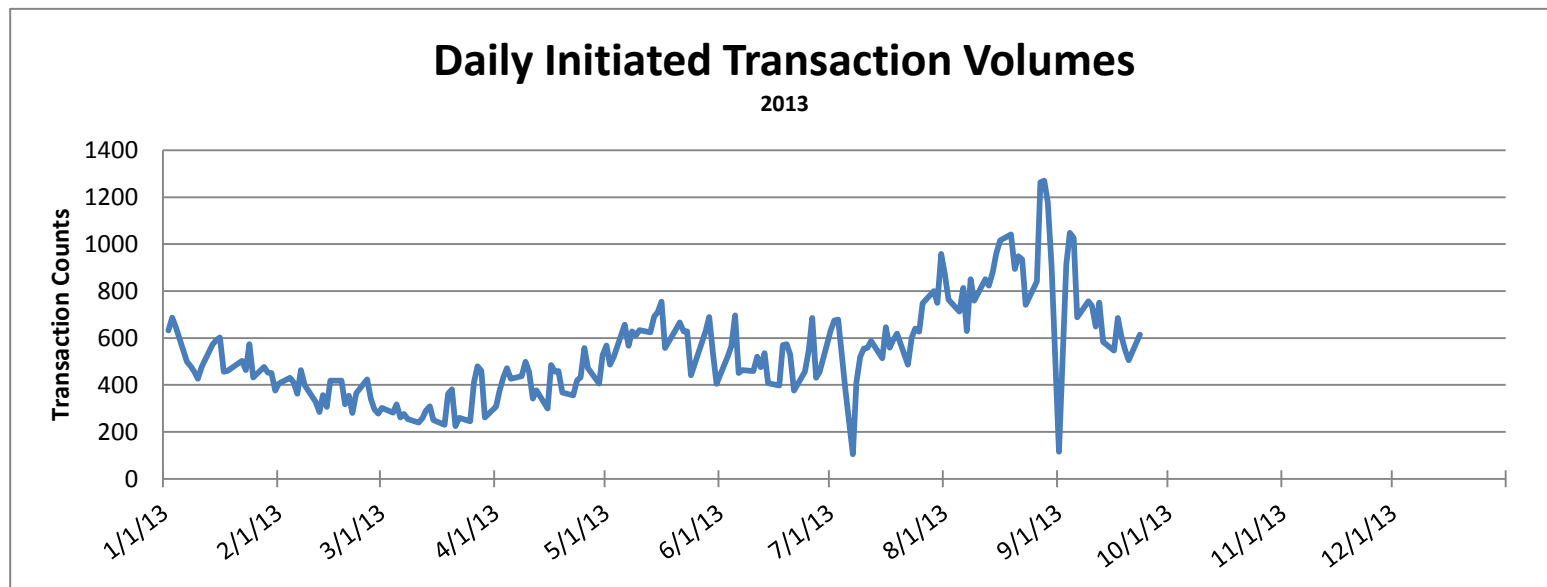
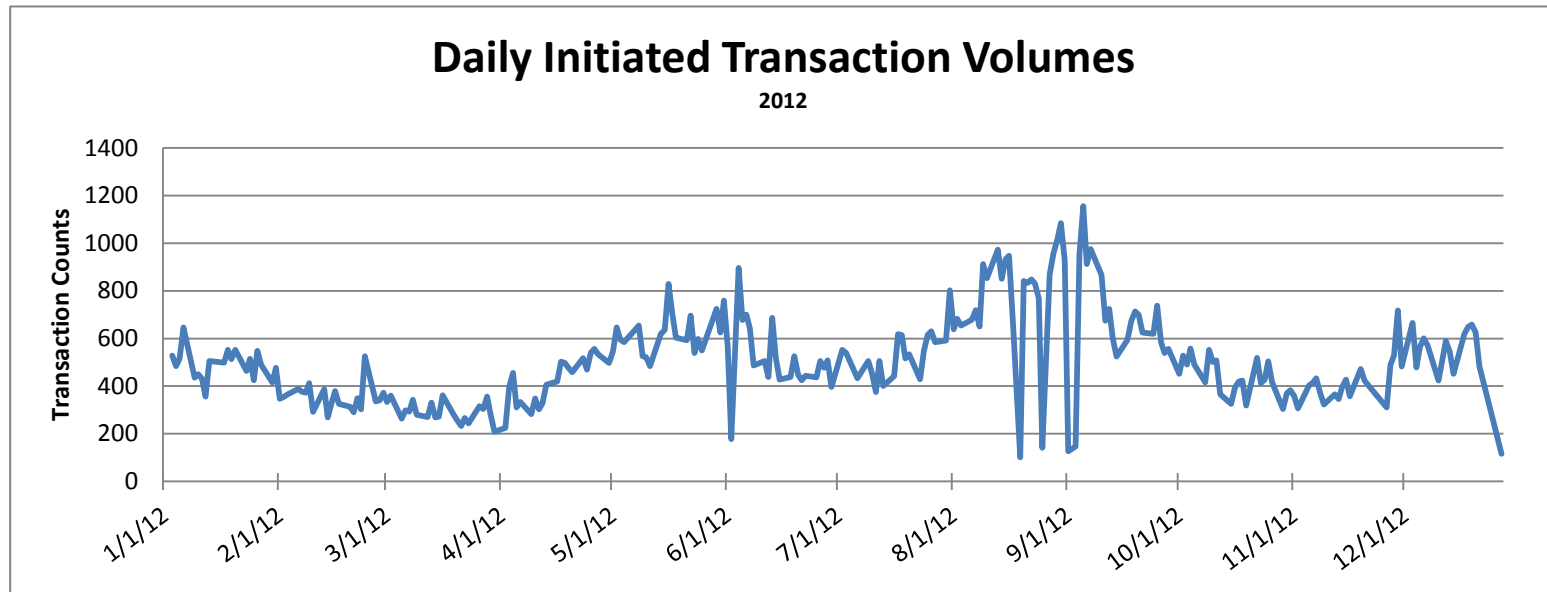


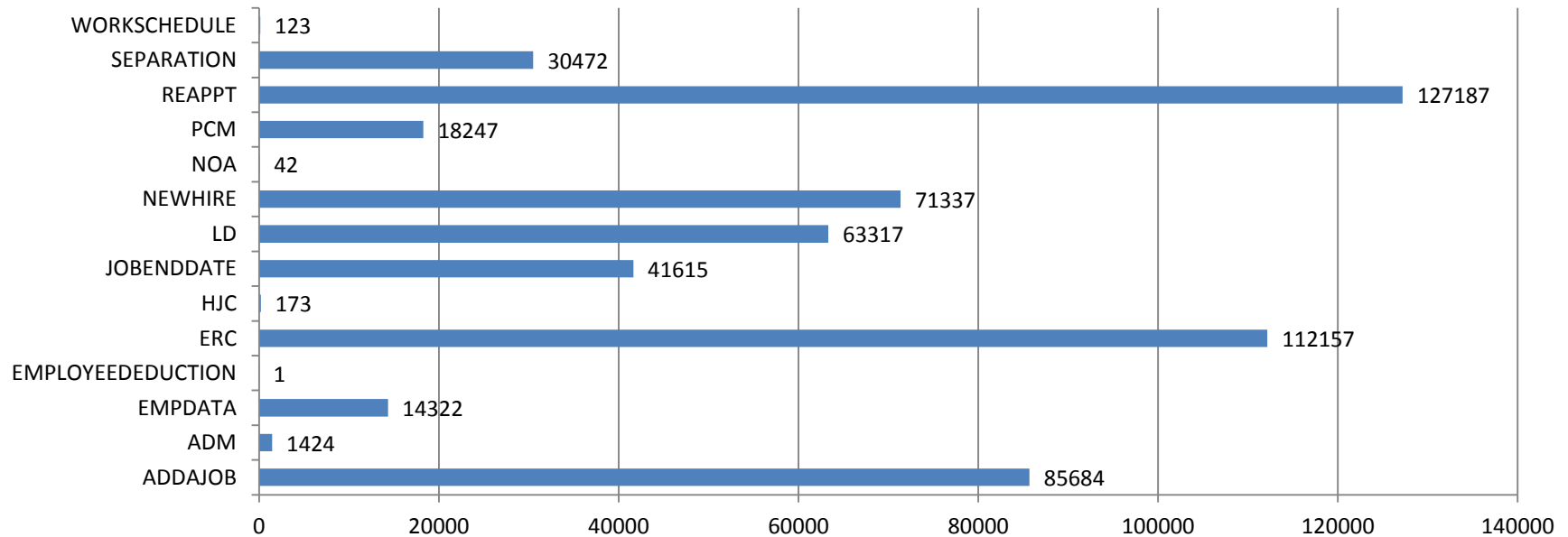
HR Front End Metrics - As of 09/30/2013



Completed Transactions

Feb 22, 2009 - September 30, 2013

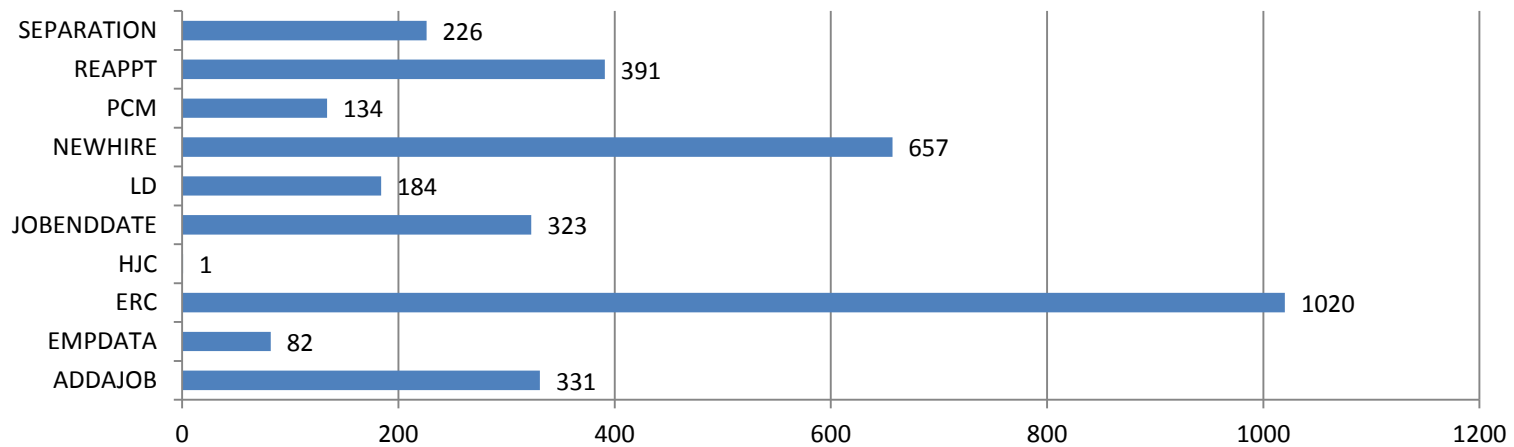
566,101 Transactions



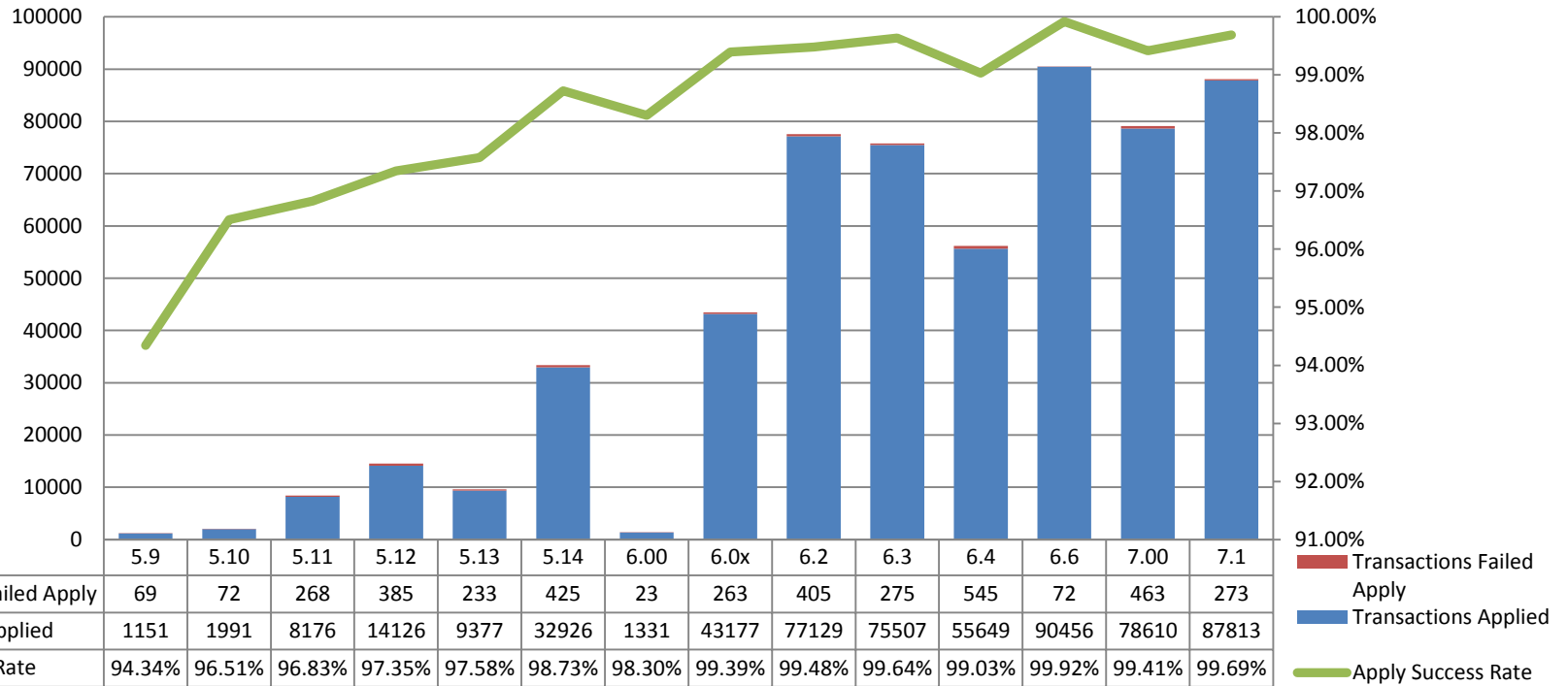
Failed Transactions by Type

Feb 22, 2009 - September 30, 2013

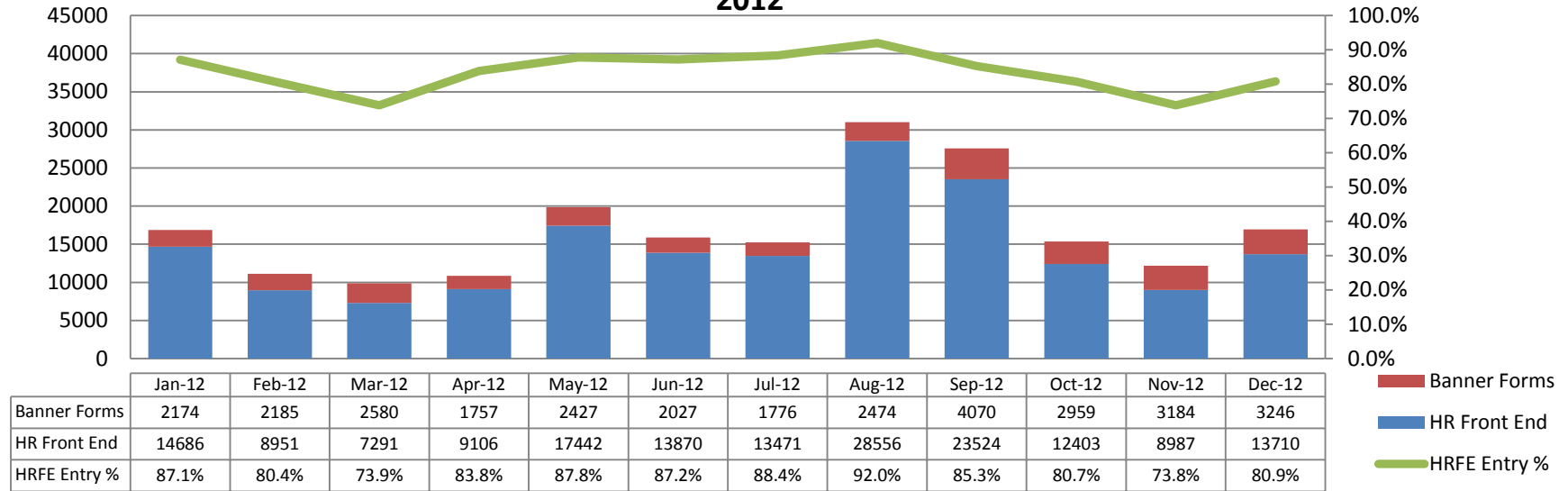
3,362 Transactions



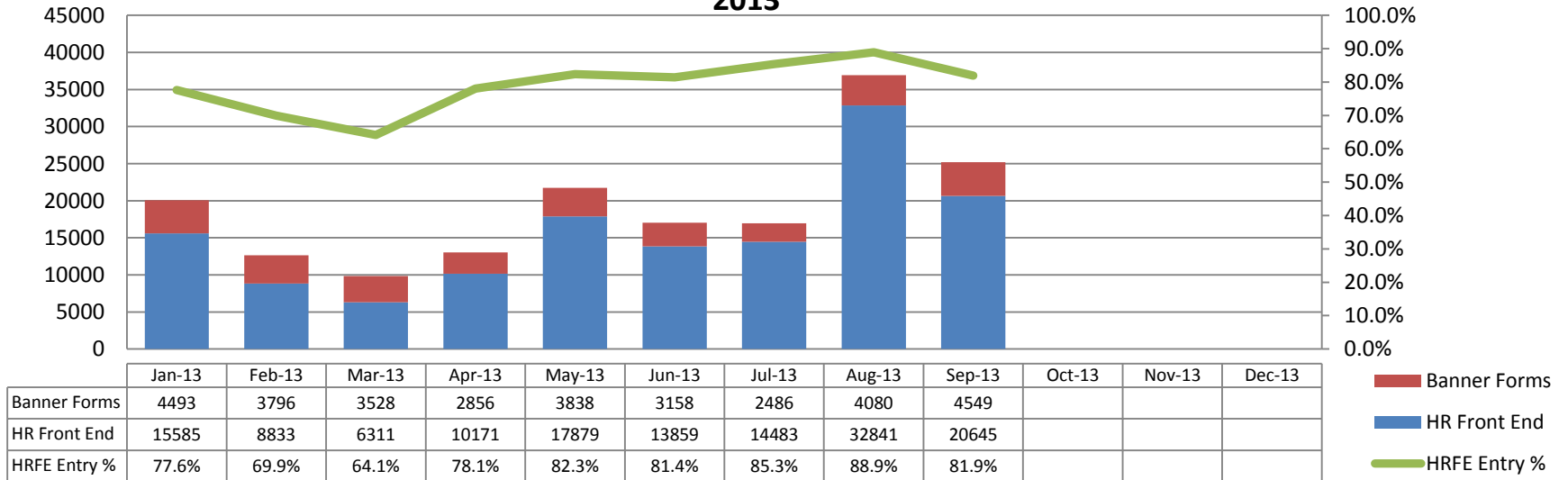
Transaction Volume/Apply Stats by Release



Banner Forms/HR Front End - Transactions Entered 2012

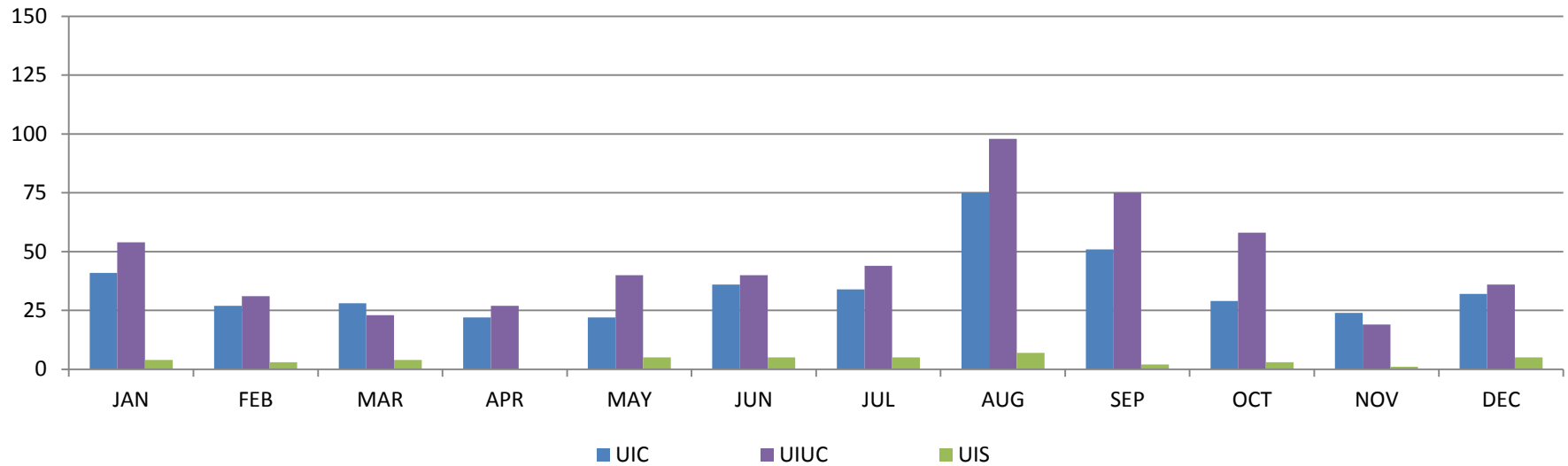


Banner Forms/HR Front End - Transactions Entered 2013



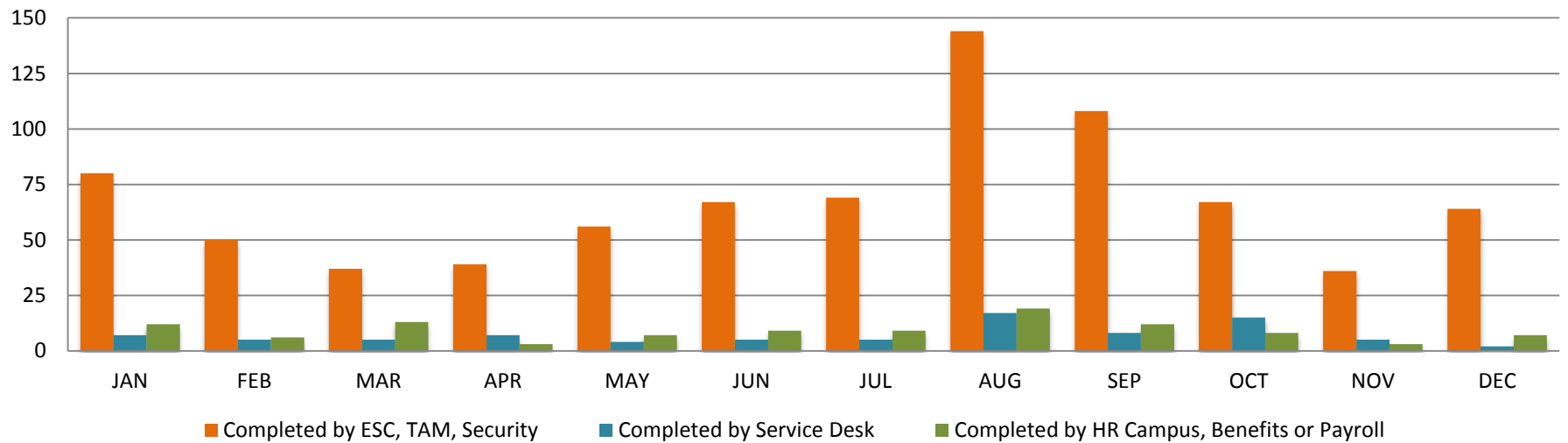
Service Desk Tickets Created by Campus

2012
1010 Tickets



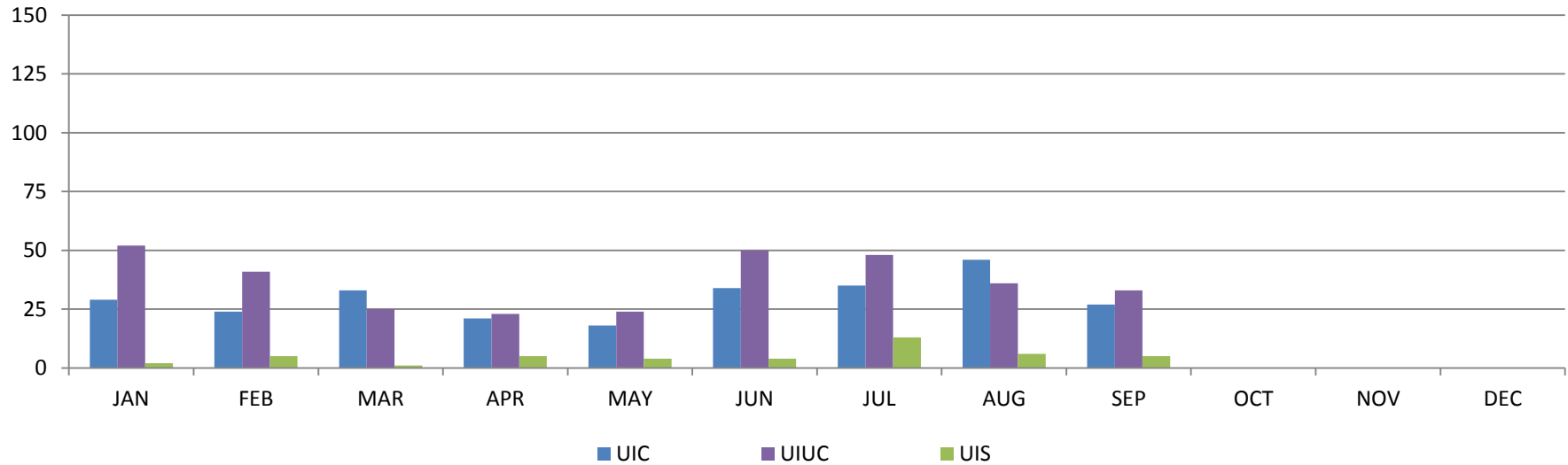
Production Support

2012
1010 Tickets



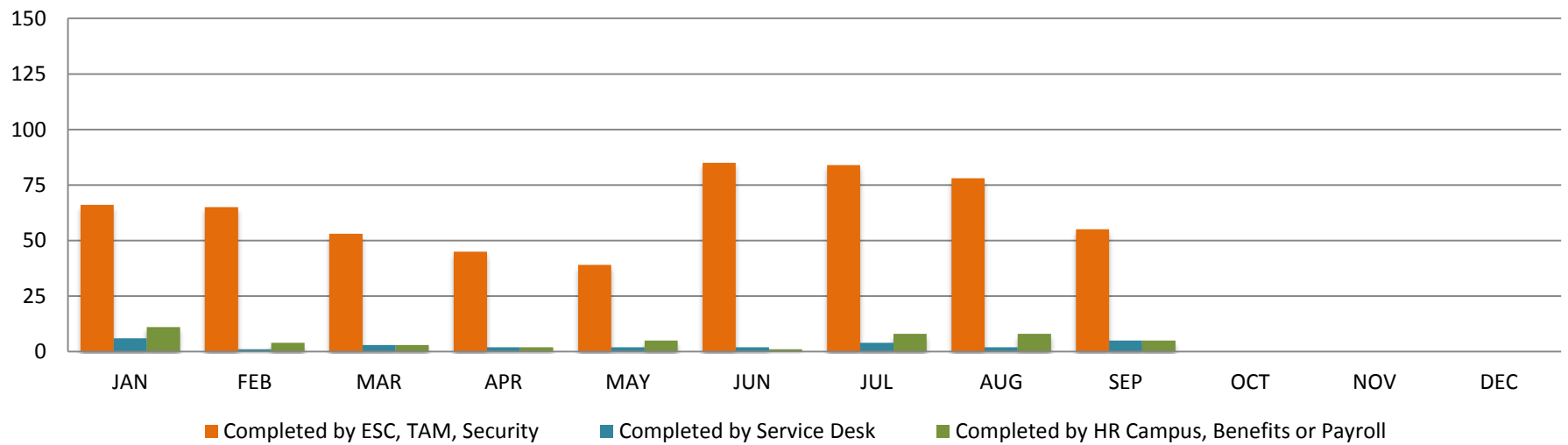
Service Desk Tickets Created by Campus

2013
Tickets

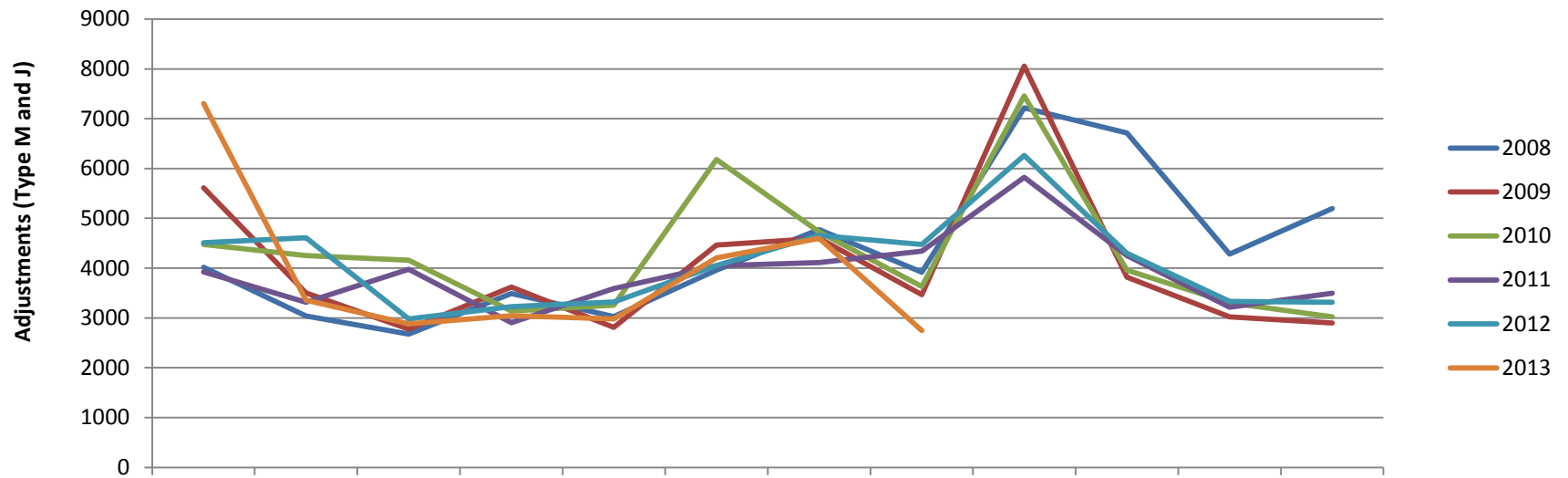


Production Support

2013
Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

