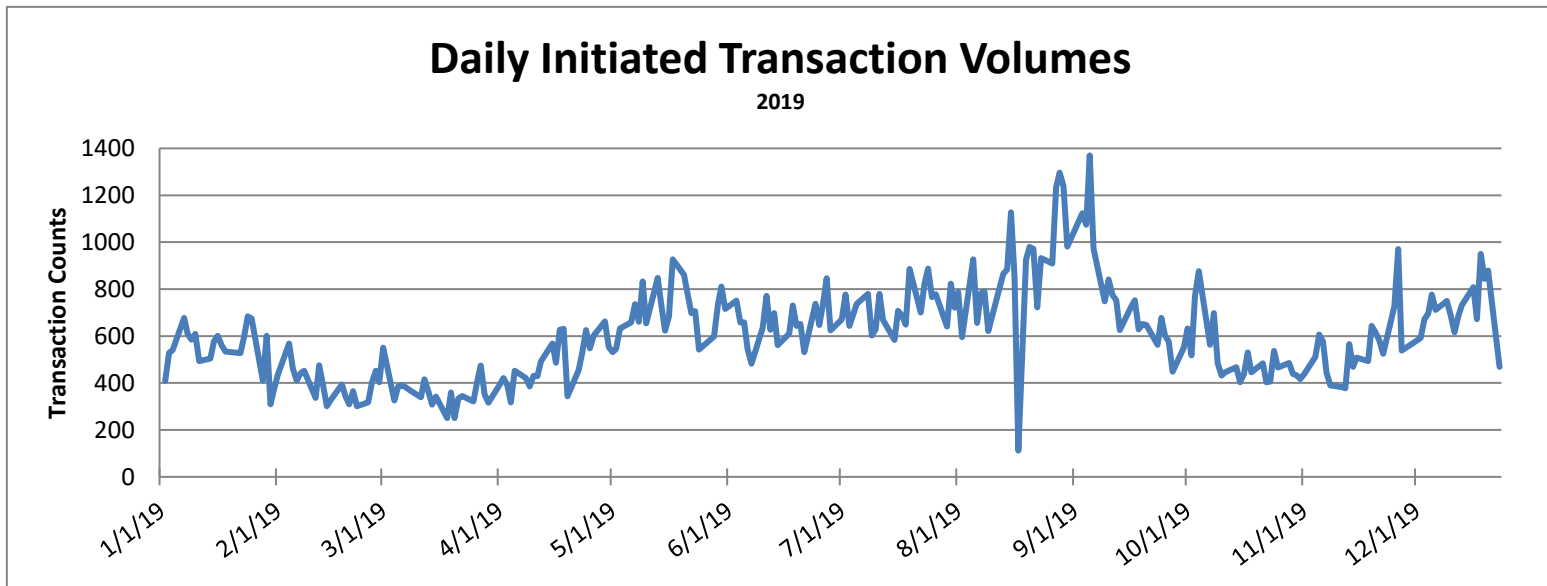
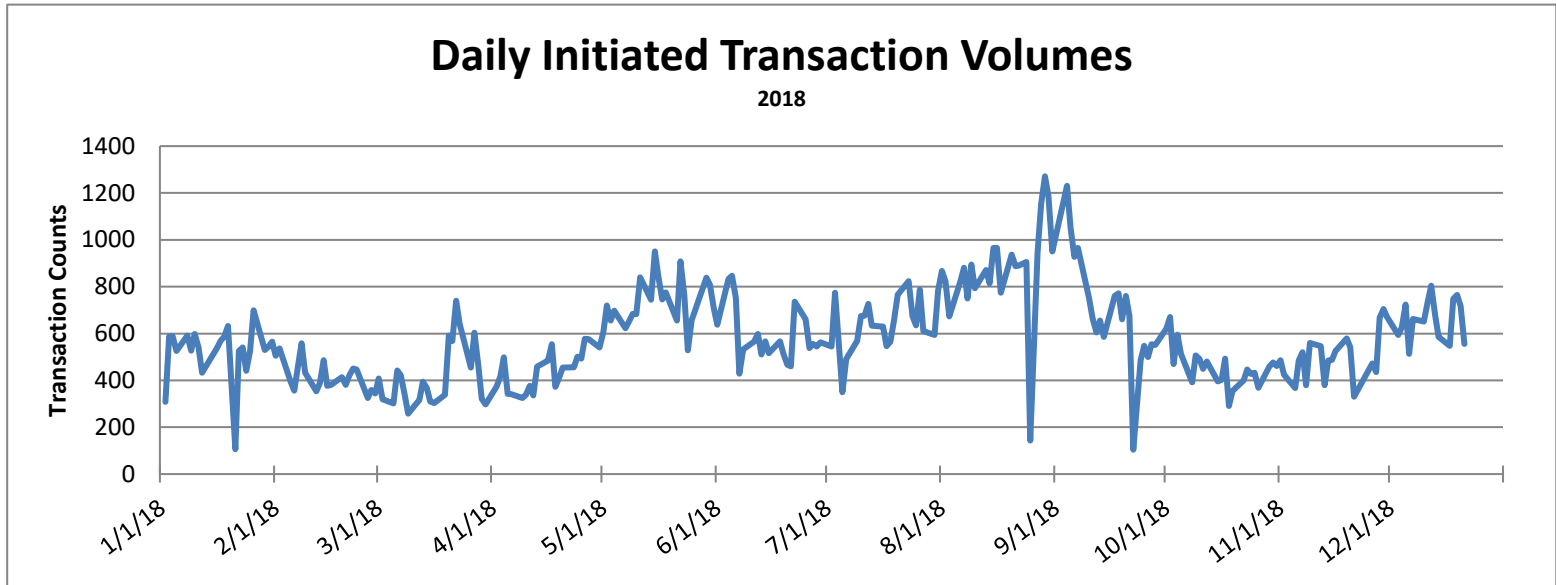


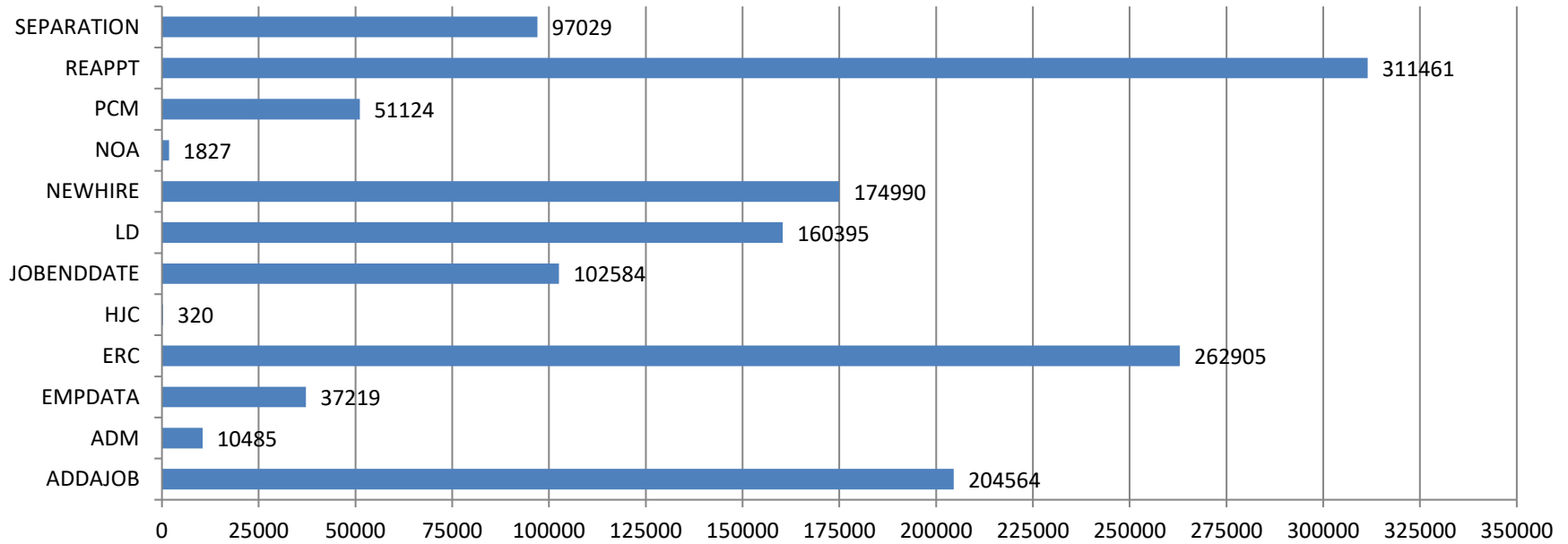
# HR Front End Metrics - As of 12/31/2019



# Completed Transactions

Feb 22, 2009 - Dec 31, 2019

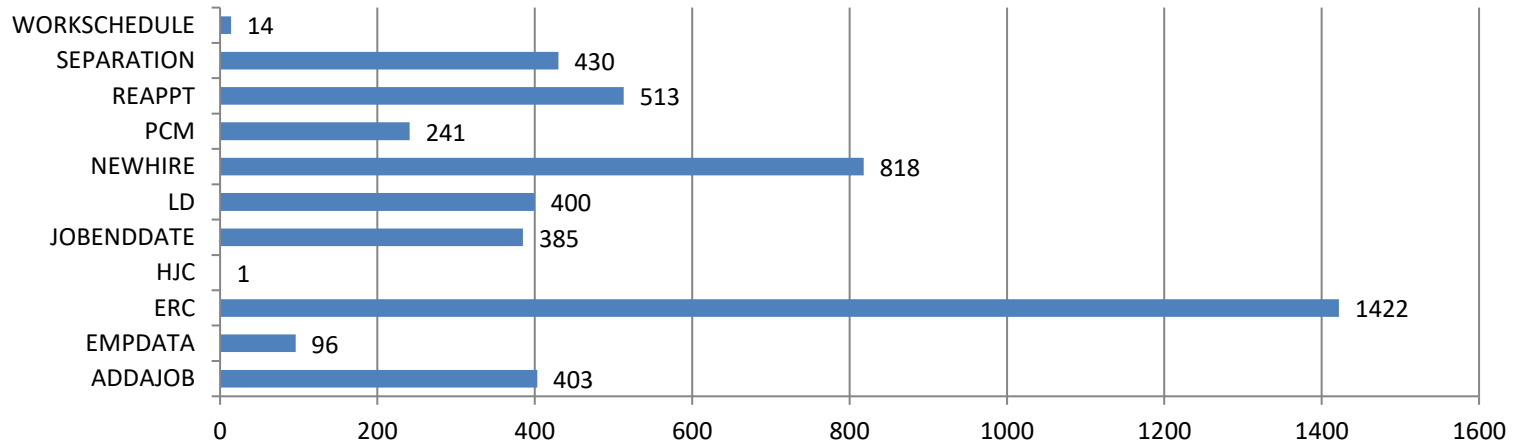
1,457,943 Transactions



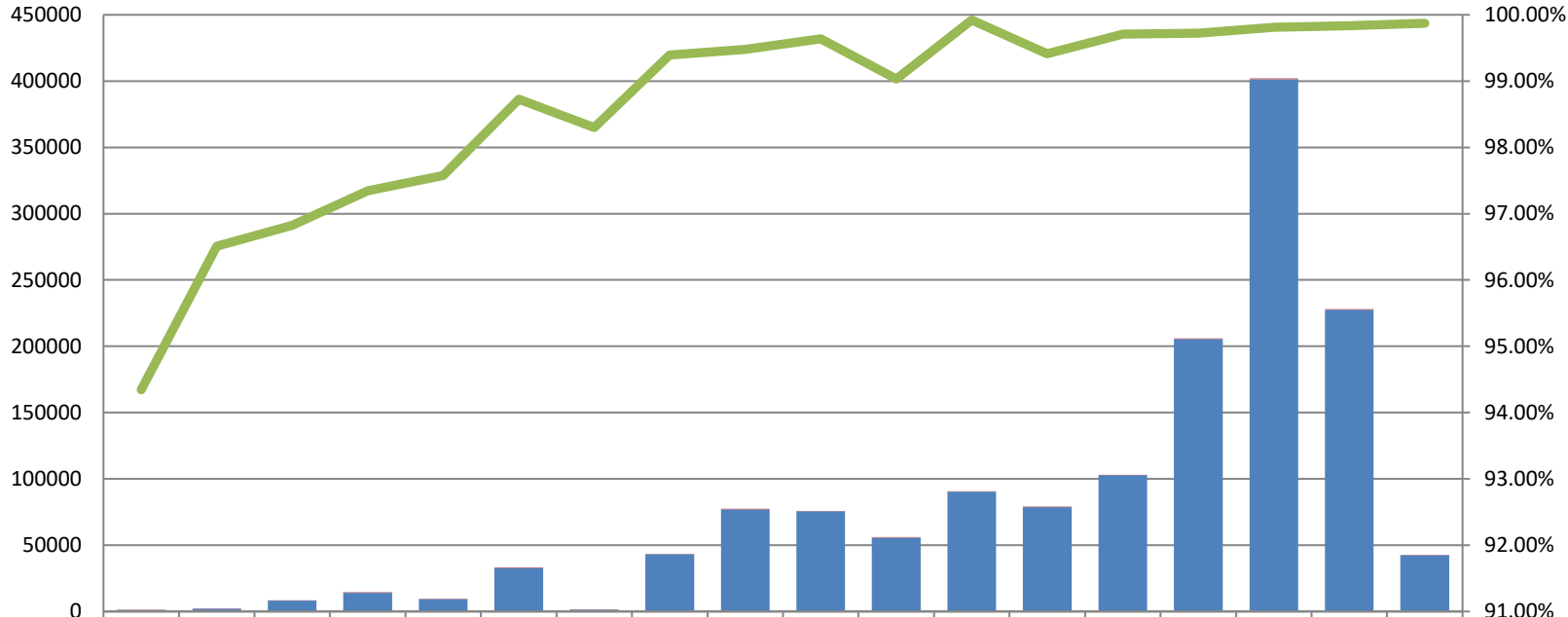
# Failed Transactions by Type

Feb 22, 2009 - Dec 31, 2019

5,157 Transactions



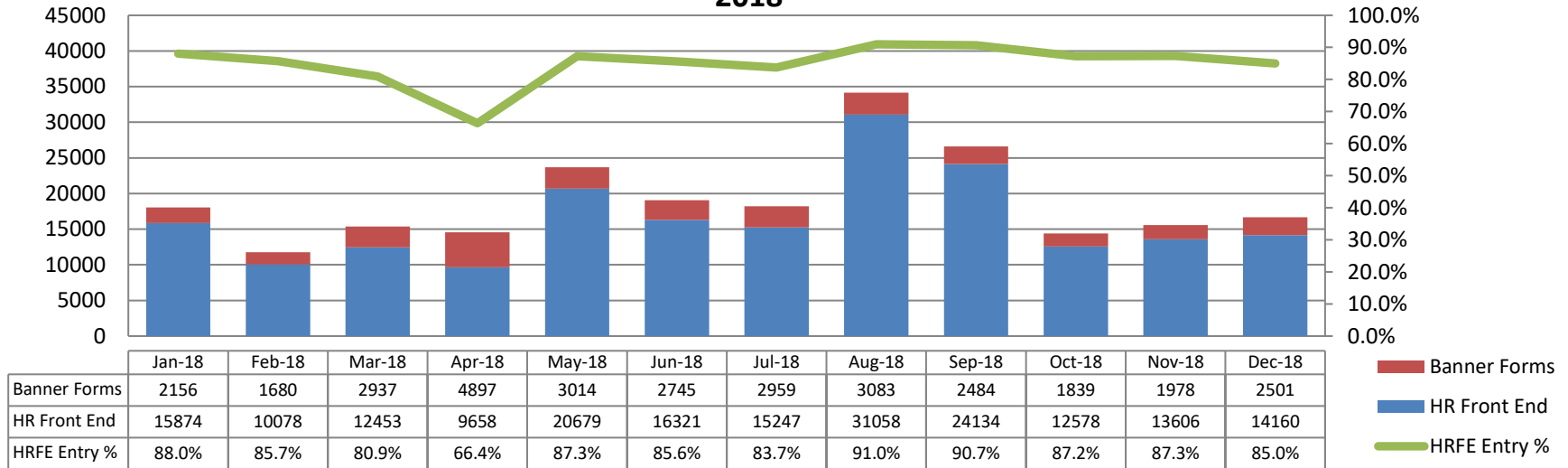
## Transaction Volume/Apply Stats by Release



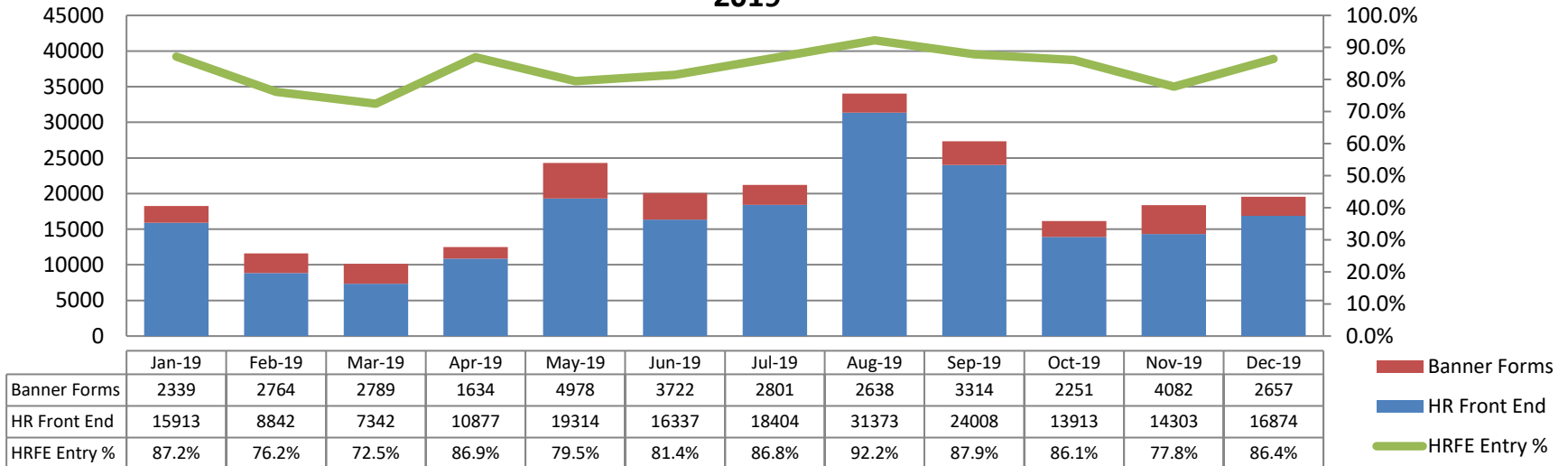
	5.9	5.10	5.11	5.12	5.13	5.14	6.00	6.0x	6.2	6.3	6.4	6.6	7.00	7.1	8.00	9.00	9.9	10.00
Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	545	72	463	301	572	761	379	55
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	205431	401317	227678	42481
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%	99.87%

- Transactions Failed Apply
- Transactions Applied
- Apply Success Rate

## Banner Forms/HR Front End - Transactions Entered 2018

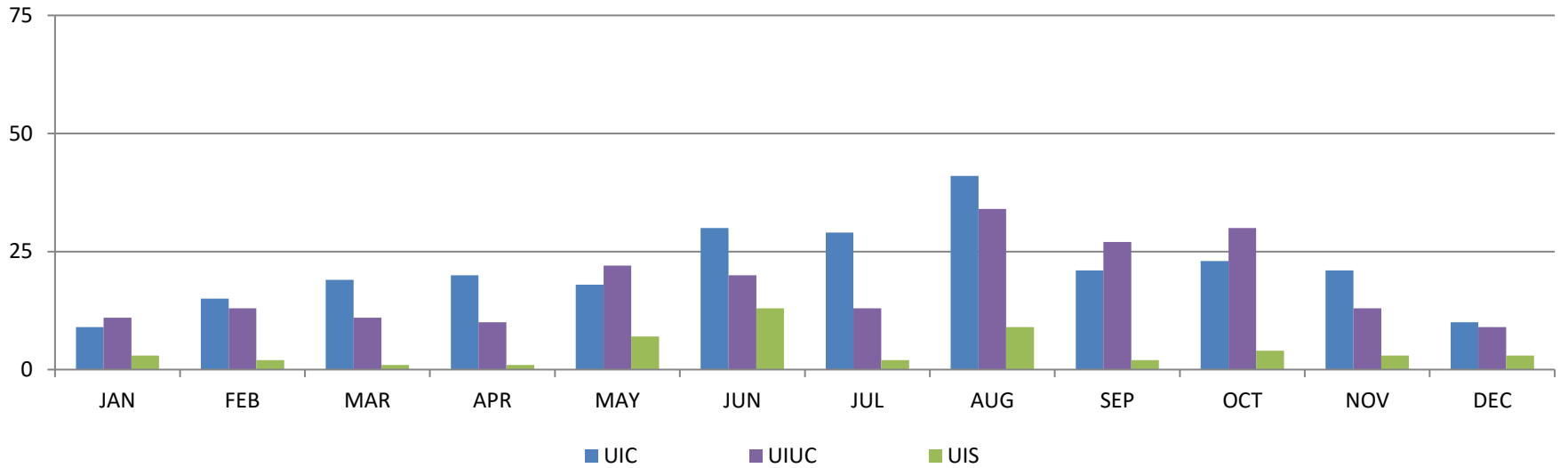


## Banner Forms/HR Front End - Transactions Entered 2019



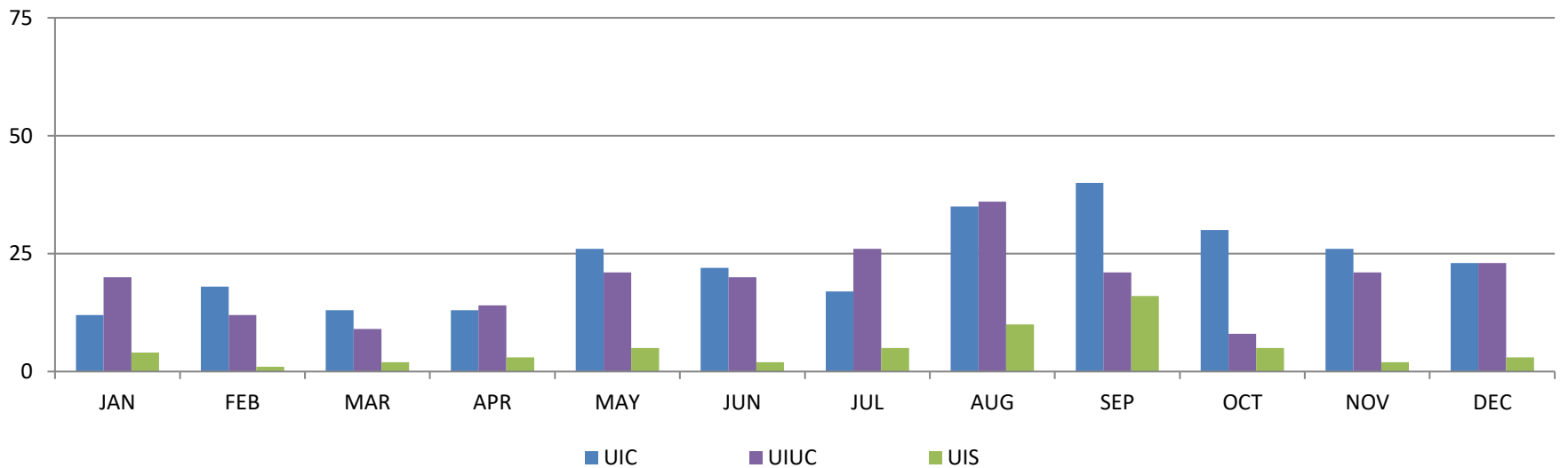
## Service Desk Tickets Created by Campus

2018  
Tickets



## Service Desk Tickets Created by Campus

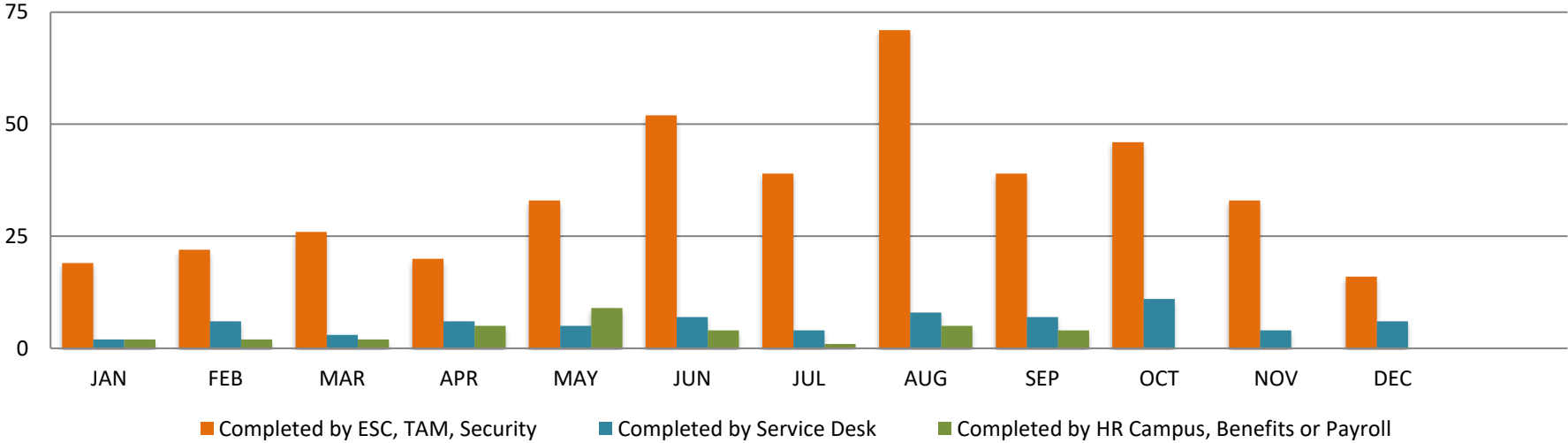
2019  
Tickets



# Production Support

2018

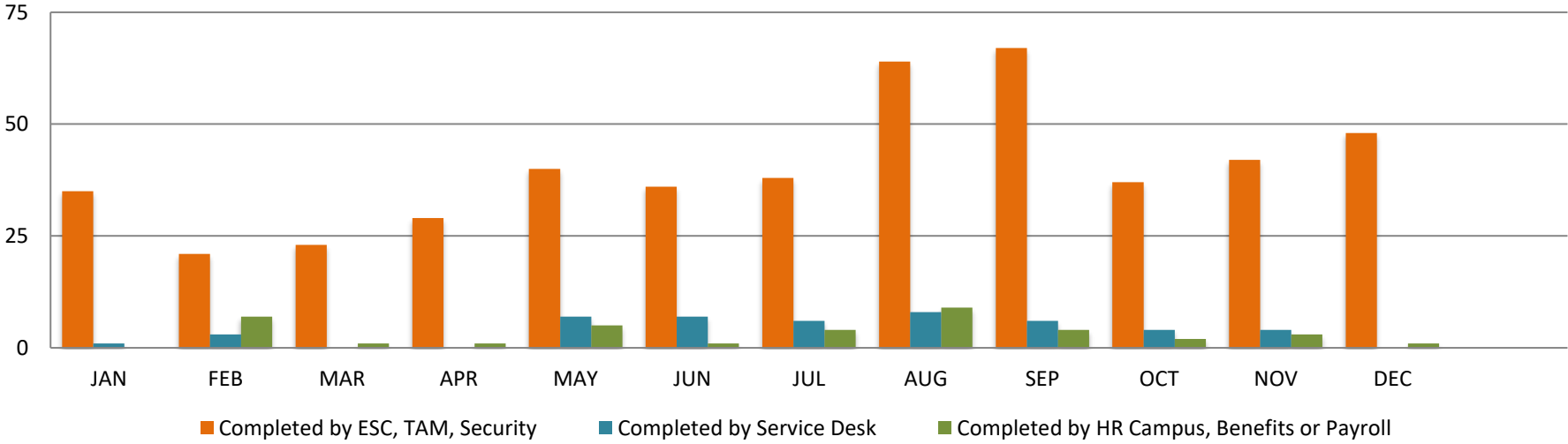
Tickets



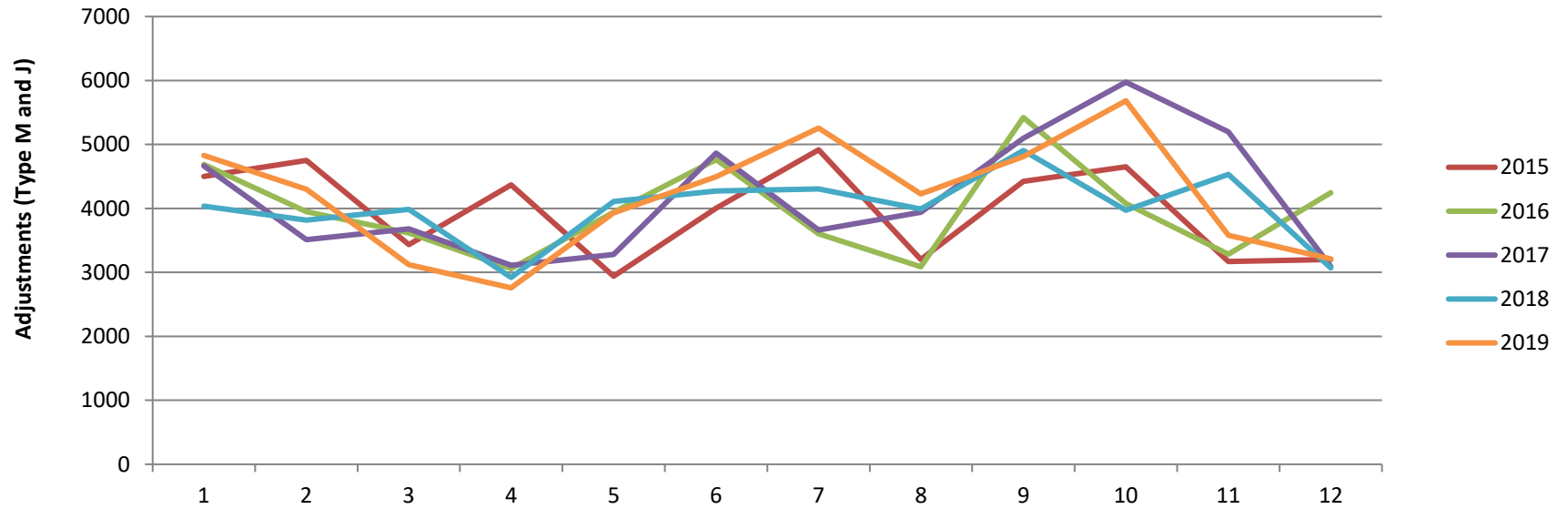
# Production Support

2019

Tickets



### Pay Adjustment Comparison



### Defects and Change Requests Entered

