CAPPS Financials Service Requests (SRs) Report

Date of Report: Jan. 1, 2022

Active SRs by Status and Module

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

Module Name	Count of Module	
Accounts Payable	**40**	
Accounts Receivable	**1**	
Asset Management	**17**	
Billing	**1**	
Cash Receipts	**11**	
ePro	**8**	
General Ledger	**32**	
Interfaces	Acceptance Testing – Statewide	1
	Assigned	8
	Awaiting Customer	3
	Hold – Pending Next Upgrade	1
	In Work	6
	Total	**19**
None	**3**	
Not Applicable	**8**	
PeopleTools	**5**	
Project Costing	**22**	
Purchase Orders	**30**	
Reports	**33**	
Security	**24**	
Strategic Sourcing	**1**	
Suppliers	Assigned	1
Suppliers	**1**	
Training	**2**	
Travel and Expense	Assigned	1
	Awaiting Customer	1
	In Work	10
	Total	**12**
Workflow	**4**	
Grand Total	**274**	

Active SRs by Status

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

Status	Count of Status
Acceptance Testing-Agency	3
Acceptance Testing-Statewide	3
Assessment	7
Assigned	130
Awaiting Customer	30
Closed	88
Completed	332
Hold	5
Hold- Pending Next Upgrade	1
In Development	9
In Work	70
Pending Prod Approval	7
Select One	5
System Test	9
Grand Total	**699**

Active SRs by Priority and Module

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

Module Name with High Priority	Count of Module
Accounts Payable	5
Asset Management	1
Cash Receipts	4
General Ledger	5
Interfaces	6
None	2
Not Applicable	4
PeopleTools	4
Project Costing	3
Purchase Orders	4
Reports	5
Security	6
Strategic Sourcing	1
Suppliers	1
Training	1
Travel and Expense	7

Totals

Priority	Module Count
High	59
Medium	145
Low	70
Grand Total	**274**

CAPPS Combined User Group Meeting — Jan. 25, 2022

Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing-Agency	1
Acceptance Testing-Statewide	1
Assessment	1
Assigned	27
Awaiting Customer	3
In Development	2
In Work	20
Pending Prod Approval	2
System Test	2
Grand Total	59

All SRs by Status

(Includes Closed, Completed after 12/01/21)

Status	Count of Status
Acceptance Testing-Agency	3
Acceptance Testing-Statewide	3
Assessment	7
Assigned	130
Awaiting Customer	30
Closed	88
Completed	332
Hold	5
Hold- Pending Next Upgrade	1
In Development	9
In Work	70
Pending Prod Approval	7
Select One	5
System Test	9
Grand Total	699

CAPPS Combined User Group Meeting — Jan. 25, 2022

CAPPS Financials Trend Report – Service Requests

December 2020 – December 2021

Status	Dec 2020	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec. 2021	Totals
OPENED	319	311	329	503	473	428	413	411	559	465	523	449	398	**5569**
CLOSED	466	386	437	633	503	464	445	418	535	489	494	479	429	**6169**

Monthly trend for SR's opened and closed