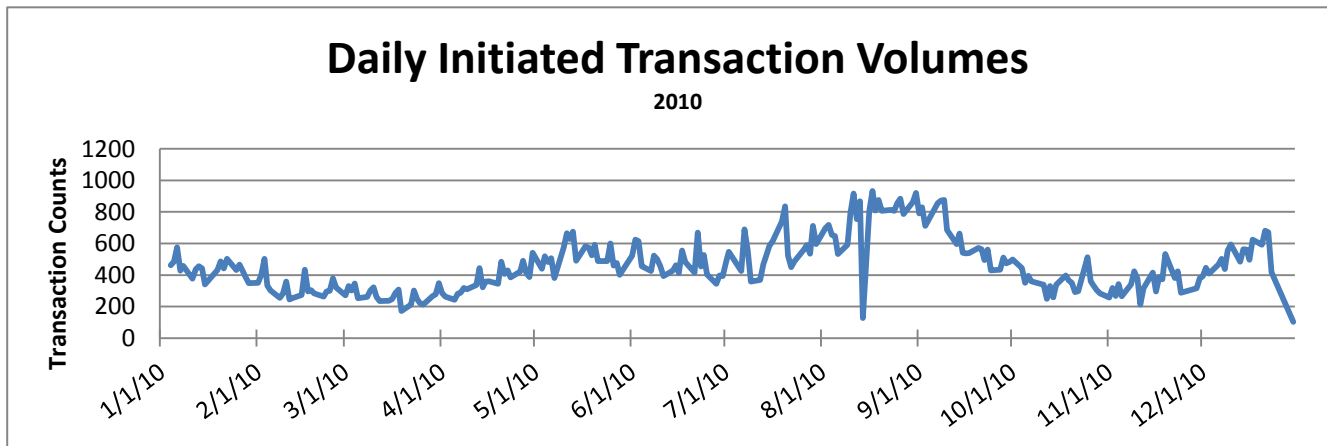
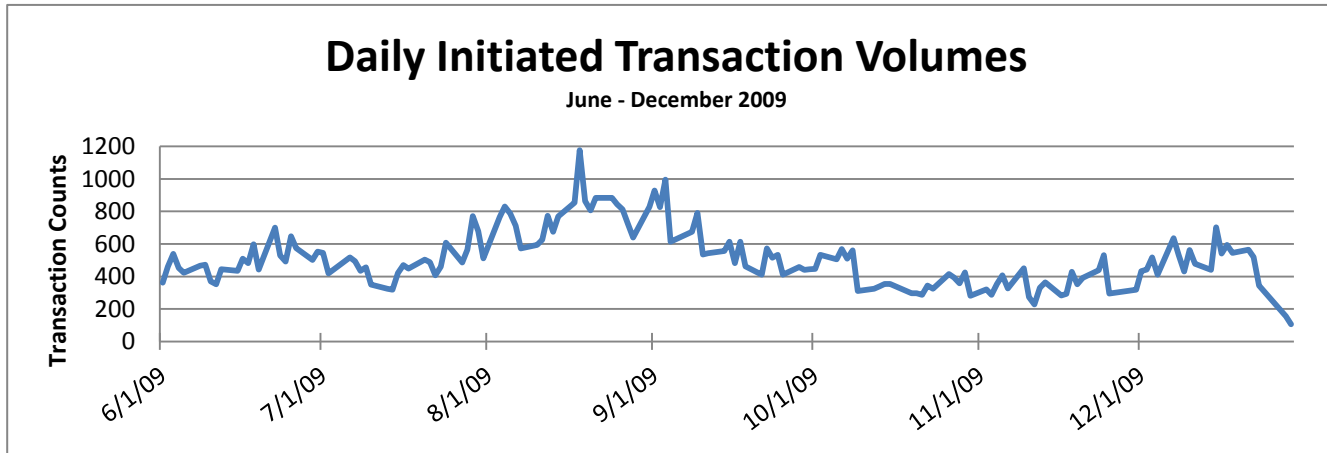
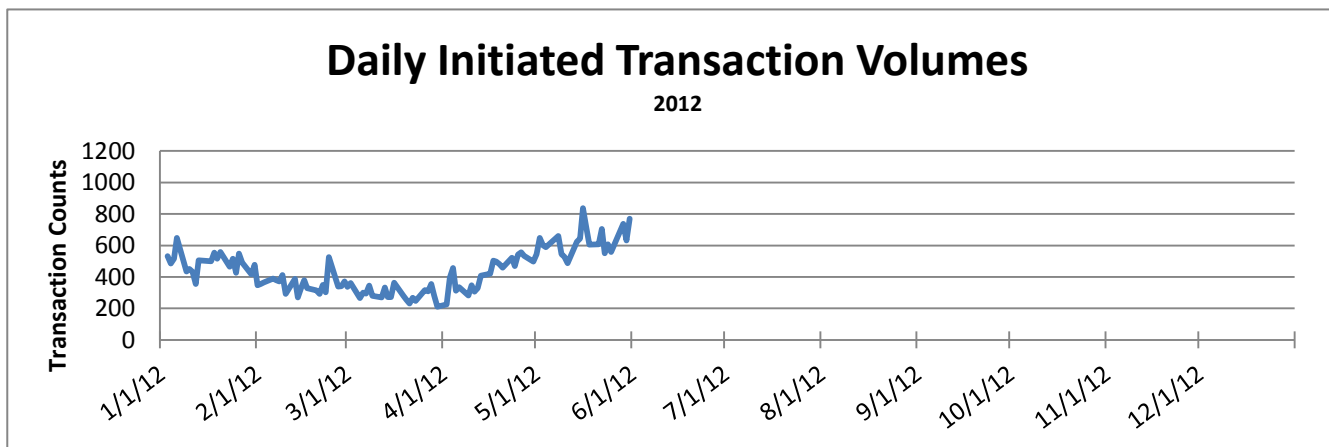
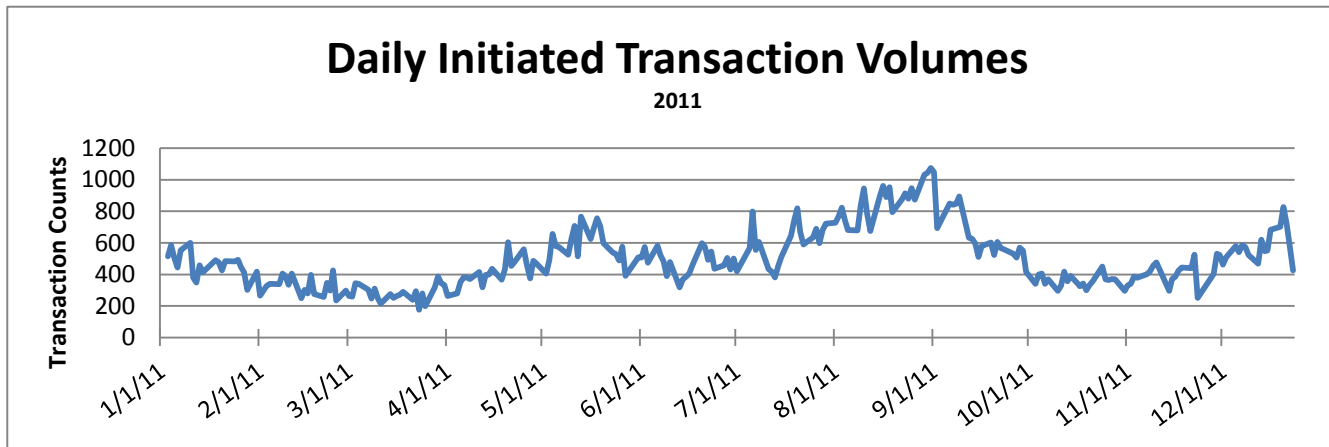


HR Front End Metrics - As of 5/31/2012

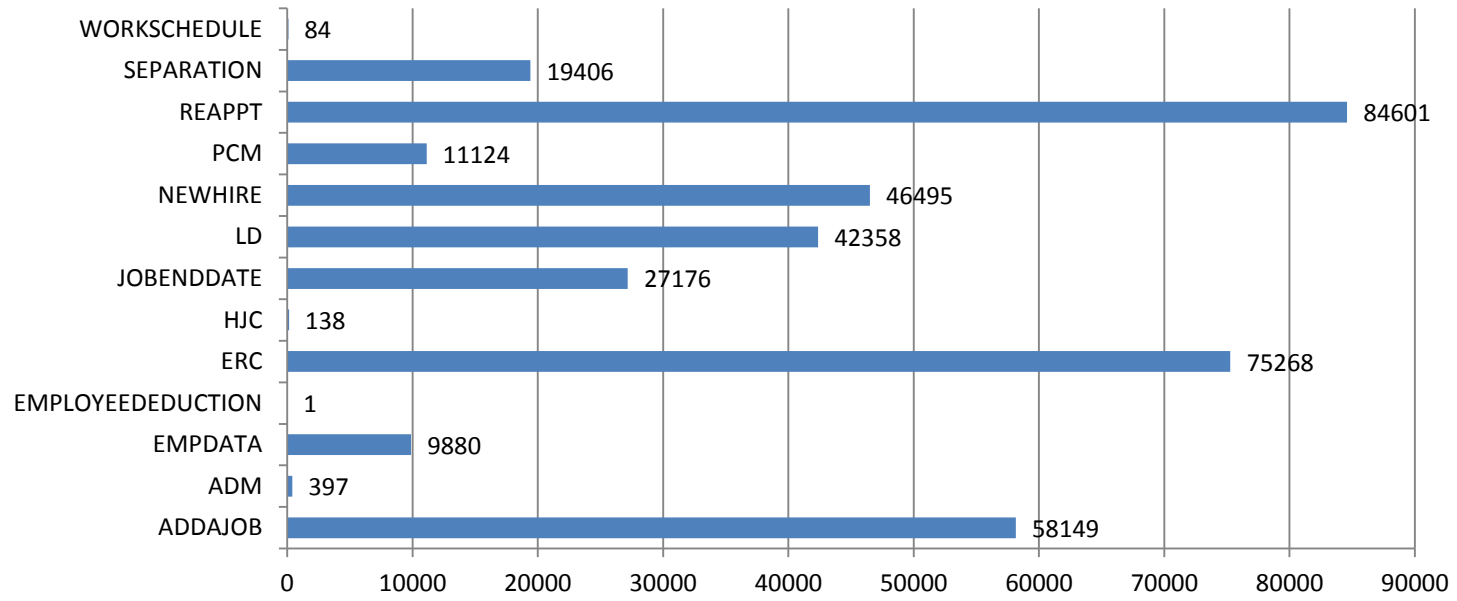




Completed Transactions

Feb 22, 2009 - May 31, 2012

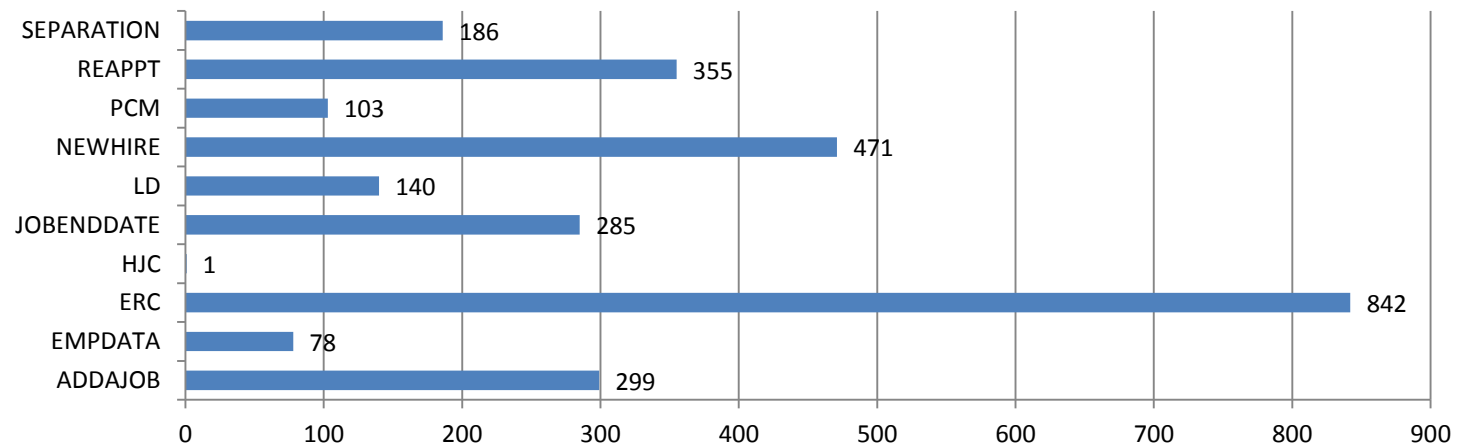
375,077 Transactions



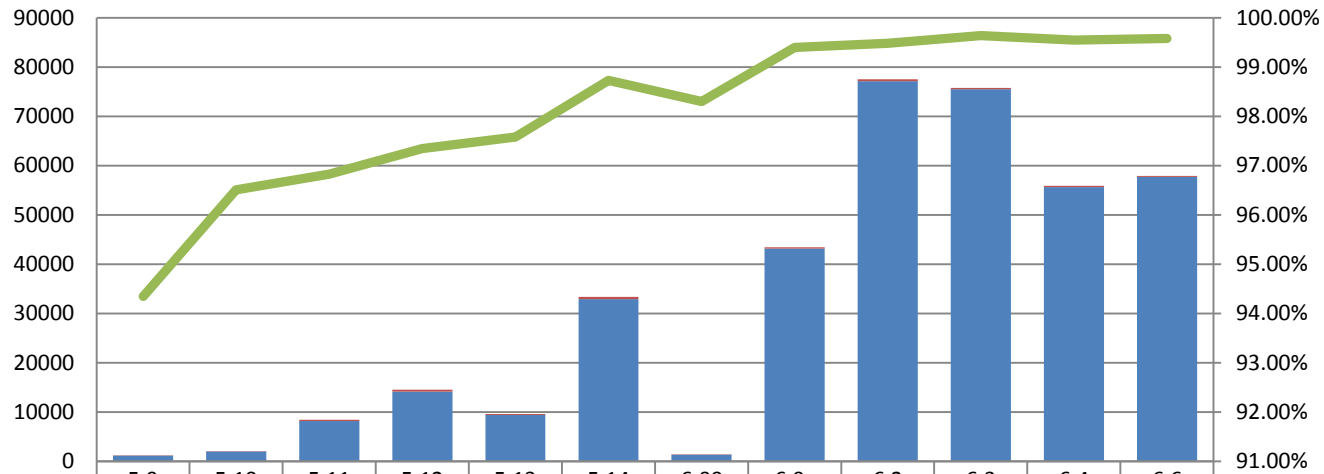
Failed Transactions by Type

Feb 22, 2009 - May 31, 2012

2,773 Transactions



Transaction Volume/Apply Stats by Release

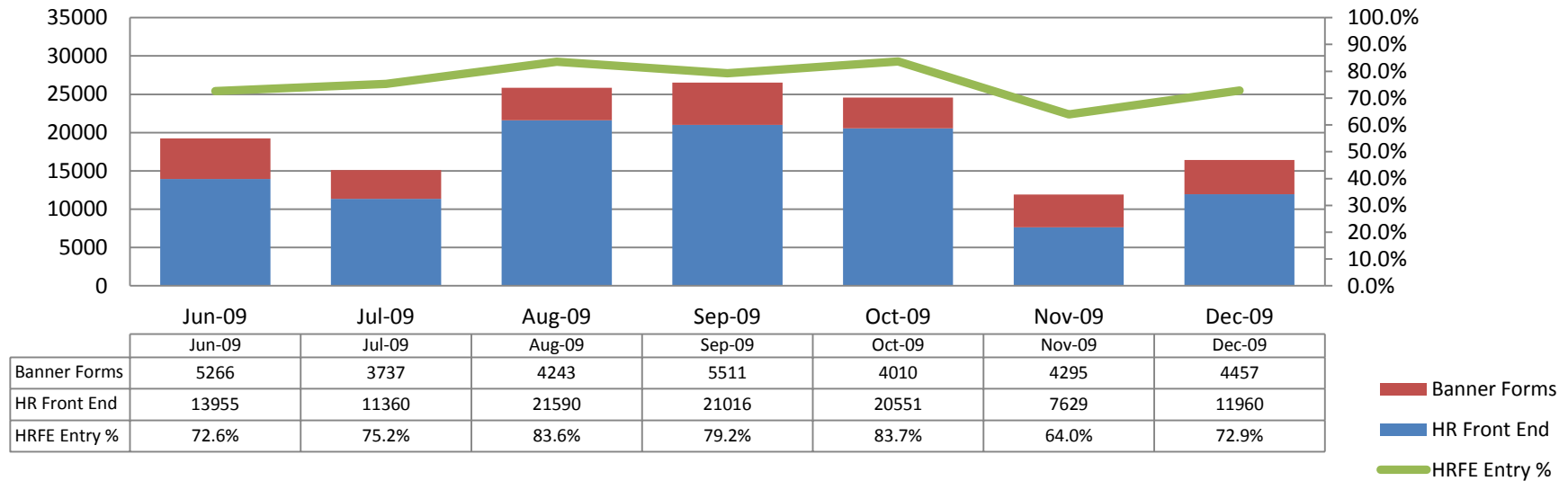


	5.9	5.10	5.11	5.12	5.13	5.14	6.00	6.0x	6.2	6.3	6.4	6.6
Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	253	243
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	57679
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.55%	99.58%

- Transactions Failed Apply
- Transactions Applied
- Apply Success Rate

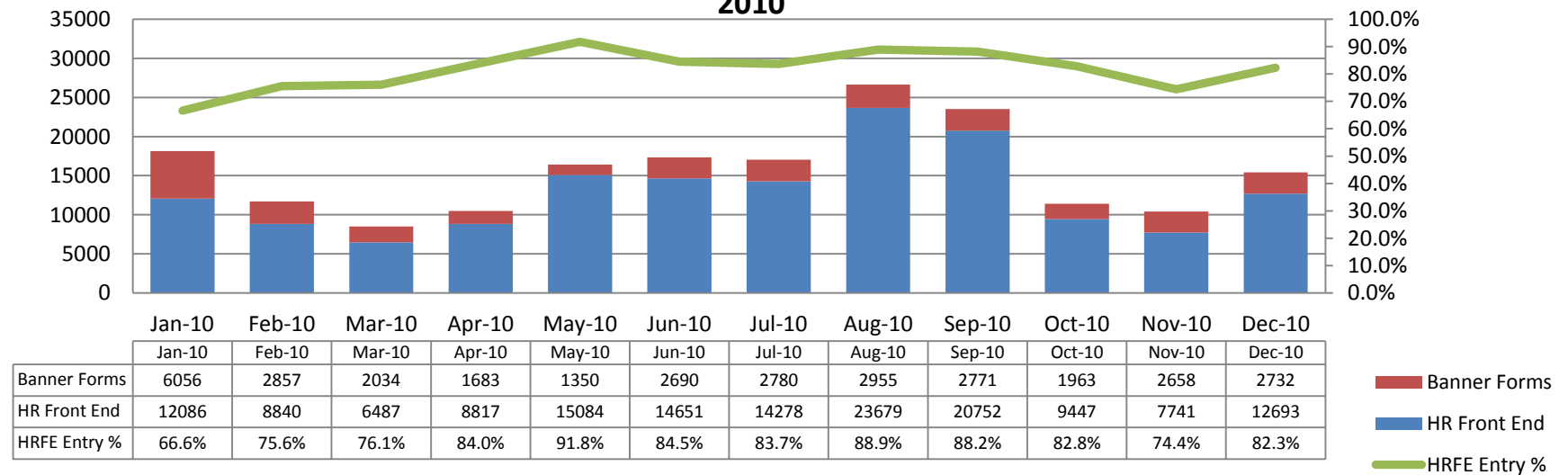
Banner Forms/HR Front End - Transactions Entered

June - December 2009



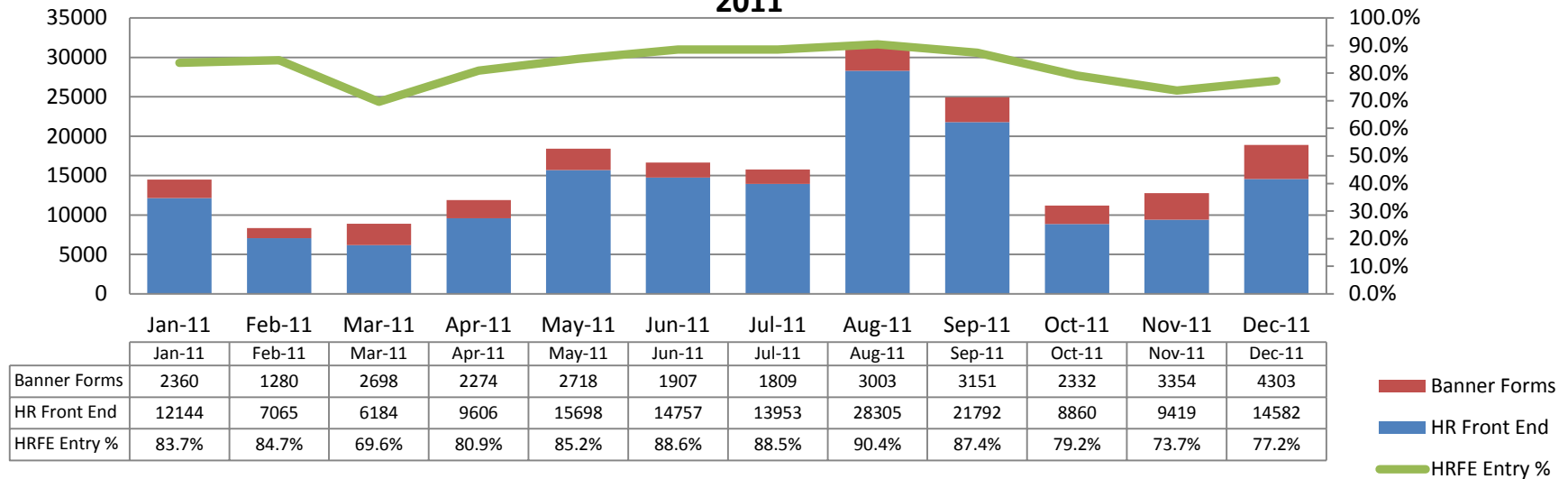
Banner Forms/HR Front End - Transactions Entered

2010



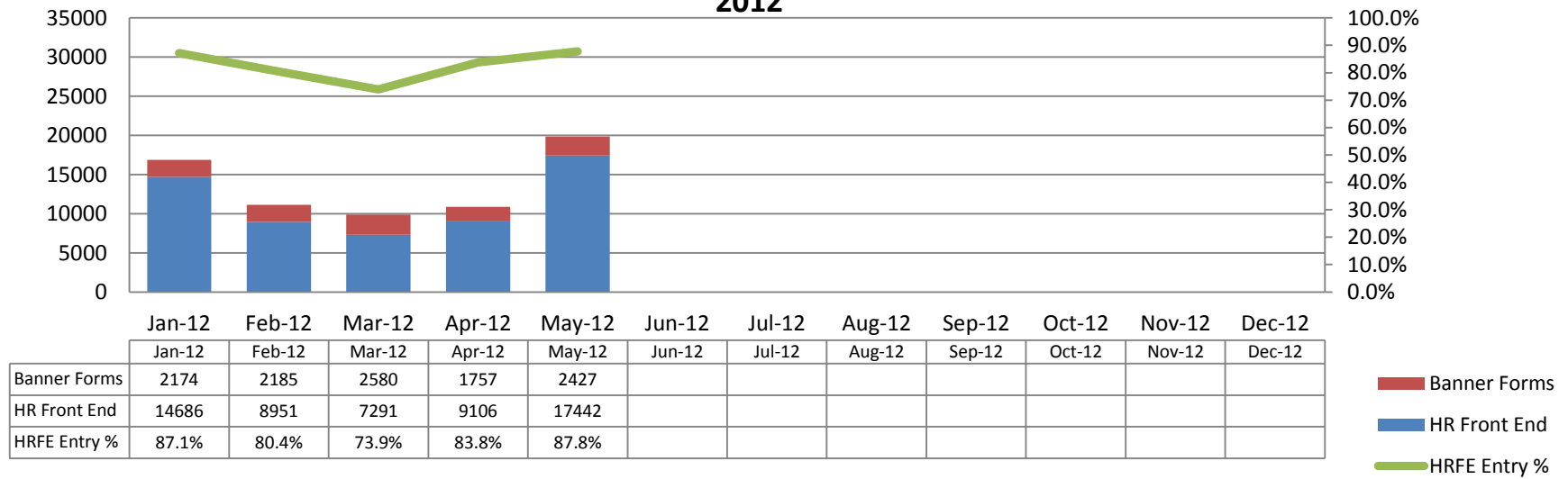
Banner Forms/HR Front End - Transactions Entered

2011



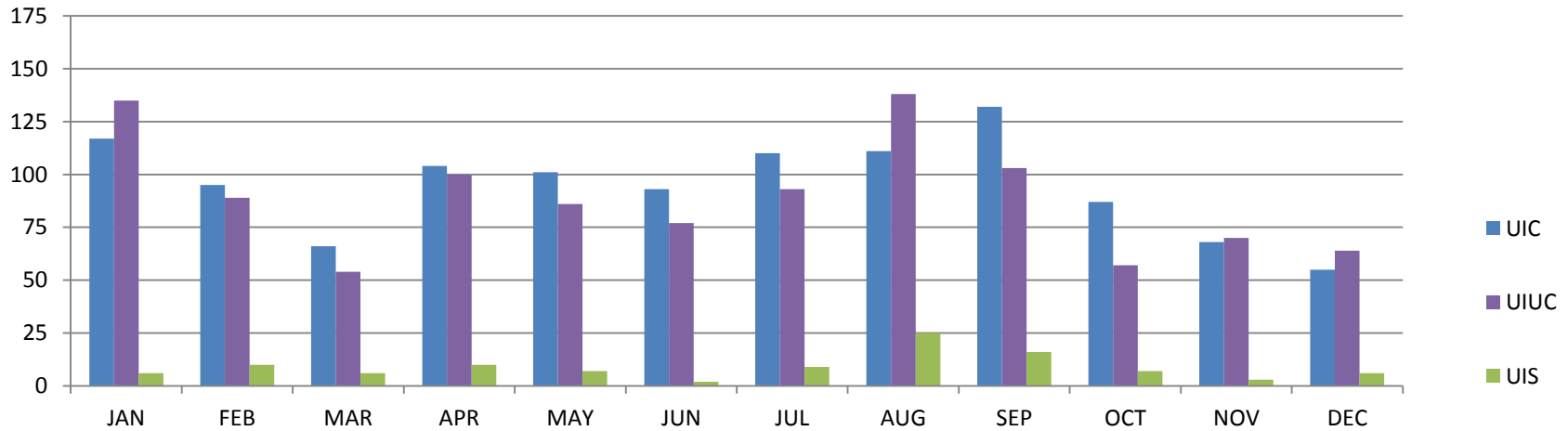
Banner Forms/HR Front End - Transactions Entered

2012



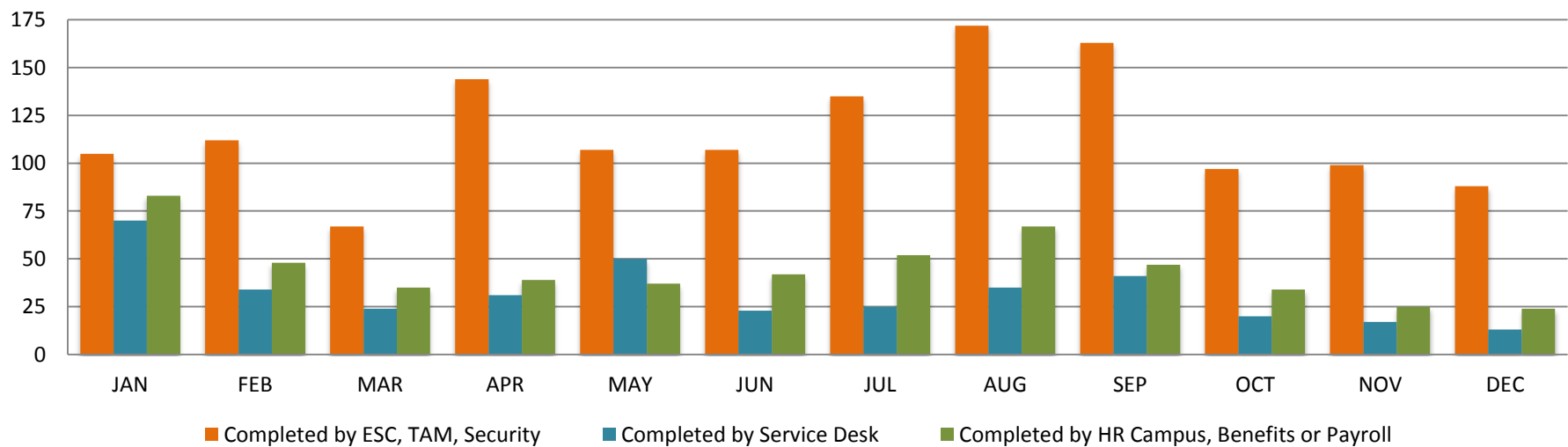
Service Desk Tickets Created by Campus

2010
2,312 Tickets



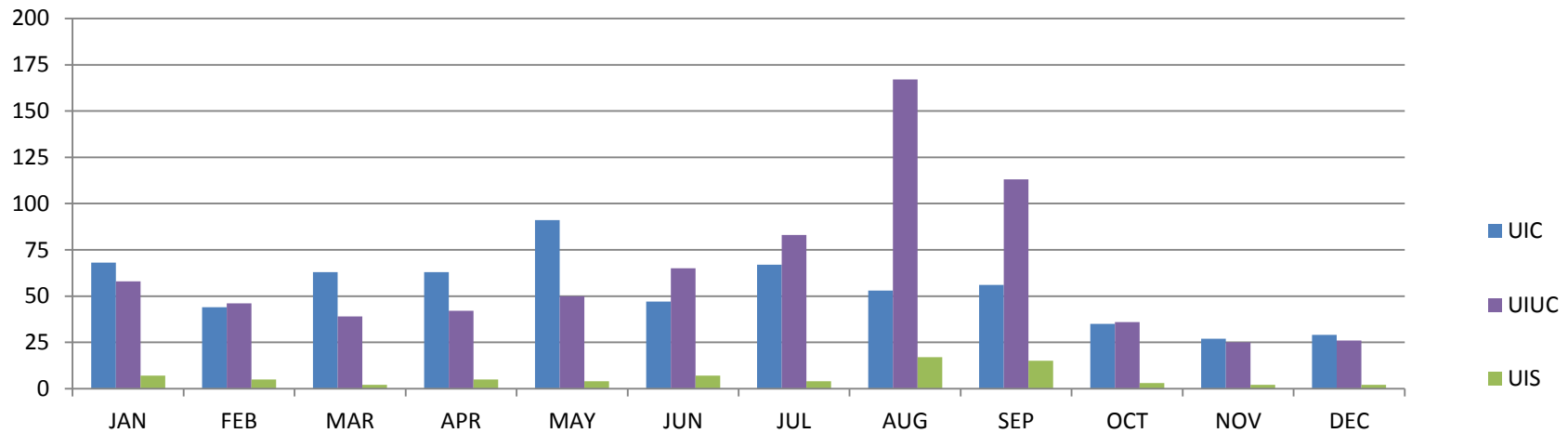
Production Support

2010
2,312 Tickets



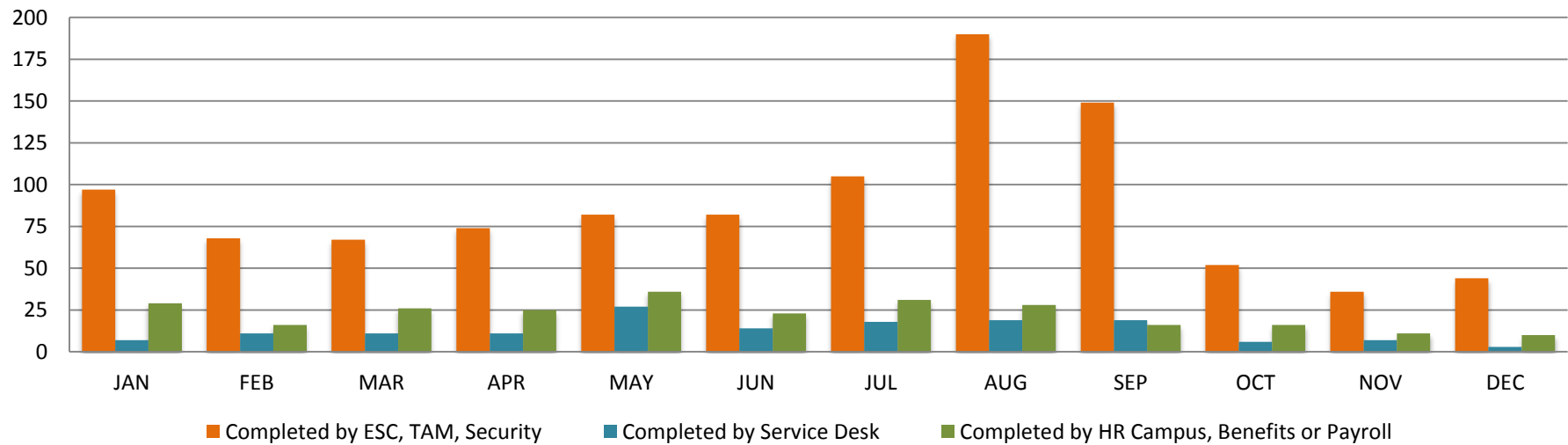
Service Desk Tickets Created by Campus

2011
1,466 Tickets



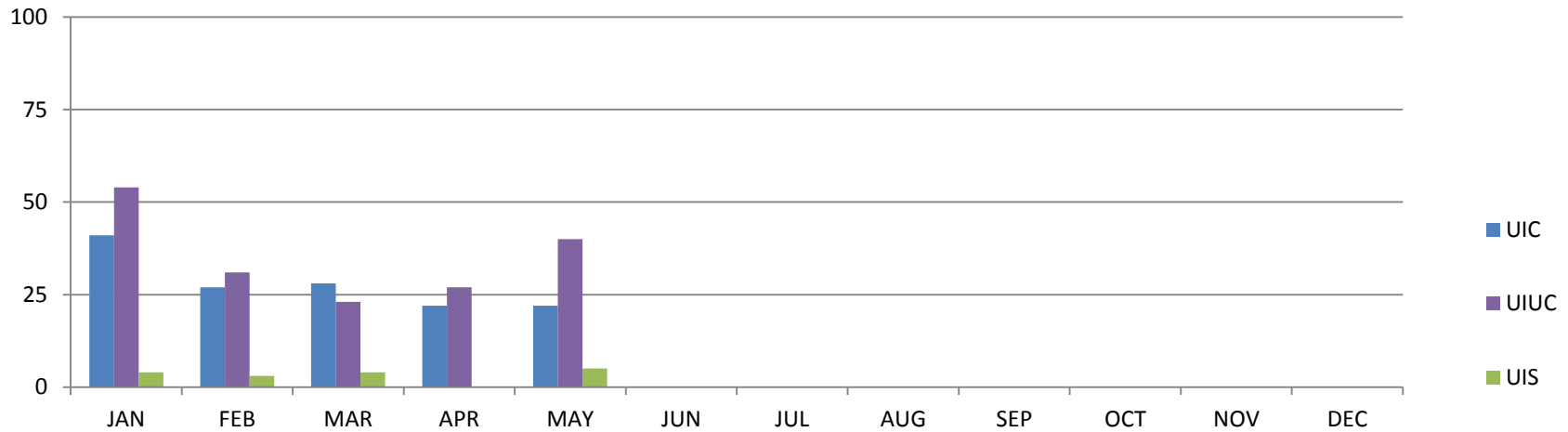
Production Support

2011
1,466 Tickets



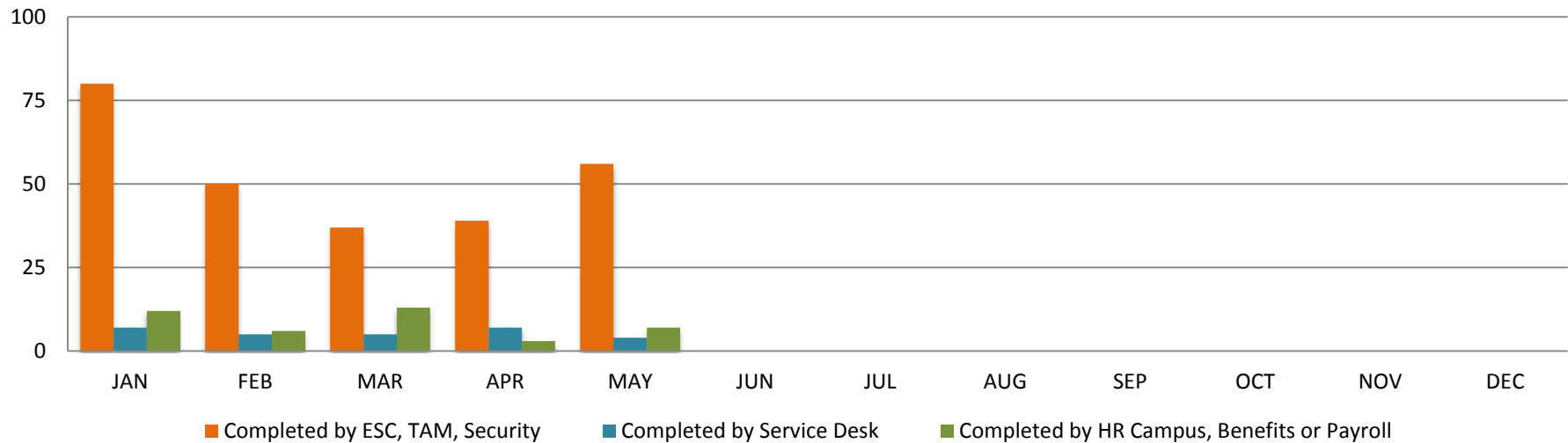
Service Desk Tickets Created by Campus

2012
331 Tickets

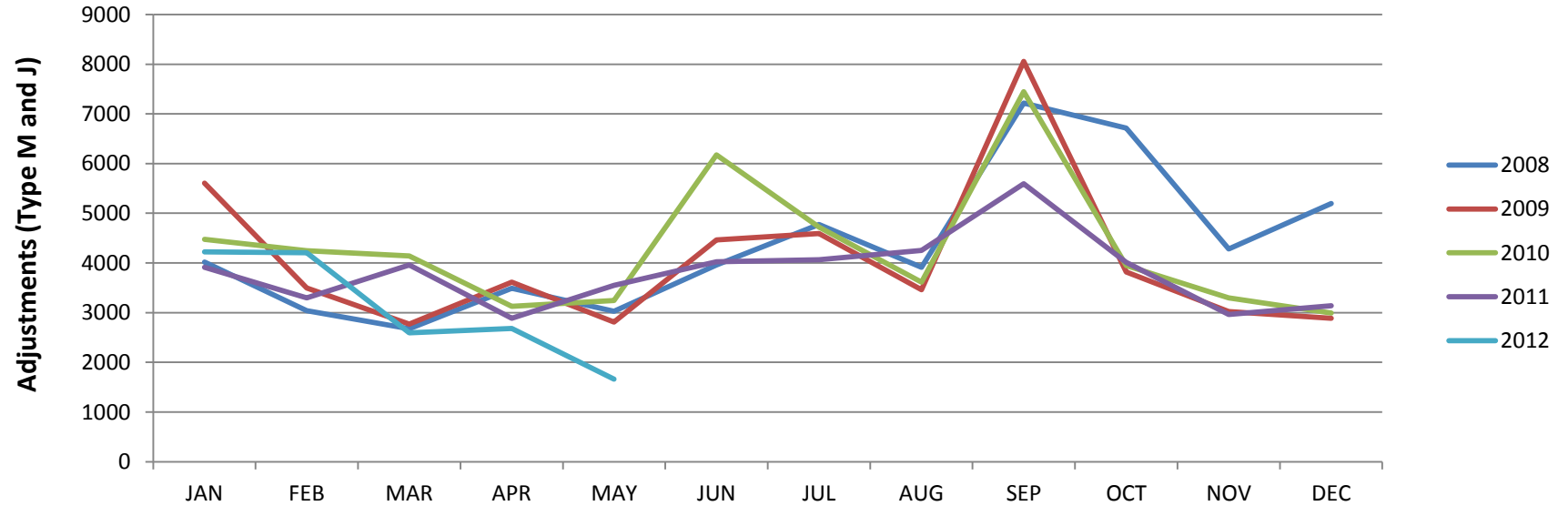


Production Support

2012
331 Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

