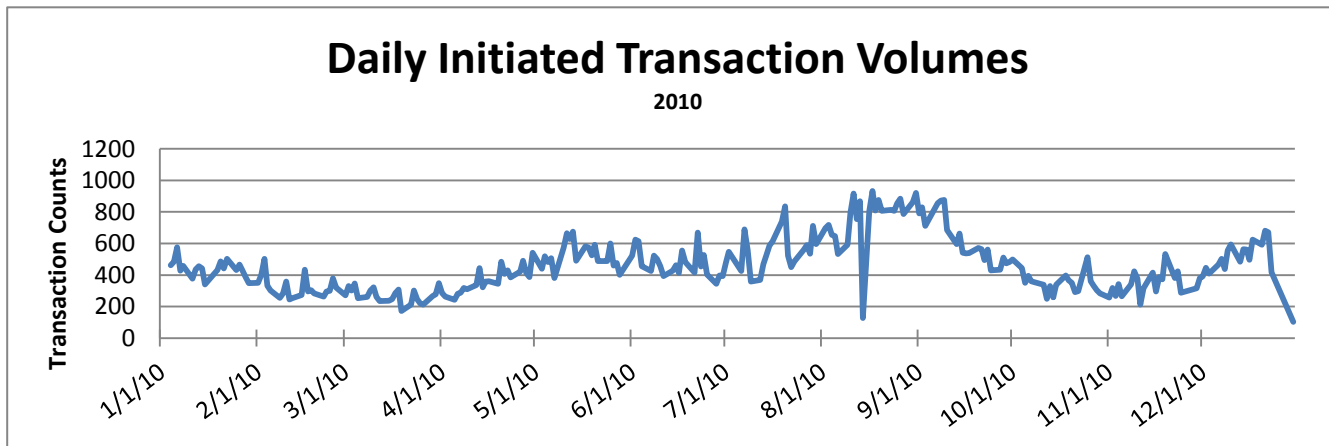
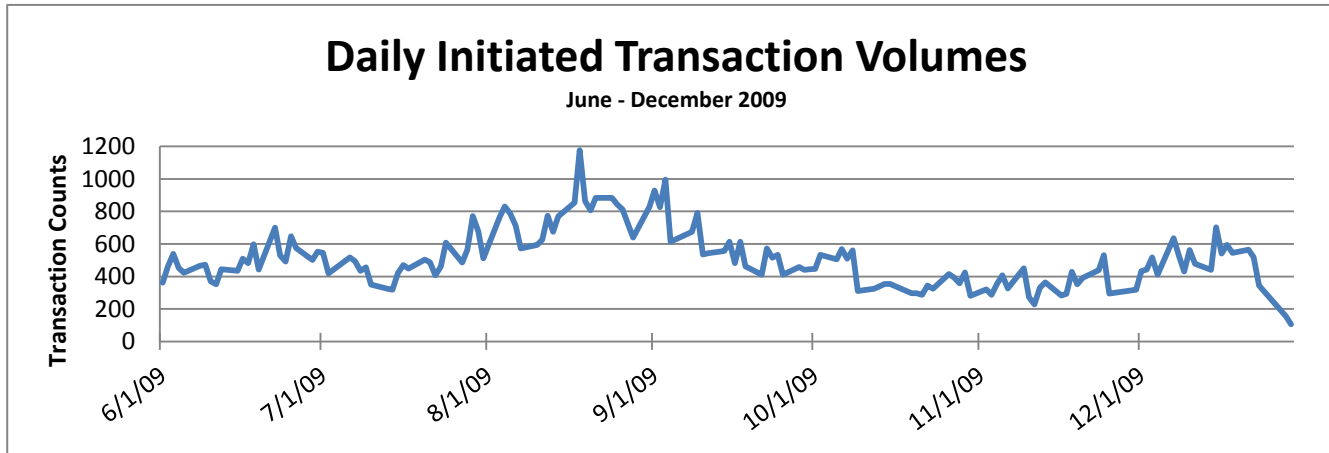
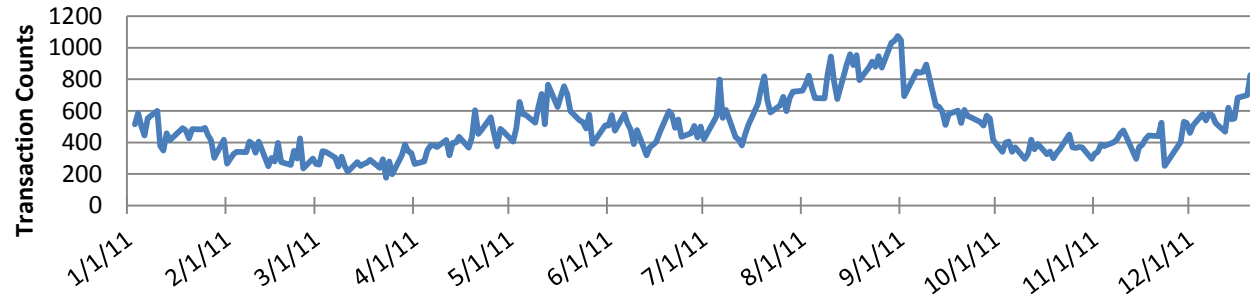


HR Front End Metrics - As of 8/31/2012



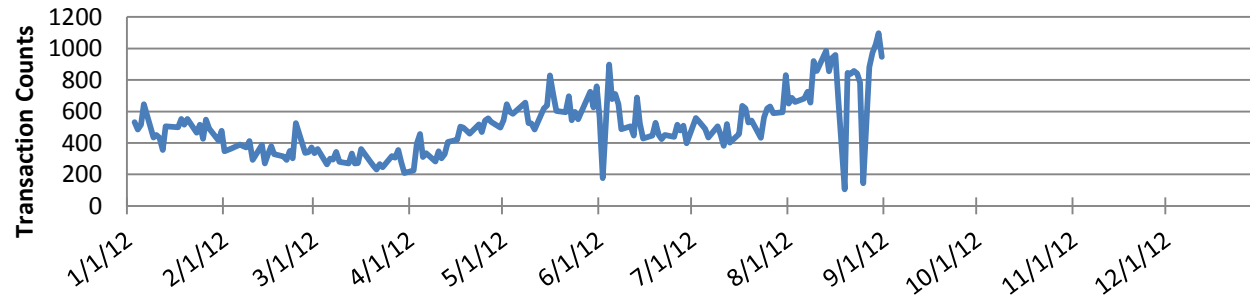
Daily Initiated Transaction Volumes

2011



Daily Initiated Transaction Volumes

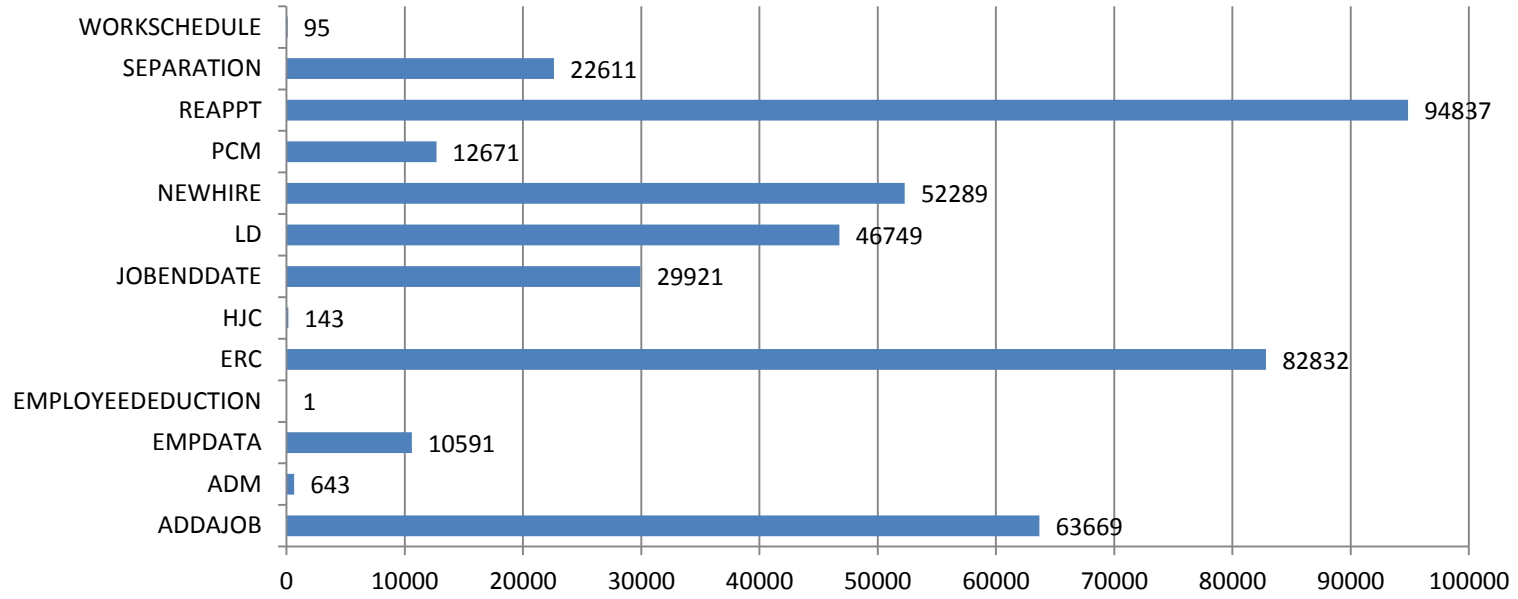
2012



Completed Transactions

Feb 22, 2009 - Aug 31, 2012

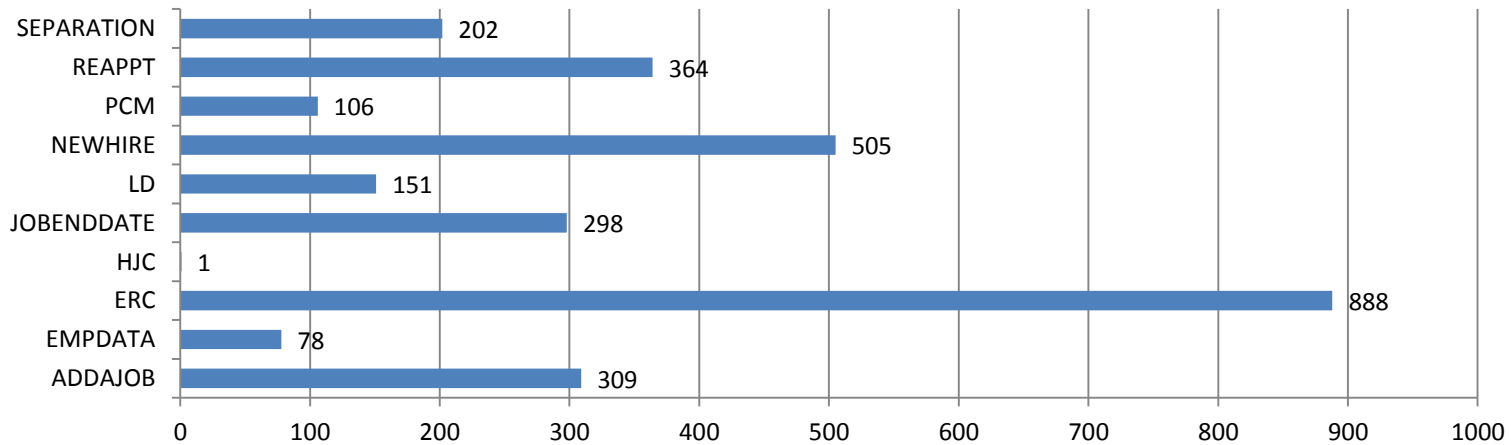
417,052 Transactions



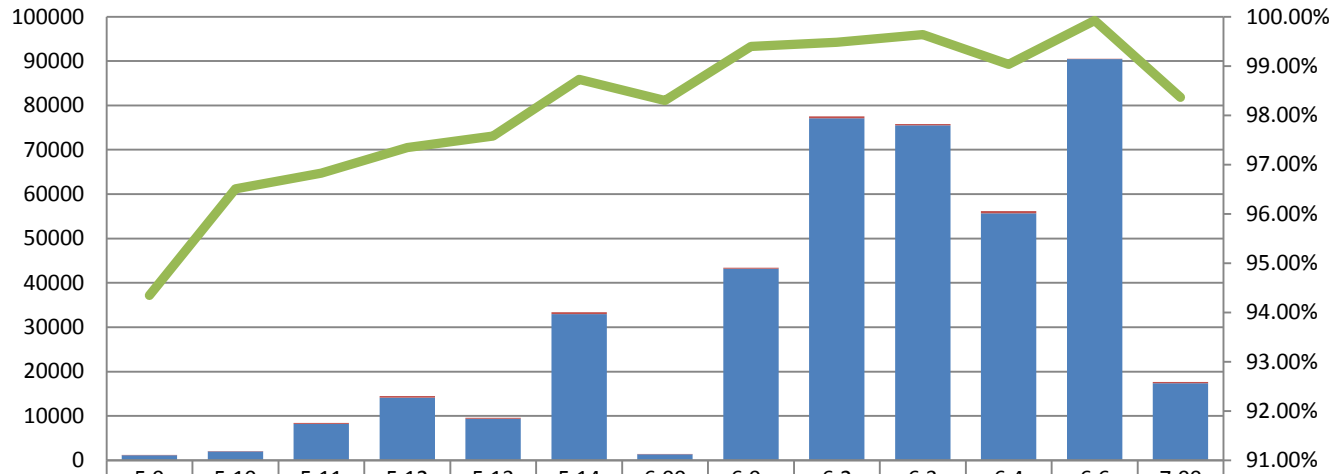
Failed Transactions by Type

Feb 22, 2009 - Aug 31, 2012

2,915 Transactions



Transaction Volume/Apply Stats by Release

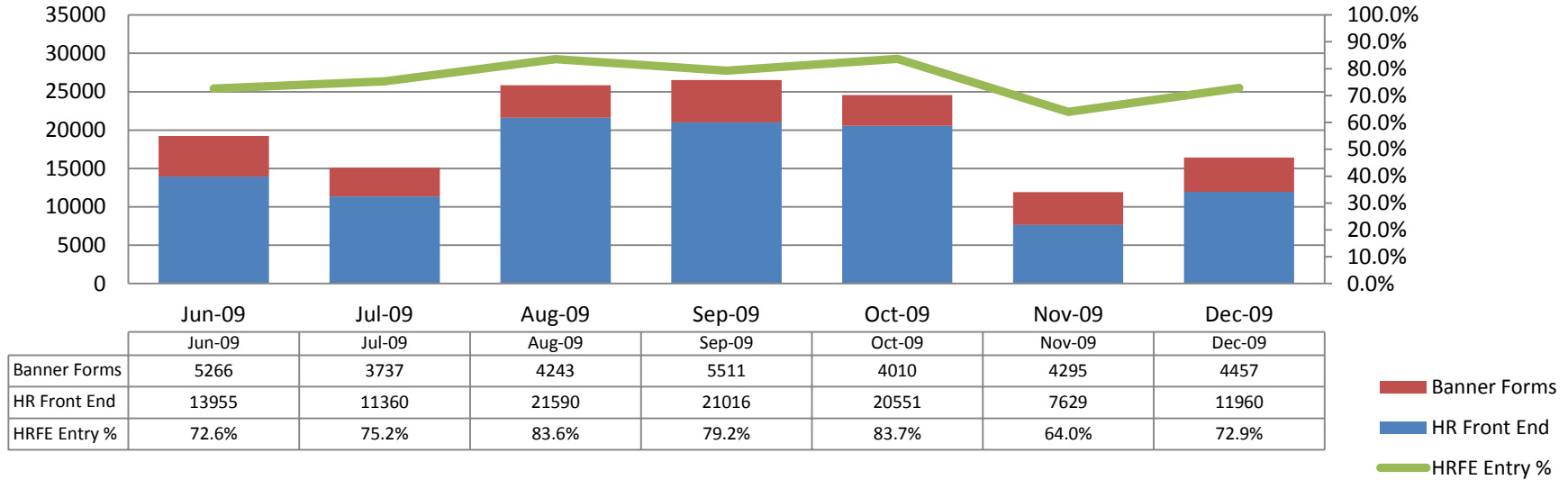


Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	545	72	289
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	17374
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.03%	99.92%	98.36%

- Transactions Failed Apply
- Transactions Applied
- Apply Success Rate

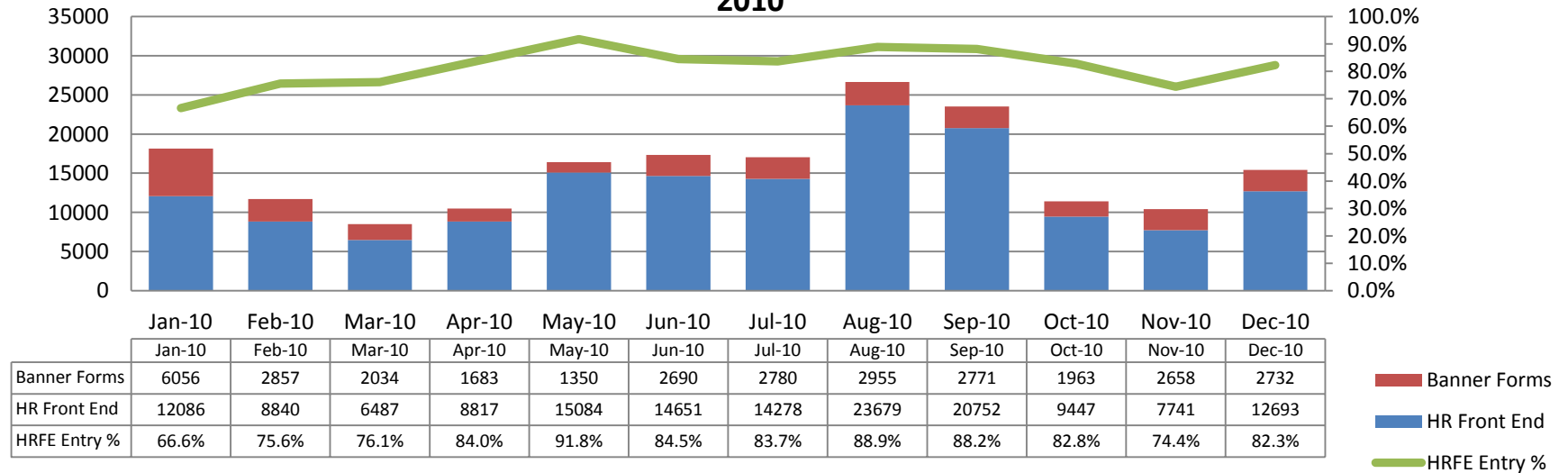
Banner Forms/HR Front End - Transactions Entered

June - December 2009



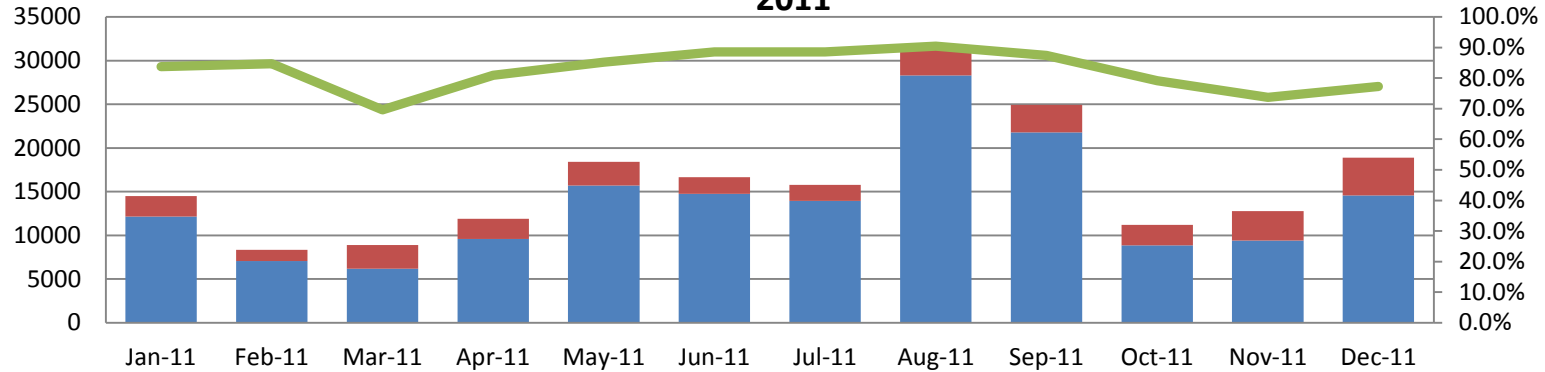
Banner Forms/HR Front End - Transactions Entered

2010



Banner Forms/HR Front End - Transactions Entered

2011

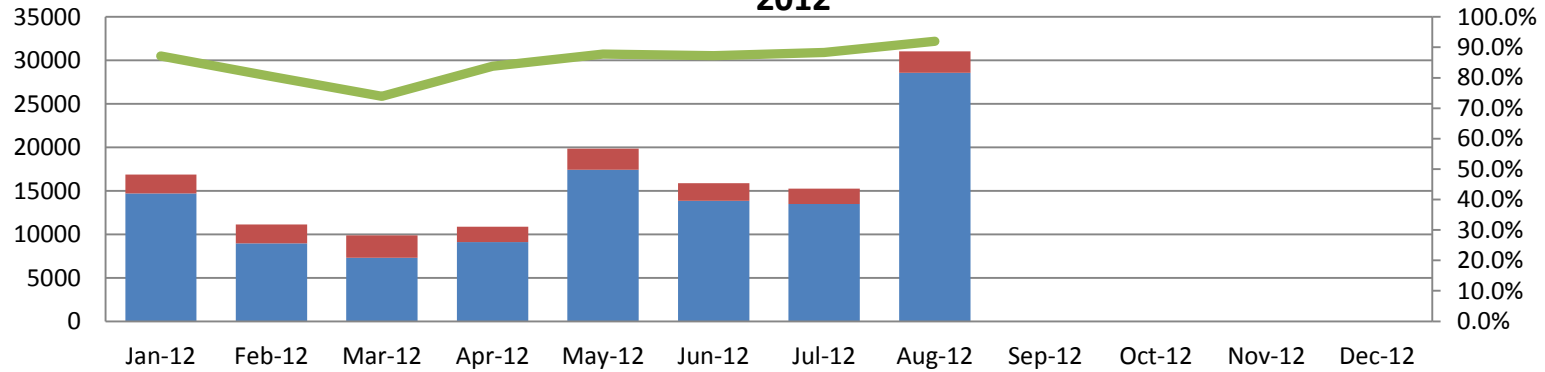


	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Banner Forms	2360	1280	2698	2274	2718	1907	1809	3003	3151	2332	3354	4303
HR Front End	12144	7065	6184	9606	15698	14757	13953	28305	21792	8860	9419	14582
HRFE Entry %	83.7%	84.7%	69.6%	80.9%	85.2%	88.6%	88.5%	90.4%	87.4%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

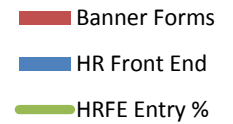


Banner Forms/HR Front End - Transactions Entered

2012

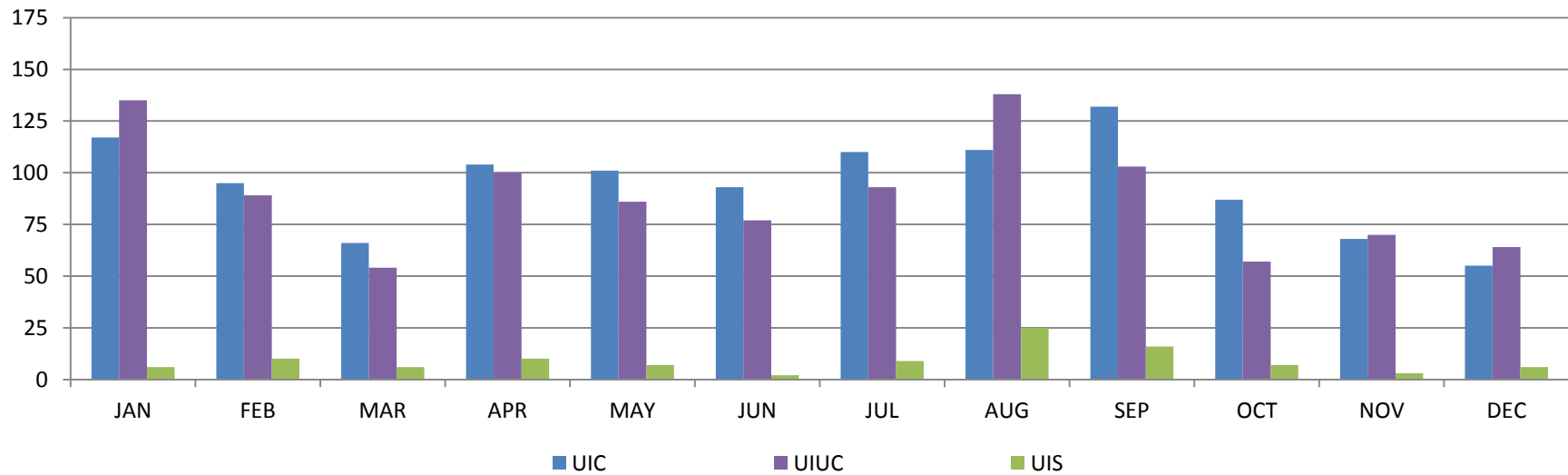


	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
Banner Forms	2174	2185	2580	1757	2427	2027	1776	2474				
HR Front End	14686	8951	7291	9106	17442	13870	13471	28556				
HRFE Entry %	87.1%	80.4%	73.9%	83.8%	87.8%	87.2%	88.4%	92.0%				



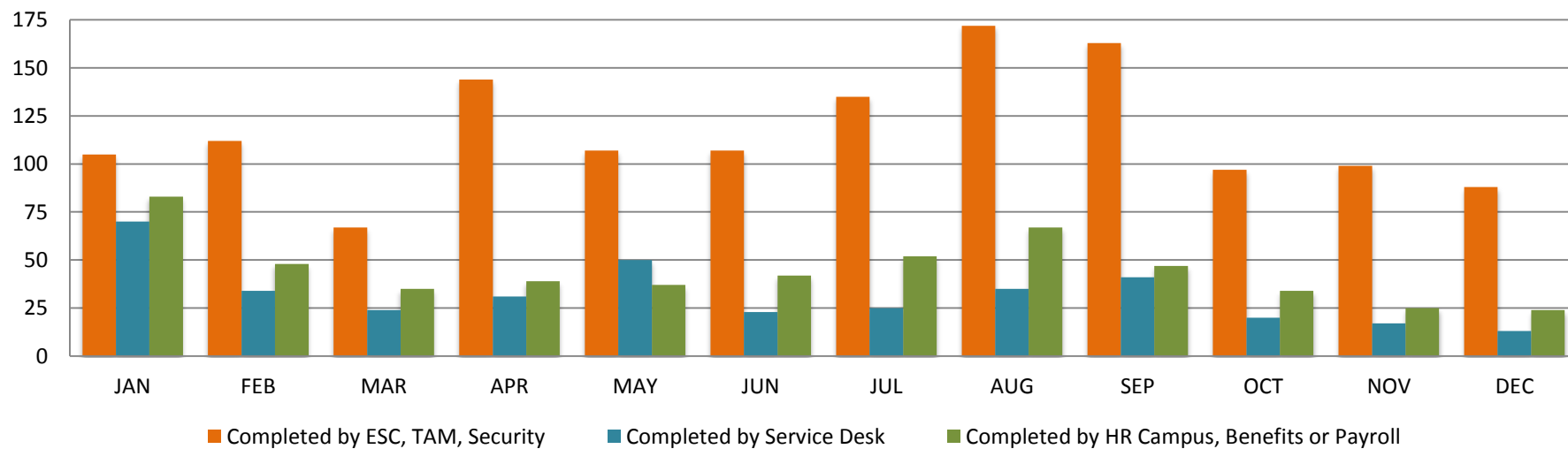
Service Desk Tickets Created by Campus

2010
2,312 Tickets



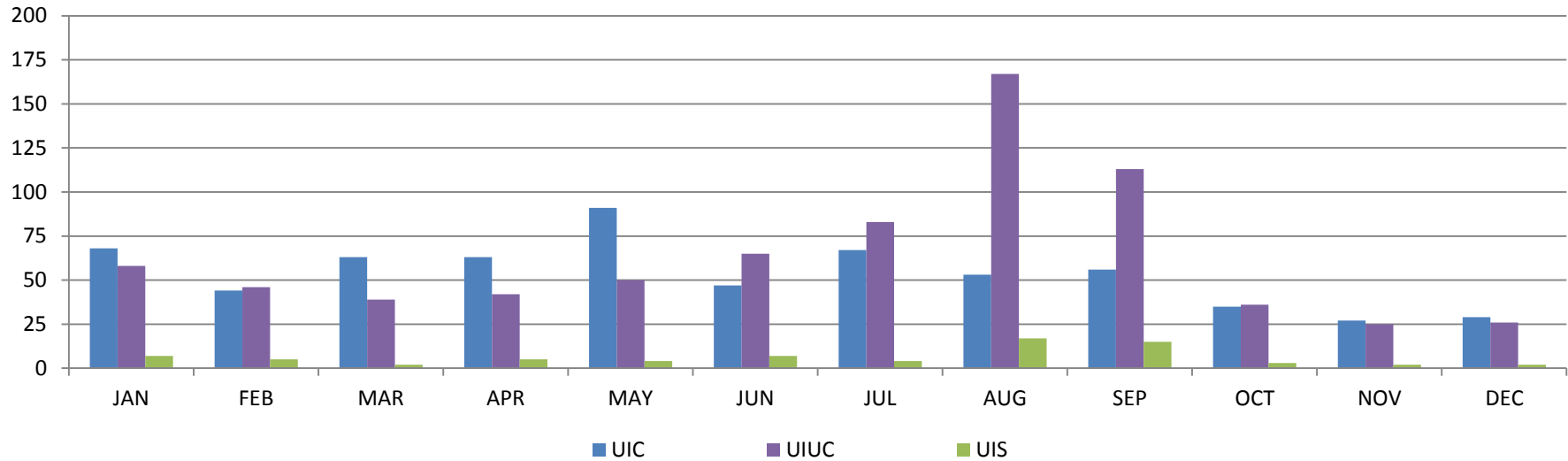
Production Support

2010
2,312 Tickets



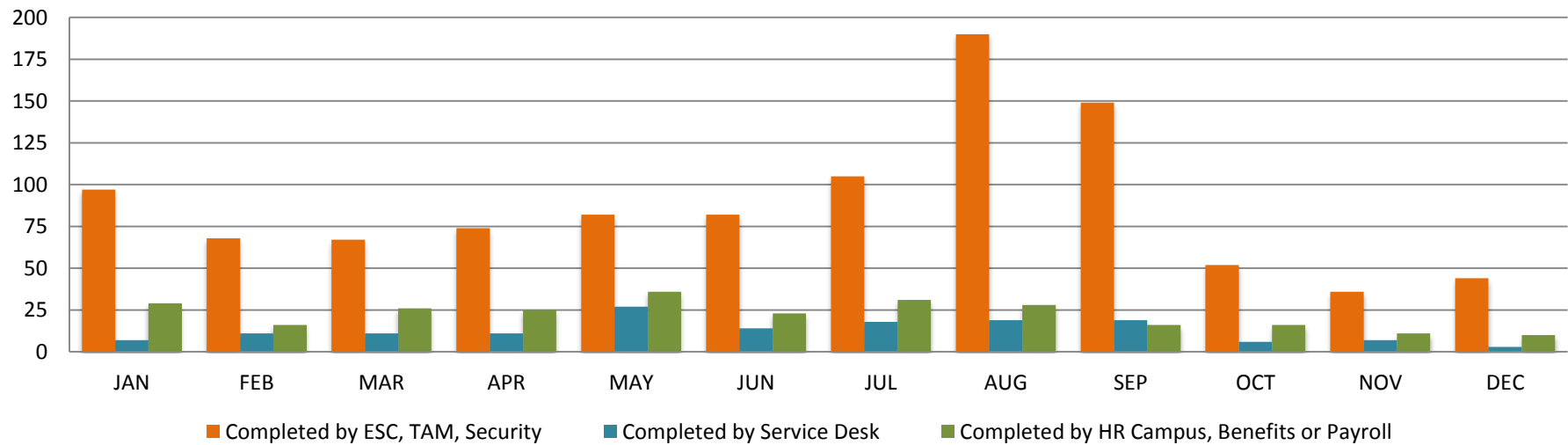
Service Desk Tickets Created by Campus

2011
1,466 Tickets



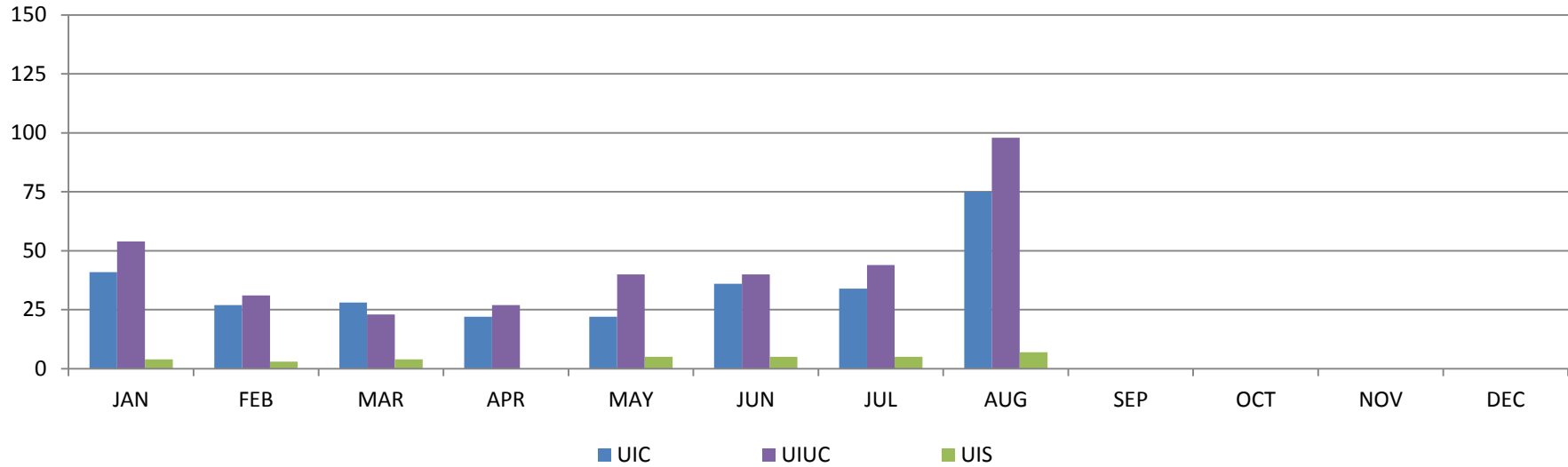
Production Support

2011
1,466 Tickets



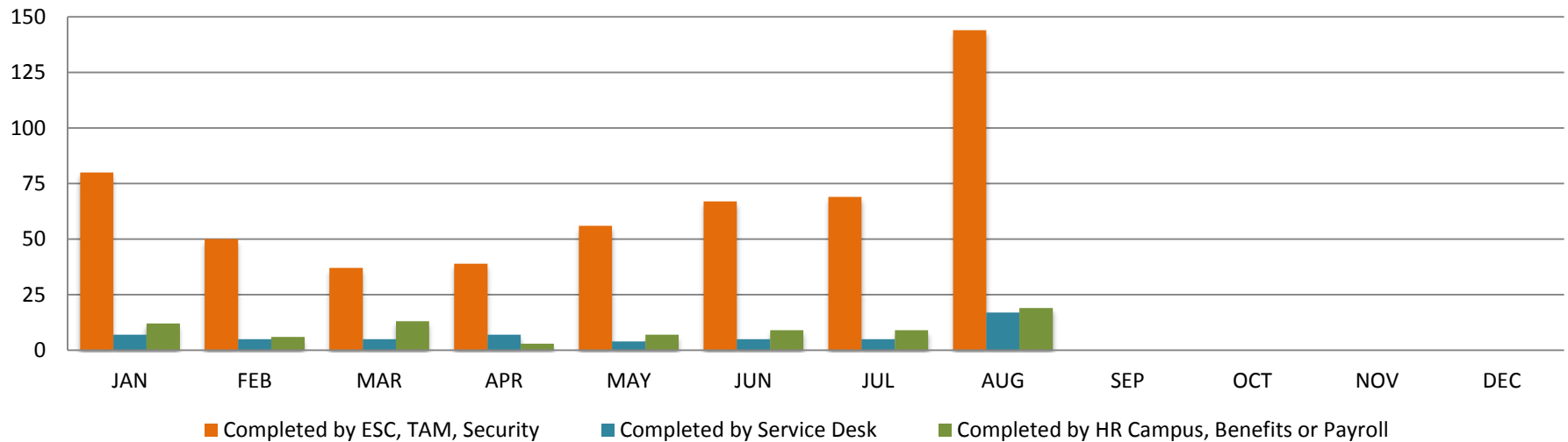
Service Desk Tickets Created by Campus

2012
675 Tickets

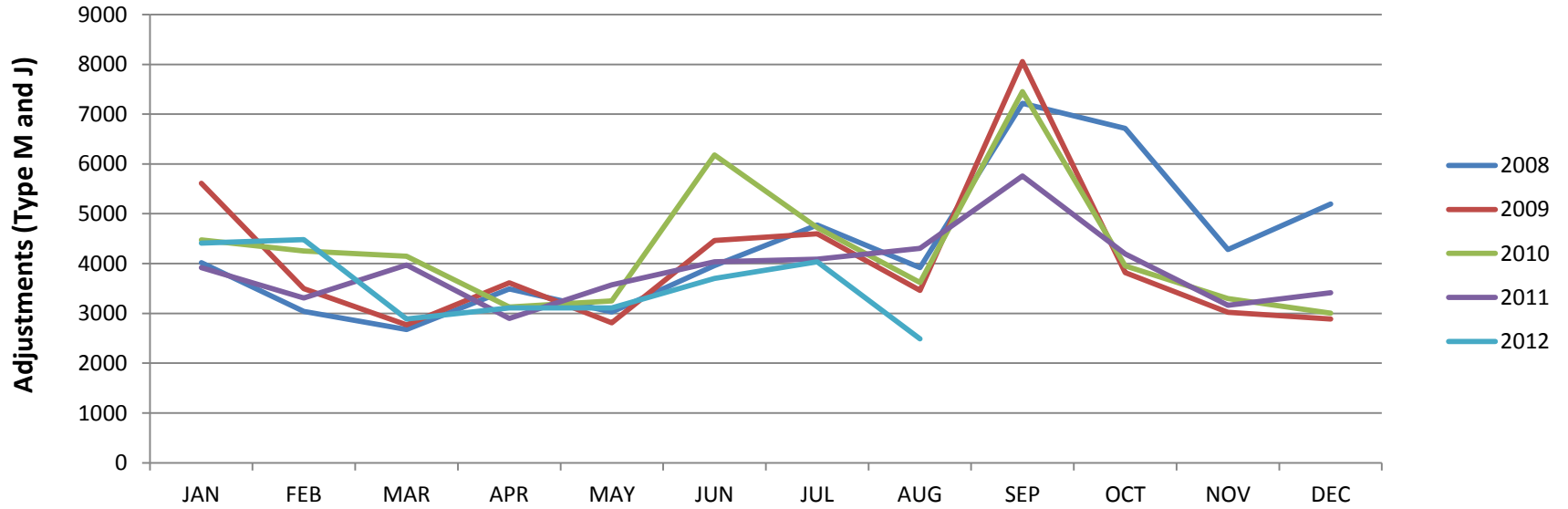


Production Support

2012
675 Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

