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

Overall user satisfaction summary for entire period

The average request took 461.7 ms and users were **satisfied**
20% of requests took over 375 ms and users were **satisfied**
15% of requests took over 547 ms and users were **satisfied**
10% of requests took over 719 ms and users were **satisfied**
5% of requests took over 1.5 secs and users were **satisfied**
1% of requests took over 7.3 secs and users were **tolerating**

Performance Compliance Targets

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

User satisfaction

![Graph showing user satisfaction over time](image)

F2E Latency (ms)

![Graph showing F2E latency over time](image)
Performance Compliance for End-to-End Latency on FASIS Staff Pages
Sep 01 2015 00:00 GMT-05:00 - Oct 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 260.8 ms and users were satisfied
20% of requests took over 309 ms and users were satisfied
15% of requests took over 329 ms and users were satisfied
10% of requests took over 348 ms and users were satisfied
5% of requests took over 650 ms and users were satisfied
1% of requests took over 2.9 secs and users were satisfied

Performance Compliance Targets

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User satisfaction

![Graph showing user satisfaction distribution over time]

E2E Latency (ms)

![Graph showing E2E latency distribution over time]

- **Average**: The average latency experienced by users.
- **90th Percentile**: The latency below which 90% of requests fall.
- **95th Percentile**: The latency below which 95% of requests fall.
- **99th Percentile**: The latency below which 99% of requests fall.

- **Satisfied**: Represented by green bars.
- **Tolerating**: Represented by yellow bars.
- **Frustrated**: Represented by red bars.

Time (Days)
Overall user satisfaction summary for entire period

The average request took 455.4 ms and users were satisfied
20% of requests took over 351 ms and users were satisfied
15% of requests took over 559 ms and users were satisfied
10% of requests took over 945 ms and users were satisfied
5% of requests took over 2.3 secs and users were satisfied
1% of requests took over 7.6 secs and users were tolerating

Performance Compliance Targets

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User satisfaction
Performance Compliance for End-to-End Latency on TES/Time Entry System

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

Overall user satisfaction summary for entire period

The average request took 353 ms and users were satisfied
20% of requests took over 306 ms and users were satisfied
15% of requests took over 326 ms and users were satisfied
10% of requests took over 345 ms and users were satisfied
5% of requests took over 806 ms and users were satisfied
1% of requests took over 9.7 secs and users were tolerating

Performance Compliance Targets

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User satisfaction

![User satisfaction chart]

E2E Latency (ms)

![E2E Latency chart]
**Performance Compliance for End-to-End Latency on NUFin**

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

**Overall user satisfaction summary for entire period**

The average request took 440.7 ms and users were **satisfied**
20% of requests took over 357 ms and users were **satisfied**
15% of requests took over 513 ms and users were **satisfied**
10% of requests took over 670 ms and users were **satisfied**
5% of requests took over 1.4 secs and users were **satisfied**
1% of requests took over 7 secs and users were **tolerating**

**Performance Compliance Targets**

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**User satisfaction**

![User satisfaction graph](image)

**E2E Latency (ms)**

![E2E latency graph](image)
Performance Compliance for End-to-End Latency on NUPortal
Sep 01 2015 00:00 GMT-05:00 - Oct 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 262.2 ms and users were satisfied.
20% of requests took over 310 ms and users were satisfied.
15% of requests took over 329 ms and users were satisfied.
10% of requests took over 349 ms and users were satisfied.
5% of requests took over 852 ms and users were satisfied.
1% of requests took over 5.6 secs and users were tolerating.

Performance Compliance Targets

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User satisfaction

![Graph showing user satisfaction over time]

![Graph showing end-to-end latency over time]
Performance Compliance for End-to-End Latency on Famis

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

Overall user satisfaction summary for entire period

The average request took 13.5 ms and users were **satisfied**

- 20% of requests took over 281 ms and users were **satisfied**
- 15% of requests took over 299 ms and users were **satisfied**
- 10% of requests took over 316 ms and users were **satisfied**
- 5% of requests took over 334 ms and users were **satisfied**
- 1% of requests took over 348 ms and users were **satisfied**

Performance Compliance Targets

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User satisfaction

![User satisfaction chart showing satisfied, tolerating, and frustrated users over time.](chart-url)
Performance Compliance for End-to-End Latency on Library Pages
Sep 01 2015 00:00 GMT-05:00 - Oct 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 280.7 ms and users were satisfied
20% of requests took over 408 ms and users were satisfied
15% of requests took over 510 ms and users were satisfied
10% of requests took over 613 ms and users were satisfied
5% of requests took over 715 ms and users were satisfied
1% of requests took over 2.9 secs and users were satisfied

User satisfaction

Performance Compliance Targets

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Satisfied
Tolerating
Frustrated
Performance Compliance for End-to-End Latency on Catracks
Sep 01 2015 00:00 GMT-05:00 - Oct 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 51 ms and users were satisfied
20% of requests took over 281 ms and users were satisfied
15% of requests took over 299 ms and users were satisfied
10% of requests took over 317 ms and users were satisfied
5% of requests took over 334 ms and users were satisfied
1% of requests took over 349 ms and users were satisfied

User satisfaction

Performance Compliance Targets

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![Performance Compliance Targets Chart](image)

![User satisfaction Chart](image)

![Request Count by Day](image)