MERCER
TENANT MANAGEMENT SERVICES

MONITOR REPORT

09-10-2017 to 09-16-2017

Monitor Report - Business Process Detail

Total Processes Run	% Successfully Completed	Avg Time to Complete (hrs)
2,716	**67.0%**	**3.6**
24,725	*90.0%*	*1.0*

% In Progress	% Canceled/Rescinded	Avg Days Past Due
25.0%	**3.0%**	**5**
8.0%	*1.0%*	*6*

Hire Process Details

Count	% Successfully Completed	Avg Time to Complete (hrs)	Avg Days Past Due
7	**100.0%**	**15.5**	**-6**
152	*90.0%*	*7.4*	*-6*

Change Job Process Details

Count	% Successfully Completed	Avg Time to Complete (hrs)	Avg Days Past Due
0	**0.0%**	**0.0**	**0**
27	*72.0%*	*15.9*	*1*

Termination Process Details

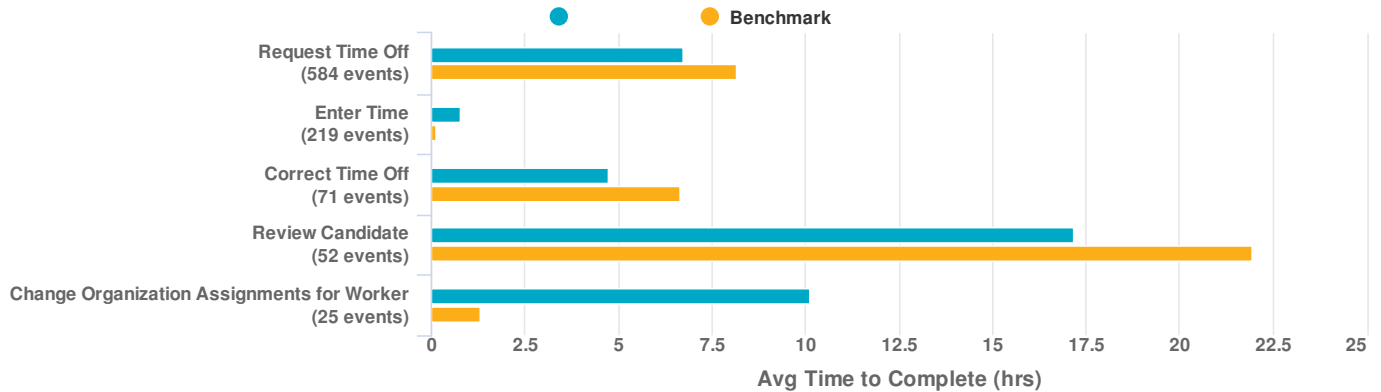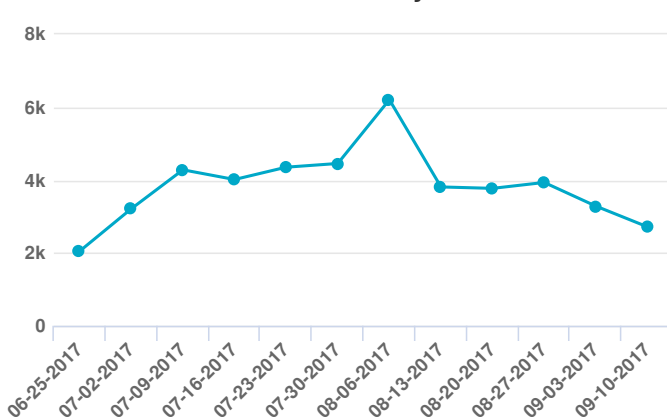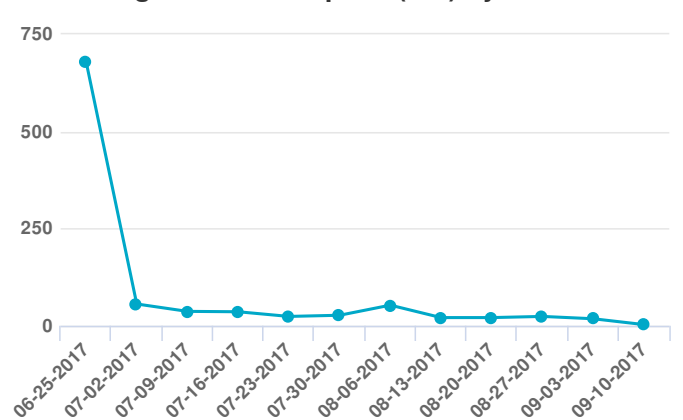| Count	% Successfully Completed	Avg Time to Complete (hrs)	Avg Days Past Due
7	**100.0%**	**6.5**	**-5**
97	*84.0%*	*16.4*	*6*

Most Common Business Processes for

Total Processes by Week

Avg Time to Complete (hrs) by Week

Report Start Date: 09-10-2017 **Report End Date: 09-16-2017**

Italics = Benchmark based on Mercer's global Workday practice

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Monitor Report - Integrations Detail

Total Integrations Run	% Successfully Completed	Avg Time to Complete (mins)
349	**97.0%**	**2.7**
2,030	*93.0%*	*1.0*

% Failed	% With Errors	% With Warnings
0.0%	**1.0%**	**0.0%**
0.0%	*0.0%*	*5.0%*

Integration System Failures

Count	Integration System	Failed Runs
	---	---
	---	---
0	---	---
	---	---
	---	---

Integration System Errors

Count	Integration System	Runs with Errors
	Monitor_Studio	2
	E-sign by Adobe Sign	1
5	Retrieval	1
	MONITOR - Usage (Sign On - EIB)	1
	---	---

Integration System Warnings

Count	Integration System	Runs with Warnings
	INT024 O Discovery HSA Enrollment	1
	---	---
1	---	---
	---	---
	---	---

Integration System Runs
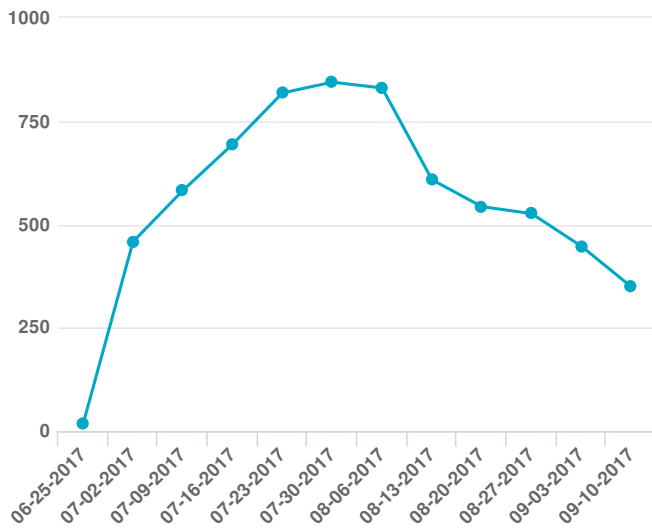
Failures, Errors, & Warnings
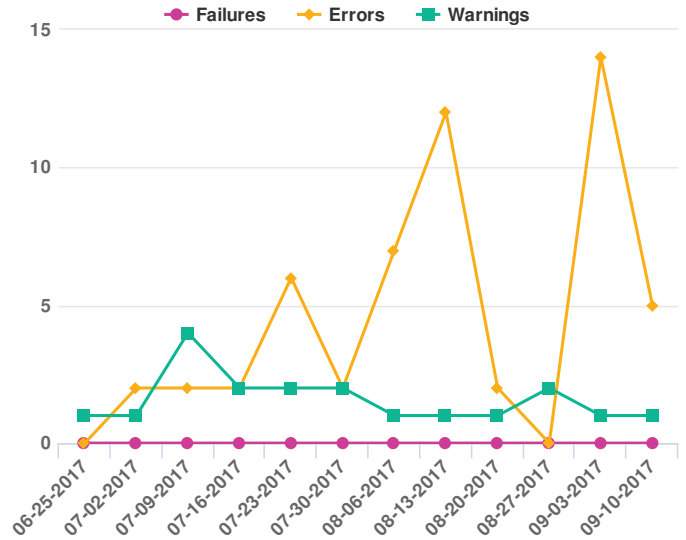
Report Start Date: 09-10-2017　　　　　　　　　　　　　　　　**Report End Date: 09-16-2017**

Italics = Benchmark based on Mercer's global Workday practice

Monitor Report - Security Detail
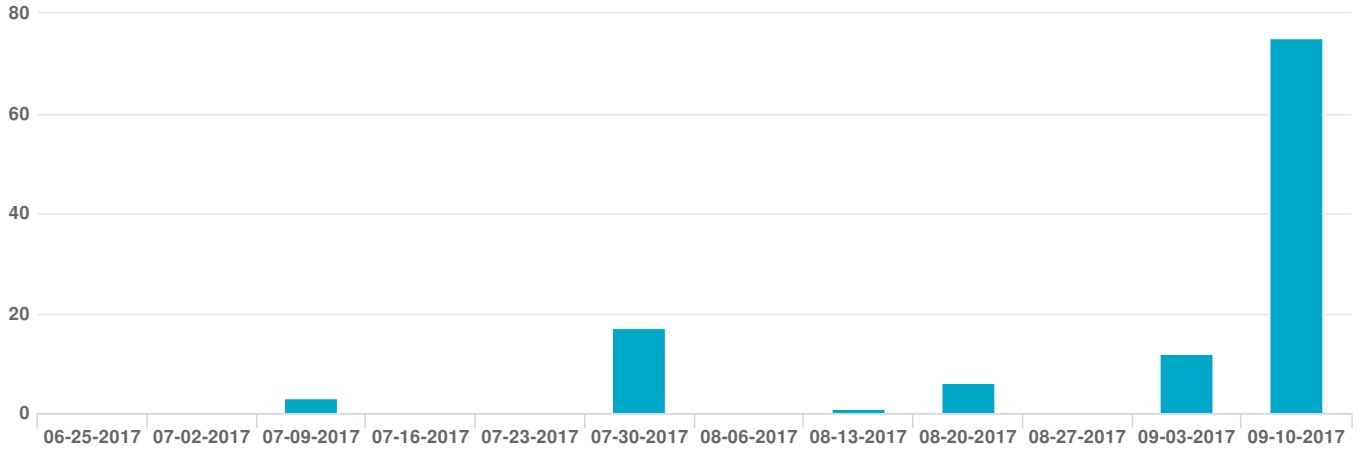
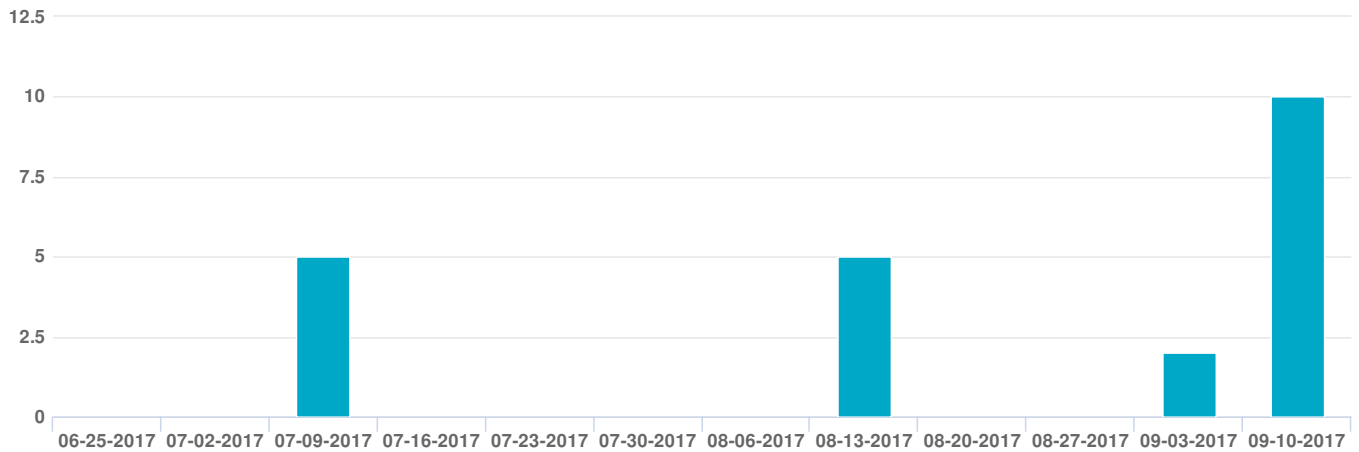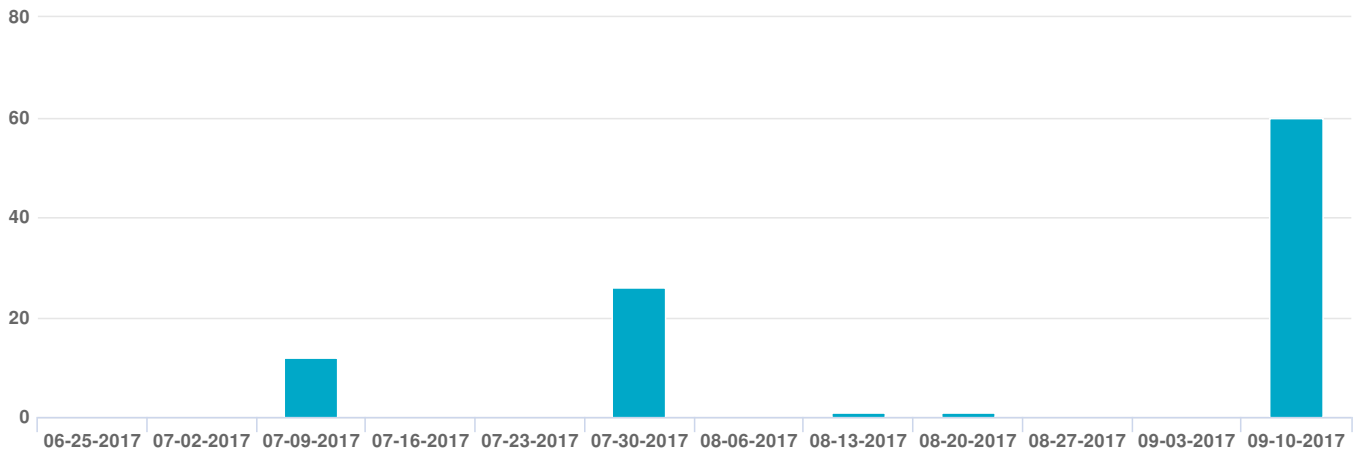| Security Groups Leveraged	Avg Membership	# Creations/Updates
95	**15**	**75**
105	*42*	*38*

Security Group Creations/Updates by Week

Business Process Policies Changed by Week

Domain Policies Changed by Week

Report Start Date: 09-10-2017   **Report End Date: 09-16-2017**

Italics = Benchmark based on Mercer's global Workday practice

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Monitor Report - Tenant Usage Detail

Total Login Attempts	# of Accounts	% System Users
20,033	**2,168**	**1.0%**

● Successful   ● Failed

● Active   ● Inactive

Type	Count	%
Implementer	8	*0.0%*
ISU	15	*0.0%*

Logins by Type

Type	%	Benchmark
Name/Pass	98.0%	*74.0%*
SSO	0.0%	*0.0%*
Delegated	0.0%	*0.0%*
Other	1.0%	*25.0%*

Logins by Device

Device	%	Benchmark
Desktop	98.0%	*68.0%*
Phone	0.0%	*21.0%*
Tablet	0.0%	*0.0%*

Avg Login Duration (min)

8.9

Benchmark: 4.8

Accounts Created by Week
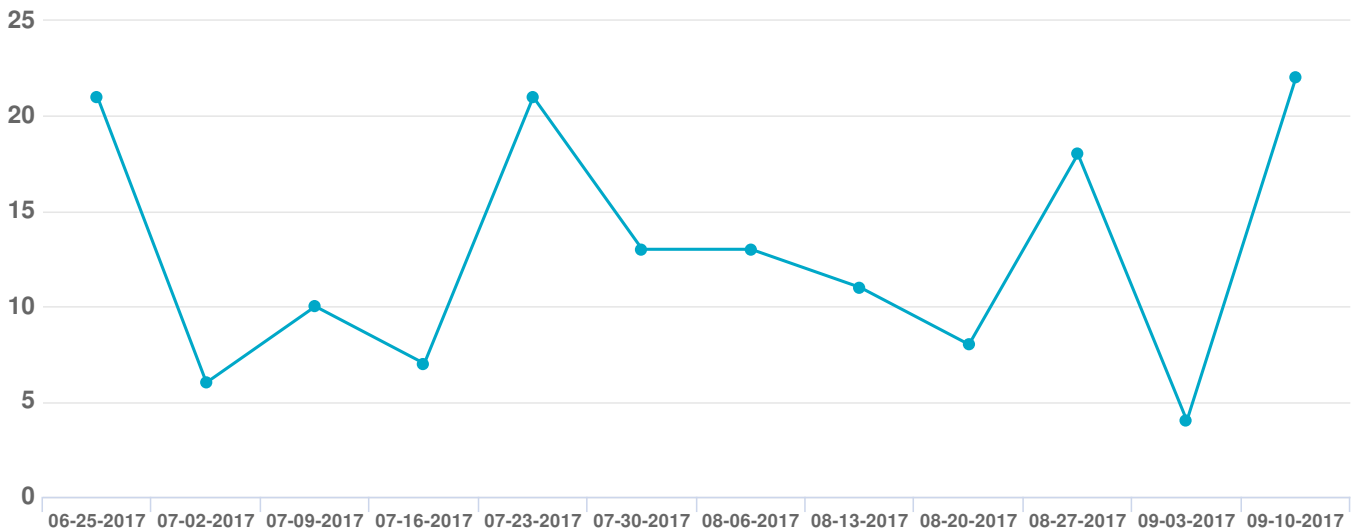
Logins by Week
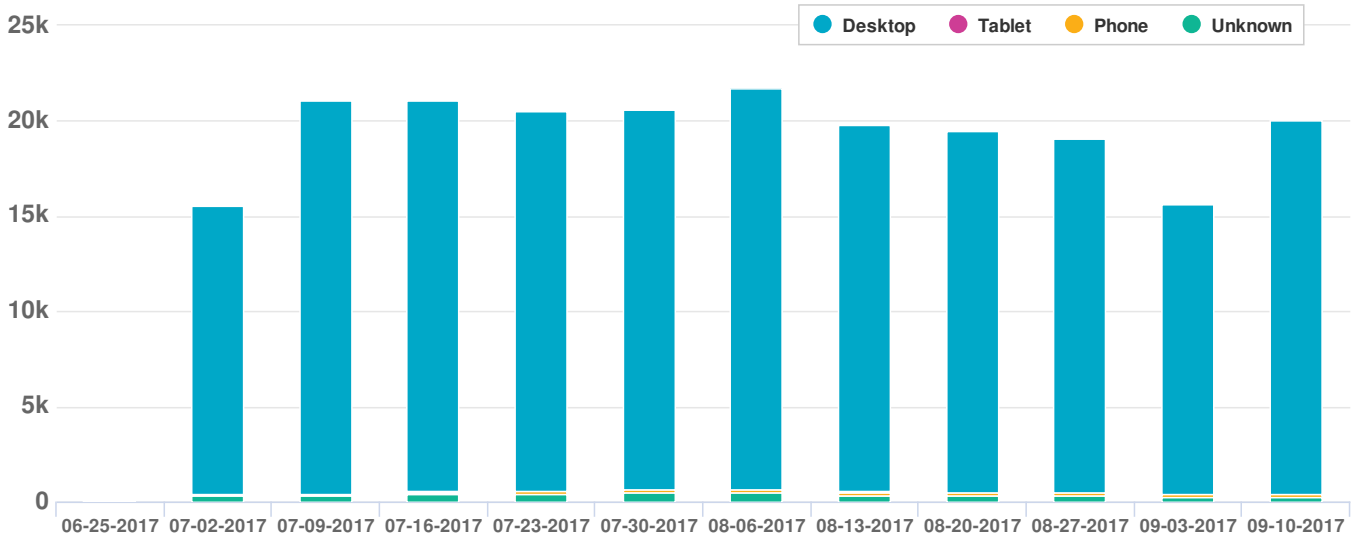
● Desktop   ● Tablet   ● Phone   ● Unknown

Report Start Date: 09-10-2017   **Report End Date: 09-16-2017**

Italics = Benchmark based on Mercer's global Workday practice

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Business Process Detail Terms

Total Processes Run: Total number of events ininitiated in the report period regardless of outcome

% Successfully Completed: Of the events initiated, the percent with a status of "Successfully Completed"

Avg Time to Complete: Of the events successfully completed, how long on average it took to do so

% In Progress: Of the events initiated, the percent with a status of "In Progress"

% Canceled/Rescinded: Of the events initiated, the percent with a status of "Canceled" or "Rescinded"

Avg Days Past Due: Of the events in progress, how many days past due on average each event is (negative number means completed early)

Integrations Detail Terms

Total Integrations Run: Total number of events ininitiated in the report period regardless of outcome

% Successfully Completed: Of the events initiated, the percent with a status of "Completed"

% Time to Complete: Of the events successfully completed, how long on average it took to do so

% Failed: Of the events initiated, the percent with a status of "Failed"

% With Errors: Of the events initiated, the percent with a status of "Completed With Errors"

% With Warnings: Of the events initiated, the percent with a status of "Completed with Warnings"

Security Detail Terms

Security Groups Leveraged: Total number of security groups with at least one member in them

Avg Membership: Average number of members across all security groups

 # Creations/Updates: Total number of times a security group was created or updated during the report period

Tenant Usage Detail Terms

Total Login Attemps: Total number of attempts to log in to the Workday tenant

# of Accounts: Total number of accounts for this Workday tenant

% System Users: Percent of total users that are Implementers or Integration System Users (ISU)

Avg Login Duration: Average amount of time each user was logged in to the Workday tenant