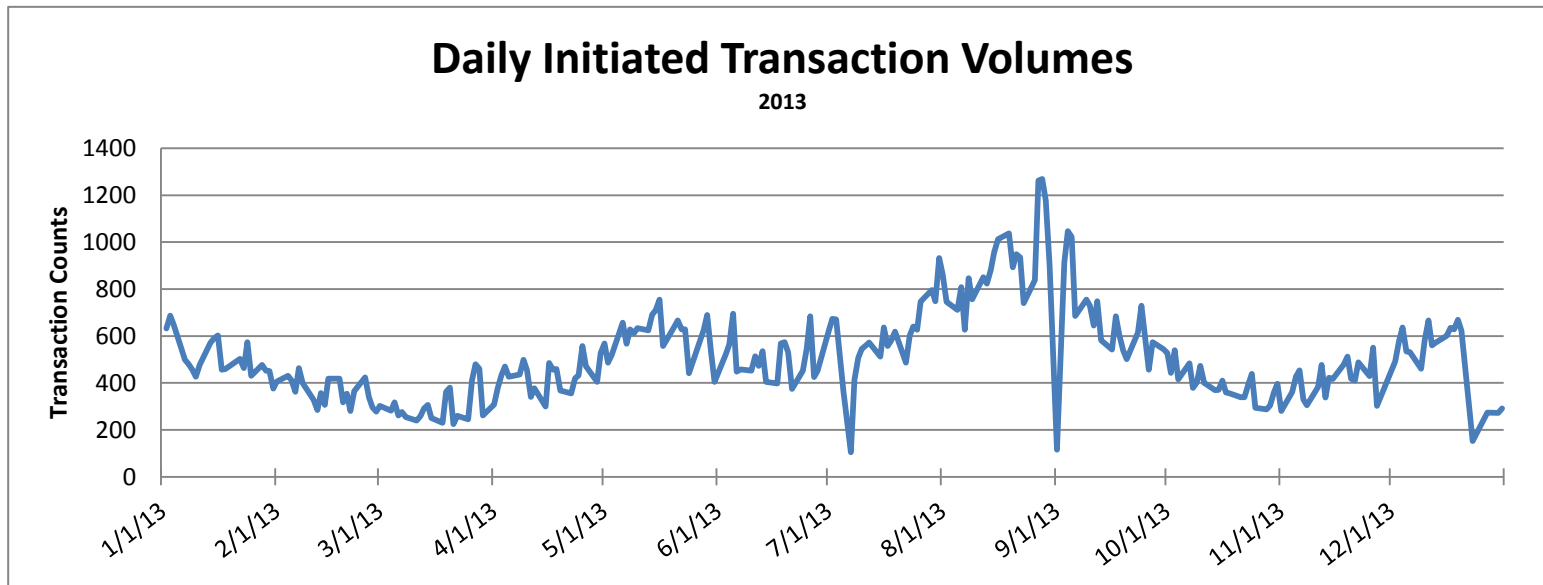
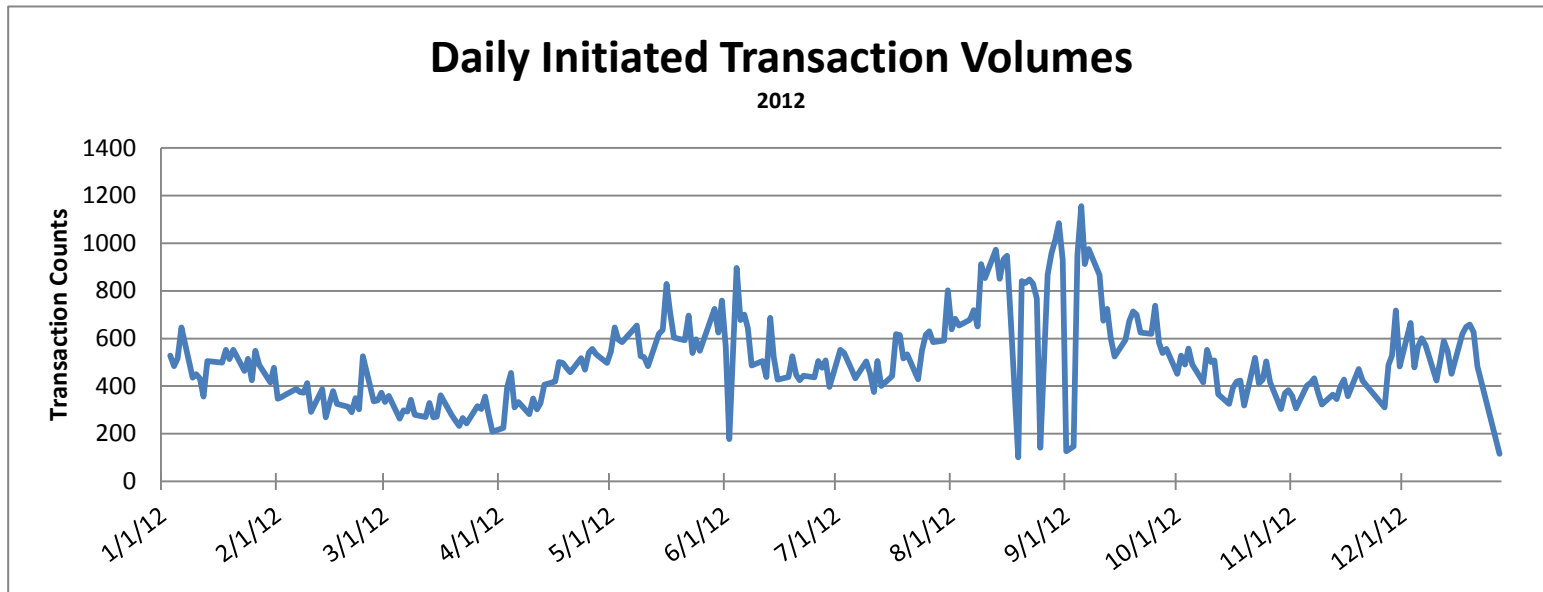


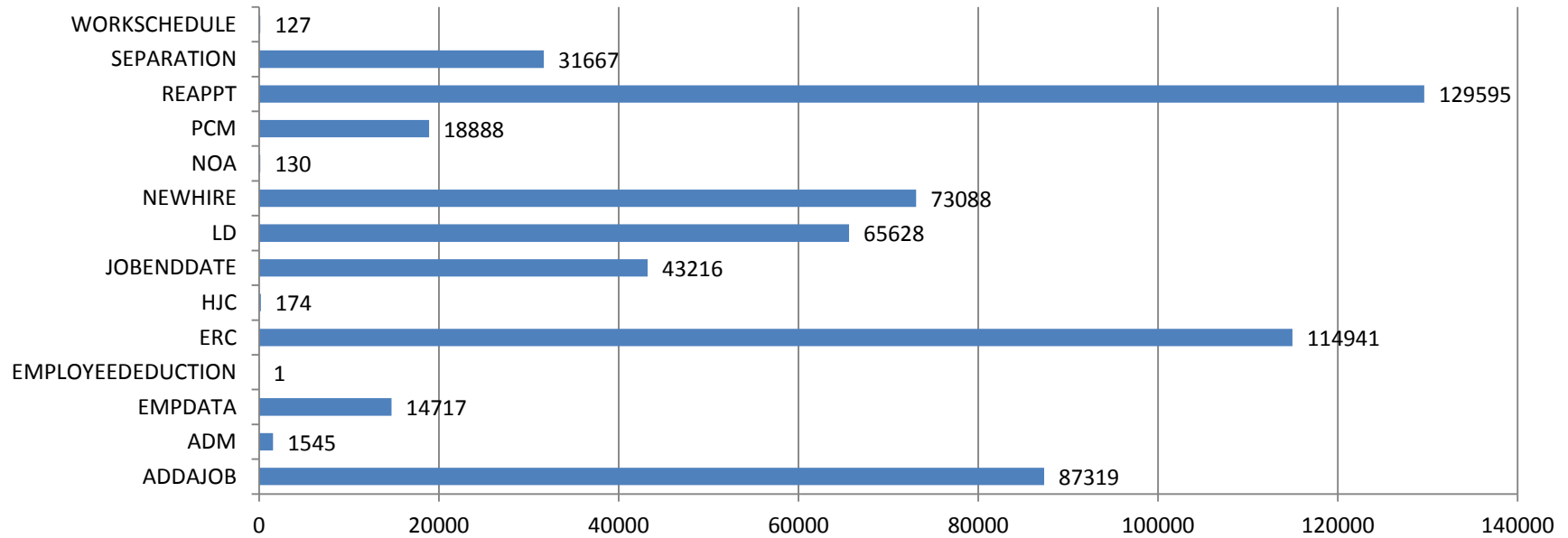
# HR Front End Metrics - As of 12/31/2013



# Completed Transactions

Feb 22, 2009 - December 31, 2013

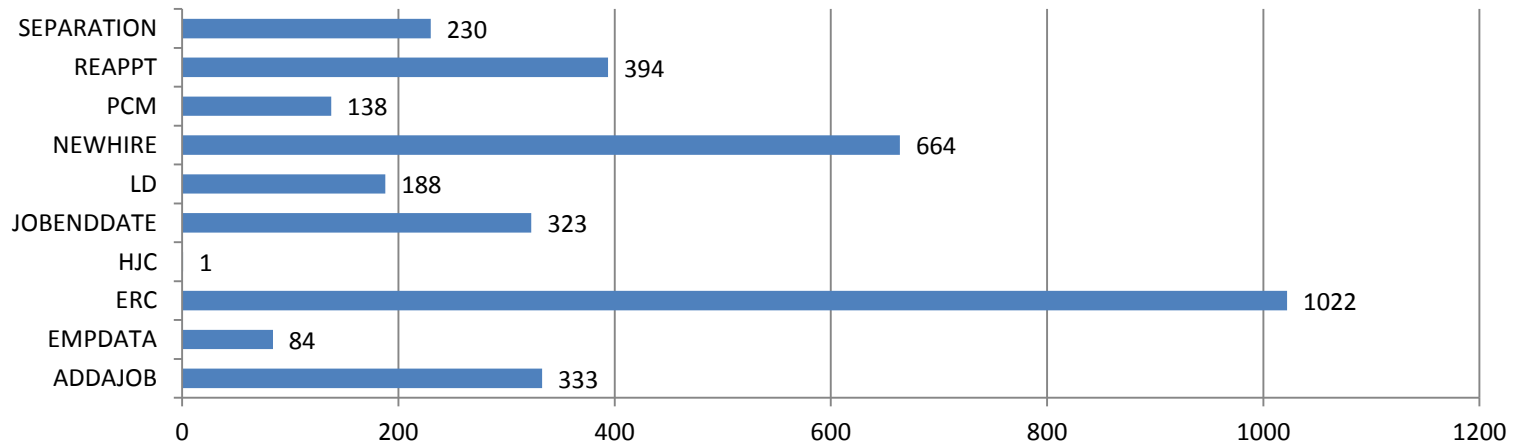
592,754 Transactions



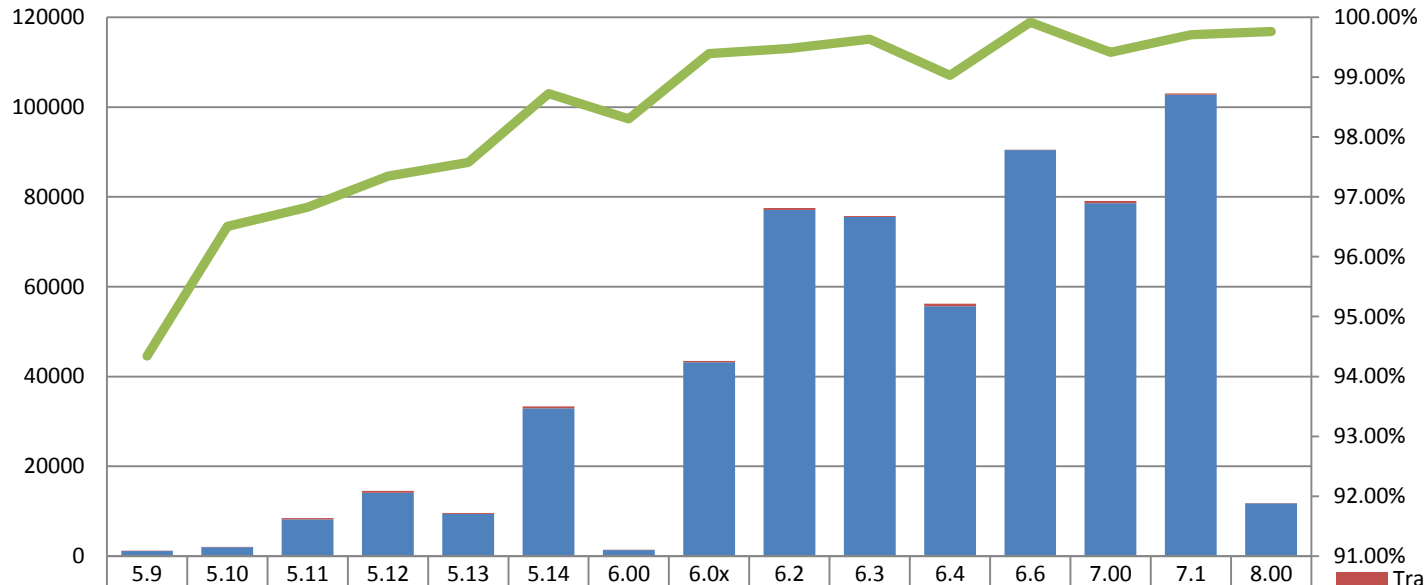
# Failed Transactions by Type

Feb 22, 2009 - December 31, 2013

3,418 Transactions



## Transaction Volume/Apply Stats by Release

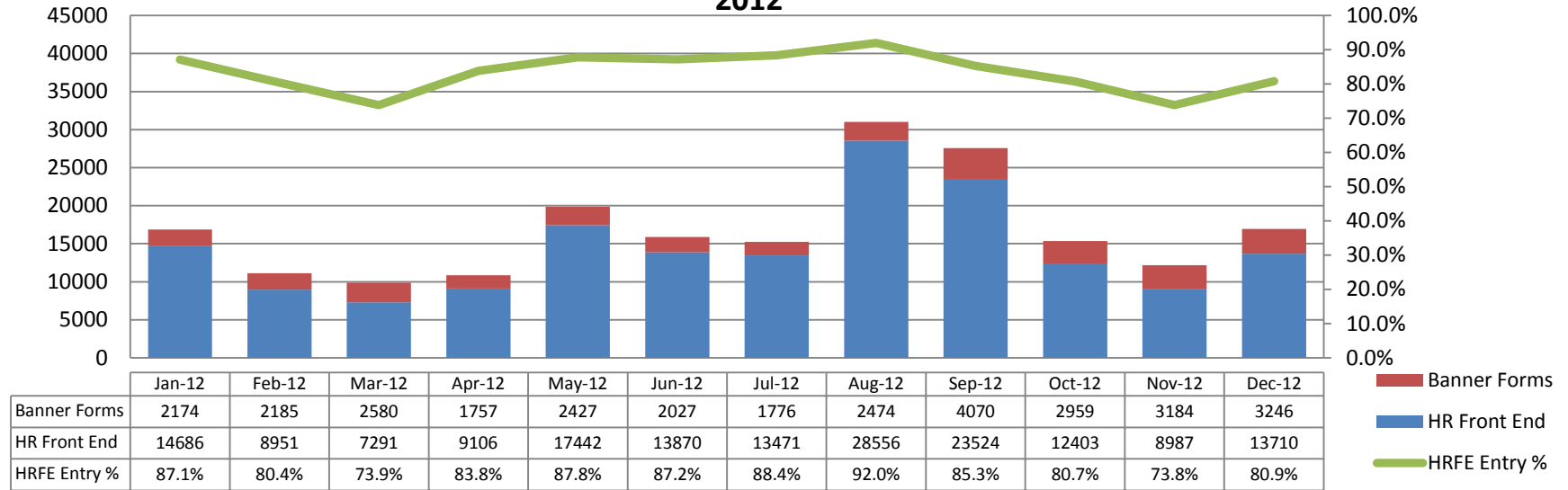


	5.9	5.10	5.11	5.12	5.13	5.14	6.00	6.0x	6.2	6.3	6.4	6.6	7.00	7.1	8.00
Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	545	72	463	301	28
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	11718
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.03%	99.92%	99.41%	99.71%	99.76%

■ Transactions Failed  
■ Apply  
■ Transactions Applied  
— Apply Success Rate

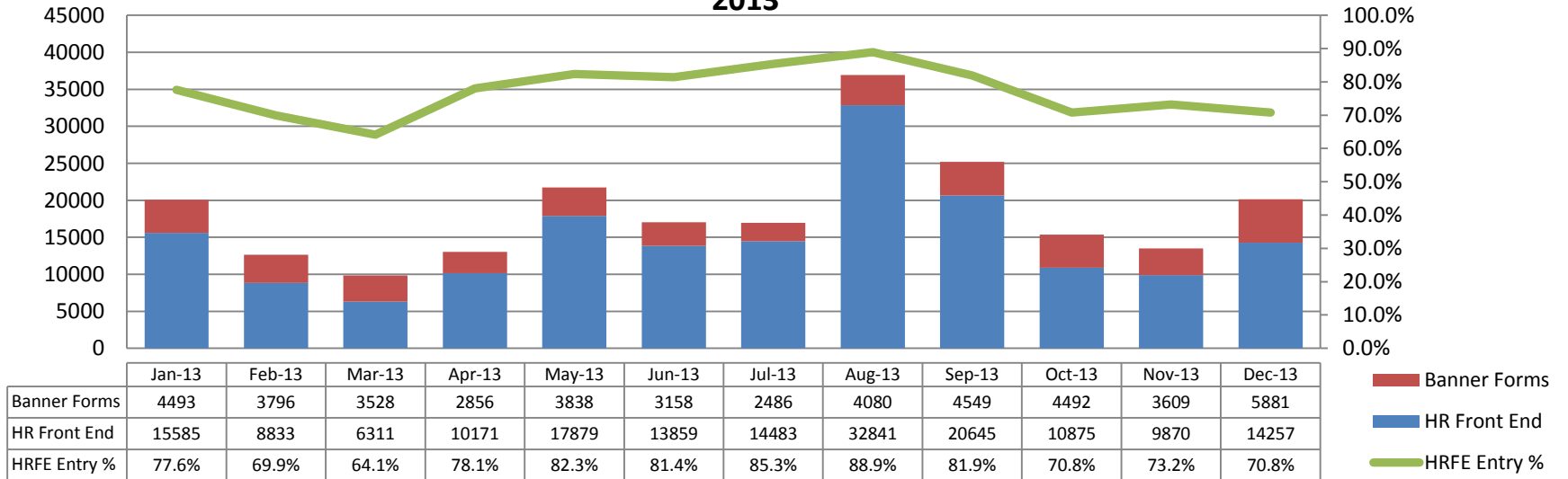
## Banner Forms/HR Front End - Transactions Entered

2012



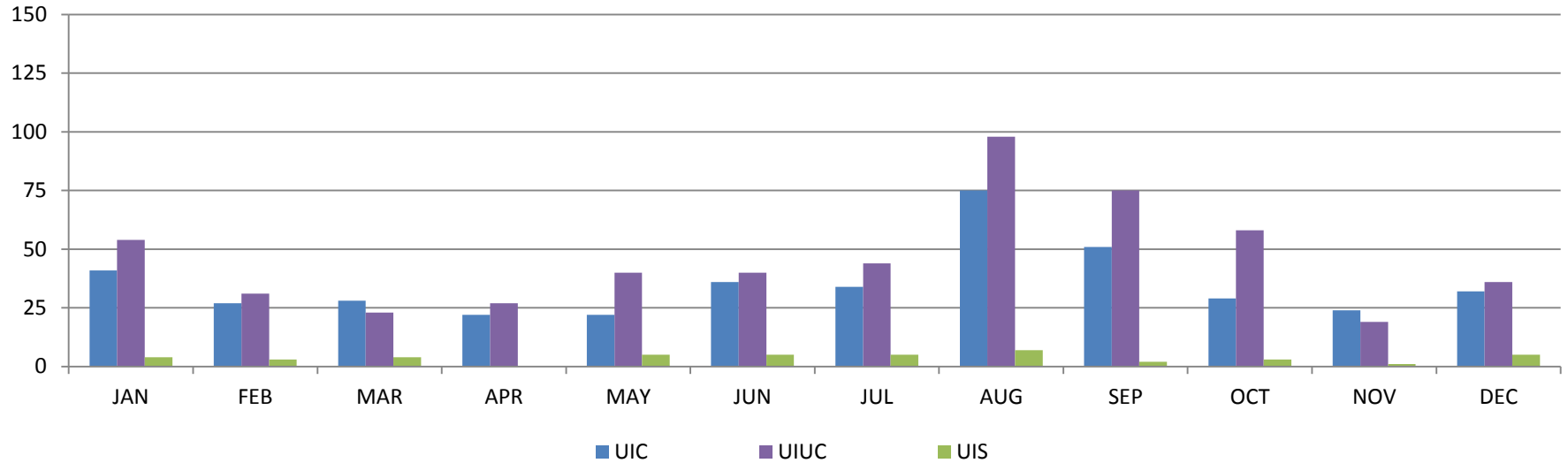
## Banner Forms/HR Front End - Transactions Entered

2013



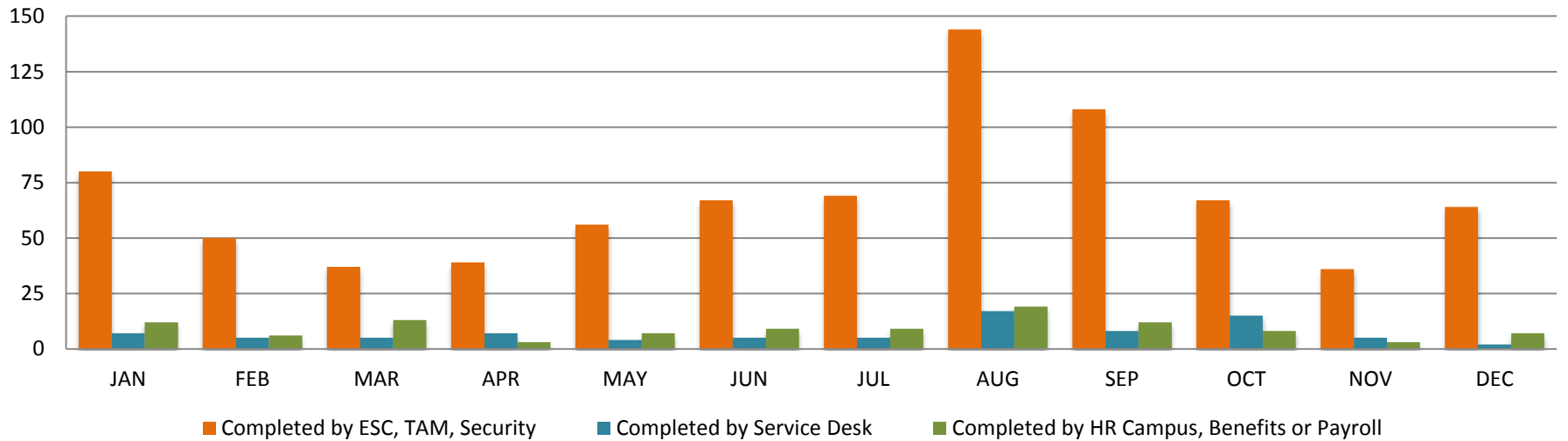
## Service Desk Tickets Created by Campus

2012  
1010 Tickets



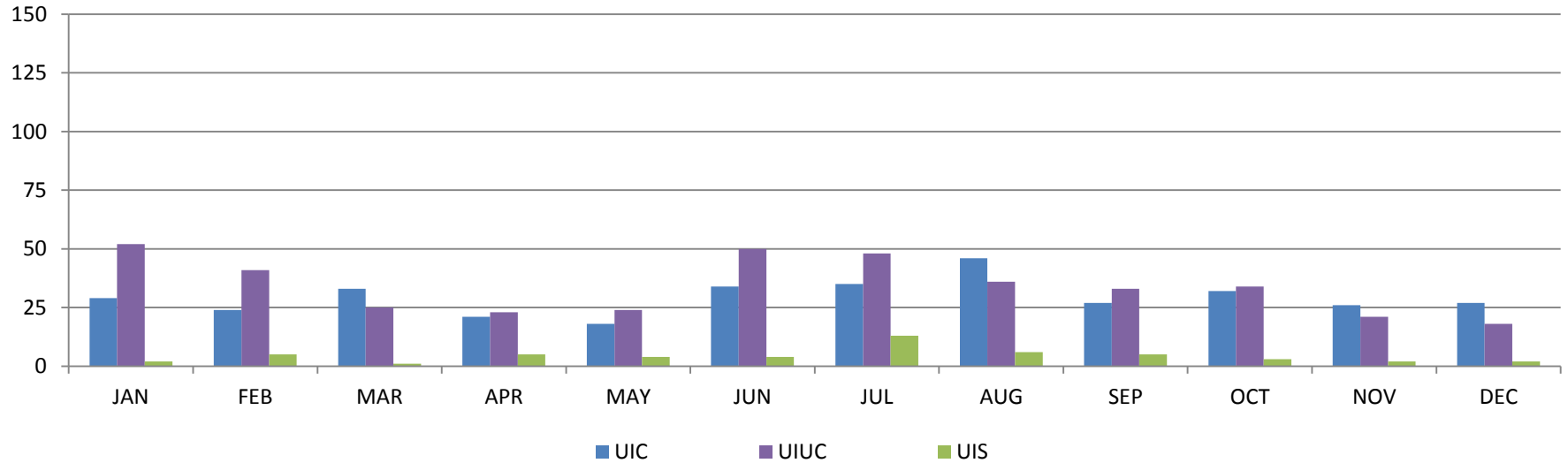
## Production Support

2012  
1010 Tickets



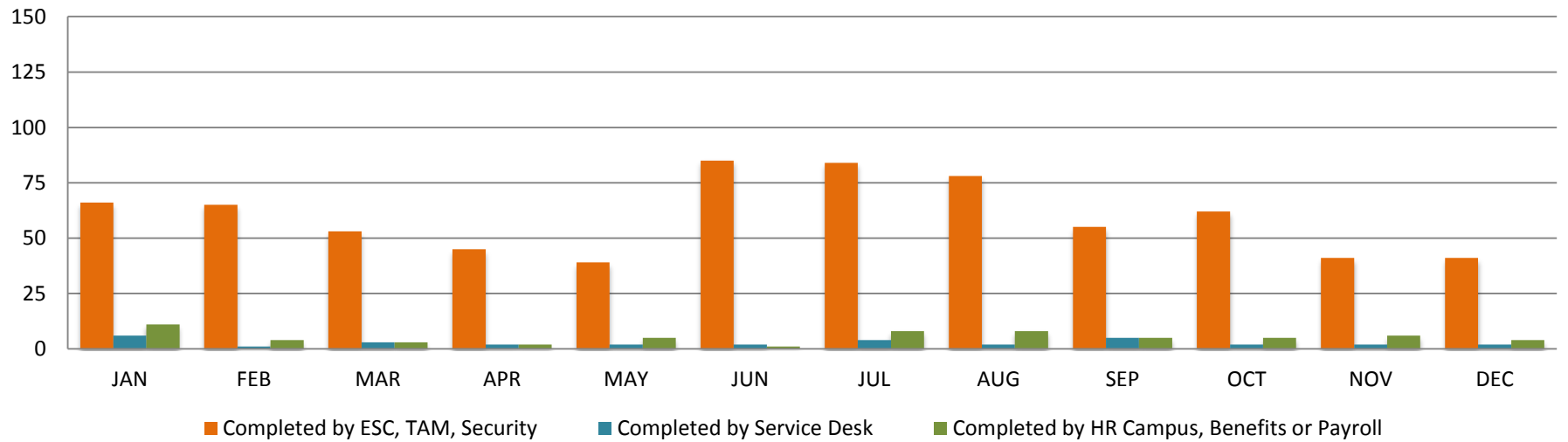
## Service Desk Tickets Created by Campus

2013  
Tickets

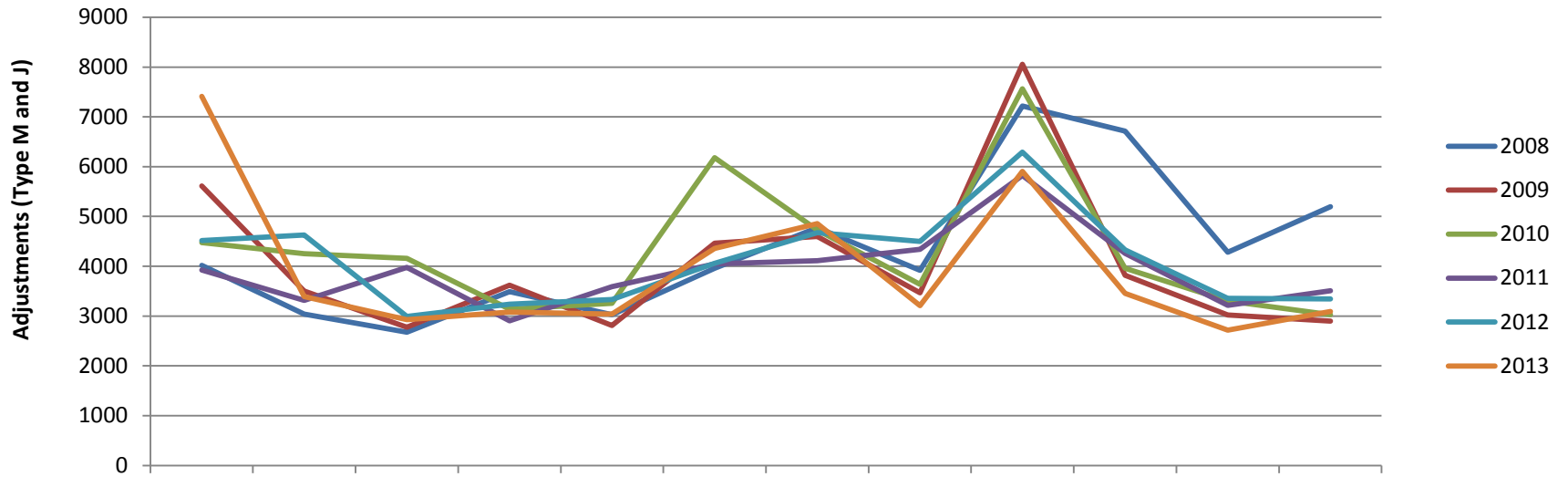


## Production Support

2013  
Tickets



### Pay Adjustment Comparison



### Defects and Change Requests Entered

