

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: April 14, 2022

Active SRs by Status and Module

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

Module Name	Count of Module
CA Commitment Accounting	8
ELM	Assigned 6
	In Work 11
	Total 17
HR Human Resources	225
Interfaces	Acceptance Testing – Agency 1
	Assigned 6
	Awaiting Customer 1
	Total 8
Learn	5
None	Assigned 2
	Awaiting Customer 2
	In Work 2
	Total 6
Not Applicable	7
PeopleTools	3
Performance Mgmt	28
POS Position Control	3
PY Payroll	80
Recruiting	38
Reports	31
Security	32
TL Time and Labor	Acceptance Testing – Statewide 2
	Assigned 124
	Awaiting Customer 18
	In Work 13
	System Test 2
	Total 159
Grand Total	650

Active SRs by Status

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

Status	Total Count
Acceptance Testing	1
Acceptance Testing-Agency	10
Acceptance Testing-Statewide	9
Assessment	13
Assigned	422
Awaiting Customer	62
Build/Unit Test	4
In Development	2
In Work	109
Pending Prod Approval	2
Rework	1
System Test	12
Vendor Assessment	3
Grand Total	650

Active SRs by Priority and Module

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

Module Name	Count of Module
ELM	4
HR Human Resources	12
Performance Mgmt	2
PY Payroll	8
Recruiting	2
Reports	3
Security	13
TL Time and Labor	4

Totals

Priority	Module Count
High	48
Medium	258
Low	344
Grand Total	650

Active SRs, Priority = High

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

Status	Total Count
Acceptance Testing-Agency	3
Assigned	22
Awaiting Customer	1
Build/Unit Test	2
In Work	18
System Test	2
Grand Total	48

All SRs by Status

(Includes Closed, Completed after 03/01/22)

Status	Total Count
Acceptance Testing	1
Acceptance Testing-Agency	10
Acceptance Testing-Statewide	9
Assessment	13
Assigned	422
Awaiting Customer	62
Build/Unit Test	4
Closed	29
Completed	755
Governance	2
Hold	6
Hold- Pending Oracle Fix	10
In Development	2
In Work	109
Pending Prod Approval	2
Rework	1
System Test	12
Vendor Assessment	3
Grand Total	1452

HR/Payroll Trend Report – Service Requests

March 2021 – March 2022

Status	March 2021	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March 2022	Totals
OPENED	720	671	599	1046	723	785	874	737	710	598	754	612	746	9575
CLOSED	701	651	674	941	746	784	953	742	625	626	699	703	784	9629

