Performance Compliance for End-to-End Latency on CA ESAR
Mar 01 2015 00:00 GMT-05:00 - Apr 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 648.4 ms and users were satisfied
20% of requests took over 617 ms and users were satisfied
15% of requests took over 801 ms and users were satisfied
10% of requests took over 1.3 secs and users were satisfied
5% of requests took over 2.4 secs and users were satisfied
1% of requests took over 9.7 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></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 secs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 secs</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

User satisfaction

![User satisfaction chart](chart.png)

E2E Latency (ms)

![E2E Latency chart](chart.png)
Performance Compliance for End-to-End Latency on CMS/Blackboard 9

Mar 01 2015 00:00 GMT-05:00 - Apr 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 434.8 ms and users were satisfied
20% of requests took over 340 ms and users were satisfied
15% of requests took over 472 ms and users were satisfied
10% of requests took over 736 ms and users were satisfied
5% of requests took over 1.7 secs and users were satisfied
1% of requests took over 6.5 secs and users were tolerating

User satisfaction

End-to-End Latency

<table>
<thead>
<tr>
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</tr>
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Performance Compliance Targets

- Satisfied
- Tolerating
- Frustrated

Average
80th Percentile
85th Percentile
90th Percentile
95th Percentile
99th Percentile

Time (Days)

Requests

Time (Days)
Performance Compliance for End-to-End Latency on FASIS Staff Pages
Mar 01 2015 00:00 GMT-05:00 - Apr 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 342.3 ms and users were satisfied
20% of requests took over 320 ms and users were satisfied
15% of requests took over 340 ms and users were satisfied
10% of requests took over 502 ms and users were satisfied
5% of requests took over 1 sec and users were satisfied
1% of requests took over 5.3 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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</tr>
</thead>
<tbody>
<tr>
<td>0 ms</td>
<td>180 k</td>
<td>22 k</td>
<td>100 k</td>
</tr>
<tr>
<td>3 secs</td>
<td>160 k</td>
<td>28 k</td>
<td>90 k</td>
</tr>
<tr>
<td>12 secs</td>
<td>140 k</td>
<td>30 k</td>
<td>70 k</td>
</tr>
</tbody>
</table>
Performance Compliance for End-to-End Latency on FASIS Self Service
Mar 01 2015 00:00 GMT-05:00 - Apr 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 511.6 ms and users were satisfied
20% of requests took over 424 ms and users were satisfied
15% of requests took over 625 ms and users were satisfied
10% of requests took over 1 sec and users were satisfied
5% of requests took over 2.8 secs and users were satisfied
1% of requests took over 7.1 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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Graph showing user satisfaction distribution over time.

Graph showing end-to-end latency distribution over time.

Legend:
- Satisfied
- Tolerating
- Frustrated

Legend for latency:
- Average
- 90th Percentile
- 95th Percentile
- 99th Percentile
Performance Compliance for End-to-End Latency on TES/Time Entry System
Mar 01 2015 00:00 GMT-05:00 - Apr 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 194.2 ms and users were satisfied
20% of requests took over 301 ms and users were satisfied
15% of requests took over 320 ms and users were satisfied
10% of requests took over 339 ms and users were satisfied
5% of requests took over 535 ms and users were satisfied
1% of requests took over 3.9 secs and users were tolerating

Performance Compliance Targets

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User satisfaction

![User satisfaction graph]

E2E Latency (ms)

![E2E Latency graph]
Performance Compliance for End-to-End Latency on NUFin
Mar 01 2015 00:00 GMT-05:00 - Apr 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 403.9 ms and users were satisfied
20% of requests took over 335 ms and users were satisfied
15% of requests took over 416 ms and users were satisfied
10% of requests took over 708 ms and users were satisfied
5% of requests took over 1.5 secs and users were satisfied
1% of requests took over 7.4 secs and users were tolerating

User satisfaction

End-to-End Latency Compliance Targets

<table>
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Performance Compliance Targets

- **Satisfied**
- **Tolerating**
- **Frustrated**
Performance Compliance for End-to-End Latency on NU Portal
Mar 01 2015 00:00 GMT-05:00 - Apr 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 231.8 ms and users were satisfied
20% of requests took over 327 ms and users were satisfied
15% of requests took over 348 ms and users were satisfied
10% of requests took over 571 ms and users were satisfied
5% of requests took over 1.1 secs and users were satisfied
1% of requests took over 3.7 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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User satisfaction graph:

- Satisfied
- Tolerating
- Frustrated

E2E Latency (ms) graph:

- Average
- 90th Percentile
- 95th Percentile
- 99th Percentile

Time (Days):

Frust 12,000
Toler 8,000

Performance Compliance for End-to-End Latency on FamiS
Mar 01 2015 00:00 GMT-05:00 - Apr 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 40.6 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 436 ms and users were satisfied

User satisfaction

![User satisfaction chart]

Performance Compliance Targets

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![Performance Compliance Targets chart]
Performance Compliance for End-to-End Latency on Library Pages
Mar 01 2015 00:00 GMT-05:00 - Apr 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 621.2 ms and users were satisfied
20% of requests took over 643 ms and users were satisfied
15% of requests took over 775 ms and users were satisfied
10% of requests took over 1.2 secs and users were satisfied
5% of requests took over 2.3 secs and users were satisfied
1% of requests took over 7.2 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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![Graph showing user satisfaction over time](image1)

![Graph showing E2E latency over time](image2)
Performance Compliance for End-to-End Latency on Catracks
Mar 01 2015 00:00 GMT-05:00 - Apr 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 501.3 ms and users were satisfied
20% of requests took over 552 ms and users were satisfied
15% of requests took over 733 ms and users were satisfied
10% of requests took over 1.1 secs and users were satisfied
5% of requests took over 2 secs and users were satisfied
1% of requests took over 6.4 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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Average
80th Percentile
85th Percentile
90th Percentile
95th Percentile
99th Percentile