Performance Compliance for End-to-End Latency on CAESAR
Jan 01 2015 00:00 GMT-06:00 - Feb 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 628.2 ms and users were satisfied
20% of requests took over 624 ms and users were satisfied
15% of requests took over 736 ms and users were satisfied
10% of requests took over 1.1 secs and users were satisfied
5% of requests took over 2.3 secs and users were satisfied
1% of requests took over 9.1 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>
</thead>
<tbody>
<tr>
<td>0 ms</td>
<td>0</td>
<td>3</td>
<td>12</td>
</tr>
</tbody>
</table>

User satisfaction

![User satisfaction graph]

F2E Latency (ms)

![F2E latency graph]
Performance Compliance for End-to-End Latency on CMS/Blackboard 9
Jan 01 2015 00:00 GMT-06:00 - Feb 01 2015 00:00 GMT -06:00

Overall user satisfaction summary for entire period

The average request took 569 ms and users were satisfied
20% of requests took over 493 ms and users were satisfied
15% of requests took over 680 ms and users were satisfied
10% of requests took over 1.1 secs and users were satisfied
5% of requests took over 2.2 secs and users were satisfied
1% of requests took over 8.1 secs and users were tolerating

Performance Compliance Targets

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<td>0 ms</td>
<td>3 secs</td>
<td>12 secs</td>
<td></td>
</tr>
</tbody>
</table>

User satisfaction

![User satisfaction chart showing requests over time]

![EDF Latency chart showing latency over time]
Performance Compliance for End-to-End Latency on FASIS Staff Pages
Jan 01 2015 00:00 GMT-06:00 - Feb 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 486.7 ms and users were satisfied
20% of requests took over 330 ms and users were satisfied
15% of requests took over 353 ms and users were satisfied
10% of requests took over 627 ms and users were satisfied
5% of requests took over 1.3 secs and users were satisfied
1% of requests took over 6.1 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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<td></td>
</tr>
<tr>
<td>12 secs</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Performance Compliance for End-to-End Latency on FASIS Self Service
Jan 01 2015 00:00 GMT-06:00 - Feb 01 2015 00:00 GMT -06:00

Overall user satisfaction summary for entire period

The average request took 474.3 ms and users were satisfied.
20% of requests took over 378 ms and users were satisfied.
15% of requests took over 583 ms and users were satisfied.
10% of requests took over 902 ms and users were satisfied.
5% of requests took over 2.2 secs and users were satisfied.
1% of requests took over 7.1 secs and users were tolerating.

User satisfaction

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<th>Frustrated</th>
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<td>3 secs</td>
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</table>

![Graph showing user satisfaction over time]

![Graph showing E2E latency over time]
Performance Compliance for End-to-End Latency on TES/Time Entry System
Jan 01 2015 00:00 GMT-06:00 - Feb 01 2015 00:00 GMT -06:00

Overall user satisfaction summary for entire period

The average request took 192.2 ms and users were satisfied
20% of requests took over 302 ms and users were satisfied
15% of requests took over 321 ms and users were satisfied
10% of requests took over 340 ms and users were satisfied
5% of requests took over 551 ms and users were satisfied
1% of requests took over 3.9 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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</table>

![Pie chart showing satisfaction levels](image1)

![Graph showing user satisfaction over time](image2)
Performance Compliance for End-to-End Latency on NUFin
Jan 01 2015 00:00 GMT-06:00 - Feb 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 385.5 ms and users were saturated
20% of requests took over 334 ms and users were satisfied
15% of requests took over 407 ms and users were satisfied
10% of requests took over 684 ms and users were satisfied
5% of requests took over 1.5 secs and users were satisfied
1% of requests took over 6.9 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>12 secs</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tbody>
</table>
Performance Compliance for End-to-End Latency on NU Portal
Jan 01 2015 00:00 GMT-06:00 - Feb 01 2015 00:00 GMT -06:00

Overall user satisfaction summary for entire period
The average request took 231.4 ms and users were satisfied
20% of requests took over 331 ms and users were satisfied
15% of requests took over 358 ms and users were satisfied
10% of requests took over 596 ms and users were satisfied
5% of requests took over 1.2 secs and users were satisfied
1% of requests took over 3.5 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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![Performance Compliance Targets Chart]

![User satisfaction chart]

![End-to-End Latency chart]
Performance Compliance for End-to-End Latency on Famis
Jan 01 2015 00:00 GMT-06:00 - Feb 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 41.5 ms and users were **satisfied**
20% of requests took over 284 ms and users were **satisfied**
15% of requests took over 301 ms and users were **satisfied**
10% of requests took over 319 ms and users were **satisfied**
5% of requests took over 337 ms and users were **satisfied**
1% of requests took over 445 ms and users were **satisfied**

User satisfaction

Performance Compliance Targets

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<tbody>
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<td>0 ms</td>
<td>0</td>
<td>0</td>
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</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>
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User satisfaction

Performance Compliance Targets

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<tr>
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User satisfaction

Performance Compliance Targets

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<td>0</td>
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</tr>
<tr>
<td>12 secs</td>
<td>0</td>
<td>0</td>
<td>100</td>
</tr>
</tbody>
</table>
Performance Compliance for End-to-End Latency on Library Pages
Jan 01 2015 00:00 GMT-06:00 - Feb 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 733.5 ms and users were satisfied
20% of requests took over 662 ms and users were satisfied
15% of requests took over 871 ms and users were satisfied
10% of requests took over 1.4 secs and users were satisfied
5% of requests took over 2.9 secs and users were satisfied
1% of requests took over 8.3 secs and users were tolerating

Performance Compliance Targets

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<th>Frustrated</th>
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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>70%</td>
<td>20%</td>
<td>10%</td>
</tr>
<tr>
<td>12 secs</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

User satisfaction

![User satisfaction chart]

Performance Compliance Targets

- Satisfied
- Tolerating
- Frustrated

End-to-End Latency targets:
- Satisfied: 0 ms
- Tolerating: 3 secs
- Frustrated: 12 secs
Performance Compliance for End-to-End Latency on Catracks
Jan 01 2015 00:00 GMT-06:00 - Feb 01 2015 00:00 GMT -06:00

Overall user satisfaction summary for entire period

The average request took 609.6 ms and users were **satisfied**
20% of requests took over 749 ms and users were **satisfied**
15% of requests took over 1 sec and users were **satisfied**
10% of requests took over 1.4 secs and users were **satisfied**
5% of requests took over 2.2 secs and users were **satisfied**
1% of requests took over 6.6 secs and users were **tolerating**

<table>
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User satisfaction

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