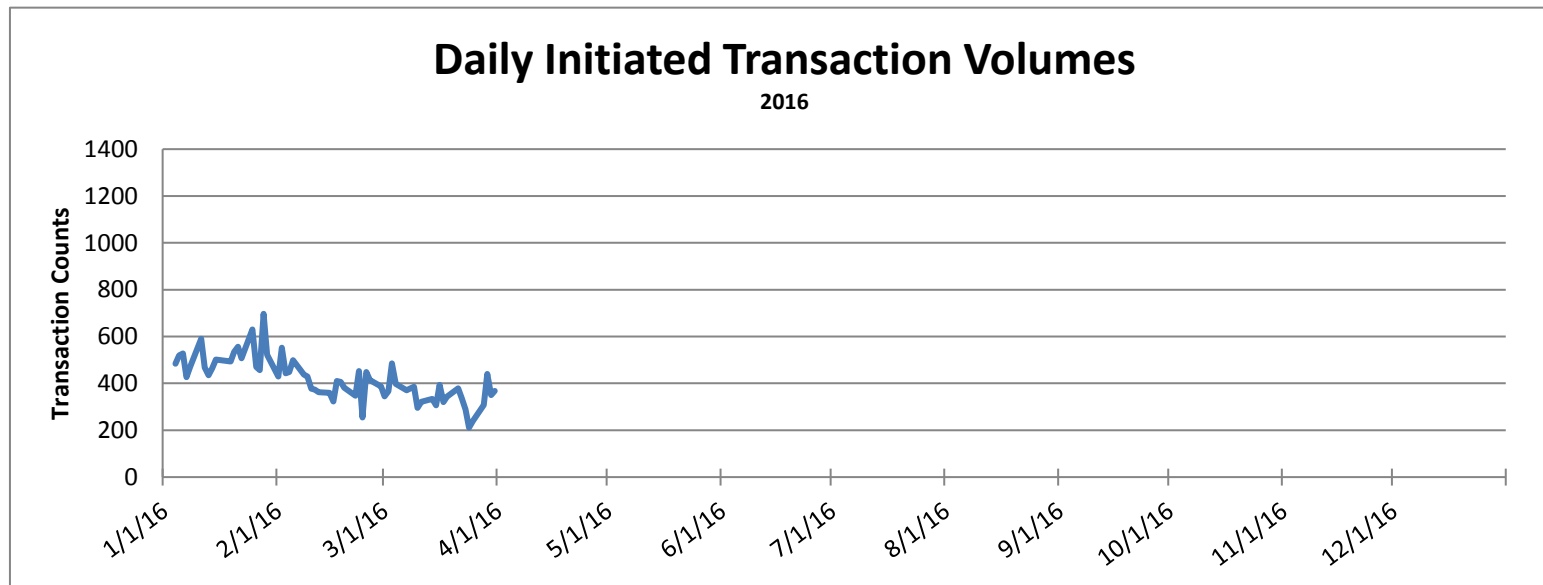
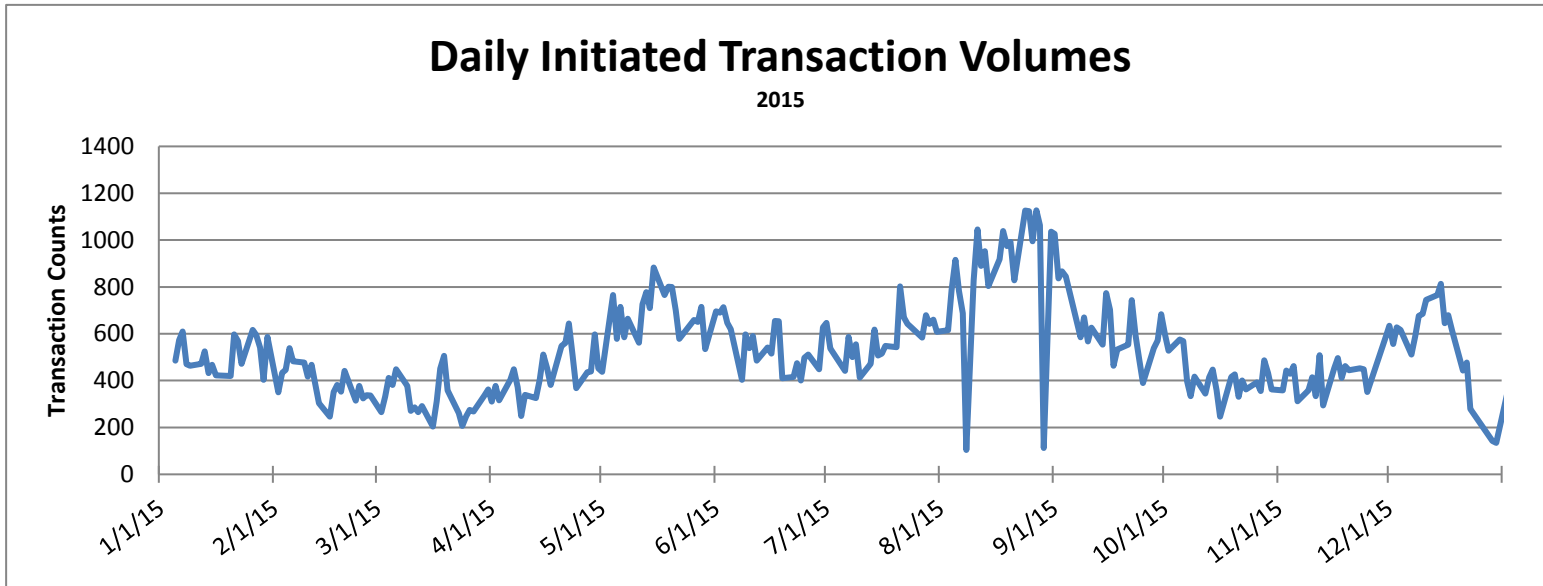


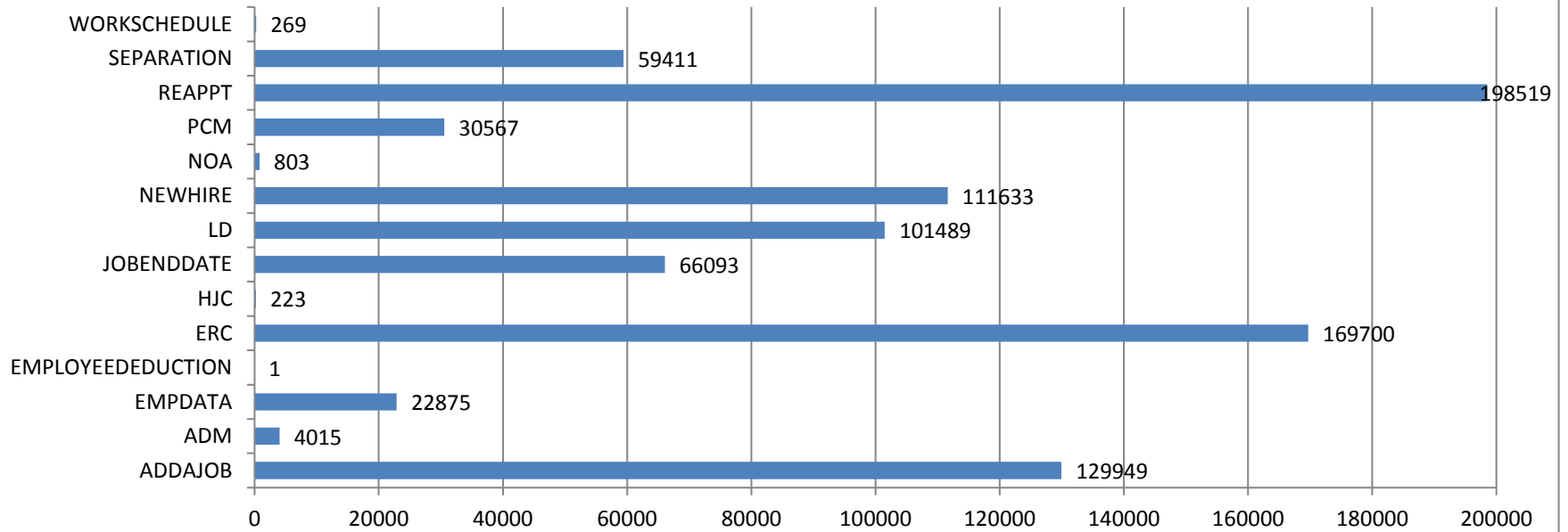
HR Front End Metrics - As of 3/31/2016



Completed Transactions

Feb 22, 2009 - Mar 31, 2016

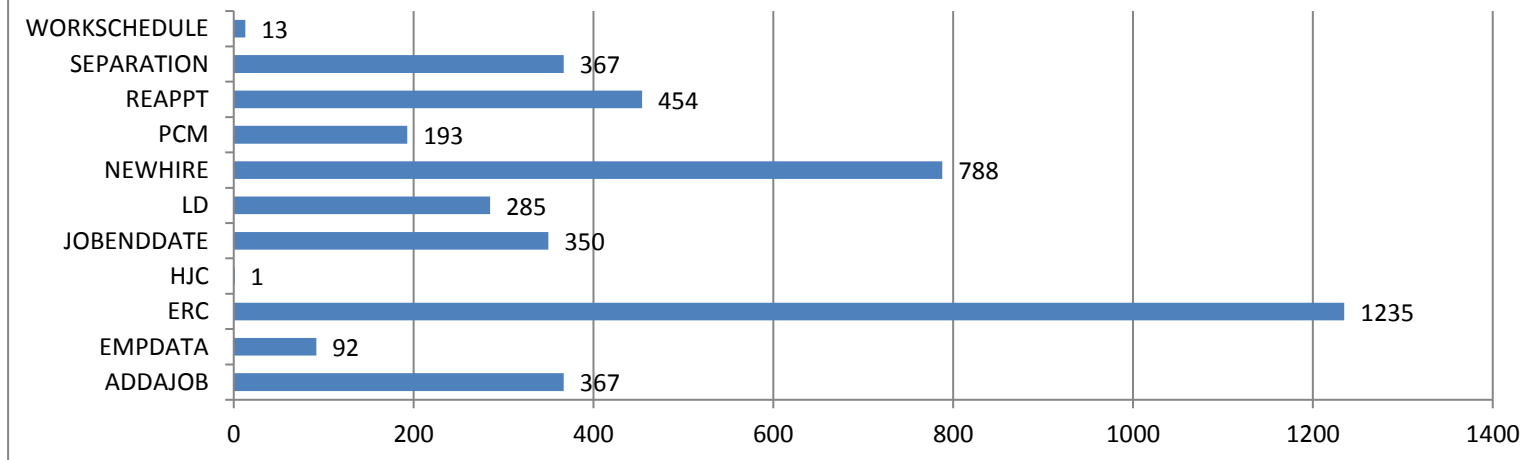
895,547 Transactions



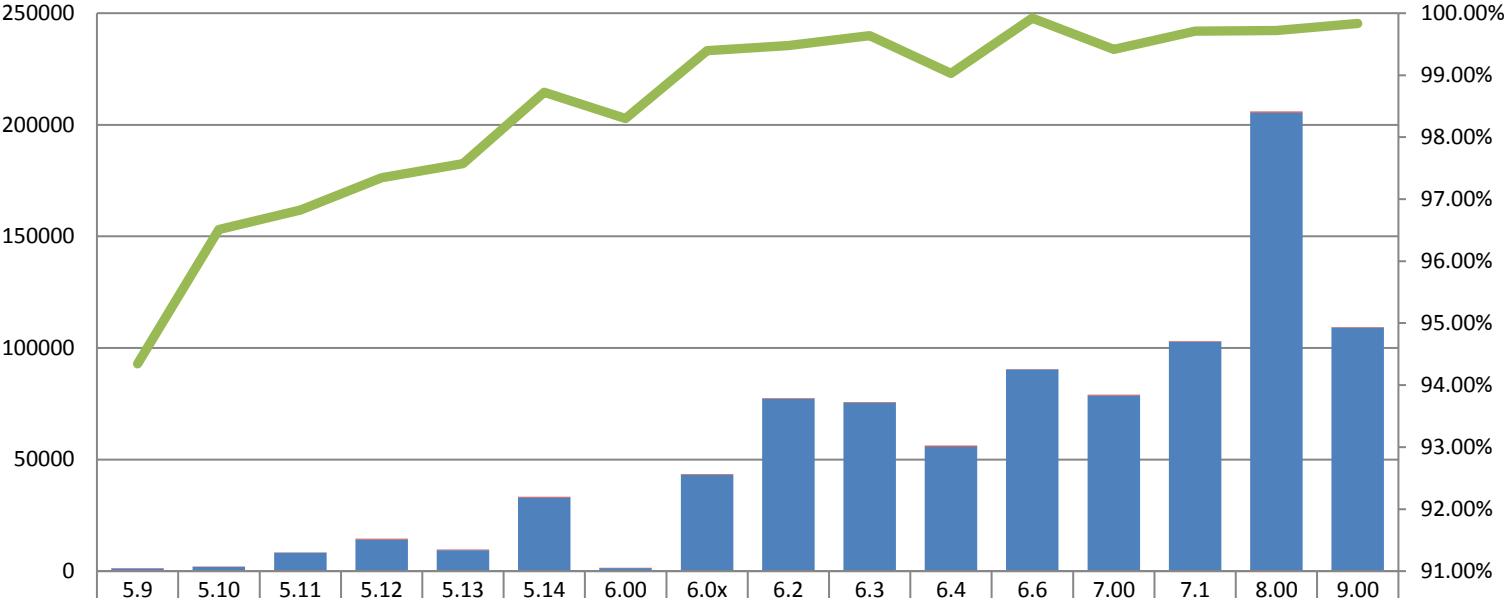
Failed Transactions by Type

Feb 22, 2009 - Mar 31, 2016

4,145 Transactions



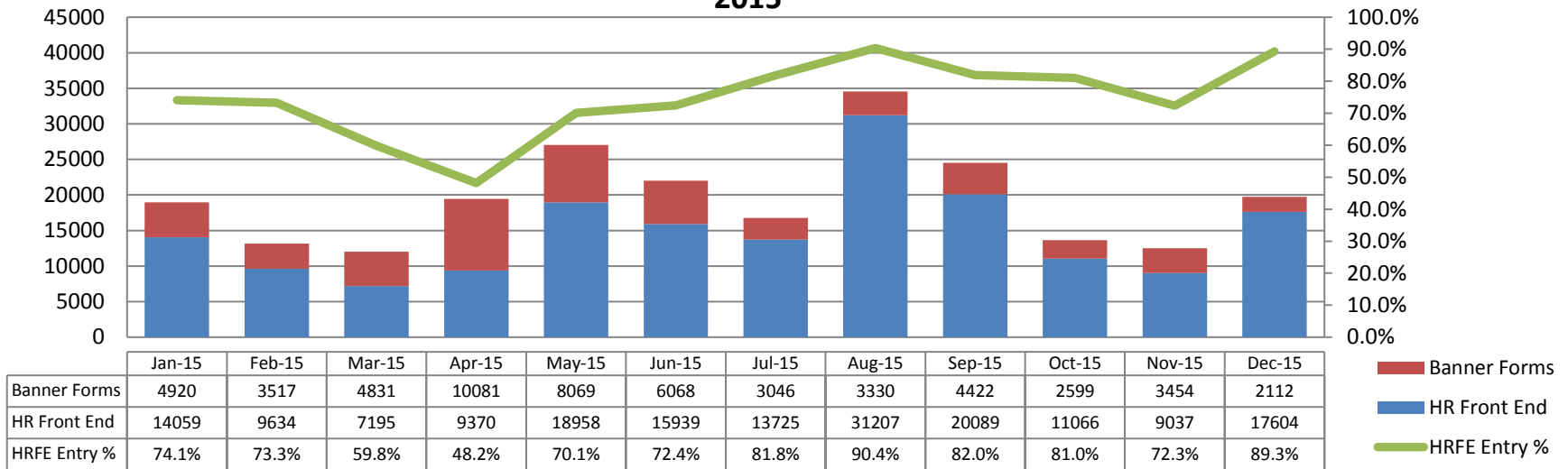
Transaction Volume/Apply Stats by Release



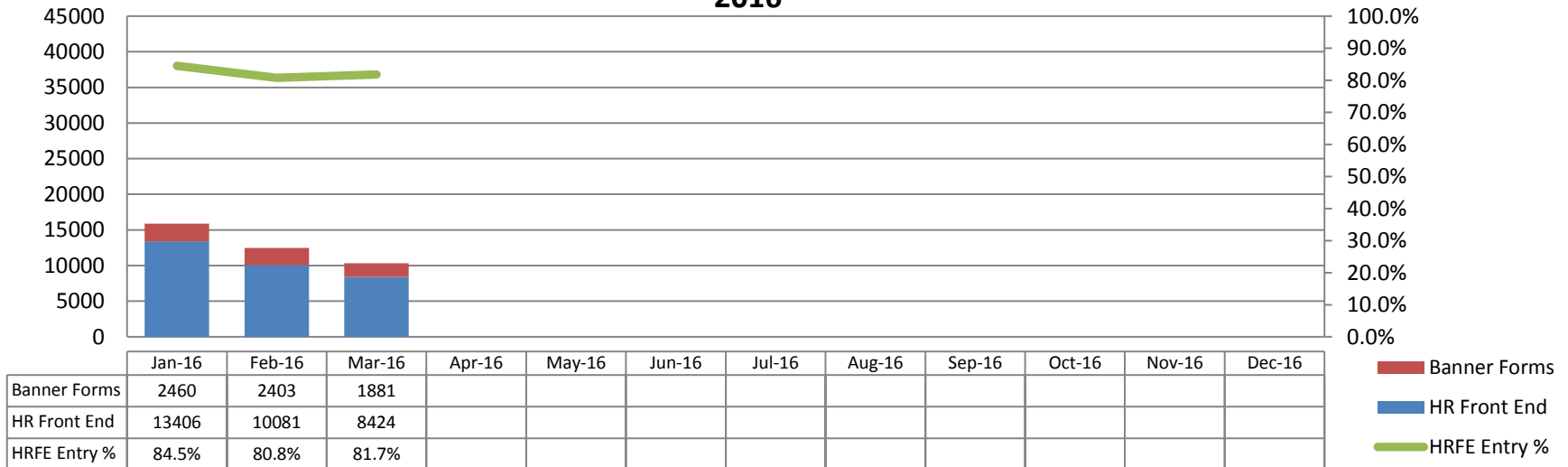
| | 5.9 | 5.10 | 5.11 | 5.12 | 5.13 | 5.14 | 6.00 | 6.0x | 6.2 | 6.3 | 6.4 | 6.6 | 7.00 | 7.1 | 8.00 | 9.00 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Transactions Failed Apply | 69 | 72 | 268 | 385 | 233 | 425 | 23 | 263 | 405 | 275 | 545 | 72 | 463 | 301 | 572 | 183 |
| Transactions Applied | 1151 | 1991 | 8176 | 14126 | 9377 | 32926 | 1331 | 43177 | 77129 | 75507 | 55649 | 90456 | 78610 | 102748 | 205431 | 109080 |
| 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% | 99.83% |

- Transactions Failed Apply
- Transactions Applied
- Apply Success Rate

Banner Forms/HR Front End - Transactions Entered 2015

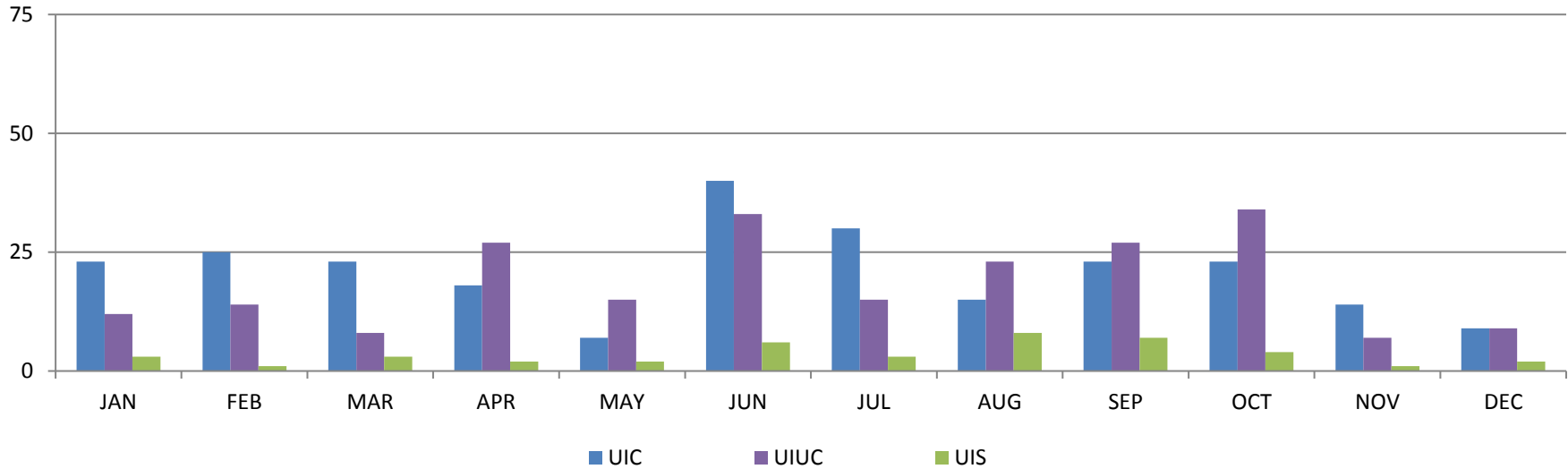


Banner Forms/HR Front End - Transactions Entered 2016



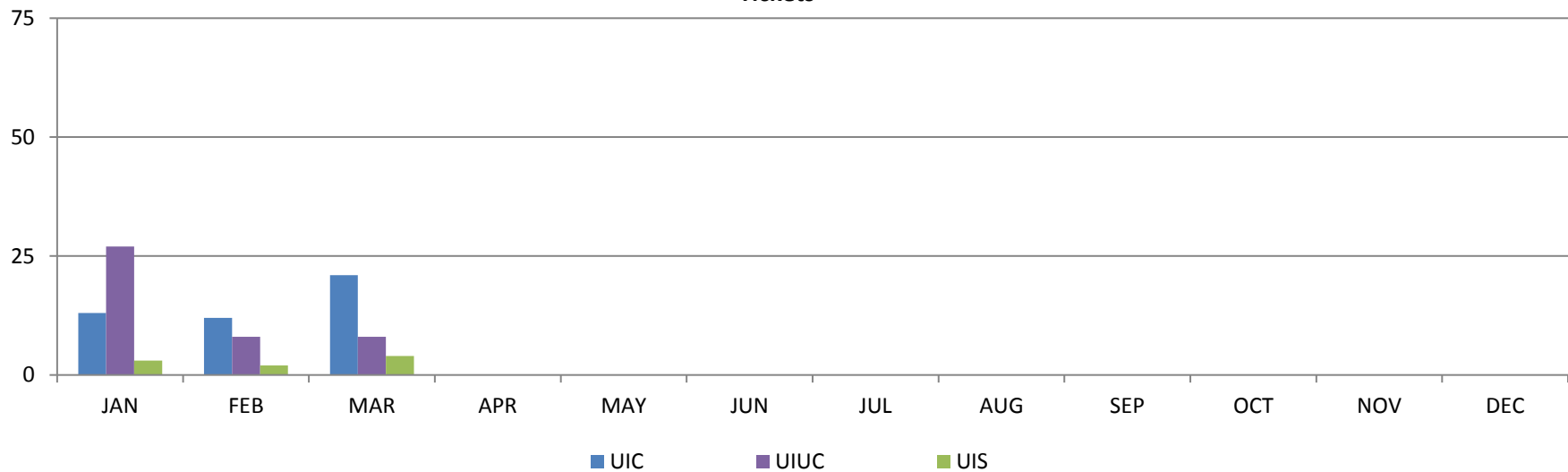
Service Desk Tickets Created by Campus

2015
Tickets



Service Desk Tickets Created by Campus

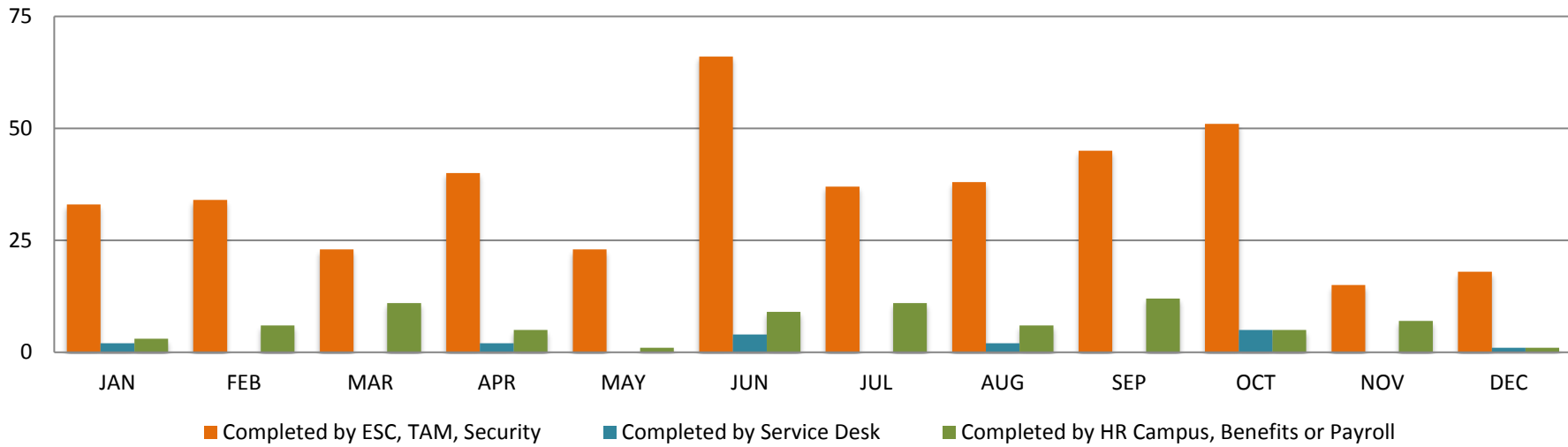
2016
Tickets



Production Support

2015

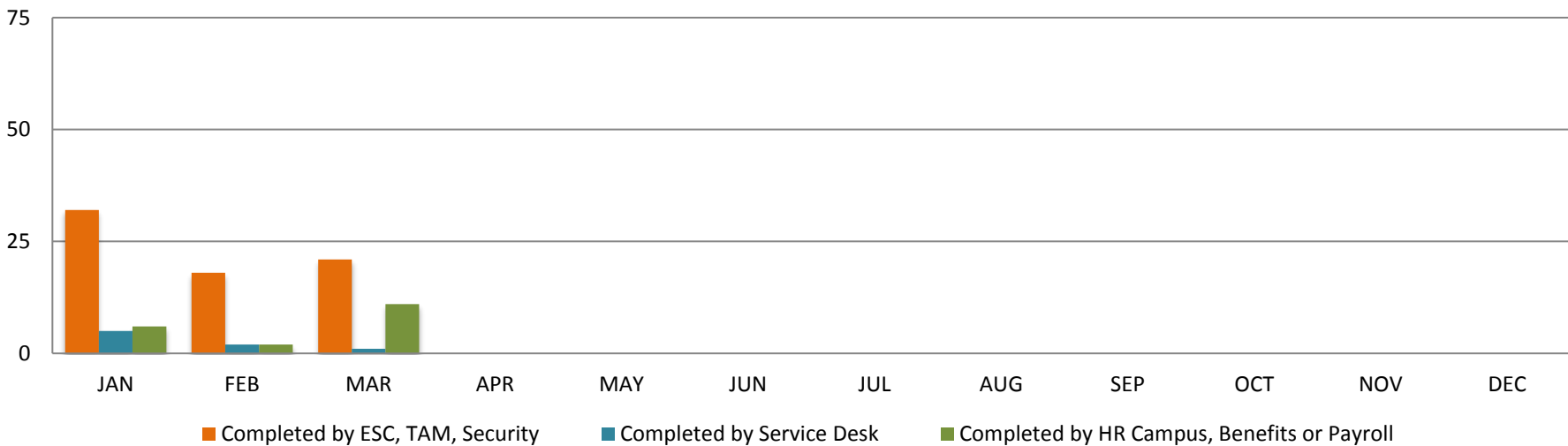
Tickets



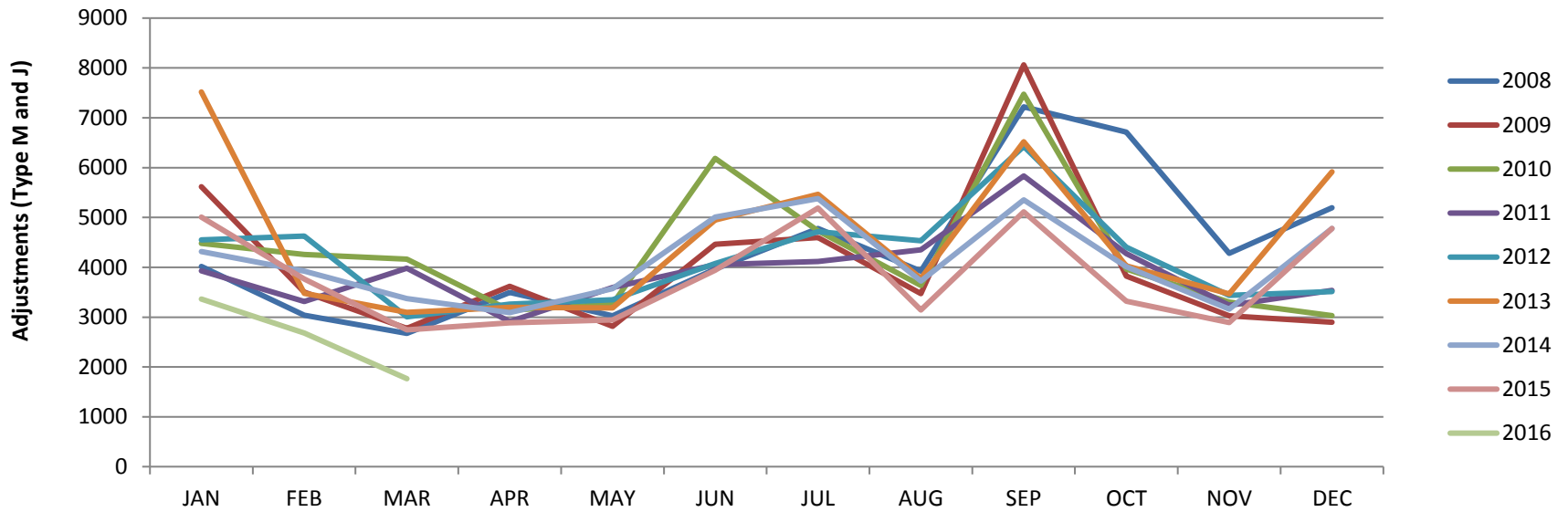
Production Support

2016

Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

