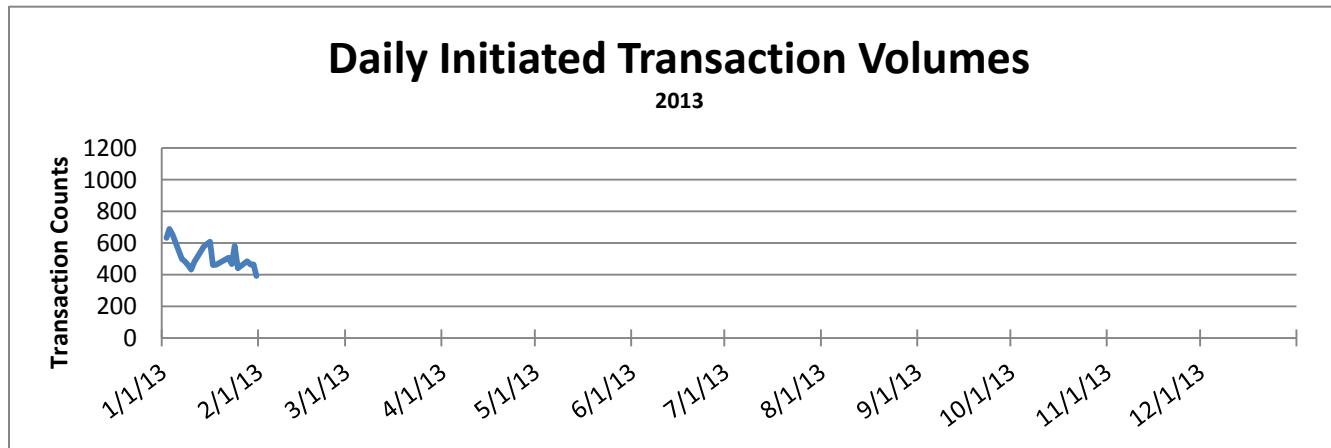
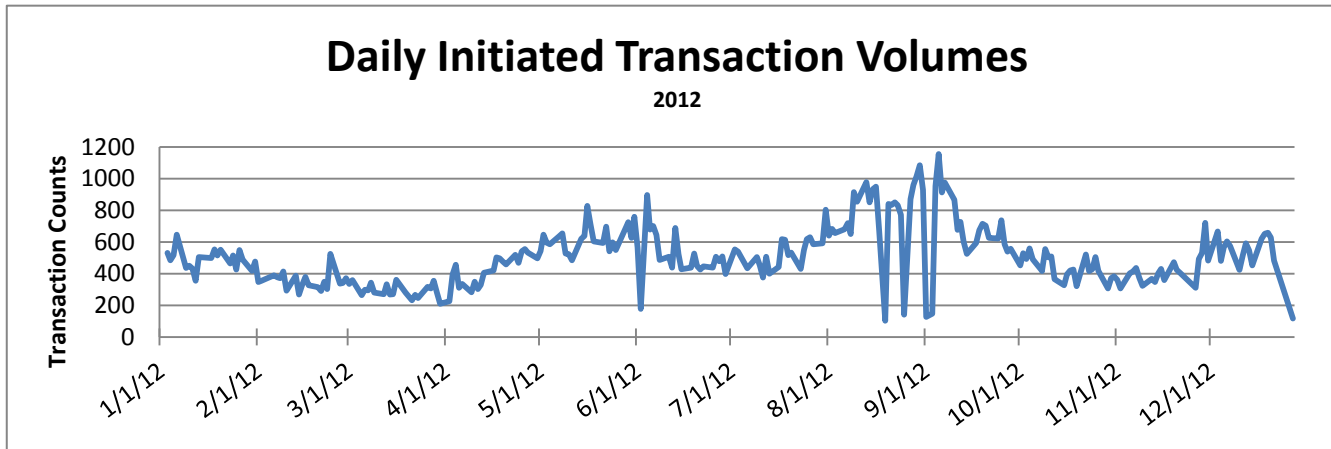
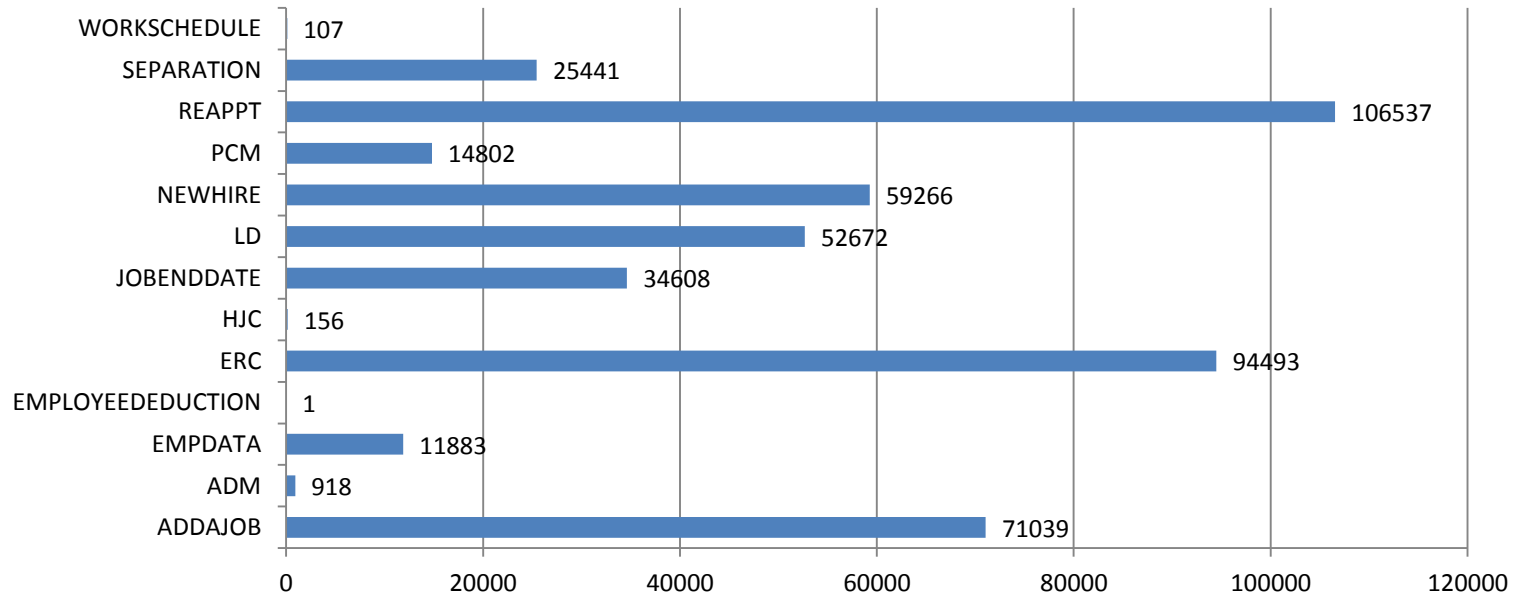


HR Front End Metrics - As of 01/31/2013



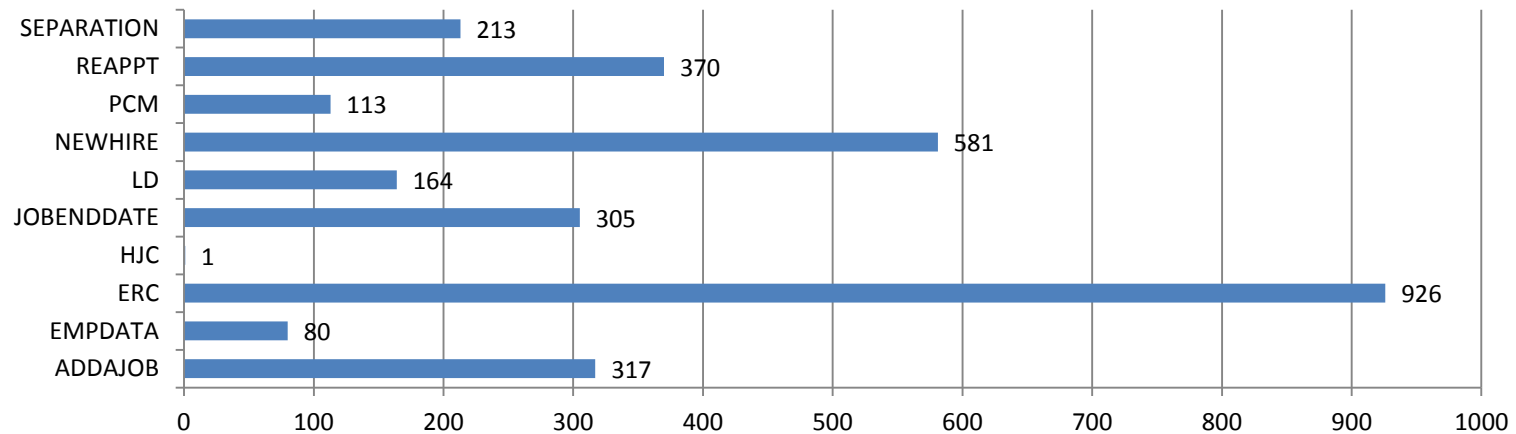
Completed Transactions

Feb 22, 2009 - Jan 31, 2013
471,923 Transactions

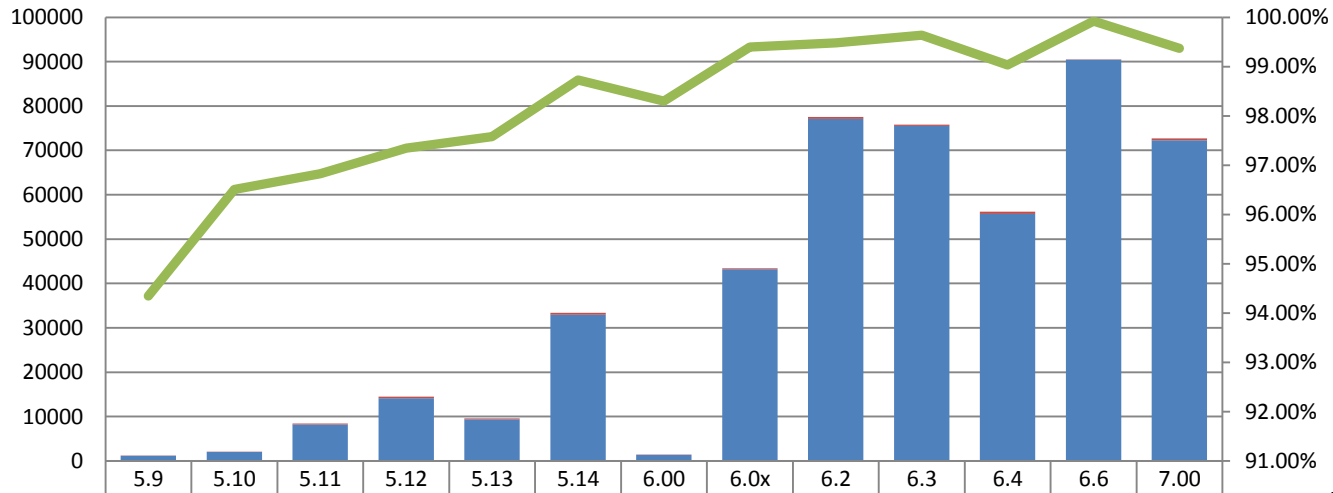


Failed Transactions by Type

Feb 22, 2009 - Jan 31, 2013
3,083 Transactions



Transaction Volume/Apply Stats by Release

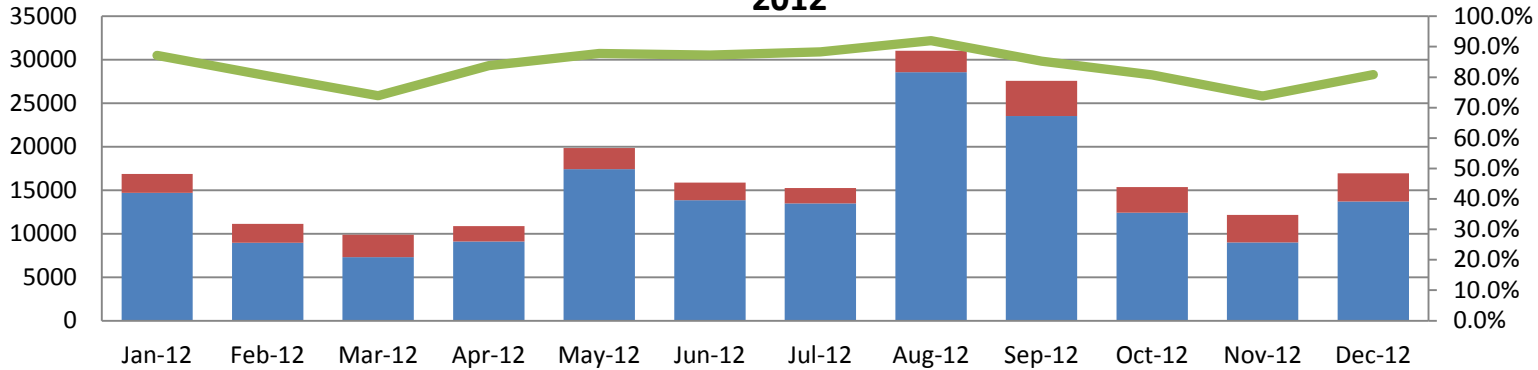


	5.9	5.10	5.11	5.12	5.13	5.14	6.00	6.0x	6.2	6.3	6.4	6.6	7.00
Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	545	72	457
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	72245
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.03%	99.92%	99.37%

- Transactions Failed Apply
- Transactions Applied
- Apply Success Rate

Banner Forms/HR Front End - Transactions Entered

2012

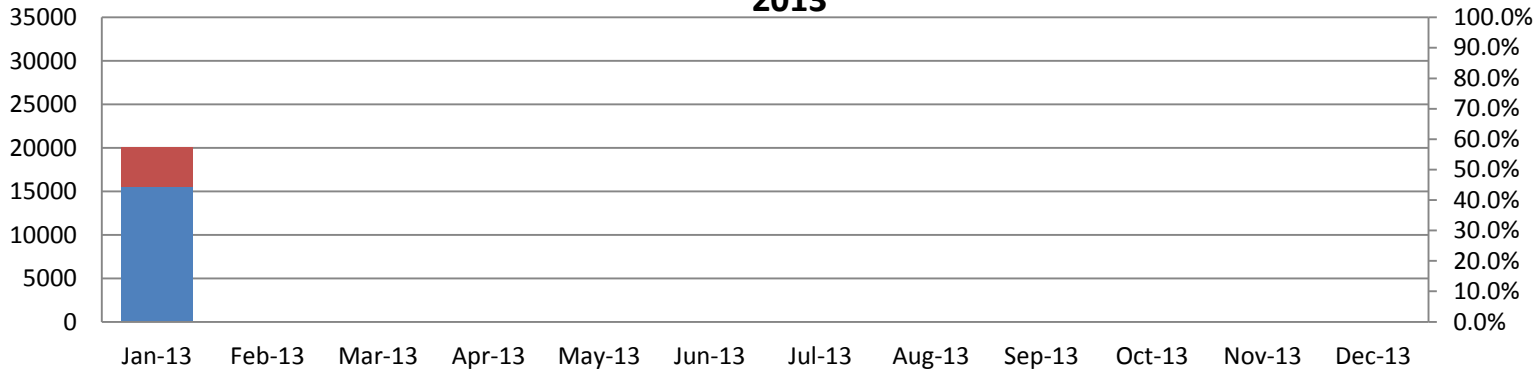


	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
Banner Forms	2174	2185	2580	1757	2427	2027	1776	2474	4070	2959	3184	3246
HR Front End	14686	8951	7291	9106	17442	13870	13471	28556	23524	12403	8987	13710
HRFE Entry %	87.1%	80.4%	73.9%	83.8%	87.8%	87.2%	88.4%	92.0%	85.3%	80.7%	73.8%	80.9%



Banner Forms/HR Front End - Transactions Entered

2013

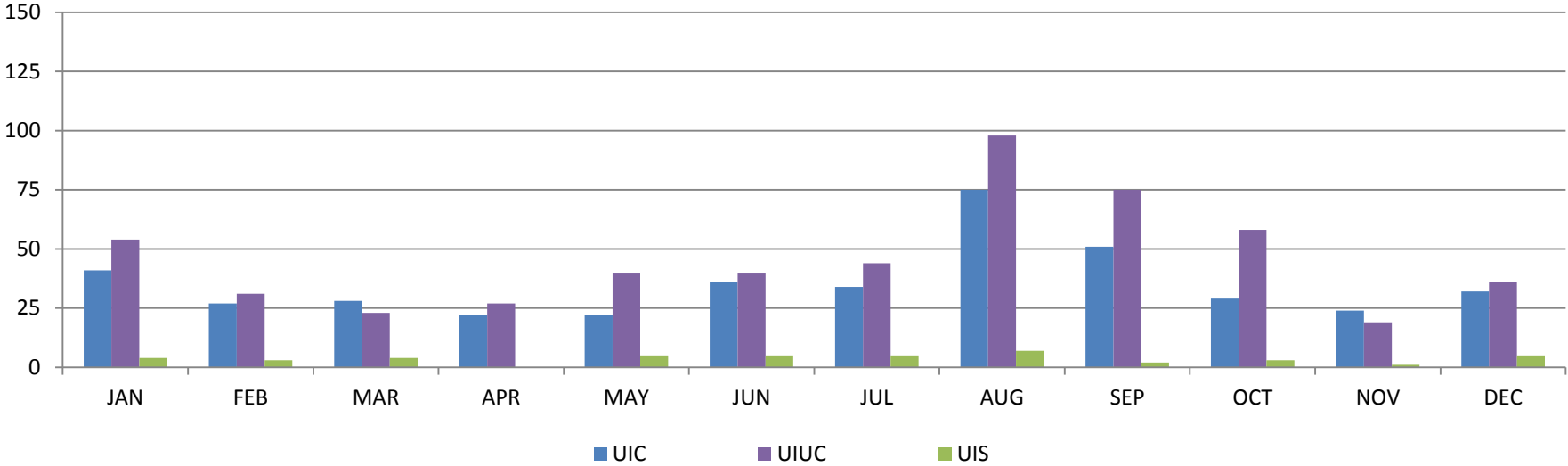


	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Banner Forms	4493											
HR Front End	15585											
HRFE Entry %	77.6%											



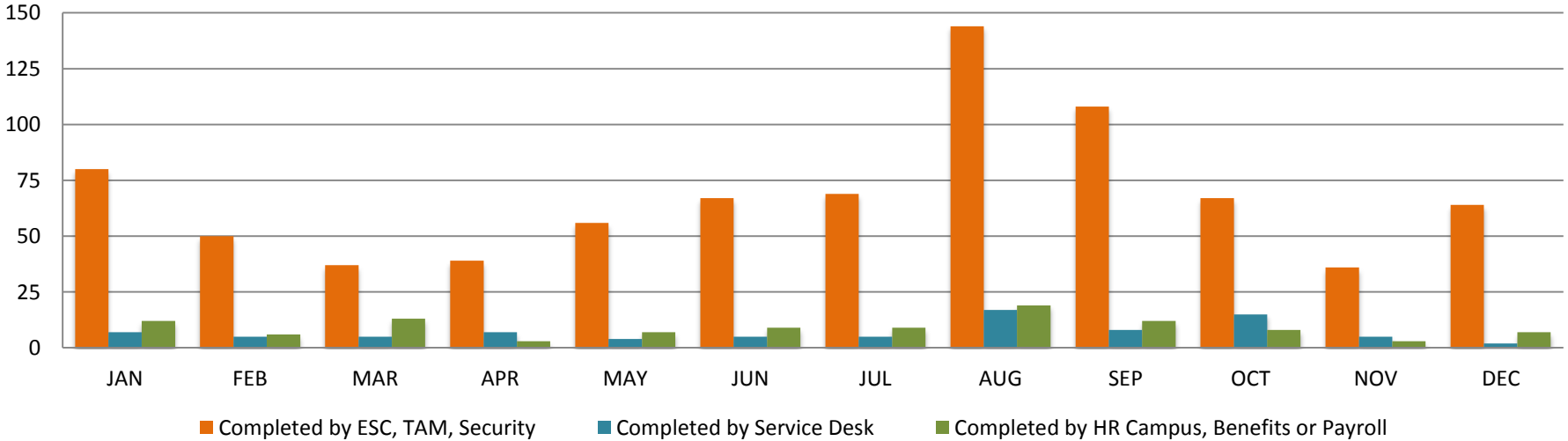
Service Desk Tickets Created by Campus

2012
1010 Tickets



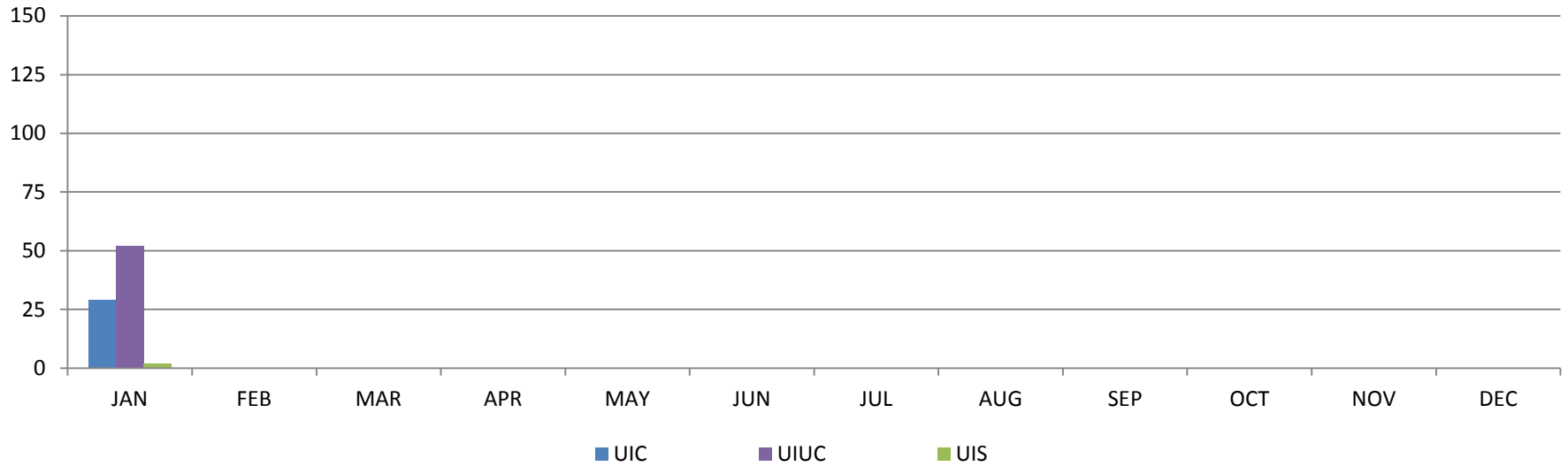
Production Support

2012
1010 Tickets



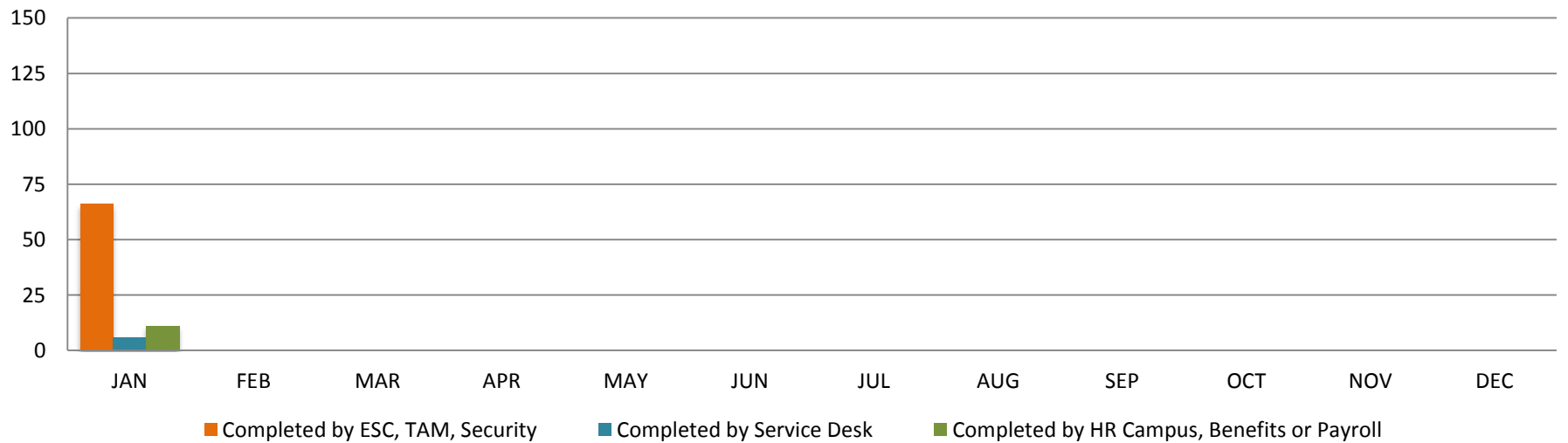
Service Desk Tickets Created by Campus

2013
Tickets

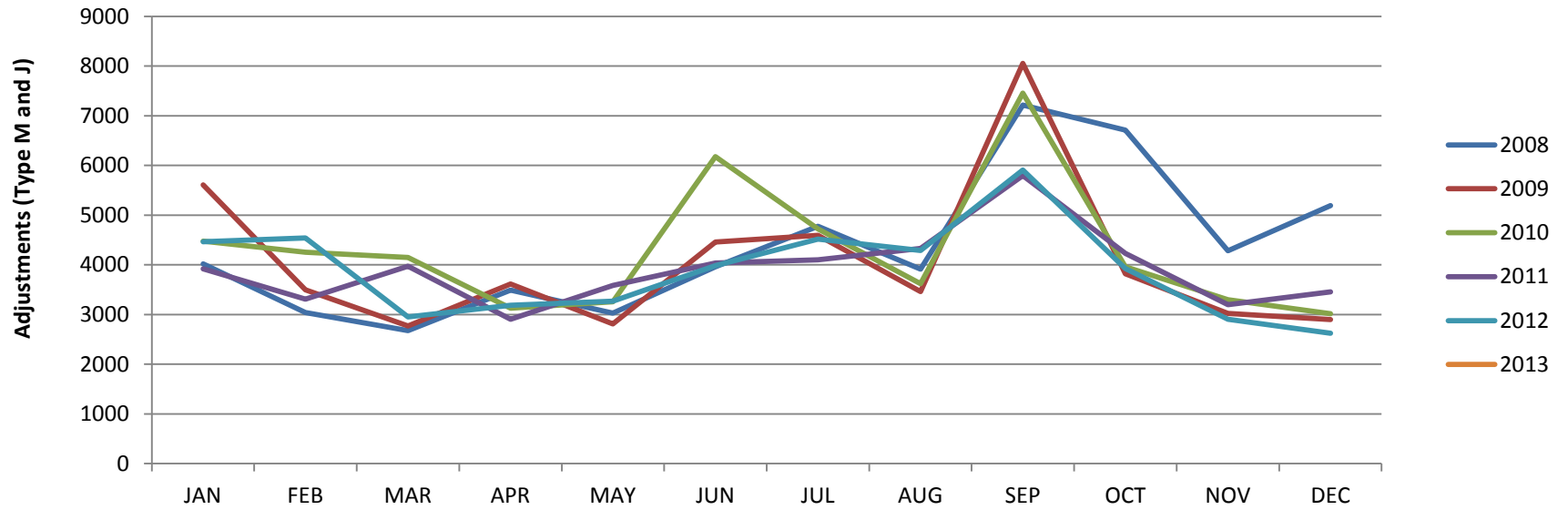


Production Support

2013
Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

