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

Overall user satisfaction summary for entire period

The average request took 625 ms and users were satisfied
20% of requests took over 709 ms and users were satisfied
15% of requests took over 964 ms and users were satisfied
10% of requests took over 1.3 secs and users were satisfied
5% of requests took over 2.2 secs and users were satisfied
1% of requests took over 7.5 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>
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<tbody>
<tr>
<td>0 ms</td>
<td>3 secs</td>
<td>12 secs</td>
<td></td>
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</table>

User satisfaction

![User satisfaction chart]

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

The average request took 572.7 ms and users were satisfied
20% of requests took over 505 ms and users were satisfied
15% of requests took over 684 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 for End-to-End Latency on FASIS Staff Pages
Feb 01 2015 00:00 GMT-06:00 - Mar 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 427.7 ms and users were **satisfied**
20% of requests took over 333 ms and users were **satisfied**
15% of requests took over 390 ms and users were **satisfied**
10% of requests took over 642 ms and users were **satisfied**
5% of requests took over 1.4 secs and users were **satisfied**
1% of requests took over 6.2 secs and users were **tolerating**

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User satisfaction

![User satisfaction chart](chart1)
Performance Compliance for End-to-End Latency on FASIS Self Service
Feb 01 2015 00:00 GMT-06:00 - Mar 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 492.2 ms and users were satisfied
20% of requests took over 396 ms and users were satisfied
15% of requests took over 601 ms and users were satisfied
10% of requests took over 973 ms and users were satisfied
5% of requests took over 2.6 secs and users were satisfied
1% of requests took over 7.3 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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User satisfaction graph

E2E latency graph

Time (Days)

Requests

Frust (ms)

Toler 3000

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

The average request took 460.5 ms and users were satisfied
20% of requests took over 402 ms and users were satisfied
15% of requests took over 560 ms and users were satisfied
10% of requests took over 718 ms and users were satisfied
5% of requests took over 1.5 secs and users were satisfied
1% of requests took over 6.4 secs and users were tolerating

Performance Compliance Targets

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User satisfaction

[Chart showing user satisfaction over time with different colors for satisfied, tolerating, and frustrated]

E2E Latency (ms)

[Chart showing E2E latency over time with different percentiles and labels for average, 90th percentile, 95th percentile, and 99th percentile]
Performance Compliance for End-to-End Latency on NUFin
Feb 01 2015 00:00 GMT-06:00 - Mar 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 471.3 ms and users were **satisfied**
20% of requests took over 343 ms and users were **satisfied**
15% of requests took over 512 ms and users were **satisfied**
10% of requests took over 850 ms and users were **satisfied**
5% of requests took over 1.9 secs and users were **satisfied**
1% of requests took over 8.1 secs and users were **tolerating**

User satisfaction

Performance Compliance Targets

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<td>0</td>
<td>0</td>
<td>100</td>
</tr>
<tr>
<td>3 secs</td>
<td>50</td>
<td>50</td>
<td>0</td>
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<tr>
<td>12 secs</td>
<td>20</td>
<td>20</td>
<td>60</td>
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![Graph showing user satisfaction over time](image1)

![Graph showing end-to-end latency over time](image2)
Performance Compliance for End-to-End Latency on NU Portal
Feb 01 2015 00:00 GMT-06:00 - Mar 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 235 ms and users were satisfied
20% of requests took over 331 ms and users were satisfied
15% of requests took over 356 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

![Graph showing user satisfaction over time]

Performance Compliance Targets

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Performance Compliance for End-to-End Latency on Famis
Feb 01 2015 00:00 GMT-06:00 - Mar 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 44.5 ms and users were satisfied
20% of requests took over 284 ms and users were satisfied
15% of requests took over 302 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 460 ms and users were satisfied

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User satisfaction

![Bar chart showing user satisfaction over time]

![Line chart showing E2E latency over time]

![Pie chart showing performance compliance targets]
Performance Compliance for End-to-End Latency on Library Pages
Feb 01 2015 00:00 GMT-06:00 - Mar 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 699.5 ms and users were satisfied 20% of requests took over 684 ms and users were satisfied 15% of requests took over 927 ms and users were satisfied 10% of requests took over 1.4 secs and users were satisfied 5% of requests took over 2.8 secs and users were satisfied 1% of requests took over 8.1 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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User satisfaction chart

Graph showing the number of satisfied, tolerating, and frustrated users over time.

E2E latency chart

Graph showing E2E latency over time with average, 90th percentile, 95th percentile, and 99th percentile lines.
Performance Compliance for End-to-End Latency on Catracks
Feb 01 2015 00:00 GMT-06:00 - Mar 01 2015 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 521.9 ms and users were satisfied
20% of requests took over 596 ms and users were satisfied
15% of requests took over 820 ms and users were satisfied
10% of requests took over 1.2 secs and users were satisfied
5% of requests took over 2 secs and users were satisfied
1% of requests took over 6.6 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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![Performance Compliance Targets Graph](image-url)