Integrated Renewal Program – Student

Workday Student Hypercare Retrospective Weekly Report

December 4, 2023
# Workday Student Hypercare Summary: Nov 27-Dec 1

## Highlights (Cumulative since Oct 4)
- 18,340 Undergrad applications successfully received
- 8,587 Grad applications successfully received from XAMS (non-ADMS/EDUC process areas)
- Admissions and IRP team continue to identify, prioritize, and address bugs in AAP collectively.
- Bugs related to areas of immediate business impacts are prioritized for fix.

## Community Feedback
- 165 unique views to IRP Student L1 website Nov 27-Dec 1
- L1 Hypercare Updates web page and format revised to add weekly retrospective reports

## Upcoming Business Events
- Dec 1 is the deadline for applicants to be considered for first round offers (and some scholarships and specific undergrad programs) - spike in applications expected this week.

## Launch 1 Support Issues/Updates
- Still early in the admissions cycle, with backlog accumulating
- Numbers will evolve rapidly as more applications submitted and move further into the admission cycle.
- Critical area is Canadian High school applicant pool. Unable to collect grade data or assess applicants as those tools are not currently functional.

## ServiceNow Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Currently Open</th>
<th>Count to Date</th>
<th>Last 7 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Count</td>
<td>333</td>
<td>960</td>
<td>139</td>
</tr>
<tr>
<td>Incidents Resolved</td>
<td></td>
<td></td>
<td>77</td>
</tr>
</tbody>
</table>

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