CAPPS Roadmap and Enhancement Requests
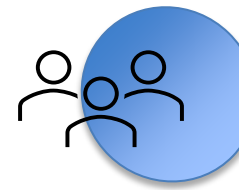## July 13, 2023

capps
ROADMAP

Prior State Service
System and policy updates for the way prior state service is recorded.
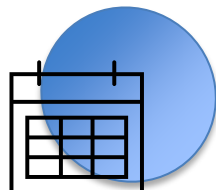
Fiscal Year-End
Preparation and planning for FYE activities.

Job Profile Review
CAPPS Team internal review to ensure that all job profiles within the system contain the appropriate access.

Service Desk Management
Replacement of the Service Desk Management system.

Image Upgrade
Image Upgrade planned for summer 2024.

Legacy Fiscal Modernization
USAS and TINS replacement and SPRS/HRIS/USPS decommission.

CAPPS Enhancement Process

▸ What is an Enhancement?

◦ An enhancement is any product change or upgrade that increases capabilities beyond original requirements. Enhancements allow software product scalability.

CAPPS Enhancement Process

▶ Requesting an Enhancement

- The first step in requesting an Enhancement from CAPPS is to enter an ASP ticket.
- CAPPS Level 1s at your agency have access to enter these tickets.
- The more information you have available about your request and your use cases, the better we can evaluate your request!

Let's look at an example!

CAPPS Enhancement Process

Display Support Request 445

Customer Contact Information

Customer:	Chelsa Vinklarek	Agency:	CAPPS
Phone:	512-475-5650	Email:	Chelsa.Vinklarek@cpa.texas.gov

Details

Priority:	Medium	Status:	Open
Governance Status:	Select One	Steering Committee Date:	
User Group Date:		UPK Change Required(Y/N):	N
Product:	CAPPS HR/Payroll	Assigned To:	Unassigned
Request Type:	Enhancement	Business Case ID:	
Environment:	Production	Phire Number:	
		Release Date:	Blank
Module:	HR Human Resources	Impacts All Agencies(Y/N):	N
INC Tck Number:		PRB Tck Number:	
Research Tck Number:		RITM Tck Number:	
PS Case Opened:	No	Level of Effort:	Unassigned
PS Case Nbr/BOBJ Report ID:	N/A	FM Analyst:	Unassigned
Short Description:	Request to add phone provider information to CAPPS		
Long Description:	Requesting to add cell phone service provider information to CAPPS. This information will be helpful to our agency to help facilitate remote messaging. Format for difference providers is necessary when sending messages. Our agency sends approximately 700 of these messages a month, and retaining a separate database of this information is difficult. Please see attached for more information.		
Additional Email Recipients (Separate by comma)			
Created By:	Chelsa Vinklarek 3/17/22 16:22:04		
Last Modified By:	Chelsa Vinklarek 3/17/22 16:28:02		
Assigned to Phone:	512-463-2277		
Assigned Date:			

Update

Project Documentation (Public)

	Description	Last Modified	Modified By
Details	We are attaching a mock up of where we would like to see the information. We would like the following values to be available: AT&T, T Mobile, Spectrum, and Verizon.	03/17/2022 4:30:14 PM	Chelsa Vinklarek

Add Note

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CAPPS Enhancement Process

CAPPS Enhancement Process

▶ Ticket Review

- Enhancement tickets are reviewed by the CAPPS Product Manager, CAPPS Product Team, and any other staff that may need to be included.
- Tickets are reviewed on a number of criteria, including but not limited to:
  - Feasibility
  - Multi Tenancy
  - Size and Complexity

- Tickets are also reviewed to determine what additional information or details may need to be included.

CAPPS Enhancement Process

▶ **Ticket Review continued**

- The CAPPS team would then consider the request from a Statewide perspective.
- In this case, we would likely consider the following:
  - Edits to only display the Provider field when Business Cell or Personal Cell are selected
  - Leaving the field optional or making it required
  - Expanding the providers list to include U.S. Cellular and Other as choices
  - Where to store the data
  - Reporting requirements

Once the final requirements are established, the ticket goes to User Group and Steering Committee.

CAPPS Enhancement Process

Governance Committees – 9 Member Structure

Committee Structure: The CAPPS Steering Committee, HR/Payroll User Group and Financials User Group are each made up of nine (9) members, who are either elected or designated, to represent all CAPPS agencies based on agency size designations.

- CAPPS Agency Size Designations are based on number of Full-Time Employees:
  - Small = 1 -100 FTEs; Medium = 101 – 1000 FTEs; Large = 1001+ FTEs.
  - Agencies that meet certain criteria, including but not limited to size and complexity, are designated as Hubs.
- **Elected Positions:** Nominees for elected positions are selected by the Human Resources Directors and/or Chief Financial Officers at each participating agency for CAPPS Central Agencies and most Hub agencies.
- **Hub Designated Positions:** Texas Department of Transportation (TxDOT) and Health and Human Services Commission (HHS) are authorized to designate their own representatives without an election process.

CAPPS Enhancement Process

▸ **User Group**

- During User Group, Enhancements are typically presented by the CAPPS Production Support staff.
- Information about the tickets, including a size estimate, is presented.
- The CAPPS team also gives their recommendation on approval or rejection.
- Voting takes place after User Group is concluded.

CAPPS Enhancement Process

▶ **Steering Committee**

- Once a ticket is User Group approved, it goes to Steering Committee for final vote and priority.
- The same information presented at User Group is also presented at Steering Committee.
- Vote for Steering Committee takes place, which includes a vote for priority and frequency.
- These scores determine the priority ranking of the change.

| Priority	Frequency
Critical – 10	Always – 10
High – 7	Frequently – 8
Medium – 4	Occasionally – 5
Low - 1	Seldom – 3
	Never - 1

CAPPS Enhancement Process

▸ **Approved Enhancements**

- Once an Enhancement has been approved and ranked, it will be considered for release.
- Other items included in each release are Required Maintenance and Break/Fix tickets.
- Other considerations for releases could be:
    - Funding
    - Module
    - Timing
    - Oracle PeopleSoft Roadmap

Post-Deployments, the CAPPS program will have an opportunity to ramp up capacity for maintenance and enhancement.

Questions?
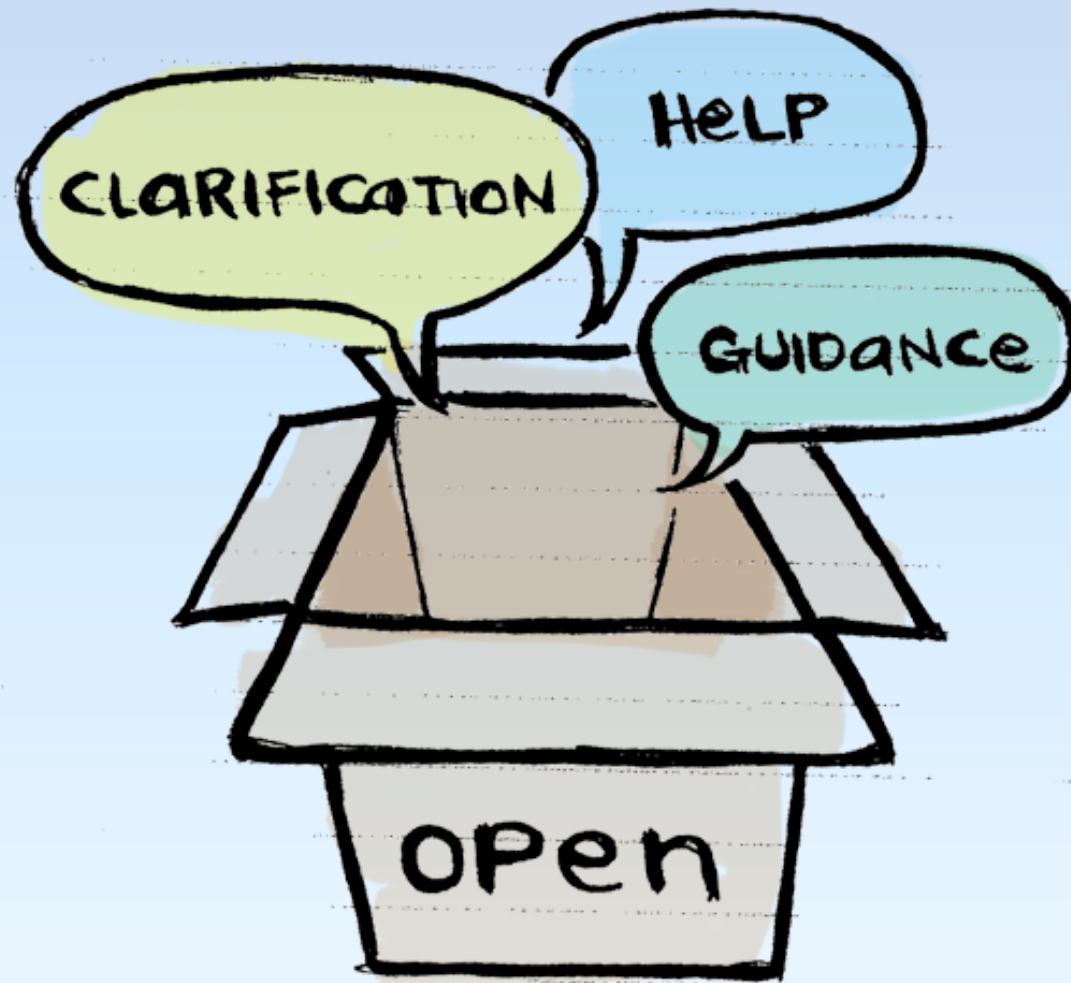
Thank You!

Chelsa Vinklarek

CAPPS Product Manager

512-475-5650

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