

## CruzTime Quarterly Report

### CruzTime Performance Measures

Quarterly Report October: April - June 2009

#### CruzTime Performance Indicators

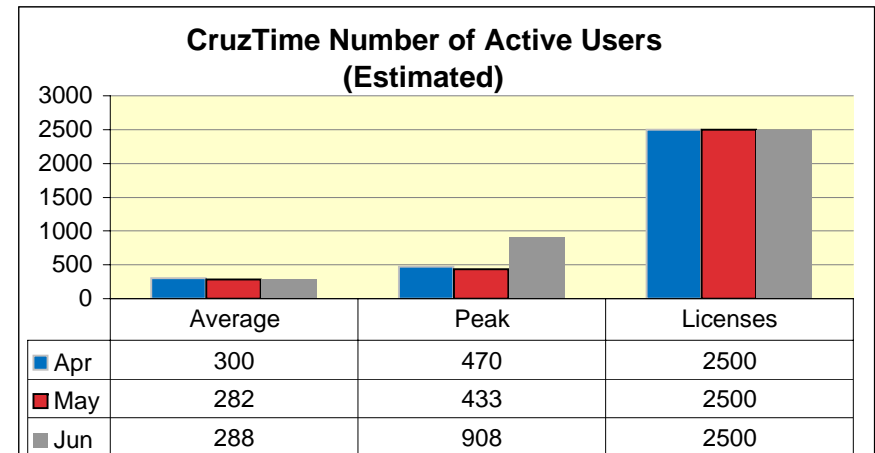
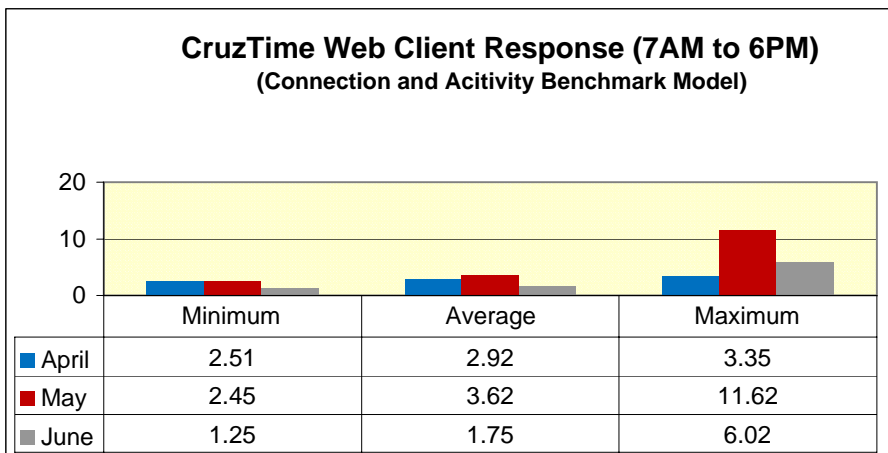
#### Performance Indicators: System Availability and Responsiveness

**What are these graphs?** Response reporting graphs track the timeliness and responsiveness of the calendar system.

**Where does the information come from?** This information is retrieved from our performance benchmark tracking.

**How do we use this information?** This information is used to track the speed of CruzTime response time and identify slow performance periods.

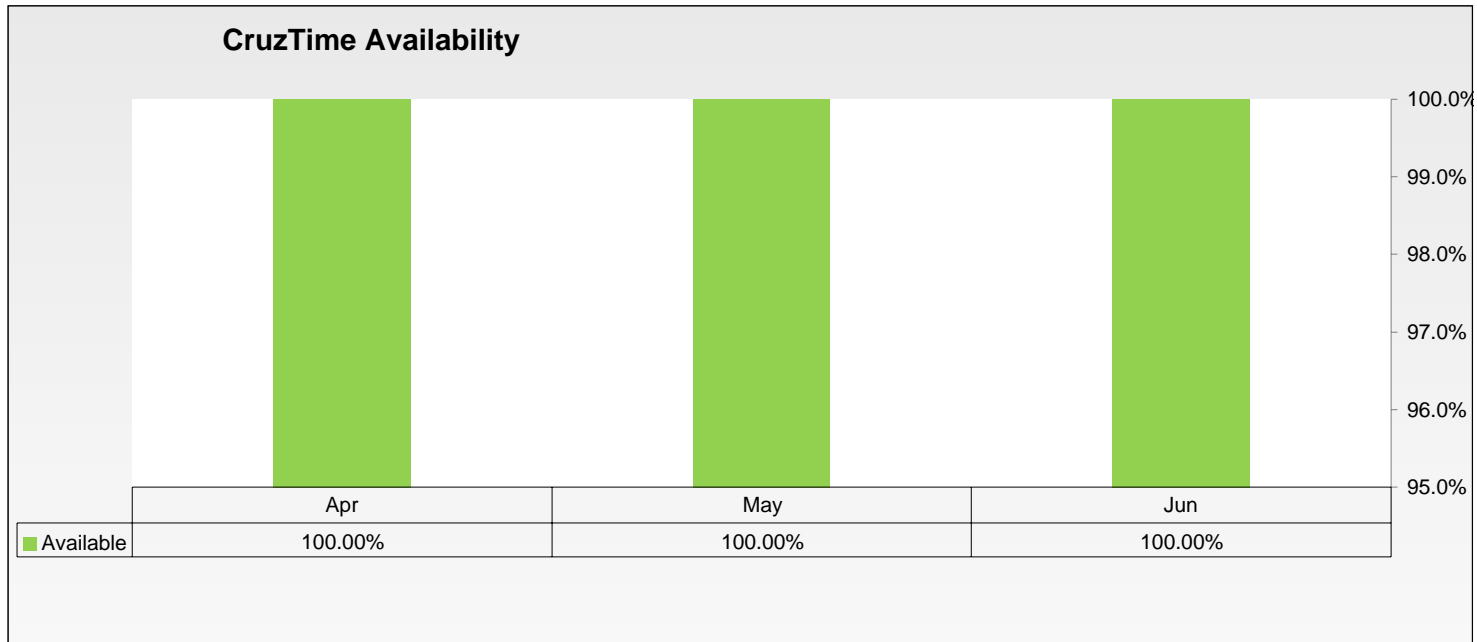
#### 1. Web Client Response is to be under 4 seconds on average.



Note: Overall performance continues to meet expectations.

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### 2. CruzTime Availability: Goal - CruzTime will be available 99% of the time.



Notes: While there were several planned maintenance events this quarter, no unplanned events were logged during this period.

### 3. Support Response time separately reported as part of the Global Metrics