Performance Compliance for End-to-End Latency on CAESAR
Aug 01 2015 00:00 GMT-05:00 - Sep 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 430.7 ms and users were satisfied
20% of requests took over 337 ms and users were satisfied
15% of requests took over 433 ms and users were satisfied
10% of requests took over 681 ms and users were satisfied
5% of requests took over 1.5 secs and users were satisfied
1% of requests took over 7.6 secs and users were tolerating

User satisfaction

Performance Compliance Targets

<table>
<thead>
<tr>
<th>End-to-End Latency</th>
<th>Satisfied</th>
<th>Tolerating</th>
<th>Frustrated</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 ms</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3 secs</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>12 secs</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

User satisfaction graph showing the distribution of requests over time.

End-to-End Latency (in ms)
- Average
- 90th Percentile
- 95th Percentile
- 99th Percentile

Graph showing the number of requests per day and their satisfaction level.
Performance Compliance for End-to-End Latency on FASIS Staff Pages
Aug 01 2015 00:00 GMT-05:00 - Sep 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 265.9 ms and users were satisfied
20% of requests took over 313 ms and users were satisfied
15% of requests took over 333 ms and users were satisfied
10% of requests took over 374 ms and users were satisfied
5% of requests took over 721 ms and users were satisfied
1% of requests took over 3.6 secs and users were tolerating

Performance Compliance Targets

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User satisfaction

![User satisfaction chart](chart1.png)

E2E Latency (ms)

![E2E latency chart](chart2.png)
Performance Compliance for End-to-End Latency on FASIS Self Service

Aug 01 2015 00:00 GMT-05:00 - Sep 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 250.6 ms and users were **satisfied**

20% of requests took over 316 ms and users were **satisfied**

15% of requests took over 336 ms and users were **satisfied**

10% of requests took over 430 ms and users were **satisfied**

5% of requests took over 1 sec and users were **satisfied**

1% of requests took over 5.2 secs and users were **tolerating**

User satisfaction

Performance Compliance Targets

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E2E Latency (ms)

- Average
- 90th Percentile
- 95th Percentile
- 99th Percentile
Performance Compliance for End-to-End Latency on TES/Time Entry System

Aug 01 2015 00:00 GMT-05:00 - Sep 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 451.2 ms and users were satisfied
20% of requests took over 330 ms and users were satisfied
15% of requests took over 351 ms and users were satisfied
10% of requests took over 607 ms and users were satisfied
5% of requests took over 1.3 secs and users were satisfied
1% of requests took over 9.8 secs and users were tolerating

Performance Compliance Targets

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User satisfaction

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Overall user satisfaction summary for entire period

The average request took 543.1 ms and users were satisfied
20% of requests took over 474 ms and users were satisfied
15% of requests took over 609 ms and users were satisfied
10% of requests took over 832 ms and users were satisfied
5% of requests took over 2 secs and users were satisfied
1% of requests took over 7.9 secs and users were tolerating

User satisfaction
Performance Compliance for End-to-End Latency on NU Portal

Aug 01 2015 00:00 GMT-05:00 - Sep 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 308.6 ms and users were satisfied
- 20% of requests took over 341 ms and users were satisfied
- 15% of requests took over 486 ms and users were satisfied
- 10% of requests took over 775 ms and users were satisfied
- 5% of requests took over 1.5 secs and users were satisfied
- 1% of requests took over 4.2 secs and users were tolerating

User satisfaction

![Graph showing user satisfaction over time]

Performance Compliance Targets

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![Graph showing E2E latency over time]

- Average
- 90th Percentile
- 95th Percentile
- 99th Percentile
Performance Compliance for End-to-End Latency on Famis
Aug 01 2015 00:00 GMT-05:00 - Sep 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 48.3 ms and users were satisfied
20% of requests took over 287 ms and users were satisfied
15% of requests took over 305 ms and users were satisfied
10% of requests took over 323 ms and users were satisfied
5% of requests took over 341 ms and users were satisfied
1% of requests took over 785 ms and users were satisfied

Performance Compliance Targets

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<td>0</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>3 secs</td>
<td>20</td>
<td>79</td>
<td>1</td>
</tr>
<tr>
<td>12 secs</td>
<td>15</td>
<td>76</td>
<td>4</td>
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User satisfaction

![User satisfaction graph]

End-to-End Latency (ms)

- **Frustrated**: 12,000
- **Tolerated**: 3,000
- **Average**: 26,461
- **90th Percentile**: 19,000
- **95th Percentile**: 15,000
- **99th Percentile**: 10,000

![End-to-End Latency graph]
Performance Compliance for End-to-End Latency on Library Pages
Aug 01 2015 00:00 GMT-05:00 - Sep 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 424.7 ms and users were **satisfied**
20% of requests took over 495 ms and users were **satisfied**
15% of requests took over 599 ms and users were **satisfied**
10% of requests took over 702 ms and users were **satisfied**
5% of requests took over 1.1 secs and users were **satisfied**
1% of requests took over 5.3 secs and users were **tolerating**

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User satisfaction

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User satisfaction

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Performance Compliance for End-to-End Latency on Catracks
Aug 01 2015 00:00 GMT-05:00 - Sep 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 101.8 ms and users were satisfied
20% of requests took over 288 ms and users were satisfied
15% of requests took over 306 ms and users were satisfied
10% of requests took over 325 ms and users were satisfied
5% of requests took over 343 ms and users were satisfied
1% of requests took over 1.5 secs and users were satisfied

Performance Compliance Targets

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User satisfaction

Requests

Time (Days)

Frust 12,000

Toler 3,000

E2E Latency (ms)

Time (Days)