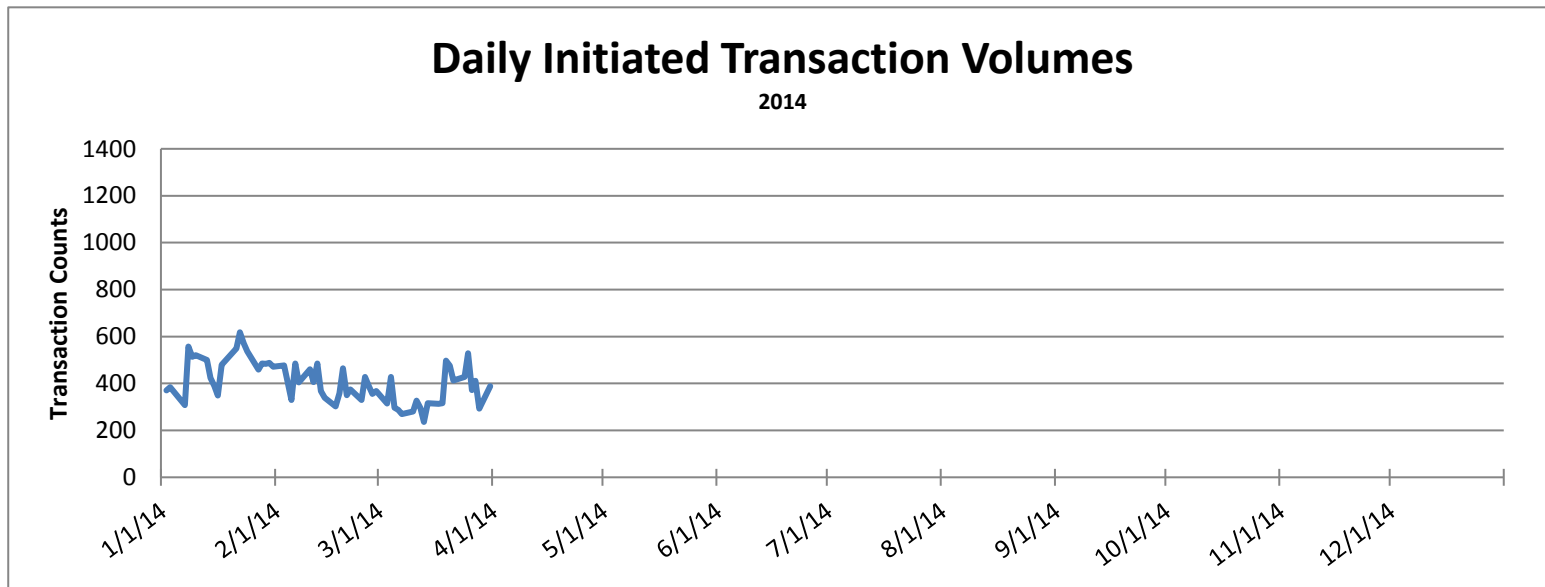
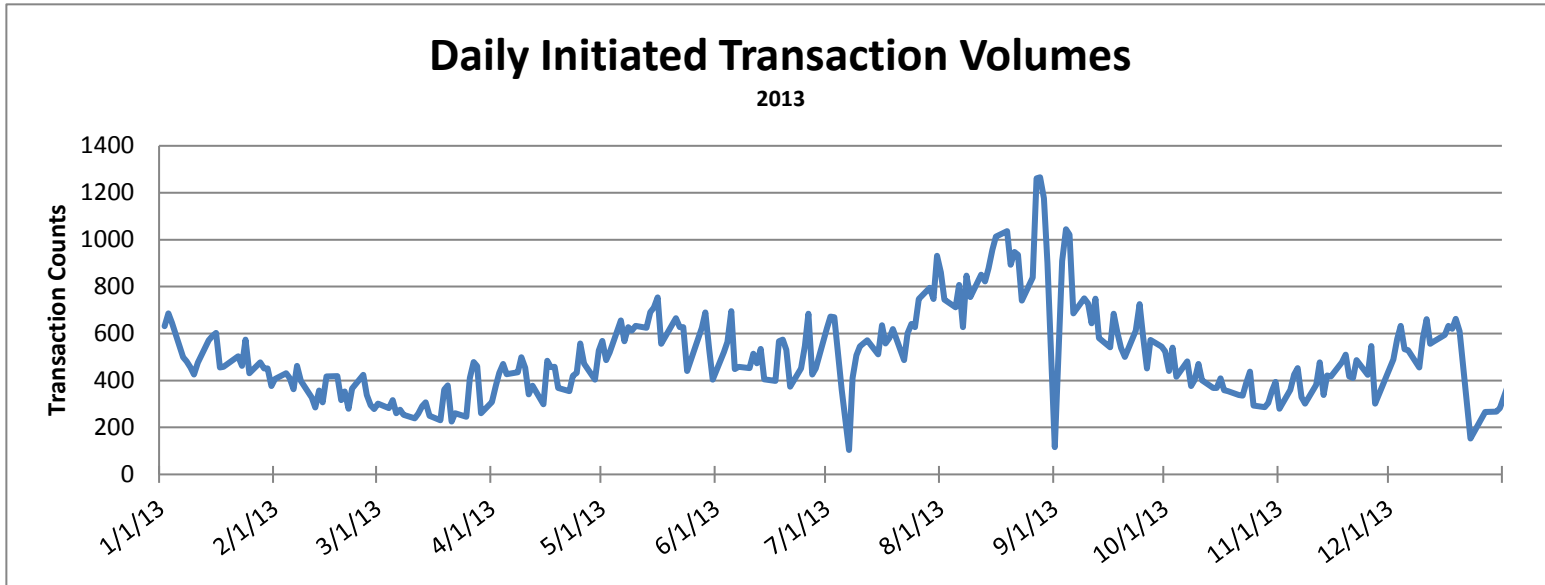


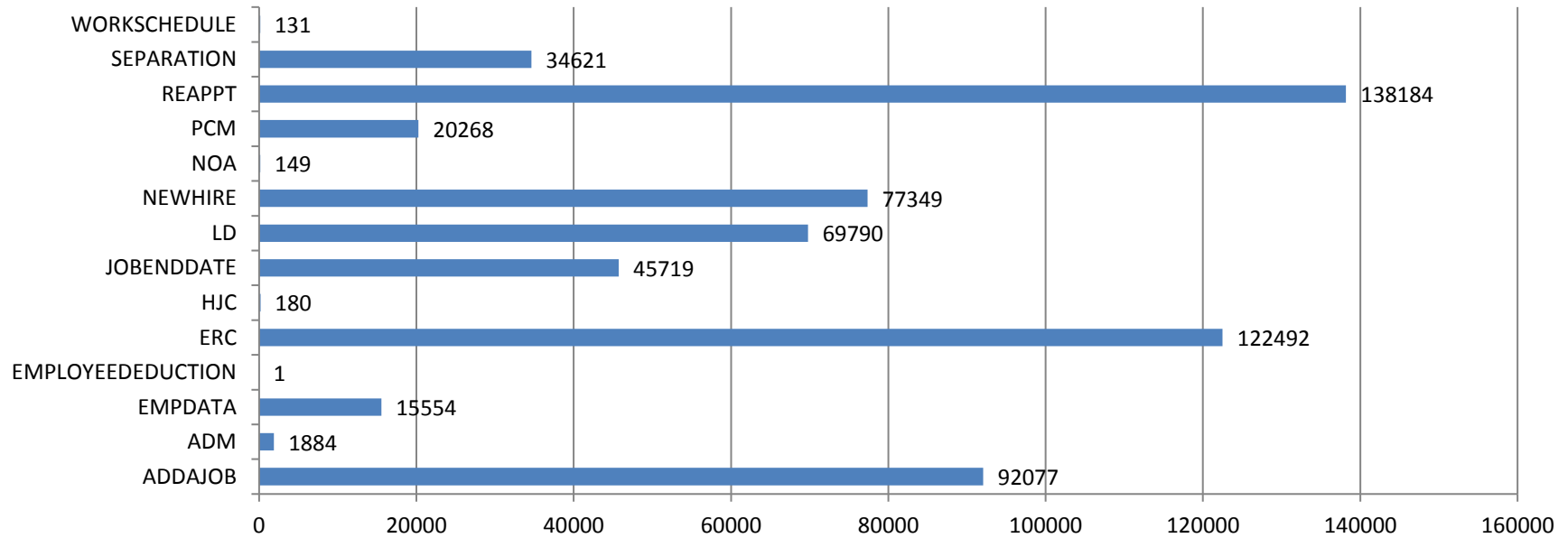
HR Front End Metrics - As of 3/31/2014



Completed Transactions

Feb 22, 2009 - March 31, 2014

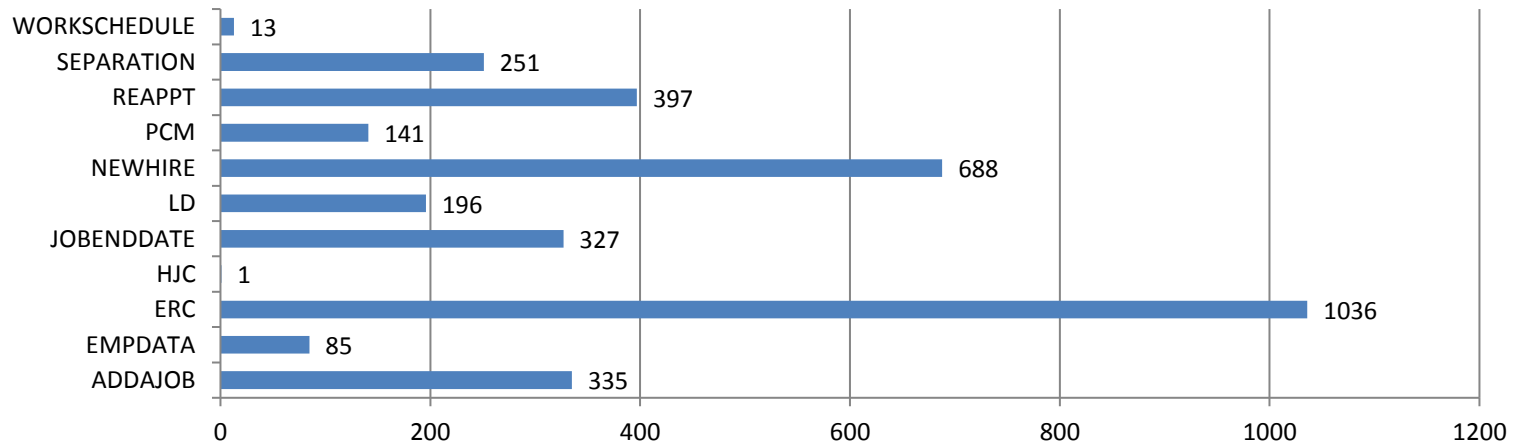
618,399 Transactions



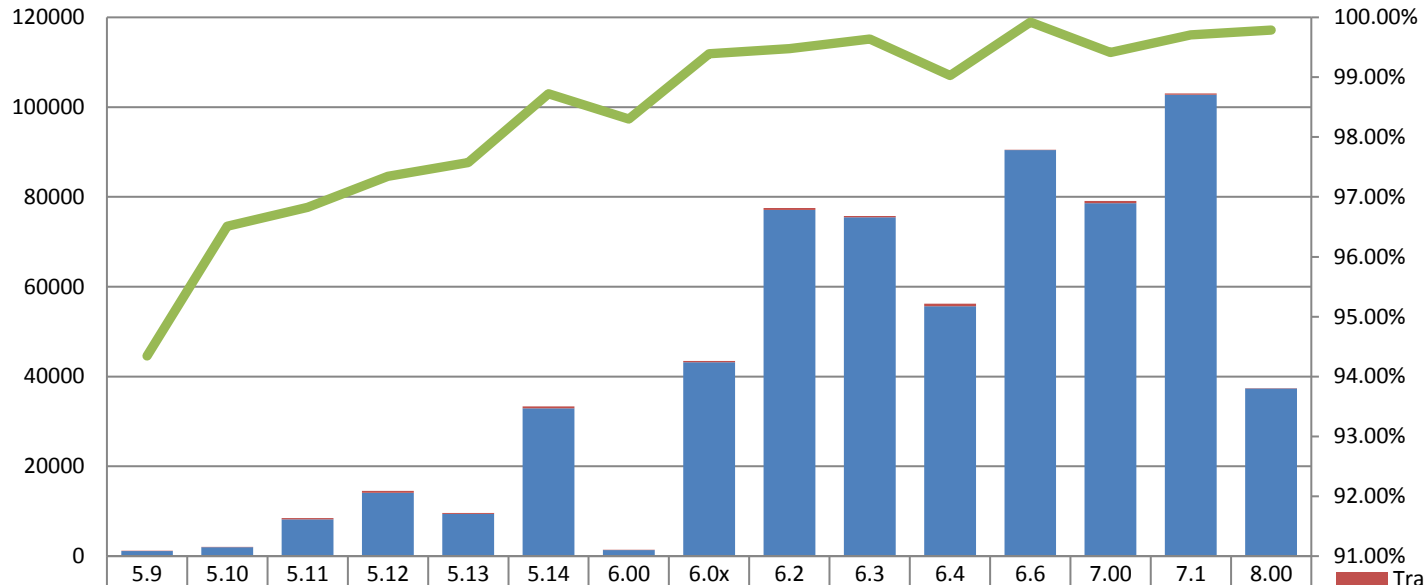
Failed Transactions by Type

Feb 22, 2009 - March 31, 2014

3,470 Transactions



Transaction Volume/Apply Stats by Release

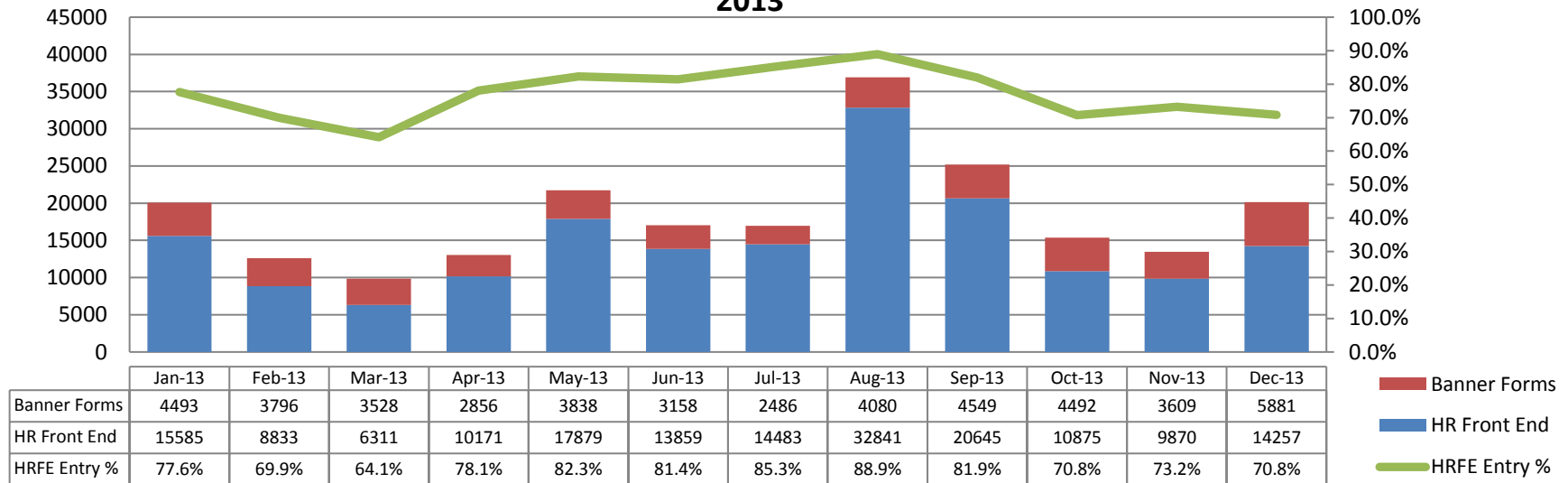


Transactions Failed	69	72	268	385	233	425	23	263	405	275	545	72	463	301	80
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	37363
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.03%	99.92%	99.41%	99.71%	99.79%

■ Transactions Failed
■ Transactions Applied
— Apply Success Rate

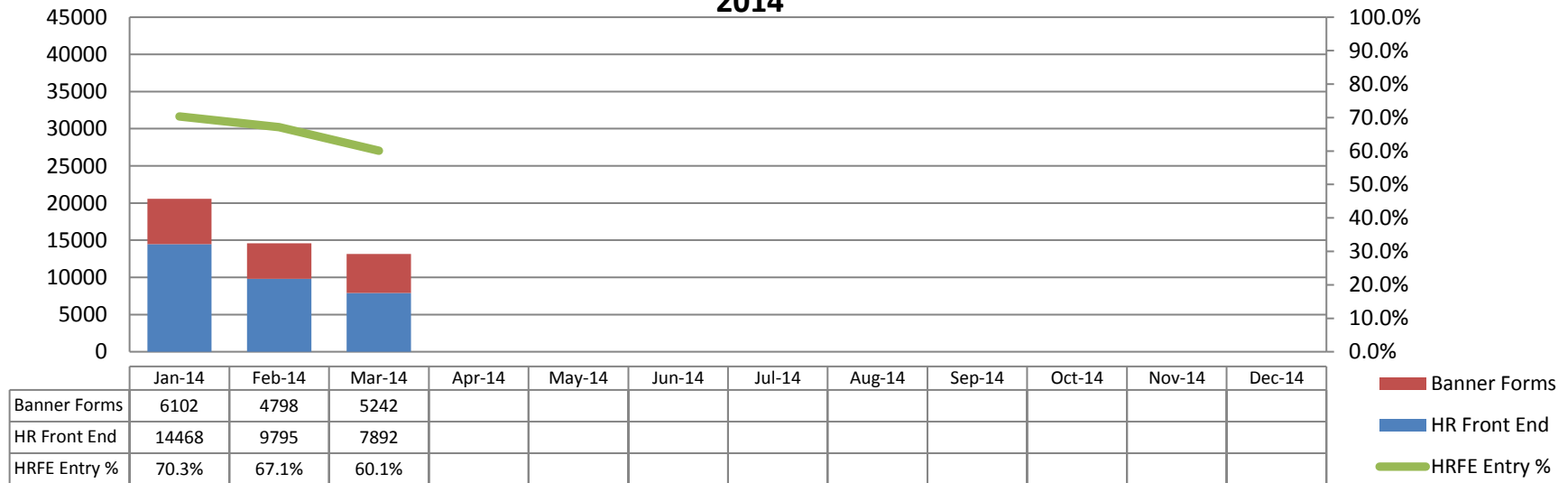
Banner Forms/HR Front End - Transactions Entered

2013



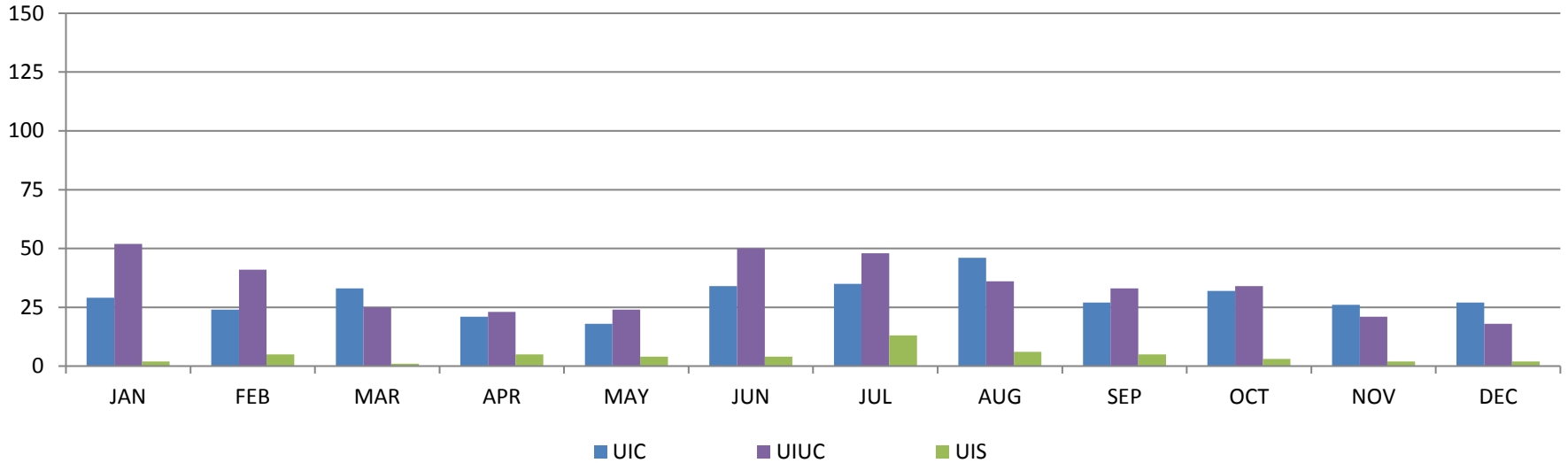
Banner Forms/HR Front End - Transactions Entered

2014



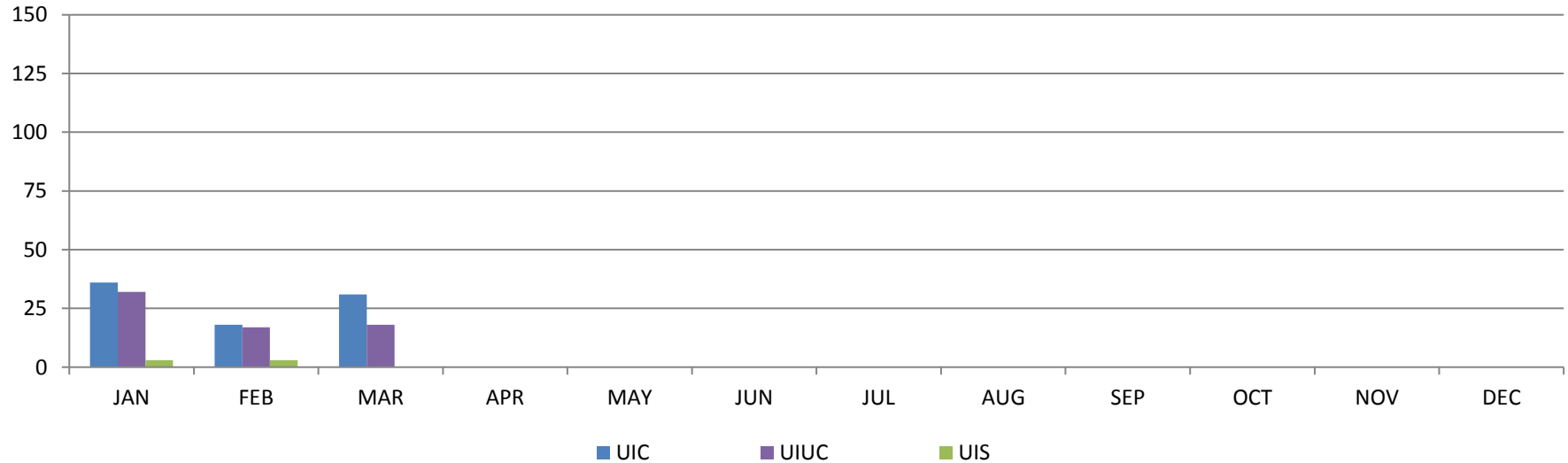
Service Desk Tickets Created by Campus

2013
Tickets



Service Desk Tickets Created by Campus

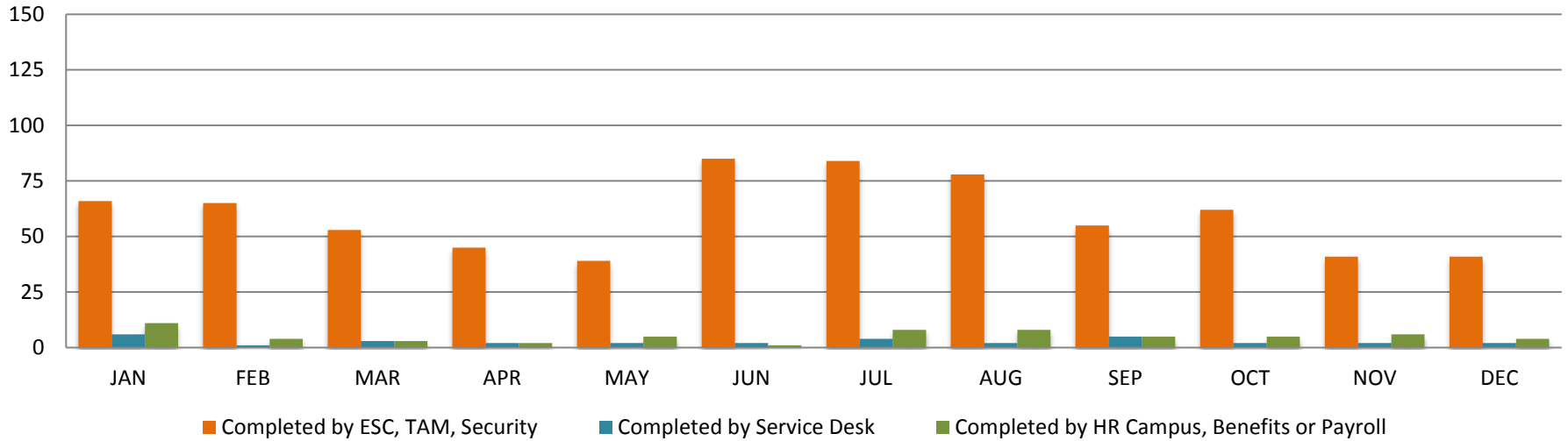
2014
Tickets



Production Support

2013

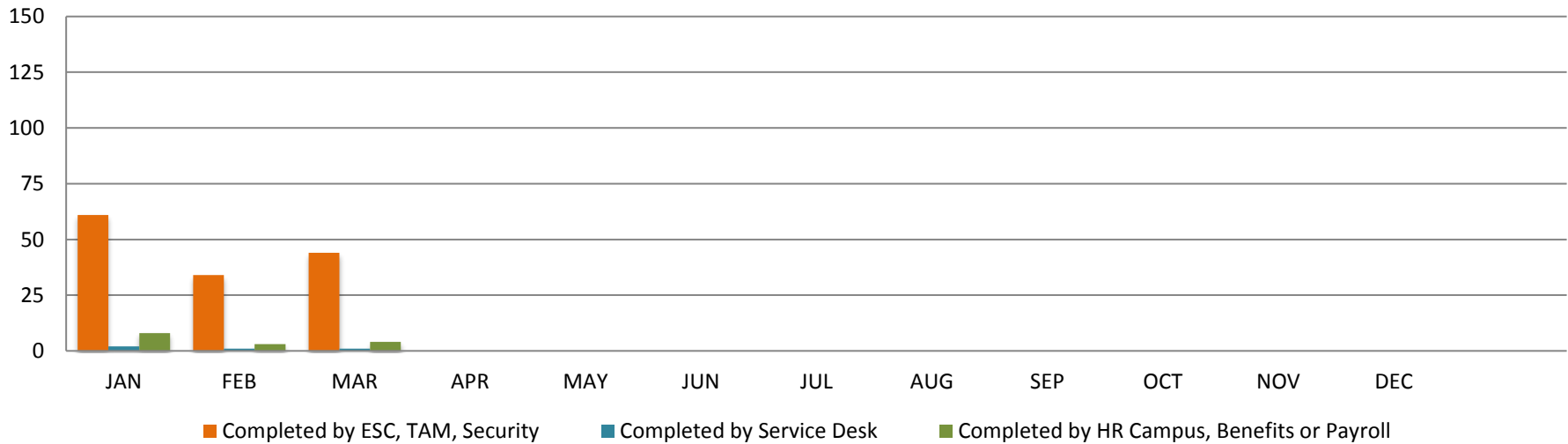
Tickets



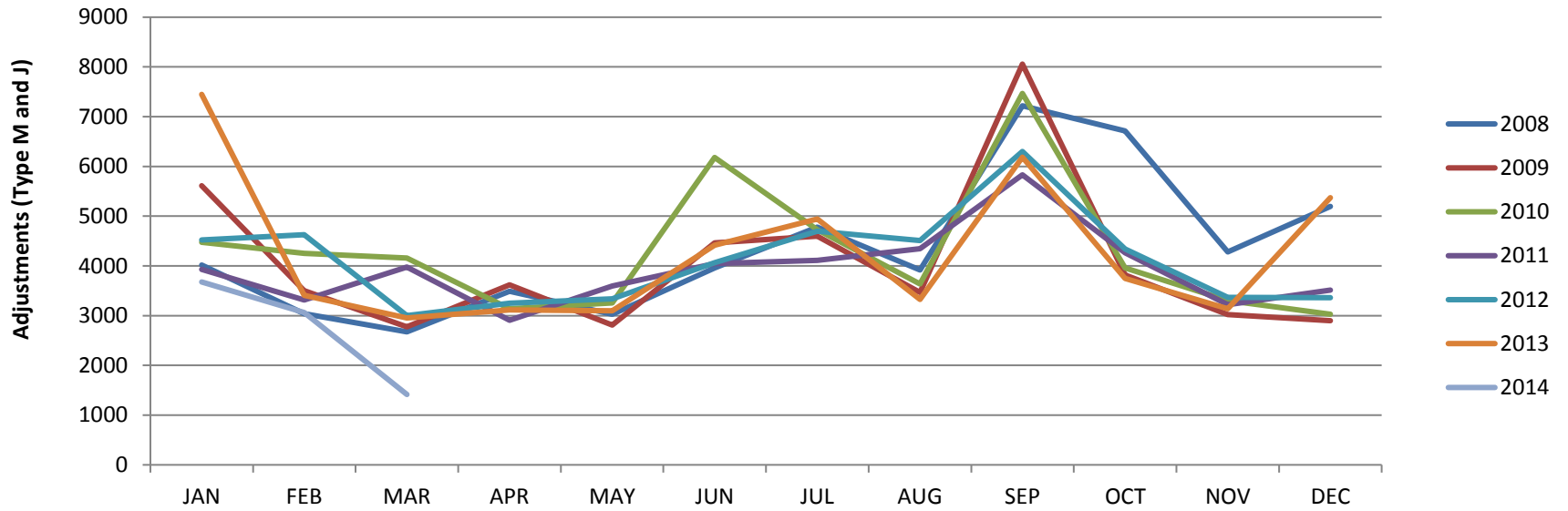
Production Support

2014

Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

