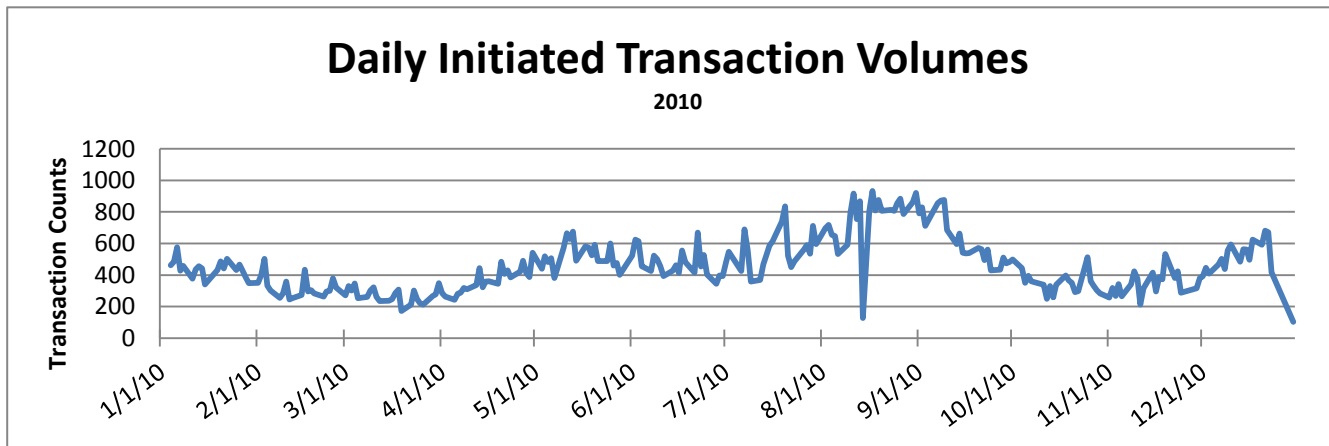
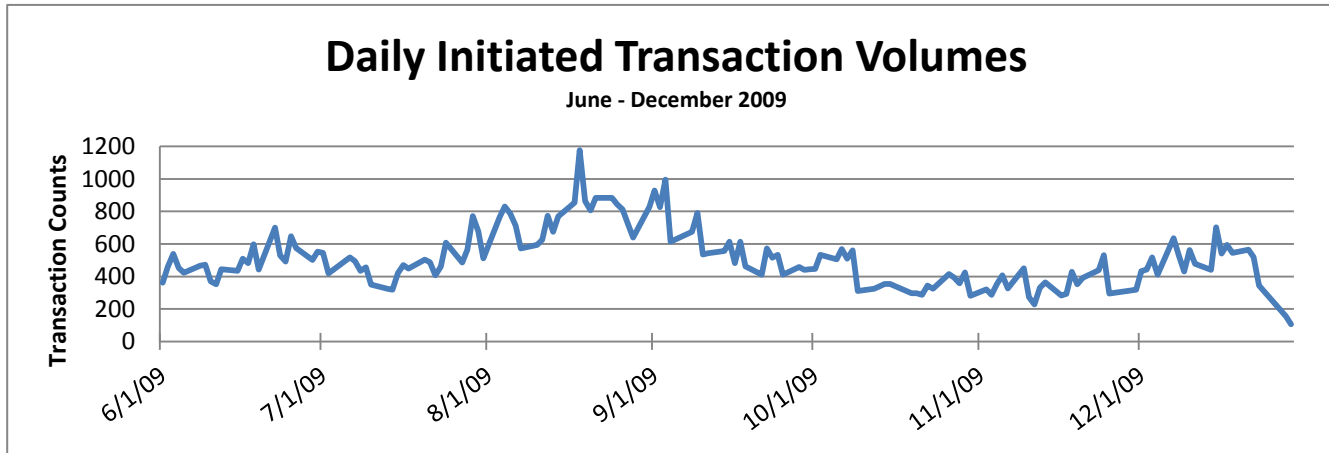
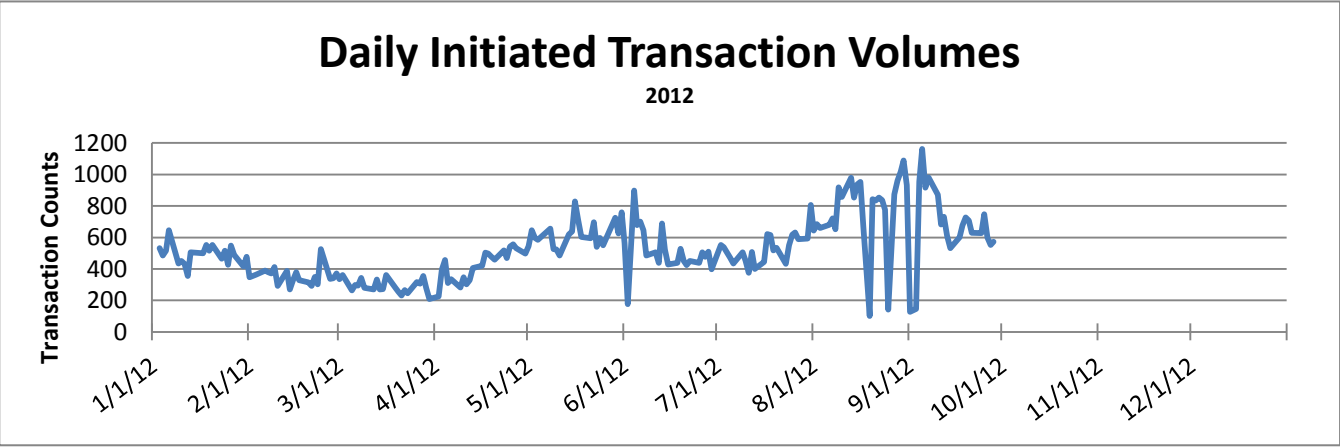
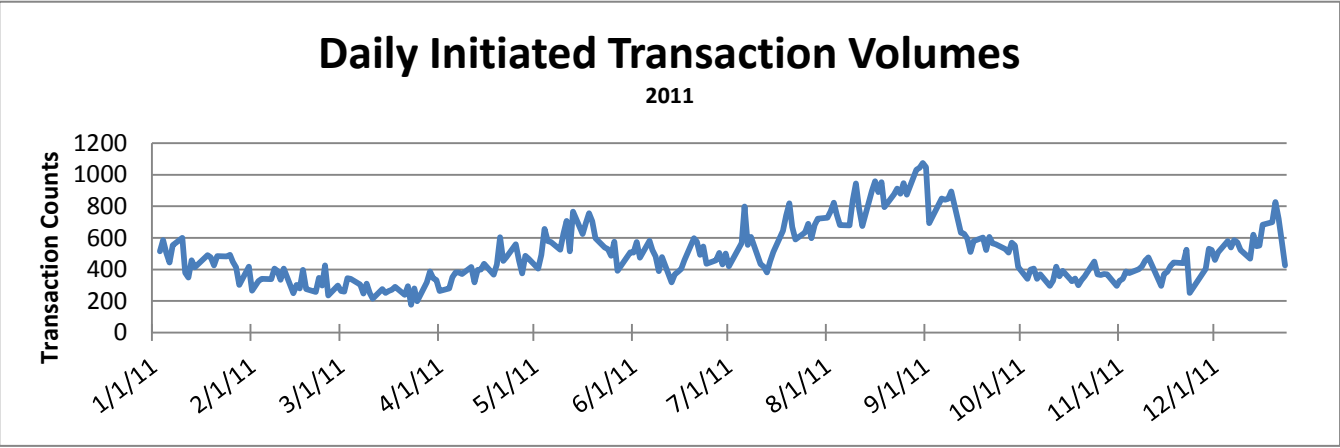


HR Front End Metrics - As of 9/30/2012

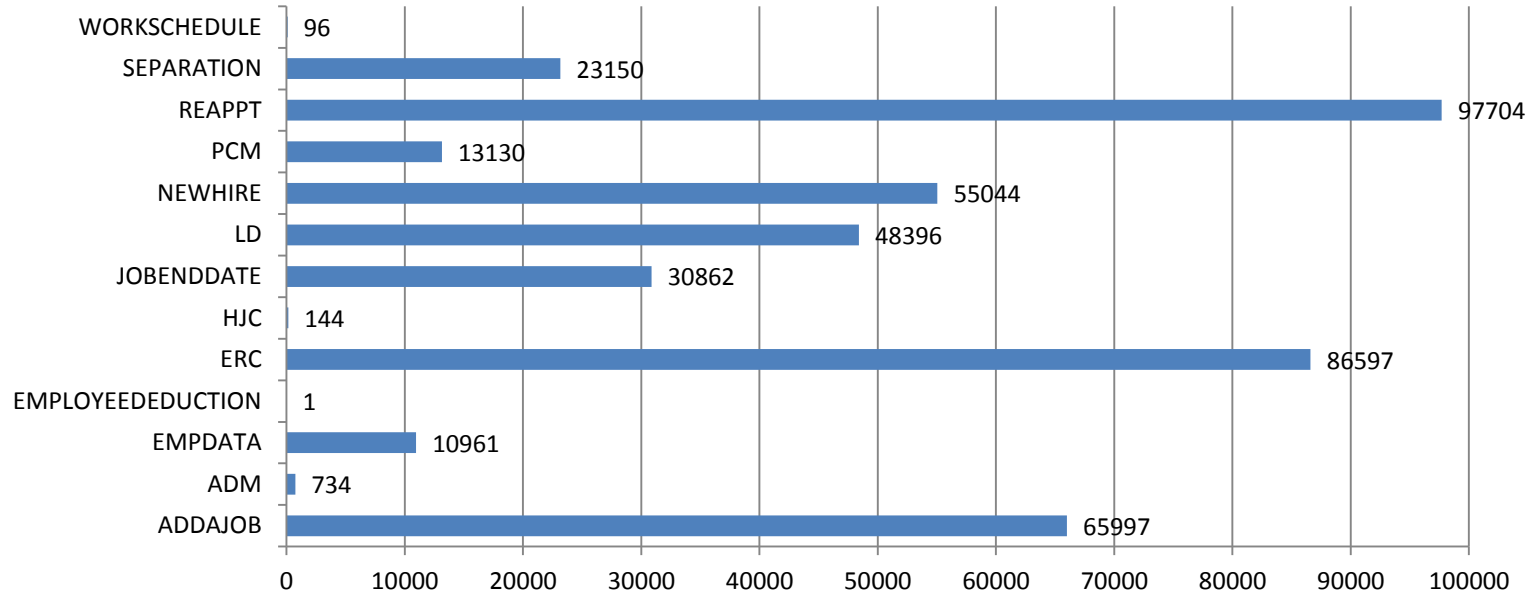




Completed Transactions

Feb 22, 2009 - Sep 30, 2012

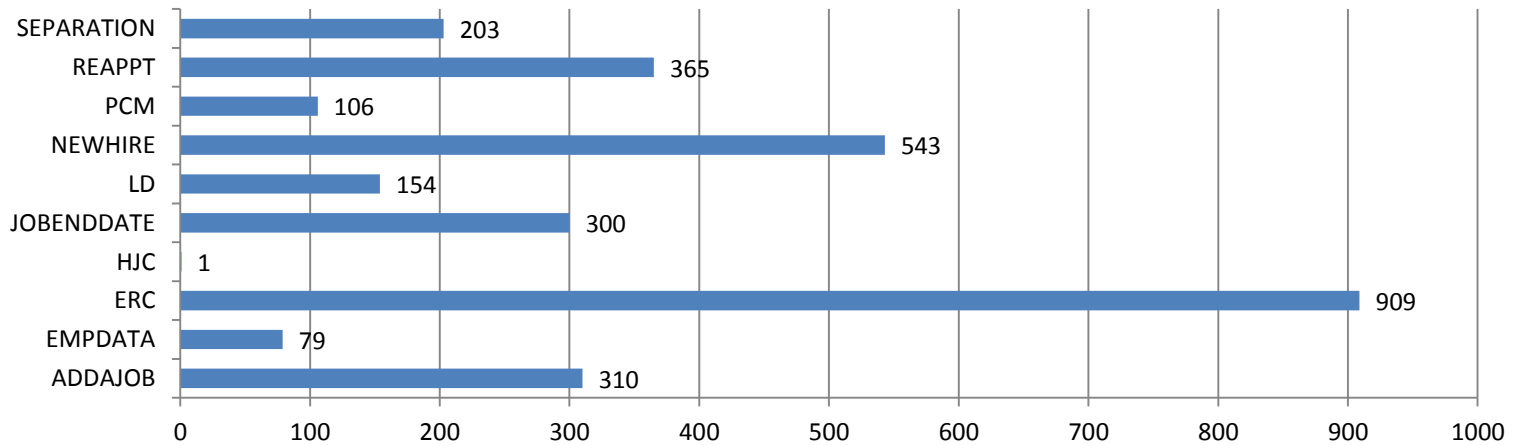
432,816 Transactions



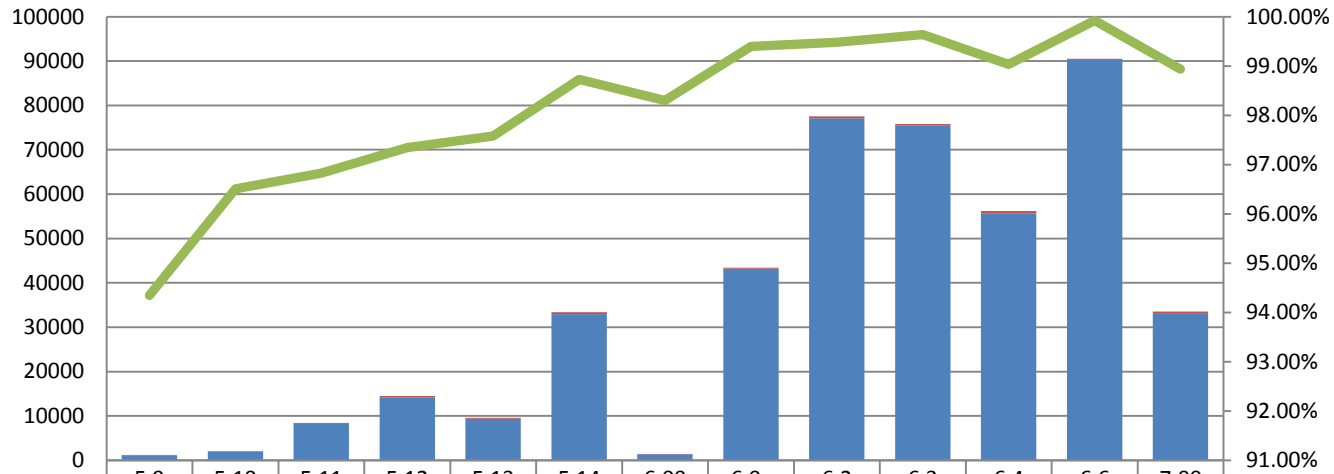
Failed Transactions by Type

Feb 22, 2009 - Sep 30, 2012

2,983 Transactions



Transaction Volume/Apply Stats by Release

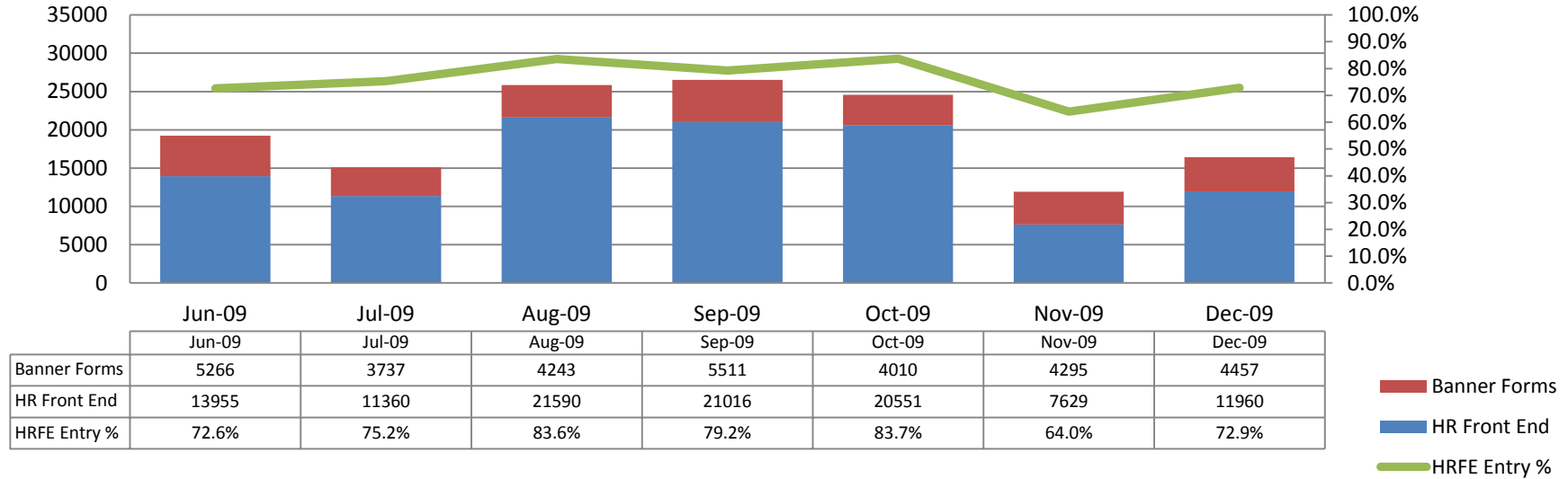


| | | | | | | | | | | | | | |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Transactions Failed Apply | 69 | 72 | 268 | 385 | 233 | 425 | 23 | 263 | 405 | 275 | 545 | 72 | 357 |
| Transactions Applied | 1151 | 1991 | 8176 | 14126 | 9377 | 32926 | 1331 | 43177 | 77129 | 75507 | 55649 | 90456 | 33138 |
| 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% | 98.93% |

- Transactions Failed Apply
- Transactions Applied
- Apply Success Rate

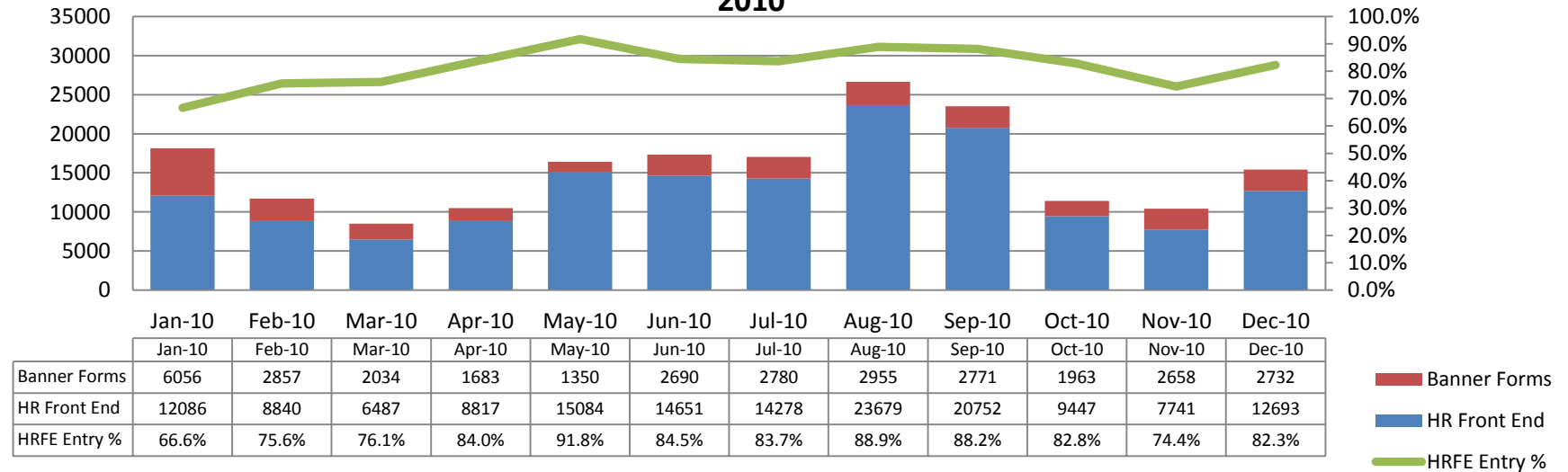
Banner Forms/HR Front End - Transactions Entered

June - December 2009



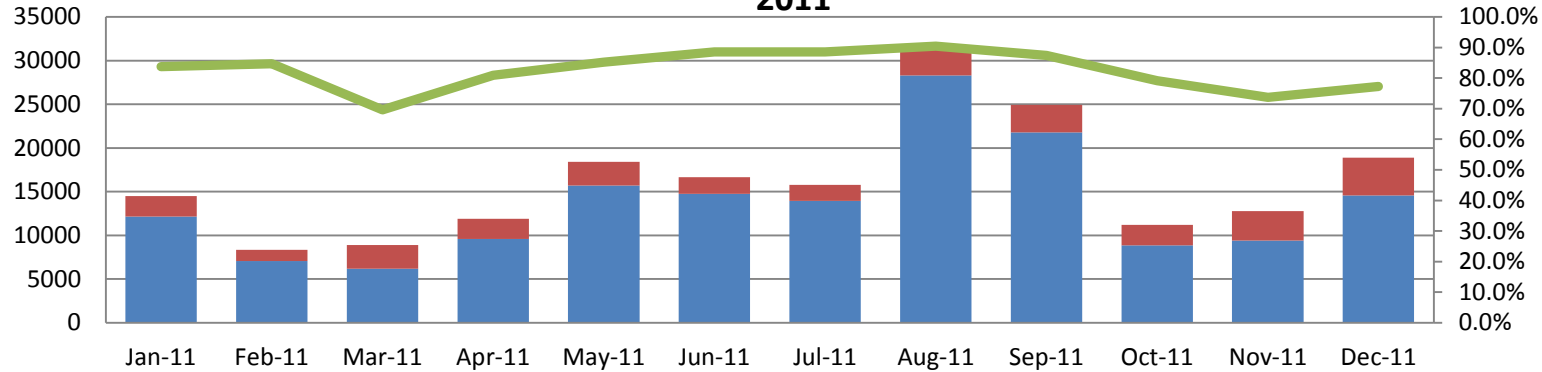
Banner Forms/HR Front End - Transactions Entered

2010



Banner Forms/HR Front End - Transactions Entered

2011

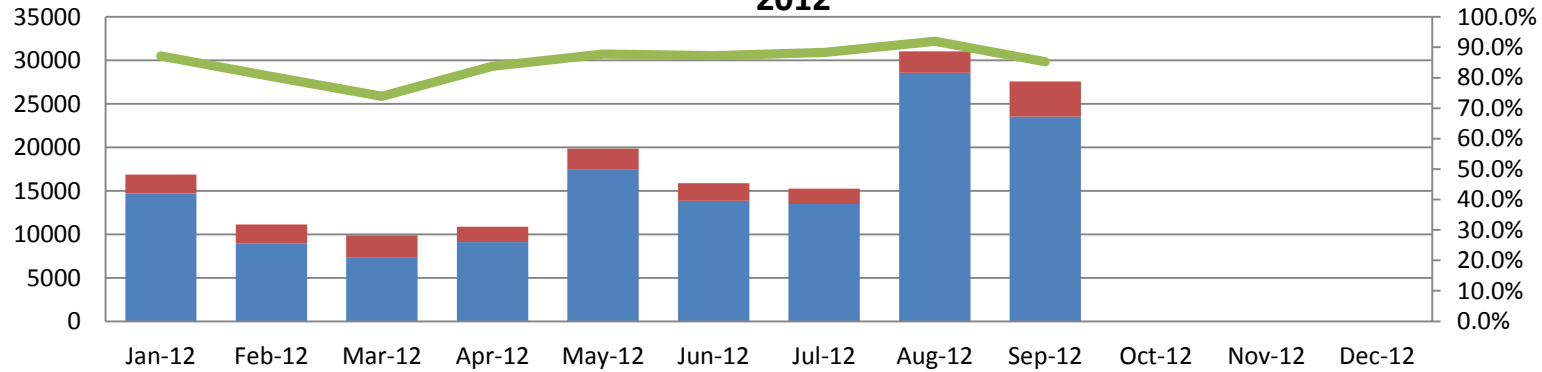


| | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Banner Forms | 2360 | 1280 | 2698 | 2274 | 2718 | 1907 | 1809 | 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% |

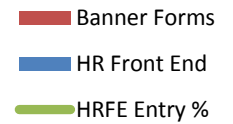


Banner Forms/HR Front End - Transactions Entered

2012

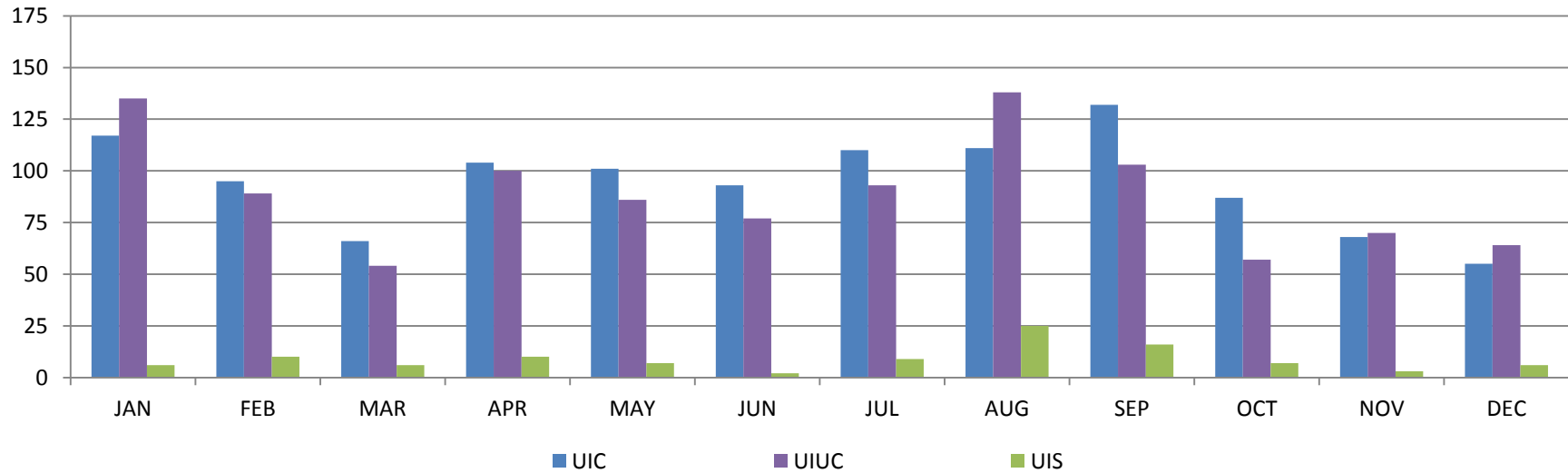


| | Jan-12 | Feb-12 | Mar-12 | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Banner Forms | 2174 | 2185 | 2580 | 1757 | 2427 | 2027 | 1776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



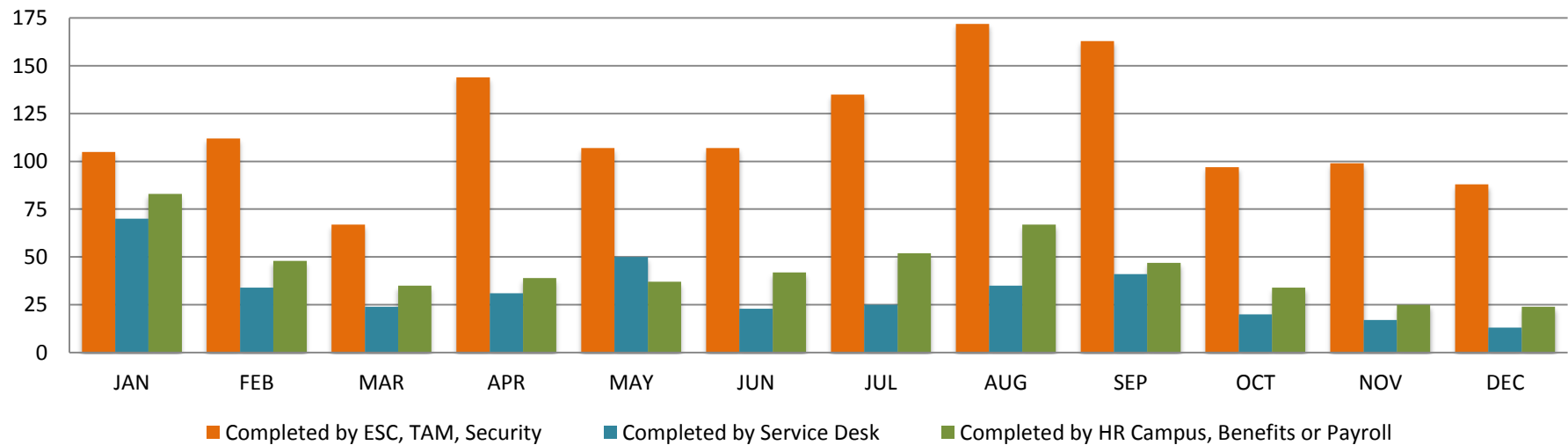
Service Desk Tickets Created by Campus

2010
2,312 Tickets



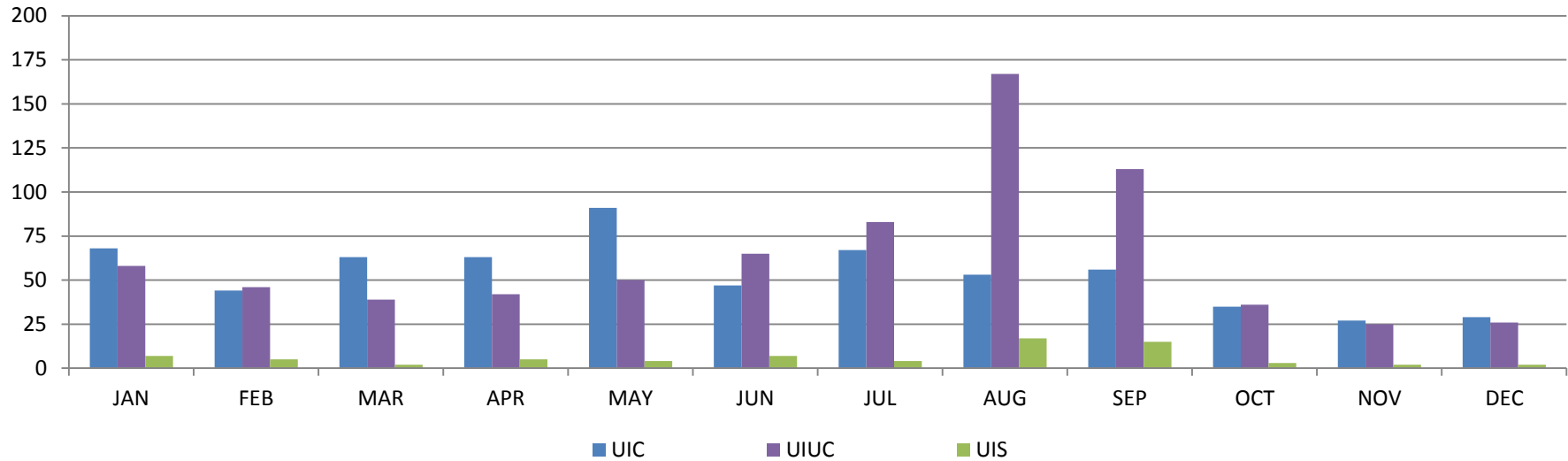
Production Support

2010
2,312 Tickets



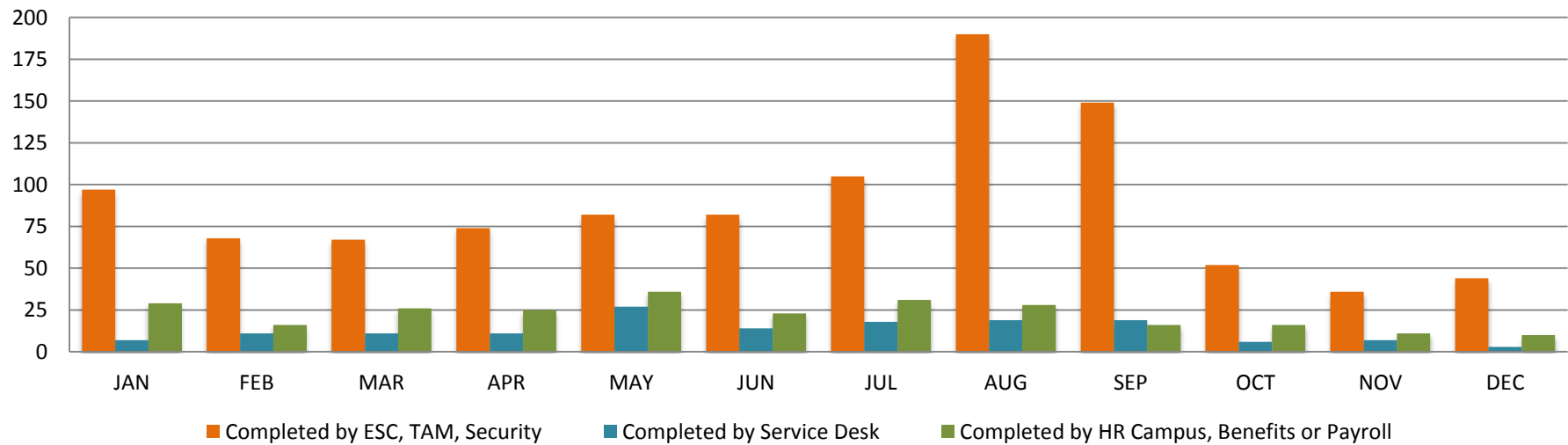
Service Desk Tickets Created by Campus

2011
1,466 Tickets



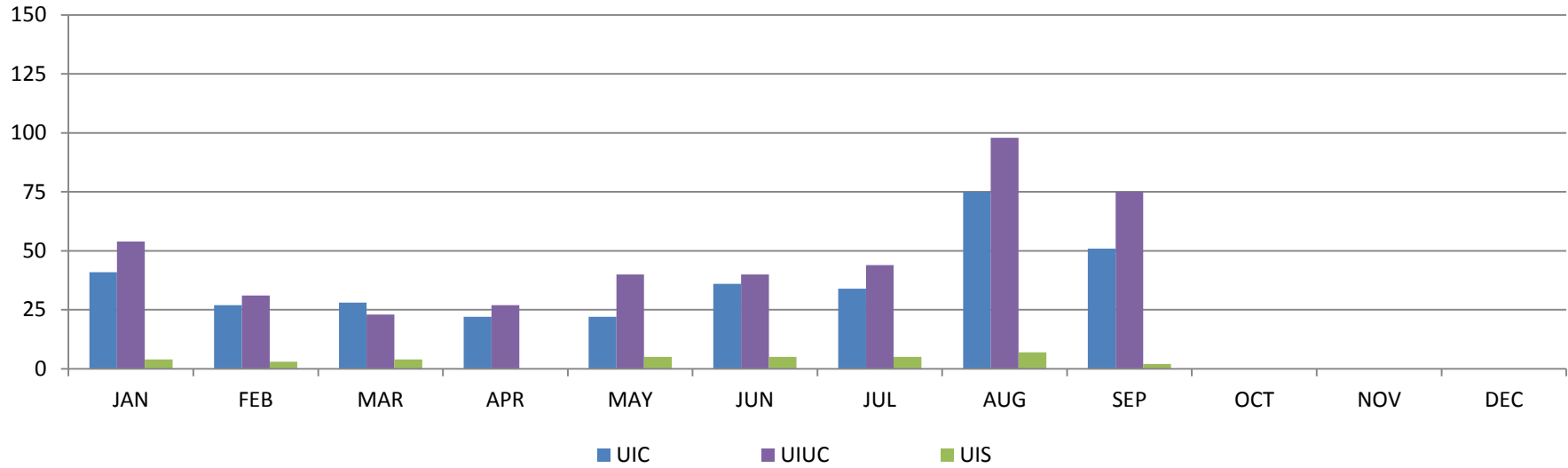
Production Support

2011
1,466 Tickets



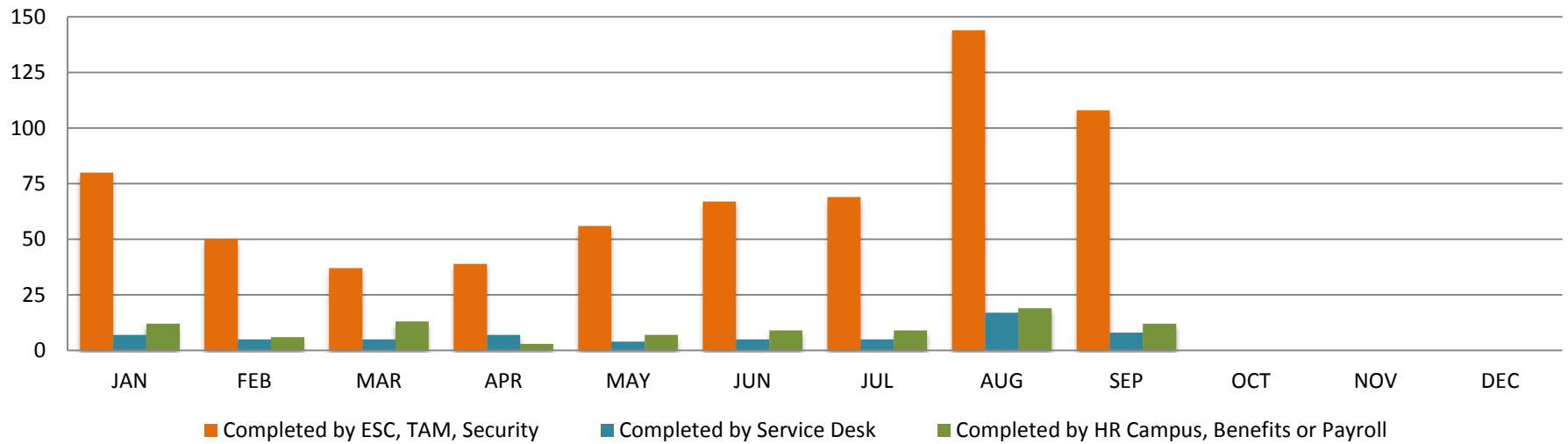
Service Desk Tickets Created by Campus

2012
803 Tickets

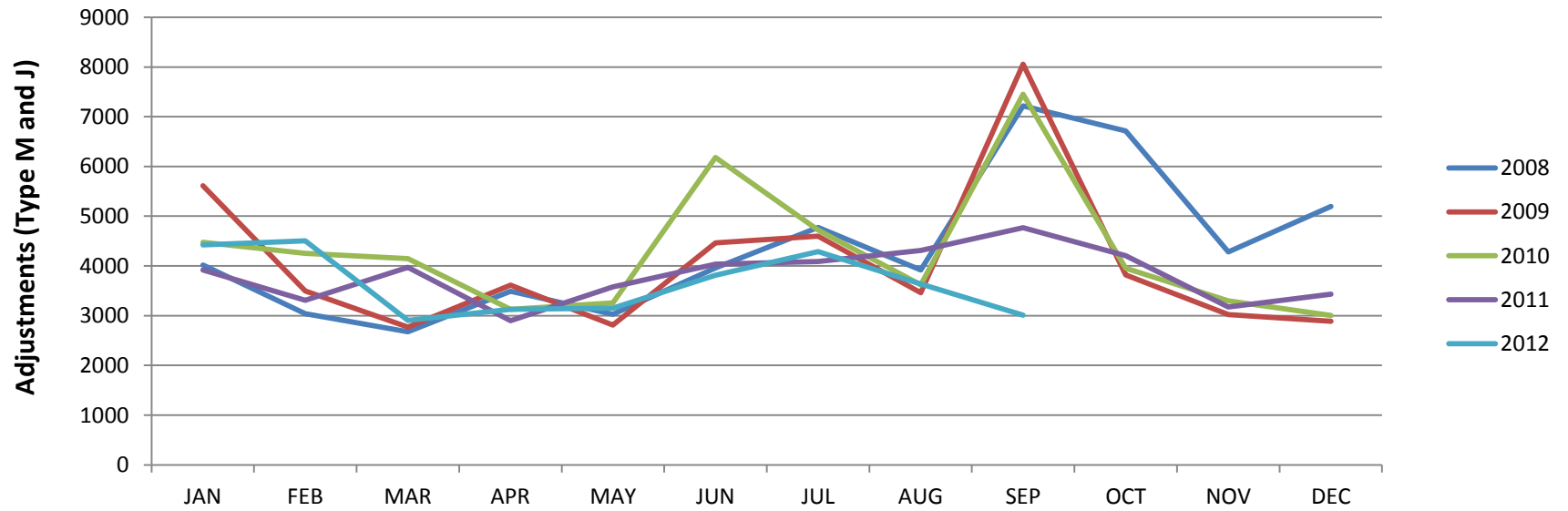


Production Support

2012
803 Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

