

CAPPS Financials Service Requests (SRs) Report

Date of Report: April 1, 2022

Active SRs by Status and Module

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

Module Name	Count of Module	
Accounts Payable		28
Asset Management		19
Billing		1
Cash Receipts		15
ePro		10
General Ledger		36
Grants	Awaiting Customer	1
	Total	1
Interfaces		11
None	Assigned	2
	Awaiting Customer	1
	Total	3
Not Applicable		4
PeopleTools		2
Project Costing		30
Purchase Orders		22
Reports		39
Security		28
Strategic Sourcing		1
Suppliers	Assigned	3
	In Development	1
	In Work	1
	Total	5
Training		1
Travel and Expense	Assessment	1
	Assigned	10
	Awaiting Customer	2
	In Work	6
	System Test	3
Total	22	
Workflow		12
Grand Total		290

Active SRs by Status

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

Status	Count of Module
Acceptance Testing-Agency	4
Acceptance Testing-Statewide	2
Assessment	14
Assigned	147
Awaiting Customer	34
Hold- Pending Oracle Fix	1
In Development	3
In Work	63
Pending Prod Approval	9
Select One	1
System Test	12
Grand Total	290

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
Billing	1
Cash Receipts	3
General Ledger	14
Interfaces	4
None	1
Not Applicable	1
PeopleTools	2
Project Costing	2
Purchase Orders	4
Reports	6
Security	9
Strategic Sourcing	1
Suppliers	1
Travel and Expense	10
Workflow	2

Totals

Priority	Module Count
High	66
Medium	147
Low	77
Grand Total	290

Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing-Agency	2
Assessment	1
Assigned	33
Awaiting Customer	7
In Work	18
Pending Prod Approval	1
System Test	4
Grand Total	66

All SRs by Status

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

Status	Count of Status
Acceptance Testing-Agency	4
Acceptance Testing-Statewide	2
Assessment	14
Assigned	147
Awaiting Customer	34
Closed	59
Completed	398
Hold	9
Hold- Pending Oracle Fix	1
In Development	3
In Work	63
Pending Prod Approval	9
Select One	1
System Test	12
Grand Total	756

CAPPS Financials Trend Report – Service Requests

March 2021 – March 2022

Status	Mar. 2021	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar. 2022	Totals
OPENED	503	473	428	413	411	559	465	523	449	398	327	373	452	5774
CLOSED	633	503	464	445	418	535	489	494	479	429	339	337	457	6021

