CAPPS HR/Payroll 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	
CA Commitment Accounting		**16**
ELM		**20**
Employee Self Service (ESS)		**9**
HR Human Resources	Acceptance Testing – Agency	3
	Assessment	10
	Assigned	170
	Awaiting Customer	24
	In Work	25
	System Test	1
	Total	**233**
Interfaces		**7**
Learn		**5**
Mgr Self Service (MSS)		**6**
MSS Manager Self-Service		**1**
None		**1**
Not Applicable		**3**
PeopleTools		**4**
Performance Mgmt	Acceptance Testing – Agency	1
	Acceptance Testing – Statewide	2
	Assessment	1
	Assigned	11
	Awaiting Customer	2
	In Development	1
	In Work	4
	Rework	2
	System Test	1
	Total	**26**
POS Position Control		**5**
PY Payroll		**161**
Recruiting		**26**
Reports		**71**
Security		**21**
TL Time and Labor		**167**
Grand Total		**781**

Active SRs by Status

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

Status	Count of Module
Acceptance Testing-Agency	11
Acceptance Testing-Statewide	5
Assessment	28
Assigned	428
Awaiting Customer	146
Hold- Pending Oracle Fix	11
In Development	9
In Work	124
Pending Prod Approval	1
Rework	3
System Test	15
Grand Total	**781**

Active SRs by Priority and Module

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

Module Name	Count of Module
CA Commitment Accounting	1
ELM	4
Employee Self Service (ESS)	2
HR Human Resources	9
Mgr Self Service (MSS)	1
Performance Mgmt	2
POS Position Control	1
PY Payroll	12
Recruiting	3
Reports	3
Security	9
TL Time and Labor	5

Totals

Priority	Module Count
High	**52**
Medium	**357**
Low	**372**
Grand Total	**781**

Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing-Agency	5
Acceptance Testing-Statewide	1
Assessment	1
Assigned	19
Awaiting Customer	1
In Development	3
In Work	17
Rework	2
System Test	3
Grand Total	52

All SRs by Status

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

Status	Count of Status
Acceptance Testing-Agency	11
Acceptance Testing-Statewide	5
Assessment	28
Assigned	428
Awaiting Customer	146
Closed	18
Completed	682
Hold	10
Hold- Pending Oracle Fix	11
In Development	9
In Work	124
Pending Prod Approval	1
Rework	3
System Test	15
Grand Total	1491

CAPPS Financials & HR/Payroll Combined User Group Meeting — Feb. 24, 2022

HR/Payroll Trend Report – Service Requests

January 2021 – January 2022

Status	Jan. 2021	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan. 2022	Totals
OPENED	660	467	720	671	599	1046	723	785	874	737	710	598	754	**9344**
CLOSED	686	564	701	651	674	941	746	784	953	742	625	626	700	**9393**

Monthly trend for SR's opened and closed