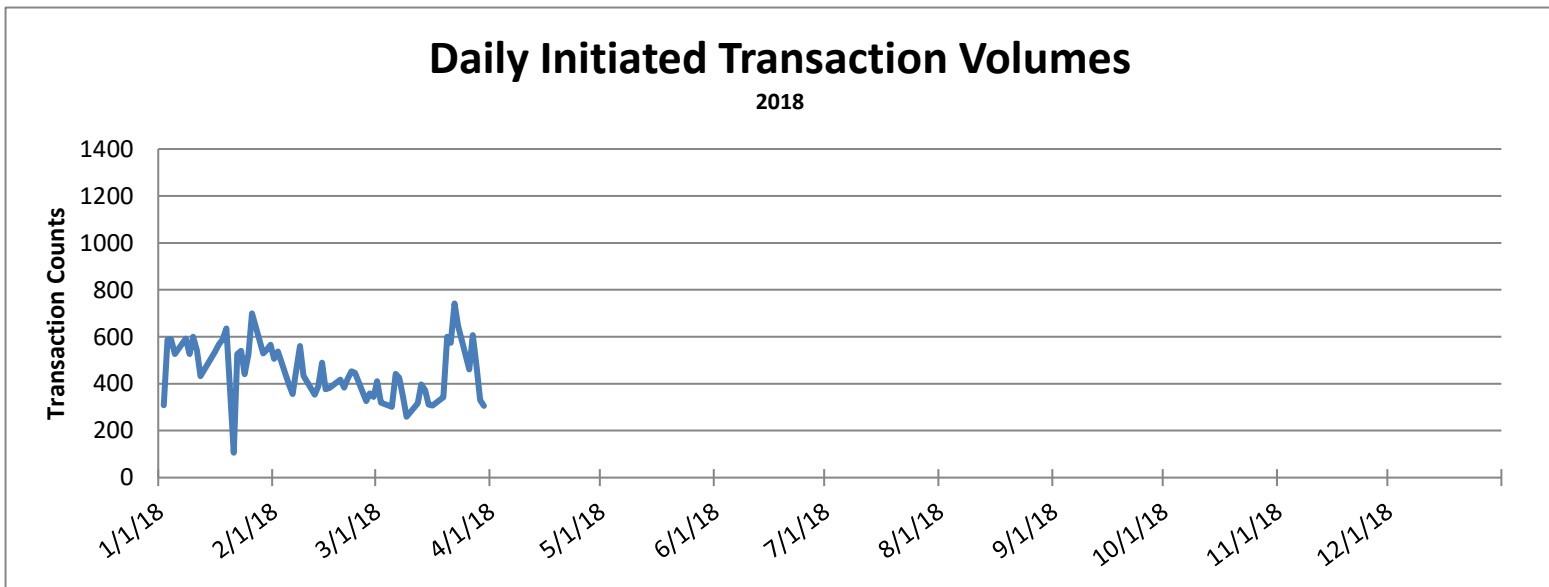
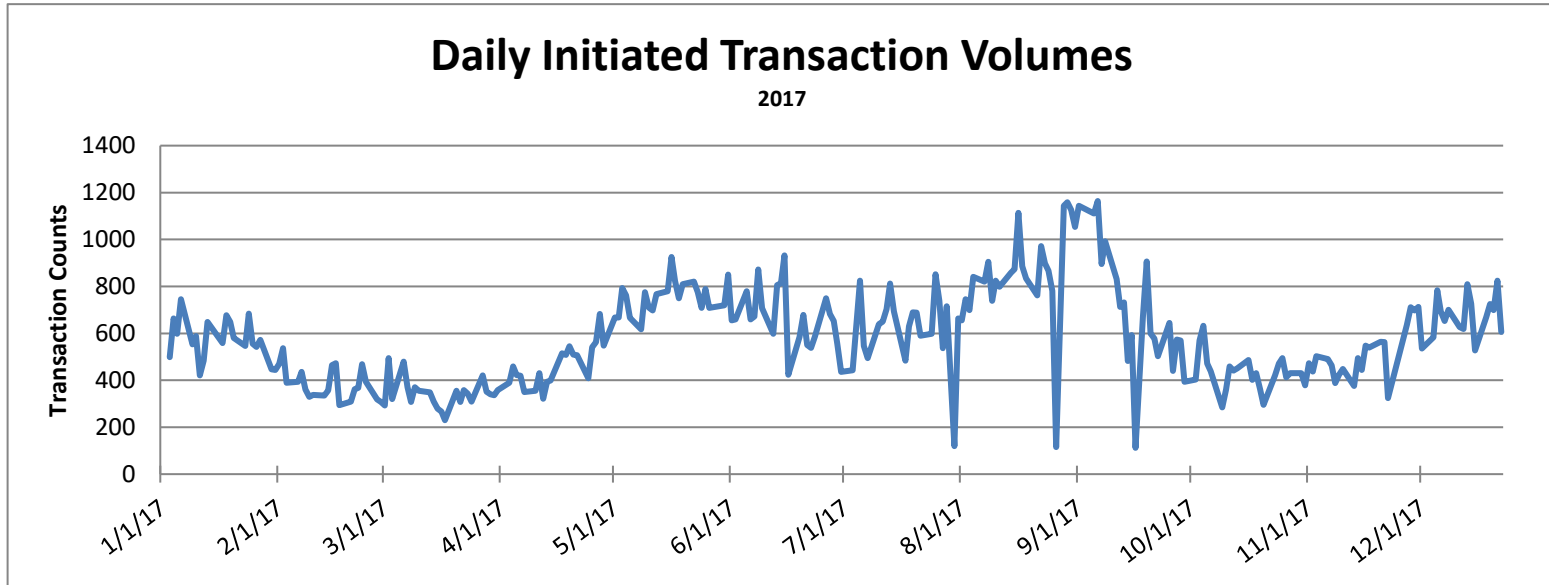


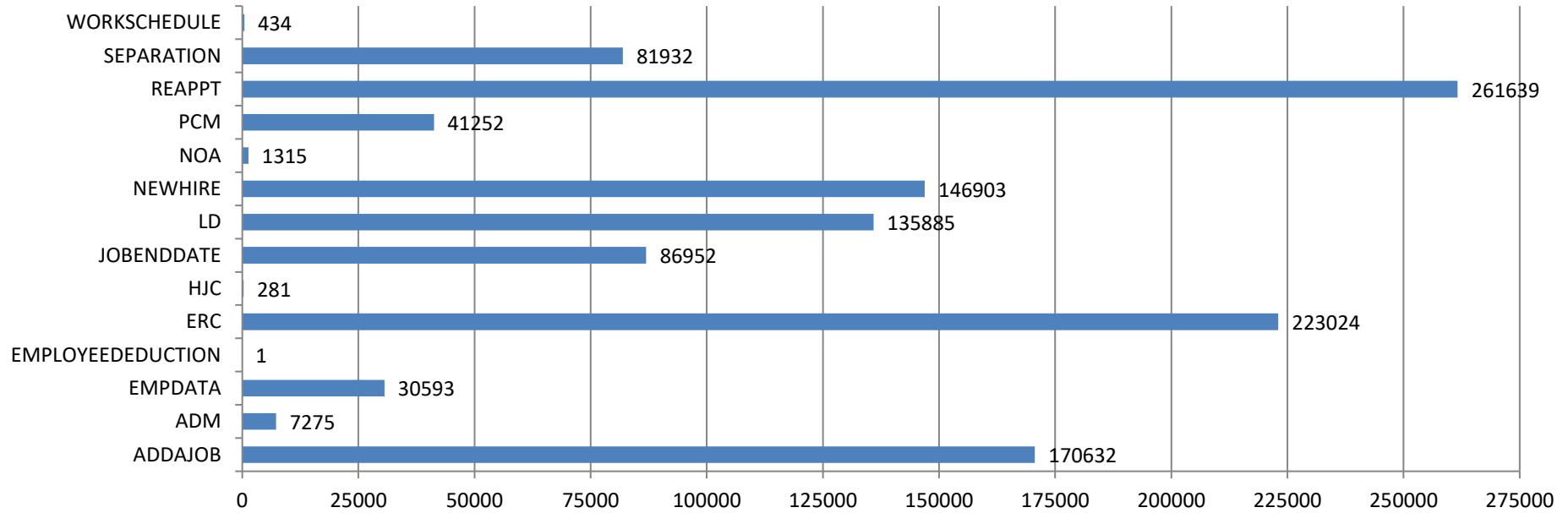
# HR Front End Metrics - As of 3/31/2018



# Completed Transactions

Feb 22, 2009 - Mar 31, 2018

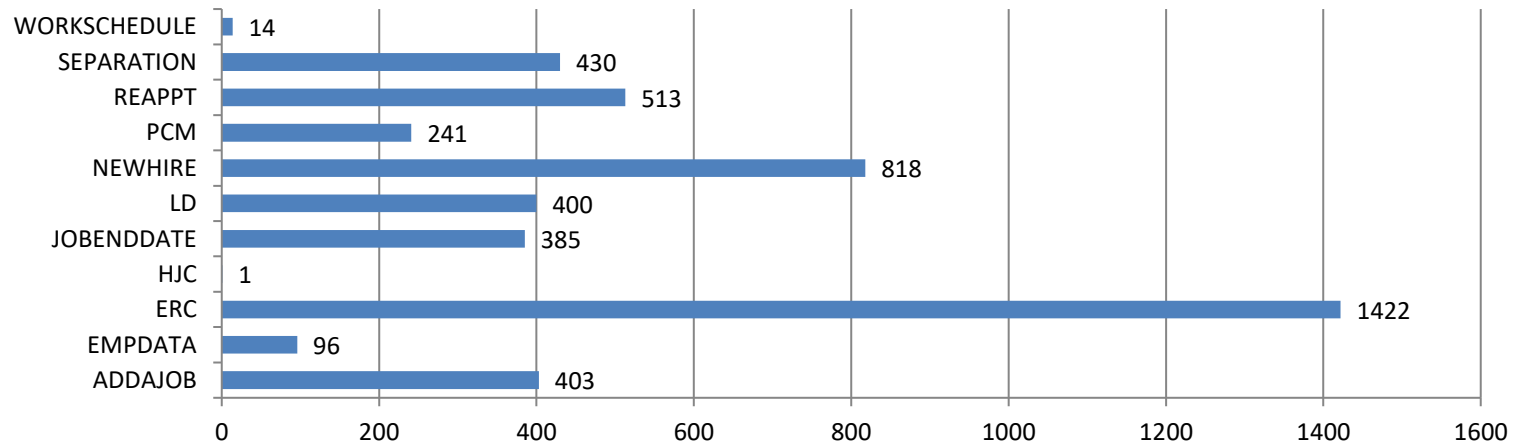
1,188,118 Transactions



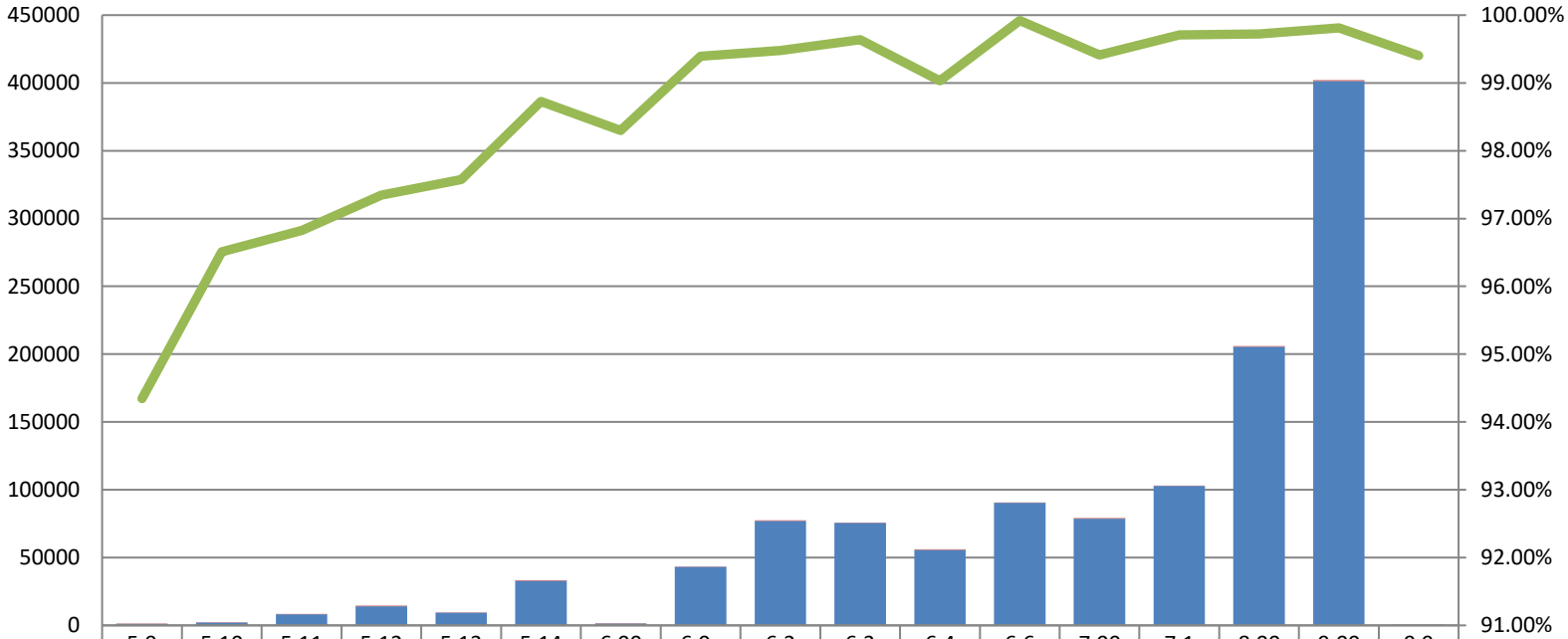
# Failed Transactions by Type

Feb 22, 2009 - Mar 31, 2018

4,725 Transactions



## Transaction Volume/Apply Stats by Release

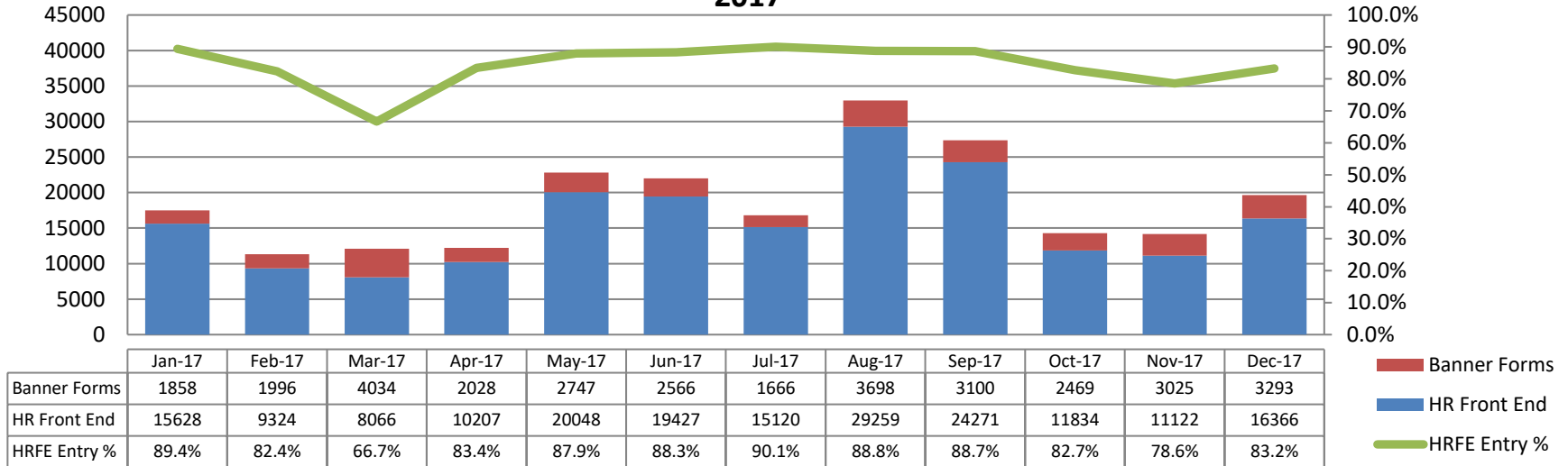


	5.9	5.10	5.11	5.12	5.13	5.14	6.00	6.0x	6.2	6.3	6.4	6.6	7.00	7.1	8.00	9.00	9.9
Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	545	72	463	301	572	761	2
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	205431	401317	334
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.03%	99.92%	99.41%	99.71%	99.72%	99.81%	99.40%

- Transactions Failed Apply
- Transactions Applied
- Apply Success Rate

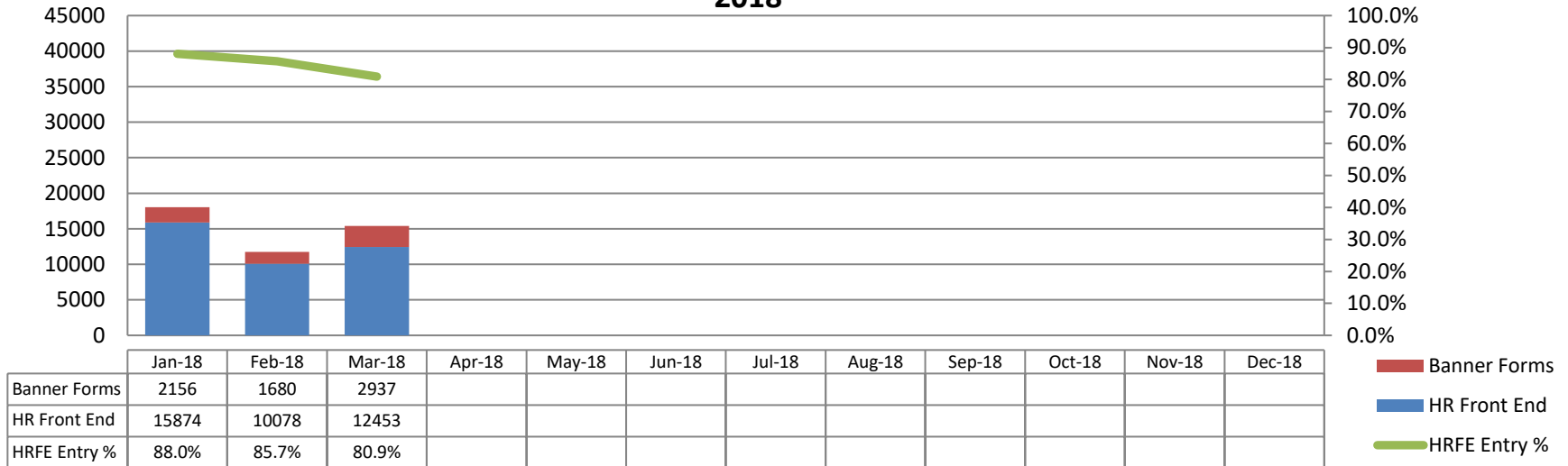
## Banner Forms/HR Front End - Transactions Entered

2017



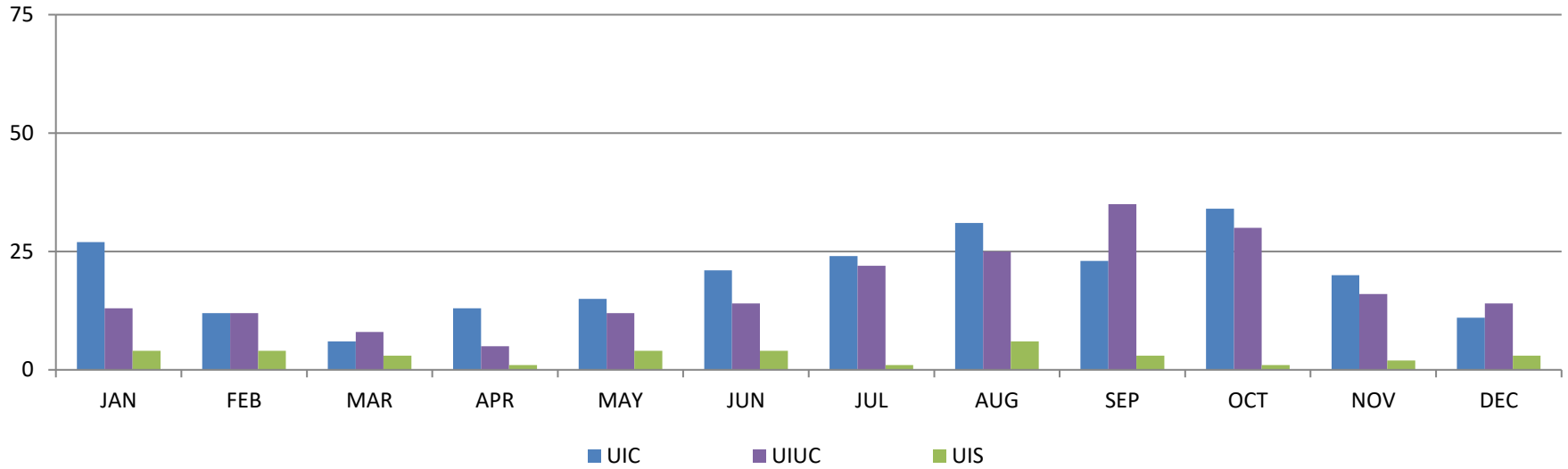
## Banner Forms/HR Front End - Transactions Entered

2018



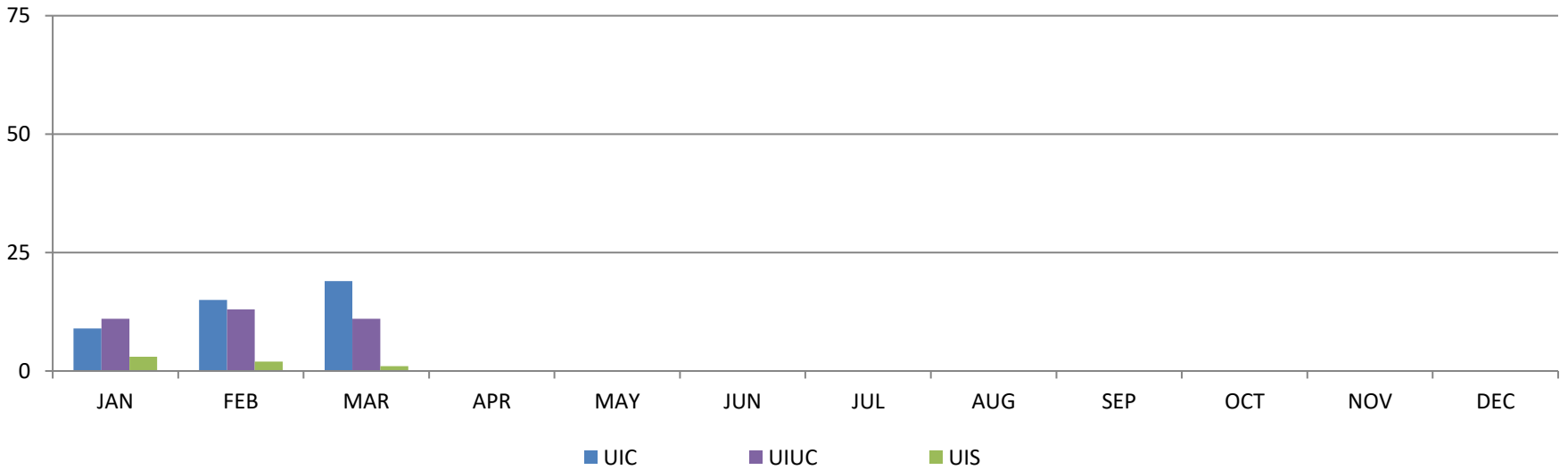
## Service Desk Tickets Created by Campus

2017  
Tickets



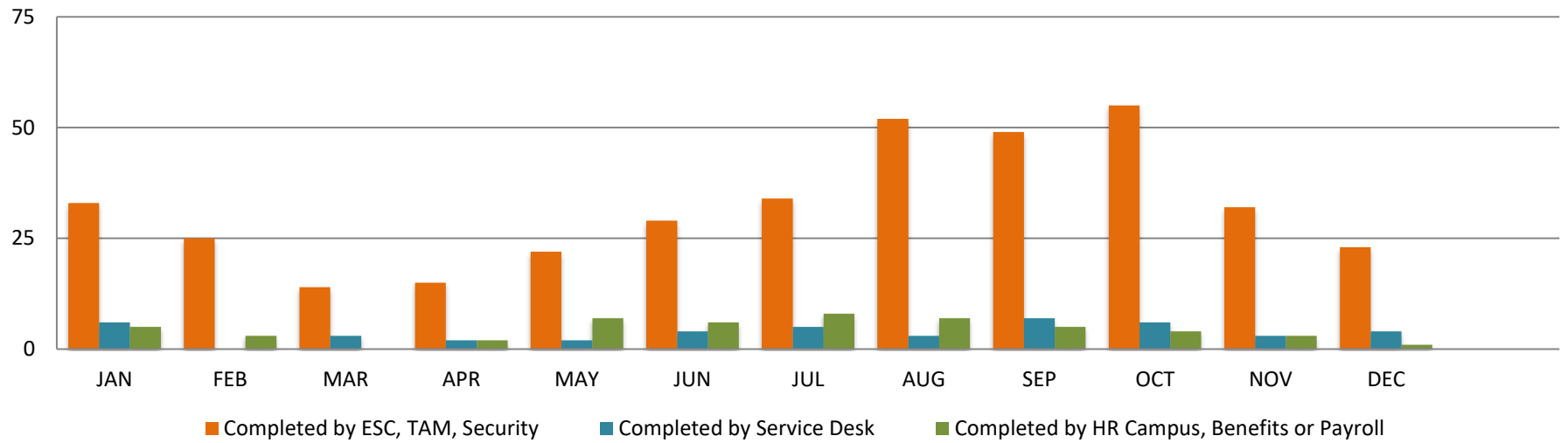
## Service Desk Tickets Created by Campus

2018  
Tickets



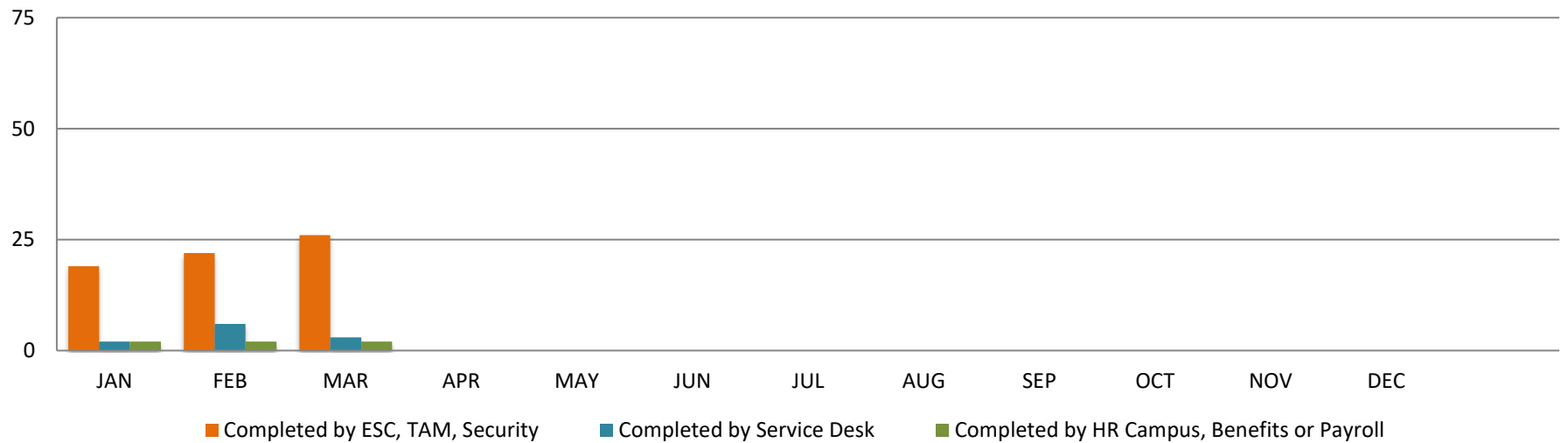
## Production Support

2017  
Tickets

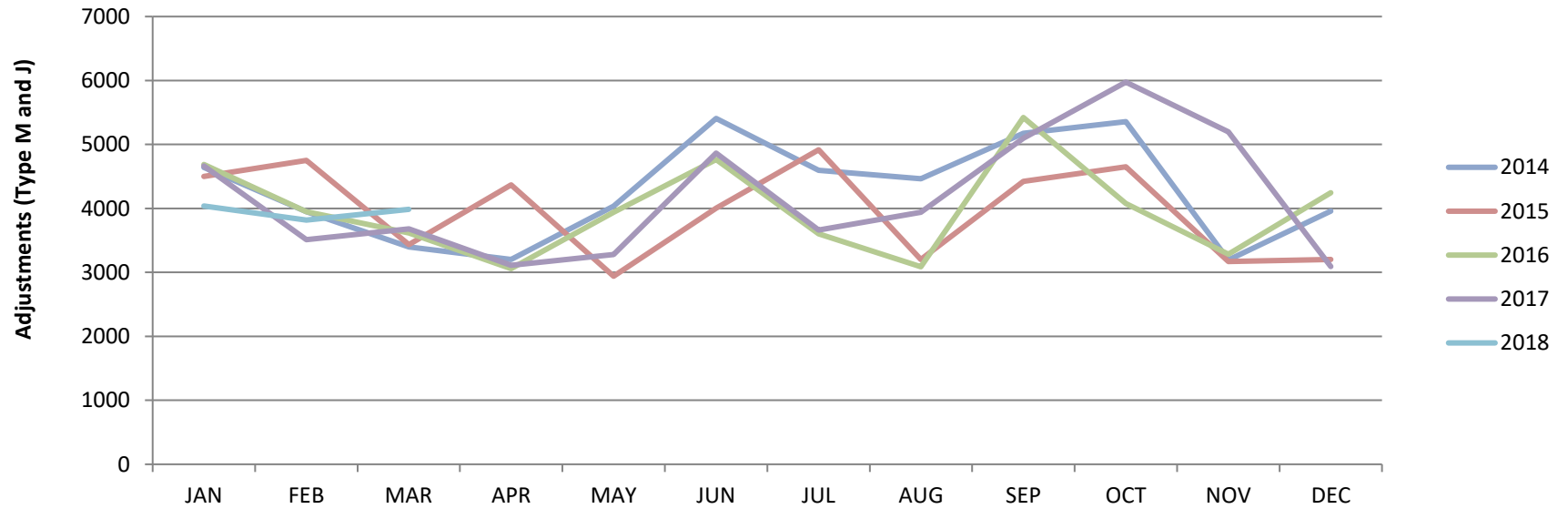


## Production Support

2018  
Tickets



## Pay Adjustment Comparison



## Defects and Change Requests Entered

