

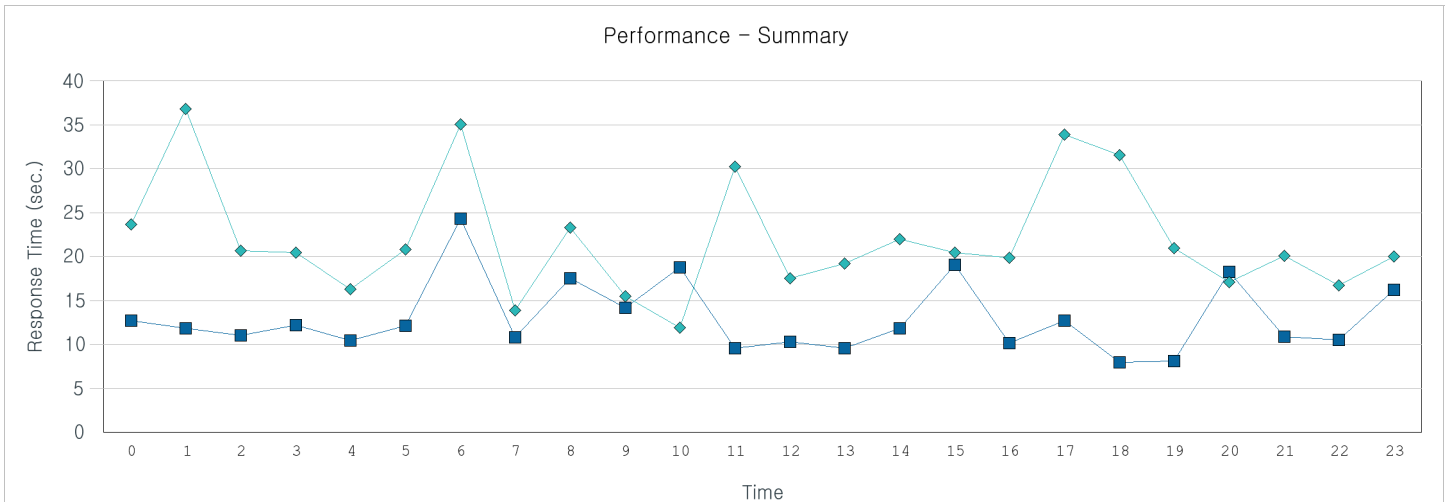
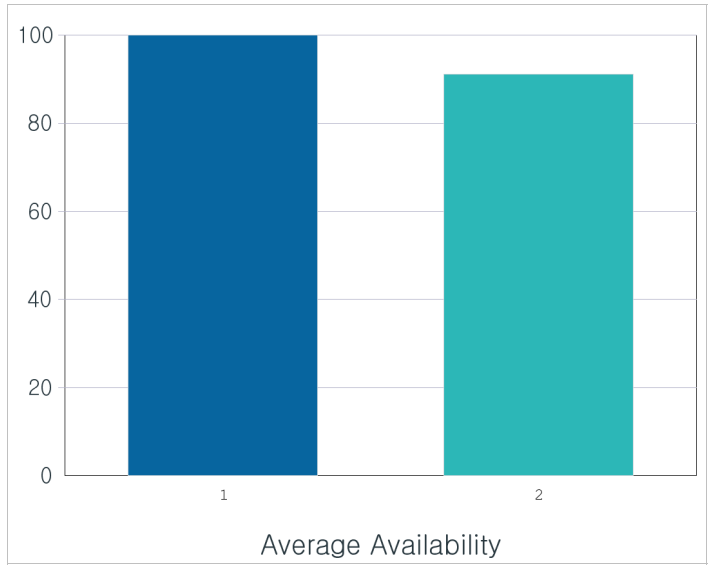
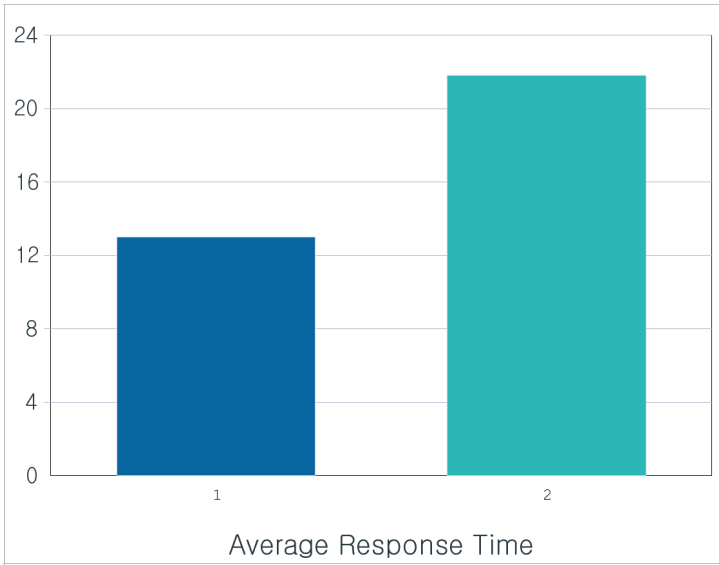
Prepared For: QA – Test Power End User1

Refresh Date: 03 Apr 2015 10:38

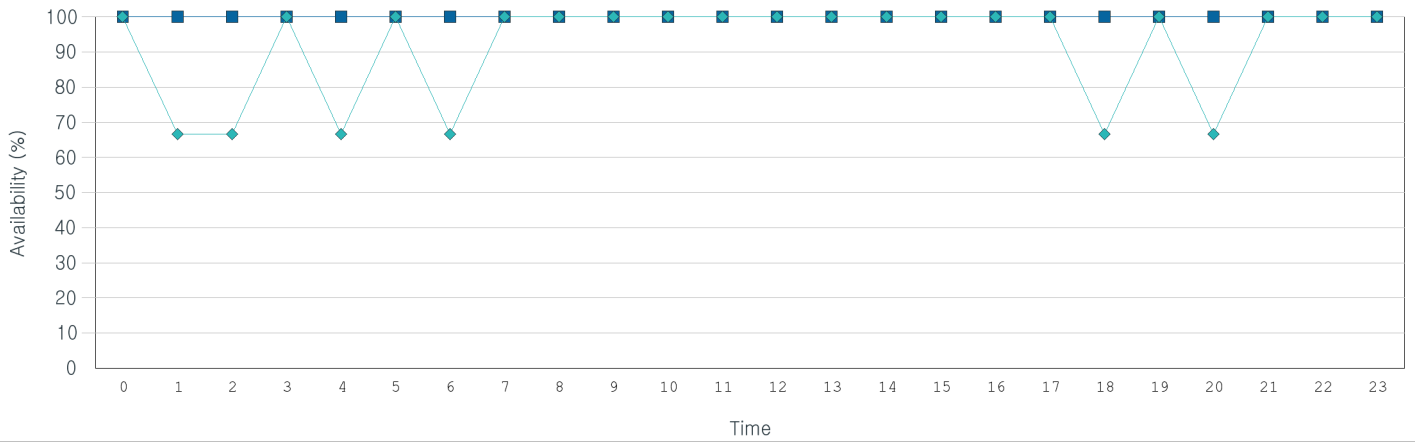
Time Period: Yesterday (02 Apr 2015 00:00 to 03 Apr 2015 00:00)

(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



Availability - Summary



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.

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.

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.

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: ■