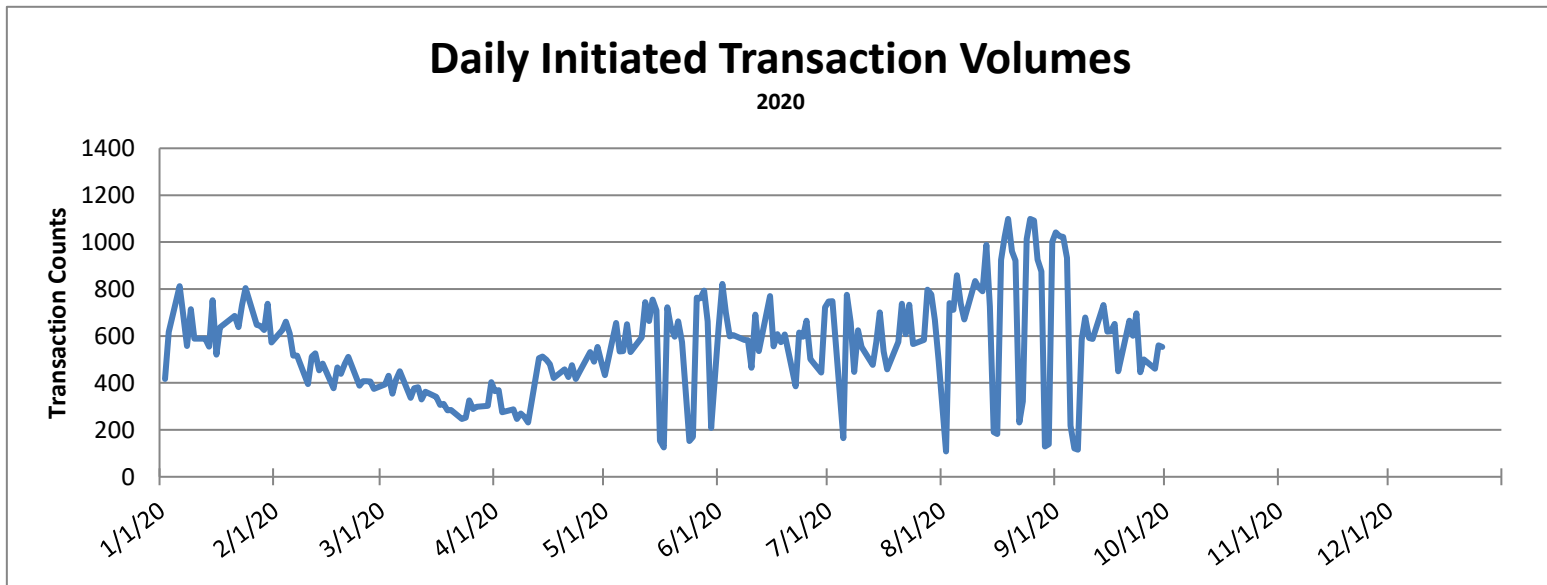
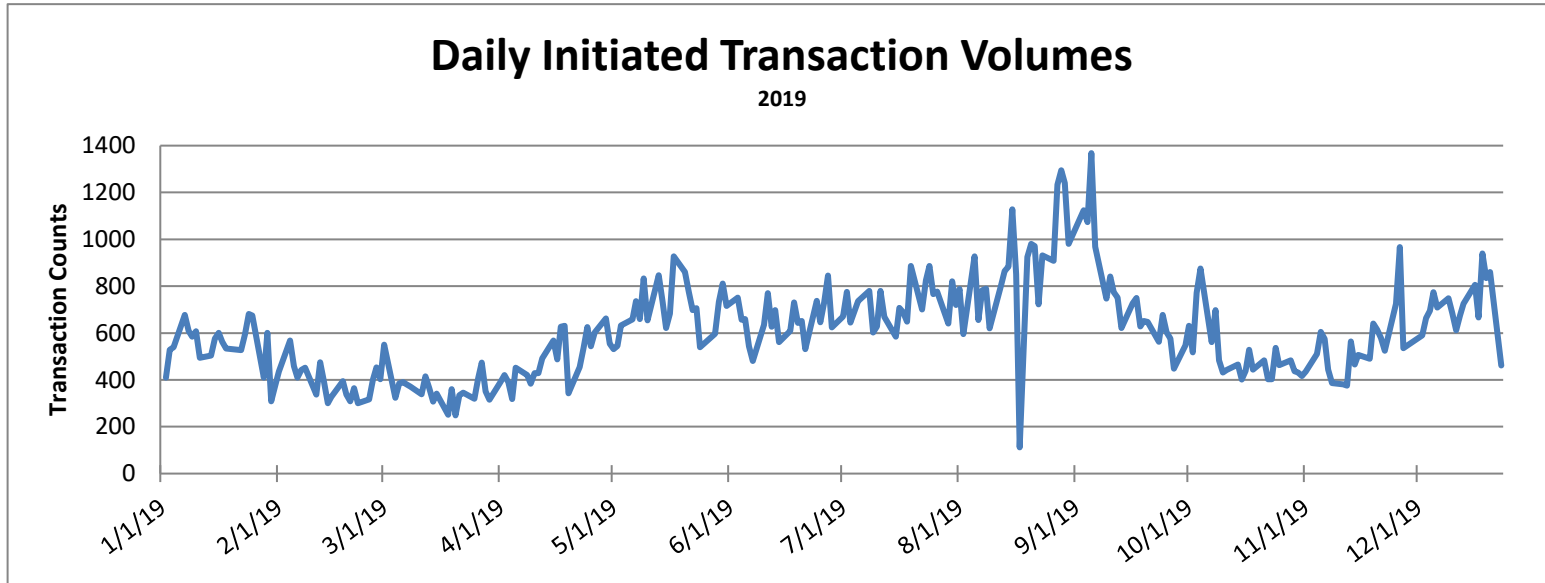


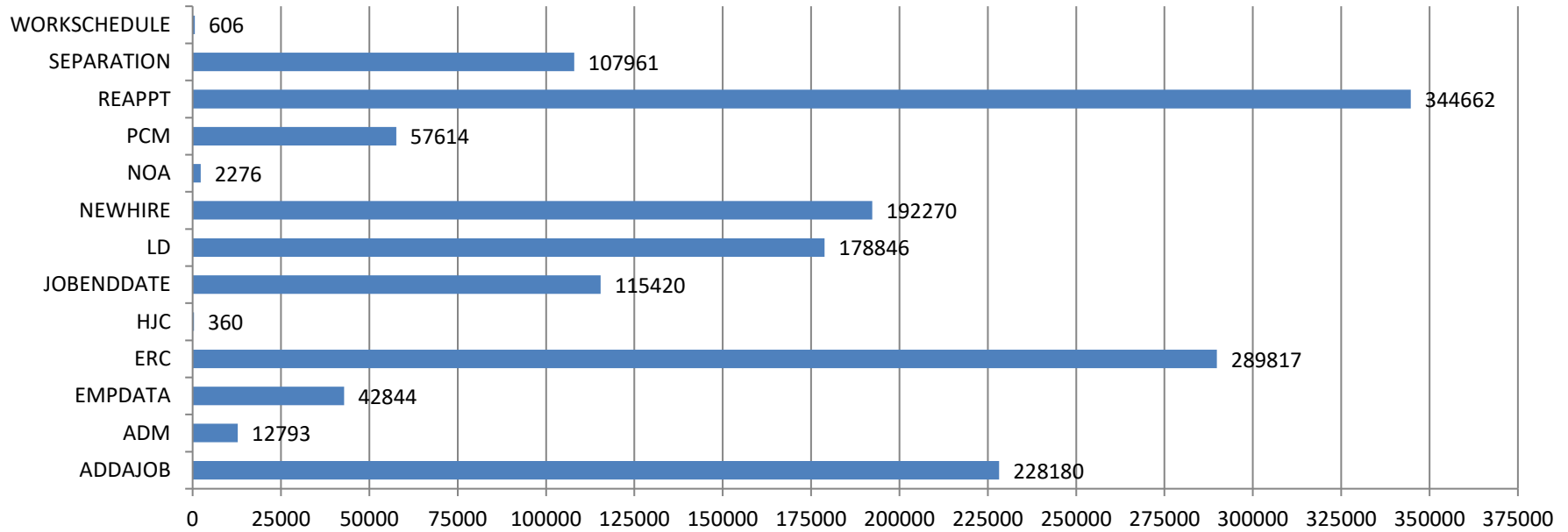
# HR Front End Metrics - As of 9/30/2020



# Completed Transactions

Feb 22, 2009 - Sep 30, 2020

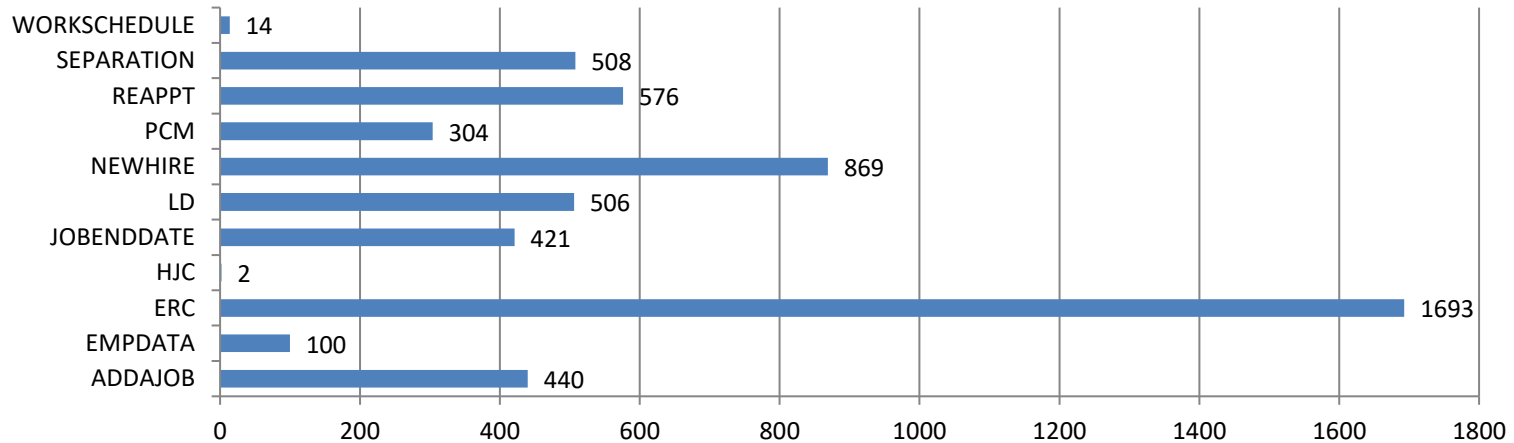
1,573,649 Transactions



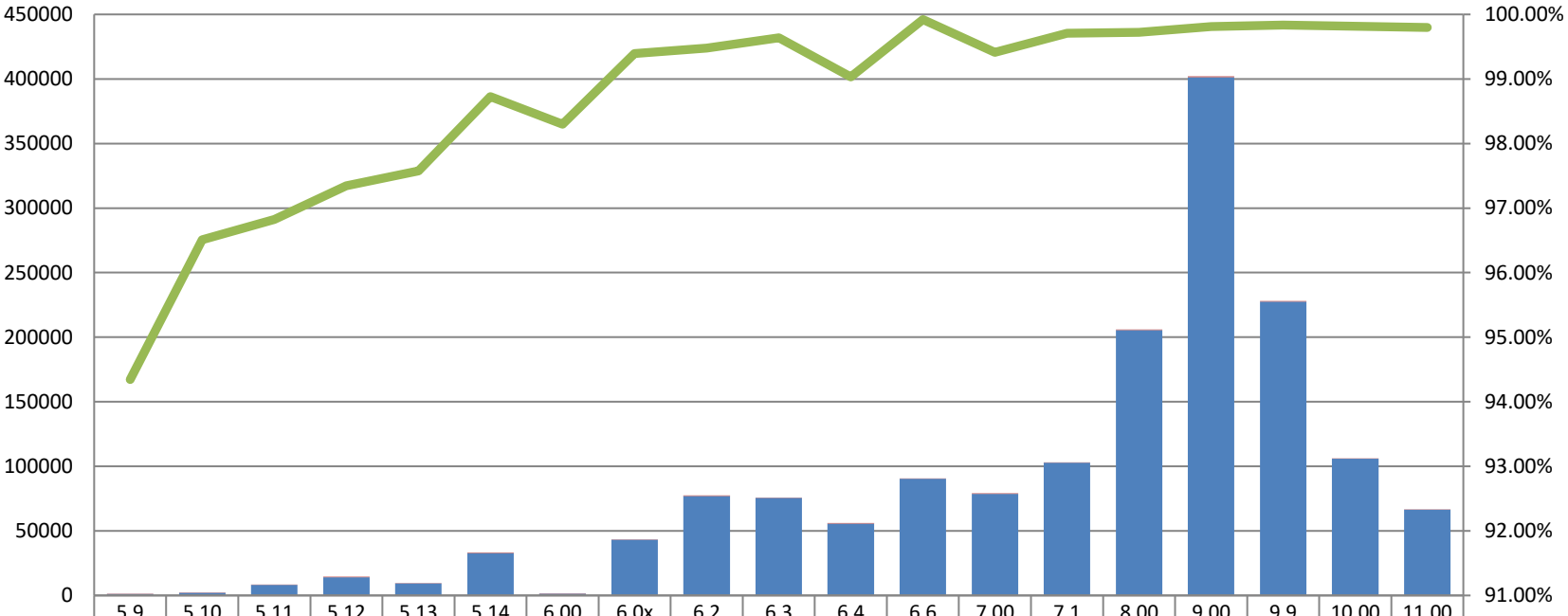
# Failed Transactions by Type

Feb 22, 2009 - Sep 30, 2020

5,433 Transactions



### Transaction Volume/Apply Stats by Release

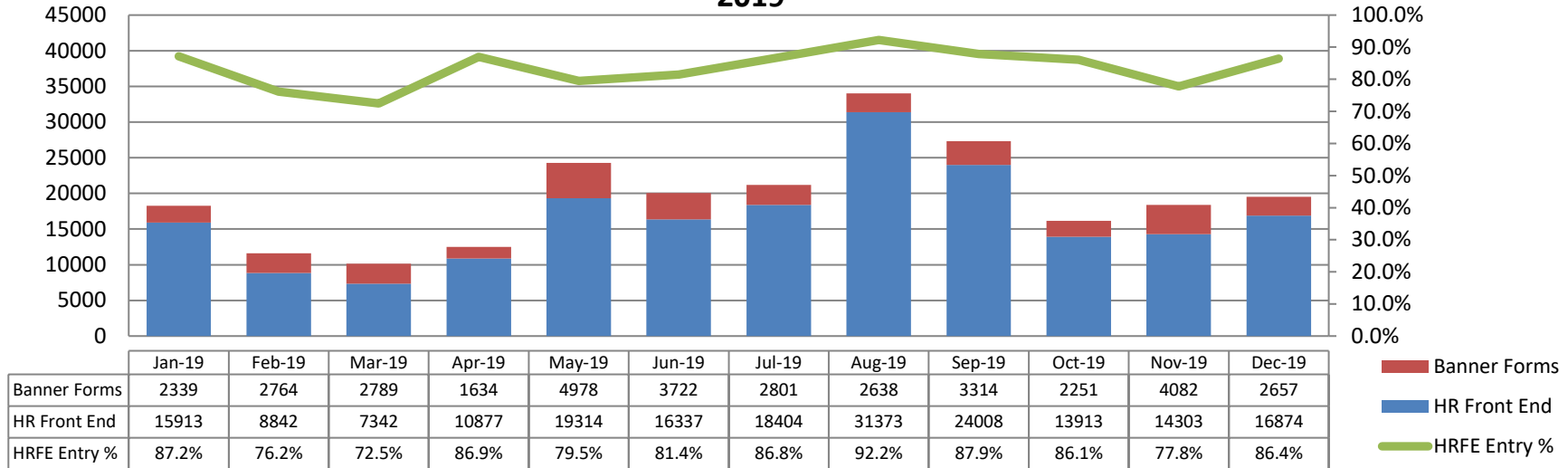


|                           | 5.9    | 5.10   | 5.11   | 5.12   | 5.13   | 5.14   | 6.00   | 6.0x   | 6.2    | 6.3    | 6.4    | 6.6    | 7.00   | 7.1    | 8.00   | 9.00   | 9.9    | 10.00  | 11.00  |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Transactions Failed Apply | 69     | 72     | 268    | 385    | 233    | 425    | 23     | 263    | 405    | 275    | 545    | 72     | 463    | 301    | 572    | 761    | 379    | 197    | 134    |
| Transactions Applied      | 1151   | 1991   | 8176   | 14126  | 9377   | 32926  | 1331   | 43177  | 77129  | 75507  | 55649  | 90456  | 78610  | 102748 | 205431 | 401317 | 227678 | 105881 | 66432  |
| 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 Apply
- Transactions Applied
- Apply Success Rate

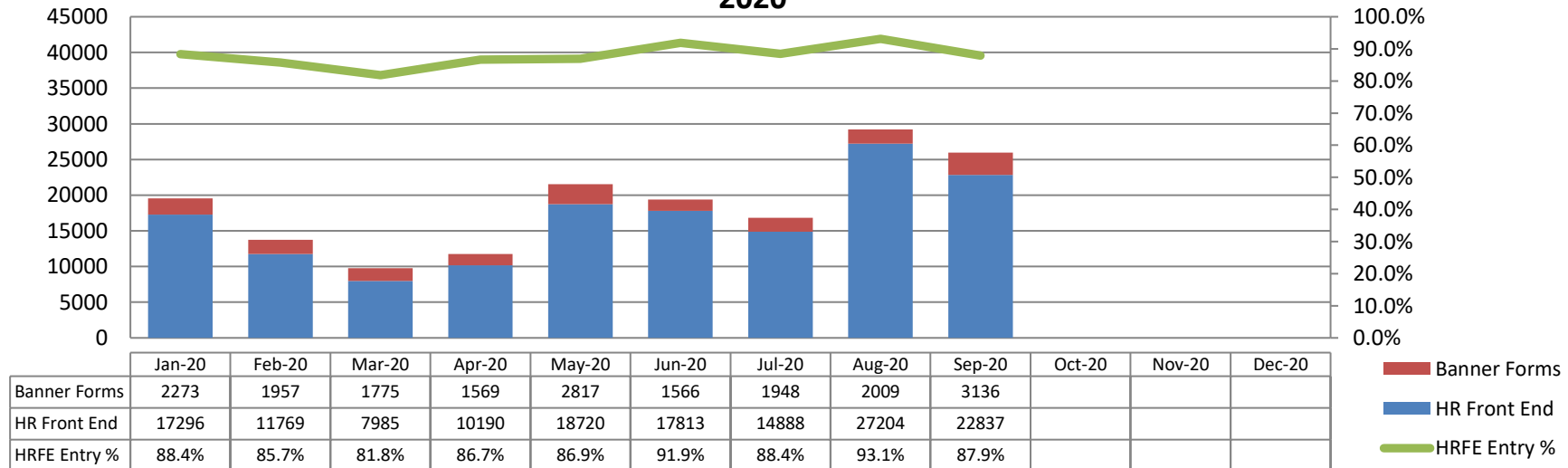
## Banner Forms/HR Front End - Transactions Entered

2019



## Banner Forms/HR Front End - Transactions Entered

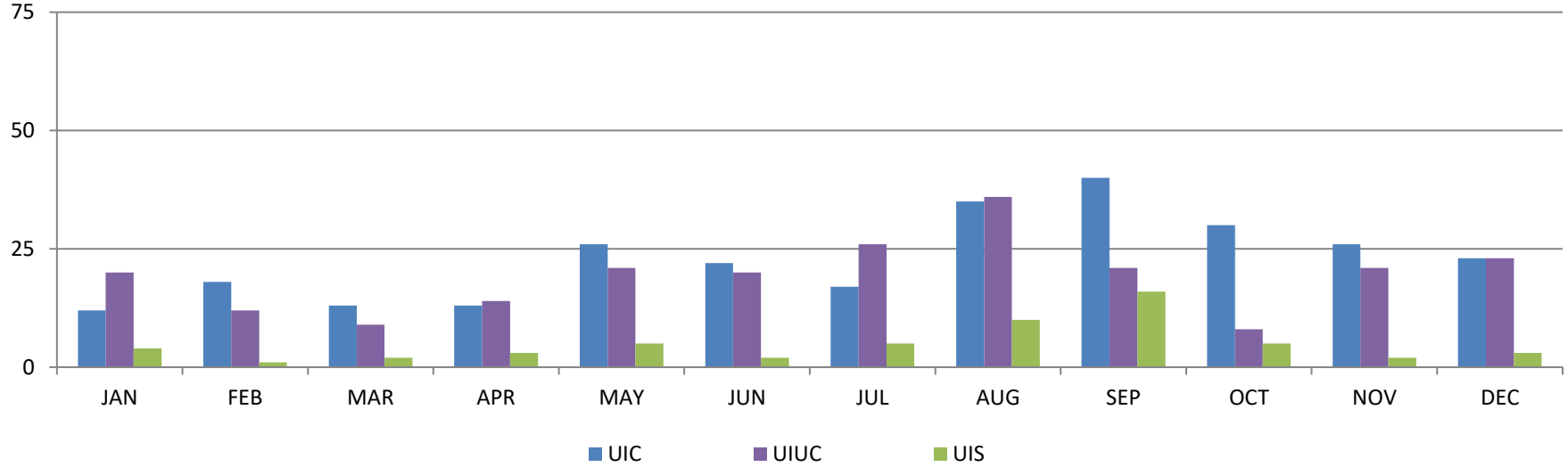
2020



## Service Desk Tickets Created by Campus

2019

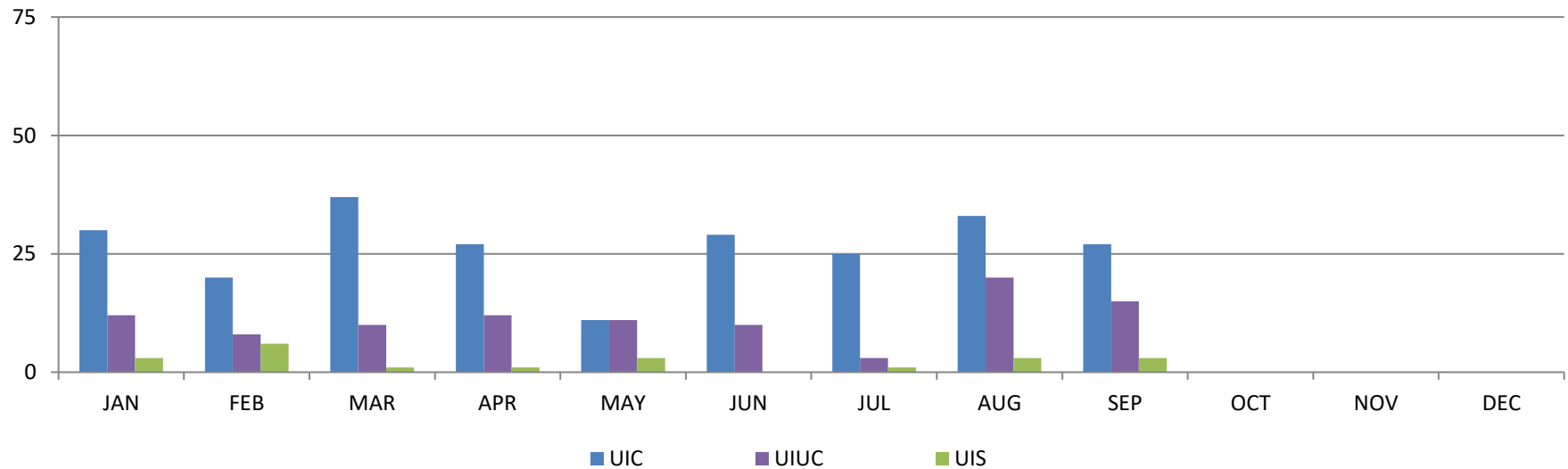
Tickets



## Service Desk Tickets Created by Campus

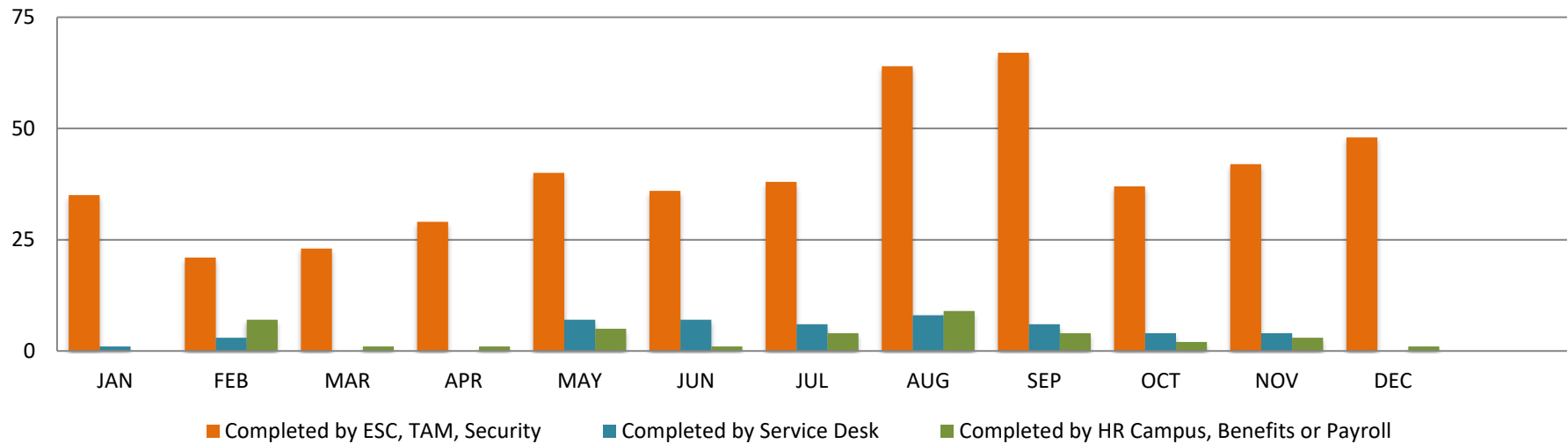
2020

Tickets



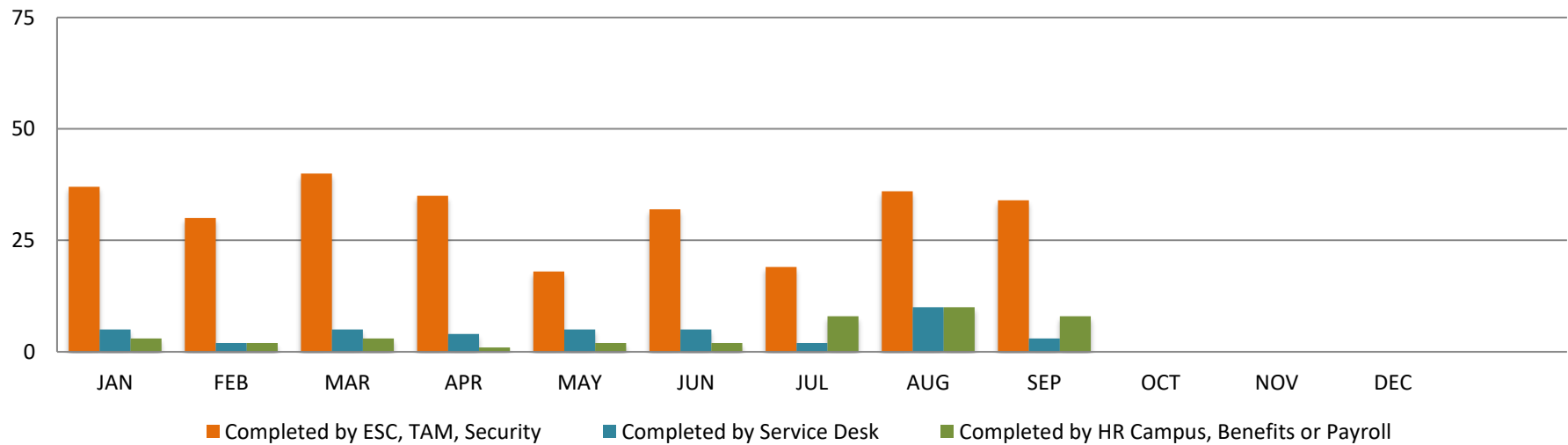
## Production Support

2019  
Tickets

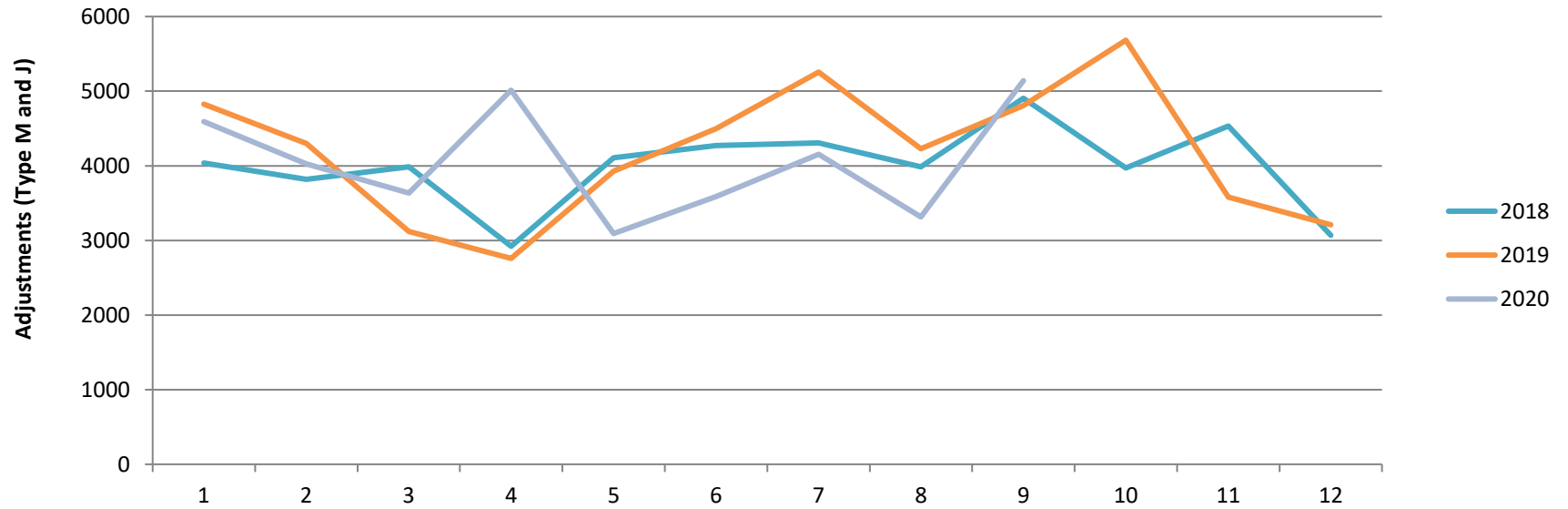


## Production Support

2020  
Tickets



### Pay Adjustment Comparison



### Defects and Change Requests Entered

