

**CruzTime Performance Measures**  
**Quarterly Report July - September 2008**

**CruzTime Performance Indicators**

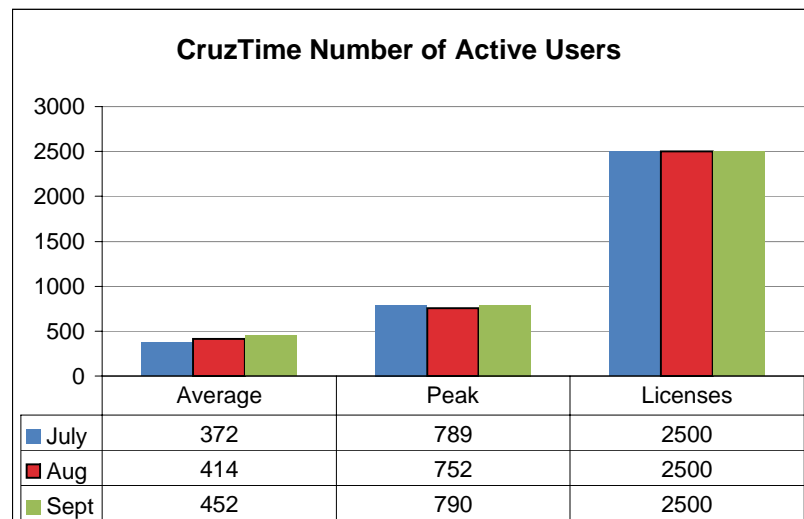
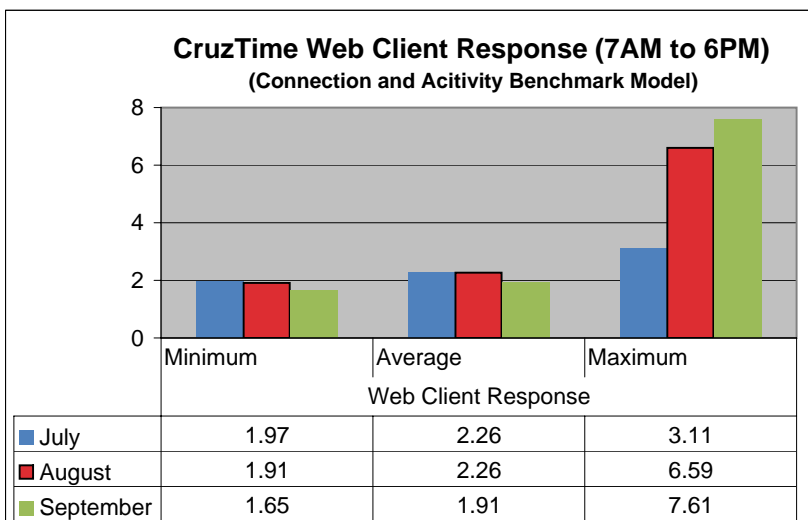
**Performance Indicators: System Availability and Responsiveness**

**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 statistics scanning.

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

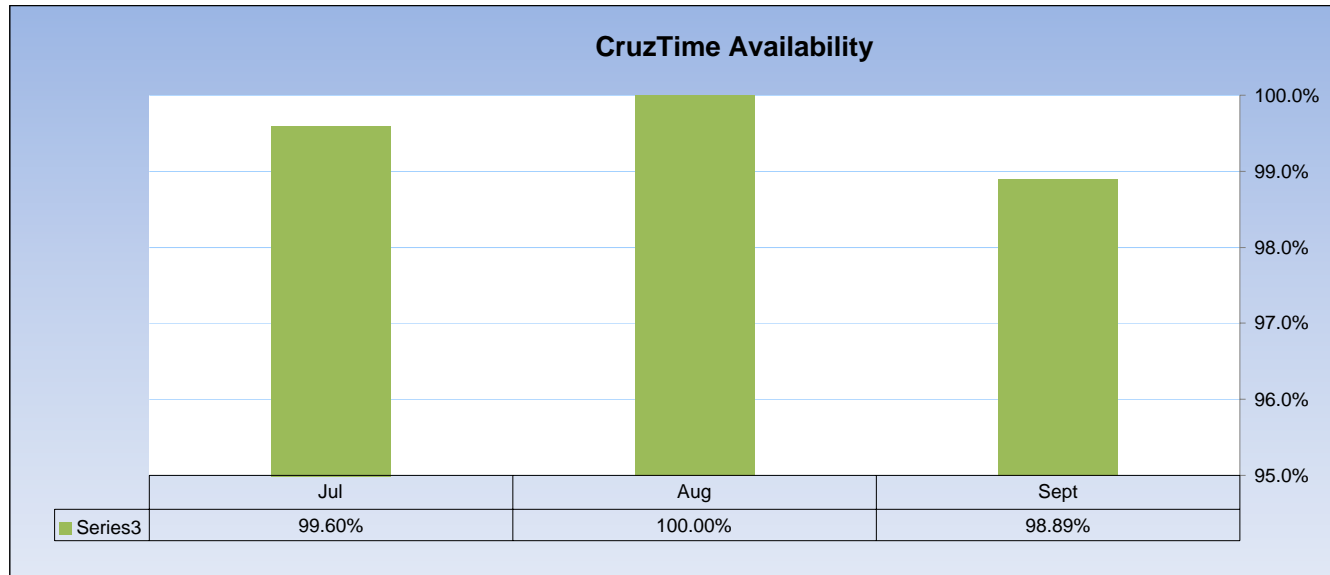
**1. Web Client Response is to be under 4 seconds on average.**



Note: Some performance delays were experienced in September but the average response time was good. Summertime calendar usage is down and that is typical. Average Web Client Response for July-September was 2.14

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

CruzMail Quarterly Report



Notes: Short unplanned downtime was experience in September due to power outages and a temporary disk management problems  
The summer CruzTime improvement project was successful and we upgraded the application and instituted new operating procedures  
Average CruzTime availability for July-September was %99.5

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