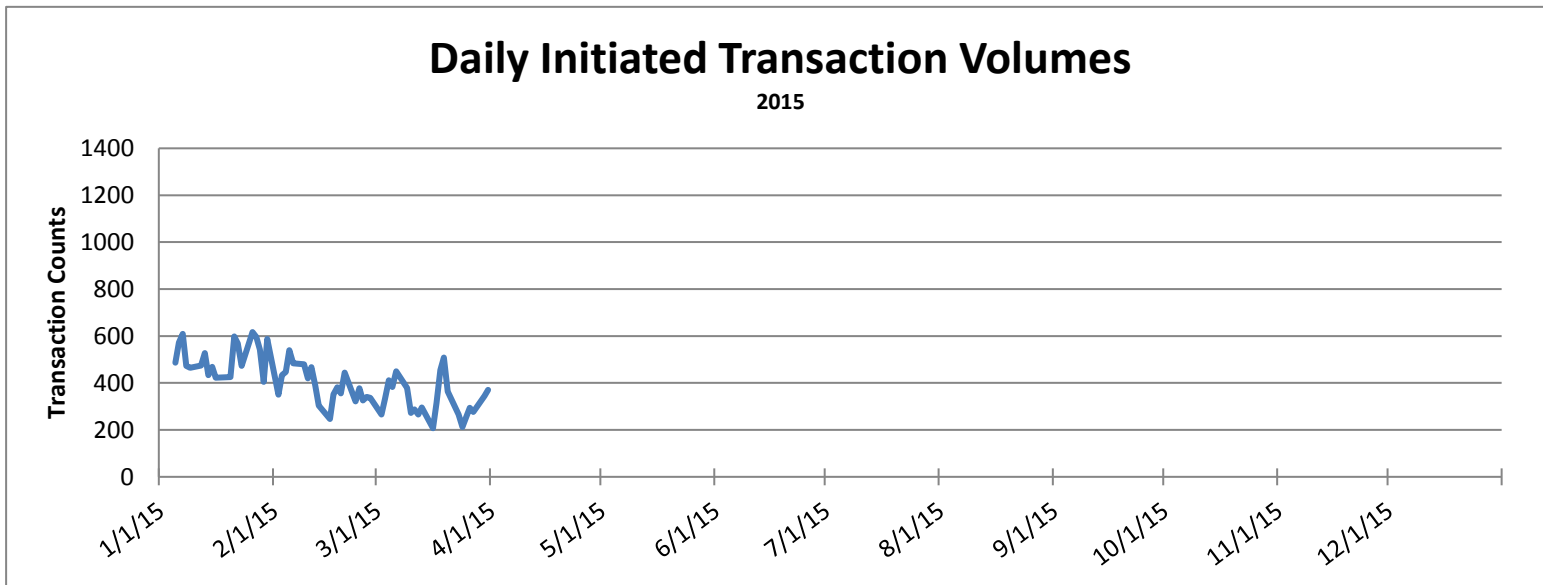
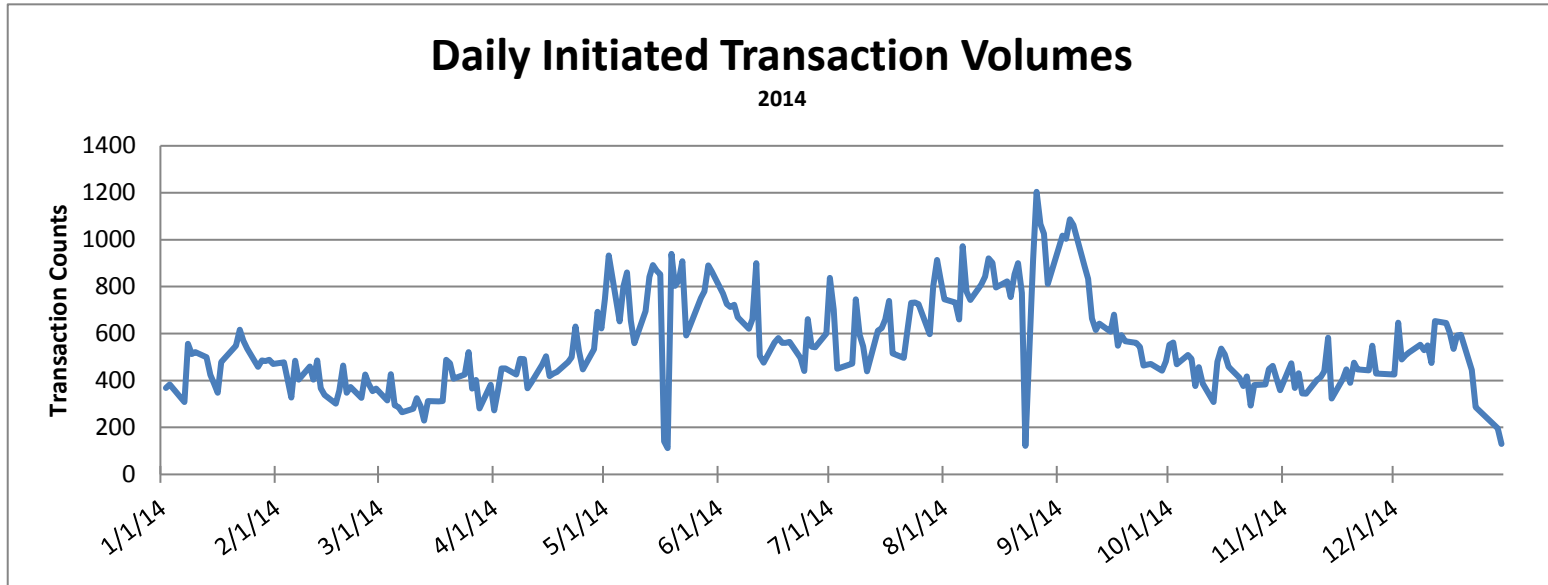


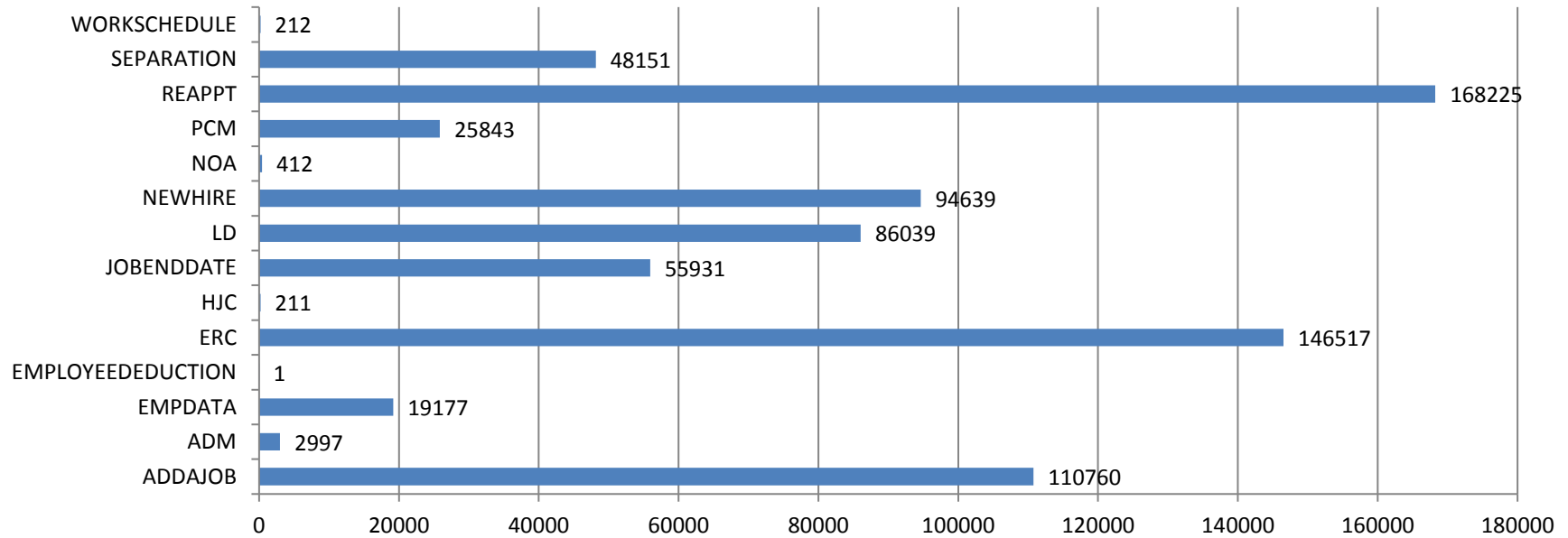
# HR Front End Metrics - As of 03/31/2015



# Completed Transactions

Feb 22, 2009 - Mar 31, 2015

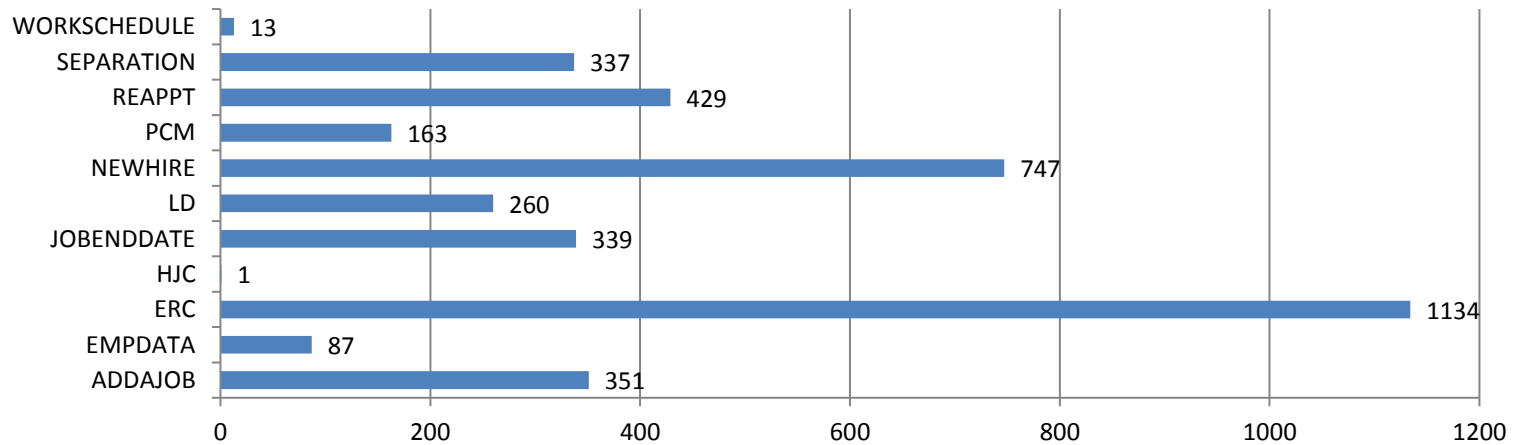
759,115 Transactions



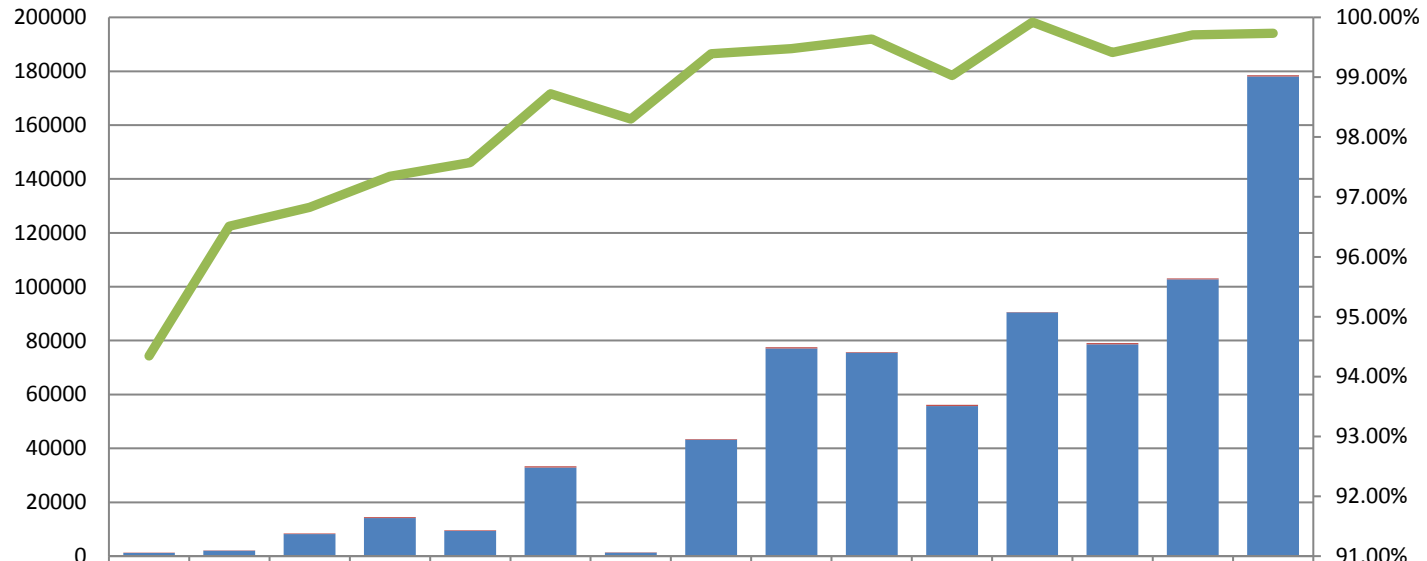
# Failed Transactions by Type

Feb 22, 2009 - Mar 31, 2015

3861 Transactions



## Transaction Volume/Apply Stats by Release

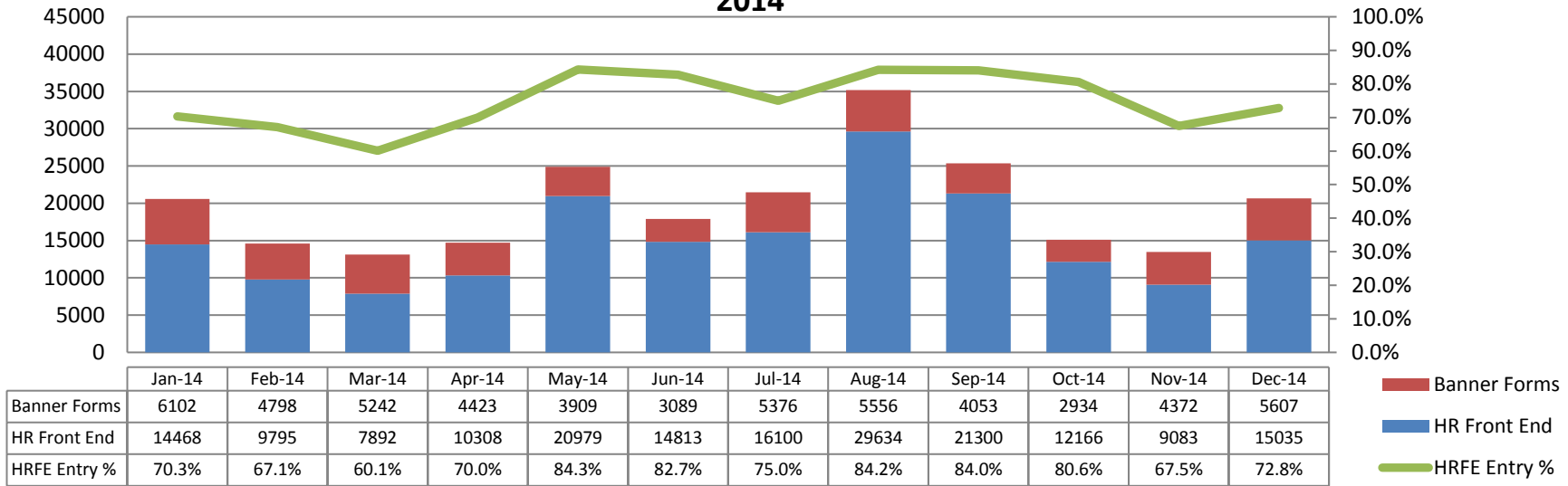


Transactions Failed	69	72	268	385	233	425	23	263	405	275	545	72	463	301	471
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	178079
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.03%	99.92%	99.41%	99.71%	99.74%

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

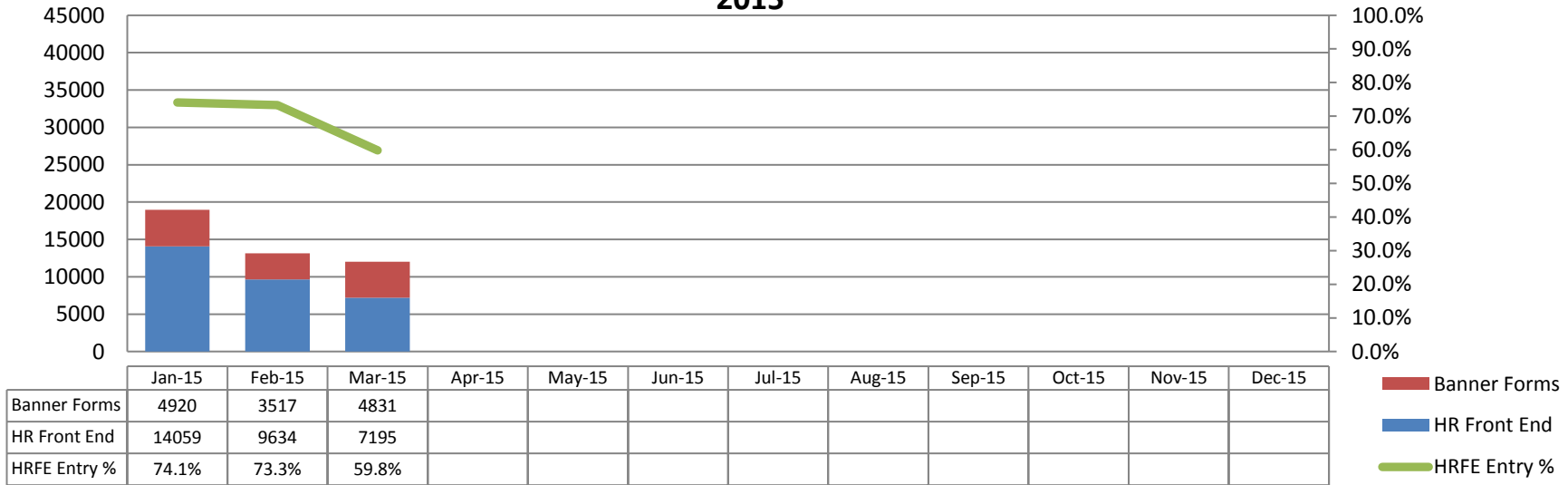
## Banner Forms/HR Front End - Transactions Entered

2014



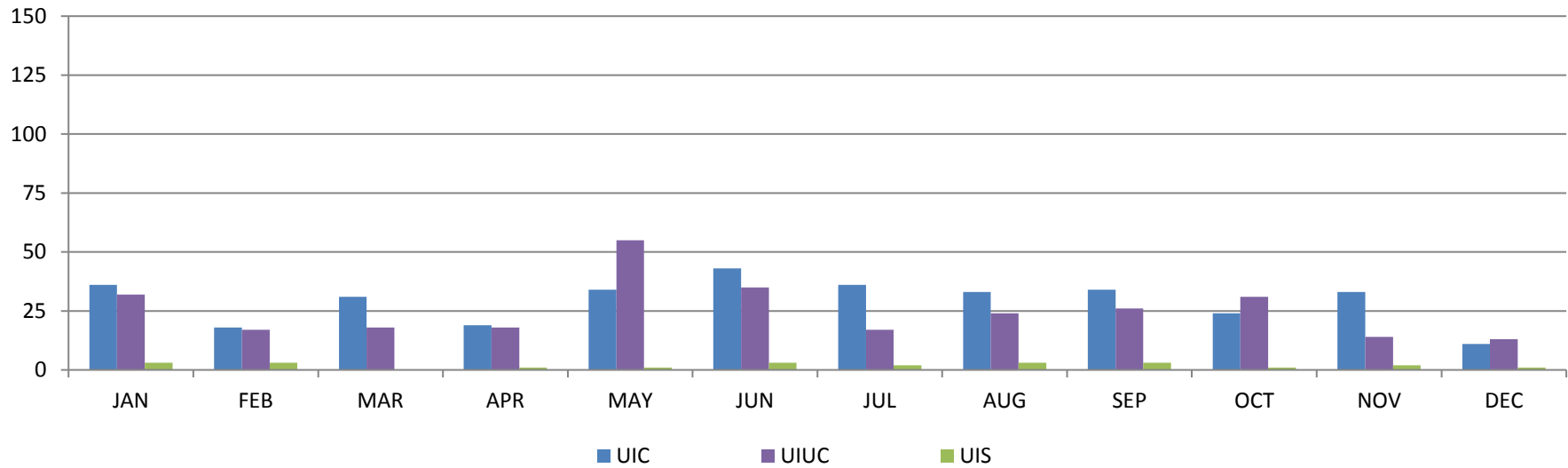
## Banner Forms/HR Front End - Transactions Entered

2015



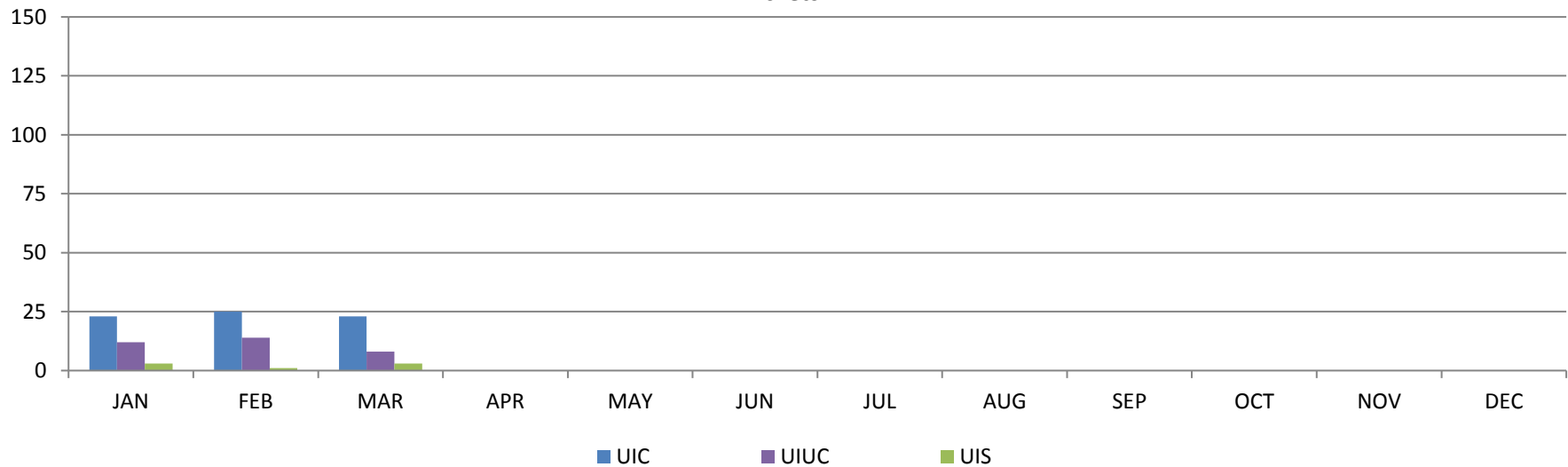
## Service Desk Tickets Created by Campus

2014  
Tickets



## Service Desk Tickets Created by Campus

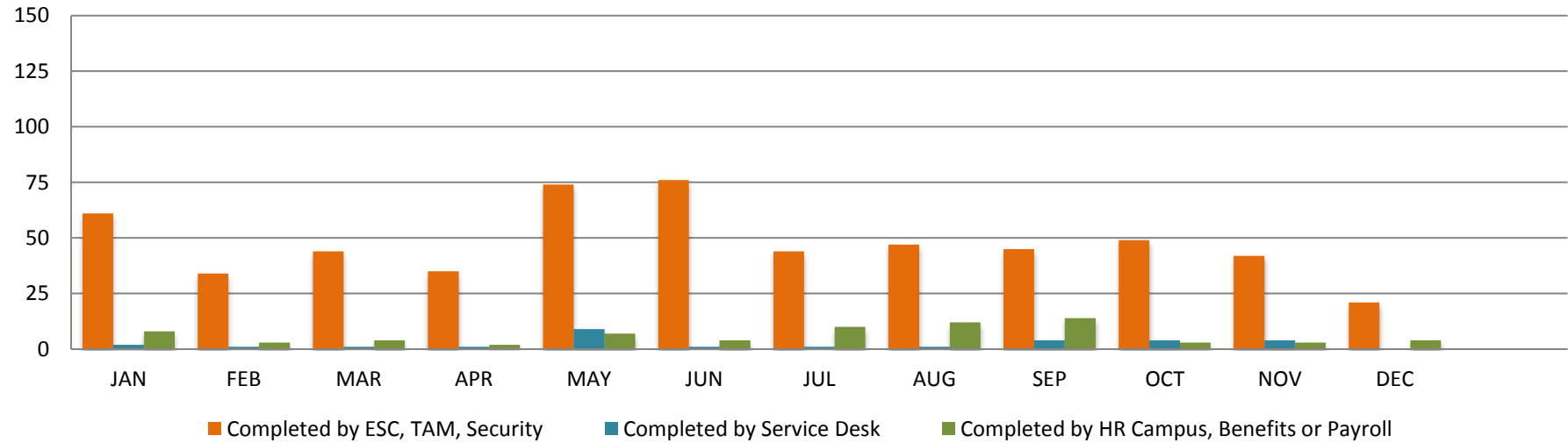
2015  
Tickets



## Production Support

2014

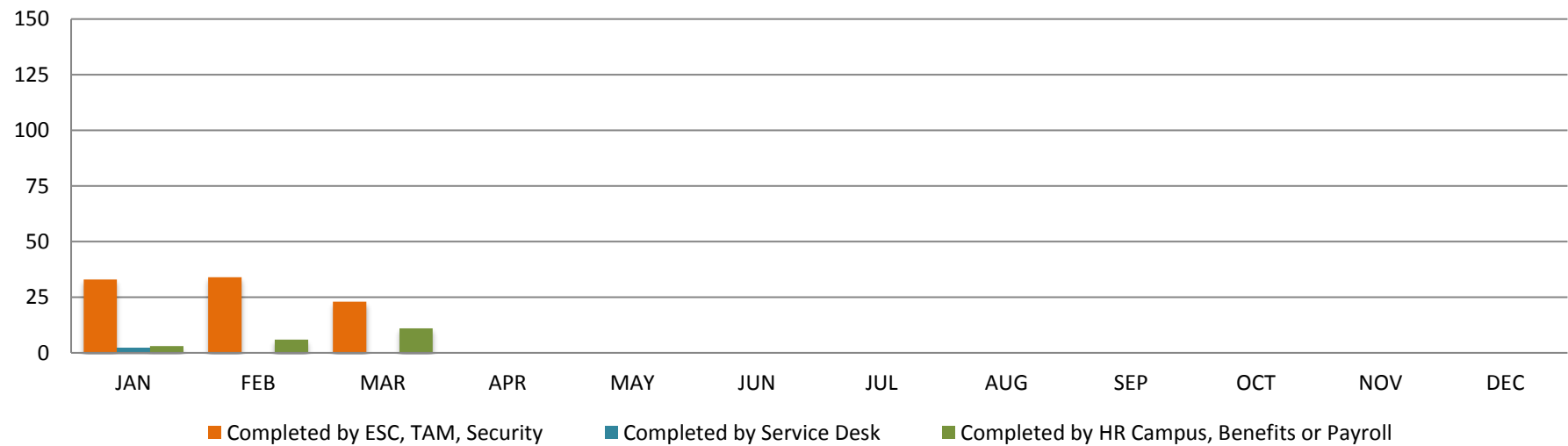
Tickets



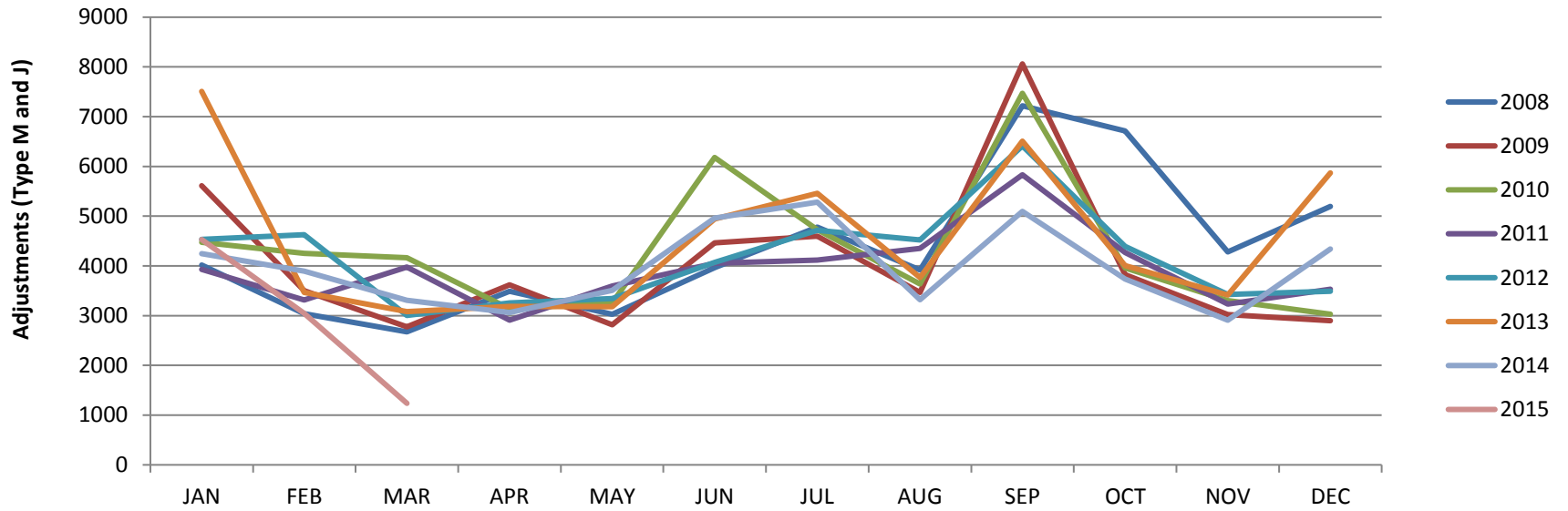
## Production Support

2015

Tickets



## Pay Adjustment Comparison



## Defects and Change Requests Entered

