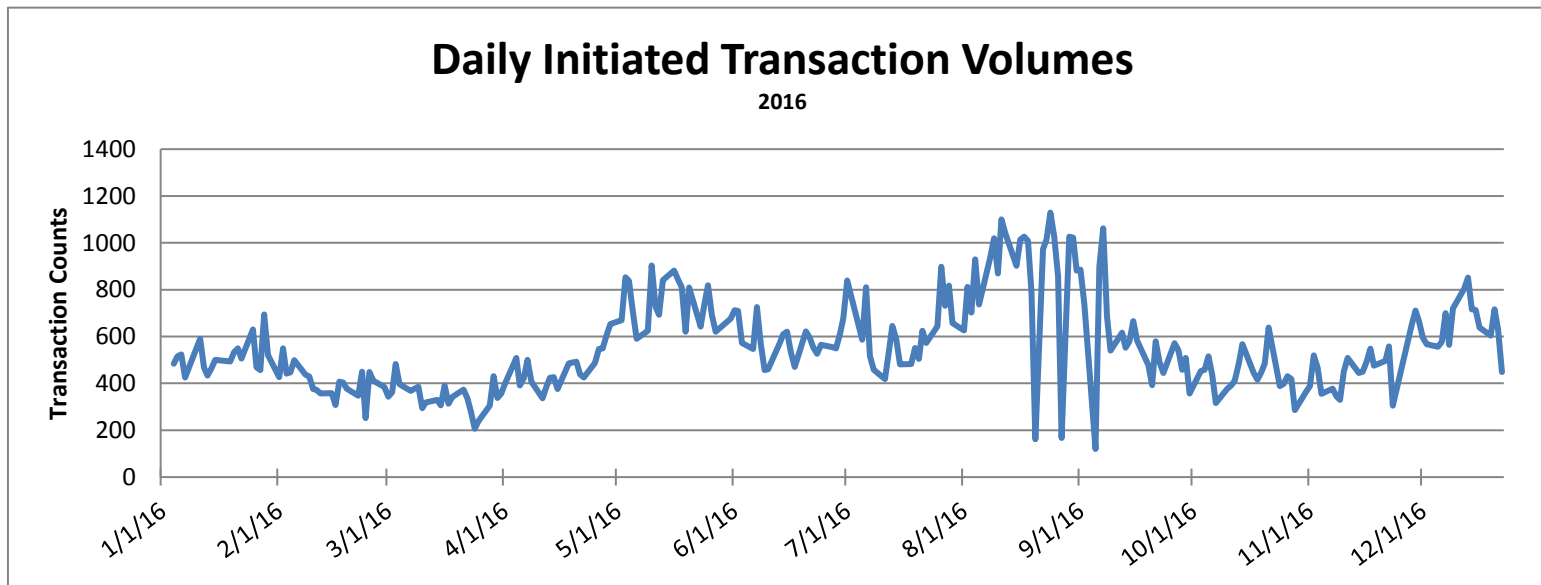
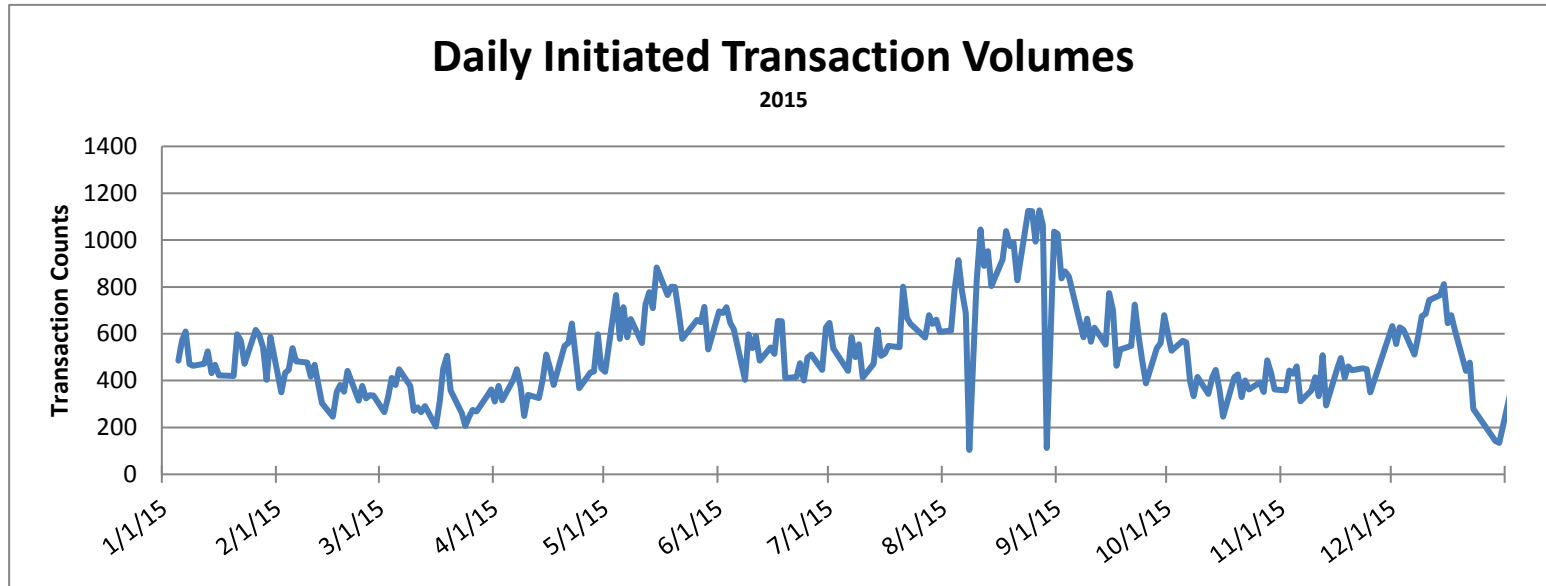


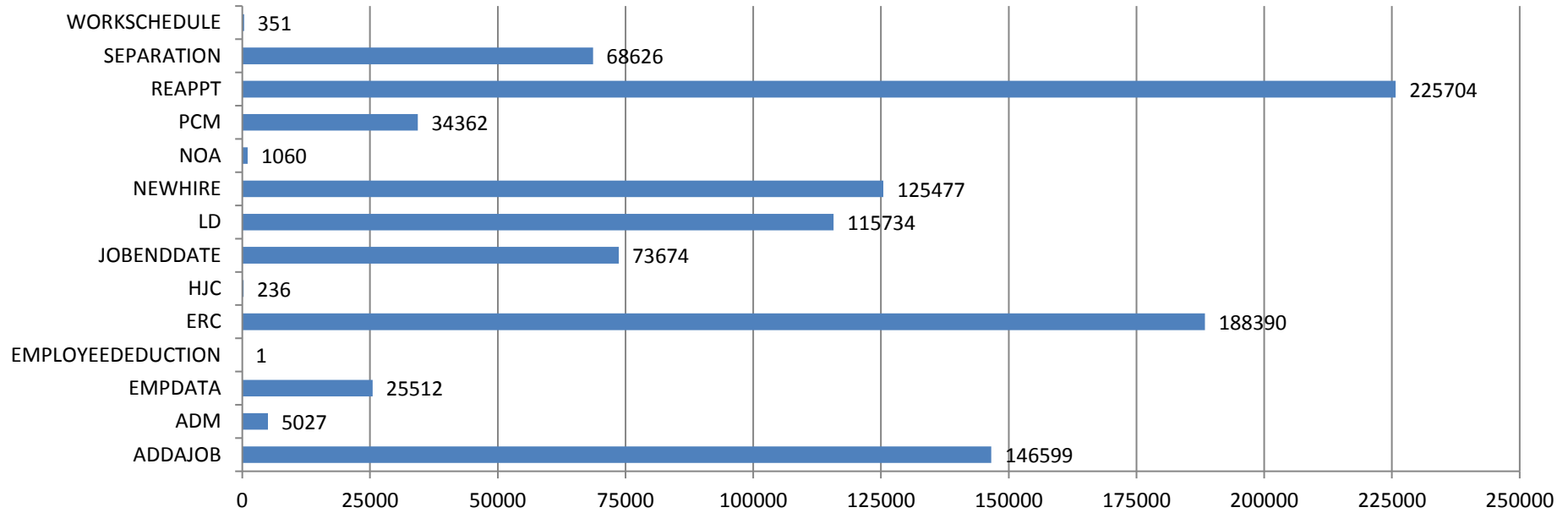
# HR Front End Metrics - As of 12/31/2016



# Completed Transactions

Feb 22, 2009 - Dec 31, 2016

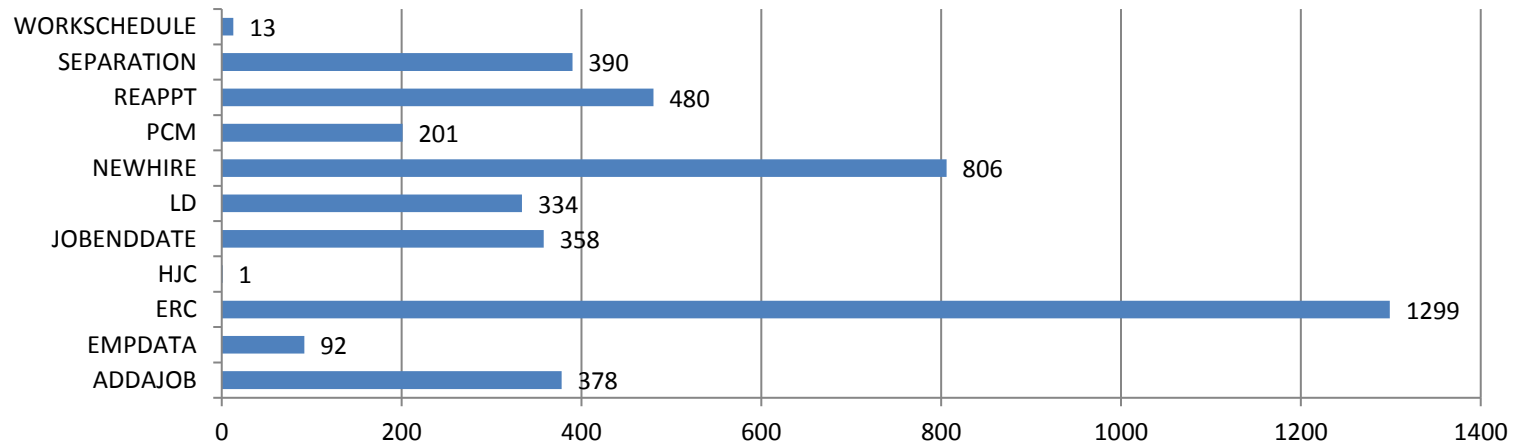
1,010,753 Transactions



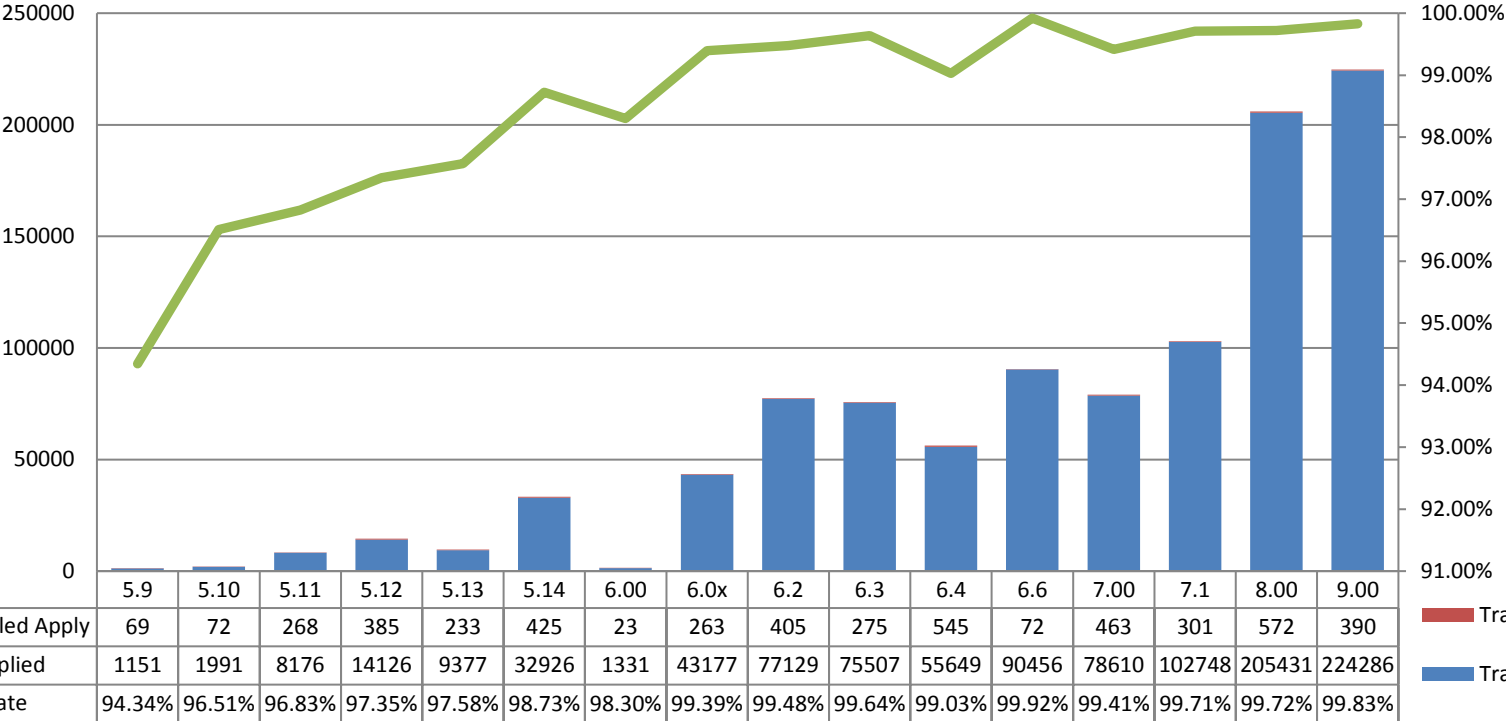
# Failed Transactions by Type

Feb 22, 2009 - Dec 31, 2016

4,352 Transactions

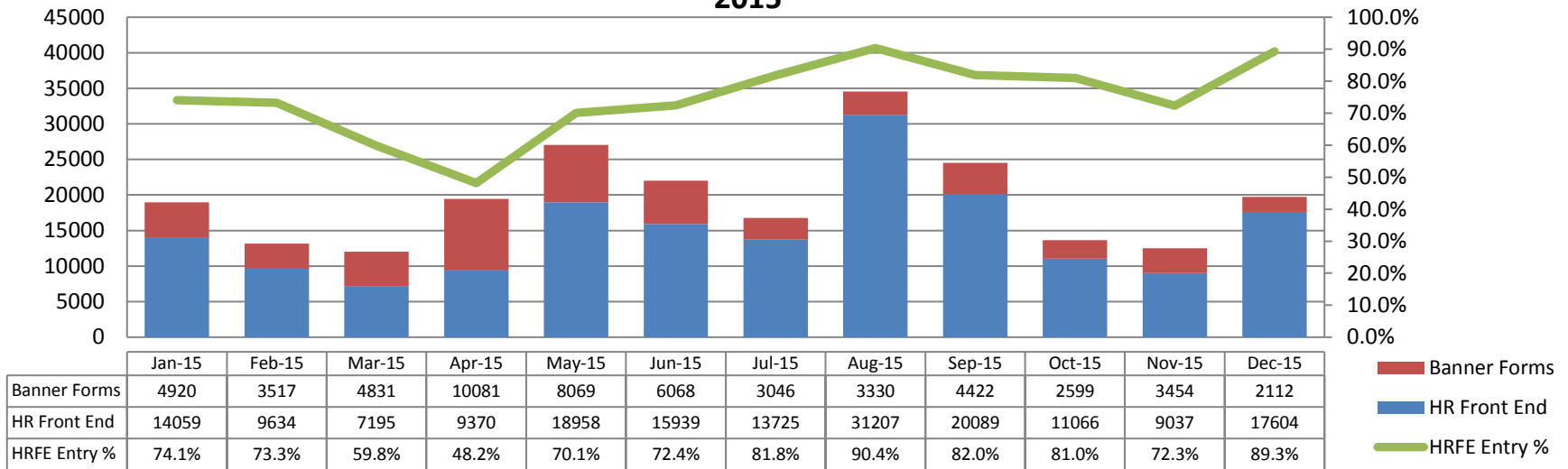


### Transaction Volume/Apply Stats by Release

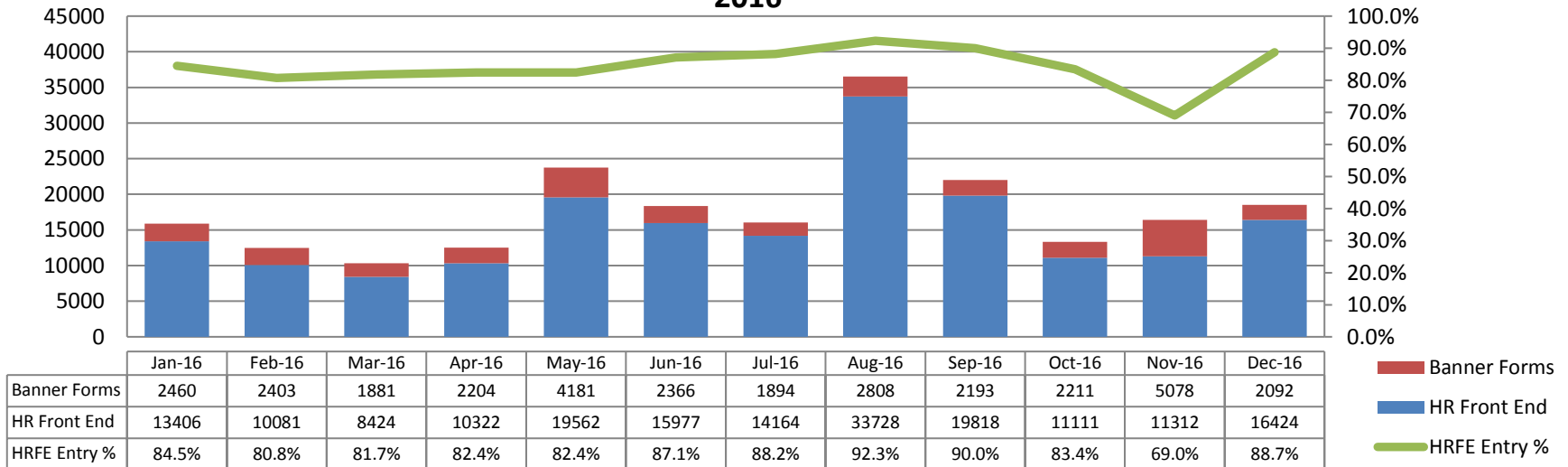


■ Transactions Failed Apply  
■ Transactions Applied  
— Apply Success Rate

## Banner Forms/HR Front End - Transactions Entered 2015

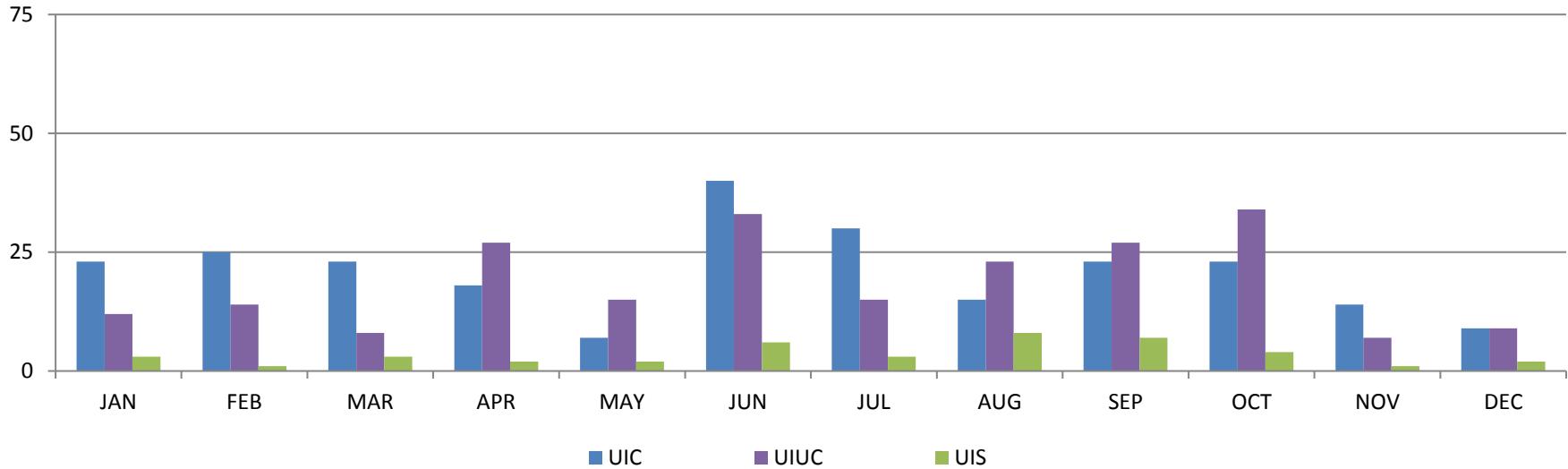


## Banner Forms/HR Front End - Transactions Entered 2016



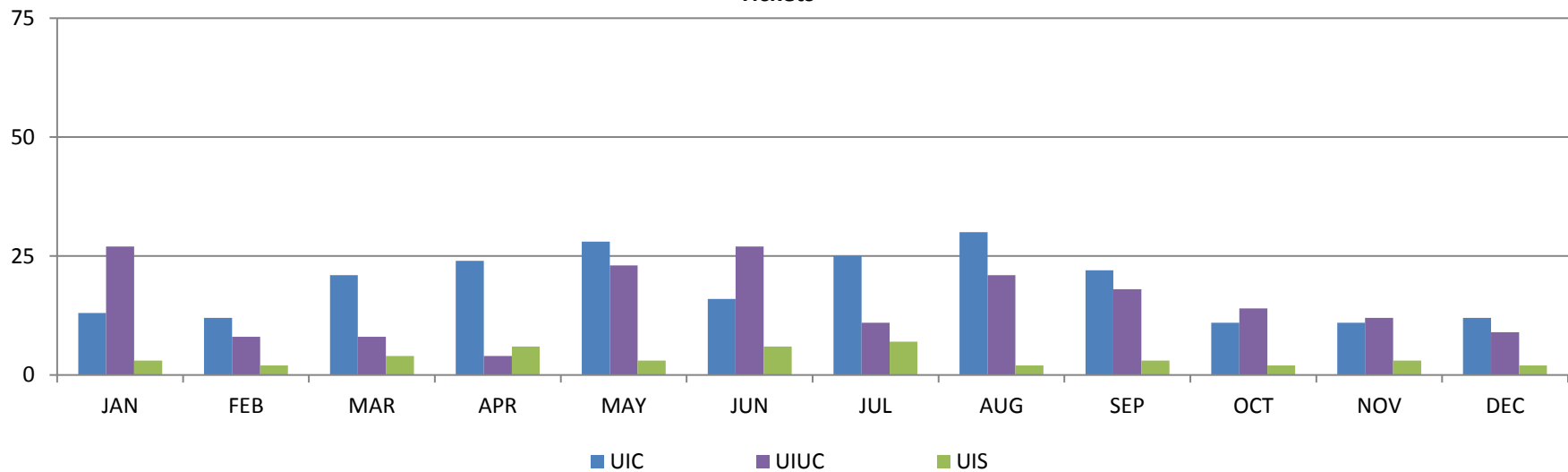
## Service Desk Tickets Created by Campus

2015  
Tickets



## Service Desk Tickets Created by Campus

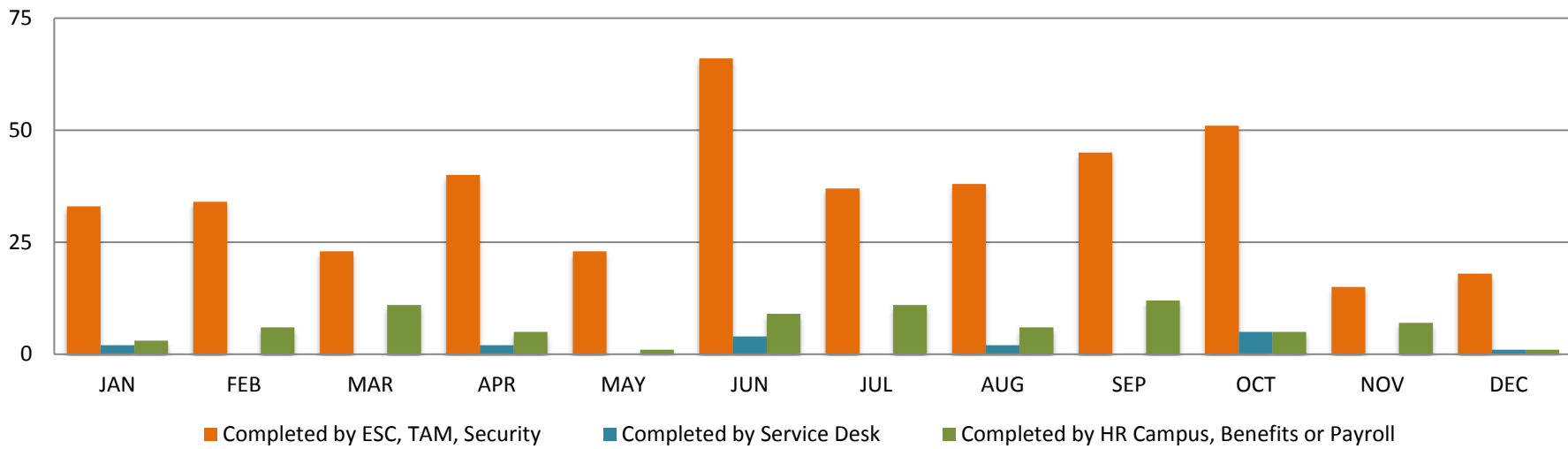
2016  
Tickets



## Production Support

2015

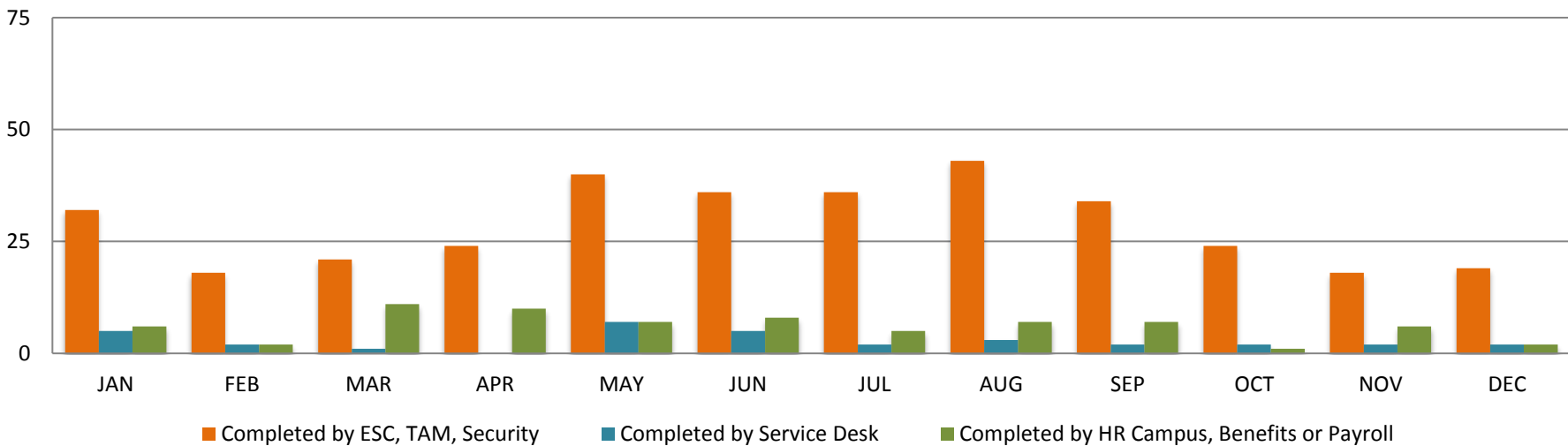
Tickets



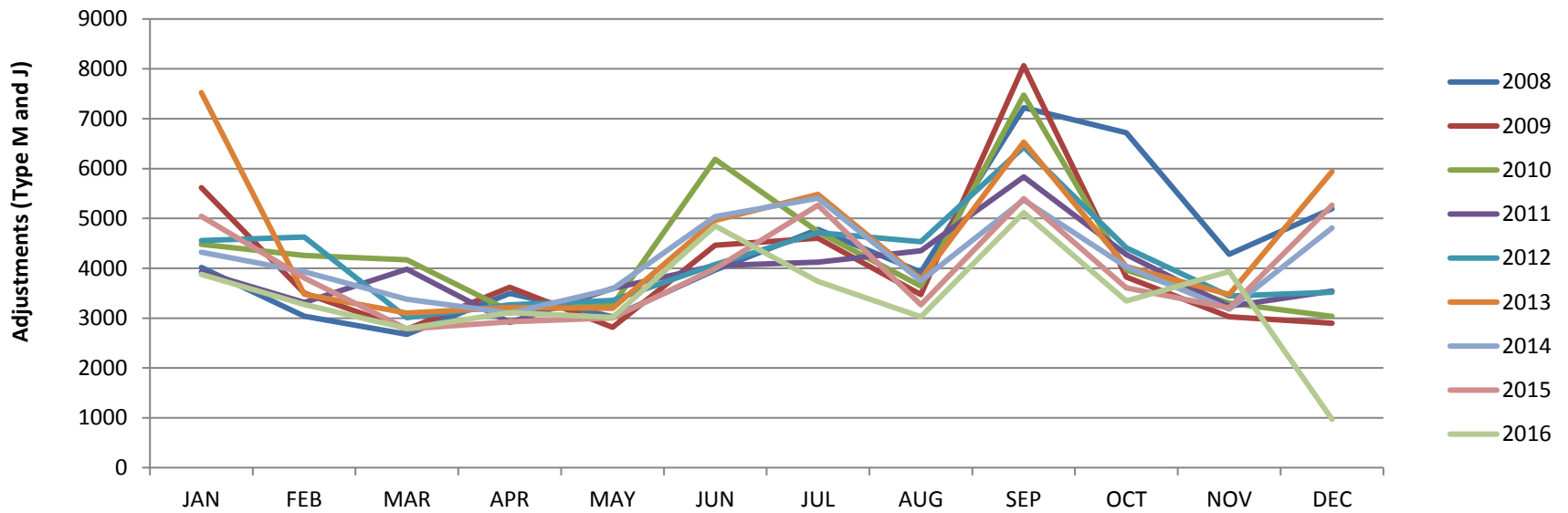
## Production Support

2016

Tickets



## Pay Adjustment Comparison



## Defects and Change Requests Entered

