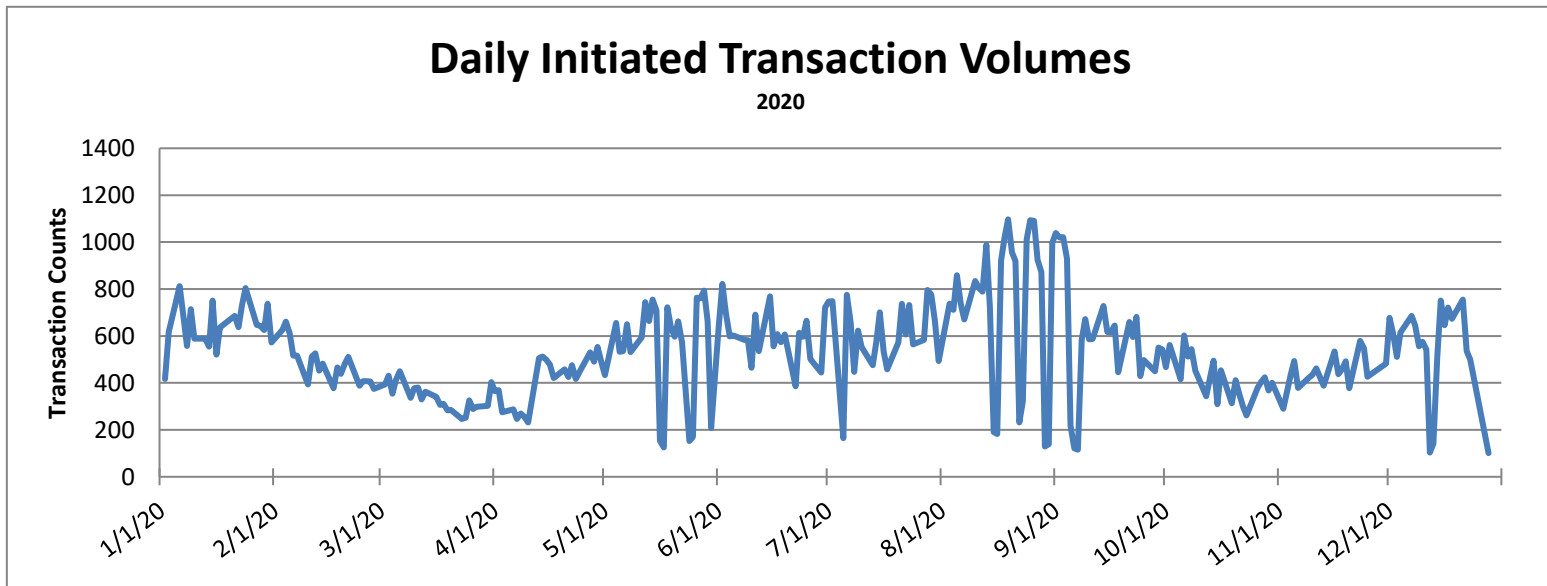
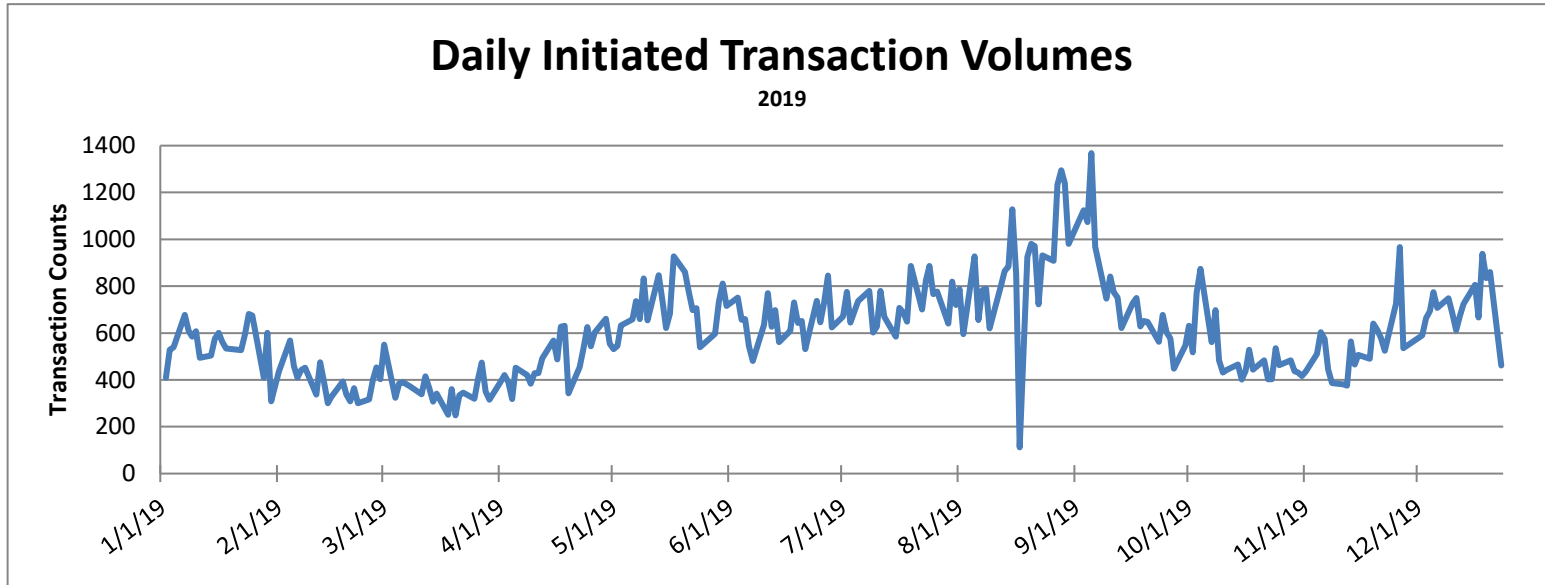


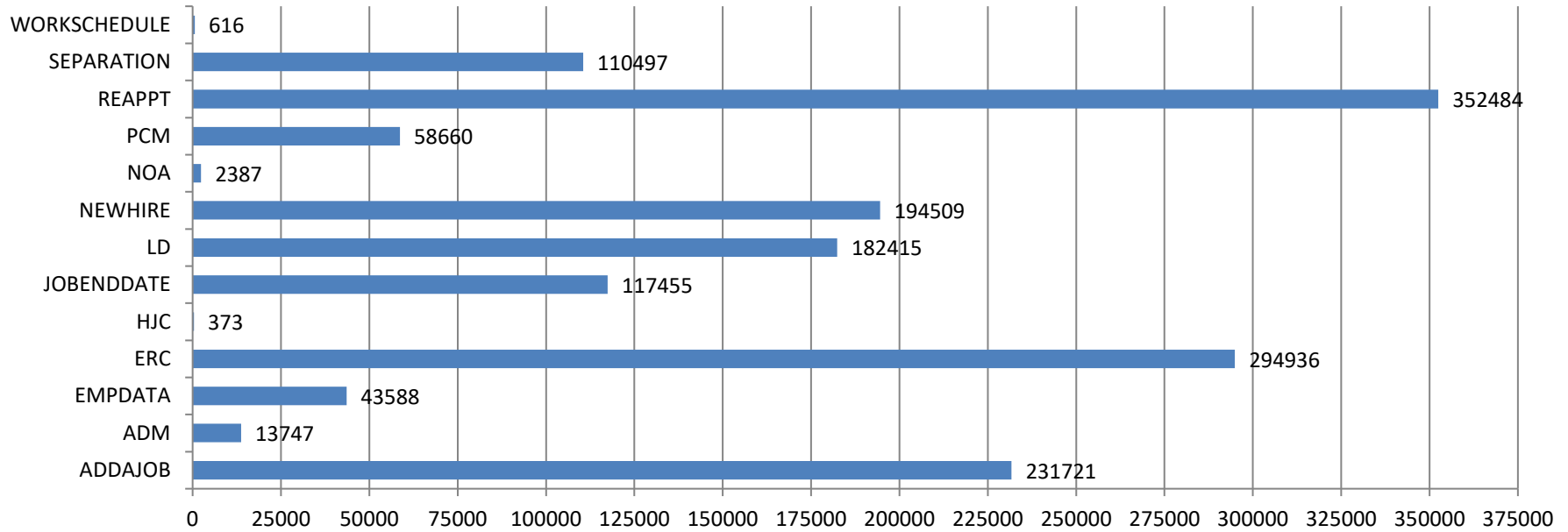
HR Front End Metrics - As of 12/31/2020



Completed Transactions

Feb 22, 2009 - Dec 31, 2020

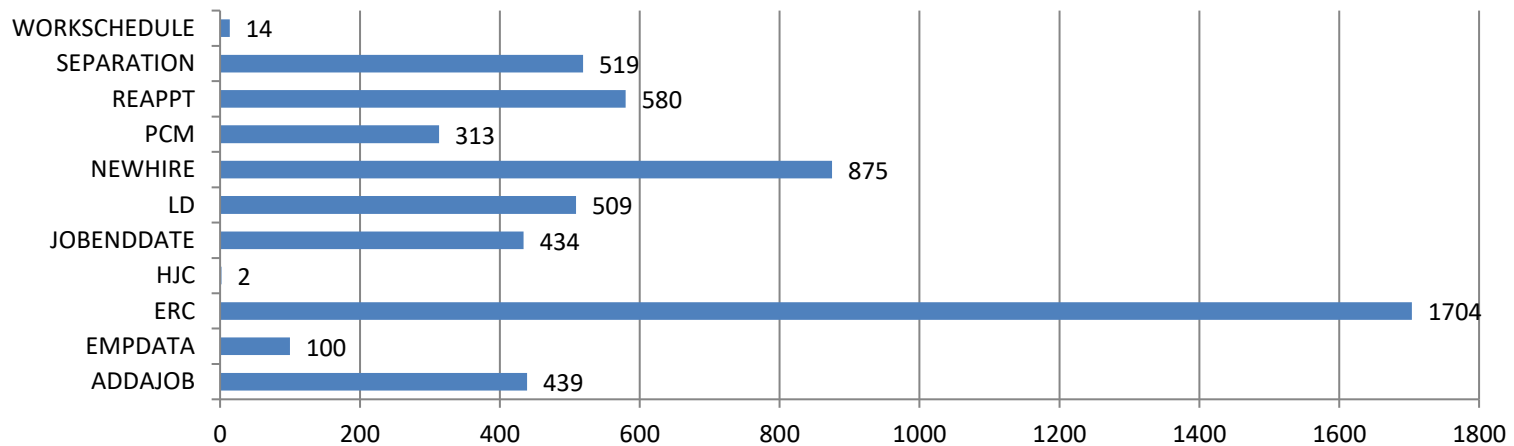
1,603,388 Transactions



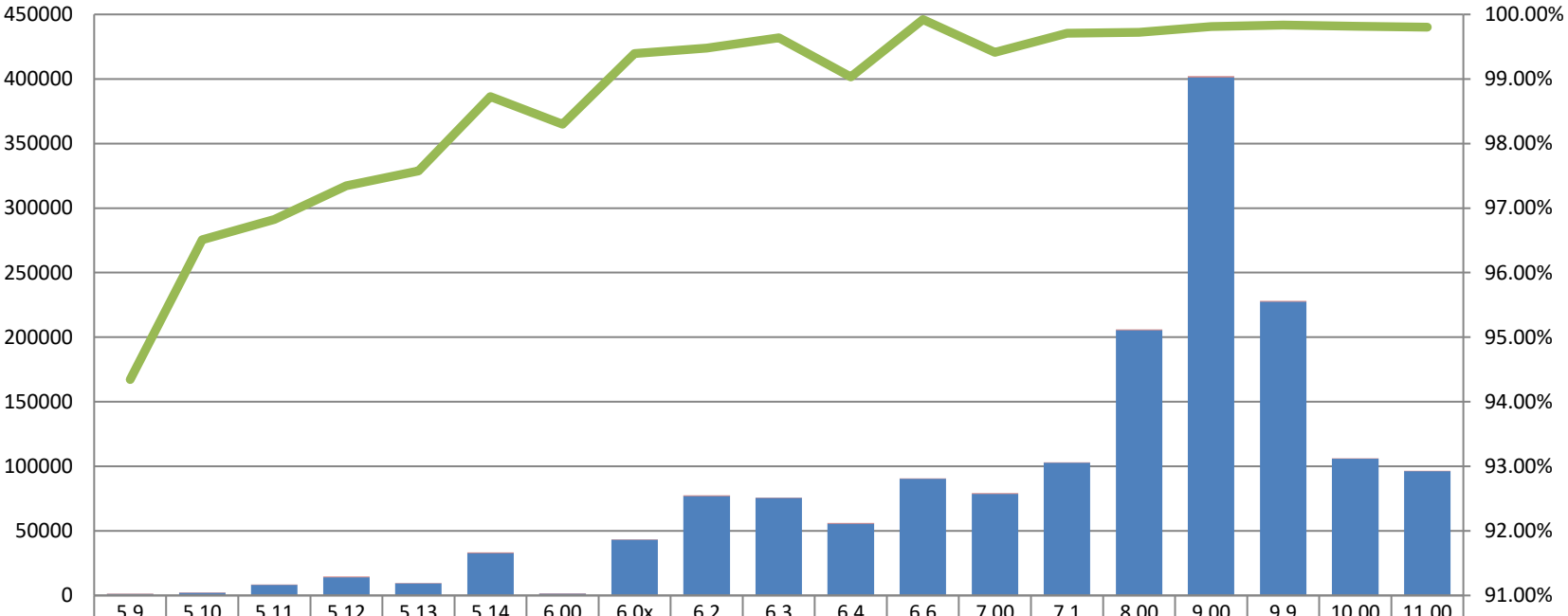
Failed Transactions by Type

Feb 22, 2009 - Dec 31, 2020

5,489 Transactions



Transaction Volume/Apply Stats by Release

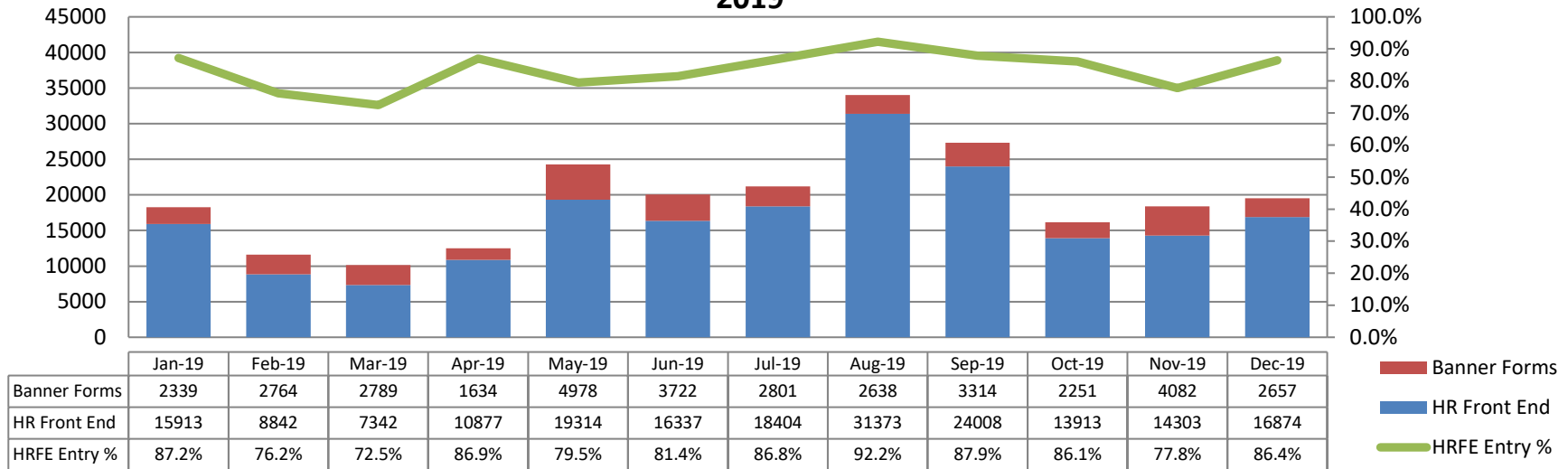


	5.9	5.10	5.11	5.12	5.13	5.14	6.00	6.0x	6.2	6.3	6.4	6.6	7.00	7.1	8.00	9.00	9.9	10.00	11.00
Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	545	72	463	301	572	761	379	197	190
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	205431	401317	227678	105881	96171
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%	99.81%	99.80%

- Transactions Failed
- Transactions Applied
- Apply Success Rate

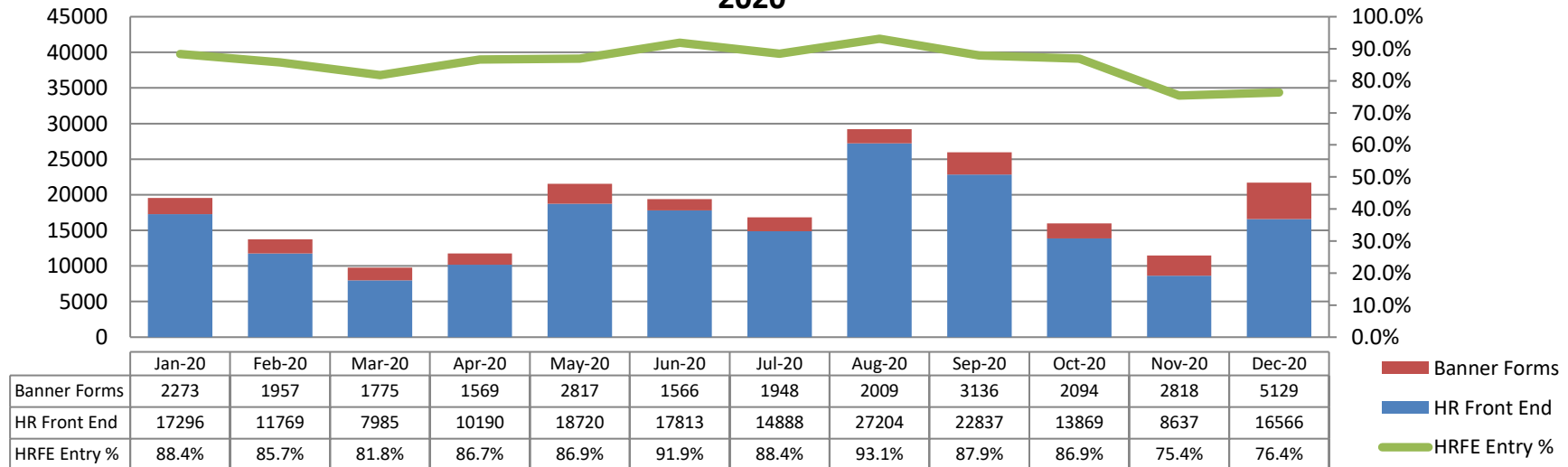
Banner Forms/HR Front End - Transactions Entered

2019



Banner Forms/HR Front End - Transactions Entered

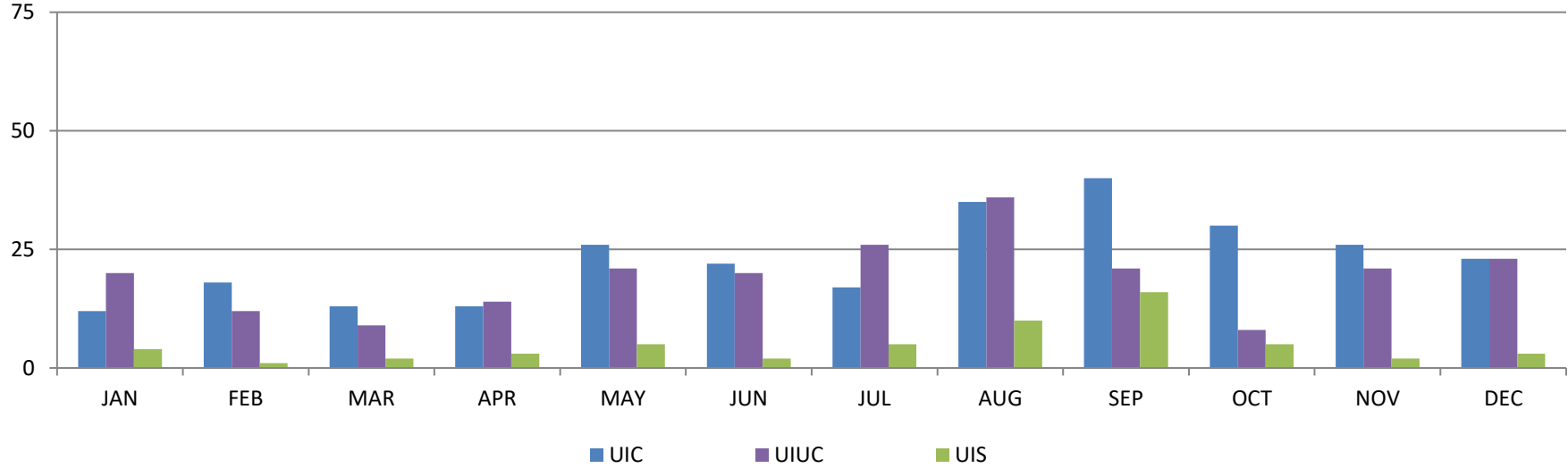
2020



Service Desk Tickets Created by Campus

2019

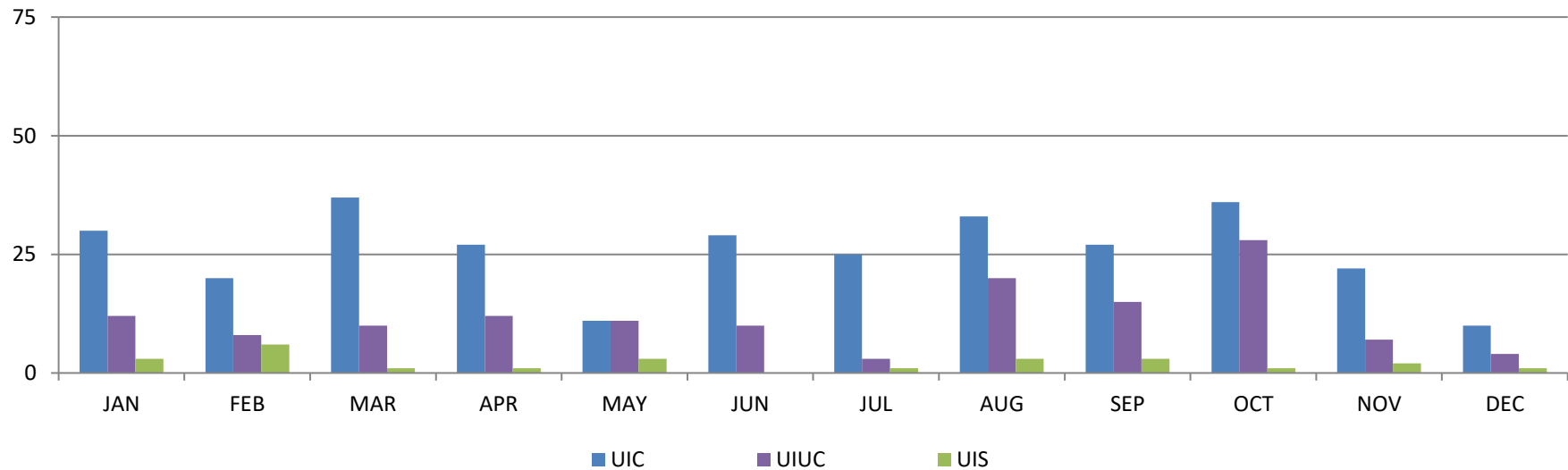
Tickets



Service Desk Tickets Created by Campus

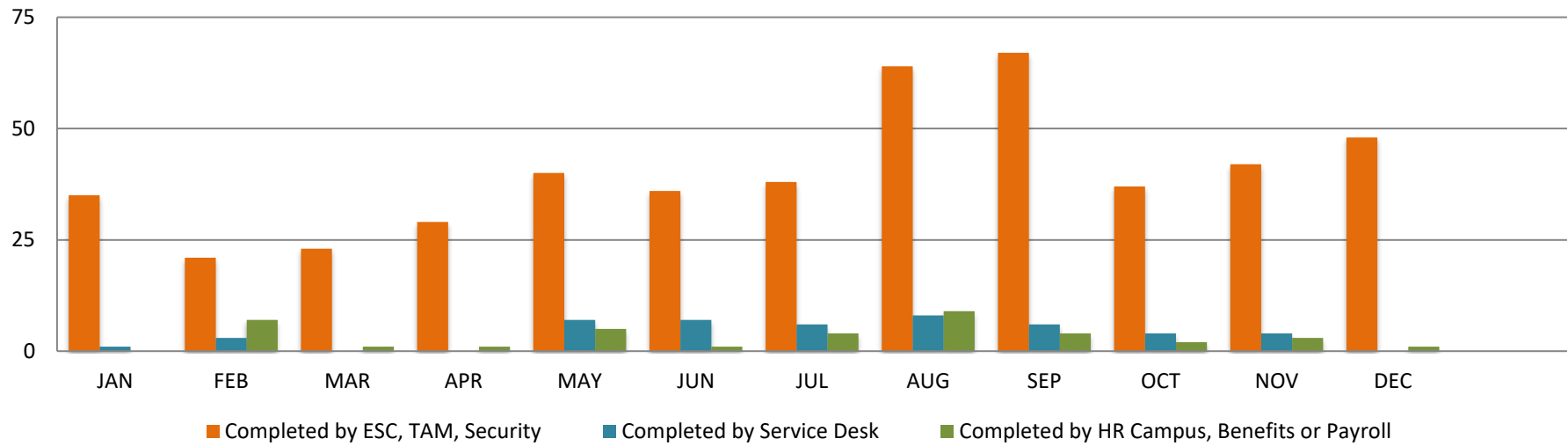
2020

Tickets



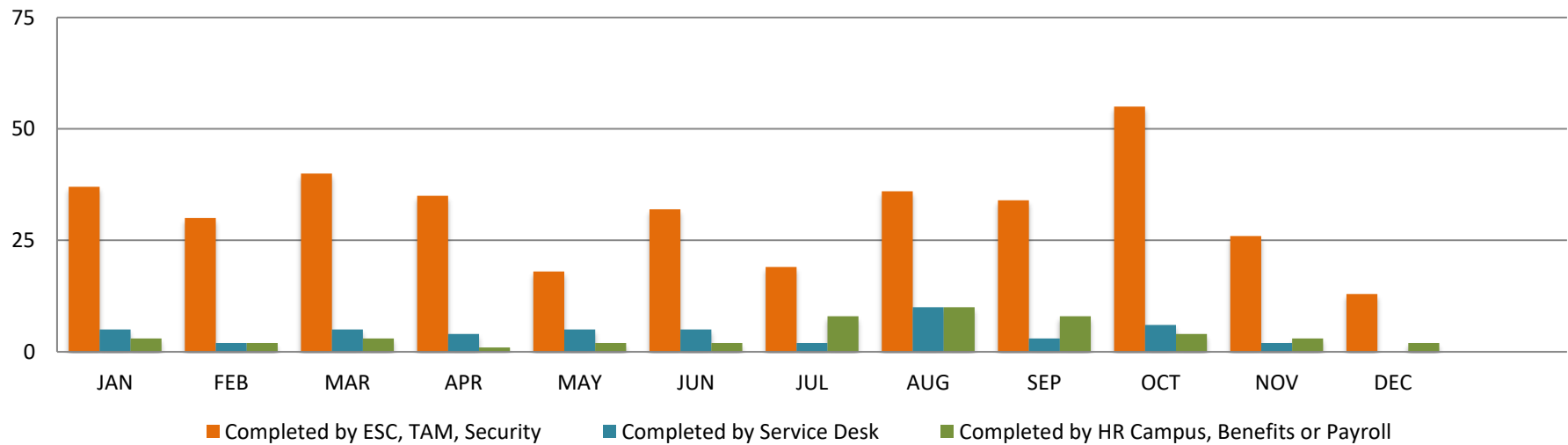
Production Support

2019
Tickets

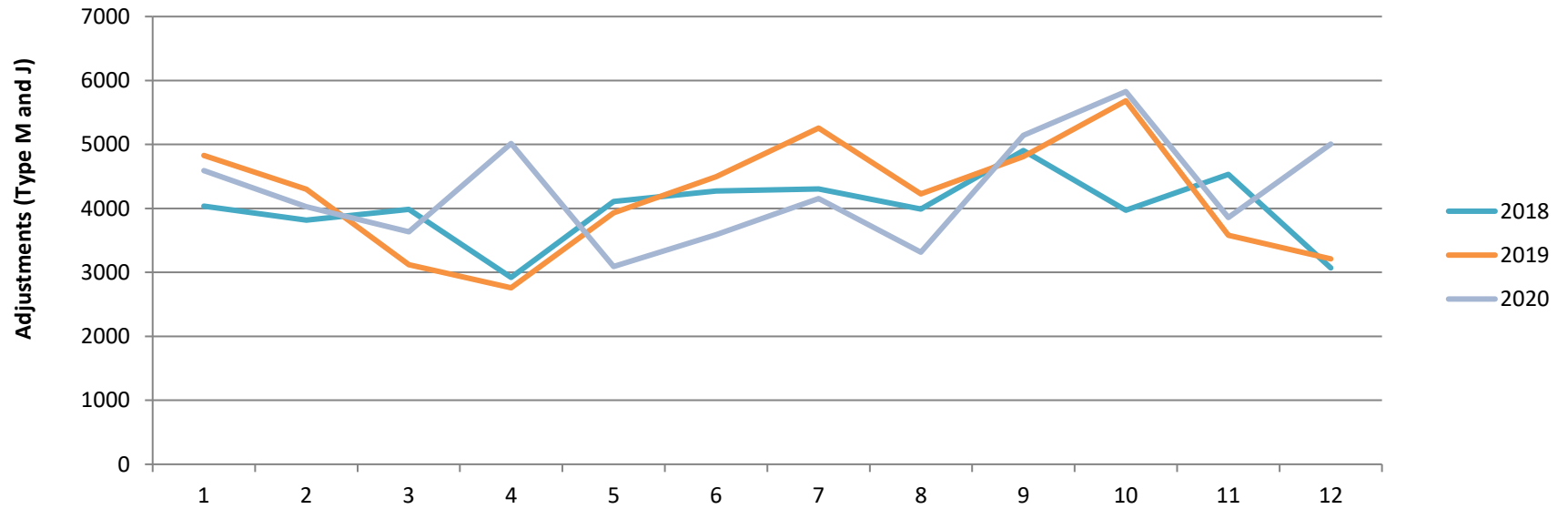


Production Support

2020
Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

