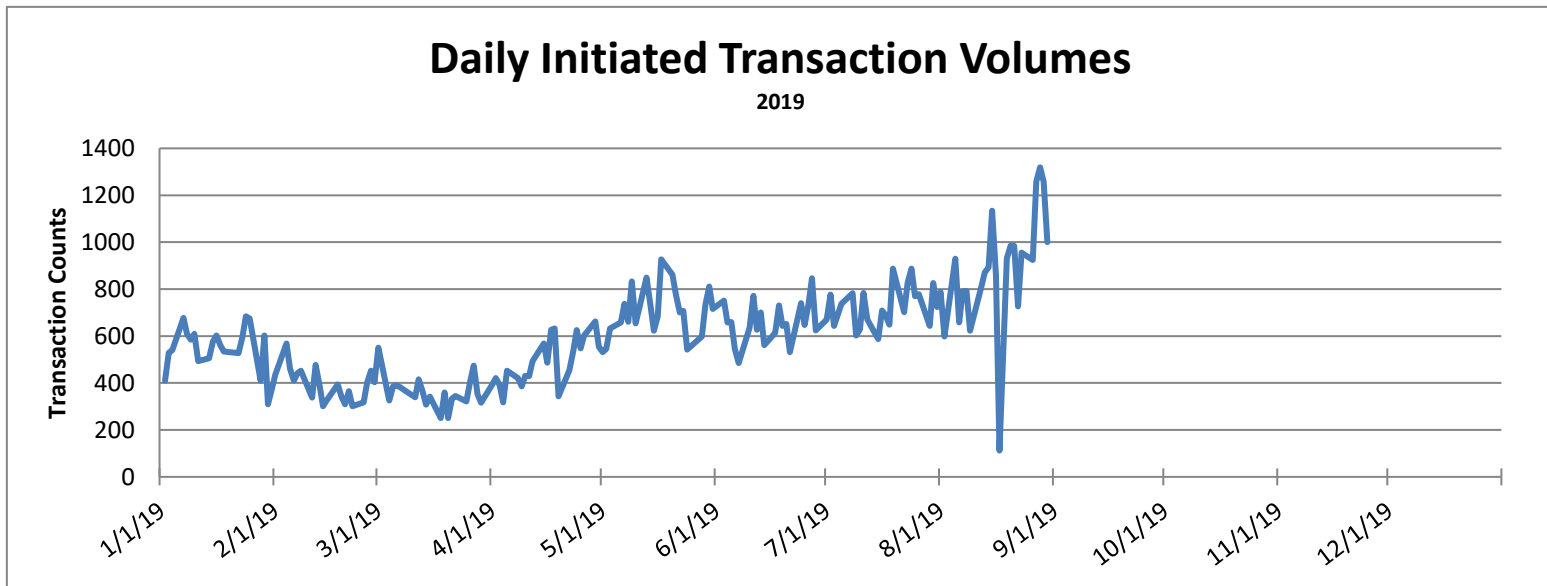
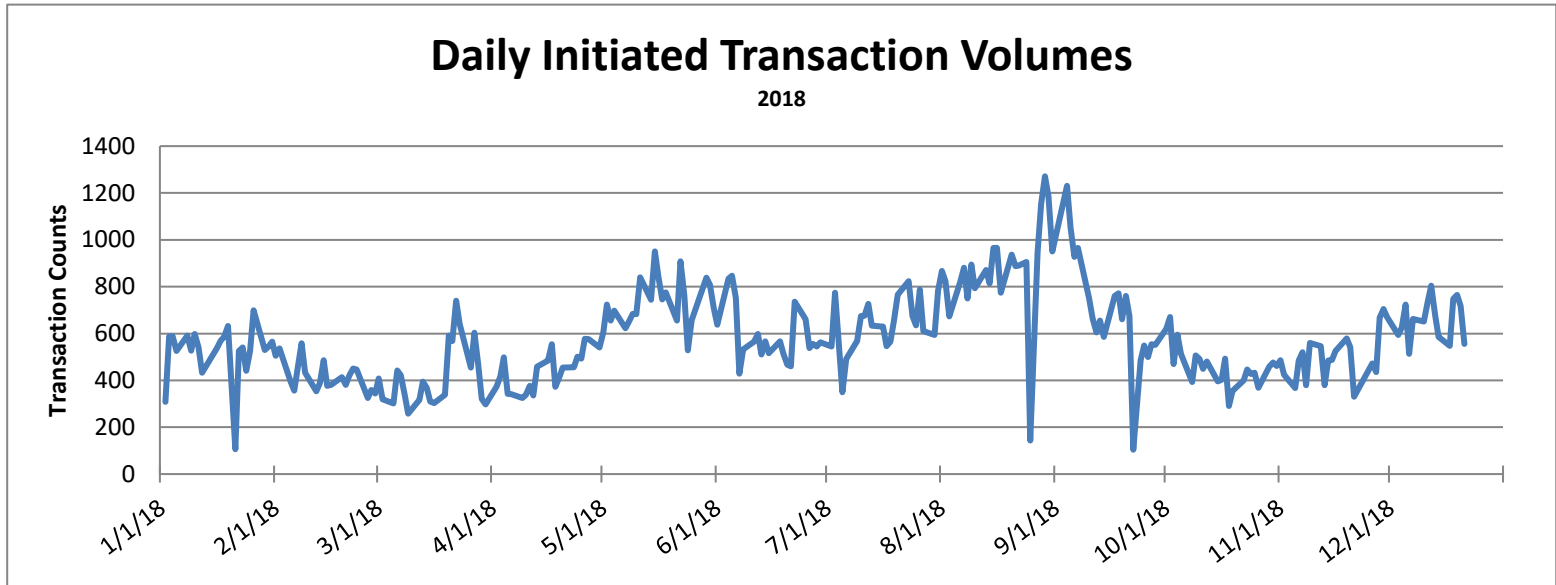


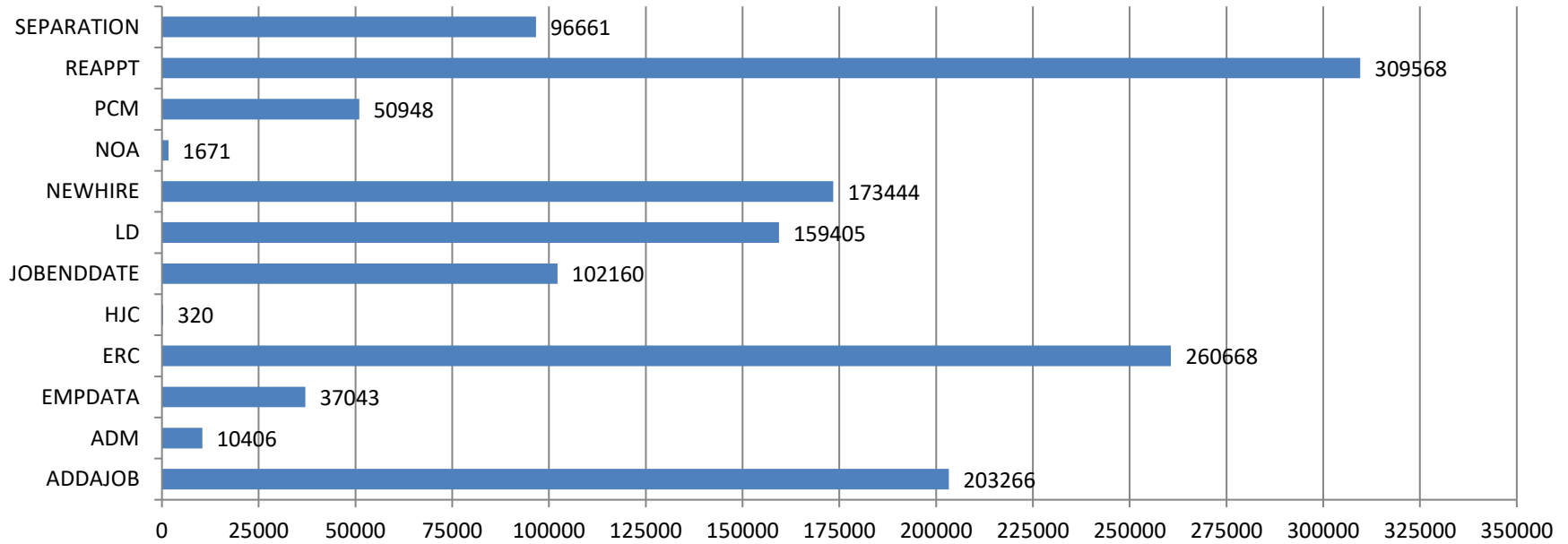
HR Front End Metrics - As of 8/31/2019



Completed Transactions

Feb 22, 2009 - Aug31, 2019

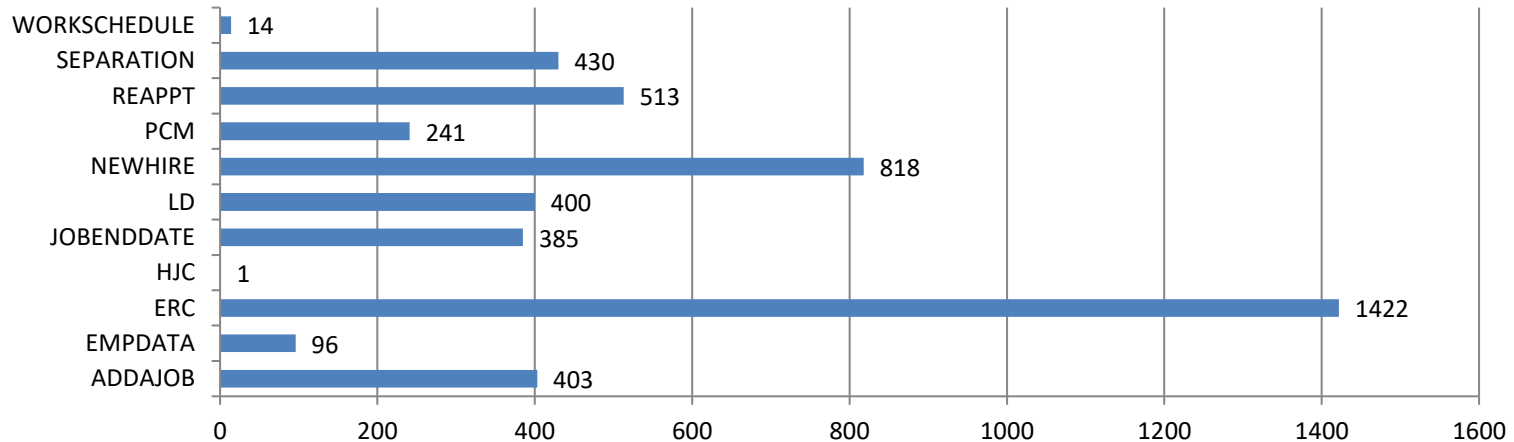
1,406,118 Transactions



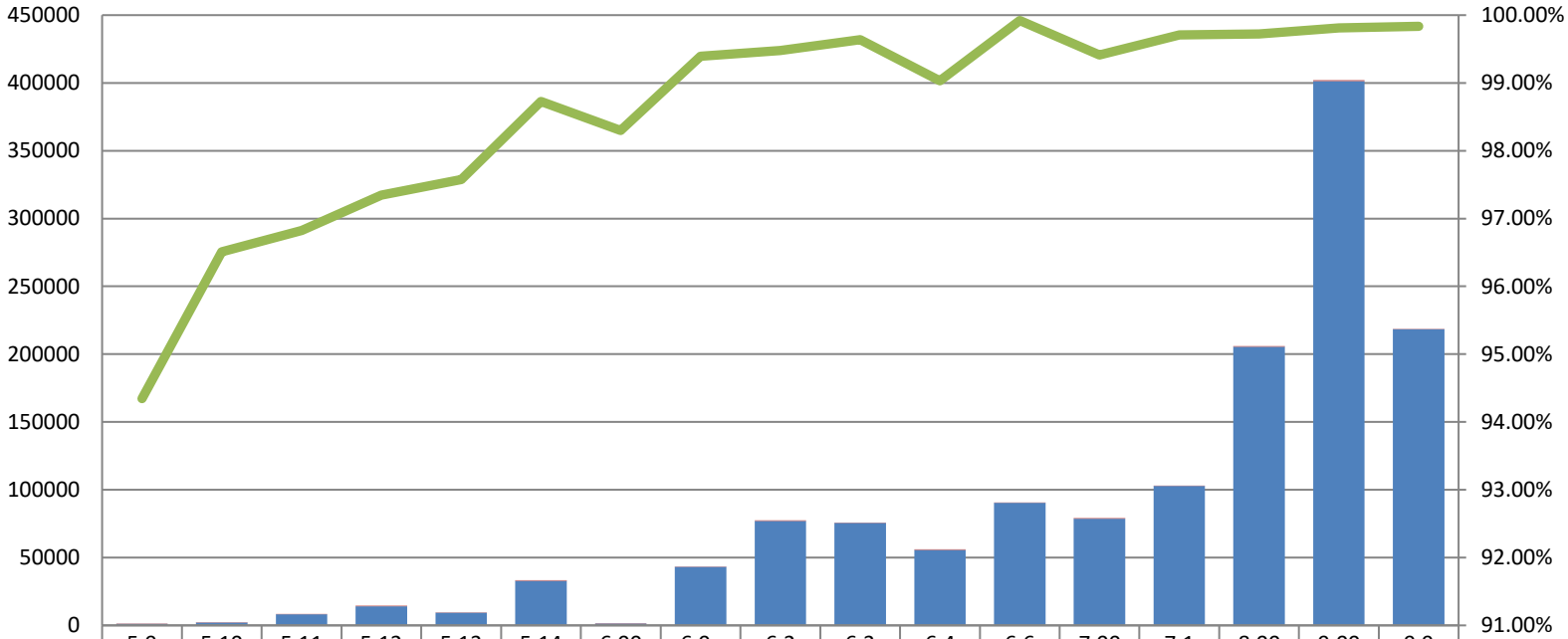
Failed Transactions by Type

Feb 22, 2009 - Aug 31, 2019

5,080 Transactions



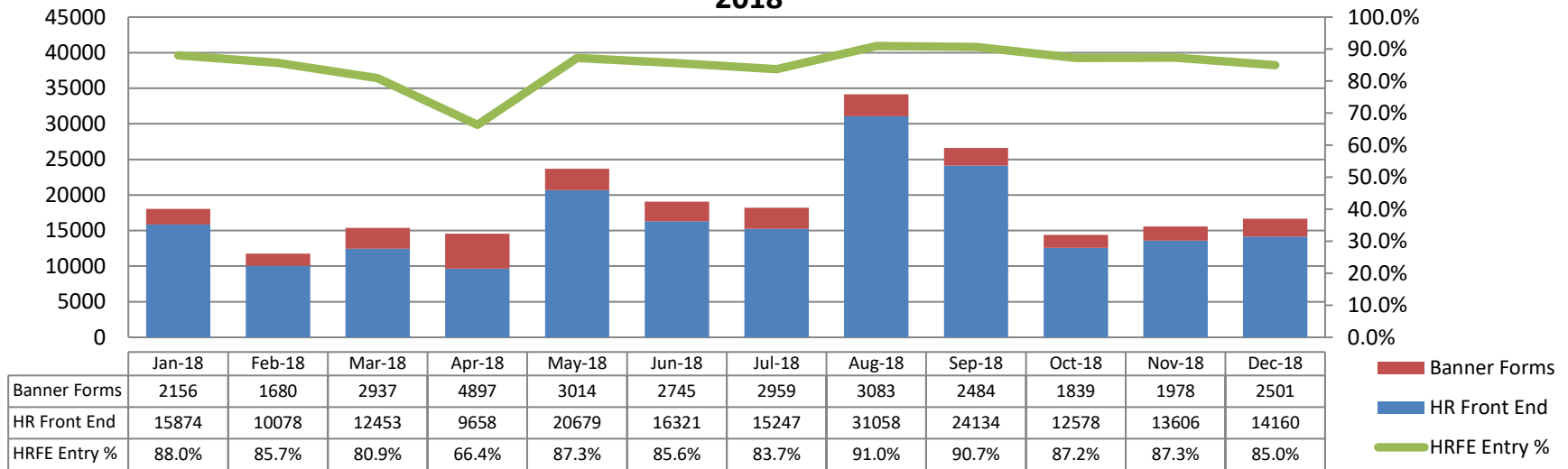
Transaction Volume/Apply Stats by Release



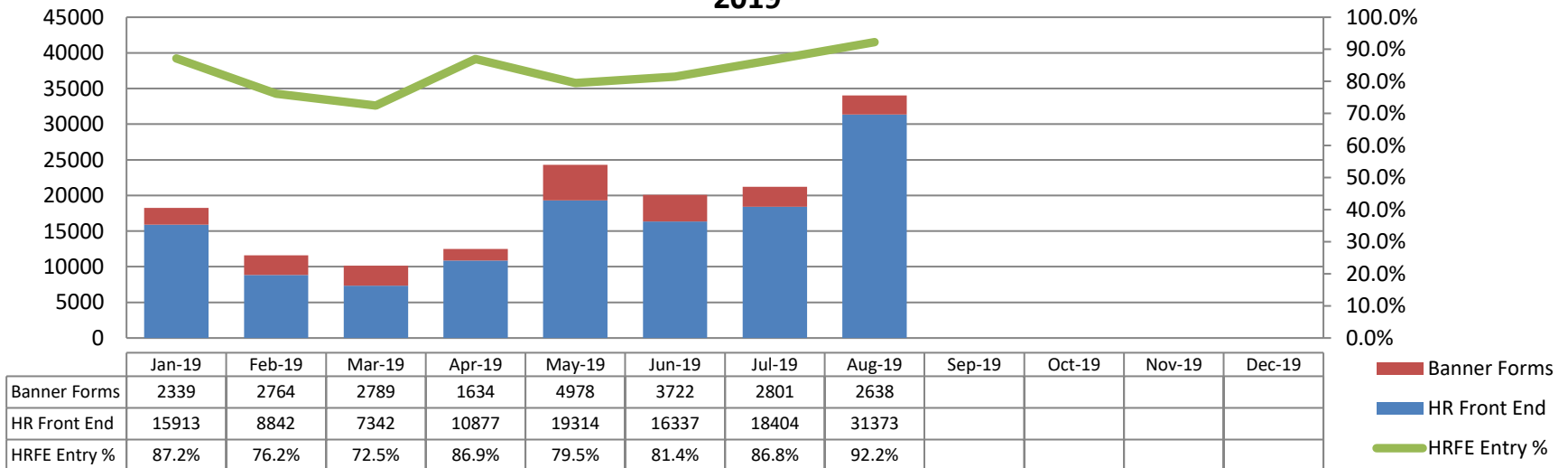
	5.9	5.10	5.11	5.12	5.13	5.14	6.00	6.0x	6.2	6.3	6.4	6.6	7.00	7.1	8.00	9.00	9.9
Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	545	72	463	301	572	761	357
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	205431	401317	218334
Apply Success 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%	99.84%

- Transactions Failed Apply
- Transactions Applied
- Apply Success Rate

Banner Forms/HR Front End - Transactions Entered 2018

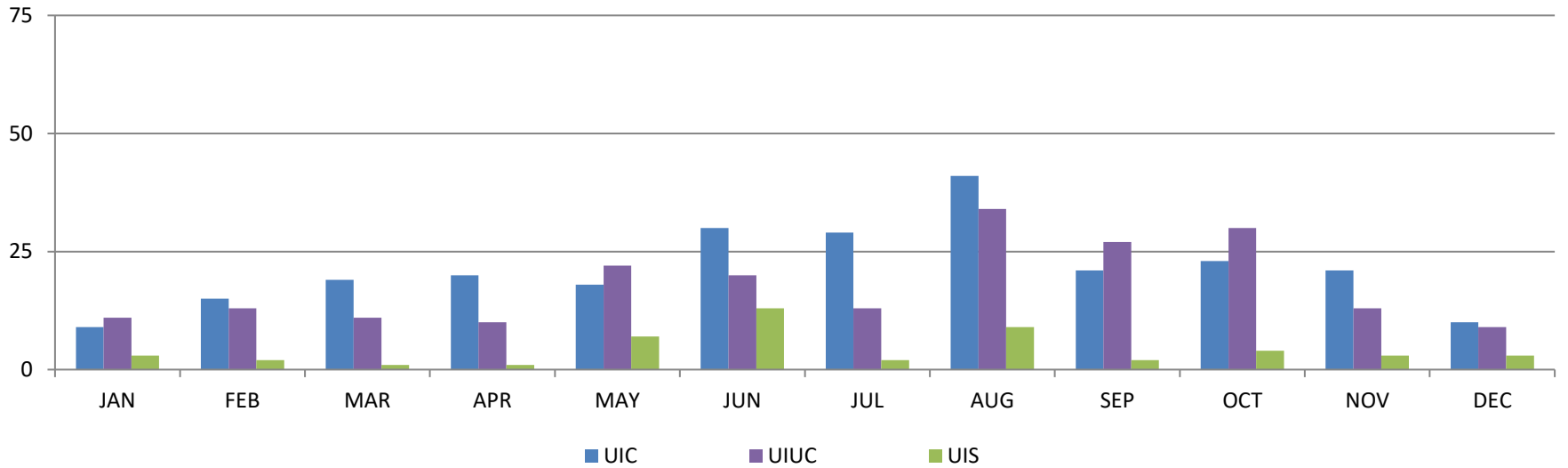


Banner Forms/HR Front End - Transactions Entered 2019



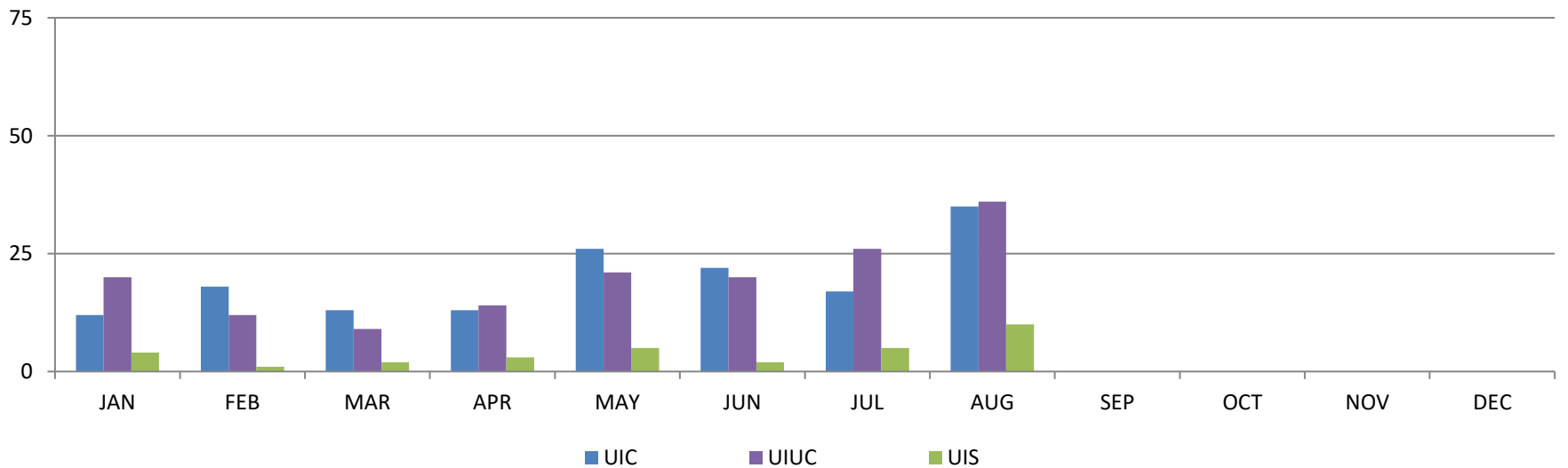
Service Desk Tickets Created by Campus

2018
Tickets



Service Desk Tickets Created by Campus

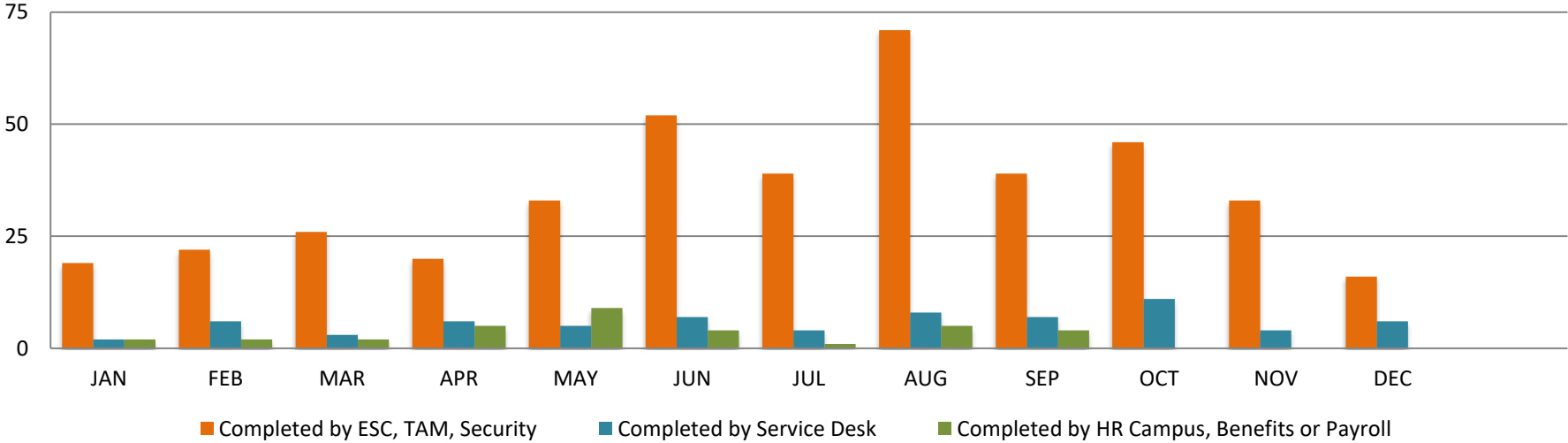
2019
Tickets



Production Support

2018

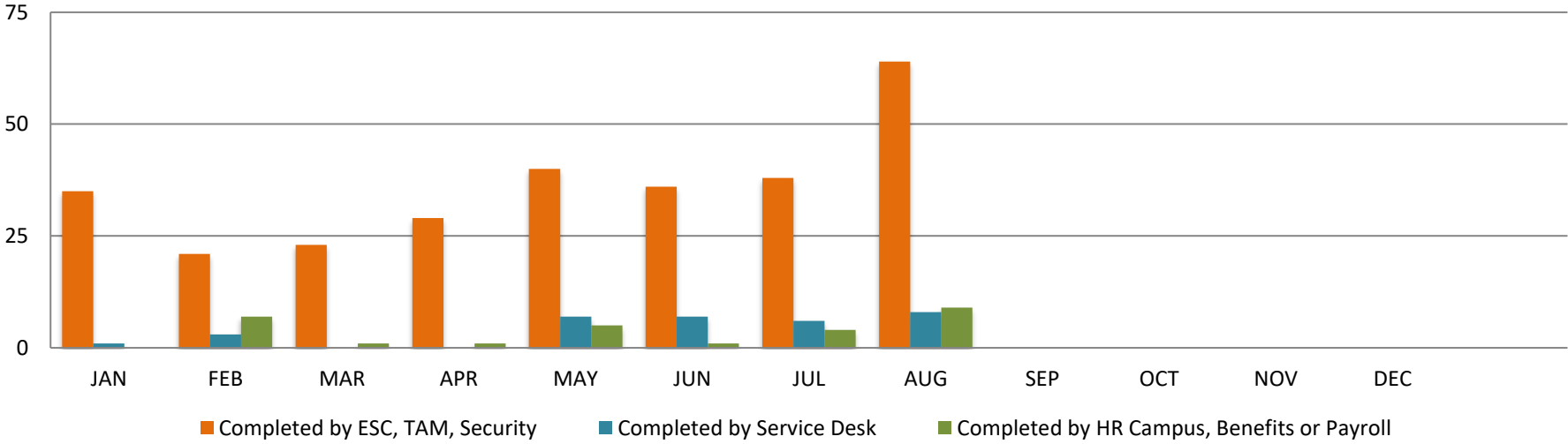
Tickets



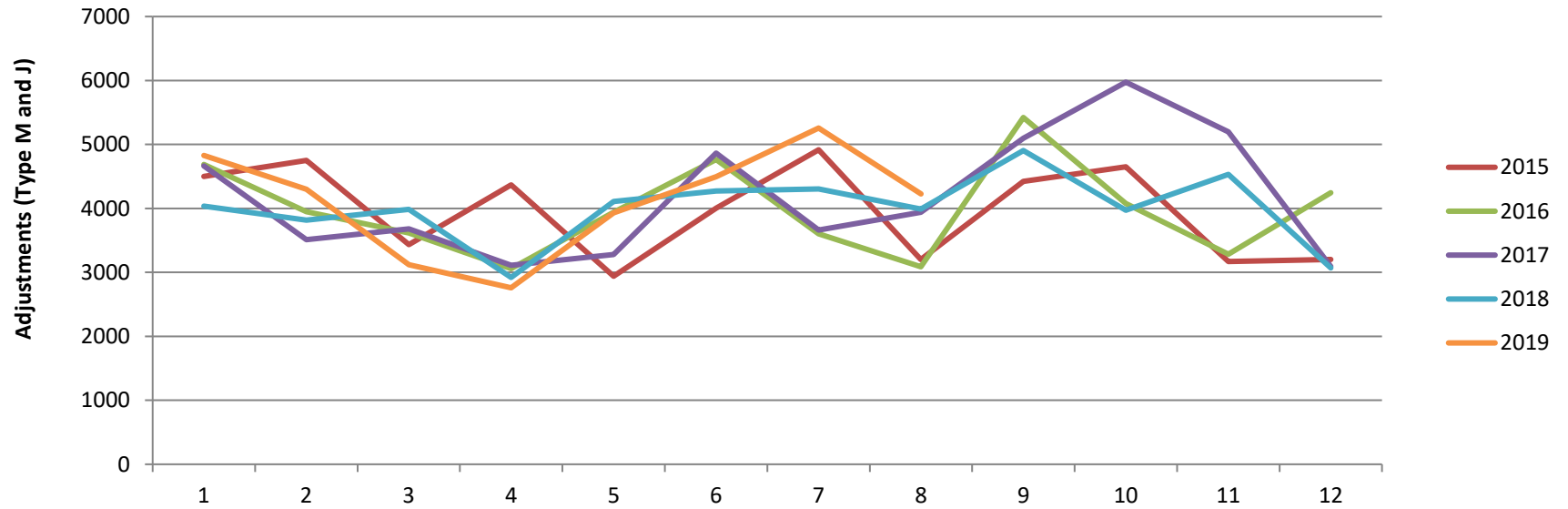
Production Support

2019

Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

