346

CAPPS Financials Trend Report – Service Requests

July 2019 – July 2020

Status	JULY 2019	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY 2020	Totals
Opened	306	418	478	503	383	437	415	483	387	359	295	366	515	5,345
Closed	199	416	508	462	376	334	393	471	528	399	275	318	431	5,110

