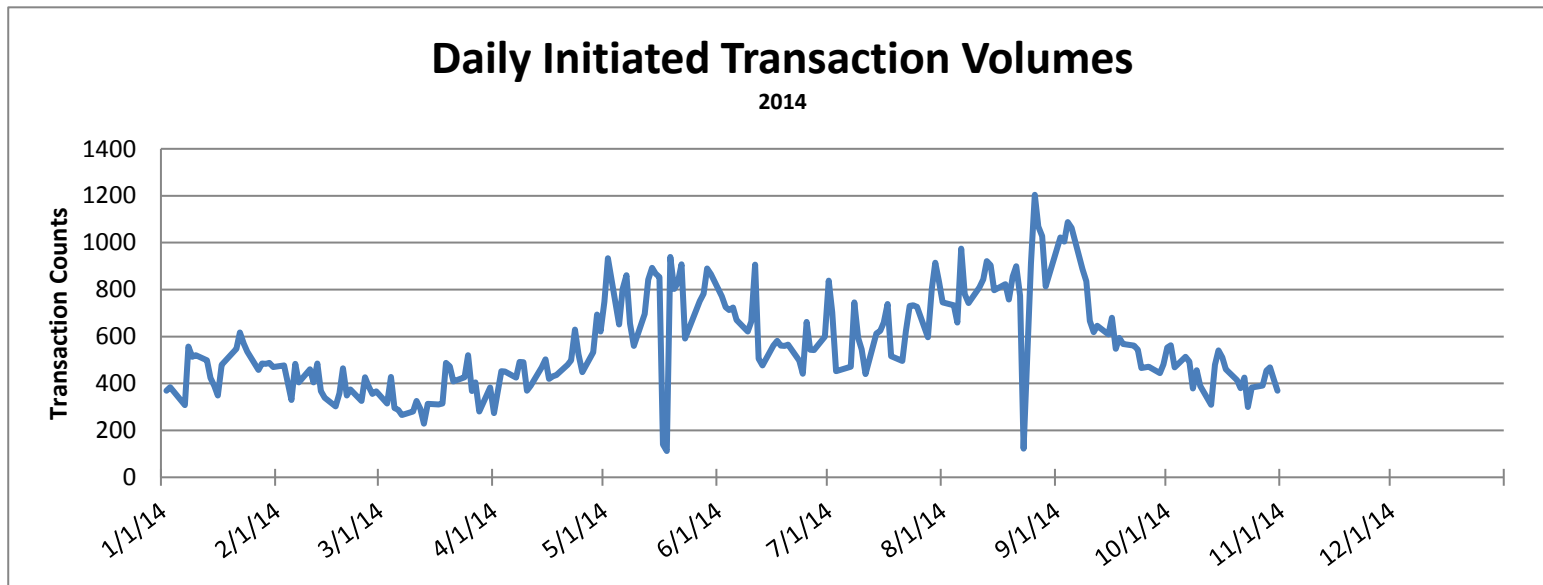
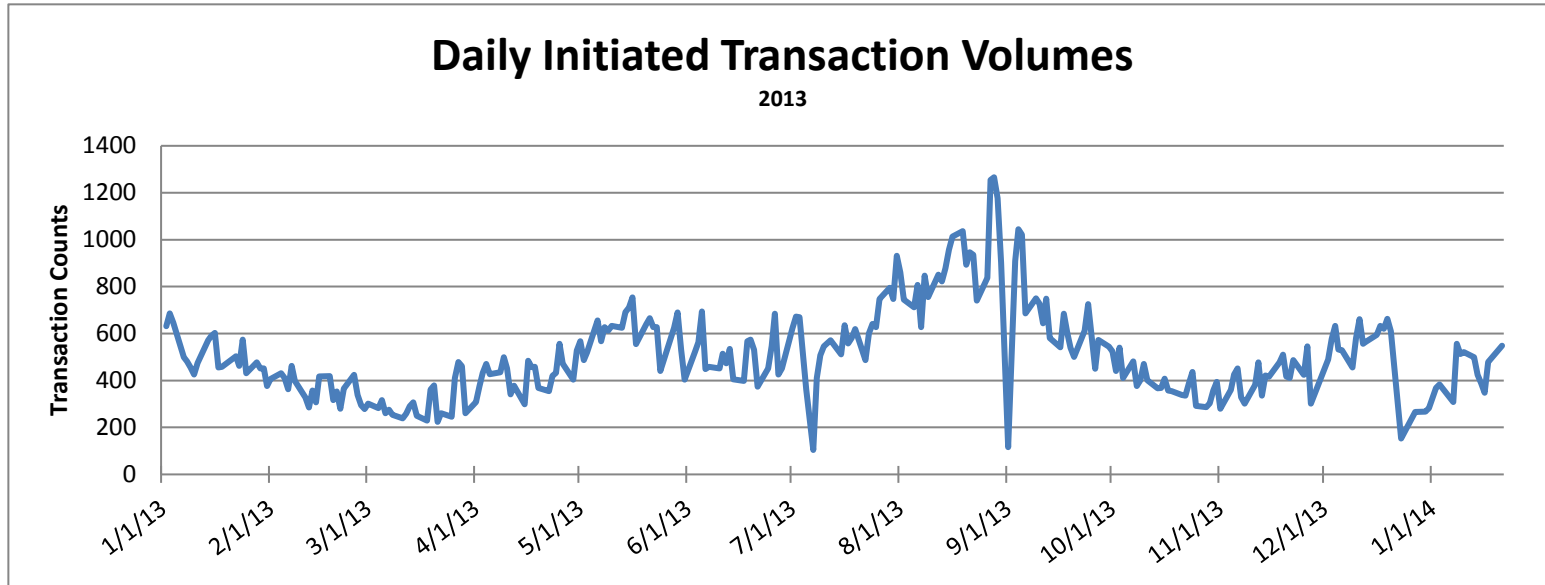


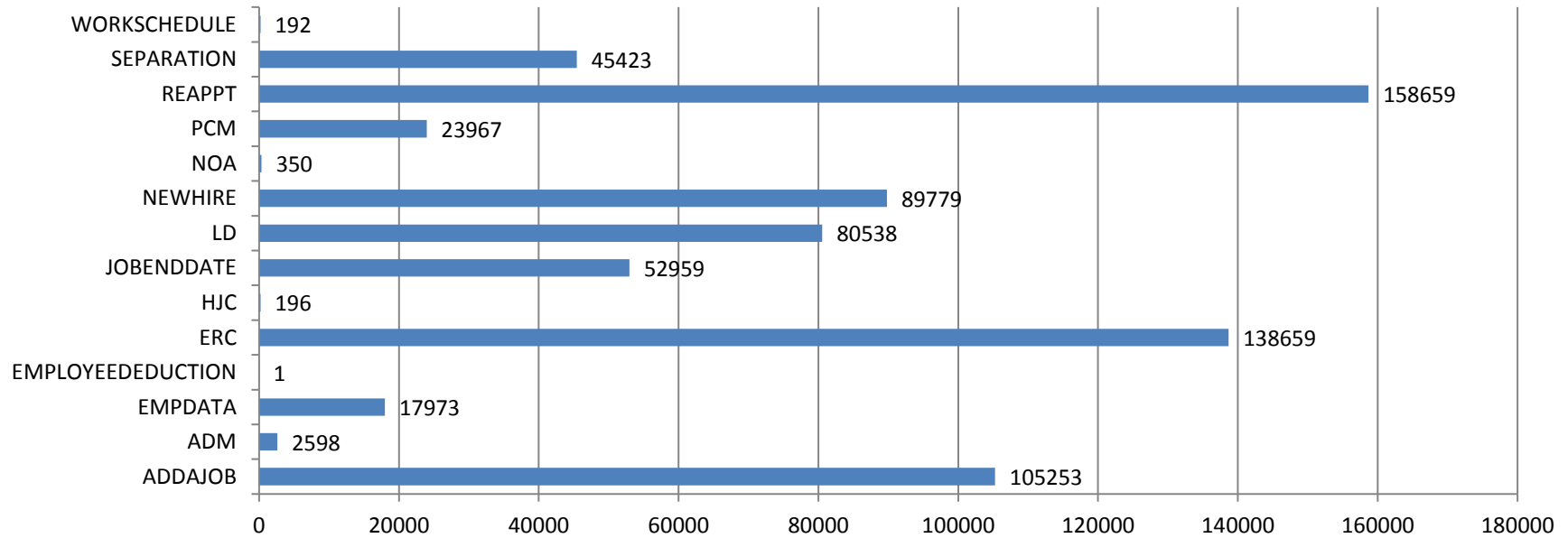
# HR Front End Metrics - As of 10/31/2014



## Completed Transactions

Feb 22, 2009 - Oct 31, 2014

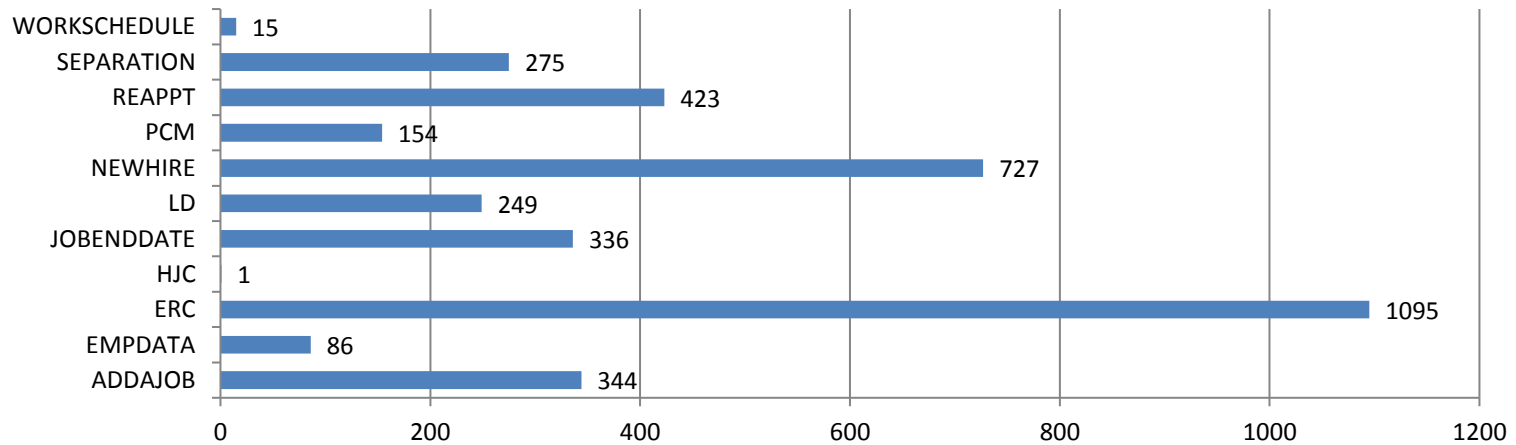
716,547 Transactions



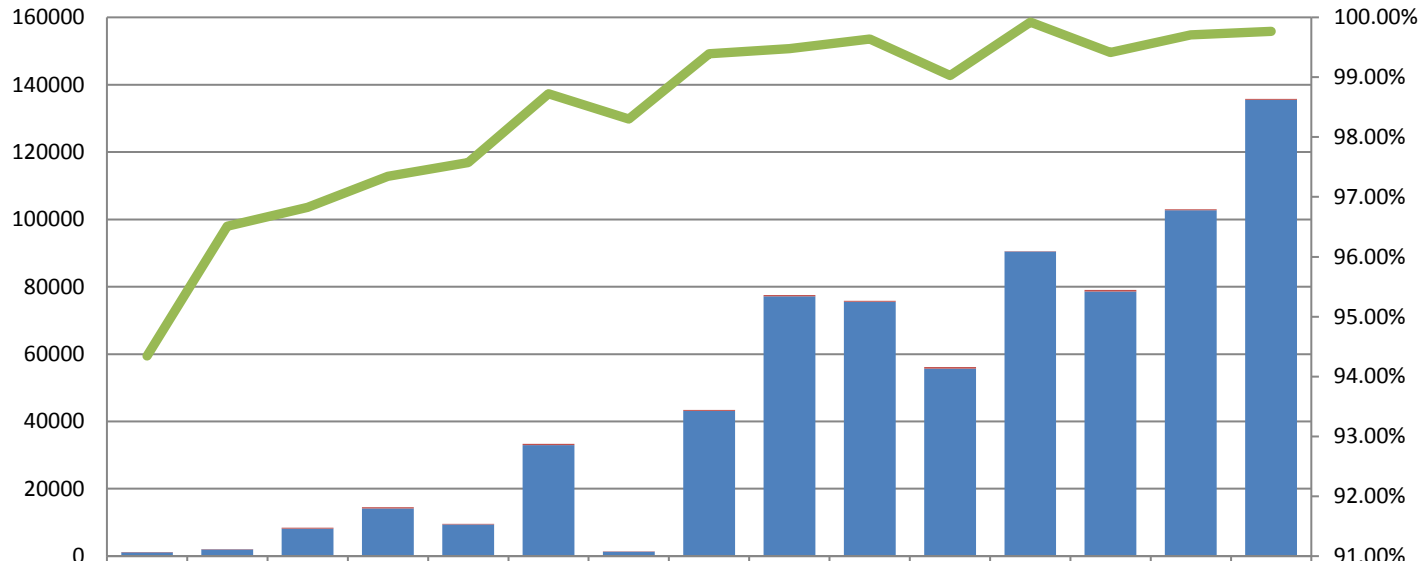
## Failed Transactions by Type

Feb 22, 2009 - Oct 31, 2014

3,705 Transactions



## Transaction Volume/Apply Stats by Release

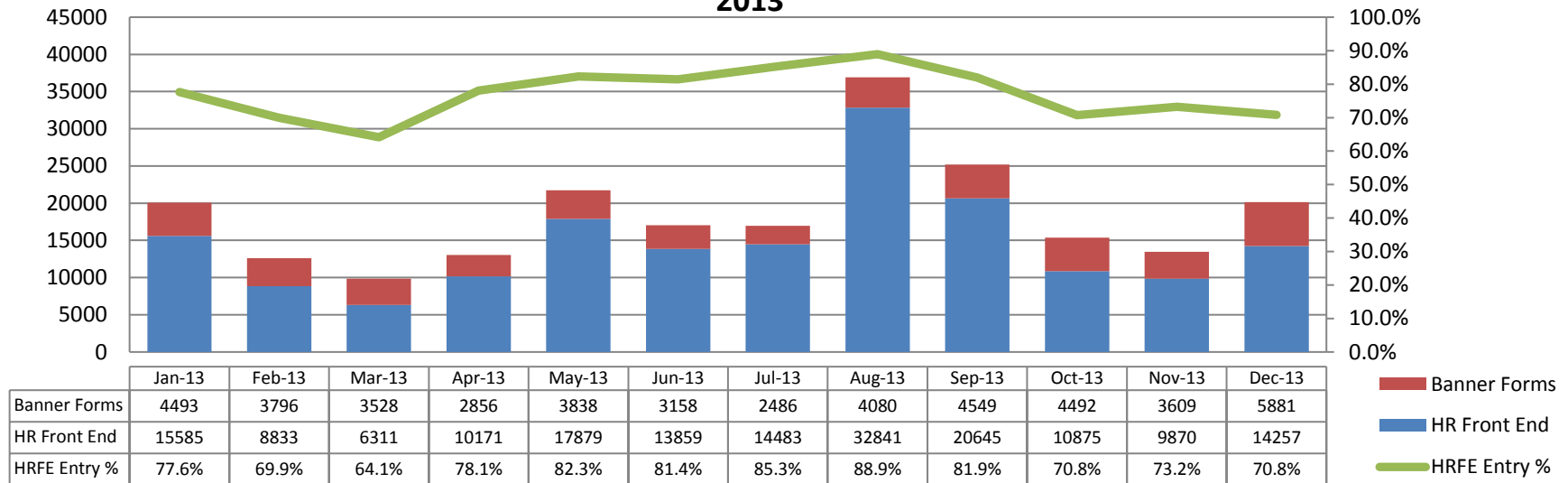


	5.9	5.10	5.11	5.12	5.13	5.14	6.00	6.0x	6.2	6.3	6.4	6.6	7.00	7.1	8.00
Transactions Failed	69	72	268	385	233	425	23	263	405	275	545	72	463	301	315
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	135511
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.03%	99.92%	99.41%	99.71%	99.77%

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

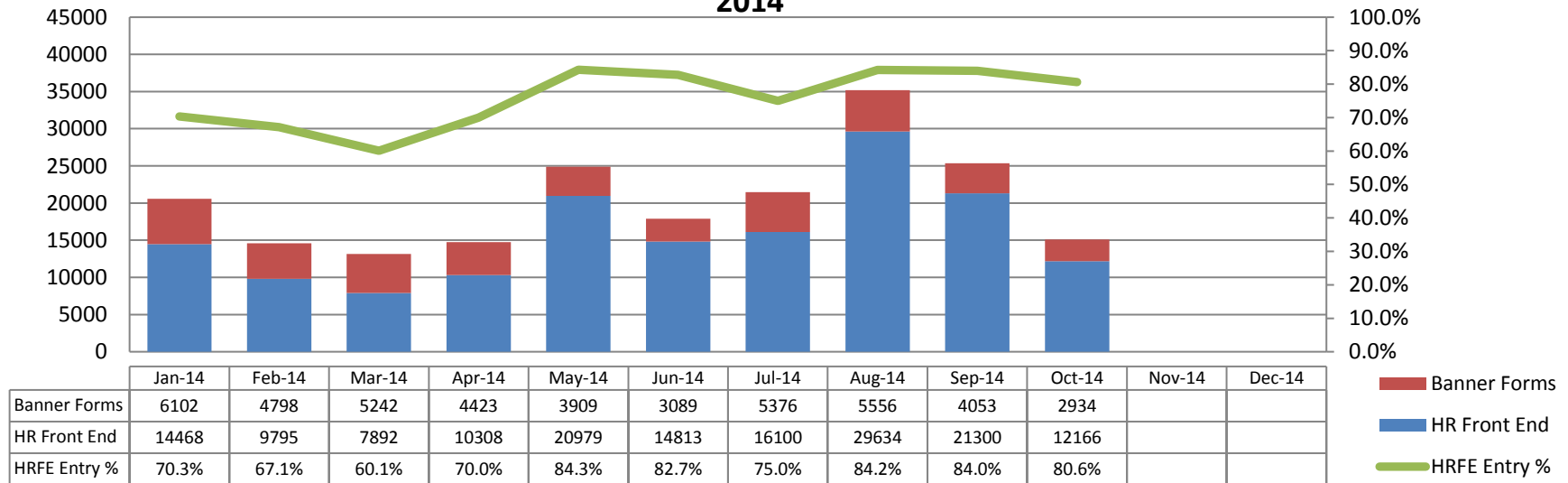
## Banner Forms/HR Front End - Transactions Entered

2013



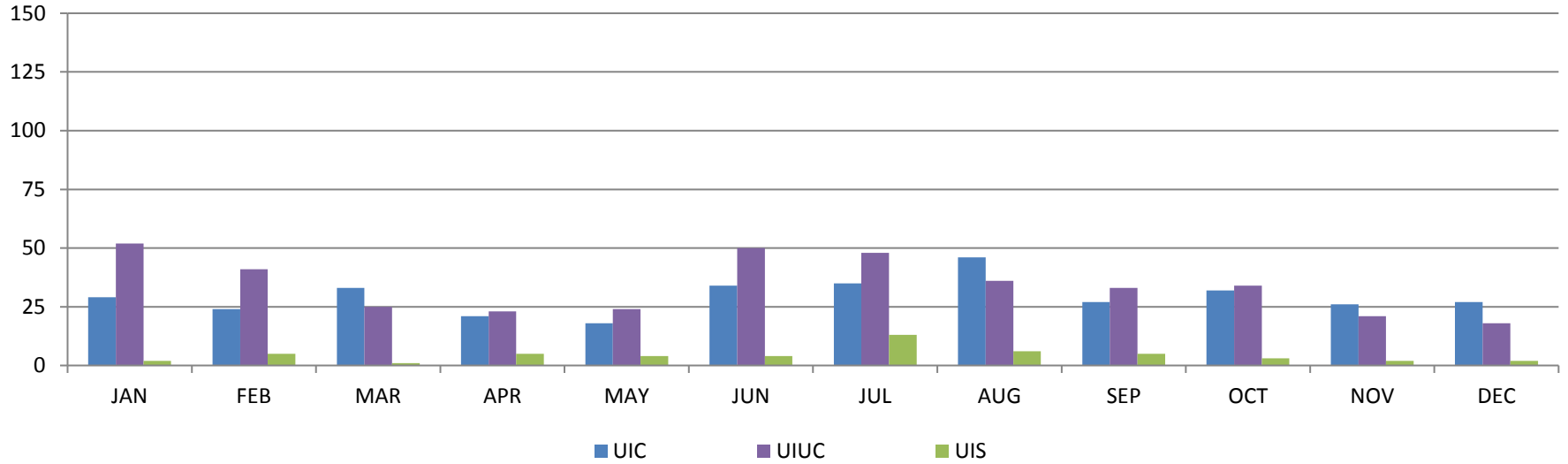
## Banner Forms/HR Front End - Transactions Entered

2014



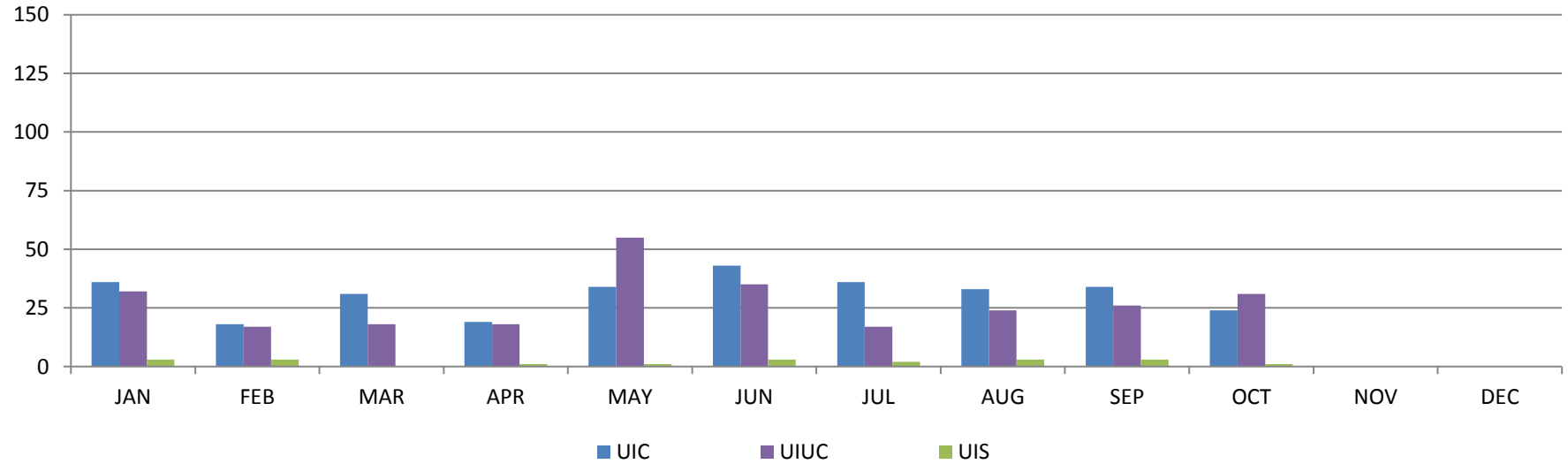
## Service Desk Tickets Created by Campus

2013  
Tickets



## Service Desk Tickets Created by Campus

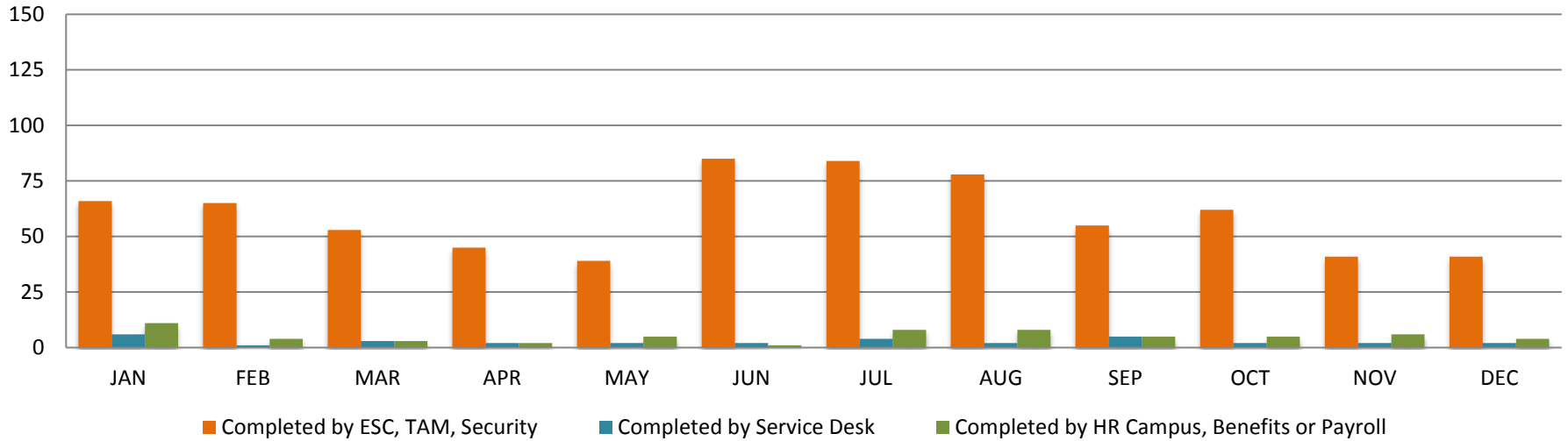
2014  
Tickets



## Production Support

2013

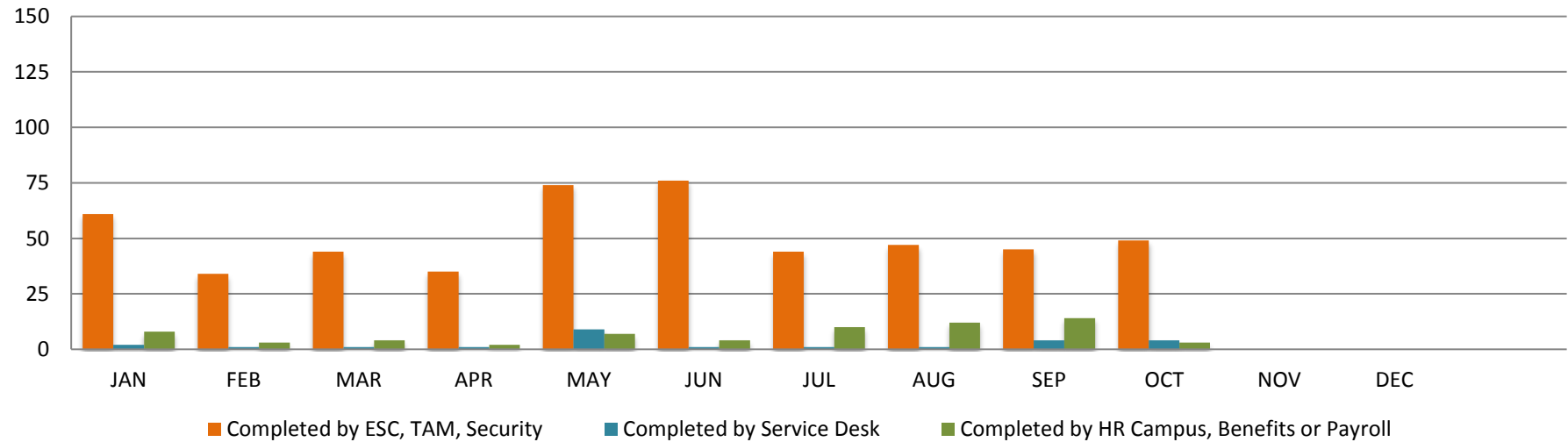
Tickets



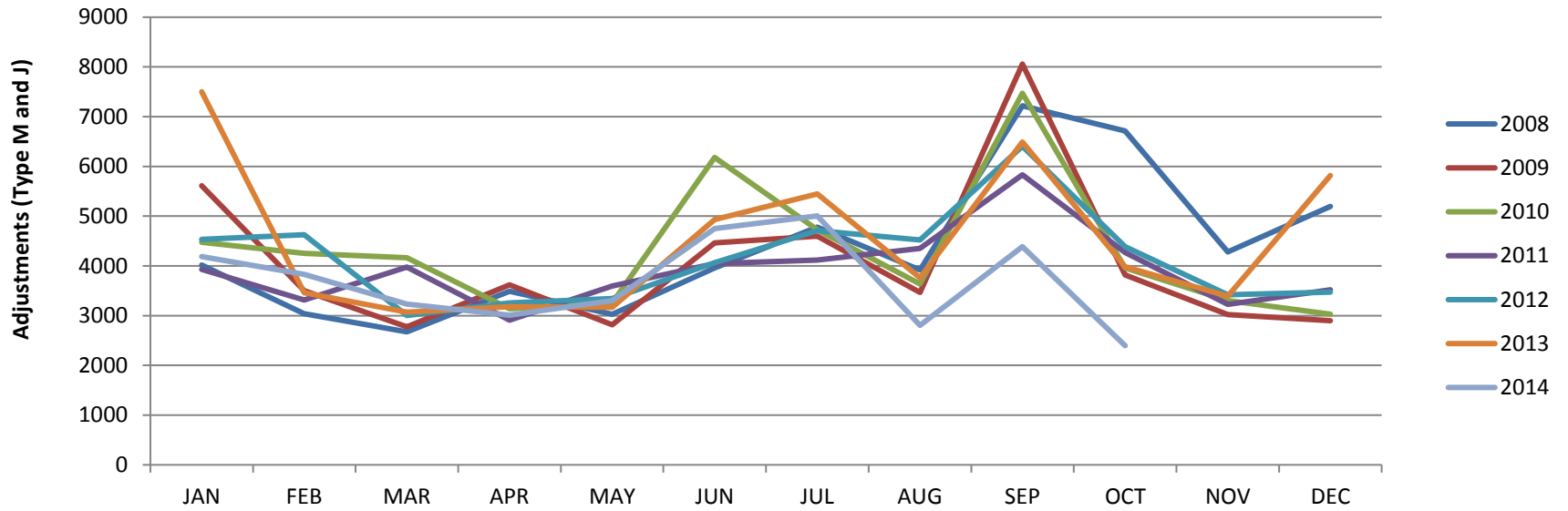
## Production Support

2014

Tickets



## Pay Adjustment Comparison



## Defects and Change Requests Entered

