CAPPS HR/Payroll 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	
CA Commitment Accounting		**14**
ELM		**24**
Employee Self Service (ESS)		**6**
HR Human Resources	Acceptance Testing – Statewide	1
	Assessment	11
	Assigned	143
	Awaiting Customer	22
	In Work	28
	Pending Prod Approval	3
	System Test	2
	Total	**210**
Interfaces		**6**
Learn		**2**
Mgr Self Service (MSS)		**7**
MSS Manager Self-Service		**1**
None		**1**
Not Applicable		**5**
PeopleTools		**5**
Performance Mgmt	Acceptance Testing – Agency	1
	Assessment	2
	Assigned	12
	Awaiting Customer	3
	In Development	1
	In Work	4
	Rework	2
	System Test	1
	Total	26
POS Position Control		**5**
PY Payroll		**162**
Recruiting		**29**
Reports		**65**
Security		**24**
SPRS HR		**1**
TL Time and Labor		**141**
Workflow		**1**
Grand Total		**735**

CAPPS HR/Payroll User Group Meeting — Jan. 25, 2022

Active SRs by Status

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

Status	Count of Module
Acceptance Testing – Agency	6
Acceptance Testing – Statewide	3
Assessment	28
Assigned	474
Awaiting Customer	55
Hold – Pending Oracle Fix	9
In Development	4
In Work	136
Pending Prod Approval	4
Rework	2
System Test	14
Grand Total	**735**

Active SRs by Priority and Module

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

Module Name with High Priority	Count of Module
CA Commitment Accounting	1
ELM	5
HR Human Resources	8
Mgr Self Service (MSS)	1
Performance Mgmt	2
POS Position Control	1
PY Payroll	15
Recruiting	4
Reports	2
Security	8
TL Time and Labor	5

Totals

Priority	Module Count
High	**52**
Medium	**350**
Low	**333**
Grand Total	**735**

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Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing – Agency	2
Acceptance Testing– Statewide	1
Assessment	1
Assigned	18
Awaiting Customer	1
In Work	23
Pending Prod Approval	1
Rework	2
System Test	3
Grand Total	**52**

All SRs by Status

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

Status	Count of Status
Acceptance Testing – Agency	6
Acceptance Testing – Statewide	3
Assessment	28
Assigned	474
Awaiting Customer	55
Closed	14
Completed	583
Governance	1
Hold	9
Hold – Pending Oracle Fix	9
In Development	4
In Work	136
Pending Prod Approval	4
Rework	2
System Test	14
Grand Total	**1342**

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HR/Payroll Trend Report – Service Requests

December 2020 – December 2021

Status	Dec. 2020	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec. 2021	Totals
OPENED	522	660	467	720	671	599	1046	723	785	874	737	710	598	**9094**
CLOSED	526	686	564	701	651	674	941	746	784	953	742	625	626	**9190**

Monthly trend for SR's opened and closed