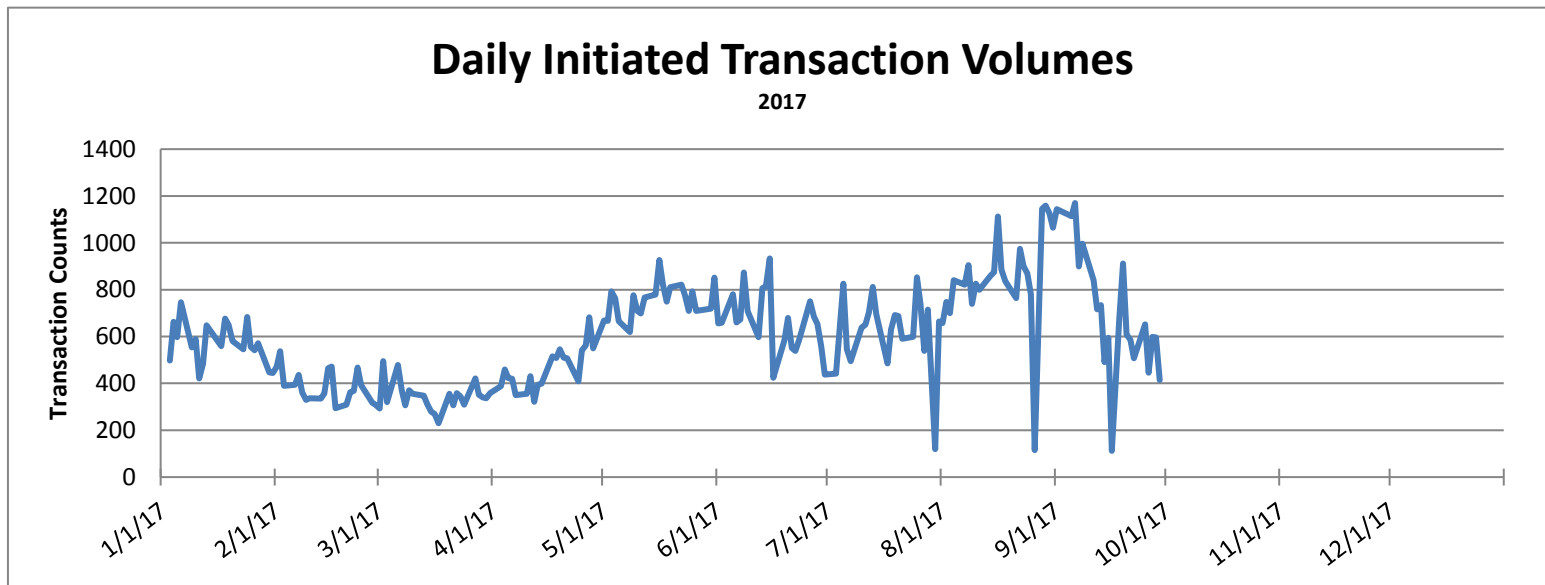
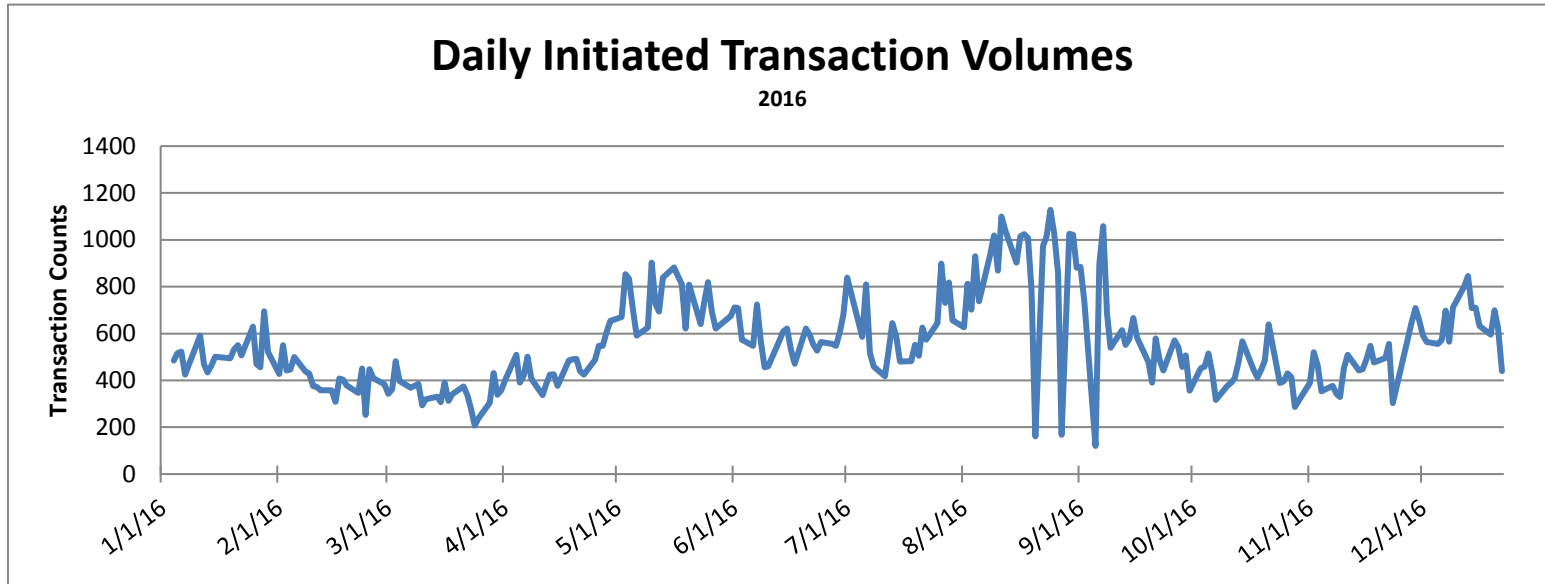


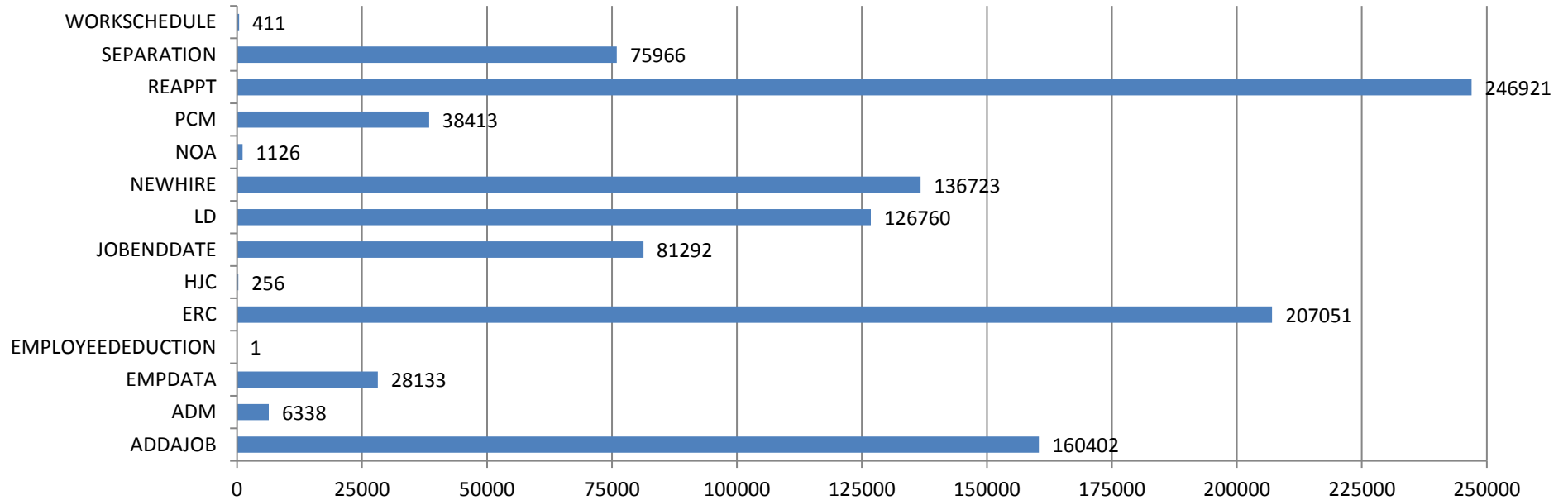
HR Front End Metrics - As of 9/30/2017



Completed Transactions

Feb 22, 2009 - Sep 30, 2017

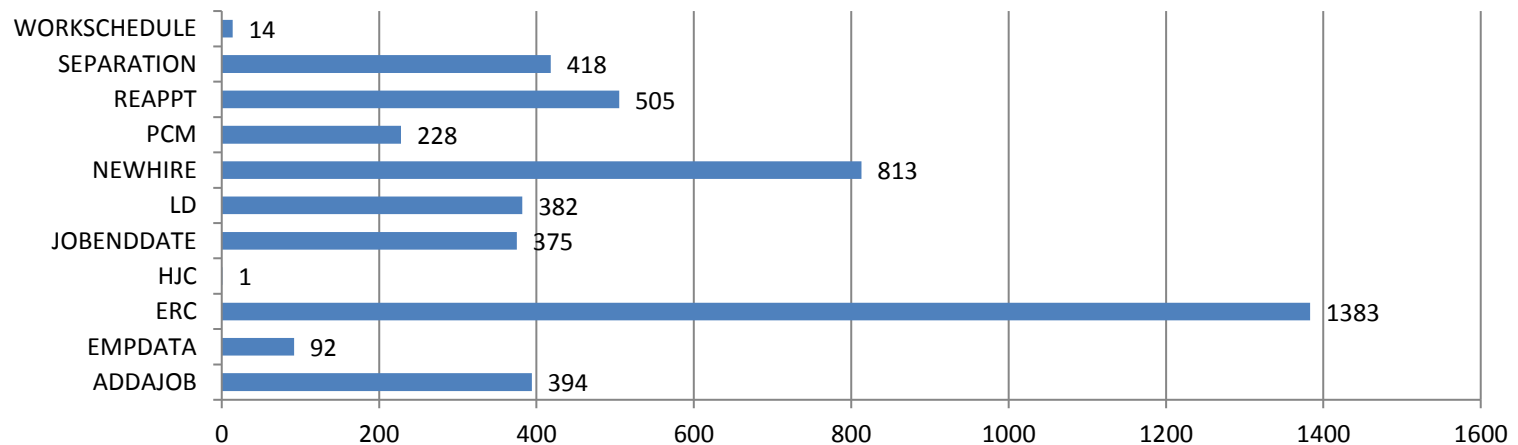
1,127,524 Transactions



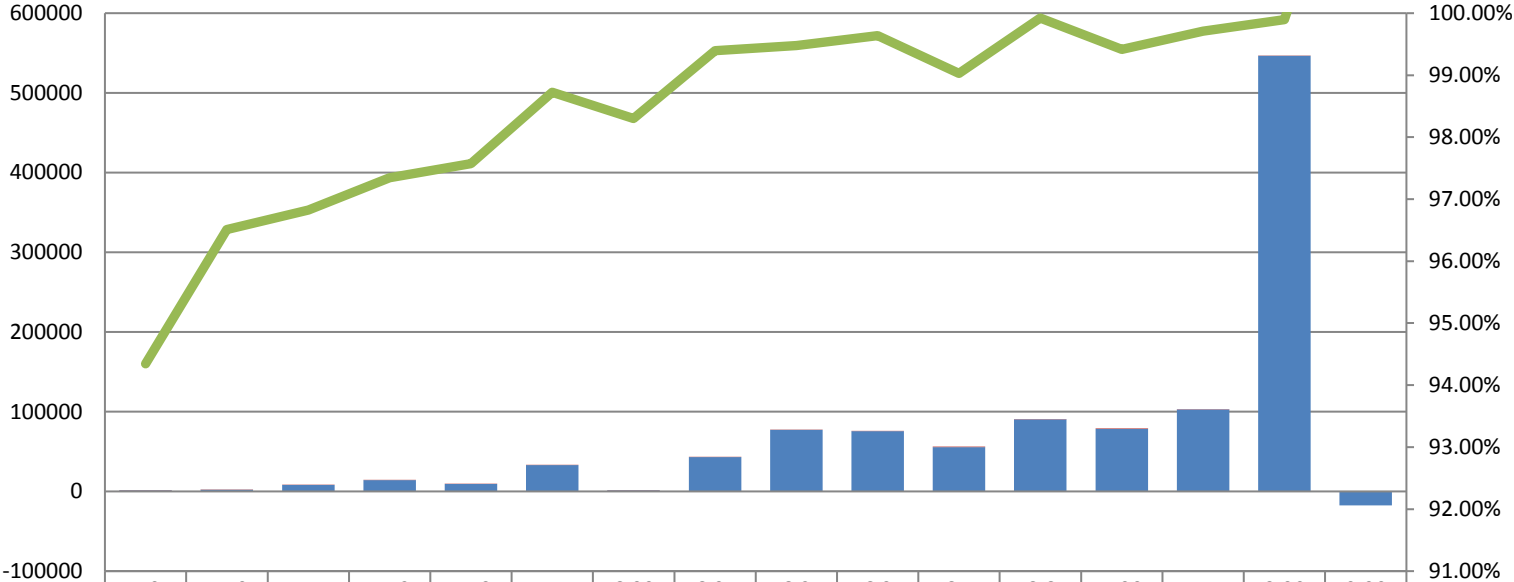
Failed Transactions by Type

Feb 22, 2009 - Sep 30, 2017

4,605 Transactions



Transaction Volume/Apply Stats by Release

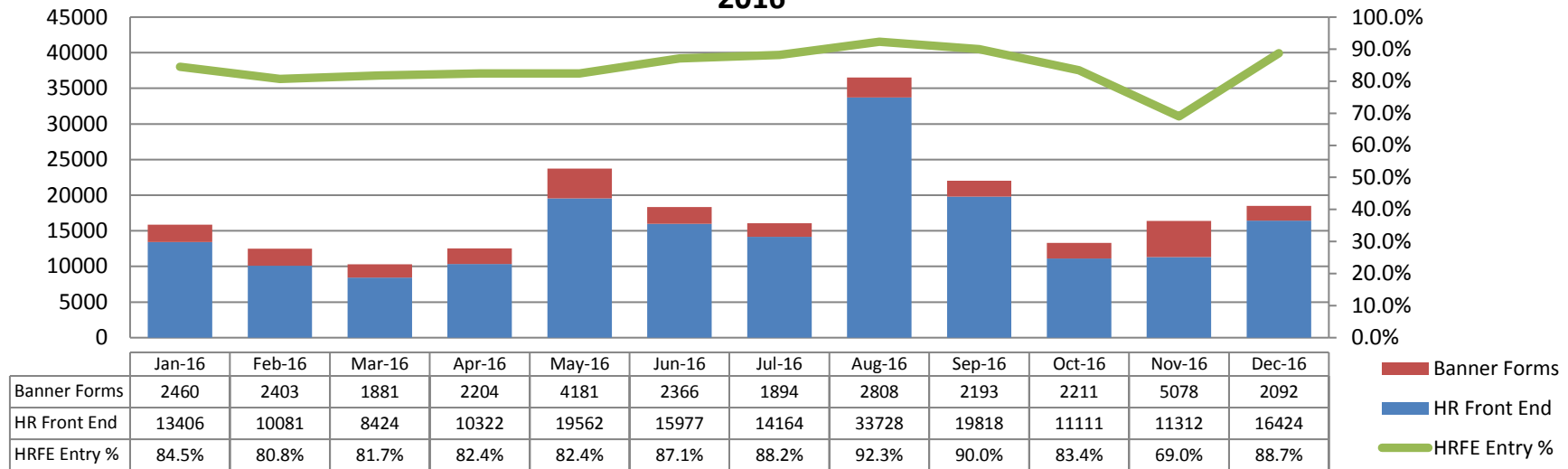


Transactions Failed Apply	69	72	268	385	233	425	23	263	405	275	545	72	463	301	572	643
Transactions Applied	1151	1991	8176	14126	9377	32926	1331	43177	77129	75507	55649	90456	78610	102748	546488	-17731
Apply Success Rate	94.34%	96.51%	96.83%	97.35%	97.58%	98.73%	98.30%	99.39%	99.48%	99.64%	99.03%	99.92%	99.41%	99.71%	99.90%	103.76

- Transactions Failed Apply
- Transactions Applied
- Apply Success Rate

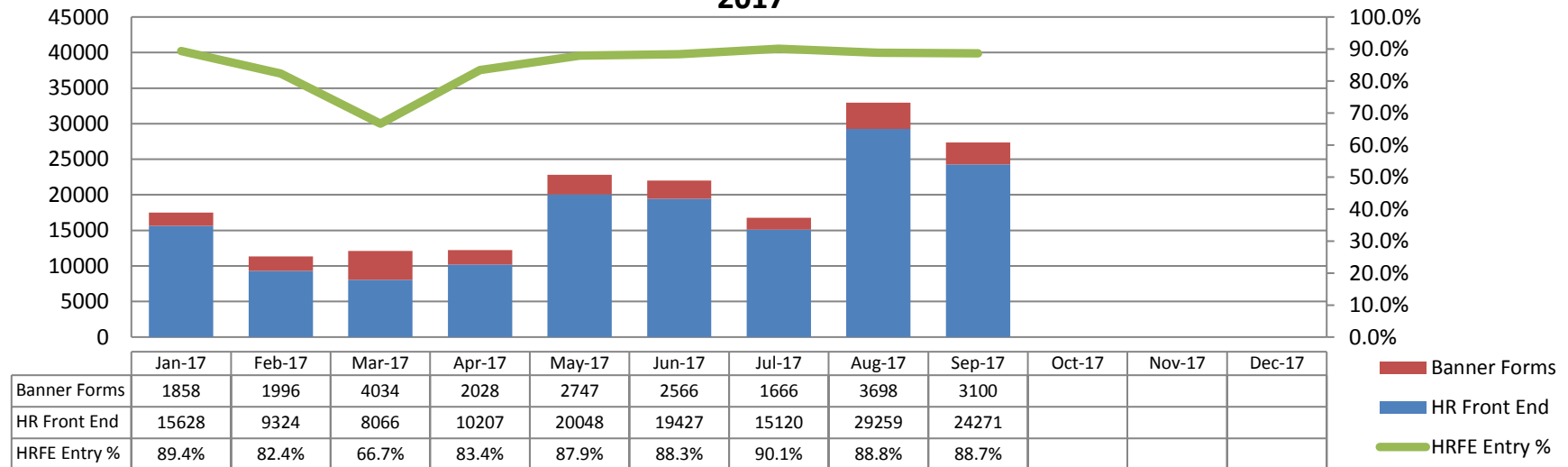
Banner Forms/HR Front End - Transactions Entered

2016



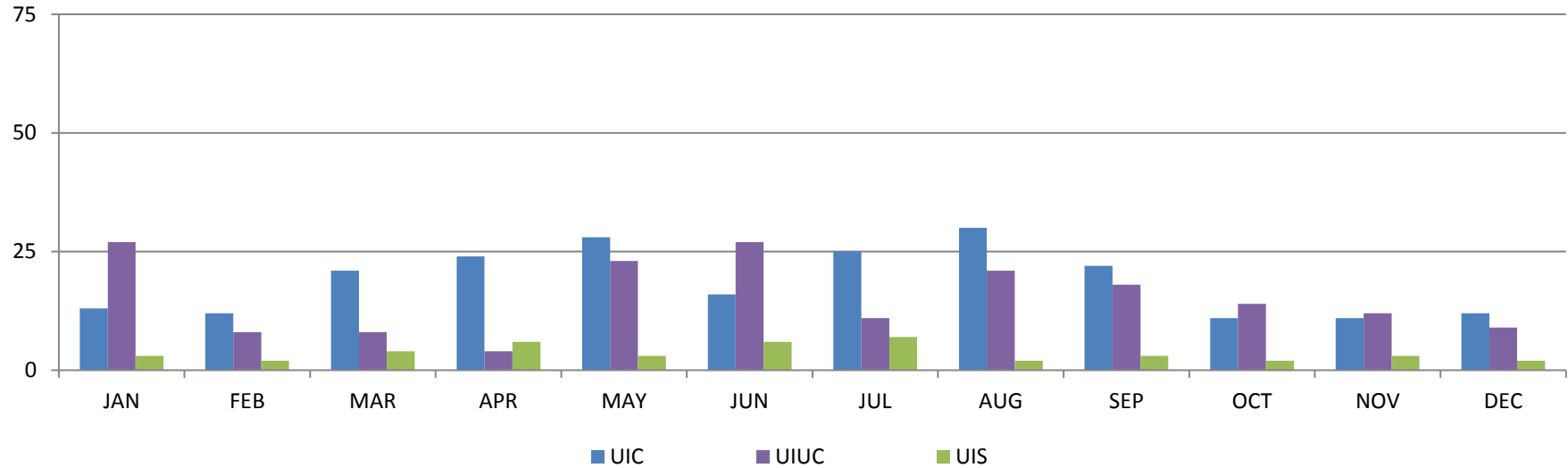
Banner Forms/HR Front End - Transactions Entered

2017



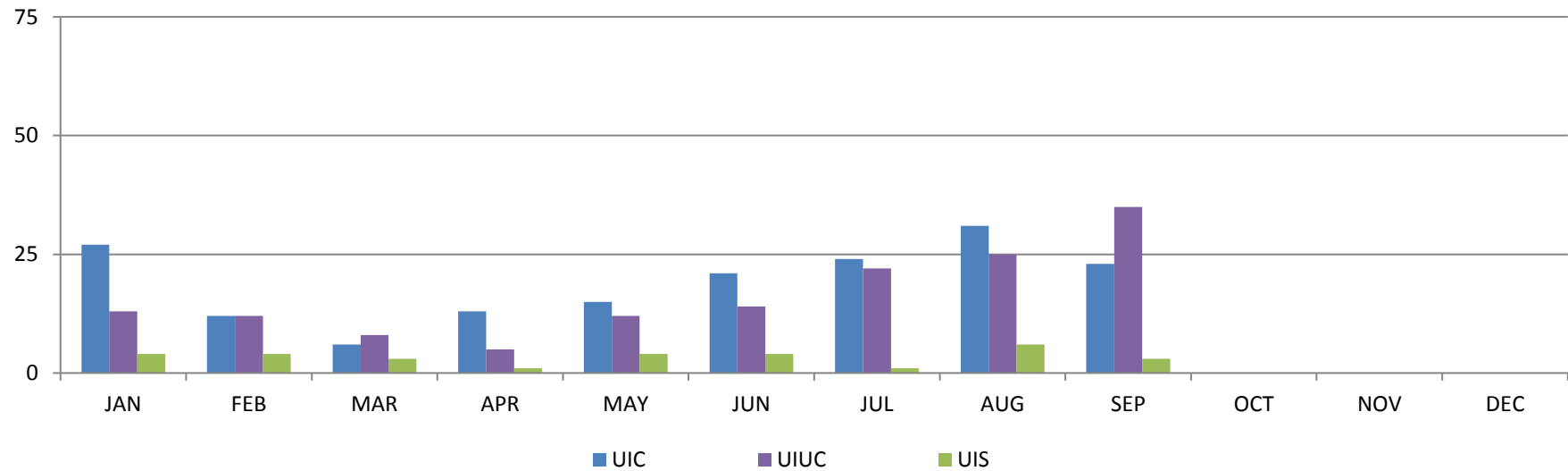
Service Desk Tickets Created by Campus

2016
Tickets



Service Desk Tickets Created by Campus

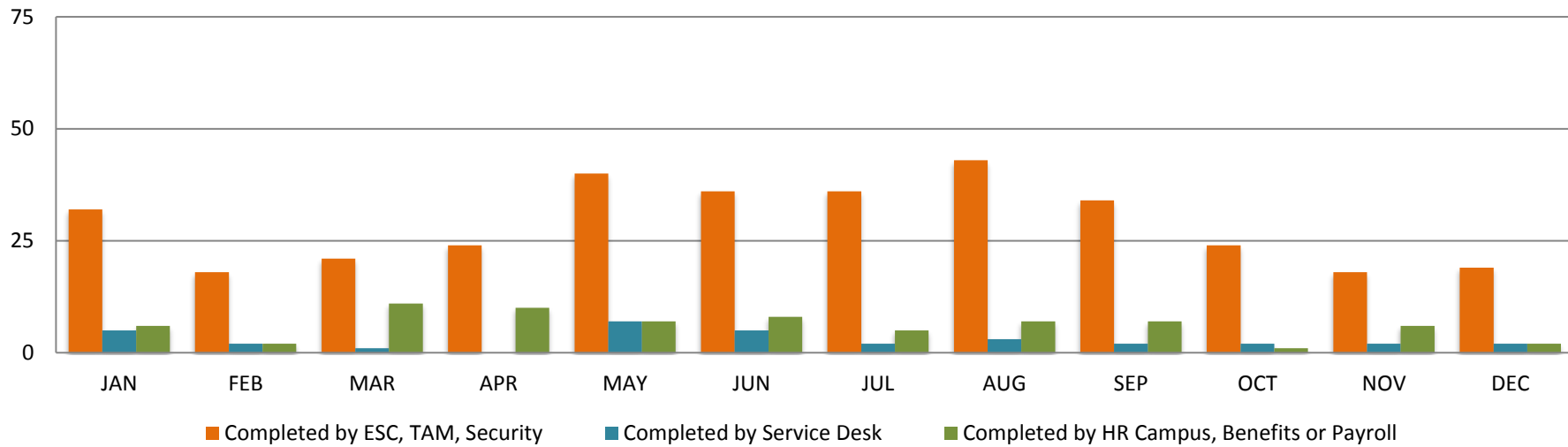
2017
Tickets



Production Support

2016

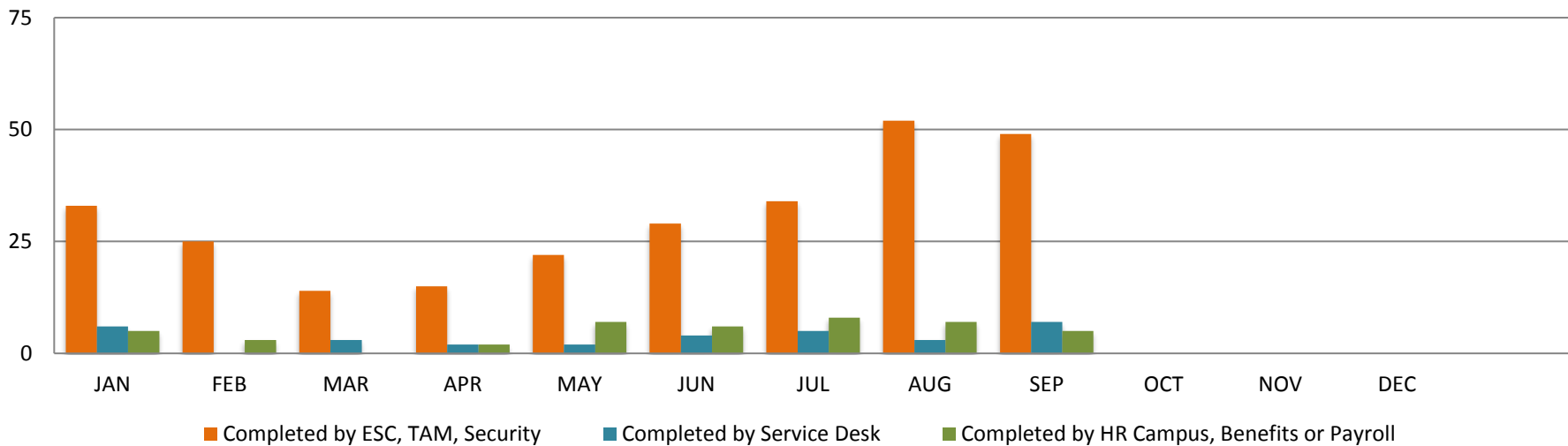
Tickets



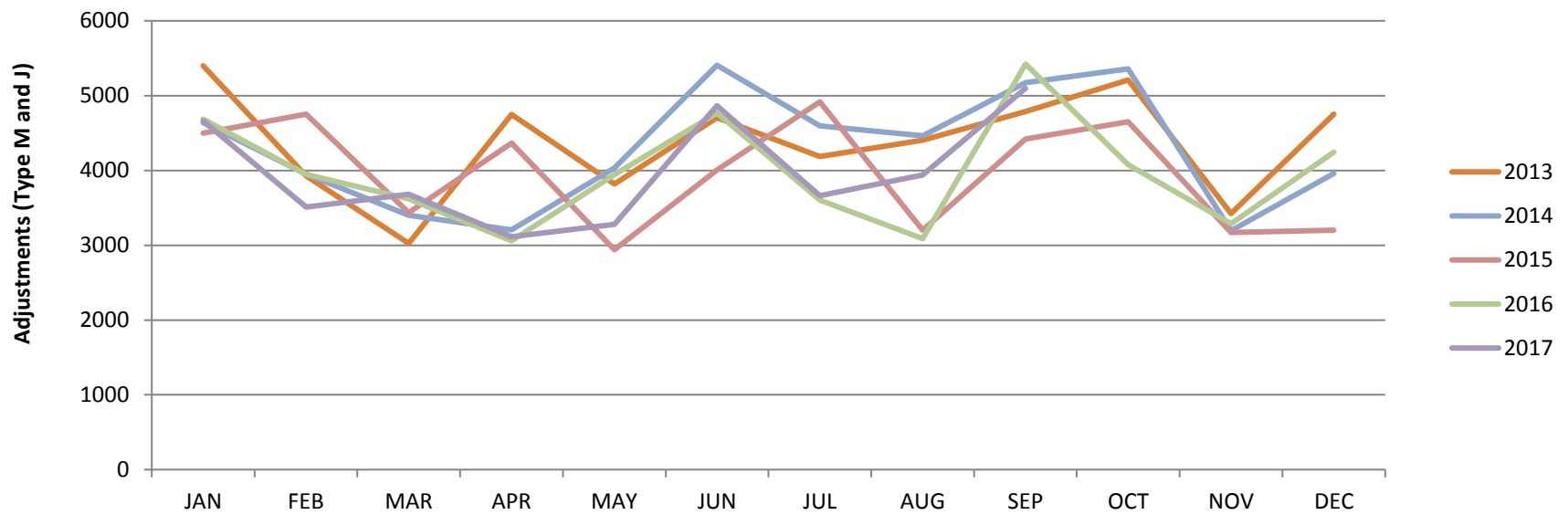
Production Support

2017

Tickets



Pay Adjustment Comparison



Defects and Change Requests Entered

