Performance Compliance for End-to-End Latency on CAESAR
Nov 01 2015 00:00 GMT-06:00 - Dec 01 2015 00:00 GMT -06:00

Overall user satisfaction summary for entire period

The average request took 425.9 ms and users were satisfied
20% of requests took over 472 ms and users were satisfied
15% of requests took over 598 ms and users were satisfied
10% of requests took over 728 ms and users were satisfied
5% of requests took over 1.3 secs and users were satisfied
1% of requests took over 4.7 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>
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<tr>
<td>3 secs</td>
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<tr>
<td>12 secs</td>
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</tbody>
</table>
Performance Compliance for End-to-End Latency on FASIS Staff Pages

Overall user satisfaction summary for entire period

The average request took 242.2 ms and users were **satisfied**
20% of requests took over 314 ms and users were **satisfied**
15% of requests took over 333 ms and users were **satisfied**
10% of requests took over 395 ms and users were **satisfied**
5% of requests took over 874 ms and users were **satisfied**
1% of requests took over 2.8 secs and users were **satisfied**

### Performance Compliance Targets

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User satisfaction

![User satisfaction chart]

![Latency graph]

![Latency graph]

- **Satisfied**
- **Tolerating**
- **Frustrated**

- **Average**
- **90th Percentile**
- **95th Percentile**
- **99th Percentile**
Overall user satisfaction summary for entire period

The average request took 221.8 ms and users were satisfied.
20% of requests took over 308 ms and users were satisfied.
15% of requests took over 327 ms and users were satisfied.
10% of requests took over 347 ms and users were satisfied.
5% of requests took over 721 ms and users were satisfied.
1% of requests took over 5.9 secs and users were tolerating.

Performance Compliance Targets

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<tbody>
<tr>
<td>0 ms</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>3 secs</td>
<td>100%</td>
<td>0%</td>
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<tr>
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<td>100%</td>
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User satisfaction
Performance Compliance for End-to-End Latency on TES/Time Entry System
Nov 01 2015 00:00 GMT-06:00 - Dec 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 559.6 ms and users were satisfied
20% of requests took over 338 ms and users were satisfied
15% of requests took over 461 ms and users were satisfied
10% of requests took over 762 ms and users were satisfied
5% of requests took over 1.9 secs and users were satisfied
1% of requests took over 11.3 secs and users were tolerating

Performance Compliance Targets

<table>
<thead>
<tr>
<th></th>
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<th>Frustrated</th>
</tr>
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<tbody>
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<td>End-to-End Latency</td>
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<td>3 secs</td>
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User satisfaction

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End-to-End Latency (ms)

- Satisfied
- Tolerating
- Frustrated

---

Average
- 90th Percentile
- 95th Percentile
- 99th Percentile
Performance Compliance for End-to-End Latency on NUFin

Overall user satisfaction summary for entire period

The average request took 319.6 ms and users were satisfied
20% of requests took over 329 ms and users were satisfied
15% of requests took over 349 ms and users were satisfied
10% of requests took over 550 ms and users were satisfied
5% of requests took over 948 ms and users were satisfied
1% of requests took over 5.1 secs and users were tolerating

Performance Compliance Targets

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User satisfaction

[Bar chart showing user satisfaction distribution over time]

E2E Latency (ms)

[Line chart showing end-to-end latency distribution over time]
Performance Compliance for End-to-End Latency on NU Portal

Nov 01 2015 00:00 GMT-06:00 - Dec 01 2015 00:00 GMT -06:00

Overall user satisfaction summary for entire period

The average request took 320.5 ms and users were satisfied
20% of requests took over 339 ms and users were satisfied
15% of requests took over 478 ms and users were satisfied
10% of requests took over 781 ms and users were satisfied
5% of requests took over 1.3 secs and users were satisfied
1% of requests took over 4.7 secs and users were tolerating

**Performance Compliance Targets**

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User satisfaction

![User satisfaction chart](image)

![E2E Latency chart](image)
Overall user satisfaction summary for entire period

The average request took 11.8 ms and users were **satisfied**
20% of requests took over 281 ms and users were **satisfied**
15% of requests took over 298 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**

User satisfaction

Performance Compliance Targets

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Graph showing user satisfaction and end-to-end latency over time.
Performance Compliance for End-to-End Latency on Library Pages
Nov 01 2015 00:00 GMT-06:00 - Dec 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

- The average request took 217.6 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 544 ms and users were satisfied
- 5% of requests took over 1.2 secs and users were satisfied
- 1% of requests took over 2.4 secs and users were satisfied

Performance Compliance Targets

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User satisfaction
**Performance Compliance for End-to-End Latency on Catracks**

Nov 01 2015 00:00 GMT-06:00 - Dec 01 2015 00:00 GMT -06:00

**Overall user satisfaction summary for entire period**

The average request took 66.4 ms and users were **satisfied**

- 20% of requests took over 282 ms and users were **satisfied**
- 15% of requests took over 300 ms and users were **satisfied**
- 10% of requests took over 318 ms and users were **satisfied**
- 5% of requests took over 335 ms and users were **satisfied**
- 1% of requests took over 350 ms and users were **satisfied**

**Performance Compliance Targets**

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**User satisfaction**

![User satisfaction chart]

**E2E Latency (ms)**

- Frust: 12,000
- Toler: 3,000

![E2E Latency chart]