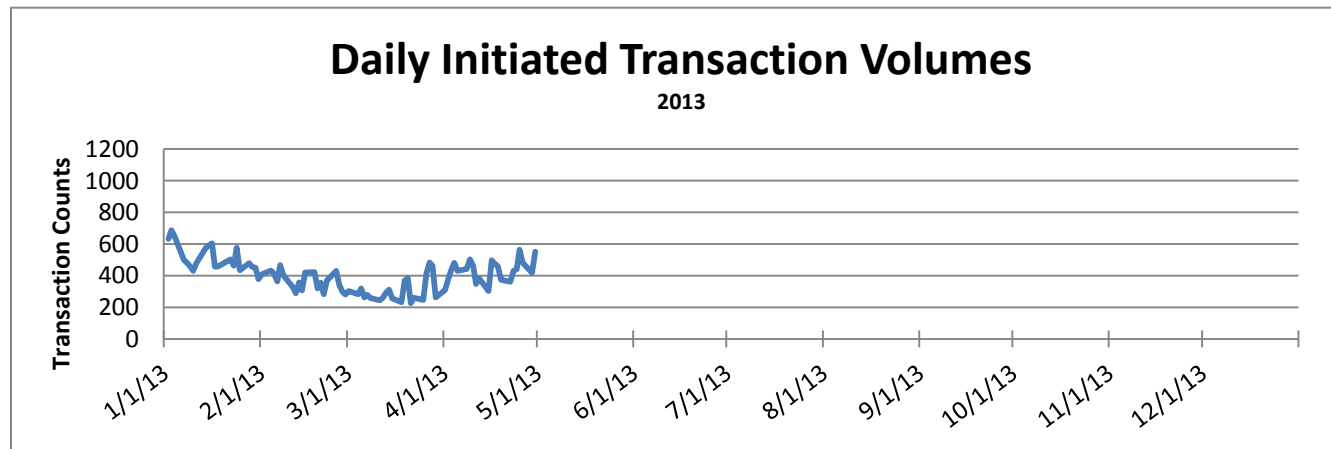
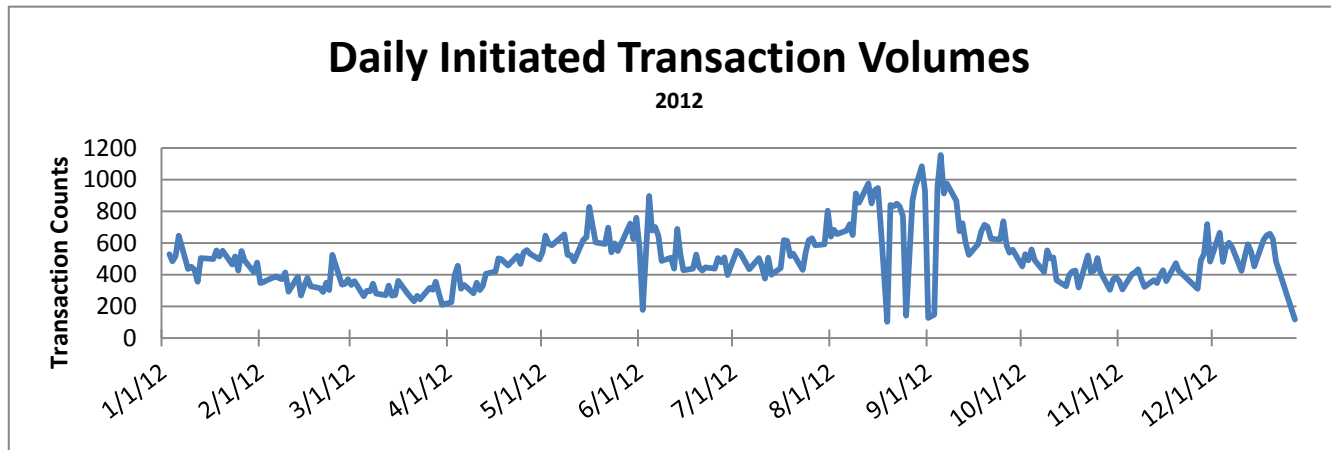


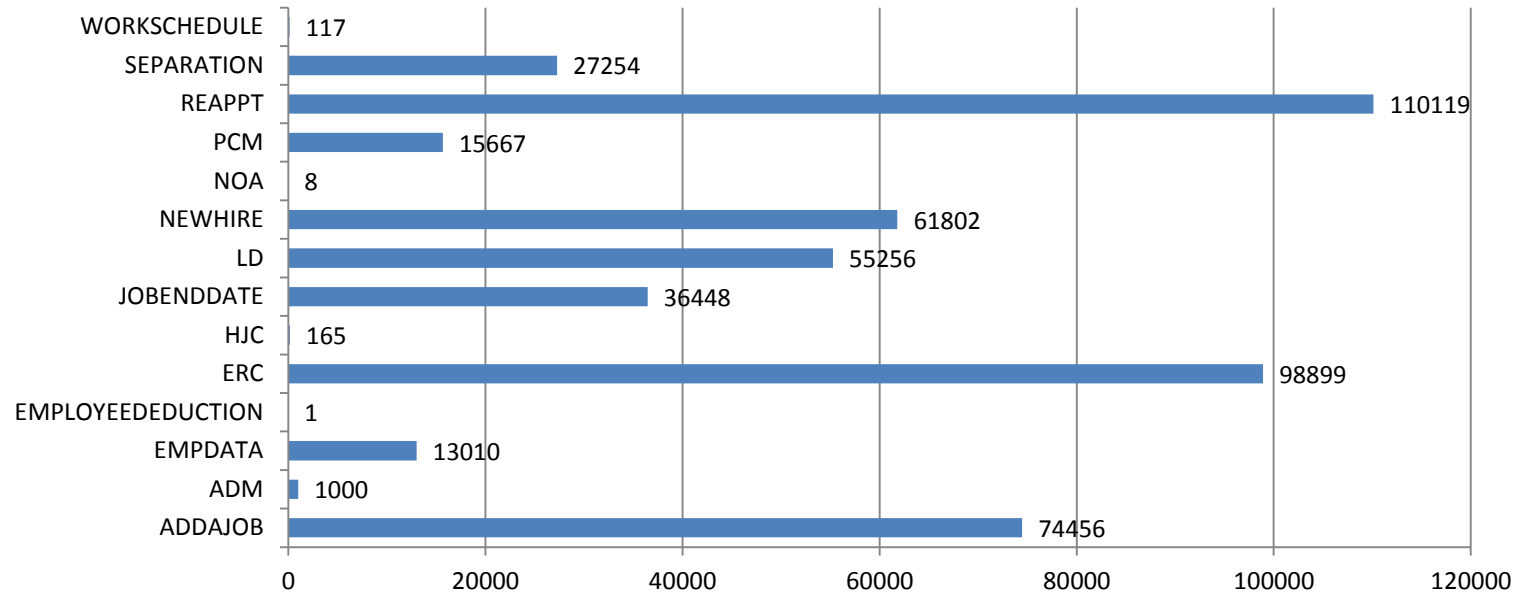
# HR Front End Metrics - As of 04/30/2013



## Completed Transactions

Feb 22, 2009 - Apr 30, 2013

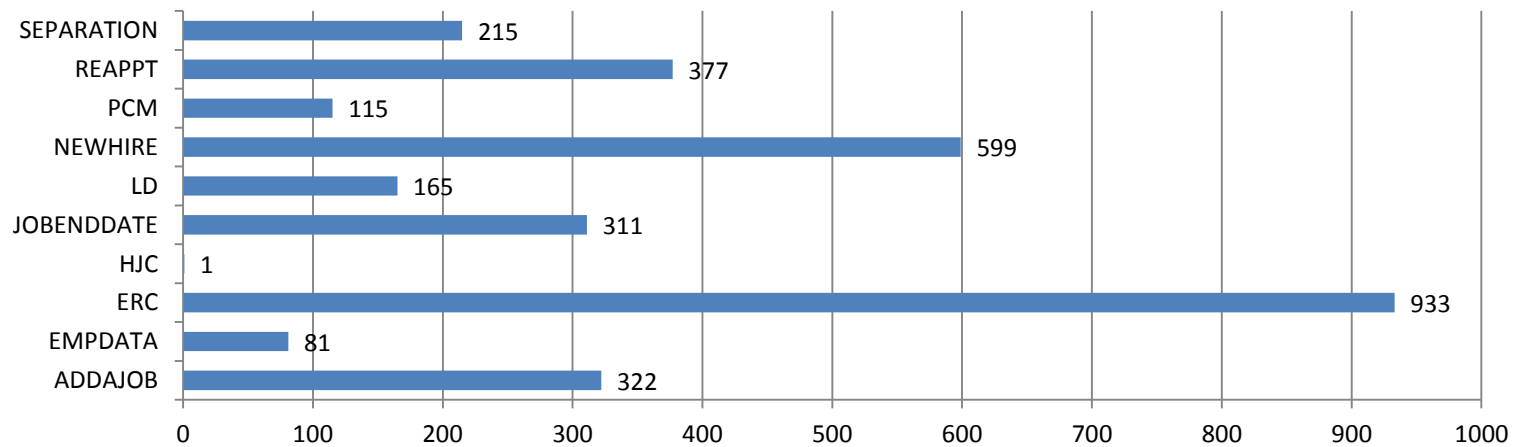
494,202 Transactions



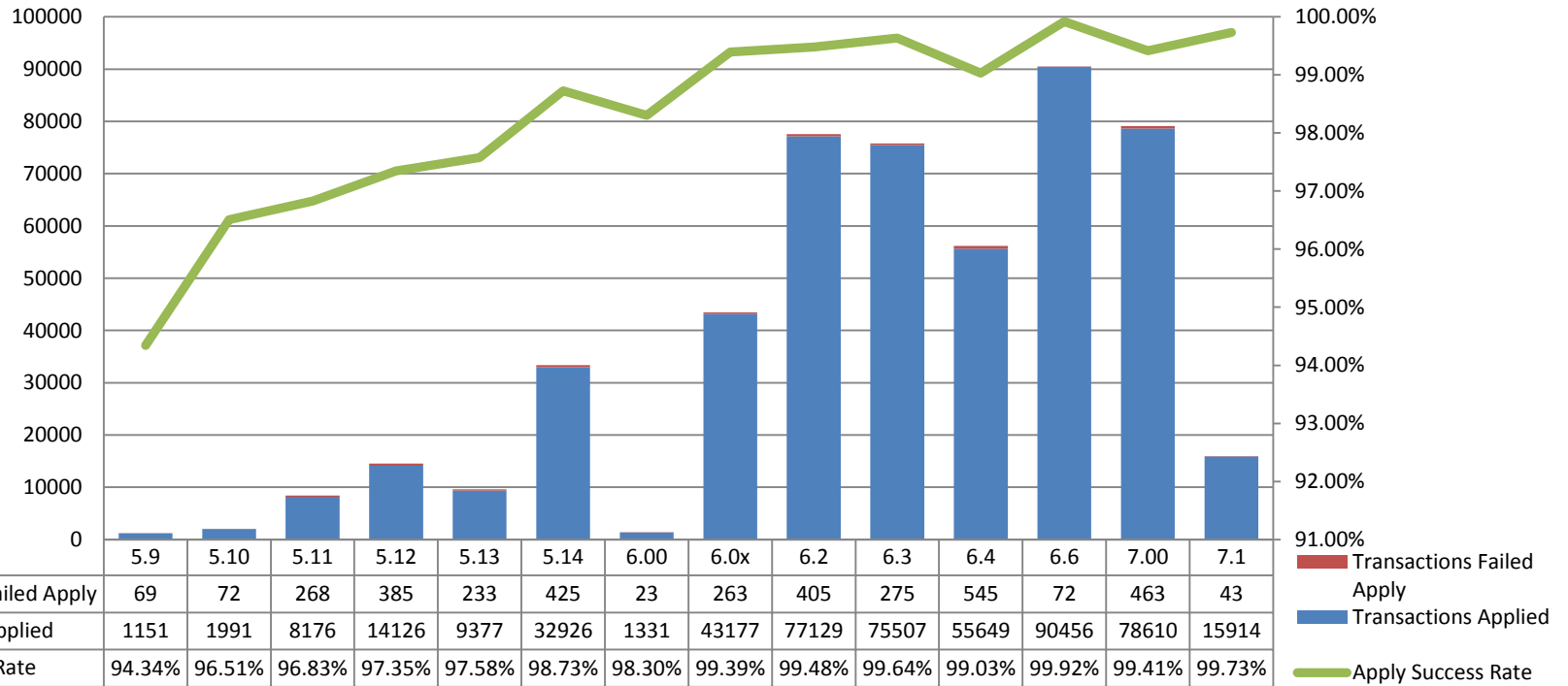
## Failed Transactions by Type

Feb 22, 2009 - Apr 30, 2013

3,132 Transactions

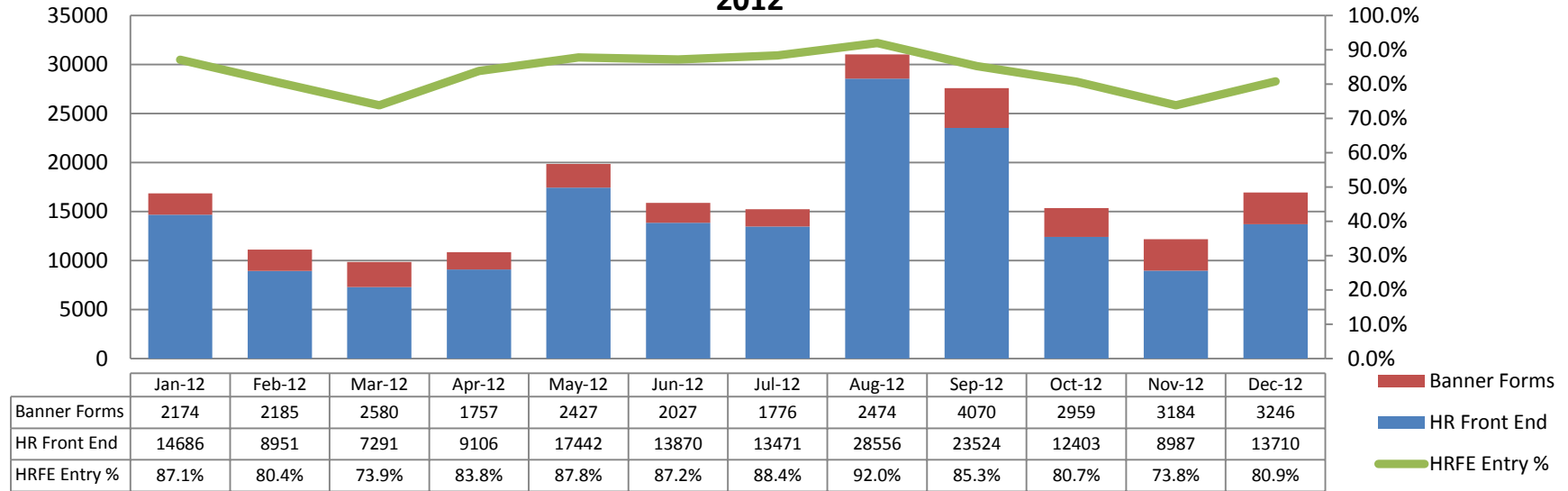


## Transaction Volume/Apply Stats by Release



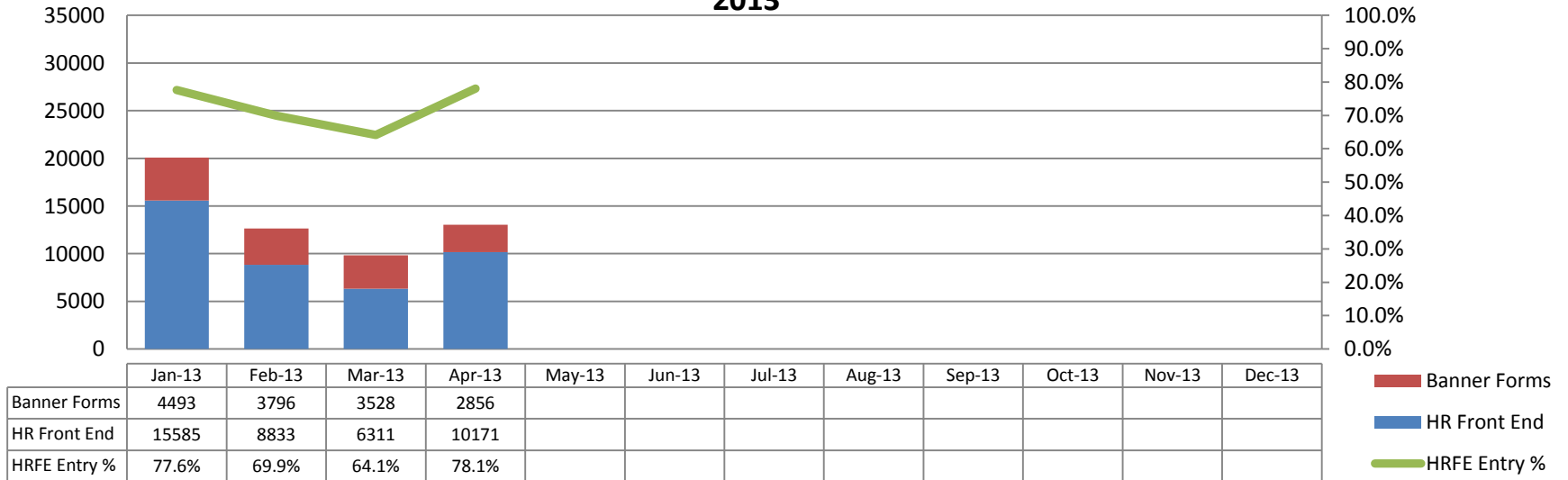
## Banner Forms/HR Front End - Transactions Entered

2012



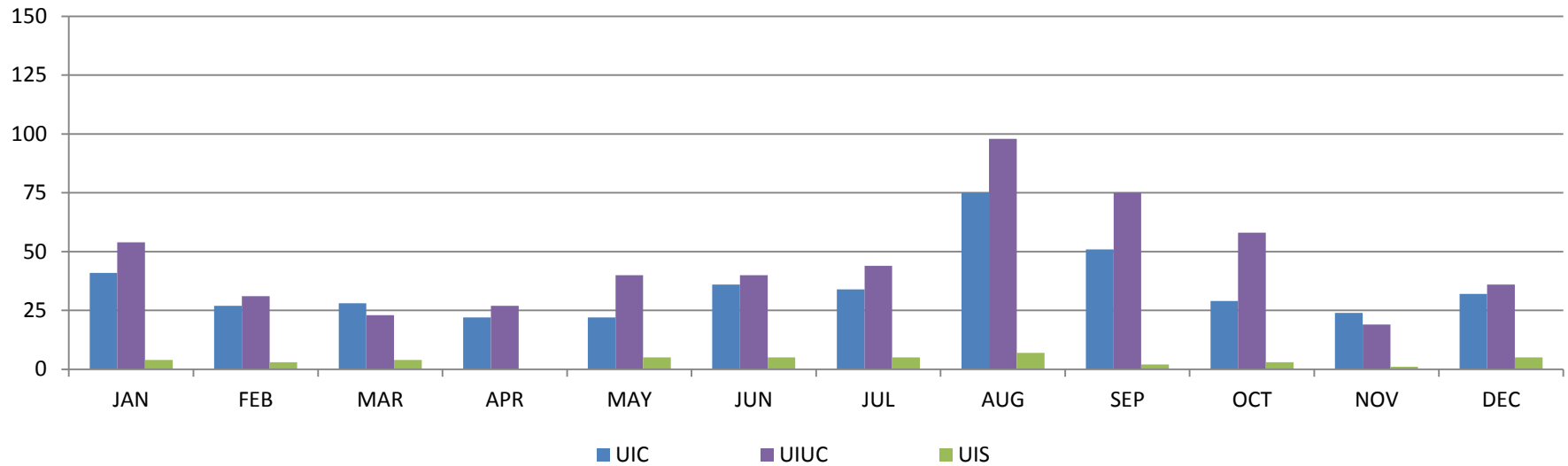
## Banner Forms/HR Front End - Transactions Entered

2013



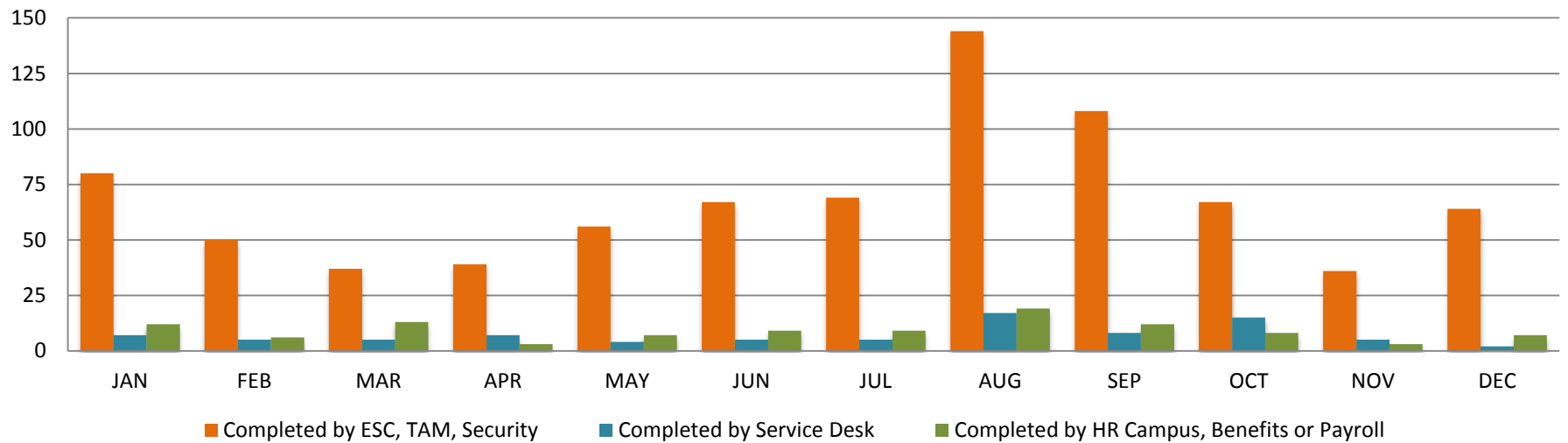
## Service Desk Tickets Created by Campus

2012  
1010 Tickets



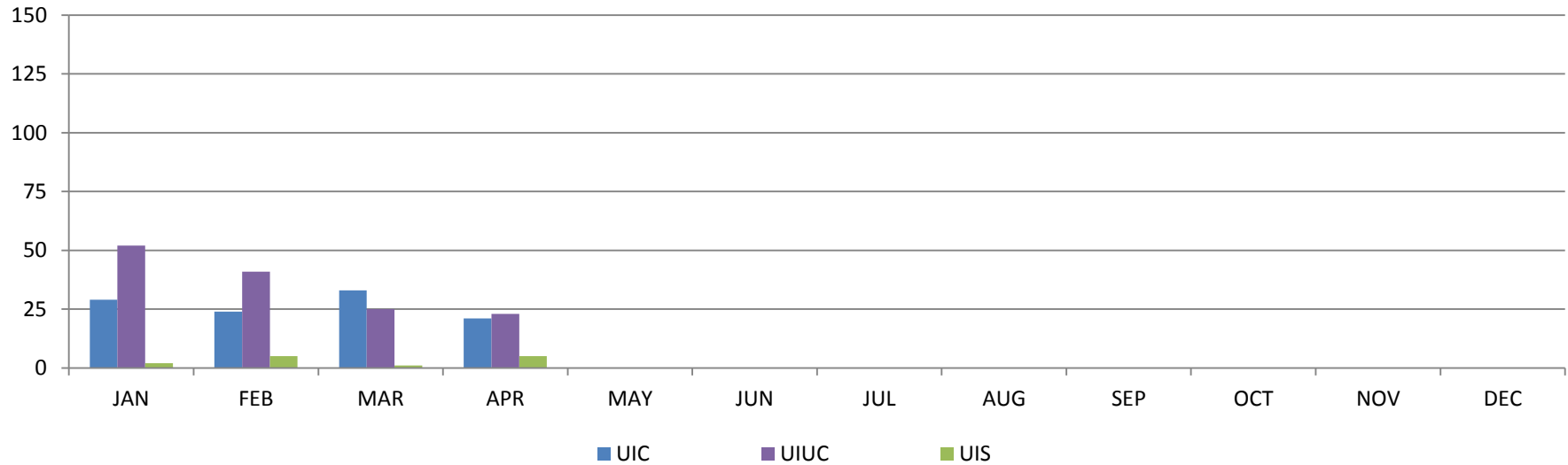
## Production Support

2012  
1010 Tickets



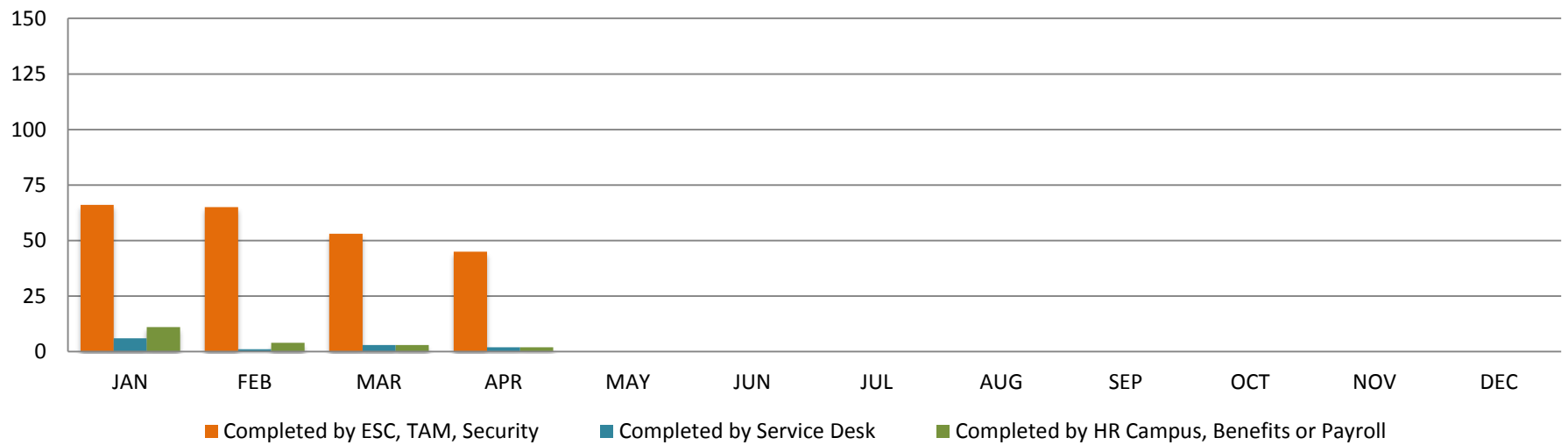
## Service Desk Tickets Created by Campus

2013  
Tickets

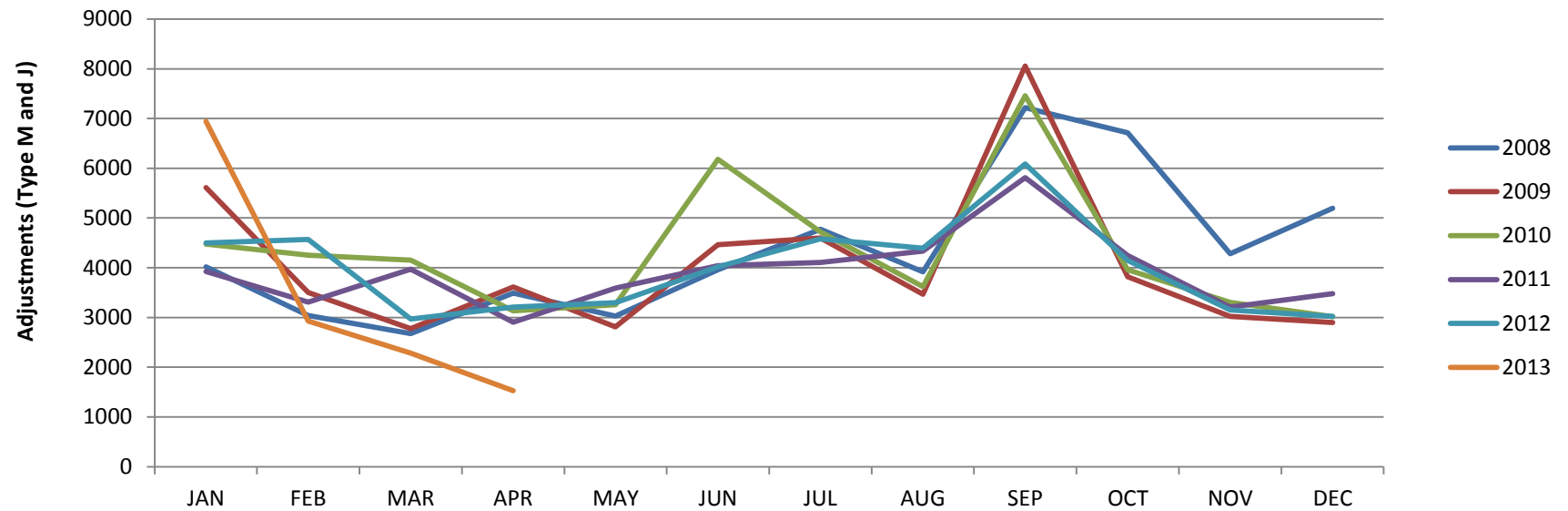


## Production Support

2013  
Tickets



## Pay Adjustment Comparison



## Defects and Change Requests Entered

