Number of HCM Transactions Entered Trending Year over Year

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<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
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<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tbody>
<tr>
<td>2015</td>
<td>15,715</td>
<td>6,658</td>
<td>6,484</td>
<td>6,229</td>
<td>11,704</td>
<td>15,608</td>
<td>15,269</td>
<td>10,422</td>
<td>14,019</td>
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<td>2016</td>
<td>10,979</td>
<td>8,057</td>
<td>4,954</td>
<td>6,472</td>
<td>11,598</td>
<td>11,104</td>
<td>14,917</td>
<td>12,782</td>
<td>19,650</td>
<td>15,062</td>
<td>7,241</td>
<td>9,257</td>
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<td>2017</td>
<td>22,200</td>
<td>6,552</td>
<td>7,784</td>
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Target: N/A
Analysis: HCM workload transaction seems to have a similar pattern year over year
Notes: Historically high number of transactions in January 2017 related to a clean up for CalPlanning.
Sources: HR BAIRS, Transaction Detail (Global View) report by Entry Date
HCM Transactions by Top Action Types Year over Year

Target: N/A
Analysis: N/A
Notes: Historically high number of transactions in January 2017 related to a clean up for CalPlanning.
Sources: HR BAIRS, Transaction Detail (Global View) report by Entry Date
Average Overall Customer Satisfaction

**Target:** Average overall customer satisfaction score of 4.5

**Analysis:** N/A

**Notes:** Score scale is a high of 5 and a low of 1

**Source:** HDI Customer Satisfaction Index Service UCB CSS HR/APS raw data