







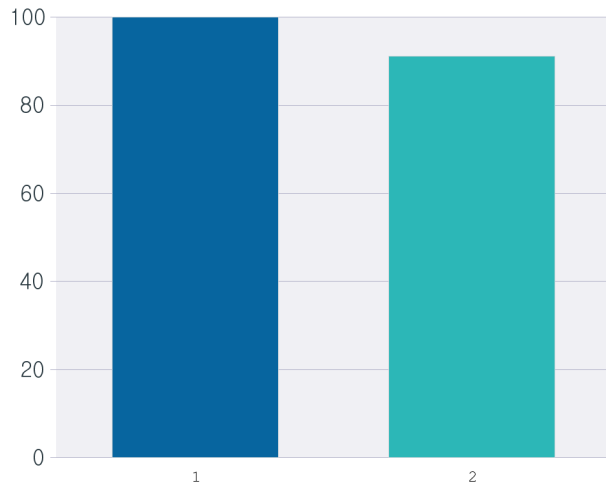
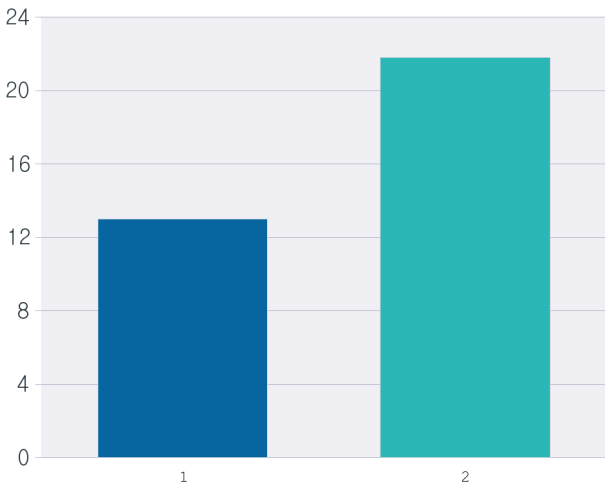
Prepared For: QA – Test Power End User1

Refresh Date: 03 Apr 2015 10:34

Time Period: Yesterday (02 Apr 2015 00:00 to 03 Apr 2015 00:00)

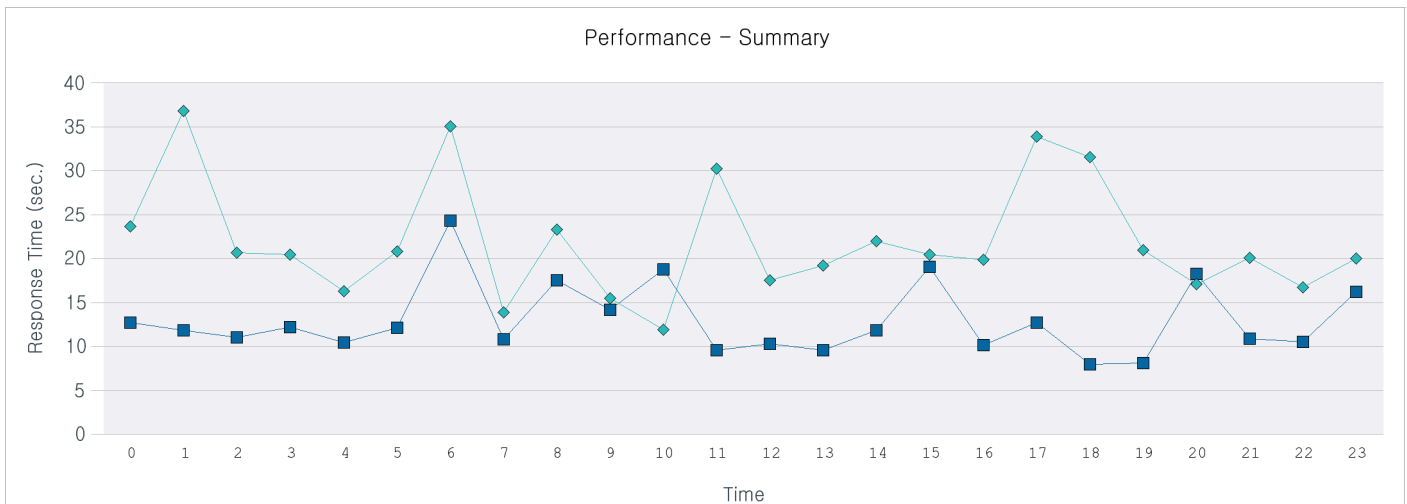
(GMT -05:00) Eastern Time (US & Canada); Bogota

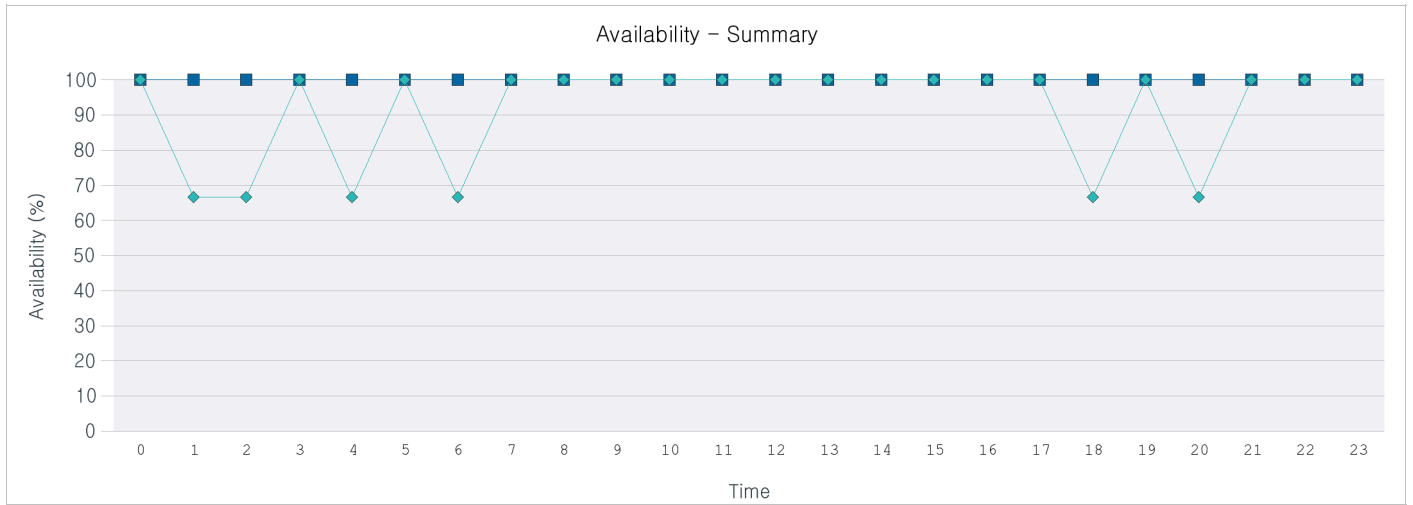
Test Name	Type	# Steps	Average Response Time (sec)	Availability (%)
1  www.healthcare.gov login page – 13-Feb-2014 23:25:21 – 1 – FF Agent	Backbone	2	13.00 	100 
2  www.healthcare.gov login page – 13-Feb-2014 23:25:21 – 2 – Chrome Agent	Backbone	2	21.81 	91.18 



Average Response Time

Average Availability



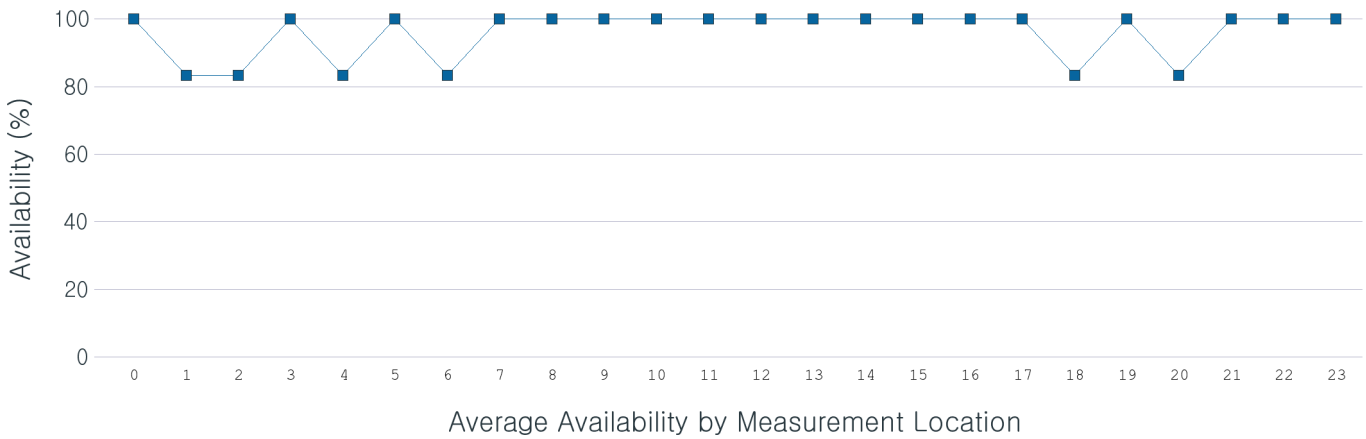
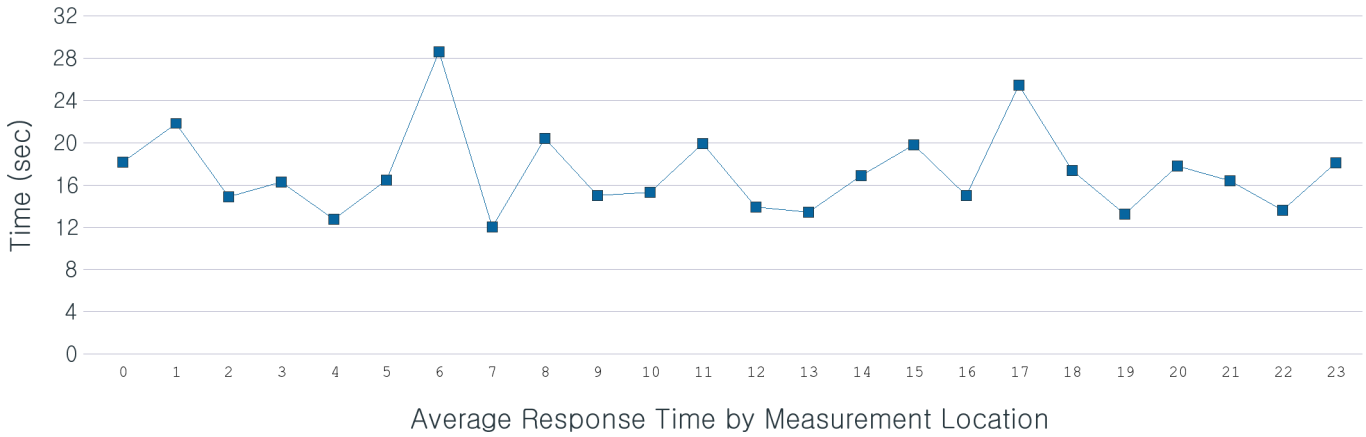


## Service Level by Location

Yesterday (02 Apr 2015 00:00 to 03 Apr 2015 00:00) (GMT -05:00) Eastern Time (US & Canada); Bogota

### Backbone Locations

Name	Average Response Time (sec)	Average Test Availability (%)	Valid Tests	Failed Tests	Total Tests	Valid Steps	Failed Steps	Total Steps
■ QALVC9BA11 (DC9)	17.20 <span style="color: red;">■</span>	95.59 <span style="color: orange;">■</span>	130	6	136	262	6	268



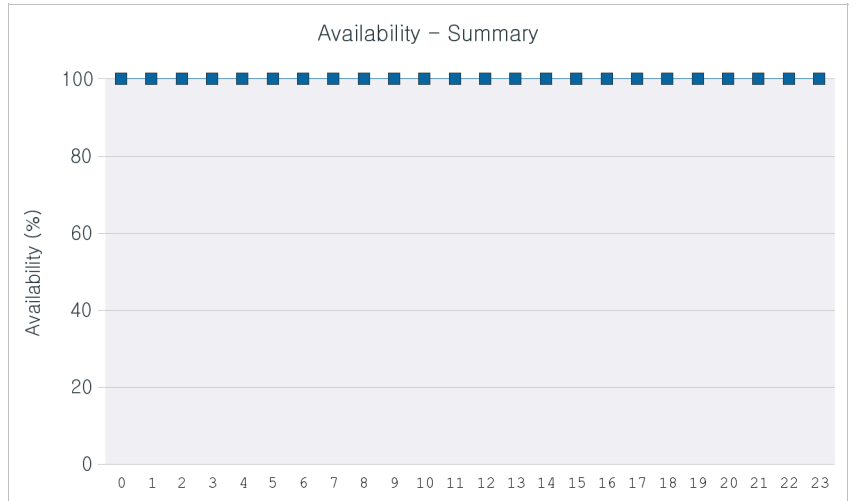
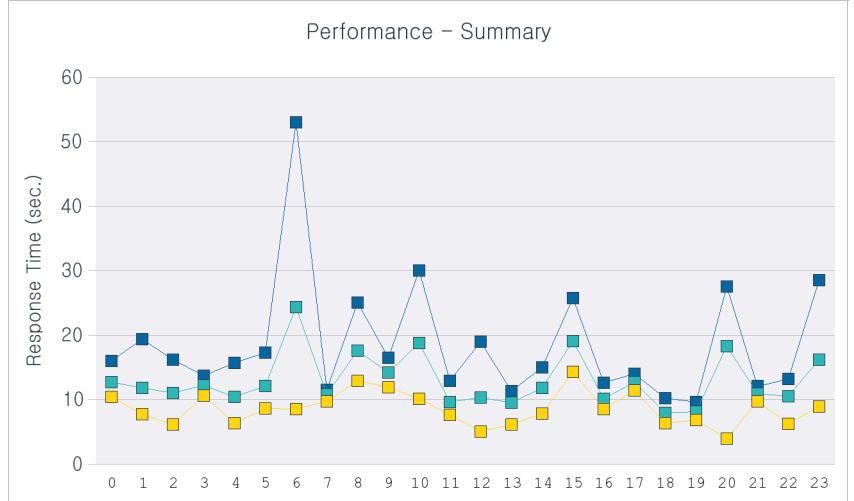
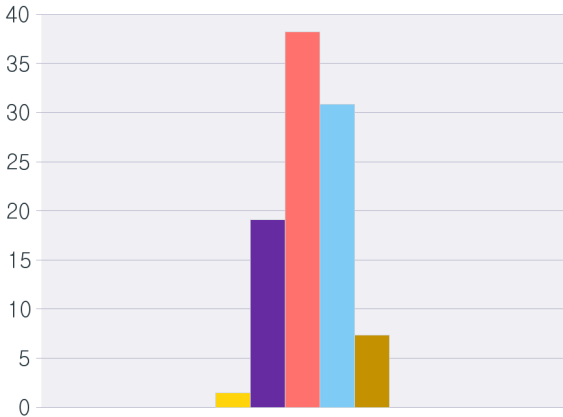
**Selected Test:** www.healthcare.gov login page – 13-Feb-2014 23:25:21 – 1 – FF Agent

Yesterday (02 Apr 2015 00:00 to 03 Apr 2015 00:00) (GMT -05:00) Eastern Time (US & Canada); Bogota

Type	Average Response Time (sec)	Average Test Availability (%)	Valid Tests	Failed Tests	Total Tests	Valid Steps	Failed Steps	Total Steps
Backbone	13	100	68	0	68	136	0	136

Response Time Totals	
Maximum	52.96
Average	13.00
Minimum	4.00

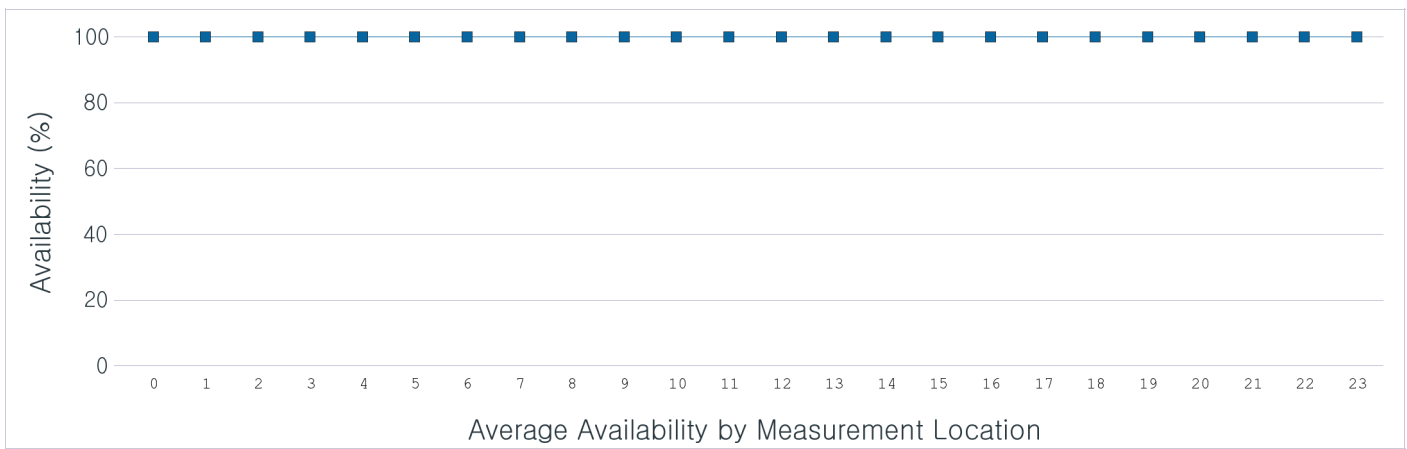
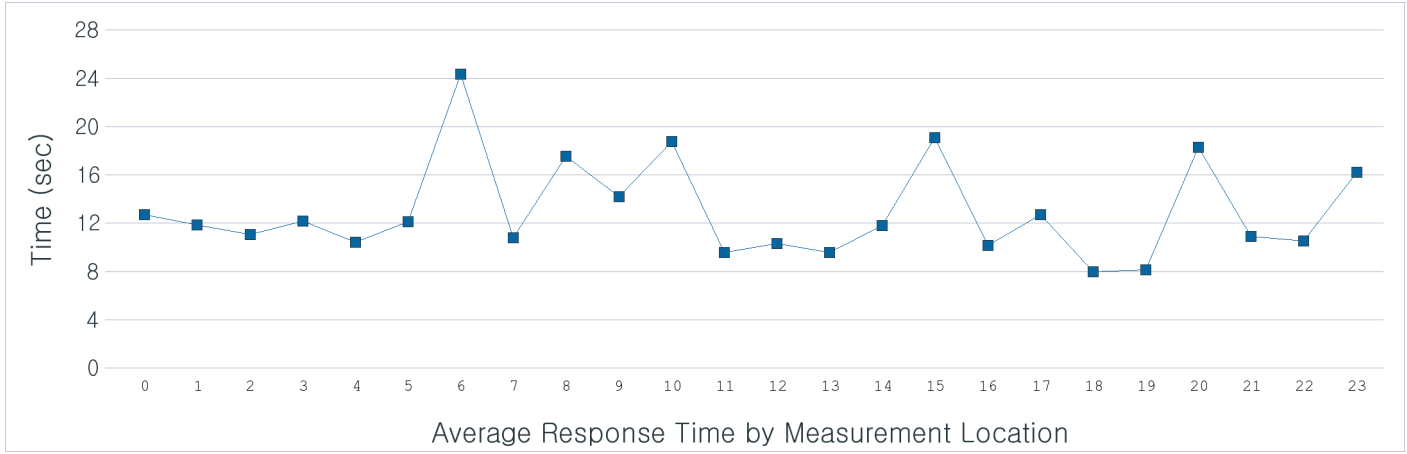
Response Time Distribution		
Distribution (sec)		%
0 – 0.5		0.00
0.5 – 2.0		0.00
2.0 – 5.0		1.47
5.0 – 8.0		19.12
8.0 – 12.0		38.24
12.0 – 20.0		30.88
20.0 – 30.0		7.35
30.0 +		2.94
Failures		0.00%



**Error Summary by Step**

None

Name	Average Response Time (sec)	Average Test Availability (%)	Valid Tests	Failed Tests	Total Tests	Valid Steps	Failed Steps	Total Steps
■ QALVC9BA11 (DC9)	13.00 <span style="color: red;">■</span>	100 <span style="color: green;">■</span>	68	0	68	136	0	136



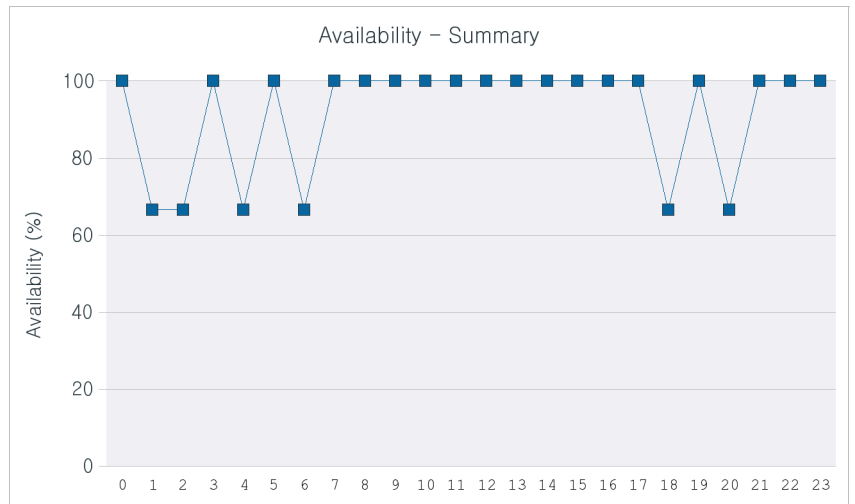
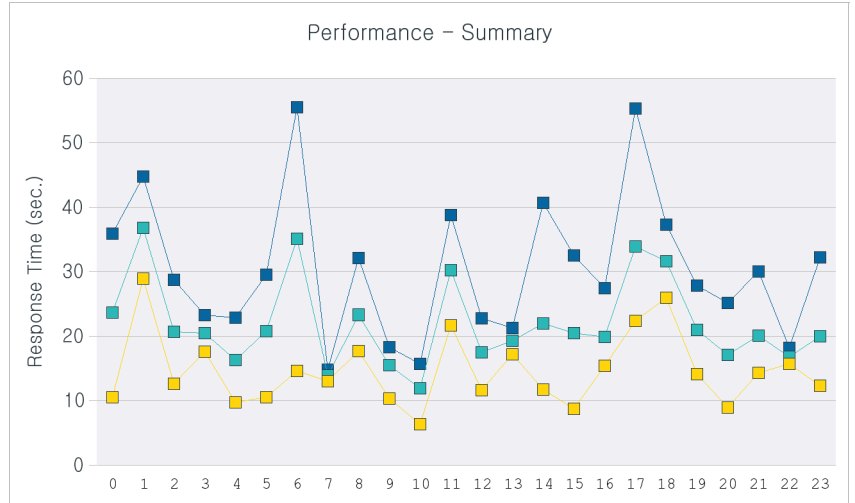
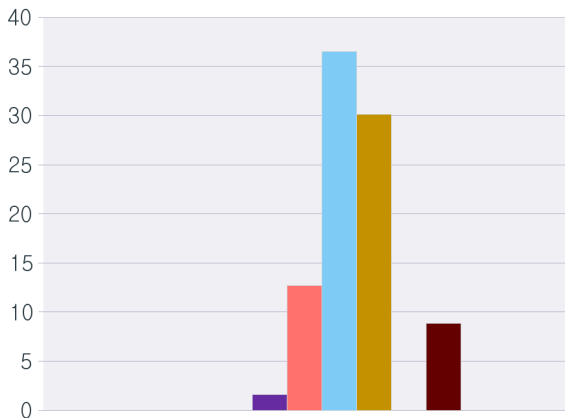
**Selected Test:** www.healthcare.gov login page – 13-Feb-2014 23:25:21 – 2 – Chrome Agent

Yesterday (02 Apr 2015 00:00 to 03 Apr 2015 00:00) (GMT -05:00) Eastern Time (US & Canada); Bogota

Type	Average Response Time (sec)	Average Test Availability (%)	Valid Tests	Failed Tests	Total Tests	Valid Steps	Failed Steps	Total Steps
Backbone	21.81	91.18	62	6	68	126	6	132

Response Time Totals	
Maximum	55.51
Average	21.81
Minimum	6.31

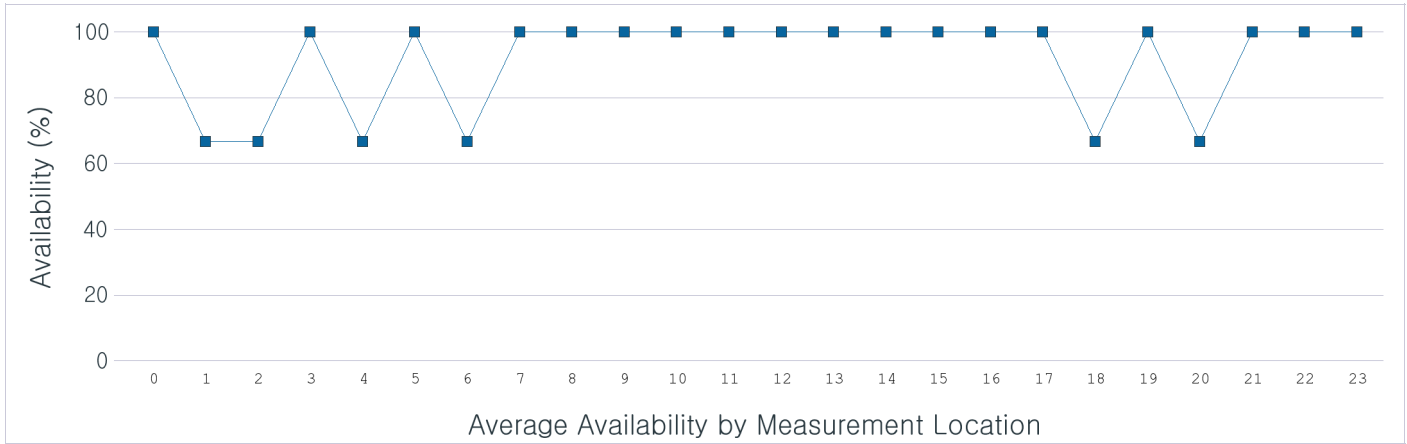
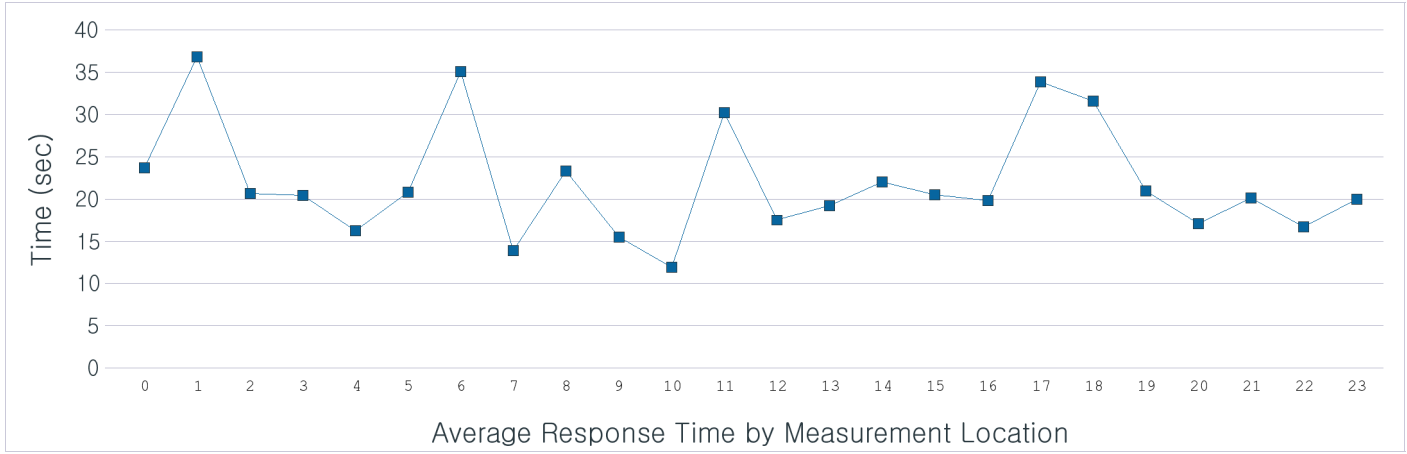
Response Time Distribution		
	Distribution (sec)	%
■	0 – 0.5	0.00
■	0.5 – 2.0	0.00
■	2.0 – 5.0	0.00
■	5.0 – 8.0	1.59
■	8.0 – 12.0	12.70
■	12.0 – 20.0	36.51
■	20.0 – 30.0	30.16
■	30.0 +	18.25
■	Failures	8.82%



**Error Summary by Step**

Error	Description	Count
30500	Text Match Failed	1
31002	Page Soft Timeout	5

Name	Average Response Time (sec)	Average Test Availability (%)	Valid Tests	Failed Tests	Total Tests	Valid Steps	Failed Steps	Total Steps
QALVC9BA11 (DC9)	21.81 <span style="color: red;">■</span>	91.18 <span style="color: red;">■</span>	62	6	68	126	6	132



## Definitions

### AVAILABILITY

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

### 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.

### LOCATION:

Where a particular test was run. Depending on the test type, this can be called a site, node, or peer population.

### 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 from 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 DISTRIBUTION

The percentage of test runs that have response times within the given response time ranges.

### RESPONSE TIME MAXIMUM:

The longest response time for all successful tests in the selected time period.

### RESPONSE TIME MINIMUM:

The shortest response time for all successful tests in the selected time period.

### SERVICE LEVEL THRESHOLDS:

Values entered by the user or calculated automatically by the report, used to categorize performance metrics as Good, Warning, or Severe.

### TYPE:

They kind of synthetic test being run. Options are Backbone, Mobile, Last Mile and Private Last Mile.

### VALID STEPS:




The number of steps that completed successfully during the selected time period.

### VALID TESTS:



The number of tests that completed successfully in the selected time period.



## Availability Threshold

- Severe:  95 %
- Warning:  98 %
- Good:  Greater than 98 %

## Response Time Threshold

- Severe:  6 Seconds
- Warning:  4 Seconds
- Good:  Less than 4 Seconds
- N/A: 