Real User Monitor Reports Mail-Out: M&MS Monthly Sessions Impacted Capacity & Availability

BMC Real End User Experience Monitoring [ci-mms@listserv.it.northwestern.edu]

Sent: Monday, November 03, 2014 1:58 PM
To: Dana C Nielsen; Mark W Johnson

---

Report for Sessions Impacted on CAESAR
Oct 01 2014 00:00 GMT-05:00 - Nov 01 2014 00:00 GMT-05:00

<table>
<thead>
<tr>
<th>Time (Days)</th>
<th>Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed 01</td>
<td>8214</td>
</tr>
<tr>
<td>Thu 02</td>
<td>7801</td>
</tr>
<tr>
<td>Fri 03</td>
<td>7025</td>
</tr>
<tr>
<td>Sat 04</td>
<td>5450</td>
</tr>
<tr>
<td>Sun 05</td>
<td>4240</td>
</tr>
<tr>
<td>Mon 06</td>
<td>5040</td>
</tr>
<tr>
<td>Tue 07</td>
<td>4780</td>
</tr>
<tr>
<td>Wed 08</td>
<td>4797</td>
</tr>
<tr>
<td>Thu 09</td>
<td>4281</td>
</tr>
<tr>
<td>Fri 10</td>
<td>4880</td>
</tr>
<tr>
<td>Sat 11</td>
<td>4235</td>
</tr>
<tr>
<td>Sun 12</td>
<td>4070</td>
</tr>
<tr>
<td>Mon 13</td>
<td>4520</td>
</tr>
<tr>
<td>Tue 14</td>
<td>4309</td>
</tr>
<tr>
<td>Wed 15</td>
<td>4695</td>
</tr>
<tr>
<td>Thu 16</td>
<td>4261</td>
</tr>
<tr>
<td>Fri 17</td>
<td>4870</td>
</tr>
<tr>
<td>Sat 18</td>
<td>4500</td>
</tr>
<tr>
<td>Sun 19</td>
<td>4000</td>
</tr>
<tr>
<td>Mon 20</td>
<td>4580</td>
</tr>
<tr>
<td>Tue 21</td>
<td>4390</td>
</tr>
<tr>
<td>Wed 22</td>
<td>4530</td>
</tr>
<tr>
<td>Thu 23</td>
<td>4270</td>
</tr>
<tr>
<td>Fri 24</td>
<td>4840</td>
</tr>
<tr>
<td>Sat 25</td>
<td>4250</td>
</tr>
<tr>
<td>Sun 26</td>
<td>3500</td>
</tr>
<tr>
<td>Mon 27</td>
<td>4300</td>
</tr>
<tr>
<td>Tue 28</td>
<td>4550</td>
</tr>
<tr>
<td>Wed 29</td>
<td>4280</td>
</tr>
<tr>
<td>Thu 30</td>
<td>4820</td>
</tr>
<tr>
<td>Fri 31</td>
<td>4500</td>
</tr>
</tbody>
</table>

---

Sessions Impacted summary for entire period

<table>
<thead>
<tr>
<th>Total Number of Unique Sessions</th>
<th>Minimum</th>
<th>Average</th>
<th>Normalized Average</th>
<th>Std Dev</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>127331</td>
<td>1478</td>
<td>4545.13</td>
<td>4424.29</td>
<td>1804.04</td>
<td>9441</td>
</tr>
</tbody>
</table>

---

https://collaborate.northwestern.edu/owa/?ae=Item&=IPM.Note&id=RgAAACZe%2f9PzunY1lyEz9OTIB2WbwDwUK2aY%2bLQYNC9qTLFfrvAAAAFWy... 1/11
Report for Sessions Impacted on CMS/Blackboard 9
Oct 01 2014 00:00 GMT-05:00 - Nov 01 2014 00:00 GMT-05:00

Sessions Impacted summary for entire period

<table>
<thead>
<tr>
<th>Total Number of Unique Sessions</th>
<th>Minimum</th>
<th>Average</th>
<th>Normalized Average</th>
<th>Std Dev</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>372402</td>
<td>6812</td>
<td>13105.37</td>
<td>12790.63</td>
<td>3171.24</td>
<td>17194</td>
</tr>
</tbody>
</table>

https://collaborate.northwestern.edu/owa/?ae=Item&Id=RgAAAACZe%2f9PzunYTlEyZ9OT1B2WbwDwUK2XaY%2bLQYNC9qTLFrkvAAAAFwY...
Report for Sessions Impacted on FASIS Self Service
Oct 01 2014 00:00 GMT-05:00 - Nov 01 2014 00:00 GMT-05:00

Sessions Impacted summary for entire period

<table>
<thead>
<tr>
<th>Total Number of Unique Sessions</th>
<th>Minimum</th>
<th>Average</th>
<th>Normalized Average</th>
<th>Std Dev</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>87537</td>
<td>1259</td>
<td>3035.3</td>
<td>3051.59</td>
<td>1042.31</td>
<td>4720</td>
</tr>
</tbody>
</table>
Report for Sessions Impacted on FASIS Staff Pages
Oct 01 2014 00:00 GMT-05:00 - Nov 01 2014 00:00 GMT-05:00

<table>
<thead>
<tr>
<th>Sessions Impacted summary for entire period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Unique Sessions</td>
</tr>
<tr>
<td>20034</td>
</tr>
</tbody>
</table>
Report for Sessions Impacted on TES/Time Entry System
Oct 01 2014 00:00 GMT-05:00 - Nov 01 2014 00:00 GMT-05:00

Sessions Impacted summary for entire period:

<table>
<thead>
<tr>
<th>Total Number of Unique Sessions</th>
<th>Minimum</th>
<th>Average</th>
<th>Normalized Average</th>
<th>Std Dev</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>27480</td>
<td>188</td>
<td>950.87</td>
<td>964.58</td>
<td>587.6</td>
<td>2186</td>
</tr>
</tbody>
</table>
Report for Sessions Impacted on NUFin
Oct 01 2014 00:00 GMT-05:00 - Nov 01 2014 00:00 GMT-05:00

Sessions Impacted summary for entire period

<table>
<thead>
<tr>
<th>Total Number of Unique Sessions</th>
<th>Minimum</th>
<th>Average</th>
<th>Normalized Average</th>
<th>Std Dev</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>34935</td>
<td>35</td>
<td>1215.87</td>
<td>1532.89</td>
<td>679.24</td>
<td>1747</td>
</tr>
</tbody>
</table>
### Report for Sessions Impacted on NUPortal

**Oct 01 2014 00:00 GMT-05:00 - Nov 01 2014 00:00 GMT-05:00**

#### Sessions Impacted summary for entire period

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Average</th>
<th>Normalized Average</th>
<th>Std Dev</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Unique Sessions</td>
<td>33179</td>
<td>1154.0</td>
<td>1408.07</td>
<td>610.28</td>
<td>1605</td>
</tr>
<tr>
<td>Unique Sessions</td>
<td>87</td>
<td>195.3</td>
<td>1408.07</td>
<td>610.28</td>
<td>1605</td>
</tr>
</tbody>
</table>

![Bar chart showing sessions impacted over time](chart.png)
Real User Monitor Reports Mail-Out: M&MS Monthly Sessions Impacted Capacity & Availability

Report for Sessions Impacted on Famis
Oct 01 2014 00:00 GMT-05:00 - Nov 01 2014 00:00 GMT-05:00

Sessions Impacted summary for entire period

<table>
<thead>
<tr>
<th>Total Number of Unique Sessions</th>
<th>Minimum</th>
<th>Average</th>
<th>Normalized Average</th>
<th>Std Dev</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>5065</td>
<td>29</td>
<td>177.97</td>
<td>180.19</td>
<td>80.6</td>
<td>241</td>
</tr>
</tbody>
</table>
Report for Sessions Impacted on Library Pages
Oct 01 2014 00:00 GMT-05:00 - Nov 01 2014 00:00 GMT-05:00

Sessions Impacted summary for entire period

<table>
<thead>
<tr>
<th>Total Number of Unique Sessions</th>
<th>Minimum</th>
<th>Average</th>
<th>Normalized Average</th>
<th>Std Dev</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>372617</td>
<td>8928</td>
<td>13005.47</td>
<td>12677.74</td>
<td>1896.14</td>
<td>14985</td>
</tr>
</tbody>
</table>
Real User Monitor Reports Mail-Out: M&MS Monthly Sessions Impacted Capacity & Availability

Report for Sessions Impacted on Catracks
Oct 01 2014 00:00 GMT-05:00 - Nov 01 2014 00:00 GMT-05:00

Sessions Impacted summary for entire period

<table>
<thead>
<tr>
<th>Total Number of Unique Sessions</th>
<th>Minimum</th>
<th>Average</th>
<th>Normalized Average</th>
<th>Std Dev</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>16794</td>
<td>8</td>
<td>586.7</td>
<td>750.86</td>
<td>341.66</td>
<td>946</td>
</tr>
</tbody>
</table>

[Bar chart showing sessions impacted on Catracks over the specified period]