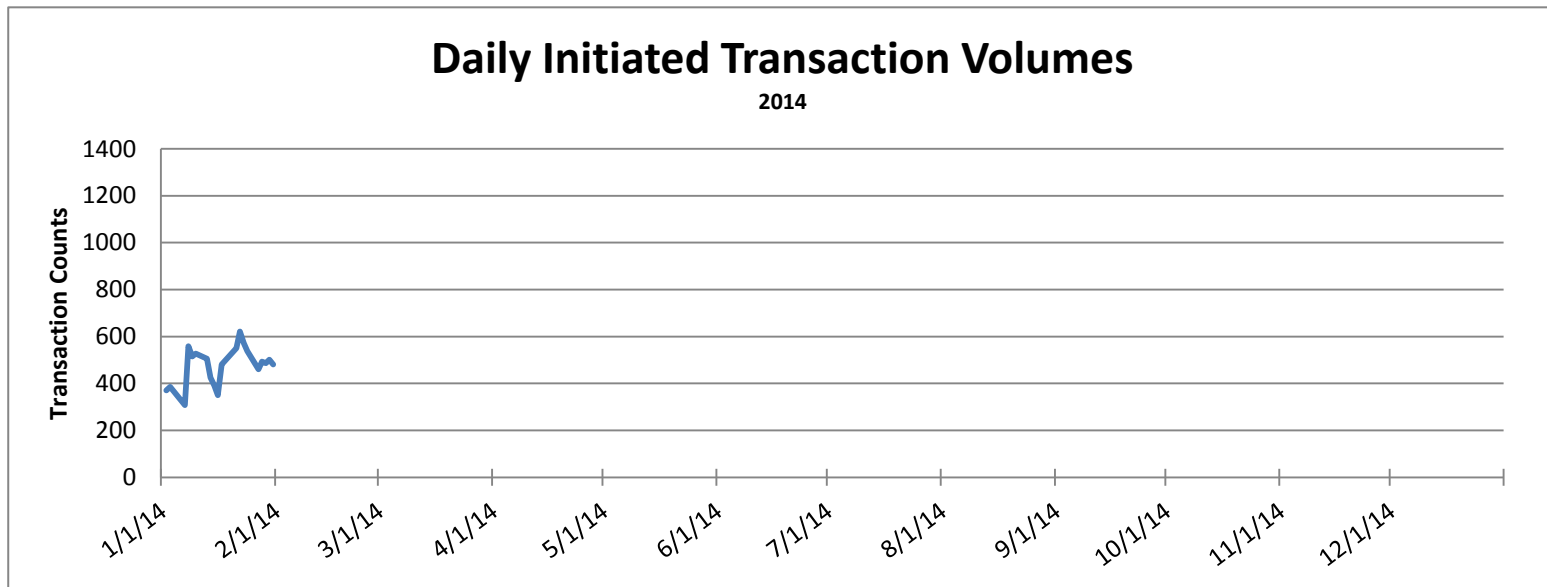
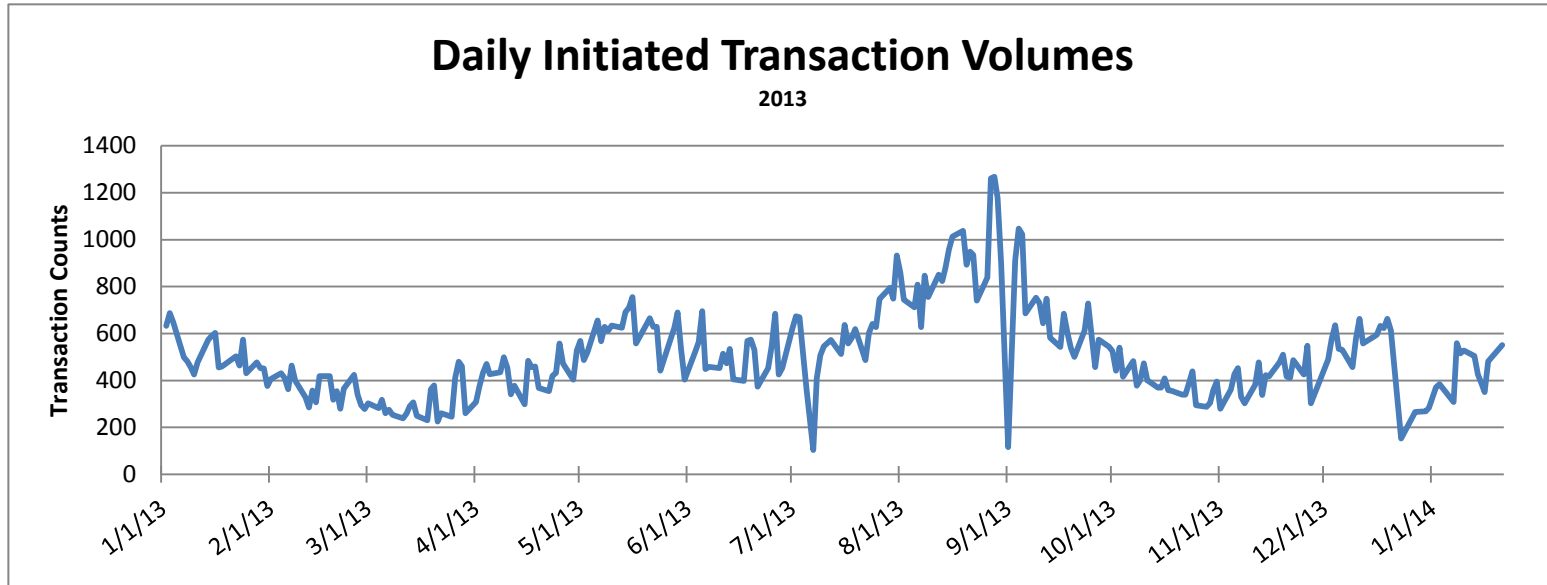


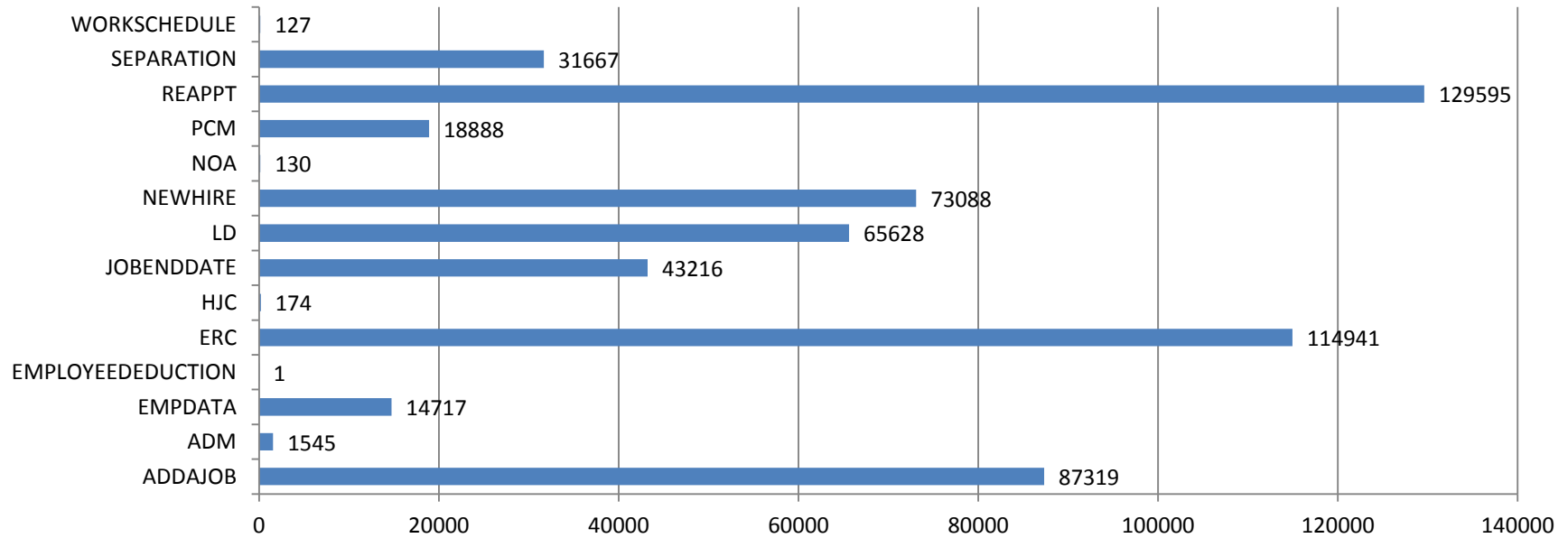
HR Front End Metrics - As of 1/31/2014



Completed Transactions

Feb 22, 2009 - January 31, 2014

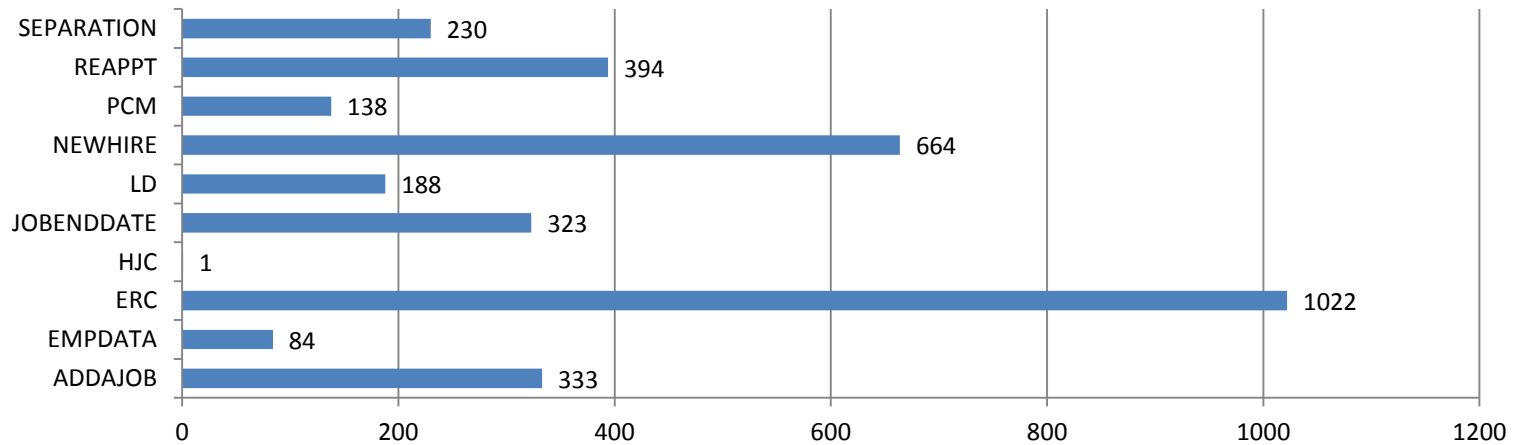
603,074 Transactions



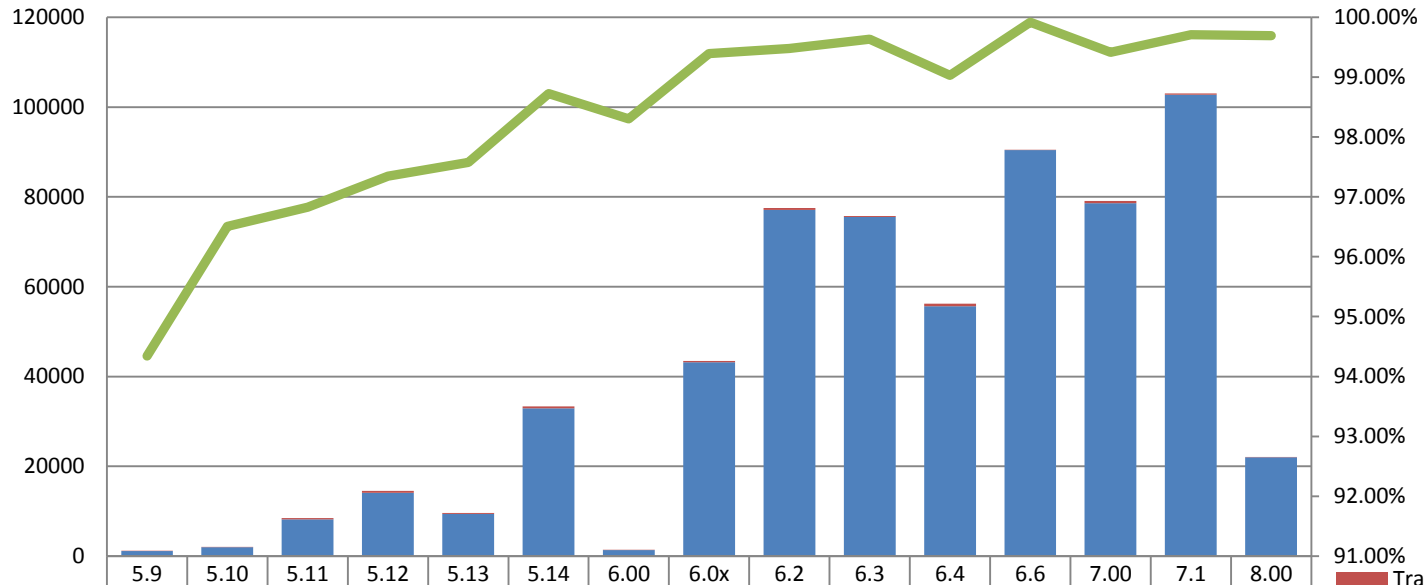
Failed Transactions by Type

Feb 22, 2009 - January 31, 2014

3,458 Transactions



Transaction Volume/Apply Stats by Release

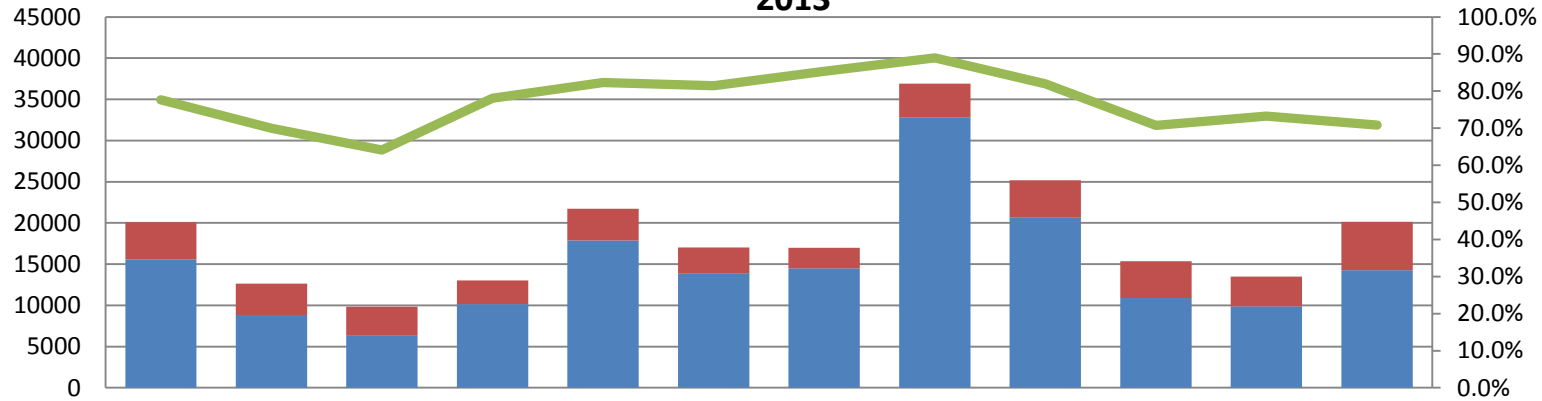


Transactions Failed	69	72	268	385	233	425	23	263	405	275	545	72	463	301	68
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	22038
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.03%	99.92%	99.41%	99.71%	99.69%

■ Transactions Failed
■ Transactions Applied
— Apply Success Rate

Banner Forms/HR Front End - Transactions Entered

2013

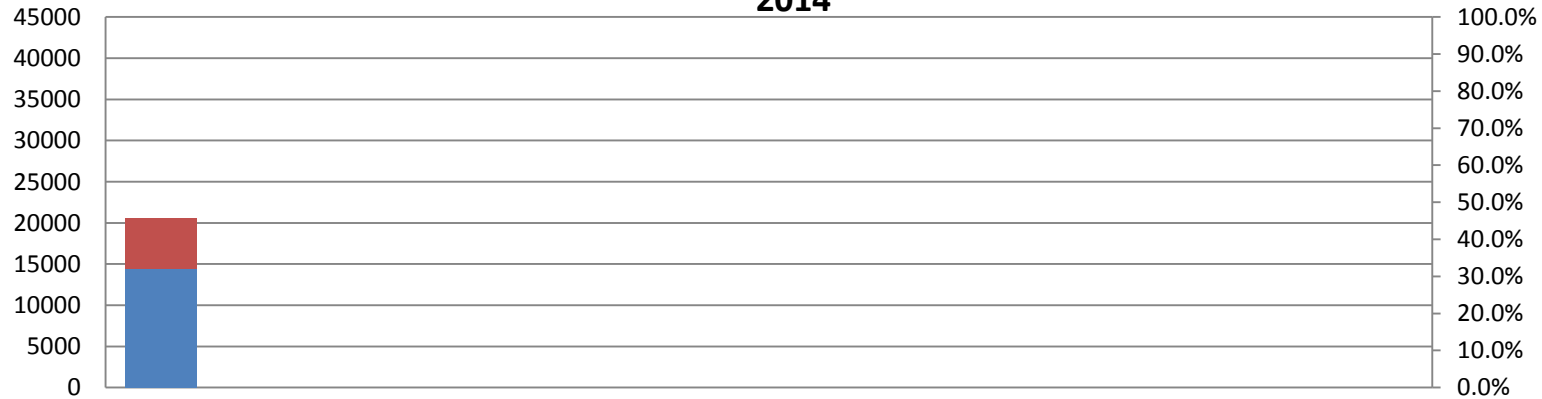


	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Banner Forms	4493	3796	3528	2856	3838	3158	2486	4080	4549	4492	3609	5881
HR Front End	15585	8833	6311	10171	17879	13859	14483	32841	20645	10875	9870	14257
HRFE Entry %	77.6%	69.9%	64.1%	78.1%	82.3%	81.4%	85.3%	88.9%	81.9%	70.8%	73.2%	70.8%

■ Banner Forms
■ HR Front End
— HRFE Entry %

Banner Forms/HR Front End - Transactions Entered

2014

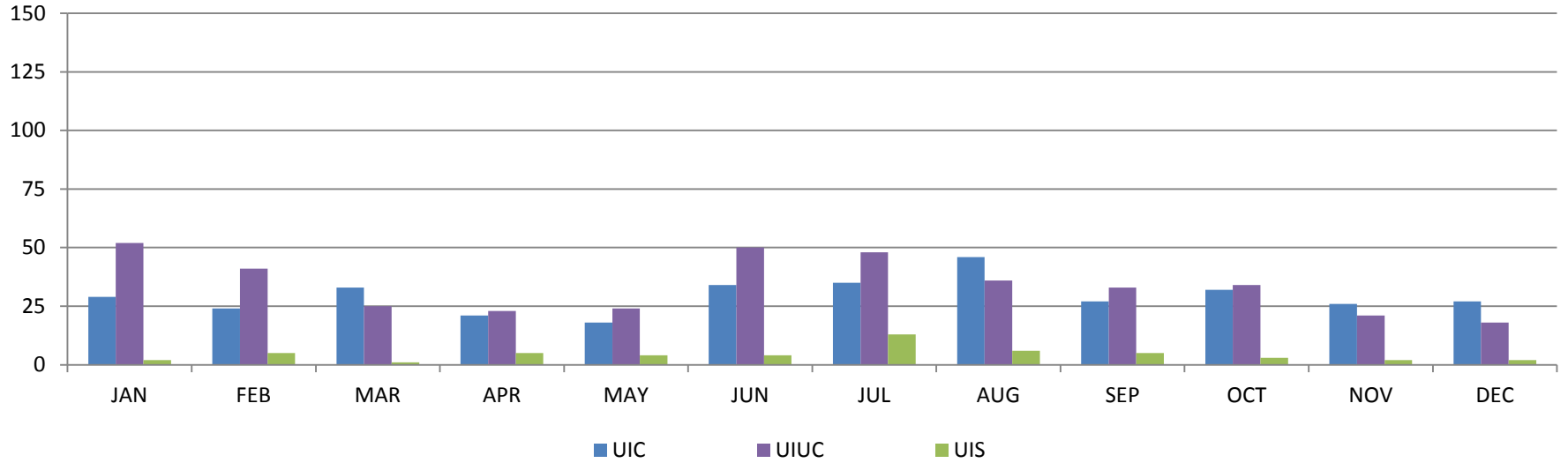


	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Banner Forms	6102											
HR Front End	14468											
HRFE Entry %	70.3%											

■ Banner Forms
■ HR Front End
— HRFE Entry %

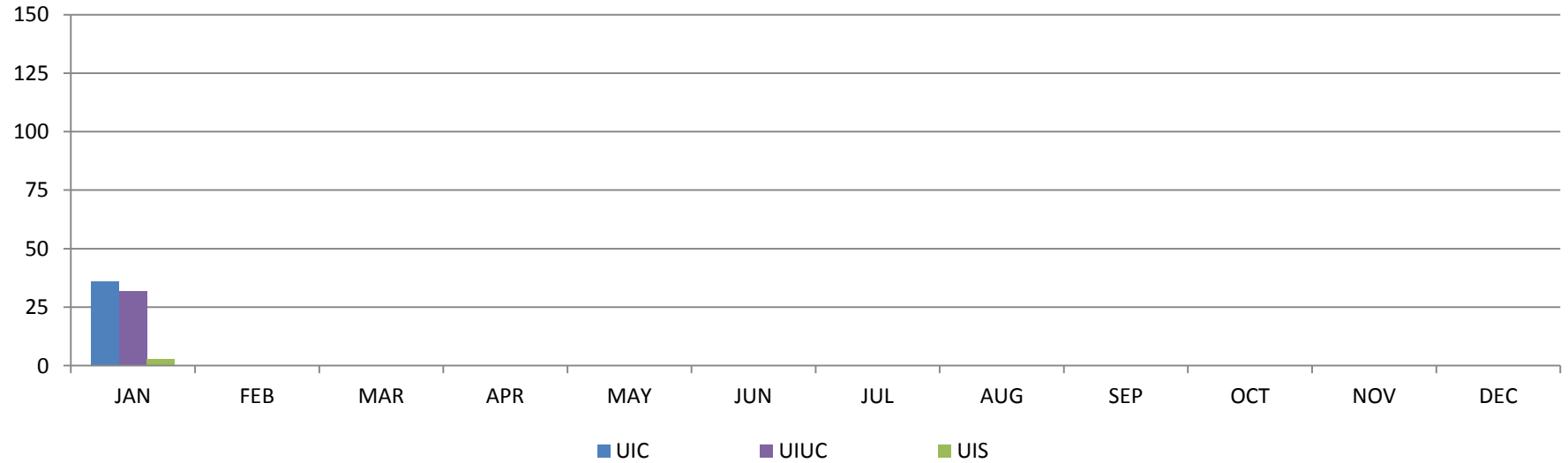
Service Desk Tickets Created by Campus

2013
Tickets



Service Desk Tickets Created by Campus

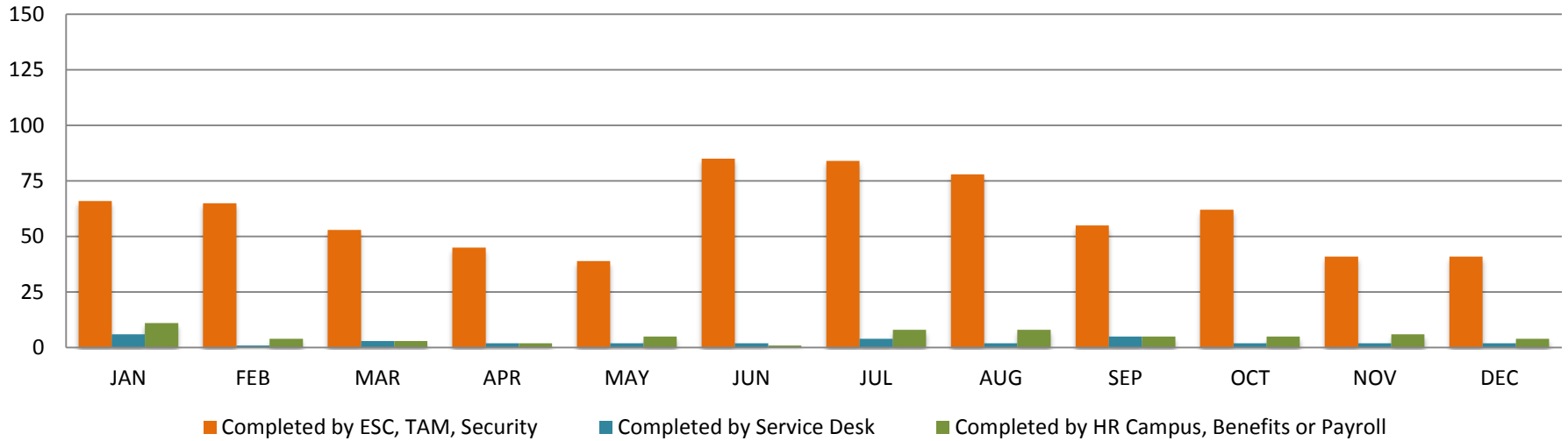
2014
Tickets



Production Support

2013

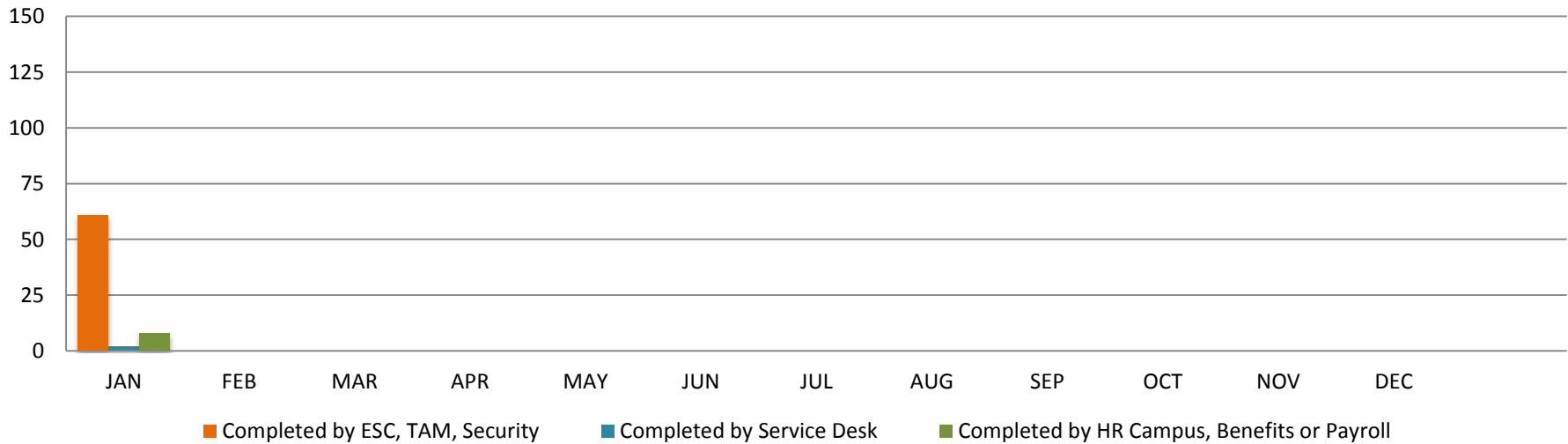
Tickets



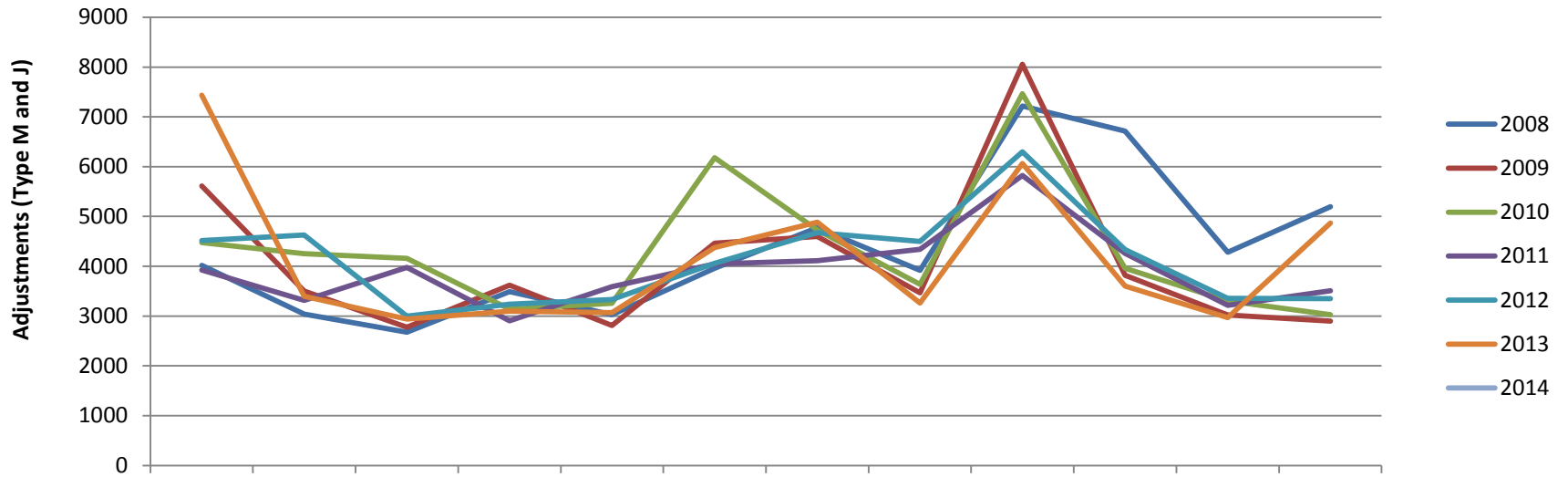
Production Support

2014

Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

