CAPPS Financials Service Requests (SRs) Report

Date of Report: July 01, 2022

Active SRs by Status and Module

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

Module Name	Count of Module	
Accounts Payable		37
Asset Management		16
Cash Receipts		7
ePro		7
General Ledger		42
Interfaces	Assessment	1
	Assigned	4
	Awaiting Customer	3
	In Work	2
	Total	**10**
None	Assigned	3
	Total	**3**
Not Applicable		8
PeopleTools		1
Project Costing		13
Purchase Orders	Assigned	19
	Awaiting Customer	4
	In Work	4
	Total	**27**
Reports		34
Security		25
Suppliers	Assigned	2
	In Work	3
	Pending Prod Approval	1
	Total	**6**
Travel and Expense	Assigned	6
	In Work	3
	Total	**9**
Workflow		9
Grand Total	**254**	

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Active SRs by Status

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

Status	Count of Module
Acceptance Testing-Agency	5
Acceptance Testing-Statewide	3
Assessment	6
Assigned	131
Awaiting Customer	42
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	1
In Work	52
Pending Prod Approval	2
Release Assignment	5
Rework	1
System Test	4
Grand Total	**254**

Active SRs by Priority and Module

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

Module Name	Count of Module
Accounts Payable	8
Asset Management	2
Cash Receipts	2
ePro	1
General Ledger	21
Interfaces	5
None	1
Not Applicable	3
PeopleTools	1
Project Costing	1
Purchase Orders	6
Reports	7
Security	5
Suppliers	3
Travel and Expense	2
Workflow	1

Totals

Priority	Module Count
High	**69**
Medium	**136**
Low	**49**
Grand Total	**254**

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Active SRs, Priority = High

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

Status	Count of Status
Acceptance Testing-Statewide	2
Assessment	2
Assigned	38
Awaiting Customer	9
In Work	15
Pending Prod Approval	1
Release Assignment	1
System Test	1
Grand Total	**69**

All SRs by Status

(Includes Closed, Completed after 06/01/22)

Status	Count of Status
Acceptance Testing-Agency	5
Acceptance Testing-Statewide	3
Assessment	6
Assigned	131
Awaiting Customer	42
Closed	82
Completed	348
Governance	1
Hold	5
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	1
In Work	52
Pending Prod Approval	2
Release Assignment	5
Rework	1
System Test	4
Grand Total	**690**

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CAPPS Financials Trend Report – Service Requests

June 2021 – June 2022

Status	June 2021	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June 2022	Totals
OPENED	413	411	559	465	523	449	398	327	373	452	420	390	437	5617
CLOSED	445	418	535	489	494	479	429	339	336	457	431	412	430	5694

Monthly trend for SR's opened and closed

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