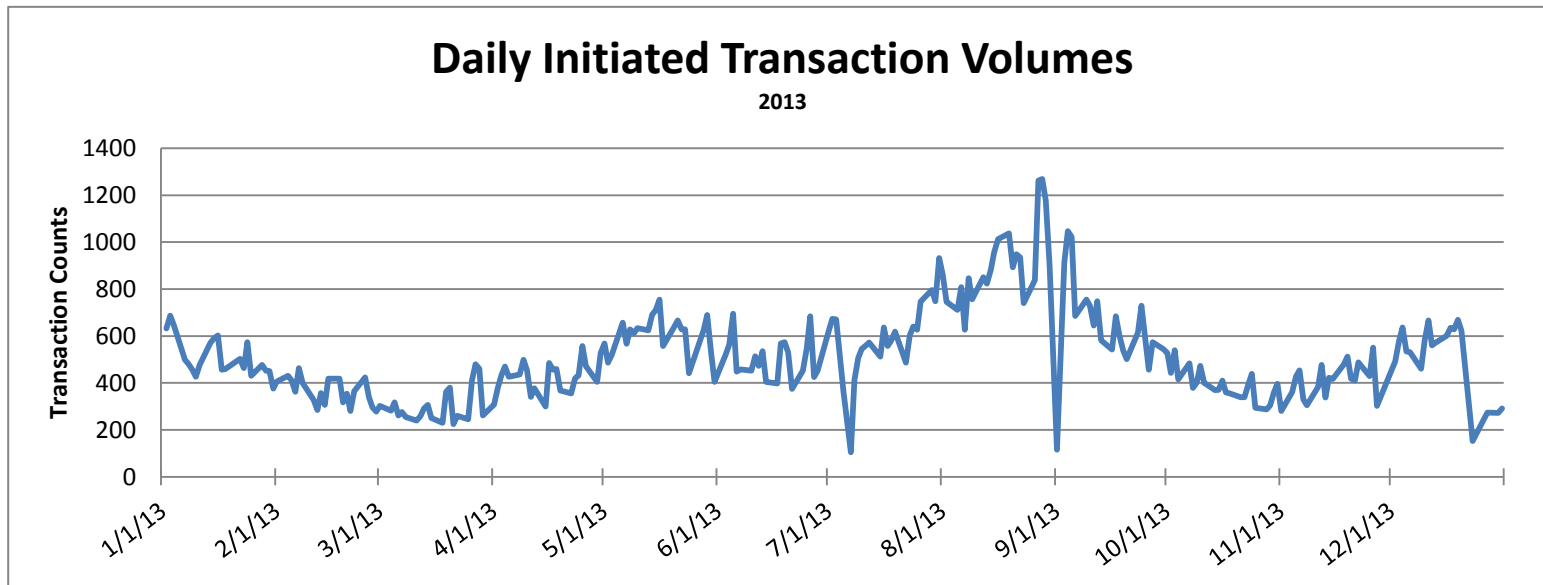
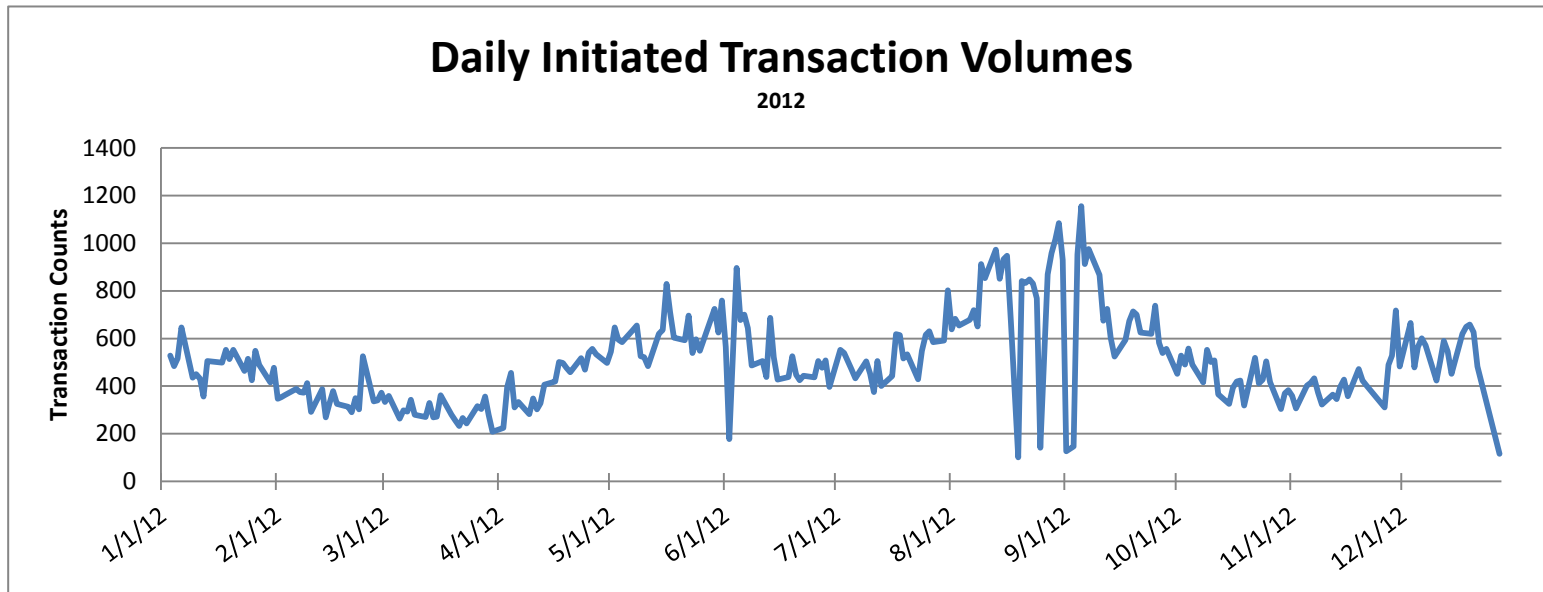


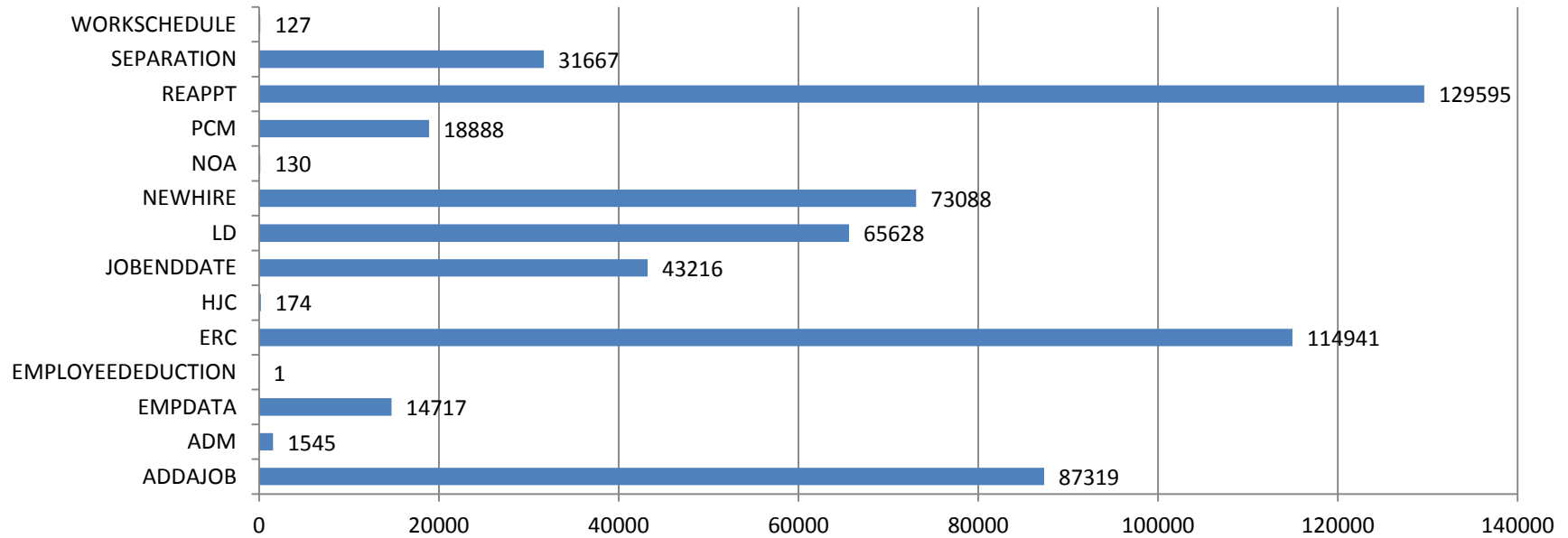
HR Front End Metrics - As of 12/31/2013



Completed Transactions

Feb 22, 2009 - December 31, 2013

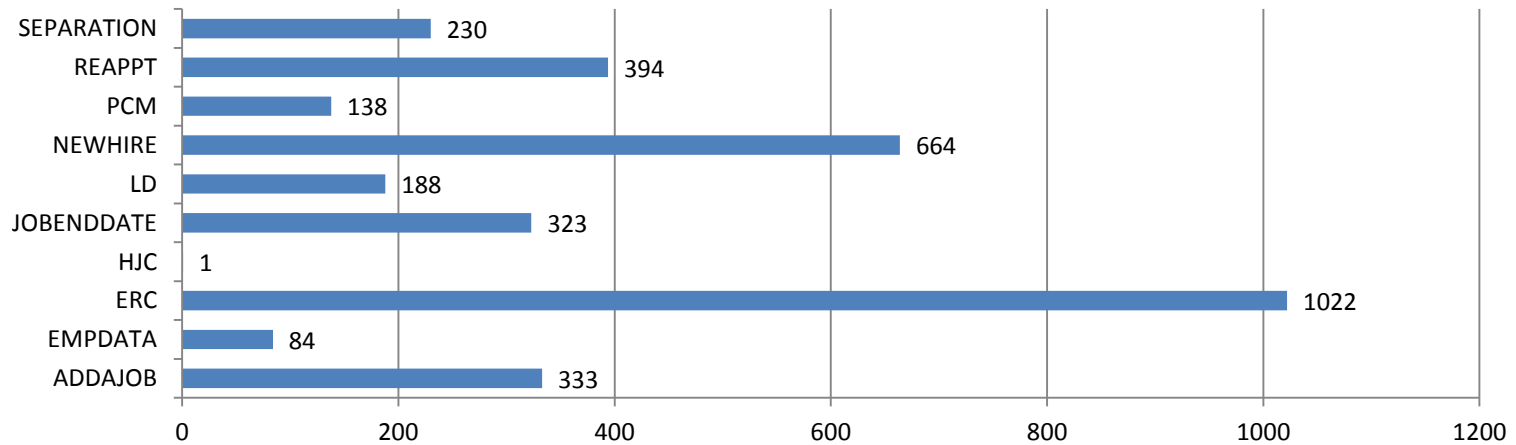
592,754 Transactions



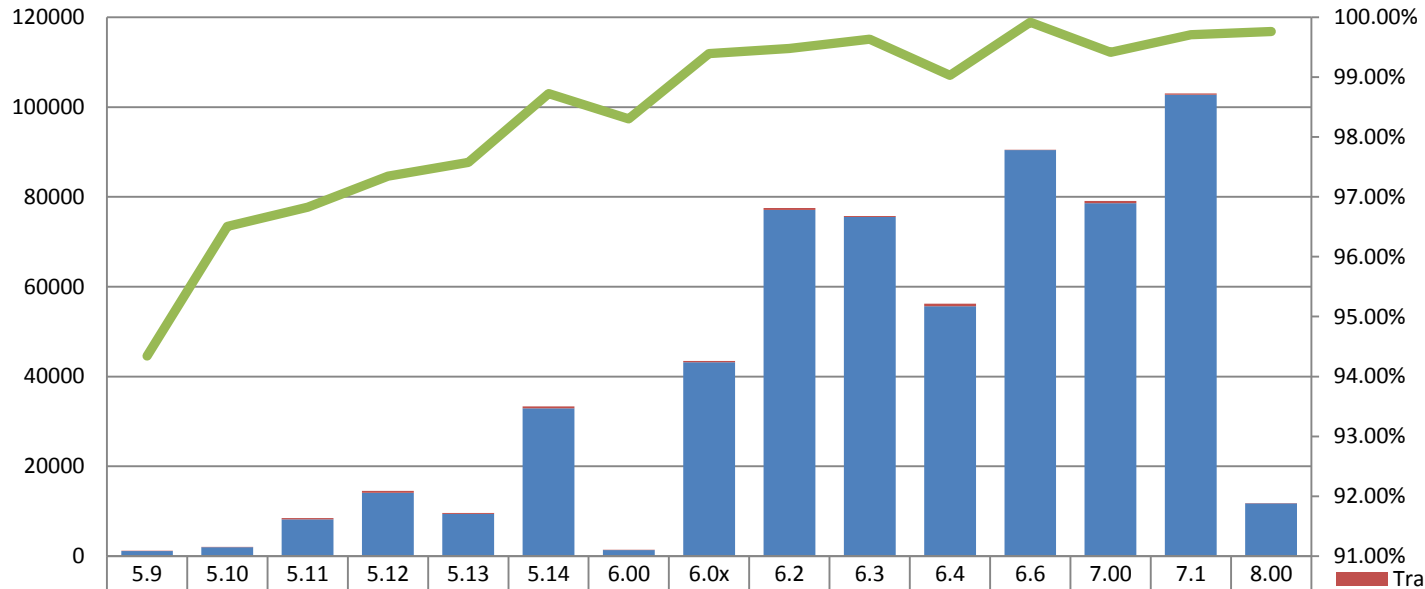
Failed Transactions by Type

Feb 22, 2009 - December 31, 2013

3,418 Transactions



Transaction Volume/Apply Stats by Release

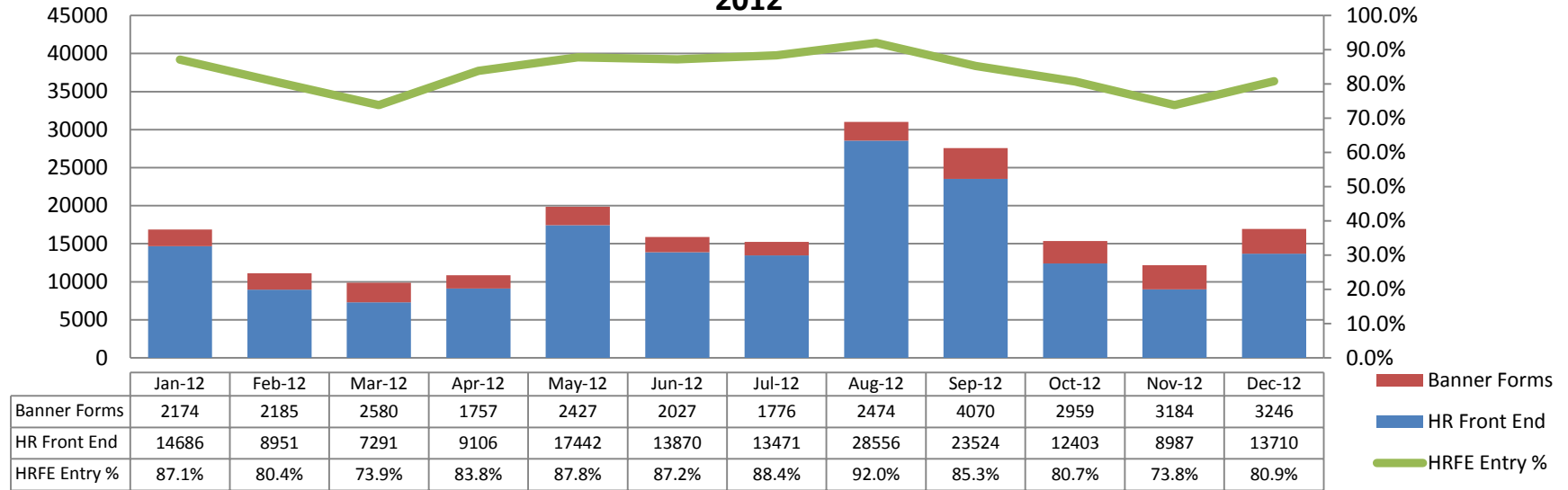


	5.9	5.10	5.11	5.12	5.13	5.14	6.00	6.0x	6.2	6.3	6.4	6.6	7.00	7.1	8.00
Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	545	72	463	301	28
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	11718
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.03%	99.92%	99.41%	99.71%	99.76%

■ Transactions Failed
■ Apply
■ Transactions Applied
— Apply Success Rate

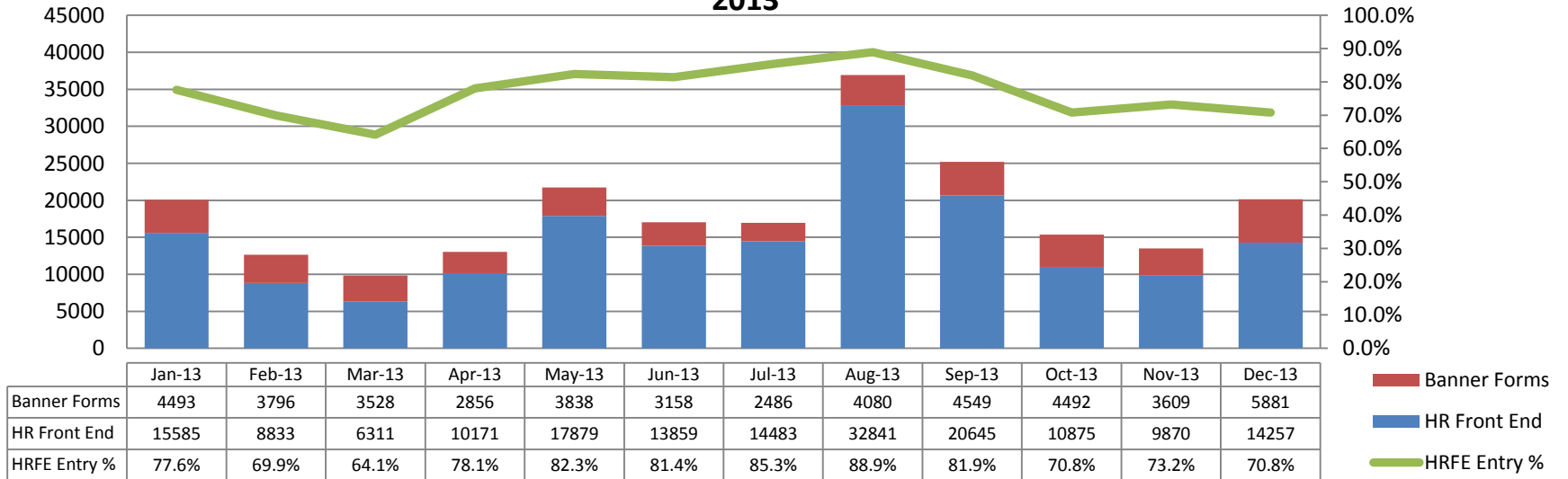
Banner Forms/HR Front End - Transactions Entered

2012



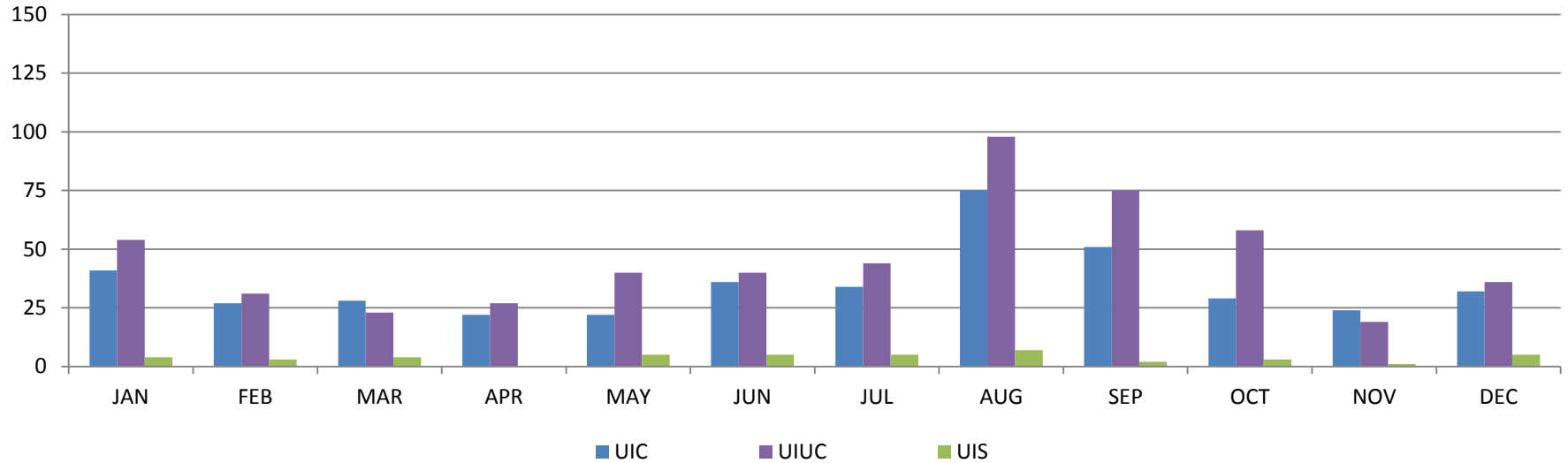
Banner Forms/HR Front End - Transactions Entered

2013



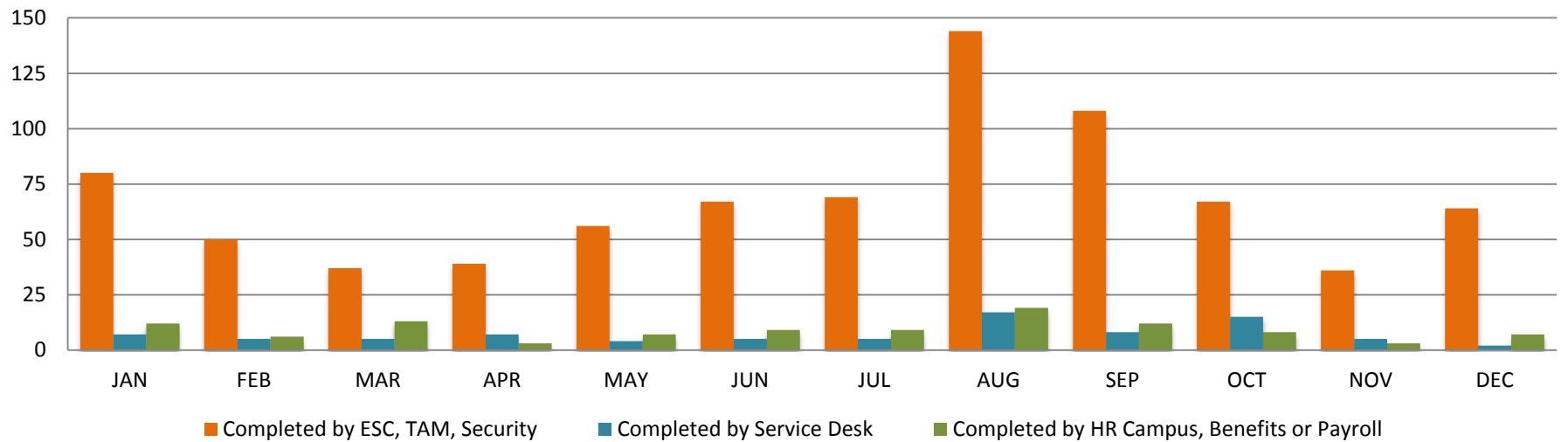
Service Desk Tickets Created by Campus

2012
1010 Tickets



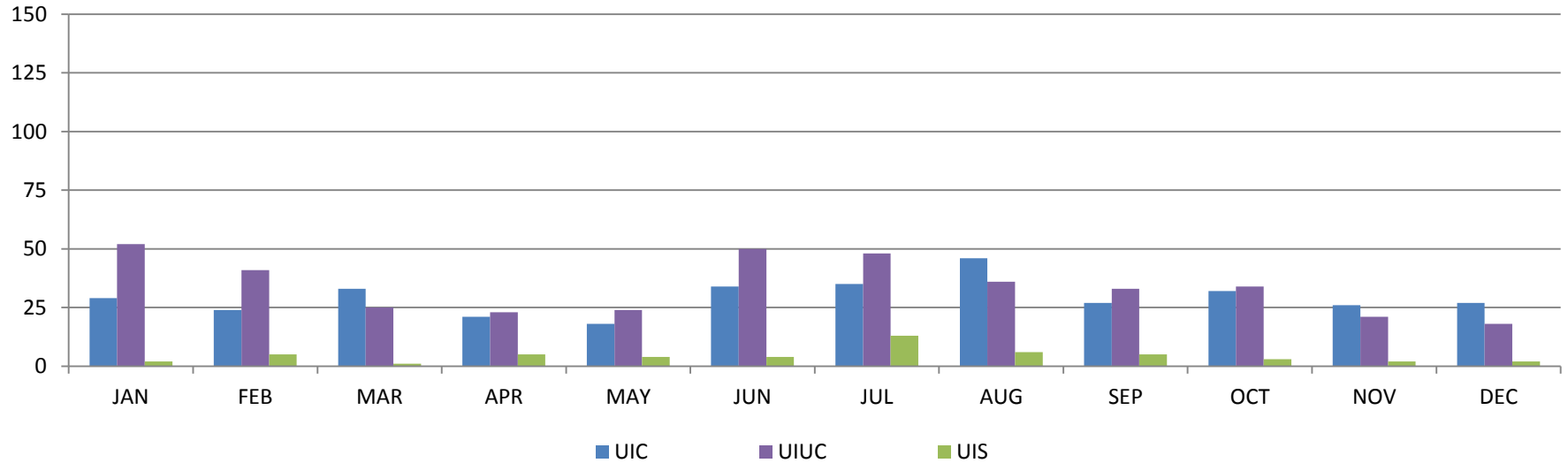
Production Support

2012
1010 Tickets



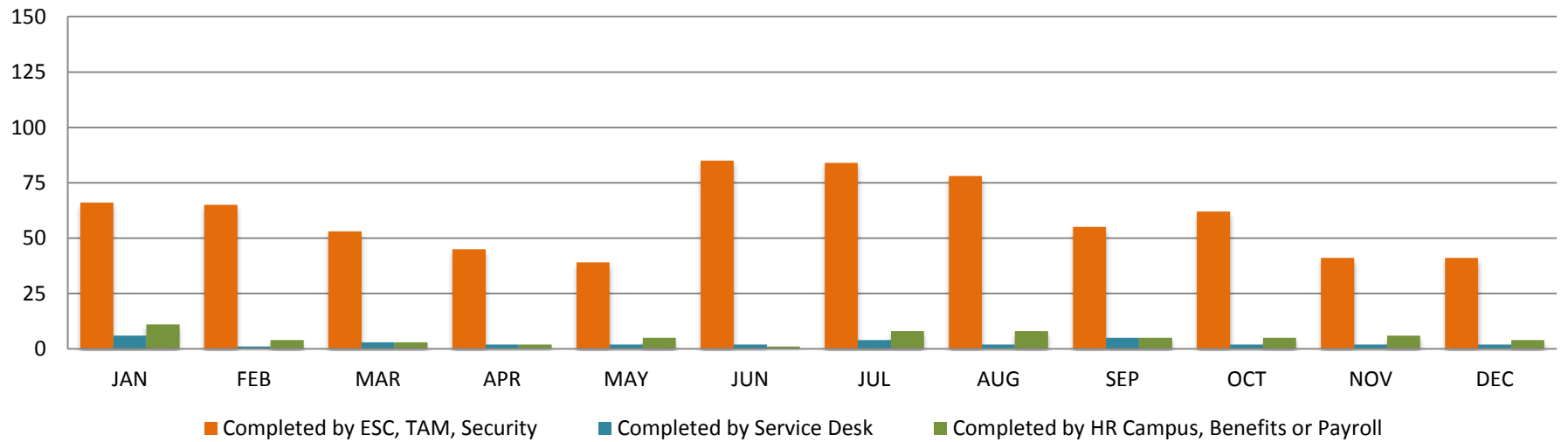
Service Desk Tickets Created by Campus

2013
Tickets

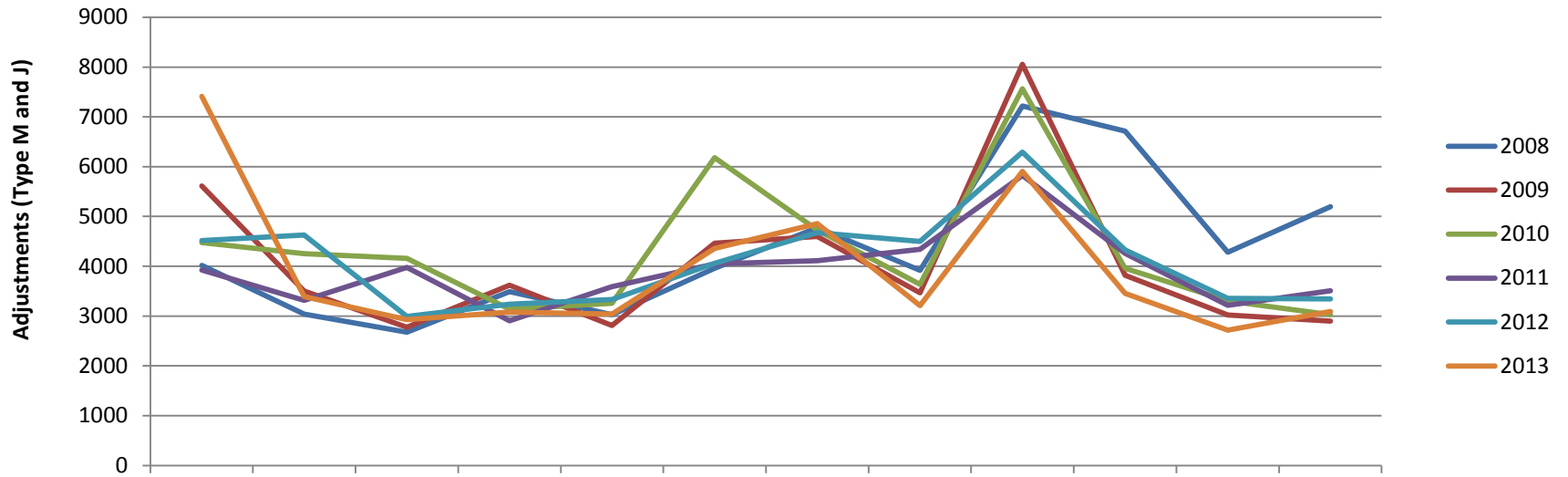


Production Support

2013
Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

