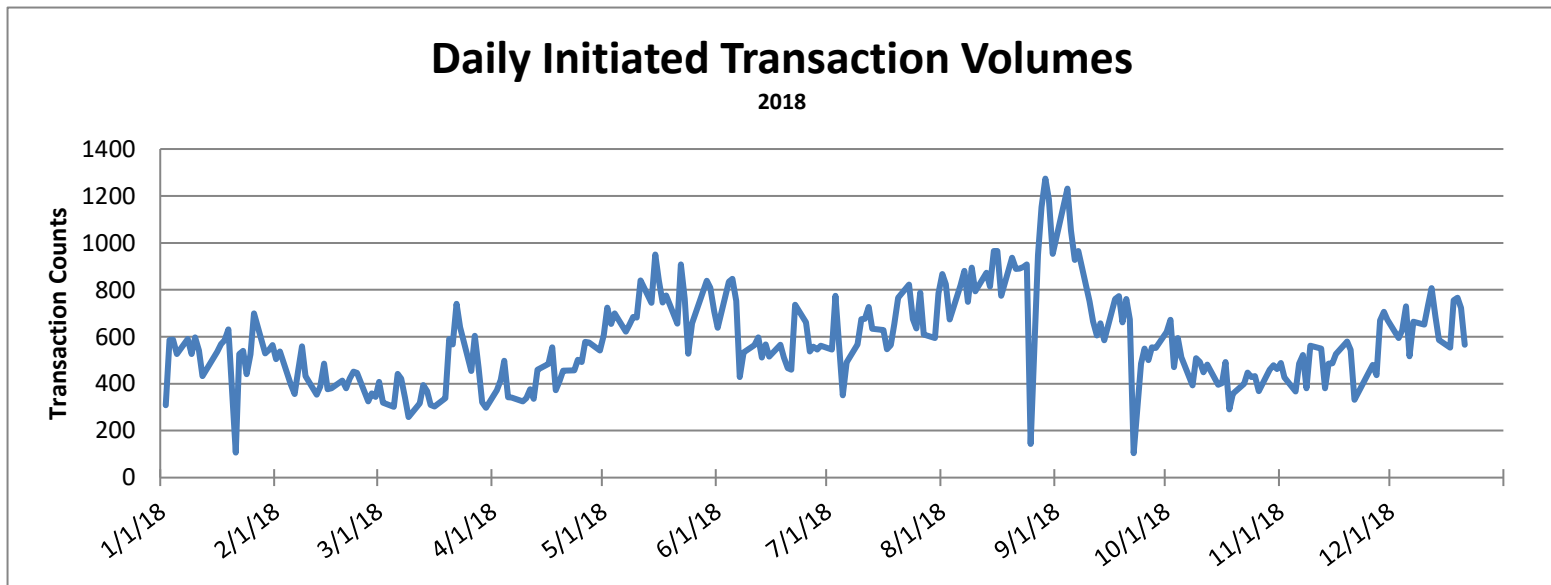
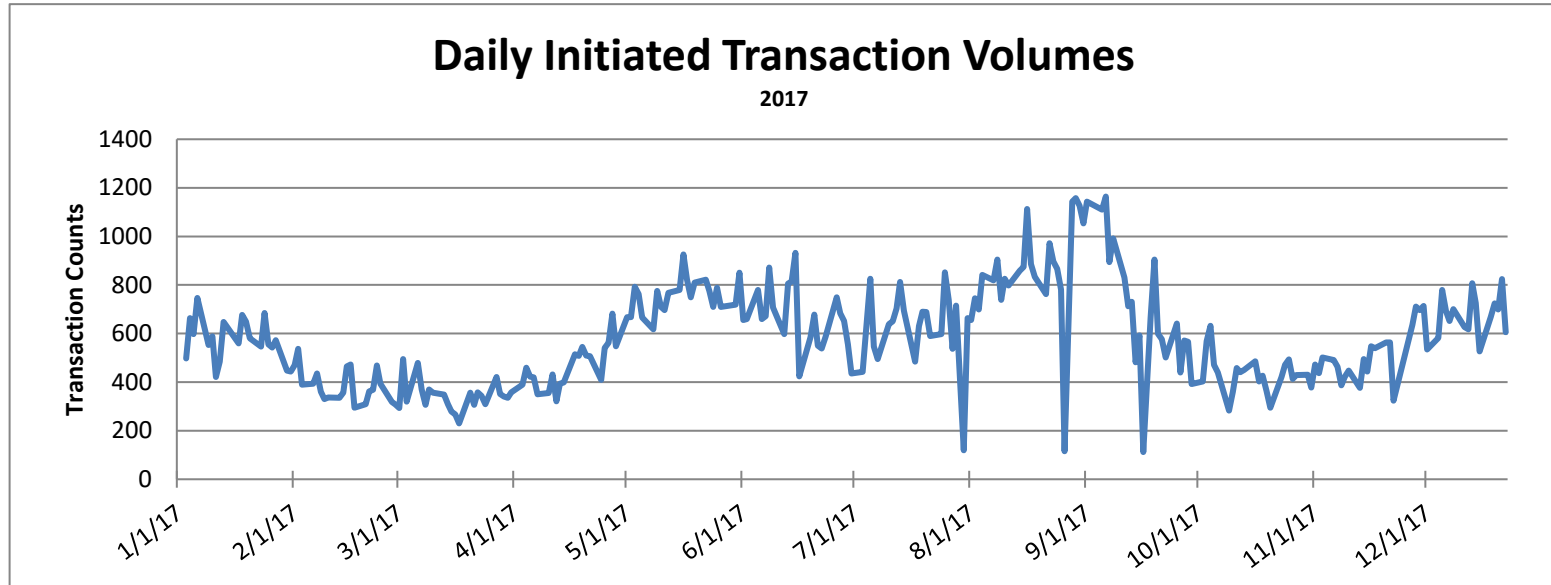


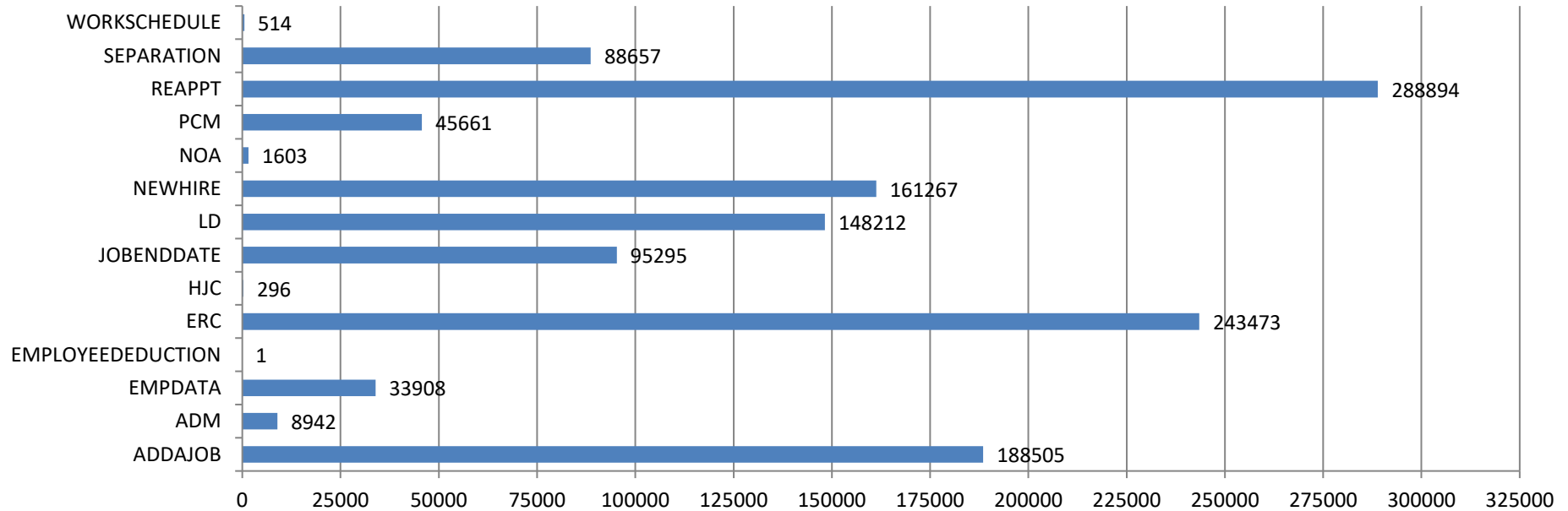
HR Front End Metrics - As of 12/31/2018



Completed Transactions

Feb 22, 2009 - Dec 31, 2018

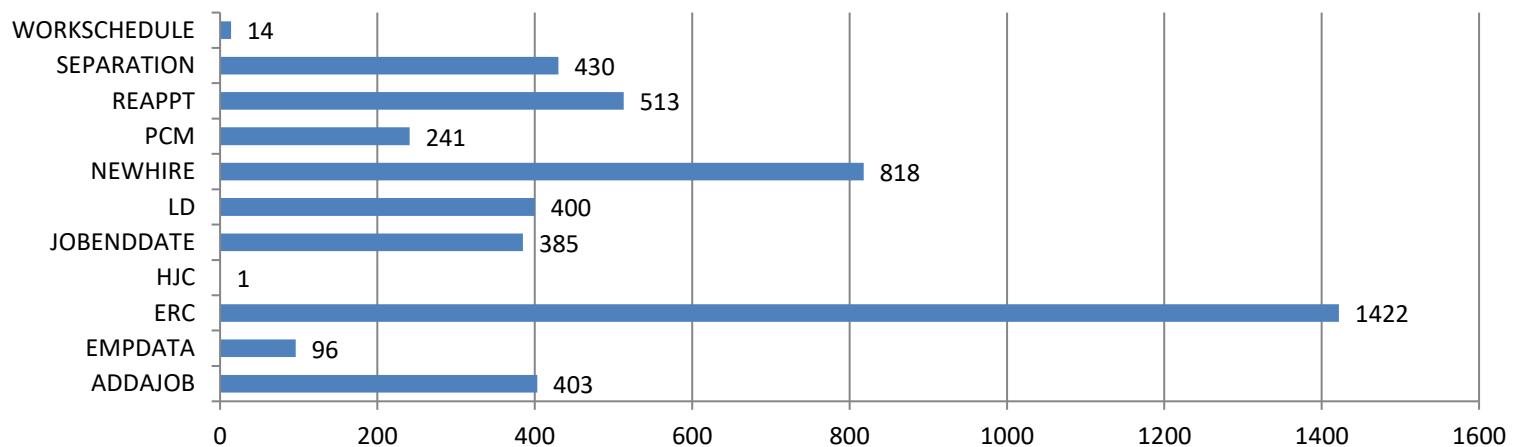
1,305,228 Transactions



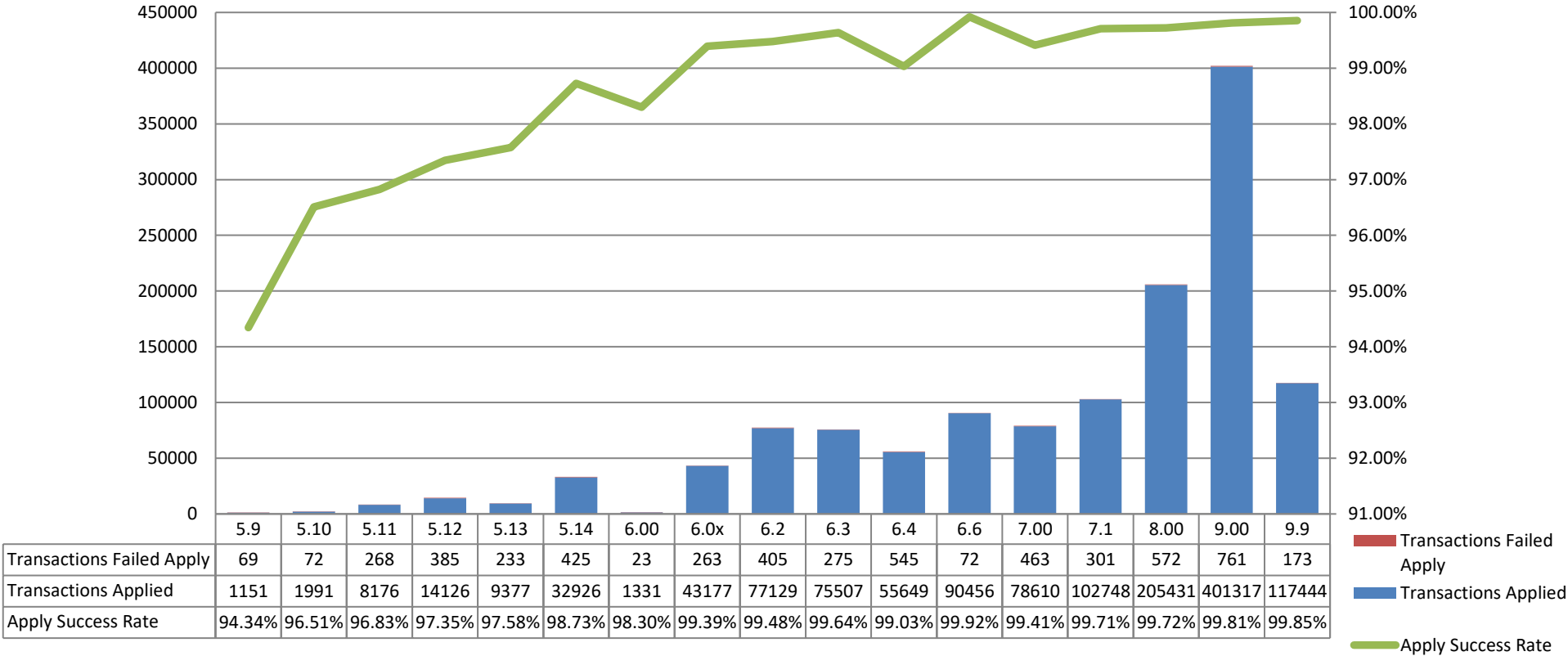
Failed Transactions by Type

Feb 22, 2009 - Dec 31, 2018

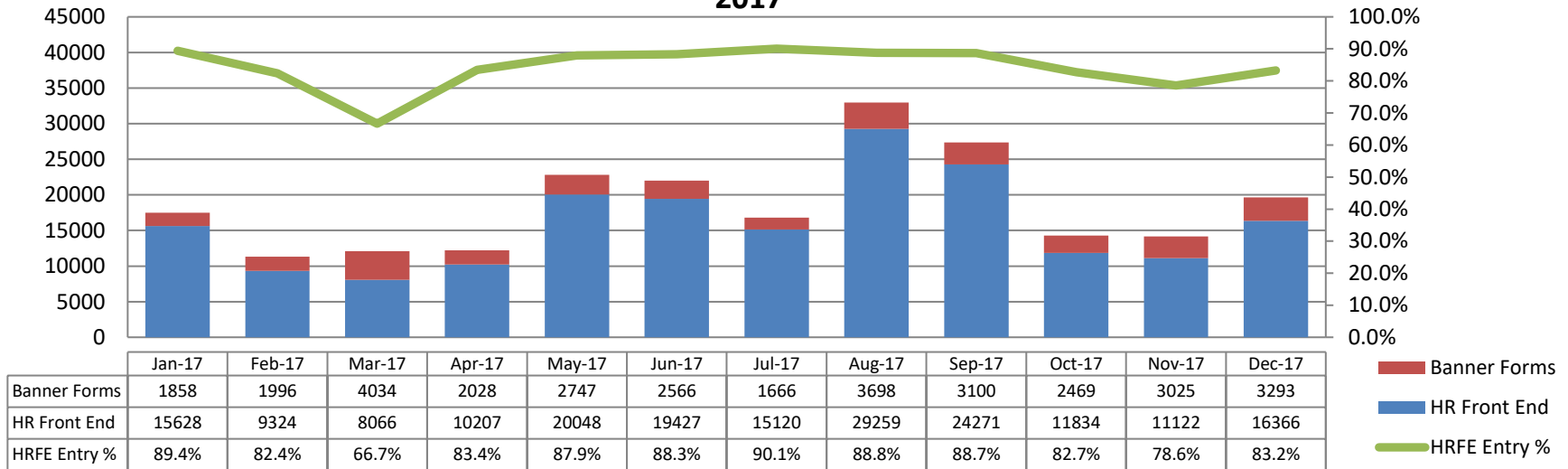
4,896 Transactions



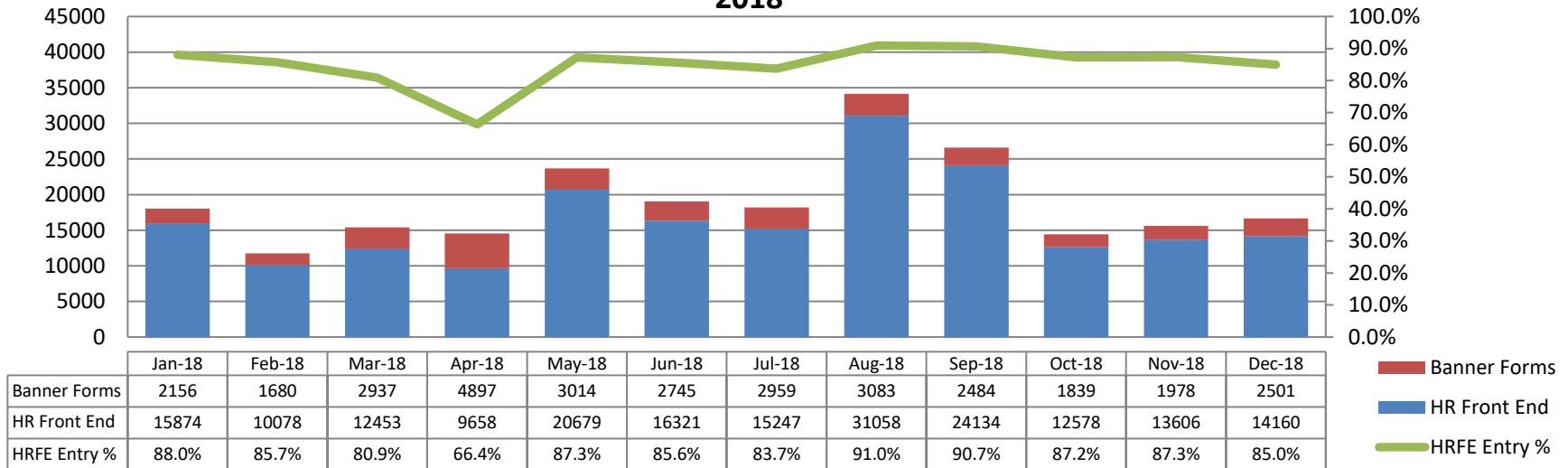
Transaction Volume/Apply Stats by Release



Banner Forms/HR Front End - Transactions Entered 2017

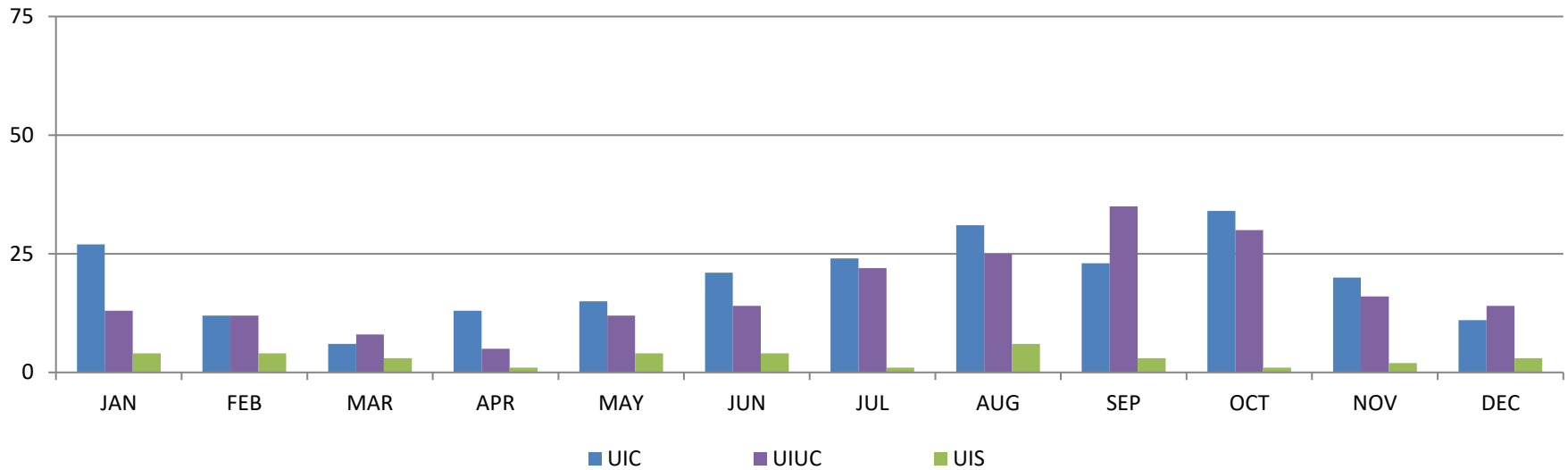


Banner Forms/HR Front End - Transactions Entered 2018



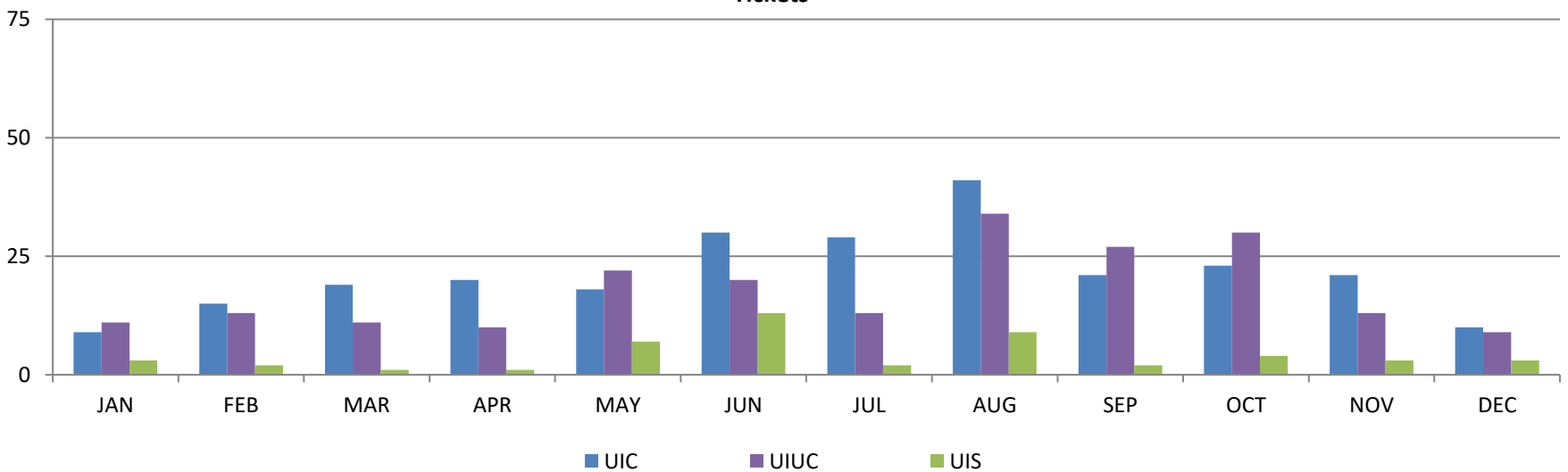
Service Desk Tickets Created by Campus

2017
Tickets



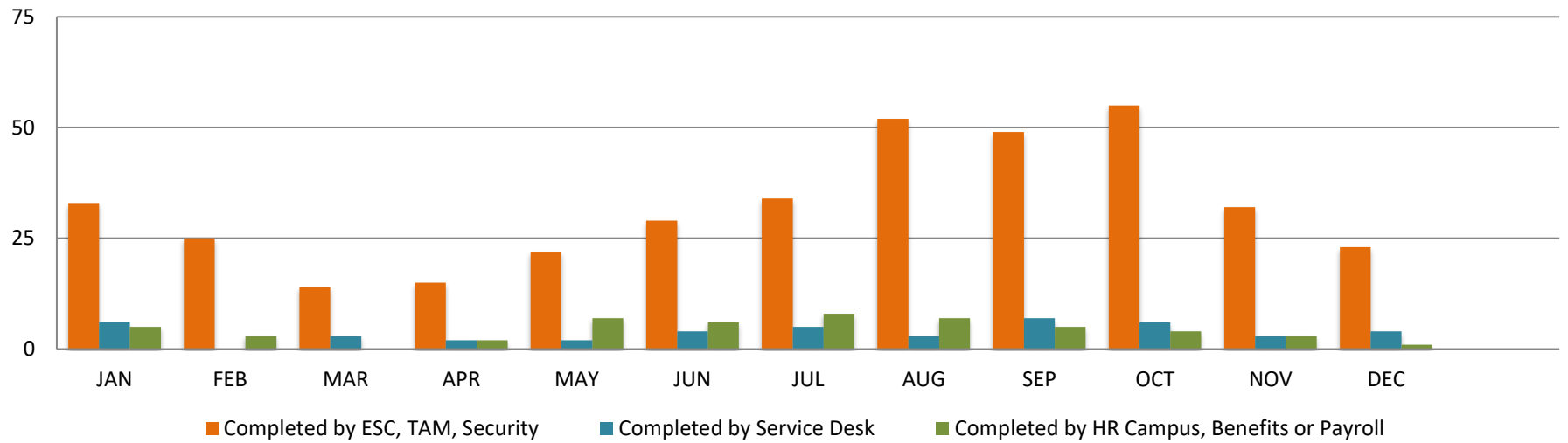
Service Desk Tickets Created by Campus

2018
Tickets



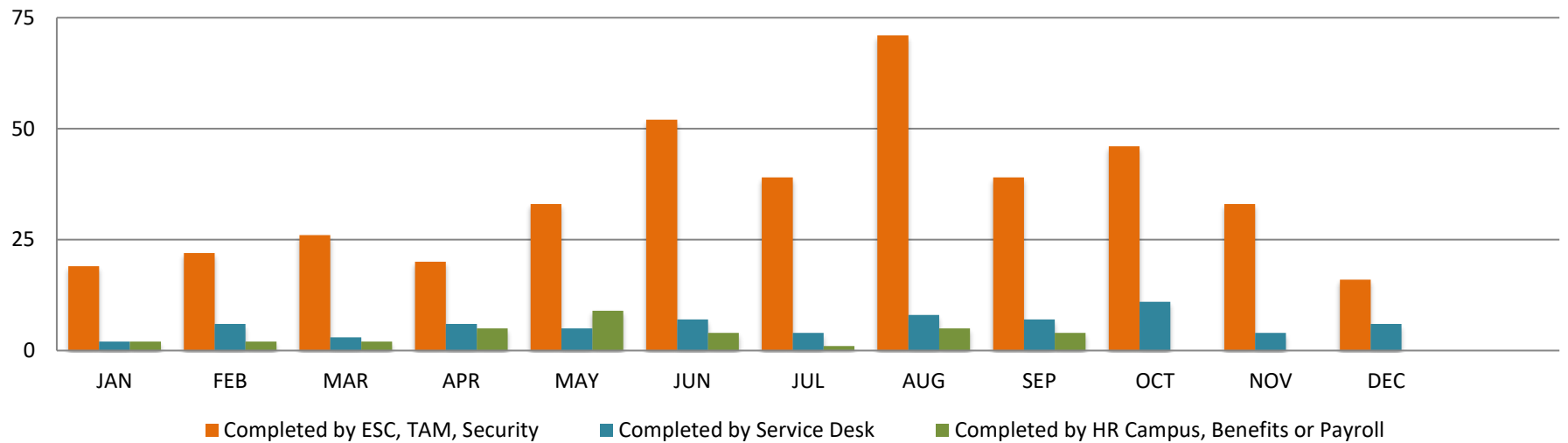
Production Support

2017
Tickets

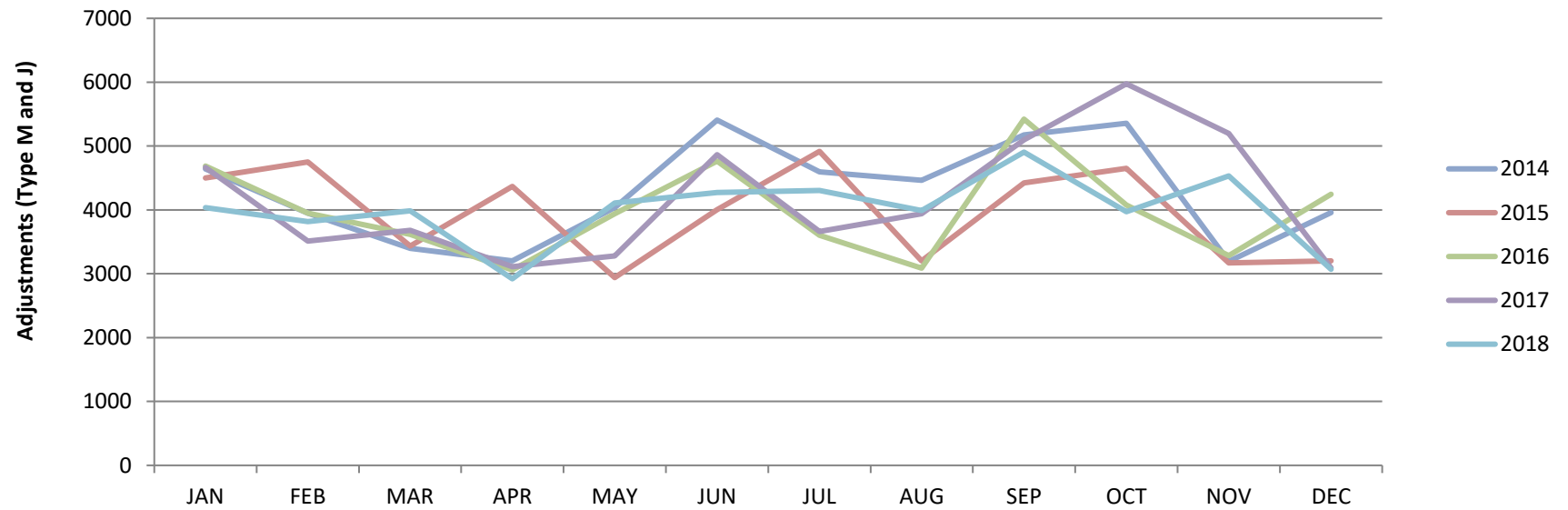


Production Support

2018
Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

