

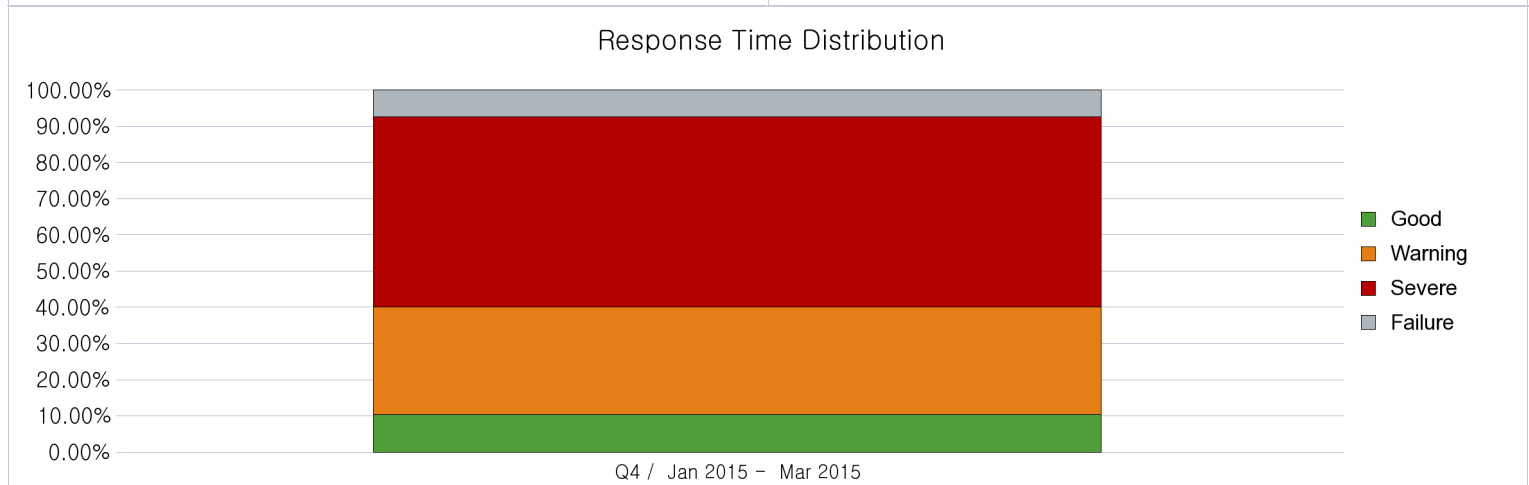
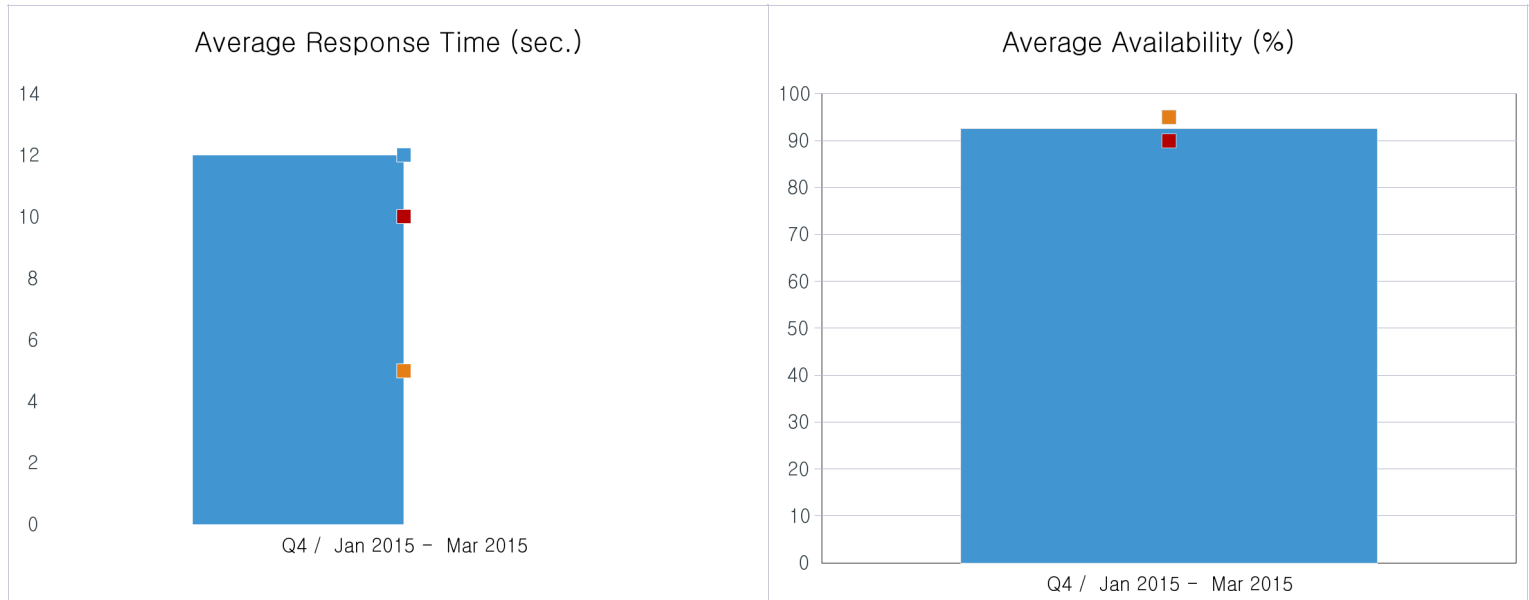
Prepared for: QA – Test Power End User1

Refresh Date: 03 Apr 2015 10:44

Time Period: 01 Apr 2014 00:00 to 01 Apr 2015 00:00 (GMT -05:00) Eastern Time (US & Canada); Bogota

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

Trend By Quarter



	Jan 2015 – Mar 2015
Average Response Time (sec.)	■ 12.004
Good < (5 Seconds) %	10.34
Warning (5 sec – < 10 sec %	29.74
Severe (10 sec +) %	52.49
Failure %	7.43
Average Availability	■ 92.57
Total Tests	5938
Total Steps	11814
Successful Steps	11373
Failed Tests / Steps	441

Definitions

RESPONSE TIME:

Response time measures the end-to-end time elapsed while downloading each Web page or the entire multistep transaction process. This includes the base HTML page and any referenced objects, third-party content, JavaScript and Cascading Style Sheets and other Web content.

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.

AVAILABILITY:

Availability measures the percentage of successfully completed tests out of total test attempts for the period. It is calculated as: $(\text{Number of Successful Tests}) / (\text{Number of Successful Tests} + \text{Number of Failed Tests})$

RESPONSE TIME DISTRIBUTION:

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

SERVICE LEVEL THRESHOLDS:

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

Availability Threshold

- Severe: ■ 90 %
- Warning: ■ 95 %
- Good: ■ Greater than 95 %

Response Time Threshold

- Severe: ■ 10 Seconds
- Warning: ■ 5 Seconds
- Good: ■ Less than 5 Seconds
- Failure: ■