

**CruzTime Performance Measures**

**Quarterly Report October - December 2008**

**CruzTime Performance Indicators**

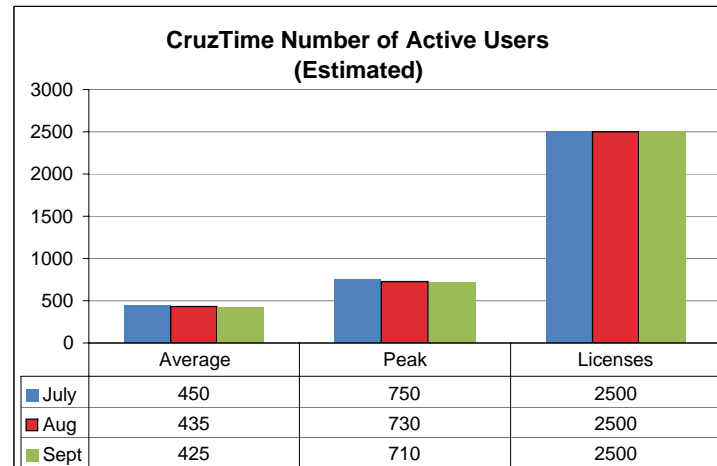
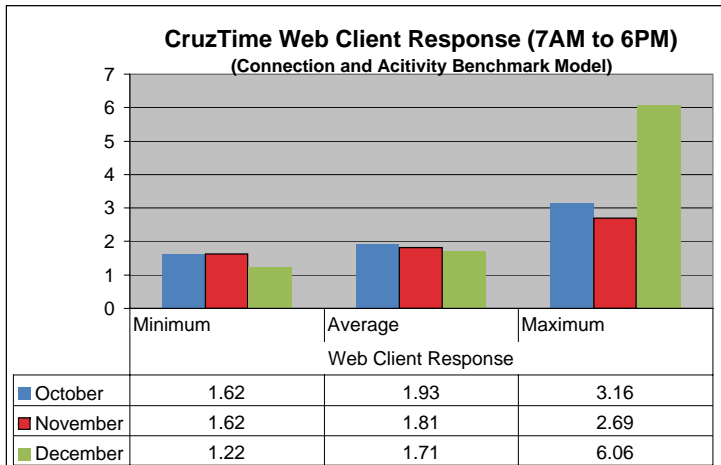
**Performance Indicators: System Availability and Responsiveness**

**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.

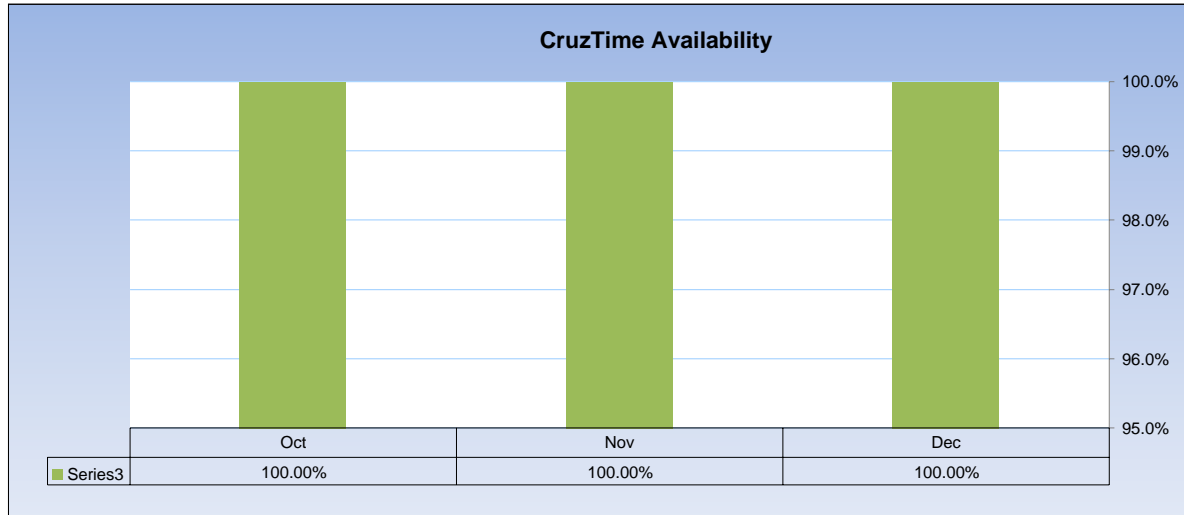
**How do we use this information?** This information is used to track the speed of CruzTime response time and identify slow performance periods.

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



Note: Some performance delays were experienced in December but the average response improved over last quarter. During December, the service team installed a new RAID disk configuration with improvements in both read and write time. Average Web Client Response for July-September was 2.14, and this quarter it improved to 1.81, a 15% improvement.

**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. The summer CruzTime improvement project was successful and we continued to improve Cruztime through December when we installed the new disk configuration. Average CruzTime availability for July-September was %99.5 and the current quarter experienced no unplanned downtime resulting in a 100% uptime report.

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