Performance Compliance for End-to-End Latency on CAESAR
Feb 01 2016 00:00 GMT-06:00 - Mar 01 2016 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 428.4 ms and users were satisfied
20% of requests took over 495 ms and users were satisfied
15% of requests took over 626 ms and users were satisfied
10% of requests took over 864 ms and users were satisfied
5% of requests took over 1.5 secs and users were satisfied
1% of requests took over 4.6 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>
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<td></td>
</tr>
<tr>
<td>3 secs</td>
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<tr>
<td>12 secs</td>
<td></td>
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</tr>
</tbody>
</table>

User satisfaction

![User satisfaction chart]

E2E Latency (ms)

![E2E latency chart]

Time (Days)
Performance Compliance for End-to-End Latency on FASIS Staff Pages
Feb 01 2016 00:00 GMT-06:00 - Mar 01 2016 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 236.6 ms and users were satisfied
20% of requests took over 312 ms and users were satisfied
15% of requests took over 332 ms and users were satisfied
10% of requests took over 352 ms and users were satisfied
5% of requests took over 864 ms and users were satisfied
1% of requests took over 2.4 secs and users were satisfied

User satisfaction

Performance Compliance Targets

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<tr>
<td>12 secs</td>
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</tbody>
</table>
Performance Compliance for End-to-End Latency on FASIS Self Service
Feb 01 2016 00:00 GMT-06:00 - Mar 01 2016 00:00 GMT -06:00

Overall user satisfaction summary for entire period

The average request took 352.5 ms and users were satisfied
20% of requests took over 333 ms and users were satisfied
15% of requests took over 391 ms and users were satisfied
10% of requests took over 672 ms and users were satisfied
5% of requests took over 2 secs and users were satisfied
1% of requests took over 6.3 secs and users were tolerating

User satisfaction

Performance Compliance Targets

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<td>3 secs</td>
<td>12 secs</td>
<td></td>
</tr>
</tbody>
</table>
Overall user satisfaction summary for entire period

The average request took 100.6 ms and users were **satisfied**
20% of requests took over 293 ms and users were **satisfied**
15% of requests took over 311 ms and users were **satisfied**
10% of requests took over 330 ms and users were **satisfied**
5% of requests took over 348 ms and users were **satisfied**
1% of requests took over 1.5 secs and users were **satisfied**

### 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>90%</td>
<td>10%</td>
<td>0%</td>
</tr>
<tr>
<td>12 secs</td>
<td>80%</td>
<td>20%</td>
<td>0%</td>
</tr>
</tbody>
</table>

User satisfaction

![User satisfaction chart]

E2E Latency (ms)

![E2E Latency chart]
Performance Compliance for End-to-End Latency on NUFin

Feb 01 2016 00:00 GMT-06:00 - Mar 01 2016 00:00 GMT -06:00

Overall user satisfaction summary for entire period

The average request took 290 ms and users were satisfied
20% of requests took over 319 ms and users were satisfied
15% of requests took over 339 ms and users were satisfied
10% of requests took over 464 ms and users were satisfied
5% of requests took over 824 ms and users were satisfied
1% of requests took over 5.4 secs and users were tolerating

Performance Compliance Targets

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User satisfaction

![User satisfaction chart]

F2E Latency (ms)

![F2E latency chart]
Performance Compliance for End-to-End Latency on NU Portal
Feb 01 2016 00:00 GMT-06:00 - Mar 01 2016 00:00 GMT -06:00

Overall user satisfaction summary for entire period

The average request took 144.8 ms and users were satisfied
20% of requests took over 315 ms and users were satisfied
15% of requests took over 334 ms and users were satisfied
10% of requests took over 418 ms and users were satisfied
5% of requests took over 922 ms and users were satisfied
1% of requests took over 2.4 secs and users were satisfied

User satisfaction

Performance Compliance Targets

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Perfor

mance Compliance Targets

Satisfied
Tolerating
Frustrated

User satisfaction

End-to-End Latency (ms)

Frustrated

Tolerated

Average

90th Percentile

95th Percentile

99th Percentile

Time (Days)
Performance Compliance for End-to-End Latency on Famis
Feb 01 2016 00:00 GMT-06:00 - Mar 01 2016 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 8.5 ms and users were satisfied
20% of requests took over 281 ms and users were satisfied
15% of requests took over 299 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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<td>0</td>
</tr>
<tr>
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<td>0</td>
<td>0</td>
<td>100%</td>
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Performance Compliance for End-to-End Latency on Famis
Feb 01 2016 00:00 GMT-06:00 - Mar 01 2016 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 8.5 ms and users were satisfied
20% of requests took over 281 ms and users were satisfied
15% of requests took over 299 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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Performance Compliance for End-to-End Latency on Famis
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Overall user satisfaction summary for entire period

The average request took 8.5 ms and users were satisfied
20% of requests took over 281 ms and users were satisfied
15% of requests took over 299 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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<td>0</td>
<td>0</td>
</tr>
<tr>
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<td>0</td>
<td>0</td>
<td>100%</td>
</tr>
</tbody>
</table>
Performance Compliance for End-to-End Latency on Library Pages
Feb 01 2016 00:00 GMT-06:00 - Mar 01 2016 00:00 GMT-06:00

Overall user satisfaction summary for entire period

The average request took 203.7 ms and users were **satisfied**
20% of requests took over 313 ms and users were **satisfied**
15% of requests took over 332 ms and users were **satisfied**
10% of requests took over 401 ms and users were **satisfied**
5% of requests took over 1.4 secs and users were **satisfied**
1% of requests took over 2.3 secs and users were **satisfied**

Performance Compliance Targets

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</tbody>
</table>

User satisfaction

[Graph showing user satisfaction over time]

F2E Latency (ms)

[Graph showing end-to-end latency over time]
Performance Compliance for End-to-End Latency on Ca tracks
Feb 01 2016 00:00 GMT-06:00 - Mar 01 2016 00:00 GMT -06:00

Overall user satisfaction summary for entire period

The average request took 66.5 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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<td>0 ms</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3 secs</td>
<td>0</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>12 secs</td>
<td>0</td>
<td>0</td>
<td>12</td>
</tr>
</tbody>
</table>

User satisfaction

![Bar chart showing user satisfaction over time]

![Line chart showing E2E latency over time]

Frust 12,000
Toler 3,000