Performance Compliance for End-to-End Latency on CAESAR
May 01 2015 00:00 GMT-05:00 - Jun 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 513.5 ms and users were **satisfied**
20% of requests took over 445 ms and users were **satisfied**
15% of requests took over 611 ms and users were **satisfied**
10% of requests took over 874 ms and users were **satisfied**
5% of requests took over 1.7 secs and users were **satisfied**
1% of requests took over 8.2 secs and users were **tolerating**

<table>
<thead>
<tr>
<th>Performance Compliance Targets</th>
<th>Satisfied</th>
<th>Tolerating</th>
<th>Frustrated</th>
</tr>
</thead>
<tbody>
<tr>
<td>End-to-End Latency</td>
<td>0 ms</td>
<td>3 secs</td>
<td>12 secs</td>
</tr>
</tbody>
</table>

User satisfaction

![Graph showing daily user satisfaction over the period.]

![Graph showing end-to-end latency over the period.]

Satisfied Tolerating Frustrated

Average 90th Percentile 95th Percentile 99th Percentile
Performance Compliance for End-to-End Latency on CMS/Blackboard 9

May 01 2015 00:00 GMT-05:00 - Jun 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 529.3 ms and users were satisfied
20% of requests took over 376 ms and users were satisfied
15% of requests took over 582 ms and users were satisfied
10% of requests took over 897 ms and users were satisfied
5% of requests took over 1.8 secs and users were satisfied
1% of requests took over 7.4 secs and users were tolerating

User satisfaction

![Graph showing user satisfaction over time]

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>
<td></td>
</tr>
</tbody>
</table>

![Graph showing performance compliance targets]
Performance Compliance for End-to-End Latency on FASIS Staff Pages
May 01 2015 00:00 GMT-05:00 - Jun 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 397.1 ms and users were satisfied
20% of requests took over 332 ms and users were satisfied
15% of requests took over 373 ms and users were satisfied
10% of requests took over 633 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

<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>3 secs</td>
<td>12 secs</td>
<td></td>
</tr>
</tbody>
</table>
Performance Compliance for End-to-End Latency on FASIS Self Service

May 01 2015 00:00 GMT-05:00 - Jun 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 456.4 ms and users were satisfied
20% of requests took over 343 ms and users were satisfied
15% of requests took over 515 ms and users were satisfied
10% of requests took over 924 ms and users were satisfied
5% of requests took over 2.4 secs and users were satisfied
1% of requests took over 6.8 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>
<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>
<td></td>
</tr>
</tbody>
</table>

Average E2E Latency (ms)

- **Average**: 4.5 ms
- **90th Percentile**: 6.5 ms
- **95th Percentile**: 8.5 ms
- **99th Percentile**: 10.5 ms
Performance Compliance for End-to-End Latency on TES/Time Entry System

May 01 2015 00:00 GMT-05:00 - Jun 01 2015 00:00 GMT -05:00

Overall user satisfaction summary for entire period

The average request took 554.9 ms and users were satisfied
20% of requests took over 333 ms and users were satisfied
15% of requests took over 389 ms and users were satisfied
10% of requests took over 634 ms and users were satisfied
5% of requests took over 1.5 secs and users were satisfied
1% of requests took over 12.3 secs and users were frustrated

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>
<td></td>
</tr>
</tbody>
</table>

User satisfaction

[Bar chart showing user satisfaction over time]

E2E latency (ms)

[Line chart showing E2E latency over time with percentiles]

Performance Compliance for End-to-End Latency on NUFin
May 01 2015 00:00 GMT-05:00 - Jun 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 535.1 ms and users were satisfied
20% of requests took over 350 ms and users were satisfied
15% of requests took over 578 ms and users were satisfied
10% of requests took over 974 ms and users were satisfied
5% of requests took over 2.2 secs and users were satisfied
1% of requests took over 9.2 secs and users were tolerating

User satisfaction

![User satisfaction graph]

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>
<td></td>
</tr>
</tbody>
</table>

![Pie chart showing user satisfaction]

![Histogram showing user satisfaction over time]

![Line graph showing end-to-end latency over time]

![Legend for user satisfaction graph]

![Legend for latency graph]
Performance Compliance for End-to-End Latency on NU Portal

May 01 2015 00:00 GMT-05:00 - Jun 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 502.3 ms and users were satisfied
20% of requests took over 491 ms and users were satisfied
15% of requests took over 713 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

<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 secs</td>
<td>12 secs</td>
</tr>
</tbody>
</table>

User satisfaction

[Bar chart showing user satisfaction trends over time]

[Line chart showing E2E latency over time]
Performance Compliance for End-to-End Latency on Famis

May 01 2015 00:00 GMT-05:00 - Jun 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 49.1 ms and users were satisfied
20% of requests took over 285 ms and users were satisfied
15% of requests took over 303 ms and users were satisfied
10% of requests took over 321 ms and users were satisfied
5% of requests took over 339 ms and users were satisfied
1% of requests took over 698 ms and users were satisfied

User satisfaction

![User satisfaction chart]

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>3 secs</td>
<td>12 secs</td>
<td></td>
</tr>
</tbody>
</table>
Performance Compliance for End-to-End Latency on Library Pages
May 01 2015 00:00 GMT-05:00 - Jun 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 354.5 ms and users were satisfied
20% of requests took over 339 ms and users were satisfied
15% of requests took over 435 ms and users were satisfied
10% of requests took over 632 ms and users were satisfied
5% of requests took over 1.1 secs and users were satisfied
1% of requests took over 5 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>
<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>
<td></td>
</tr>
</tbody>
</table>
Performance Compliance for End-to-End Latency on Catracks
May 01 2015 00:00 GMT-05:00 - Jun 01 2015 00:00 GMT-05:00

Overall user satisfaction summary for entire period

The average request took 140.6 ms and users were satisfied
20% of requests took over 298 ms and users were satisfied
15% of requests took over 316 ms and users were satisfied
10% of requests took over 335 ms and users were satisfied
5% of requests took over 459 ms and users were satisfied
1% of requests took over 2.6 secs and users were satisfied

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

User satisfaction

![User satisfaction chart]

Time (Days)

E2E Latency (ms)

![E2E latency chart]

Time (Days)