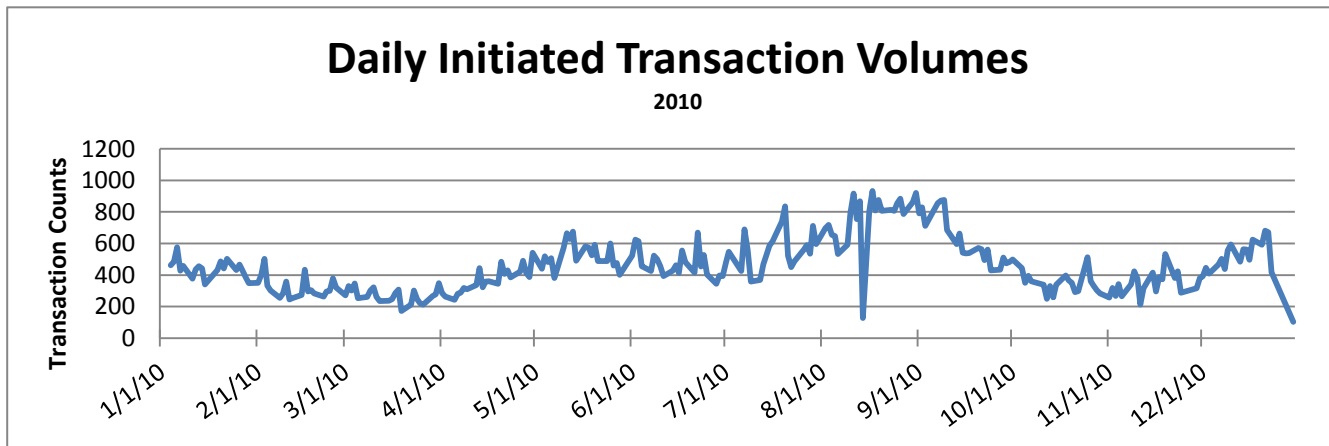
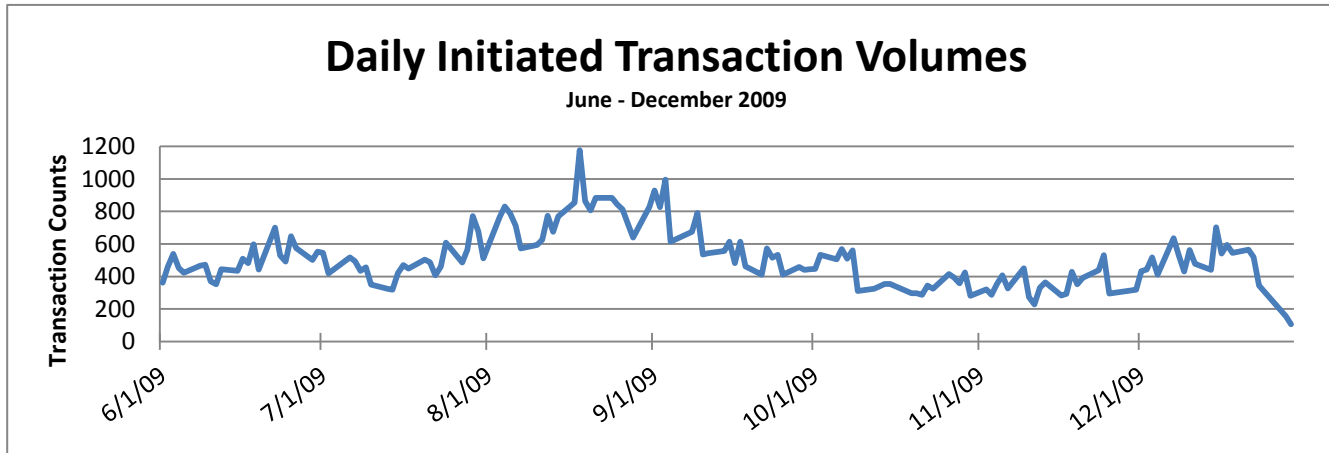
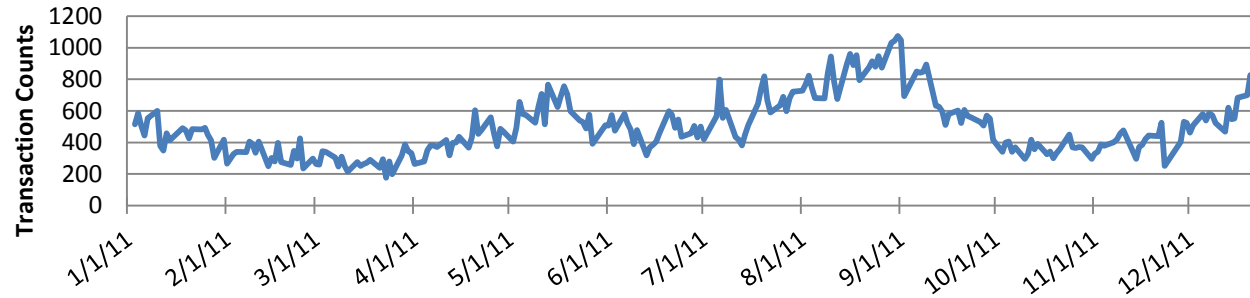


# HR Front End Metrics - As of 6/30/2012



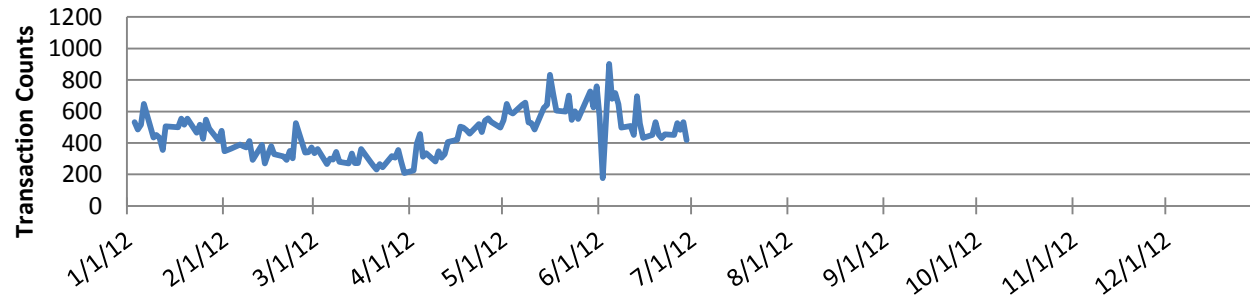
### Daily Initiated Transaction Volumes

2011



### Daily Initiated Transaction Volumes

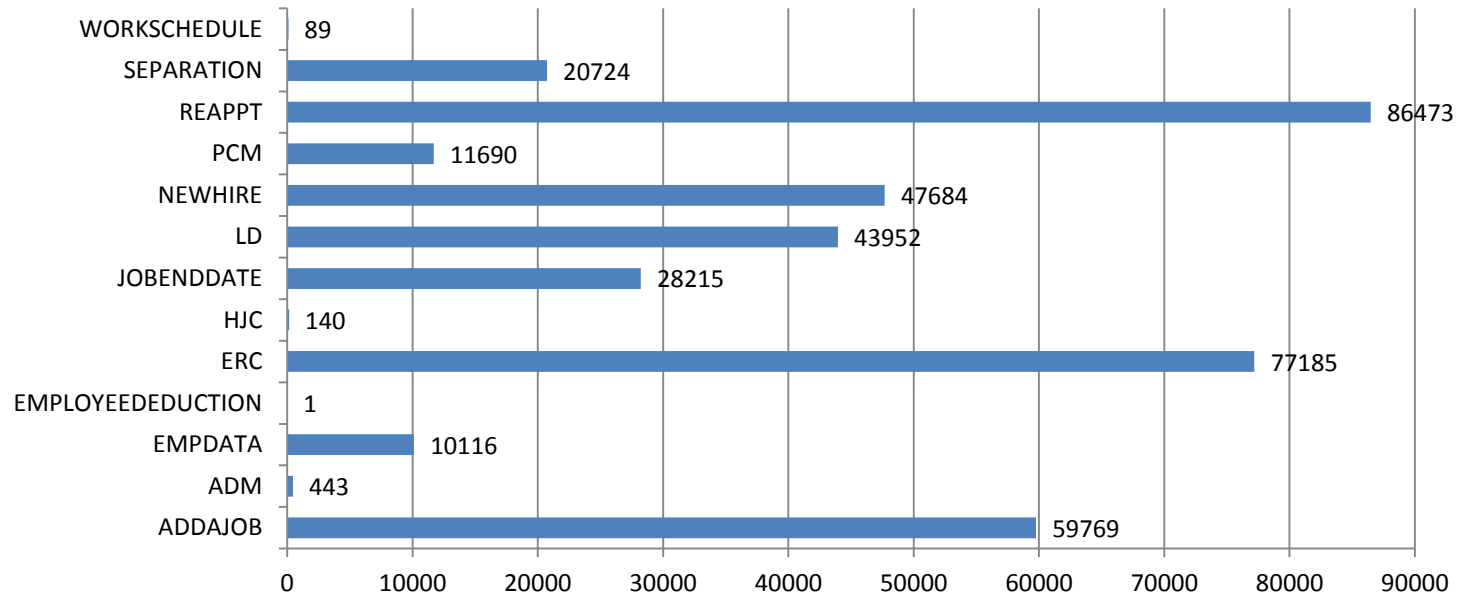
2012



# Completed Transactions

Feb 22, 2009 - June 30, 2012

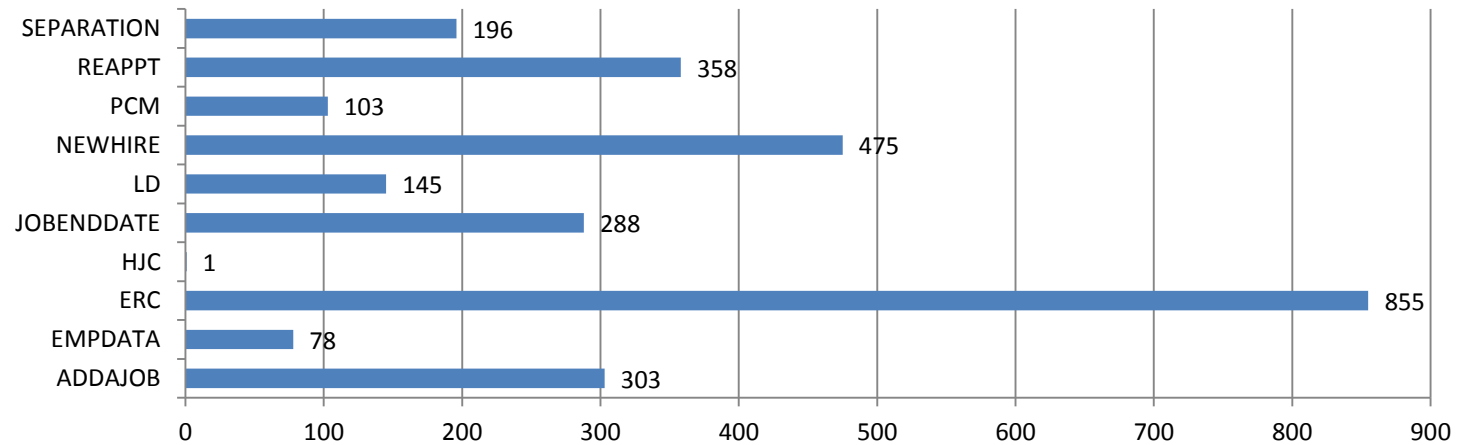
386,481 Transactions



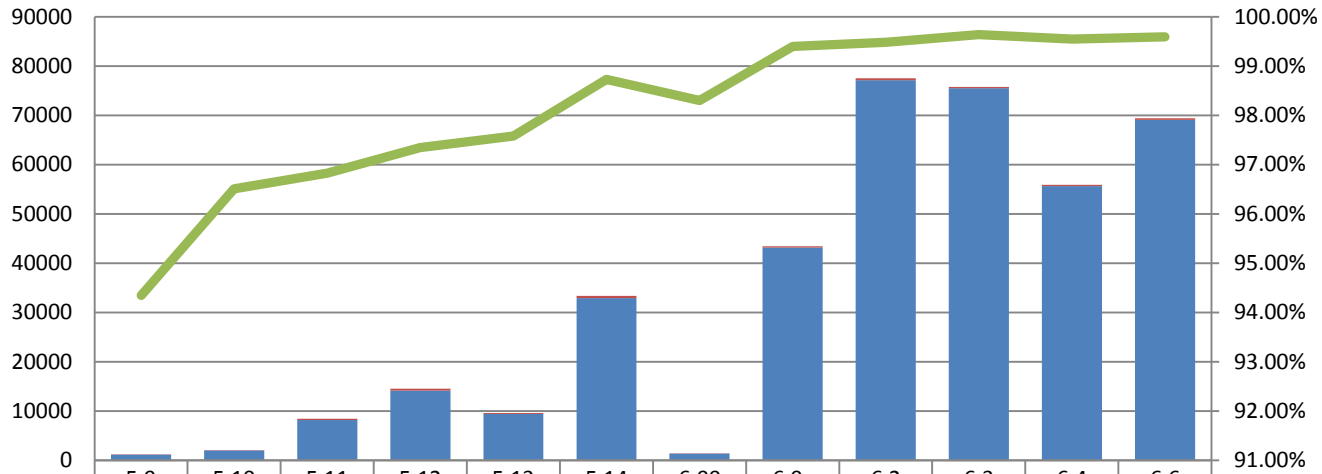
# Failed Transactions by Type

Feb 22, 2009 - June 30, 2012

2,815 Transactions



## Transaction Volume/Apply Stats by Release

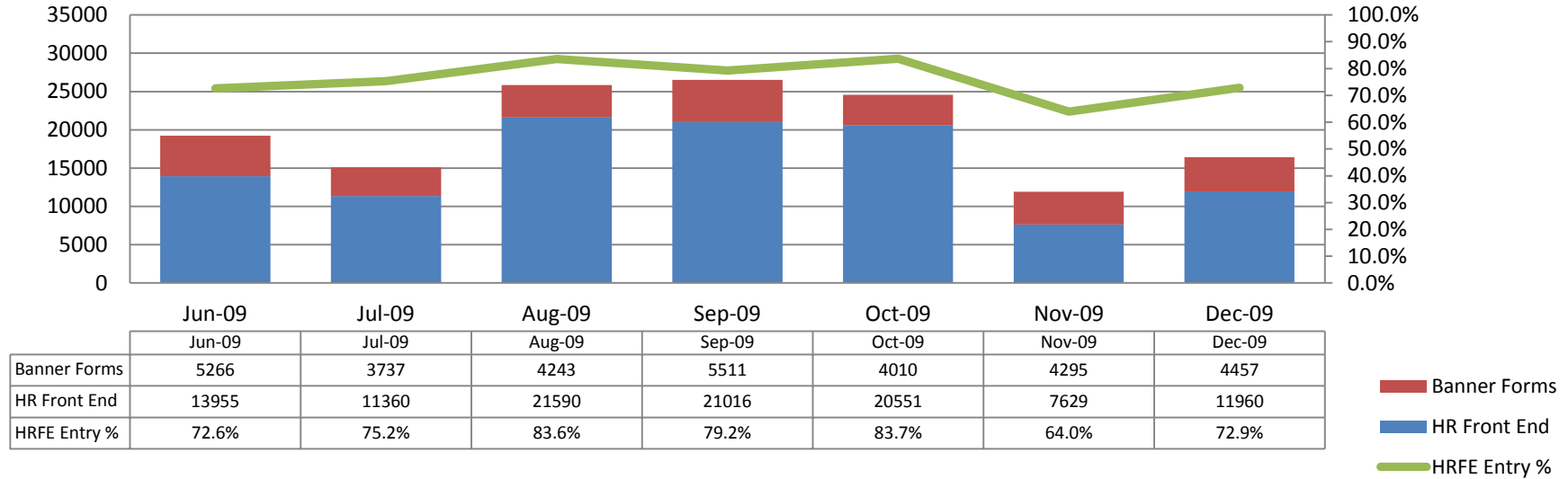


Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	253	285
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	69083
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.55%	99.59%

- Transactions Failed Apply
- Transactions Applied
- Apply Success Rate

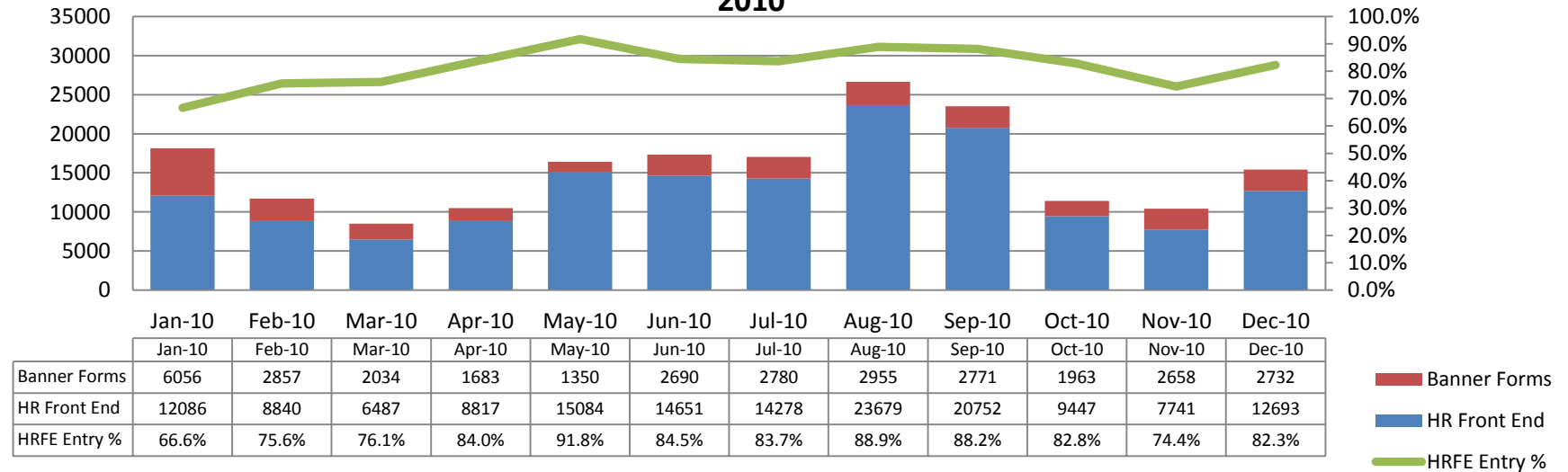
## Banner Forms/HR Front End - Transactions Entered

June - December 2009



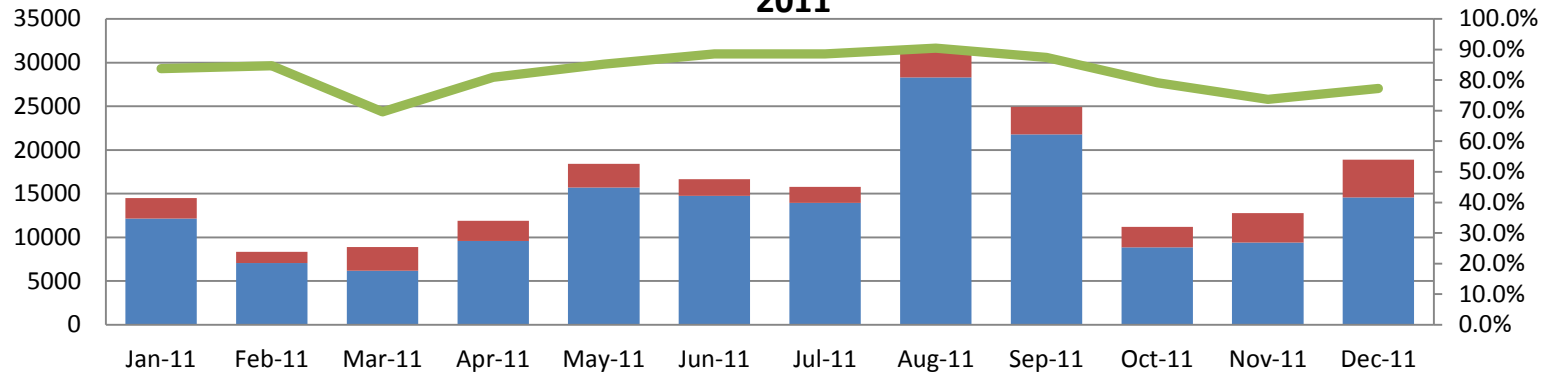
## Banner Forms/HR Front End - Transactions Entered

2010



## Banner Forms/HR Front End - Transactions Entered

2011

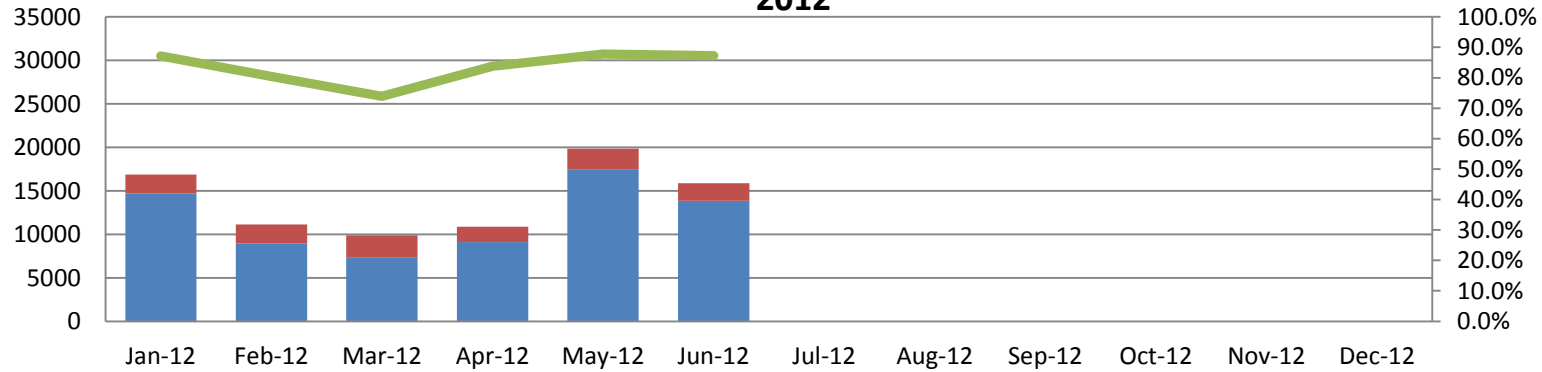


	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Banner Forms	2360	1280	2698	2274	2718	1907	1809	3003	3151	2332	3354	4303
HR Front End	12144	7065	6184	9606	15698	14757	13953	28305	21792	8860	9419	14582
HRFE Entry %	83.7%	84.7%	69.6%	80.9%	85.2%	88.6%	88.5%	90.4%	87.4%	79.2%	73.7%	77.2%

■ Banner Forms  
■ HR Front End  
— HRFE Entry %

## Banner Forms/HR Front End - Transactions Entered

2012

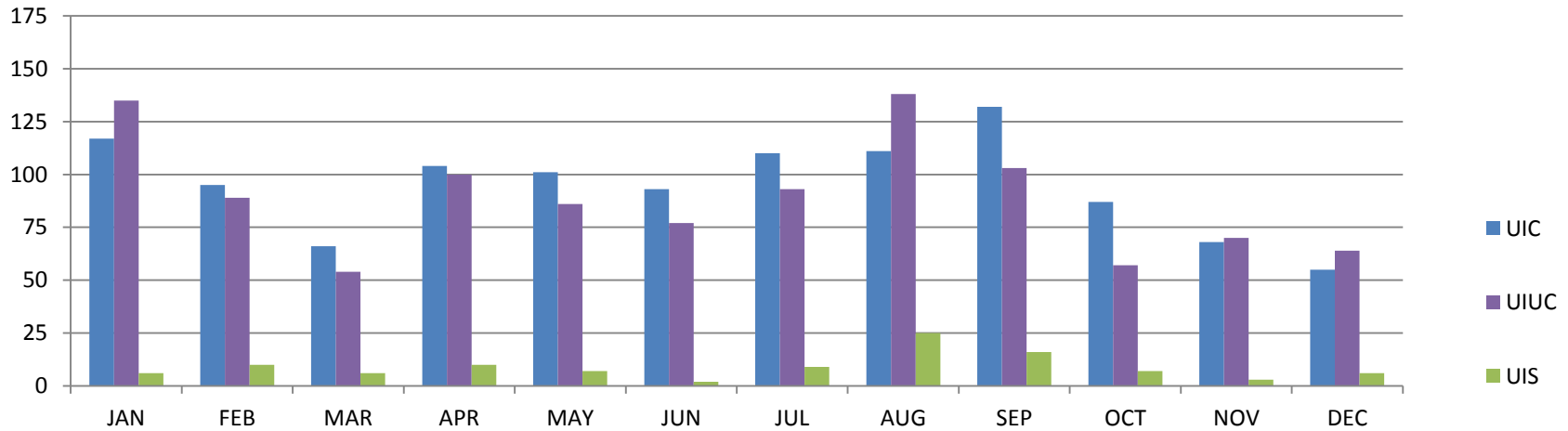


	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
Banner Forms	2174	2185	2580	1757	2427	2027						
HR Front End	14686	8951	7291	9106	17442	13870						
HRFE Entry %	87.1%	80.4%	73.9%	83.8%	87.8%	87.2%						

■ Banner Forms  
■ HR Front End  
— HRFE Entry %

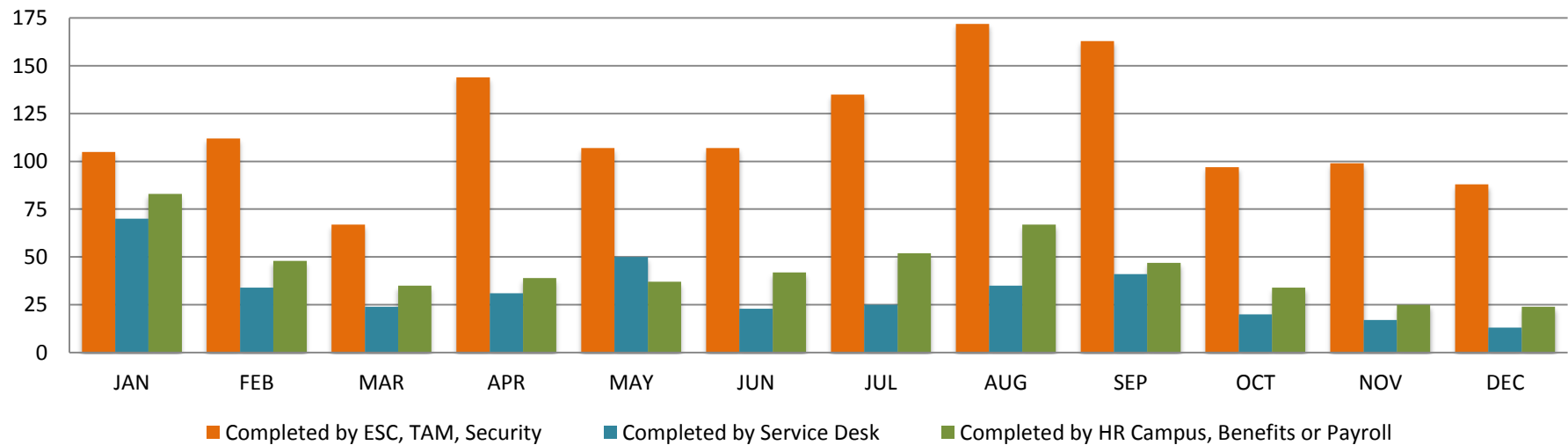
## Service Desk Tickets Created by Campus

2010  
2,312 Tickets



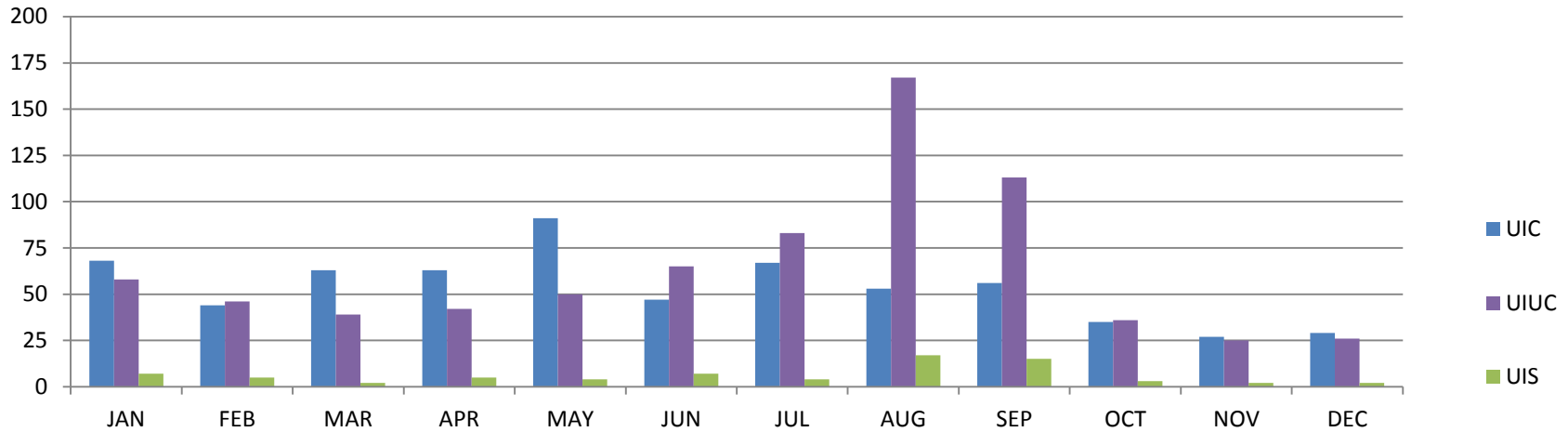
## Production Support

2010  
2,312 Tickets



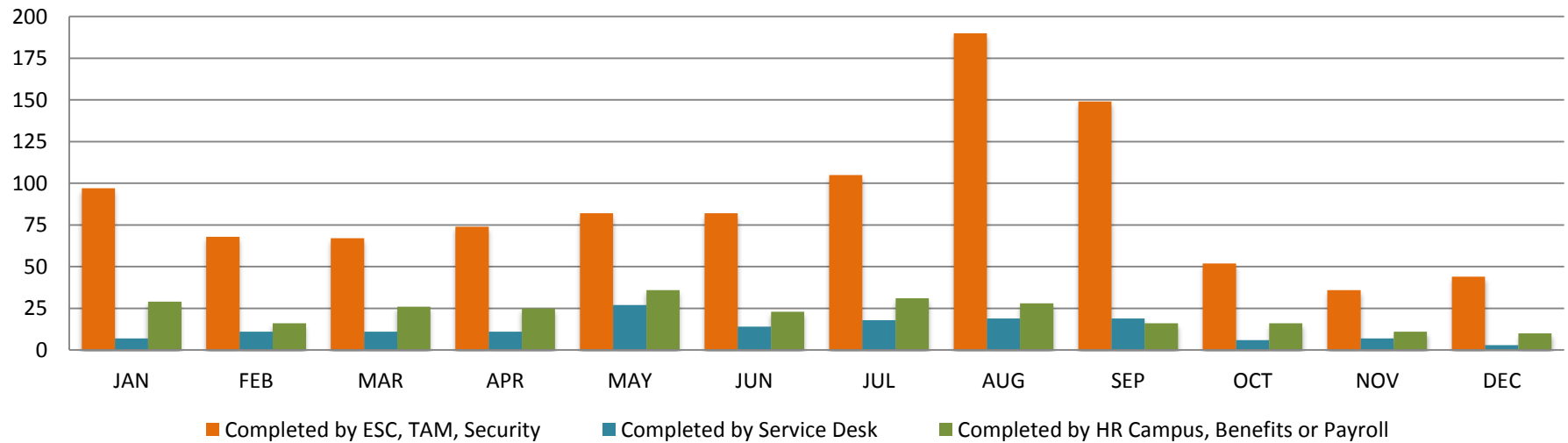
## Service Desk Tickets Created by Campus

2011  
1,466 Tickets



## Production Support

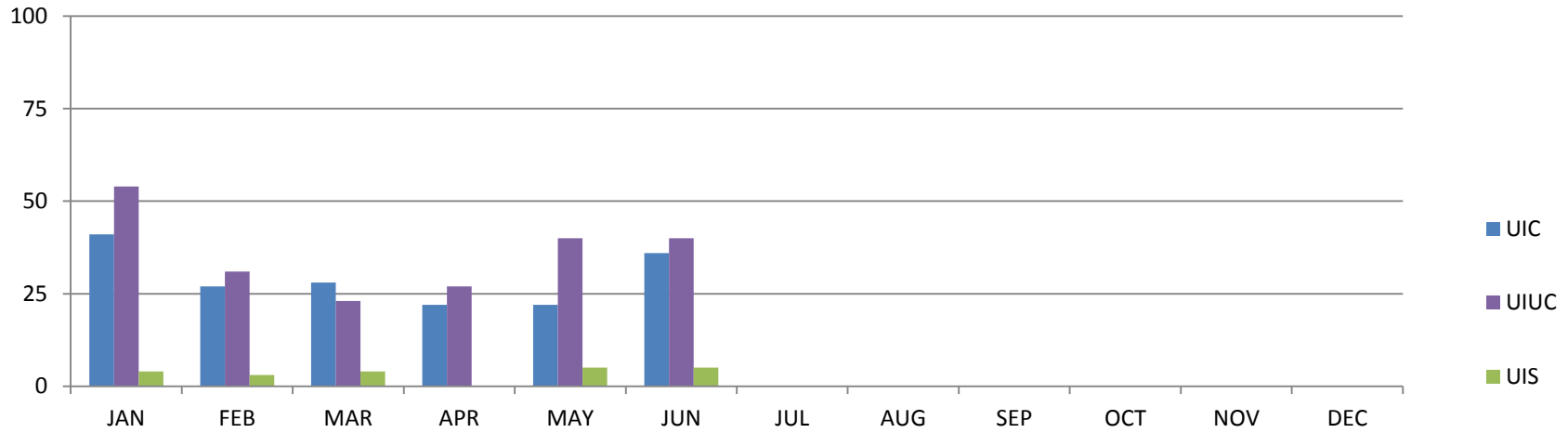
2011  
1,466 Tickets





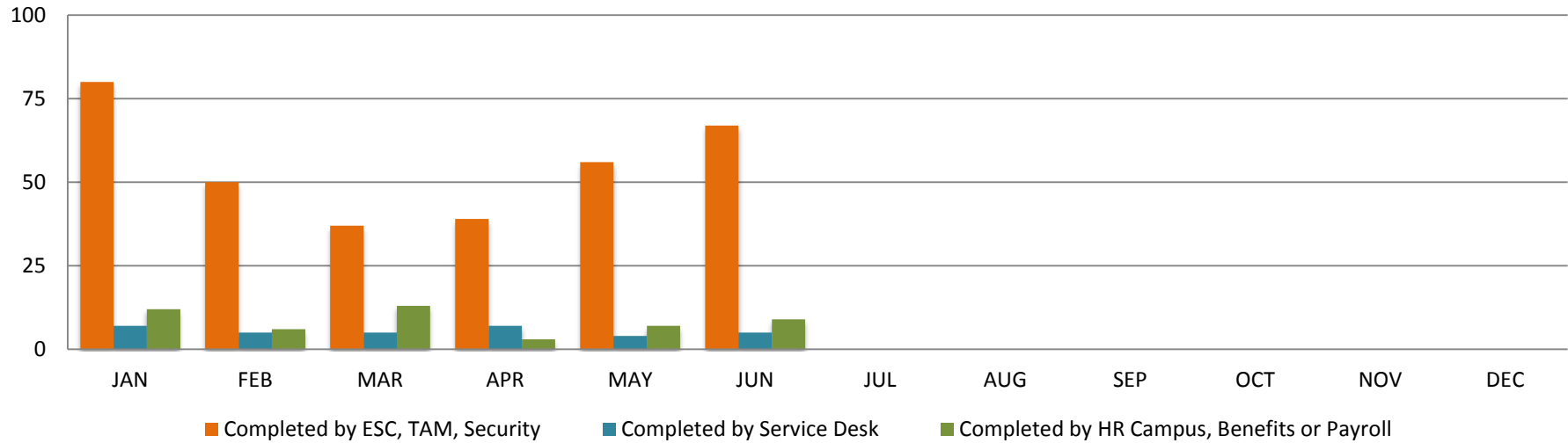
## Service Desk Tickets Created by Campus

2012  
412 Tickets

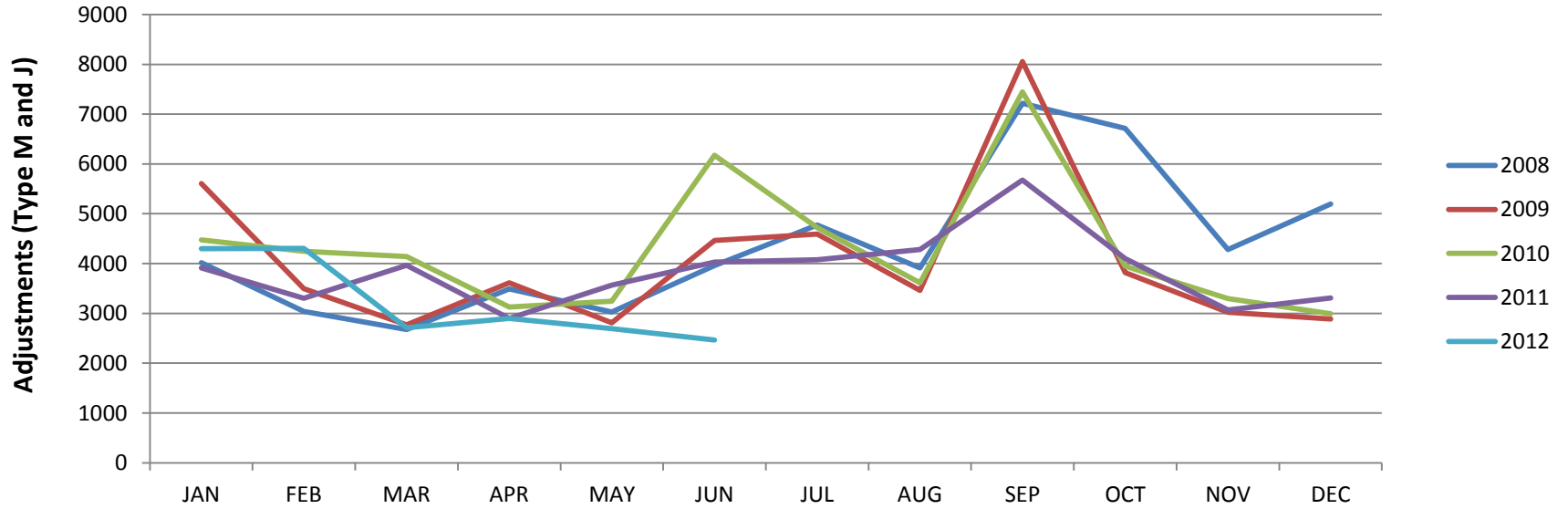


## Production Support

2012  
412 Tickets



### Pay Adjustment Comparison



### Defects and Change Requests Entered

