

## CAPPS Financials Service Requests (SRs) Report

Date of Report: Feb. 1, 2022

### Active SRs by Status and Module

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

Module Name	Count of Module	
<b>Accounts Payable</b>	<b>40</b>	
<b>Accounts Receivable</b>	<b>1</b>	
<b>Asset Management</b>	<b>17</b>	
<b>Billing</b>	<b>1</b>	
<b>Cash Receipts</b>	<b>14</b>	
<b>ePro</b>	<b>7</b>	
<b>General Ledger</b>	<b>26</b>	
<b>Interfaces</b>	Acceptance Testing – Statewide	1
	Assigned	4
	Awaiting Customer	2
	Hold – Pending Next Upgrade	1
	In Work	6
	Pending Prod Approval	2
	System Test	1
<b>Total</b>	<b>17</b>	
<b>None</b>	<b>3</b>	
<b>Not Applicable</b>	<b>4</b>	
<b>PeopleTools</b>	<b>4</b>	
<b>Project Costing</b>	<b>21</b>	
<b>Purchase Orders</b>	<b>26</b>	
<b>Reports</b>	<b>32</b>	
<b>Security</b>	<b>21</b>	
<b>Strategic Sourcing</b>	<b>1</b>	
<b>Suppliers</b>	Assigned	1
	In Work	1
	<b>Total</b>	<b>2</b>
<b>Training</b>	<b>1</b>	
<b>Travel and Expense</b>	Assigned	4
	Awaiting Customer	1
	In Work	10
	Pending Prod Approval	1
	<b>Total</b>	<b>16</b>
<b>Workflow</b>	<b>8</b>	
<b>Grand Total</b>	<b>262</b>	

### Active SRs by Status

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

Status	Count of Module
Acceptance Testing-Agency	3
Acceptance Testing-Statewide	1
Assessment	11
Assigned	115
Awaiting Customer	30
Hold- Pending Next Upgrade	1
In Development	8
In Work	74
Pending Prod Approval	11
Select One	1
System Test	7
<b>Grand Total</b>	<b>262</b>

### Active SRs by Priority and Module

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

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

### Totals

Priority	Module Count
<b>High</b>	<b>53</b>
<b>Medium</b>	<b>143</b>
<b>Low</b>	<b>66</b>
<b>Grand Total</b>	<b>262</b>

### Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing-Agency	1
Assessment	1
Assigned	26
Awaiting Customer	1
In Development	1
In Work	19
Pending Prod Approval	2
System Test	2
<b>Grand Total</b>	<b>53</b>

### All SRs by Status

(Includes Closed, Completed after 01/01/22.)

Status	Count of Status
Acceptance Testing-Agency	3
Acceptance Testing-Statewide	1
Assessment	11
Assigned	115
Awaiting Customer	30
Closed	52
Completed	287
Hold	6
Hold- Pending Next Upgrade	1
In Development	8
In Work	74
Pending Prod Approval	11
Select One	1
System Test	7
<b>Grand Total</b>	<b>607</b>

# CAPPS Financials Trend Report – Service Requests

January 2021 – January 2022

Status	Jan. 2021	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan. 2022	Totals
<b>OPENED</b>	311	329	503	473	428	413	411	559	465	523	449	398	327	<b>5589</b>
<b>CLOSED</b>	386	437	633	503	464	445	418	535	489	494	479	429	339	<b>6051</b>

