dynatrace

Performance Report
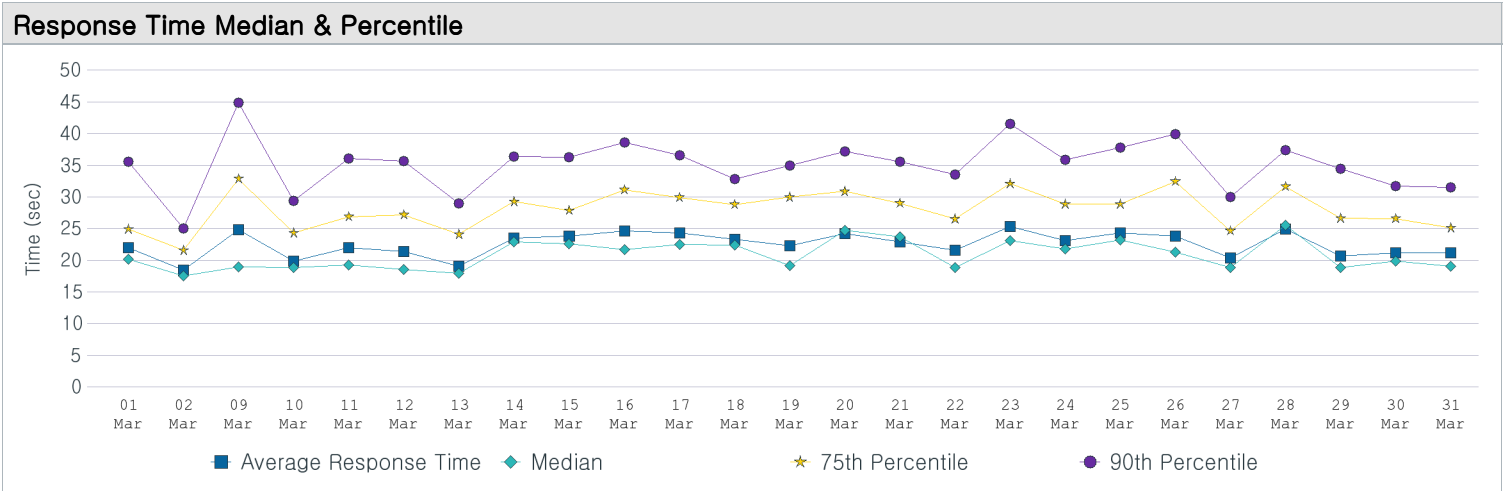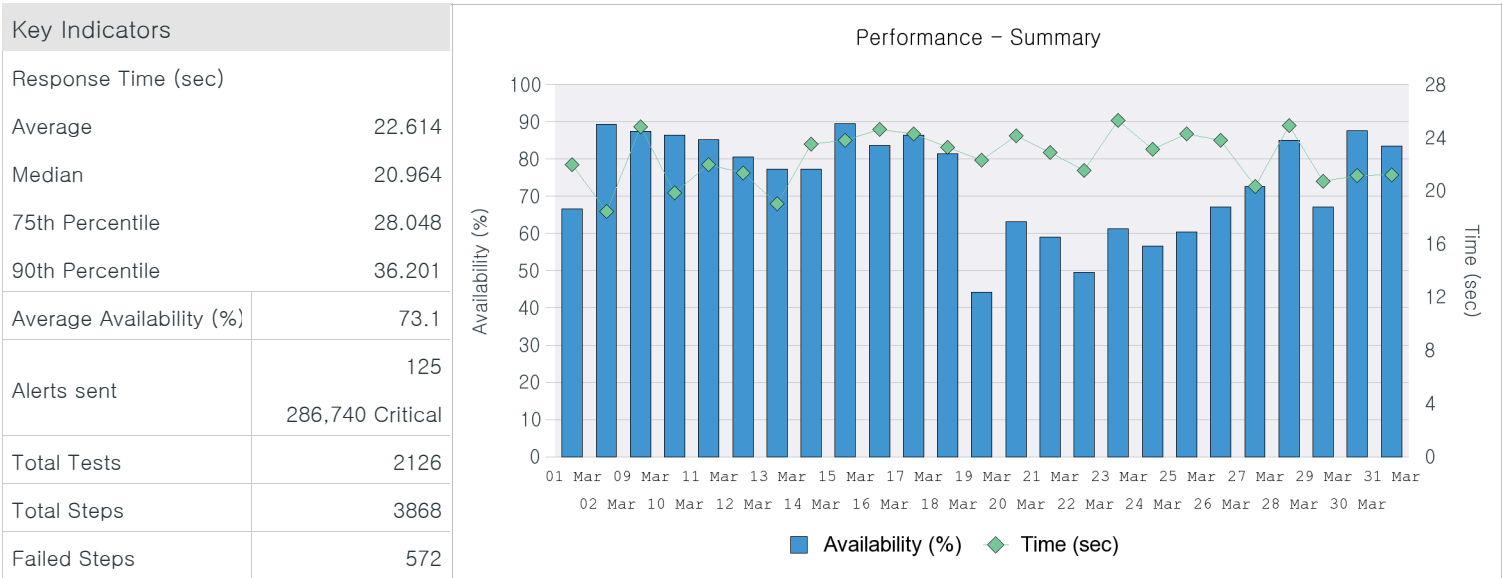
Prepared for:	QA – Test Power End User1
Refresh Date:	03 Apr 2015 10:14
Time Period:	Last Month (01 Mar 2015 00:00 to 01 Apr 2015 00:00) (GMT –05:00) Eastern Time (US & Canada); Bogota
Selected Test:	www.healthcare.gov login page – 13–Feb–2014 23:25:21 – 2 – Chrome Agent
Test Type:	Backbone
Test Steps:	2

Summary

Key Indicators	
Response Time (sec)	
Average	22.614
Median	20.964
75th Percentile	28.048
90th Percentile	36.201
Average Availability (%)	73.1
Alerts sent	125
	286,740 Critical
Total Tests	2126
Total Steps	3868
Failed Steps	572

Performance – Summary

Response Time Median & Percentile

Performance by Location

Name	Response Time (sec)				Average Availability (%)	Successful Tests	Successful Steps	Failed Tests
	Average	Median	75th Percentile	90th Percentile				
QALVC9BA01 (DC9)	20.456	18.969	23.763	31.056	50.78	326	719	316
QALVC9BA11 (DC9)	23.187	21.706	28.966	37.384	82.75	1228	2577	256

Support

Summary 1 of 1

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Performance Report

Time Period: Last Month (01 Mar 2015 00:00 to 01 Apr 2015 00:00) (GMT −05:00) Eastern Time (US & Canada); Bogota
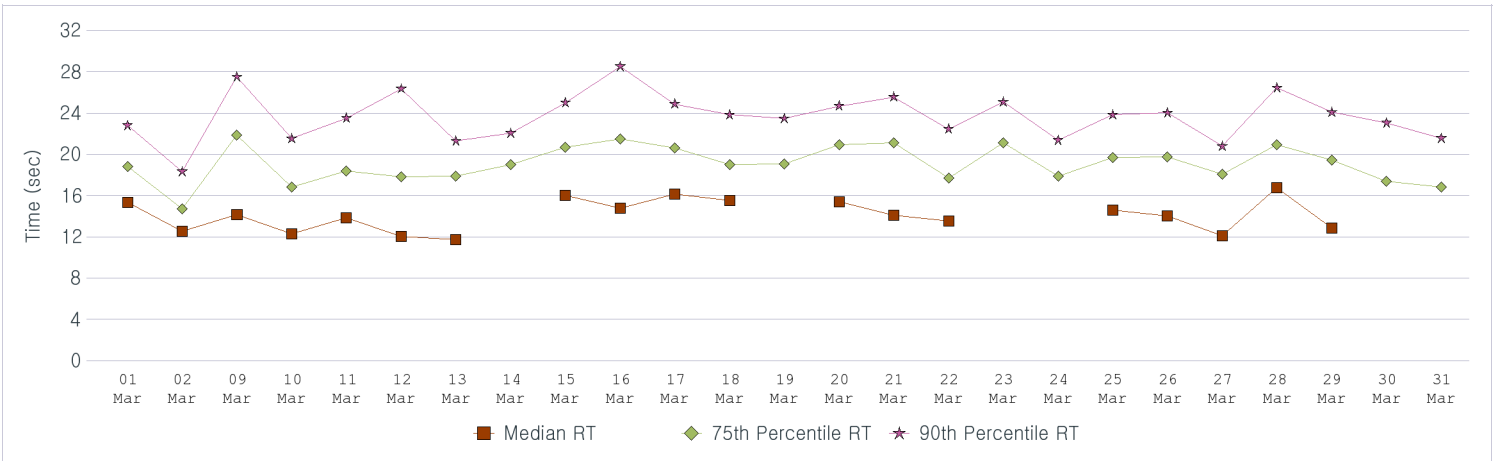
Performance by Step

Location	Response Time (sec)				Average Availability (%)	Total Steps	Successful Steps	Failed Tests
	Average	Median	75th Percentile	90th Percentile				
■ Step 1: Home Page	15.314	14.219	19.171	24.110	81.61	2126	1735	391
■ Step 1: Unknown	0.595	0.000	0.573	1.786	85.71	7	6	1
■ Step 2: Login Page	7.273	6.002	9.114	13.054	89.63	1735	1555	180

Average Response Time Trend
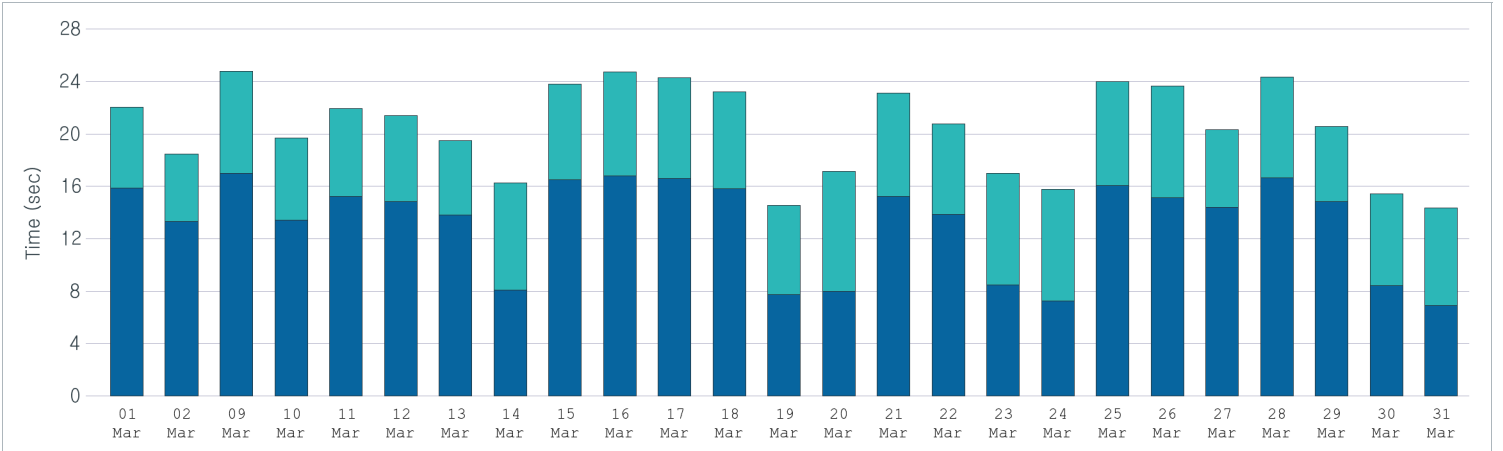
Response Time Median & Percentile by Step

Step: 1 Home Page
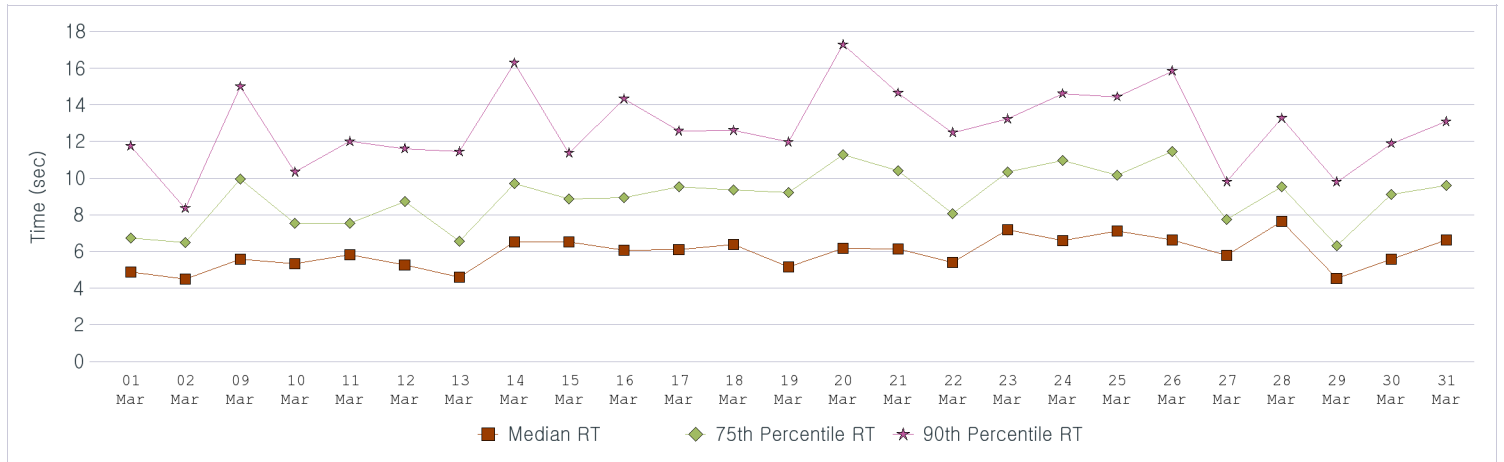
■ Median RT　◆ 75th Percentile RT　★ 90th Percentile RT

Step: 2 Login Page

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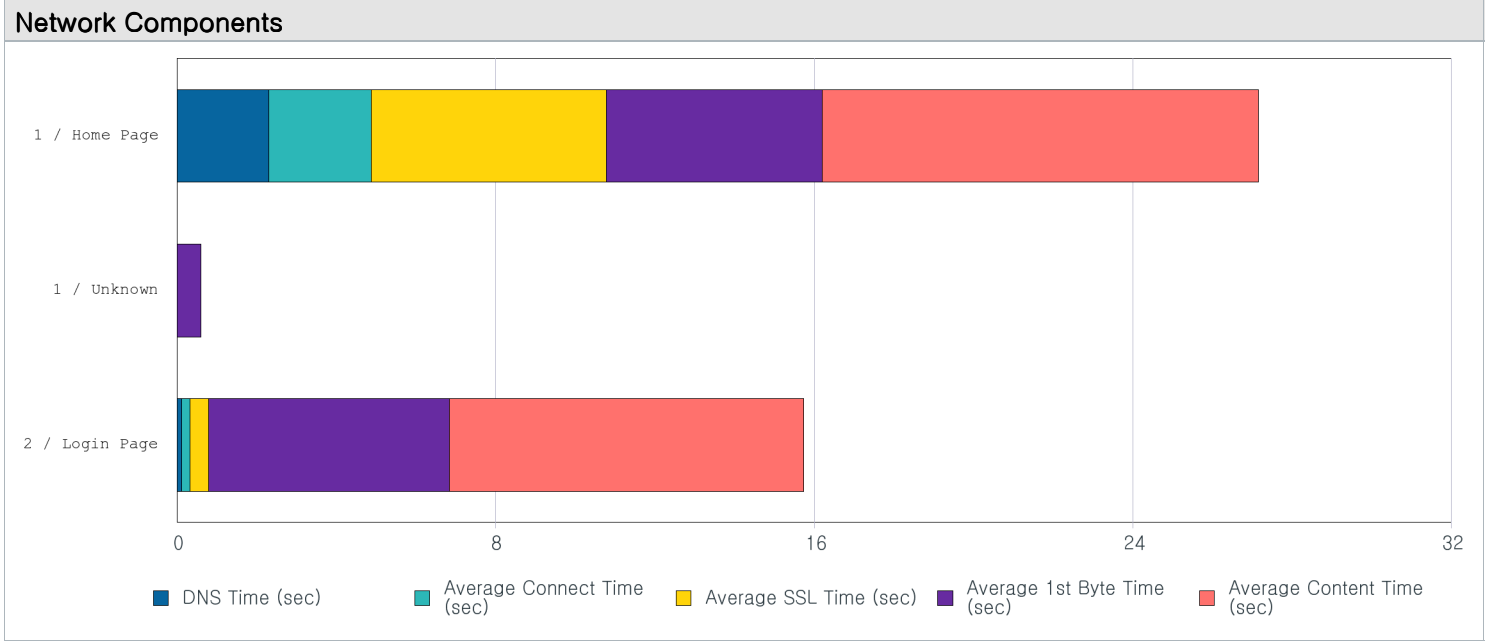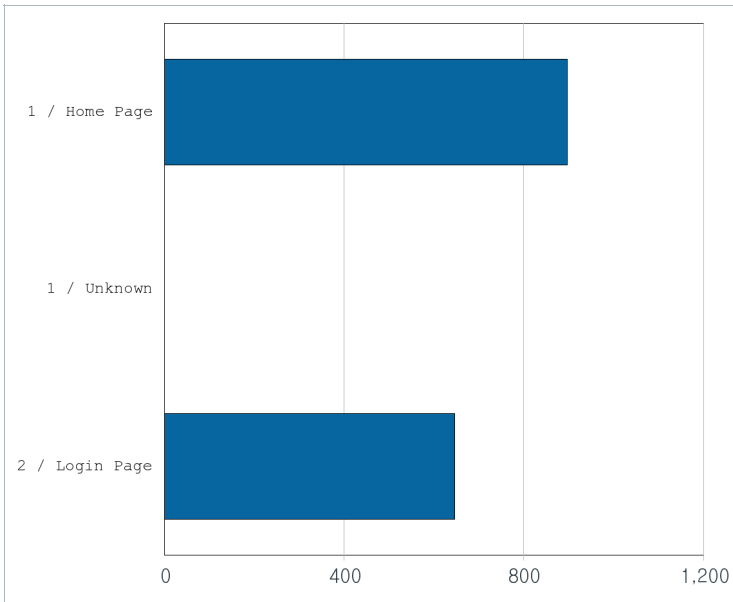
Time Period: Last Month (01 Mar 2015 00:00 to 01 Apr 2015 00:00) (GMT −05:00) Eastern Time (US & Canada); Bogota

Breakdown Summary
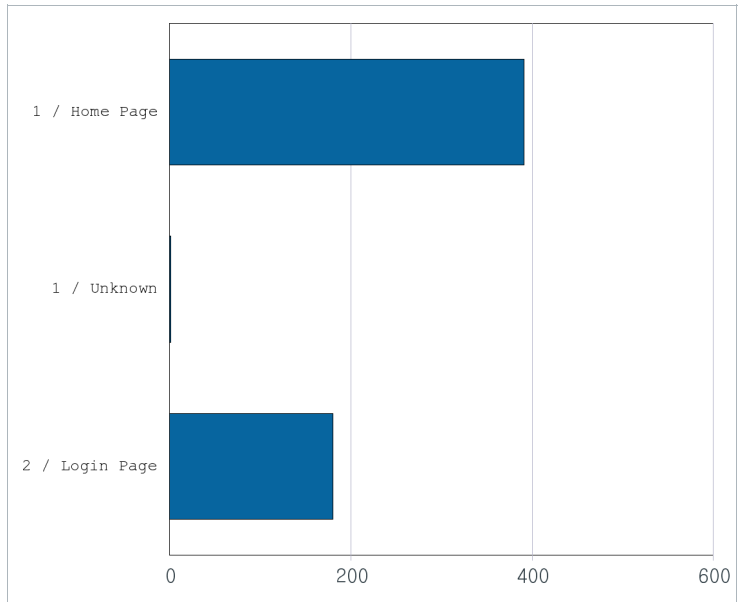
Network Components

Legend:
- DNS Time (sec)
- Average Connect Time (sec)
- Average SSL Time (sec)
- Average 1st Byte Time (sec)
- Average Content Time (sec)

Avg. KB Downloaded

Total Errors

Error Summary by Step

Pagename	Error	Description	Count
Step 1: Home Page	15000	System Related Errors	1
Step 1: Home Page	31002	Page Soft Timeout	207
Step 1: Home Page	31004	Wait for Page Complete Timeout	183

Performance Report

Error Summary by Step

Pagename	Error	Description	Count
Step 1: Unknown	31004	Wait for Page Complete Timeout	1
Step 2: Login Page	15001	User Script Failure	38
Step 2: Login Page	30500	Text Match Failed	131
Step 2: Login Page	31004	Wait for Page Complete Timeout	11

Definitions

AVAILABILITY (STEP):
The percentage of steps conducted during a specific period of time that completed successfully.
Calculated as: (Number of Successful Steps)/(Number of Successful Steps + Number of Failed Steps).
This is also called Step Success Rate.

AVAILABILITY (TEST):
The percentage of tests conducted during a specific period of time that completed successfully.
Calculated as: (Number of Successful Tests)/(Number of Successful Tests + Number of Failed Tests). This
is also called Test Success Rate.

CONNECT TIME:
A network component, the time (in seconds) that it takes to connect to a Web server across a network.
This provides an excellent measure of the network round−trip delay due to network traffic.

CONTENT TIME:
A network component, the time (in seconds) required to receive the content of a page or page component
starting with the receipt of the first content and ending with the last packet received.

DNS TIME:
A network component, the time (in seconds) it takes to translate the host name into the IP address − often
an outsourced service. DNS response times that are consistently longer than two seconds typically indicate
that one of the DNS servers is not responding.

FAILED STEPS:
The total number of steps during the time period that did not complete successfully. A step is considered
FAILED when any of the following conditions exist:
• No objects with HTTP response status code of 200 with failed objects
• Content match failure
• Byte limit failure
• User script failure
• Time out failure

FAILED TESTS:
The total number of tests during the time period that did not complete successfully. A test is considered
FAILED when a step within the test fails.

FIRST (1st) BYTE TIME:
A network component, the time it takes to receive the first byte of the page HTML, graphic object or other
web component after the TCP connection is completed. Overloaded web servers often have a long first
byte time.

KB:
Total number of kilobytes (kibibytes) downloaded from the initial request until the last connection closes,
calculated as (Bytes Downloaded/1024). The metric in this report is the (arithmetic) average per test
across all test runs.

NETWORK COMPONENT METRICS:
Metrics that provide visibility into how the network time is spent in order to provide more information about
the nature of time needed to download a web page. Times for each component are calculated in the
following manner: every individual test execution sums the total time for a particular component within that
test execution, inclusive of all objects and connections. An average of those sums is then charted over the
time breakdown requested. Network Components include DNS Time, Connect Time, SSL Time, First Byte
Time (1st Byte Time), and Content Time.

OBJECTS:
An object is a single downloaded file such as HTML, a GIF image, a Java application, or a Shockwave file or response status code header. This is Total Objects, and is comprised of Successful objects (response codes 200-298), Failed objects (response codes 400 to 20099) and objects that were partially downloaded but the test initiated the next navigation before the download was complete (response code 299). In this report the metric is the (arithmetic) average of the count in successful test runs during the time period.

RESPONSE TIME:
For full-object tests, and for Firefox and Chrome no object tests – The time, as measured in seconds, from when a user clicks on a link to the time when the last content is downloaded.   This includes the time to collect all objects on all steps of the test, including 3rd party content form off-site servers, graphics, frames, and redirection.

For Internet Explorer and UTA no-object tests – the time, as measured in seconds, from when a user clicks on the link to the time when the root object is downloaded.

RESPONSE TIME AVERAGE:
The arithmetic mean for all successful tests or steps in the selected time period.

RESPONSE TIME MEDIAN:
The middle value for response time for all successful tests/steps in the selected time period. If there is an even number of test runs, it is the average of the two middle numbers.

RESPONSE TIME (PERCENTILE):
The average response time below which X% of the response time measurements can be found.

SSL TIME:
A network component, the time (in seconds) it takes a client to send a request to connect to the server, the server to send the signed certificate, and the client to make a handshake with the server. When the machines that provide SSL termination at your website are overloaded, SSL times will increase.

SUCCESSFUL STEPS:
The number of steps that completed successfully during the selected time period. Also called Valid Steps.

SUCCESSFUL TESTS:
The number of tests that completed successfully in the selected time period. Also called Valid Tests.

TEST TYPE:
Indicator of the kind of testing location. Options are Backbone or Mobile nodes, and Last Mile or Private Last Mile peers.

TOTAL STEPS:
The number of steps executed in the selected time period.

TOTAL TESTS:
The number of tests executed in the selected time period. Total Tests is equal to Valid Tests plus Failed Tests.