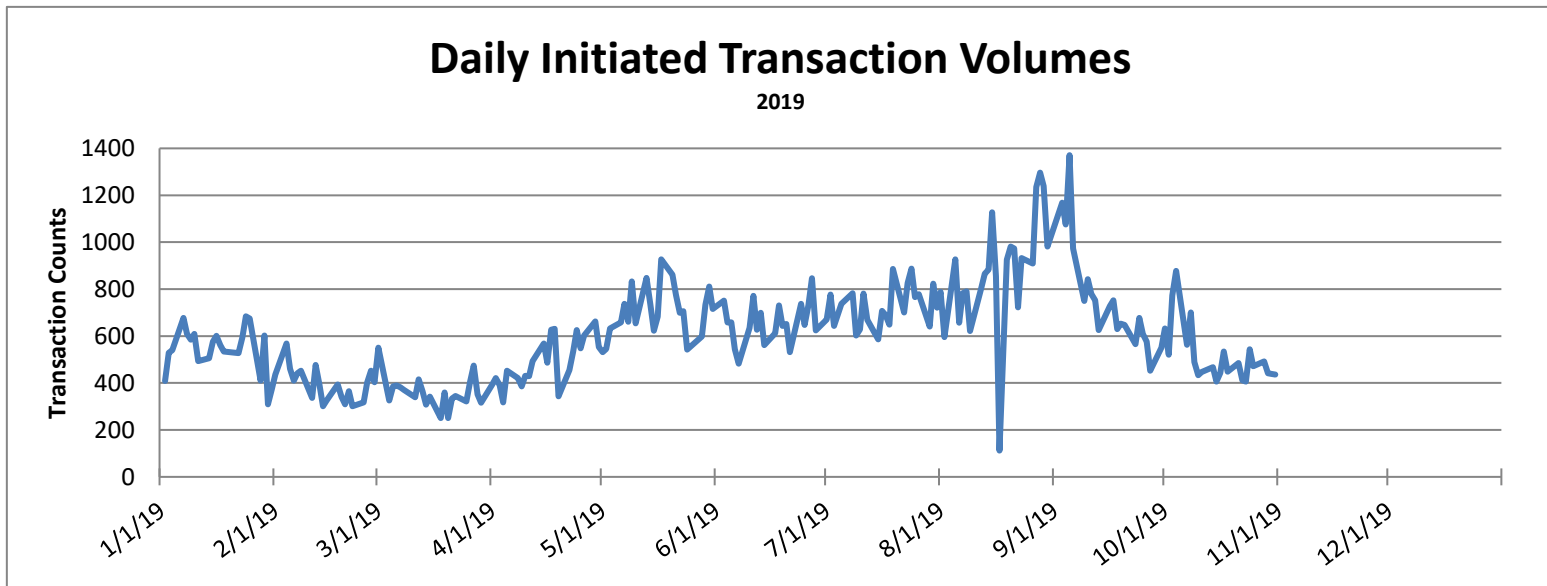
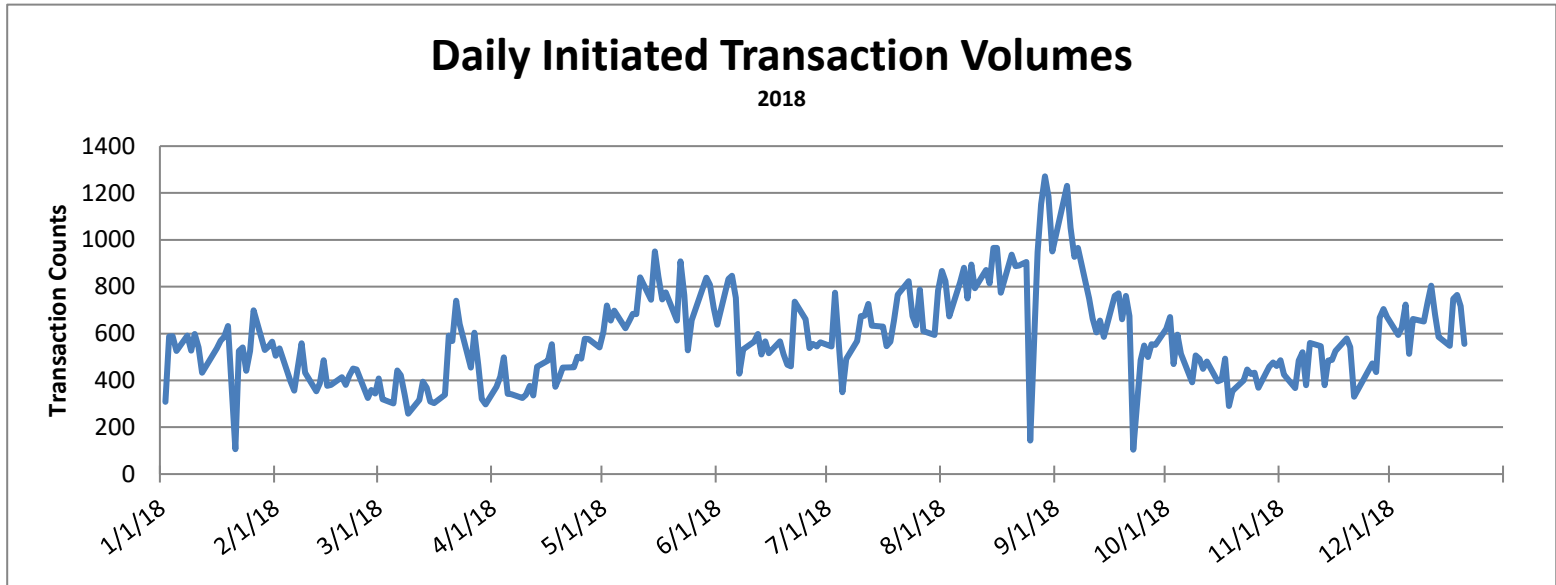


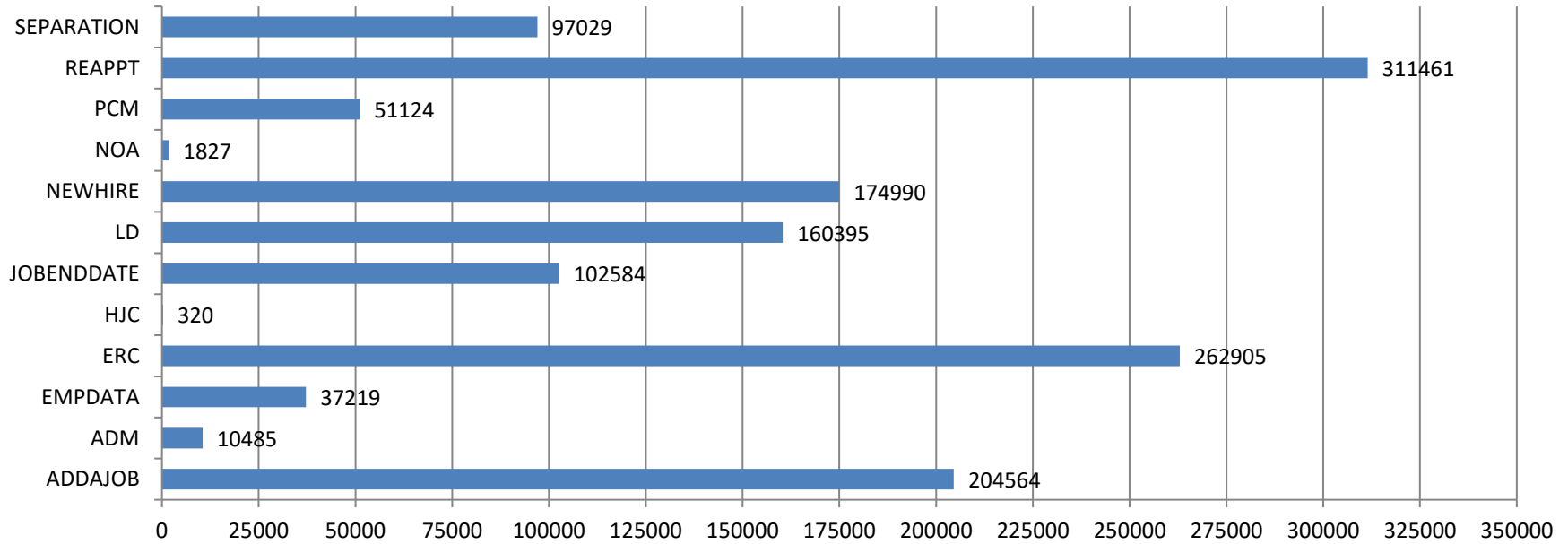
HR Front End Metrics - As of 10/31/2019



Completed Transactions

Feb 22, 2009 - Oct 31, 2019

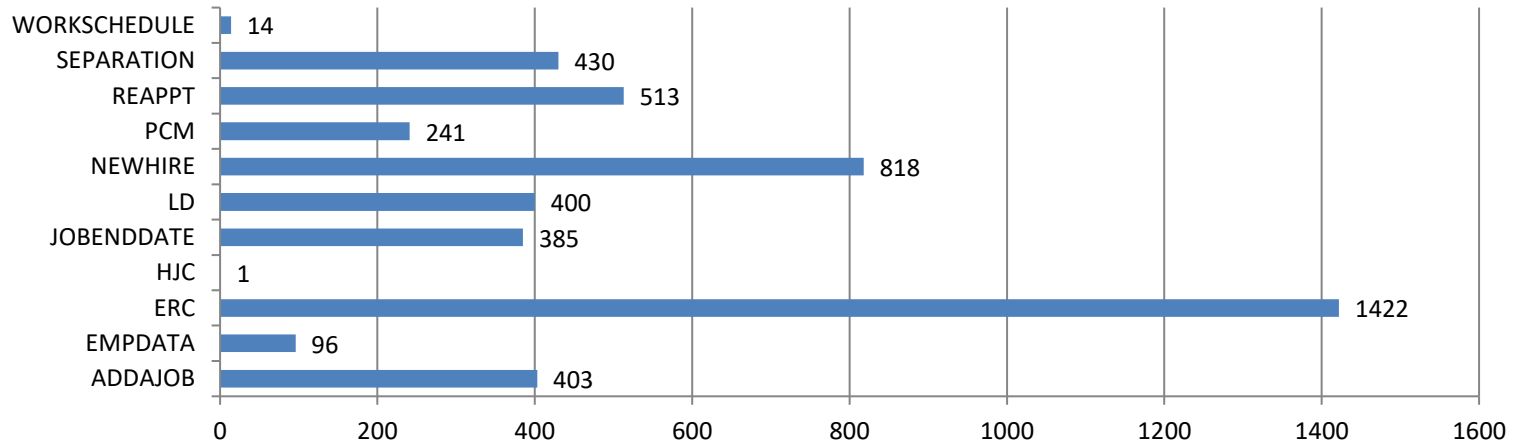
1,435,973 Transactions



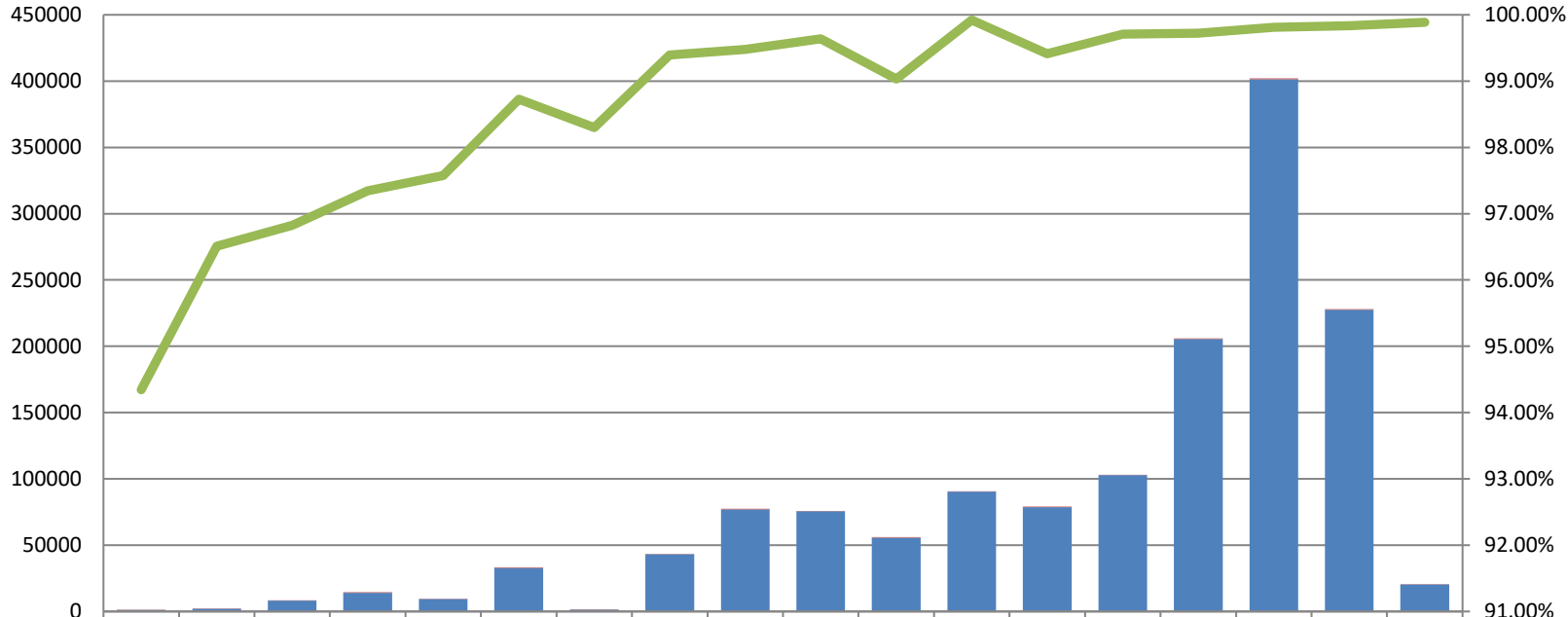
Failed Transactions by Type

Feb 22, 2009 - Oct 31, 2019

5,125 Transactions



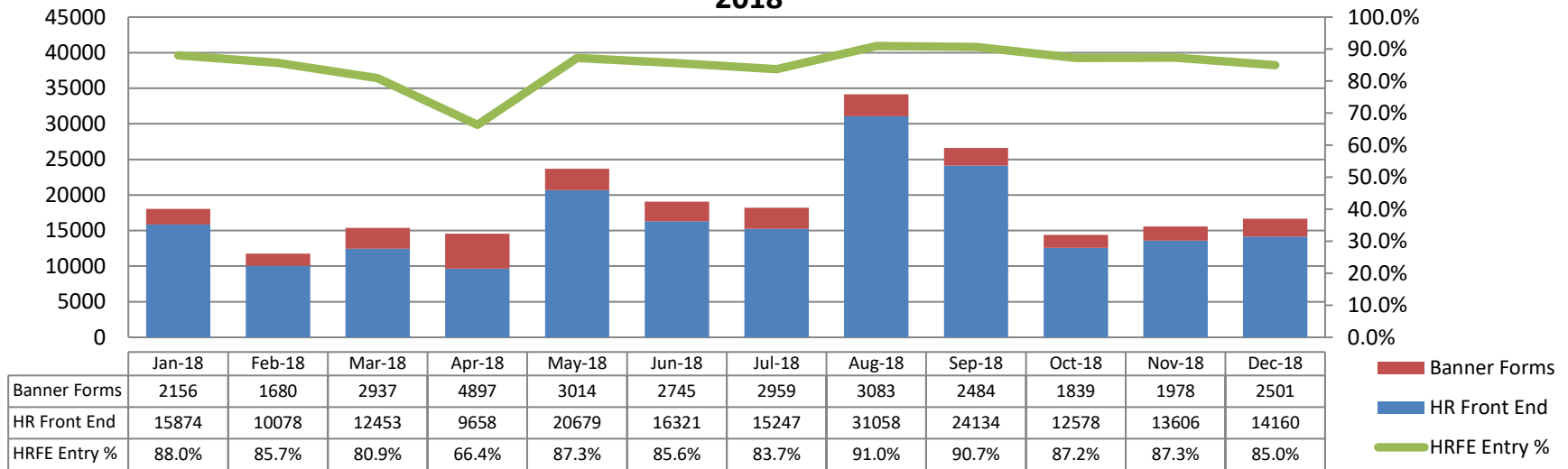
Transaction Volume/Apply Stats by Release



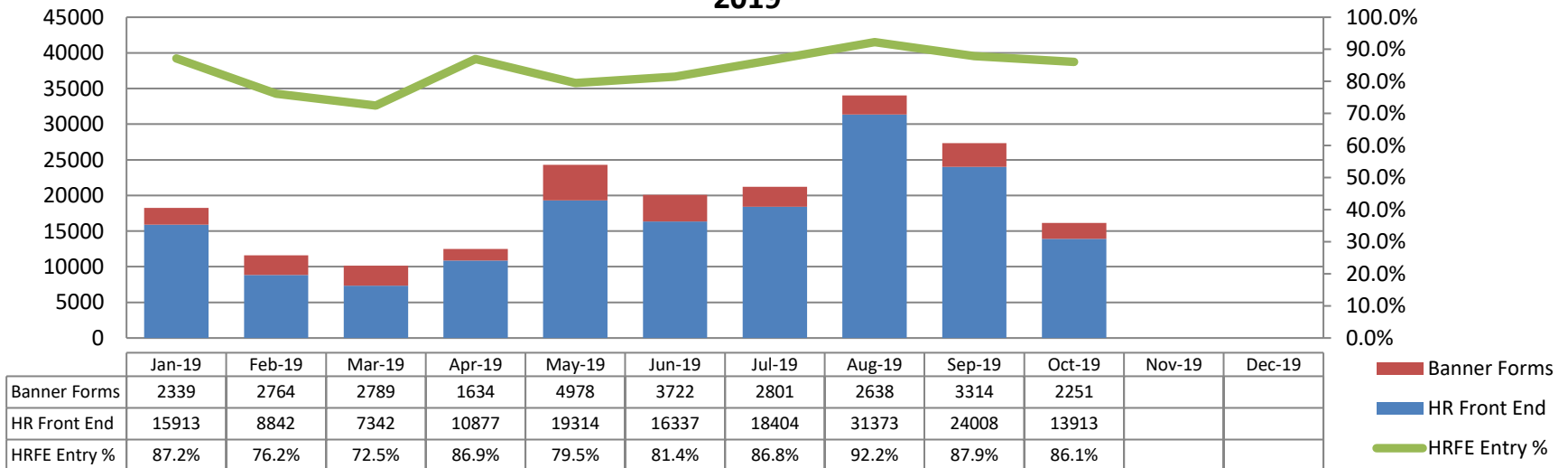
	5.9	5.10	5.11	5.12	5.13	5.14	6.00	6.0x	6.2	6.3	6.4	6.6	7.00	7.1	8.00	9.00	9.9	10.00
Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	545	72	463	301	572	761	379	23
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	205431	401317	227678	20481
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.03%	99.92%	99.41%	99.71%	99.72%	99.81%	99.83%	99.89%

- Transactions Failed Apply
- Transactions Applied
- Apply Success Rate

Banner Forms/HR Front End - Transactions Entered 2018

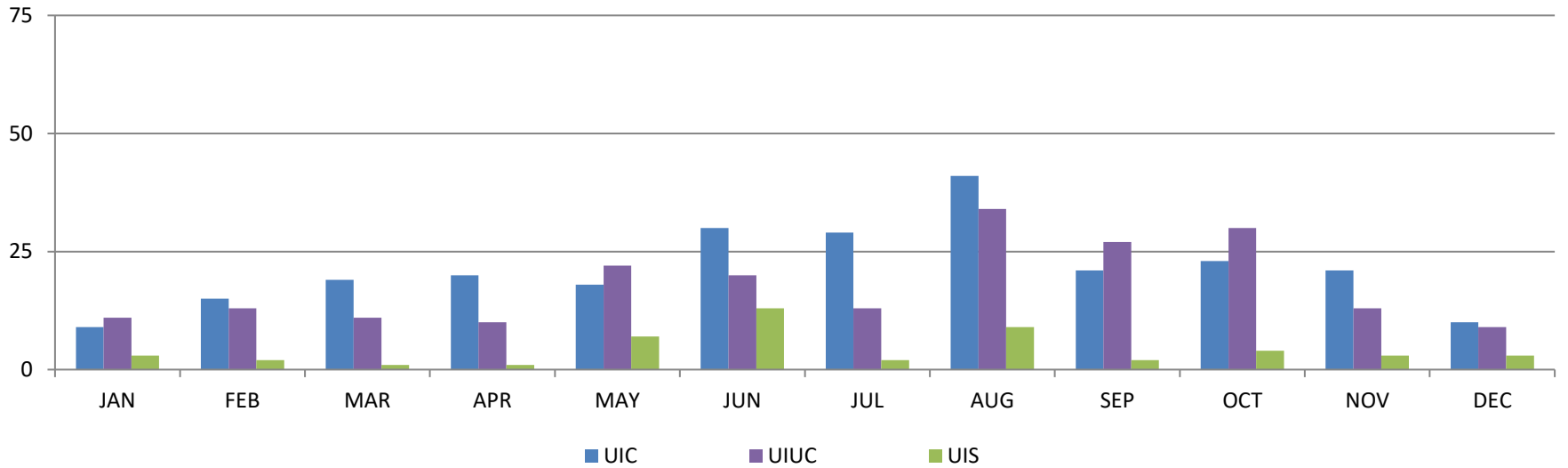


Banner Forms/HR Front End - Transactions Entered 2019



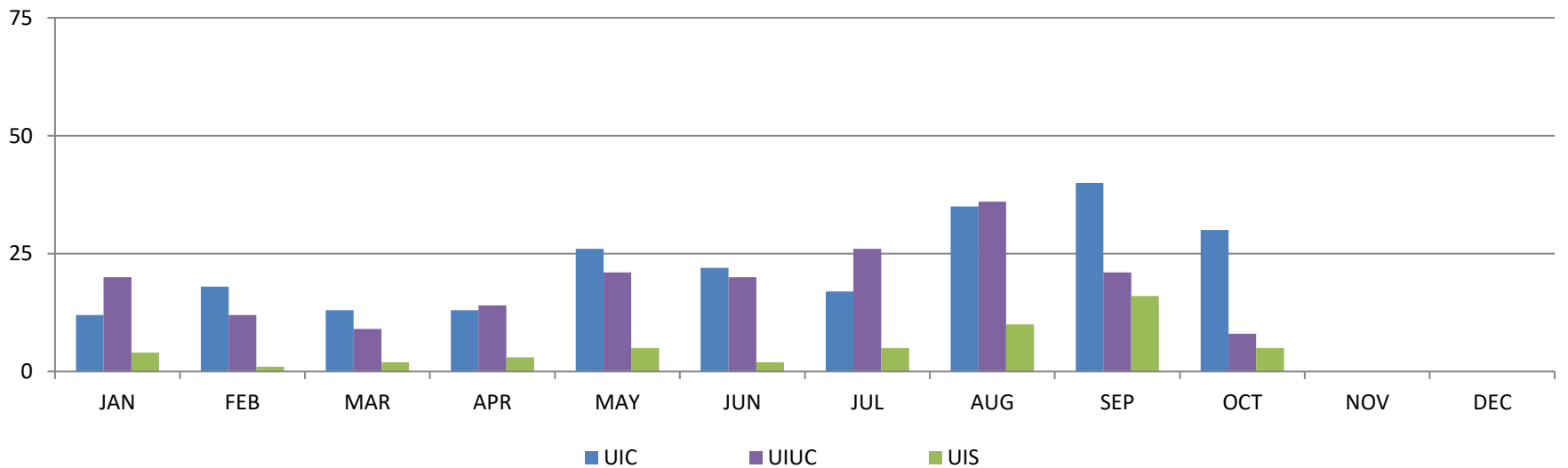
Service Desk Tickets Created by Campus

2018
Tickets



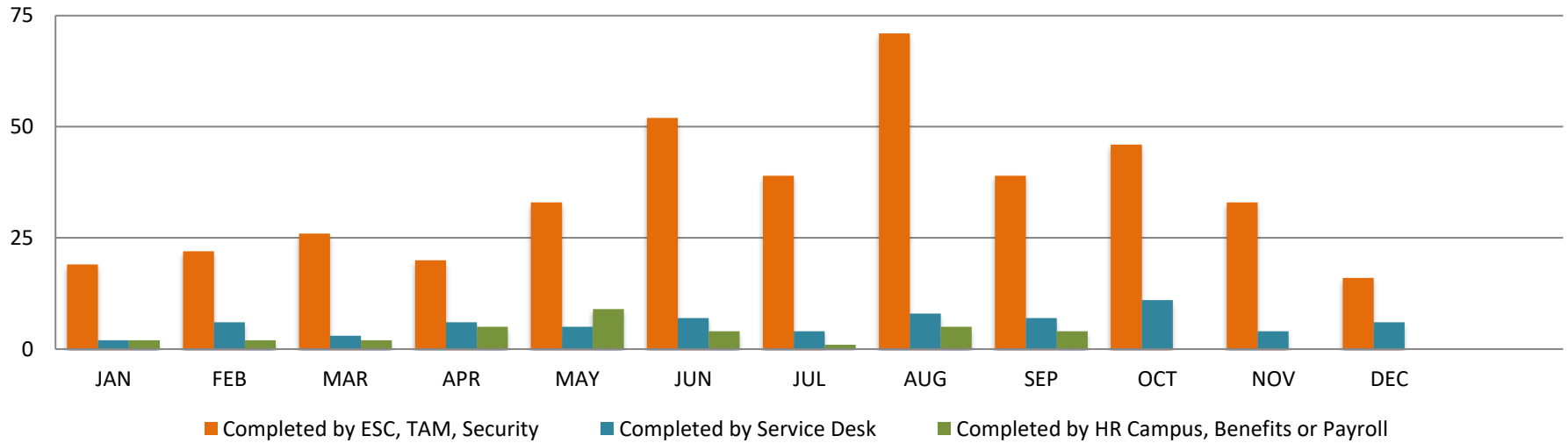
Service Desk Tickets Created by Campus

2019
Tickets



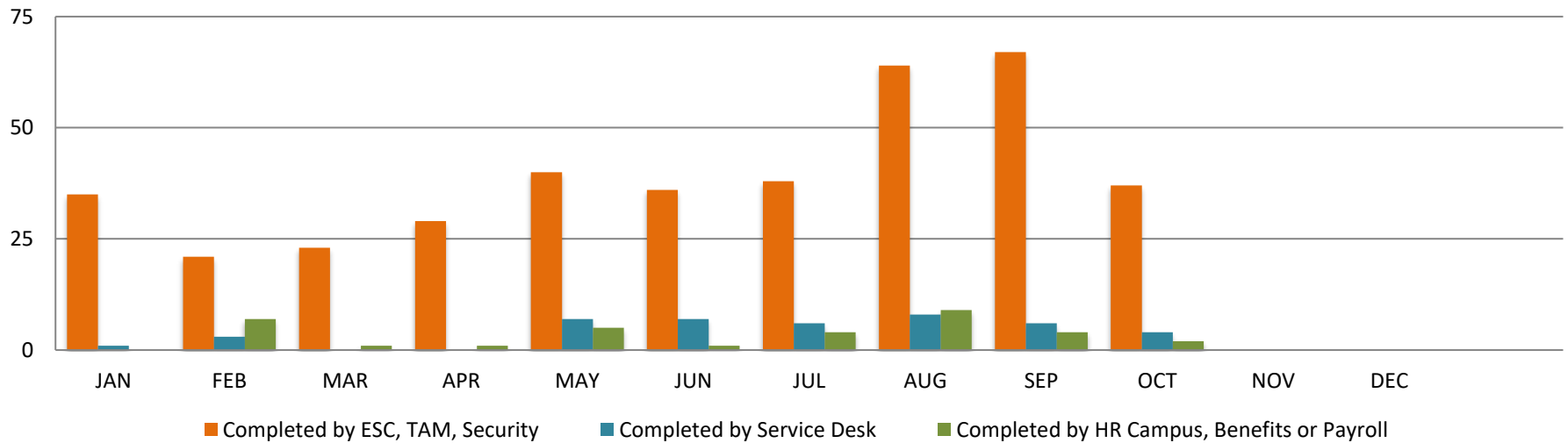
Production Support

2018
Tickets

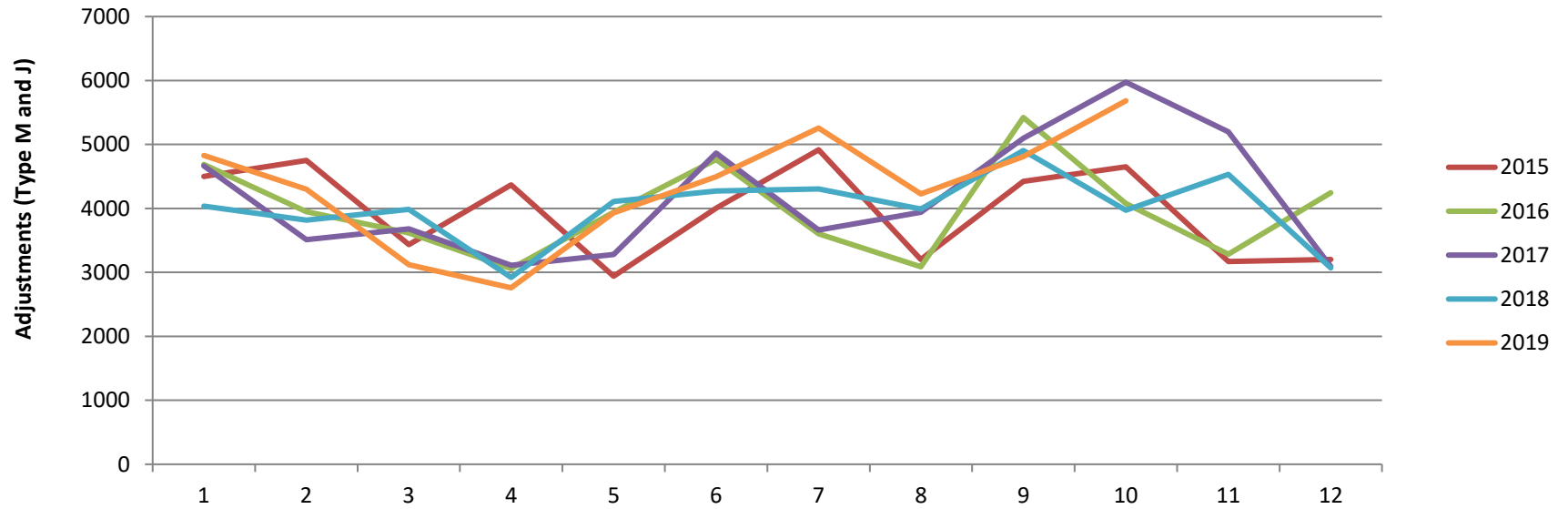


Production Support

2019
Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

