

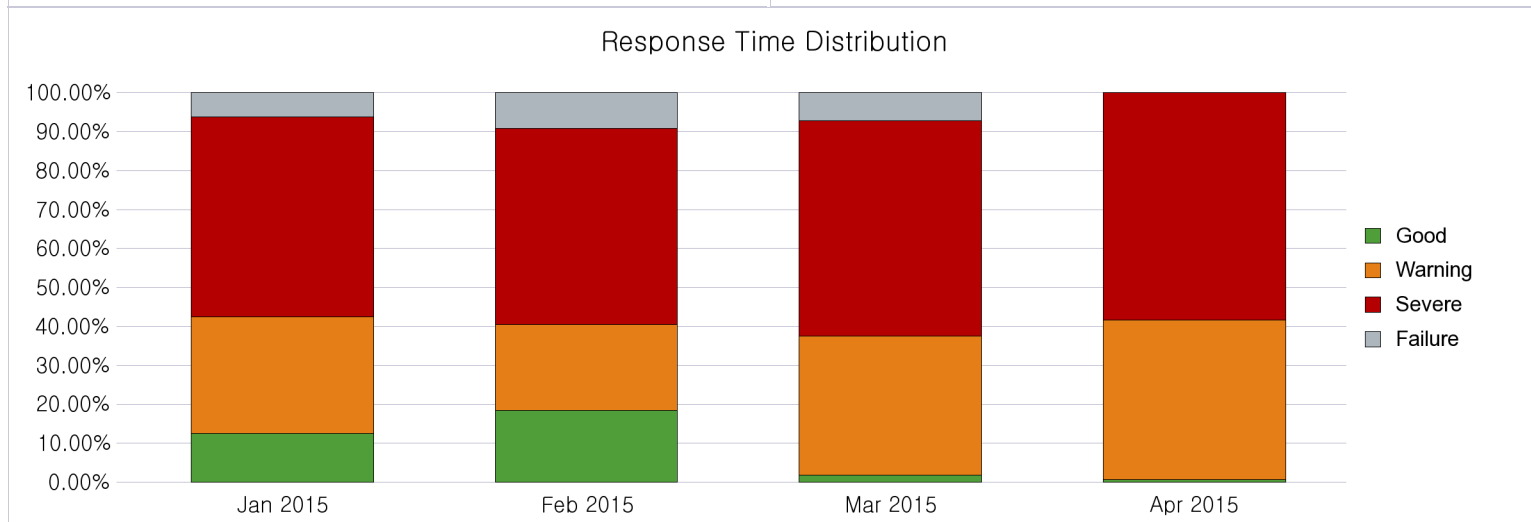
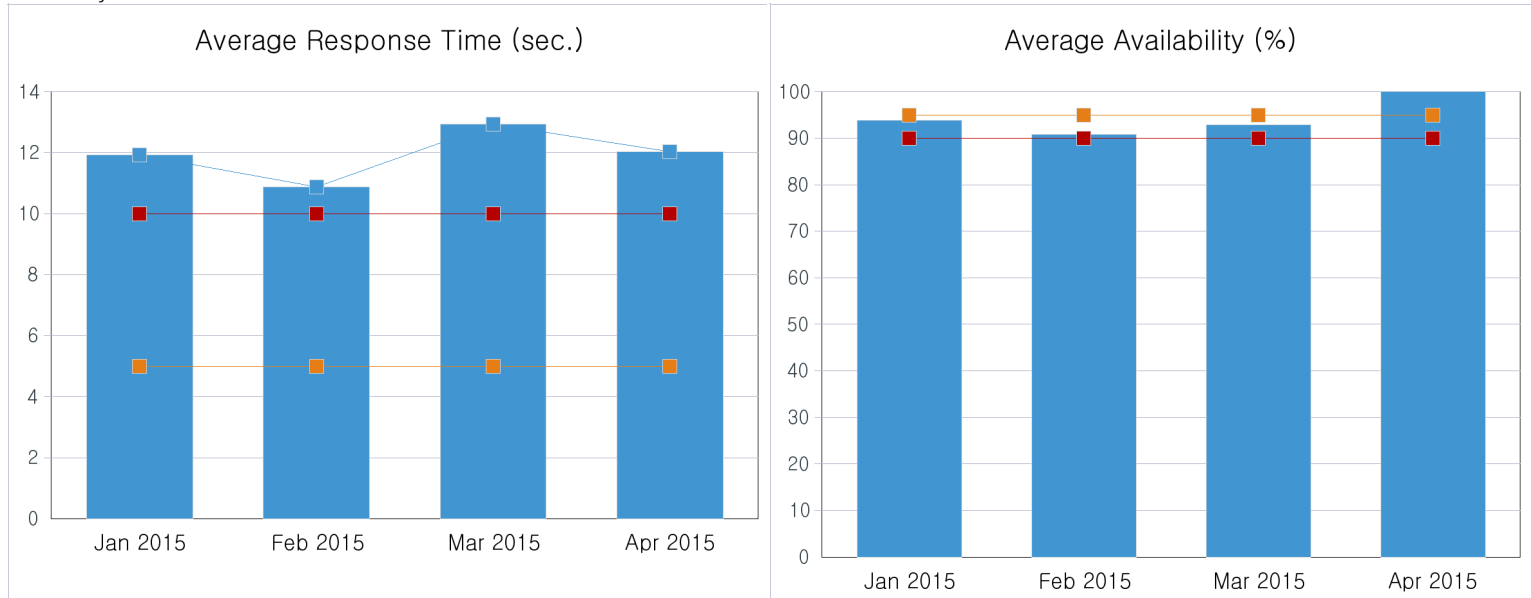
Prepared for: QA – Test Power End User1

Refresh Date: 03 Apr 2015 10:44

Time Period: (01 Mar 2014 00:00 to 03 Apr 2015 10:44) (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 Month



| | Jan 2015 | Feb 2015 | Mar 2015 | Apr 2015 |
|---------------------------------|----------|----------|----------|----------|
| Avg Response Time (sec.) | 11.936 | 10.884 | 12.944 | 12.041 |
| Good % | 12.58 | 18.47 | 1.78 | 0.6 |
| Warning % | 29.96 | 21.96 | 35.77 | 41.07 |
| Severe % | 51.27 | 50.43 | 55.26 | 58.33 |
| Failure % | 6.19 | 9.15 | 7.18 | |
| Avg Availability | 93.81 | 90.85 | 92.82 | 100 |
| Total Tests | 2003 | 1749 | 2186 | 168 |
| Total Steps | 4003 | 3439 | 4372 | 336 |
| Successful Steps | 3879 | 3279 | 4215 | 336 |
| Failed Tests / Steps | 124 | 160 | 157 | 0 |

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