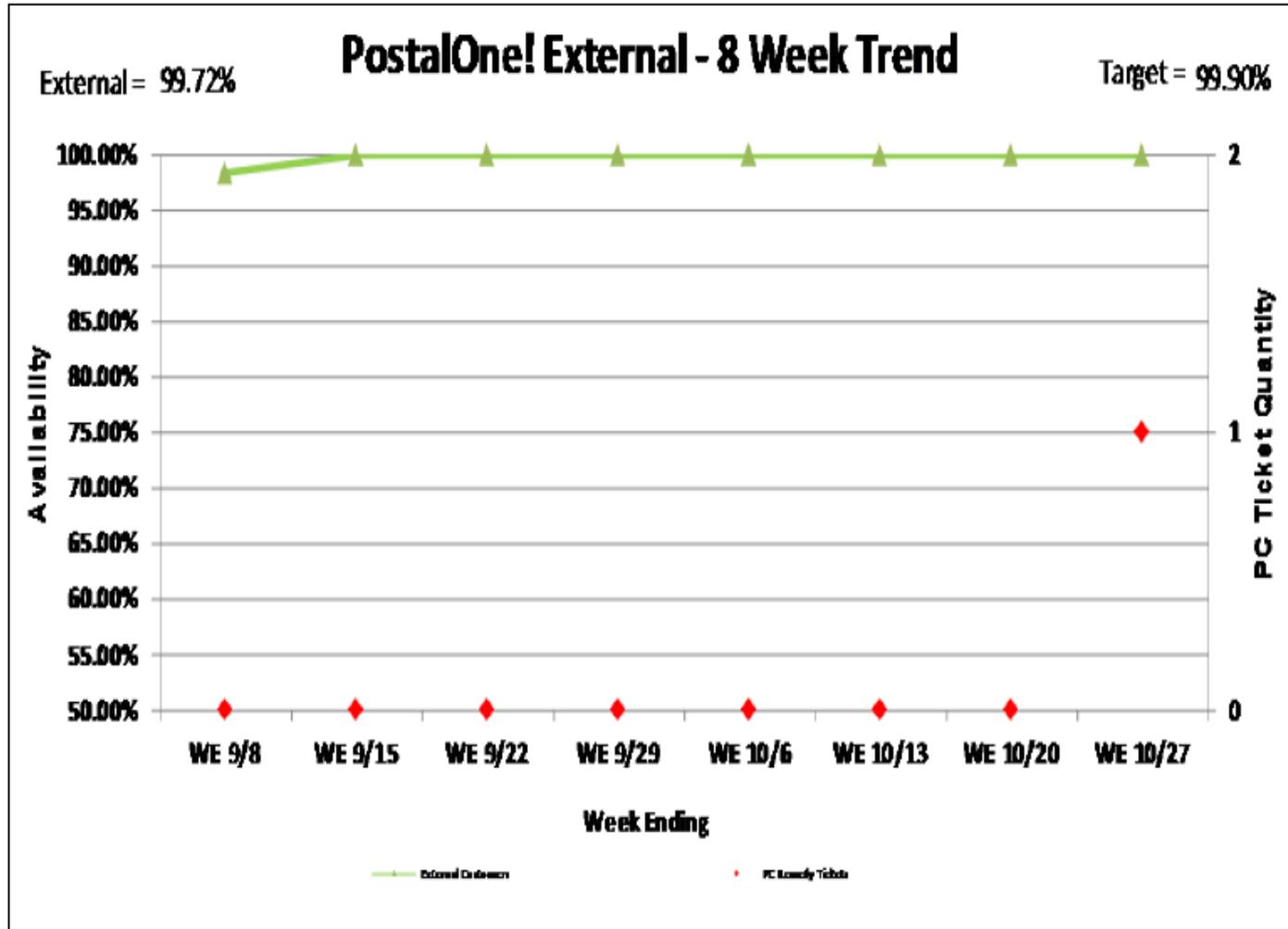


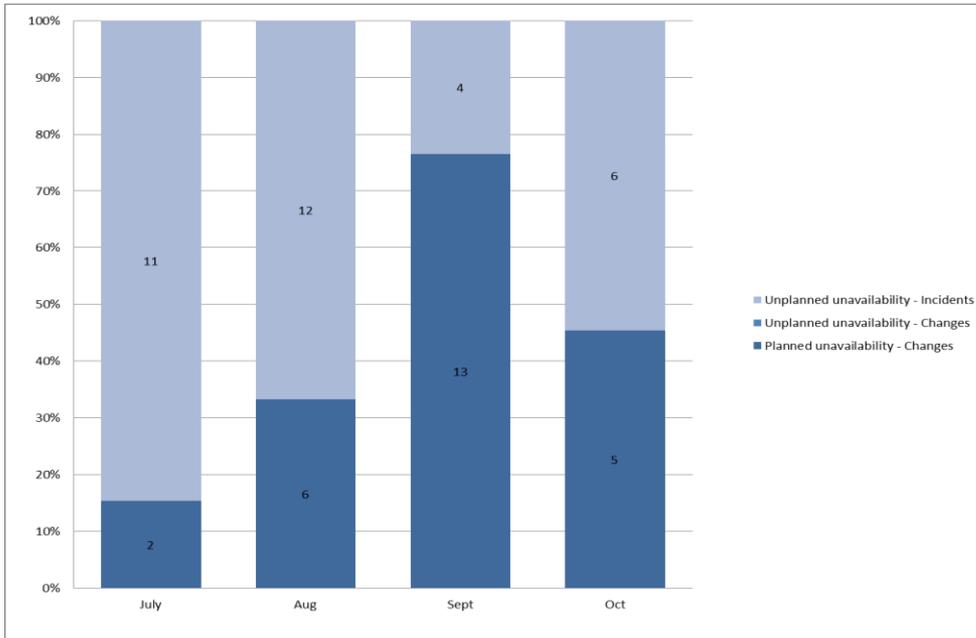
Full Service Performance Metrics

10/30/2013

- **System Availability Metrics**
 - 8 week trend
 - KPIs requested by the work group
- **Performance Metrics - Full Mailing Life Cycle**
 - eDoc processing
 - MicroStrategy Reports
 - Full Service Feedback timing
- **Appendix**
 - Detailed Performance Metrics



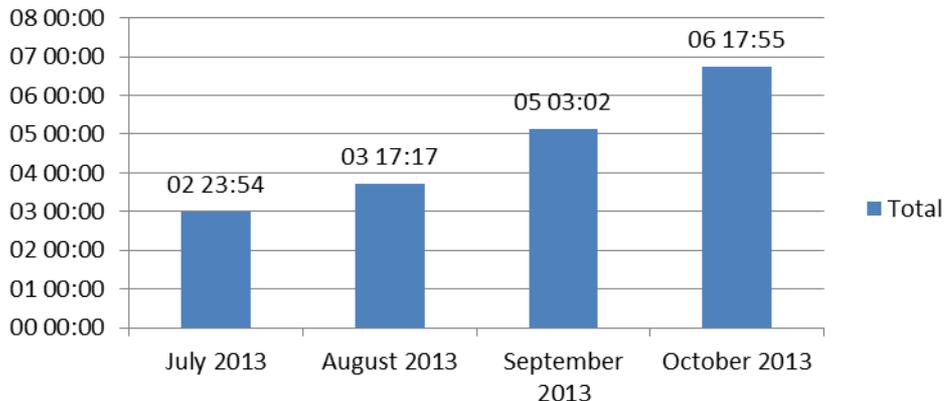
Percentage of actual uptime relative to the total planned uptime.



Outages / Availability:

- [% of outage due to changes \(planned unavailability\)](#) Percentage of outage (unavailability) due to implementation of planned changes, relative to the service hours.
- [% of unplanned outage/unavailability due to changes](#) Percentage of unplanned outage (unavailability) due to the implementation of changes into the infrastructure. Unplanned means that the outage (or part of the outage) was not planned before implementation of the change.
- [% of outage due to incidents \(unplanned unavailability\)](#) Percentage of outage (unavailability) due to incidents in the IT environment, relative to the service hours.
- [Mean-time between failure \(MTBF\)](#) The average time between critical incidents over a given period, i.e. the average time the application will function before failing. 4

Mean-Time Between Failure



Mail.dat eDoc End-to-End Processing Time

Week ending 10/27/2013	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 30 minutes	Under 1 hour	Under 2 hours	Under 4 hours	Under 6 hours
% of Jobs that met SLA	96.65%	96.84%	98.50%	100.00%	90.00%
Total Job Count	44,067	2,567	467	57	10
Jobs Not Meeting SLA	1476	81	7	0	1
Average E2E Processing Time (HH:MM:SS)	00:04:40	00:08:41	00:23:43	01:14:53	03:46:36
Min E2E Processing Time (HH:MM:SS)	00:00:36	00:00:59	00:03:50	00:15:05	00:46:39
Max E2E Processing Time (HH:MM:SS)	03:00:53 (Queued time 03:00:09)* <i>CI 839312</i>	02:37:01 (Server time 02:06:11)	03:19:24 (Server time 03:13:02)	03:33:48 (Server time 03:15:51)	22:19:10 (Server time 21:51:21)* <i>HD6395819</i>

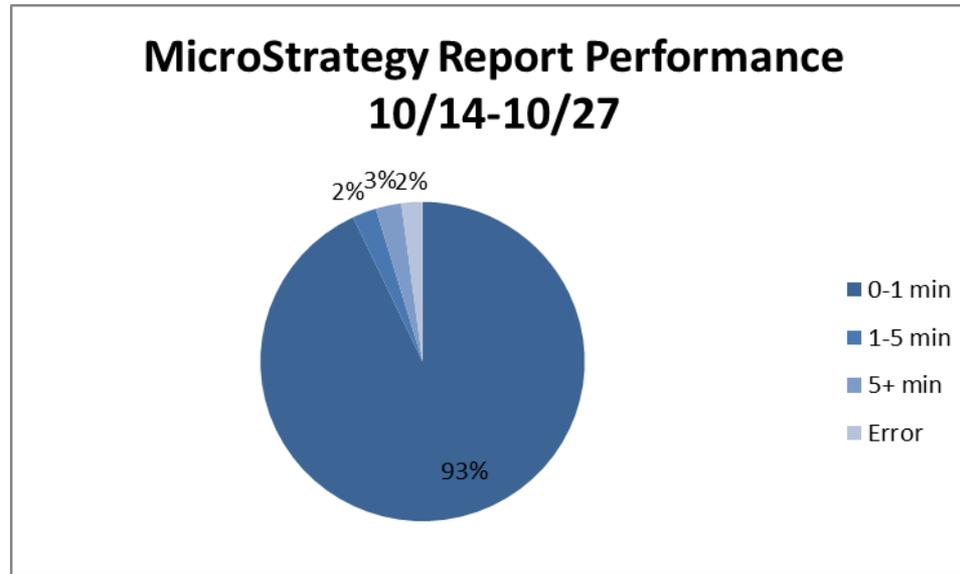
Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

Mail.xml eDoc End-to-End Processing Time

Week ending 10/27/2013	Qualification Report Summary	Qualification Report Detail	Mail Piece	Postage Statement
SLA	Under 30 seconds	Under 4 minutes	Under 2 minutes	Under 3 minutes
% of Messages that met SLA	93.97%	99.17%	98.33%	98.53%
Total Message Count	3,351	3,251	4,192	2,725
Messages Not Meeting SLA	202	27	70	40
Average E2E Processing Time (HH:MM:SS)	00:02:46	00:00:16	00:00:25	00:00:29
Min E2E Processing Time (HH:MM:SS)	00:00:01	00:00:03	00:00:01	00:00:05
Max E2E Processing Time (HH:MM:SS)	01:58:37	00:14:35	02:02:58	01:57:50

MicroStrategy Reports

# Jobs	# Success	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
666	652	28	31	619	16	17	14



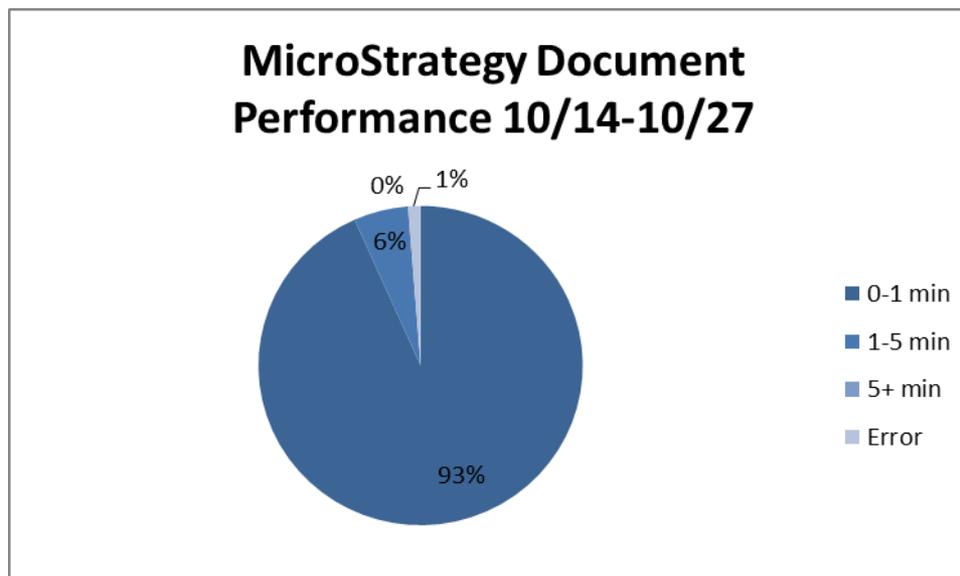
-Metrics exclude user reports and scheduled reports
 -Error metrics do not include runtime errors that prevent a report/dashboard/drill from executing (job expired, inbox, etc.)

To run reports more efficiently, users can:

- Create report subscriptions with scheduled run times – to avoid waiting for the report to run
- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
- Select specific CRIDs

MicroStrategy Dashboards

# Jobs	# Success	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
809	799	29	2	755	44	0	10

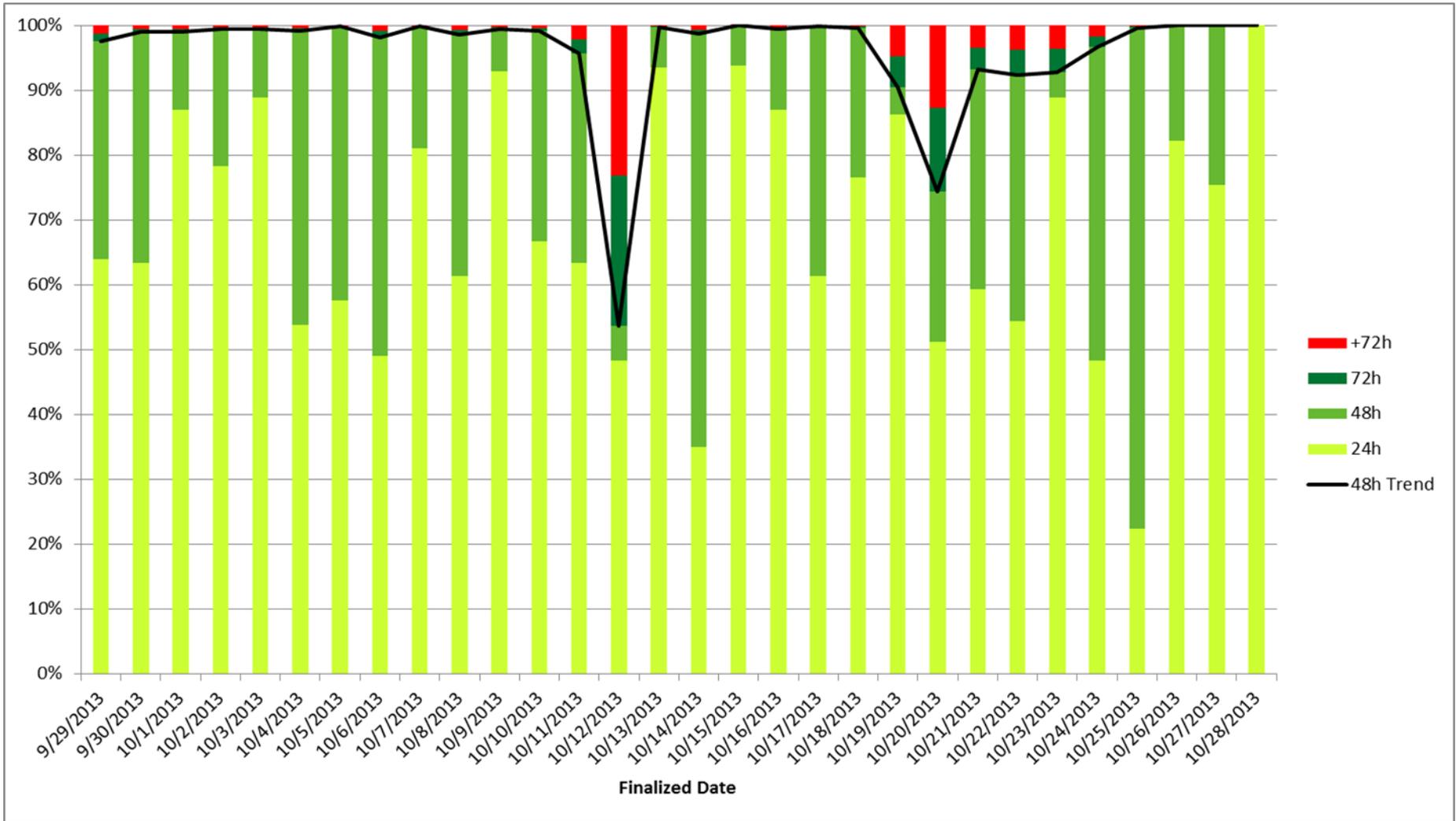


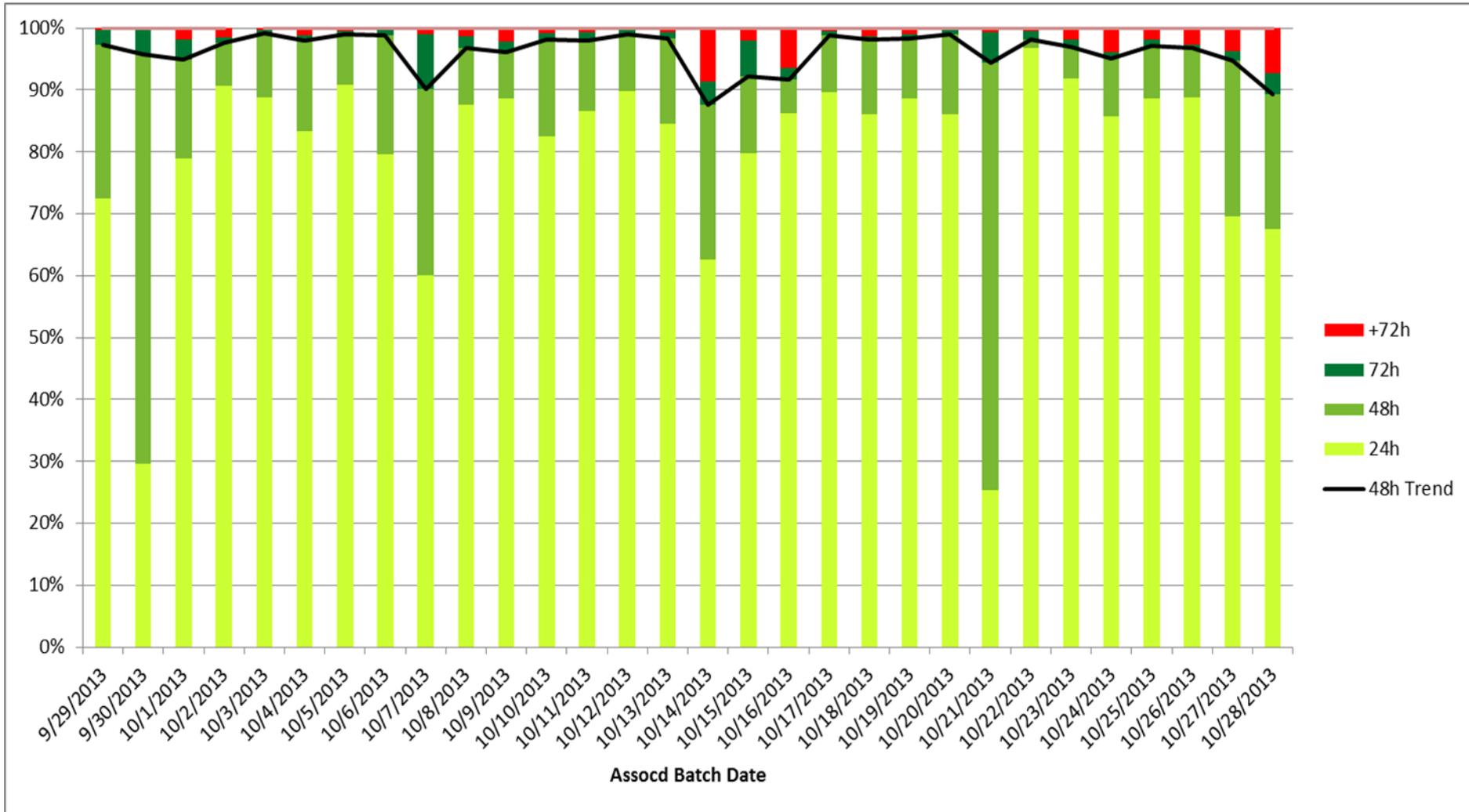
-Metrics exclude user reports and scheduled reports
 -Error metrics do not include runtime errors that prevent a report/dashboard/drill from executing (job expired, inbox, etc.)

To run reports more efficiently, users can:

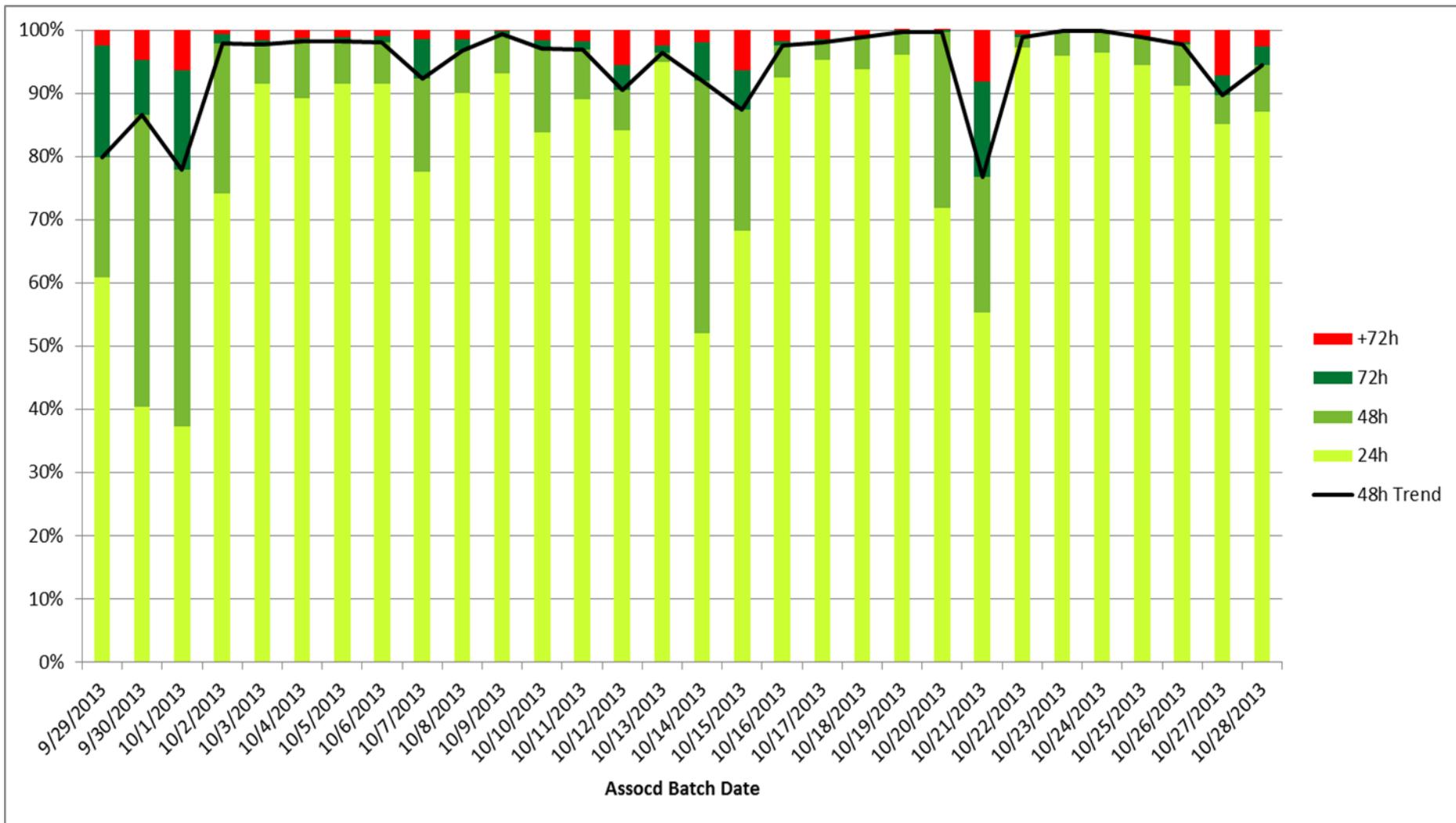
- Create report subscriptions with scheduled run times – to avoid waiting for the report to run
- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
- Select specific CRIDs

Report	# Jobs	% Total	# Success	Success Rate	Avg. Sec. Success	Max Min. Success	% 0-1 min	% 1-5 min	% 5+ min
Mailer Scorecard	742	64.80%	737	99.30%	31	2	94.00%	6.00%	0.00%
Mailer Scorecard Details Report	57	5.00%	57	100.00%	8	0	100.00%	0.00%	0.00%
Mail Quality Error Type Report (Mail Preparer)	28	2.40%	28	100.00%	12	3	96.40%	3.60%	0.00%
Undocumented Summary Report	25	2.20%	25	100.00%	2	0	100.00%	0.00%	0.00%
Mailing Data Quality Error Type Report	24	2.10%	24	100.00%	2	0	100.00%	0.00%	0.00%
Address Quality Report	18	1.60%	17	94.40%	3	0	100.00%	0.00%	0.00%
PostalOne! Data Status	17	1.50%	17	100.00%	110	31	94.10%	0.00%	5.90%
Mail Quality Error Type Report (eDoc Submitter)	16	1.40%	16	100.00%	7	0	100.00%	0.00%	0.00%
Mail Preparation and Data Quality Dashboard	16	1.40%	15	93.80%	7	0	100.00%	0.00%	0.00%
Mail Acceptance Verification Report (Mail Preparer)	14	1.20%	12	85.70%	1	0	100.00%	0.00%	0.00%
List of Issues Report	13	1.10%	13	100.00%	5	0	100.00%	0.00%	0.00%
eInduction Container Status Report	13	1.10%	13	100.00%	19	1	84.60%	15.40%	0.00%
Detailed Error Verification Report	11	1.00%	11	100.00%	0	0	100.00%	0.00%	0.00%
Invoice Summary Report (eDoc Submitter)	11	1.00%	11	100.00%	4	0	100.00%	0.00%	0.00%
User Guides	10	0.90%	10	100.00%	0	0	100.00%	0.00%	0.00%
Trend Analysis	10	0.90%	6	60.00%	604	14	16.70%	0.00%	83.30%
Postage and Volume Summary Report	8	0.70%	6	75.00%	42	3	83.30%	16.70%	0.00%
Full-Service Percentage by Permit Report	8	0.70%	8	100.00%	44	5	87.50%	0.00%	12.50%
Mail Quality Dashboard (Mail Owner)	8	0.70%	8	100.00%	2	0	100.00%	0.00%	0.00%
Mail Quality Dashboard (eDoc Submitter)	8	0.70%	8	100.00%	4	0	100.00%	0.00%	0.00%
Mail Quality Error Type Report	7	0.60%	7	100.00%	3	0	100.00%	0.00%	0.00%
Mail Exception Bulletin Board	7	0.60%	5	71.40%	253	6	20.00%	40.00%	40.00%
Mail Quality Summary Report (eDoc Submitter)	7	0.60%	7	100.00%	6	0	100.00%	0.00%	0.00%
Mail Acceptance Verification Report (Mail Owner)	7	0.60%	7	100.00%	2	0	100.00%	0.00%	0.00%
Mail Quality Error Type Report (SV)	6	0.50%	6	100.00%	2	0	100.00%	0.00%	0.00%
Detail Issue Report - Dock Operations	6	0.50%	6	100.00%	1	0	100.00%	0.00%	0.00%
Mail Quality Dashboard (Mail Preparer)	5	0.40%	5	100.00%	2	0	100.00%	0.00%	0.00%
Aggregate Report	5	0.40%	4	80.00%	1	0	100.00%	0.00%	0.00%
Date Distribution Report	5	0.40%	5	100.00%	1	0	100.00%	0.00%	0.00%
Mail Quality Summary Report (Mail Owner)	5	0.40%	5	100.00%	18	1	80.00%	20.00%	0.00%
Mail Quality Summary Report (Mail Preparer)	5	0.40%	5	100.00%	19	1	100.00%	0.00%	0.00%
Total	1145								





The above metrics include data latency occurring upstream prior to scan data being presented to SASP. Enhancement in progress to measure latency from the time the scan data is presented to SASP

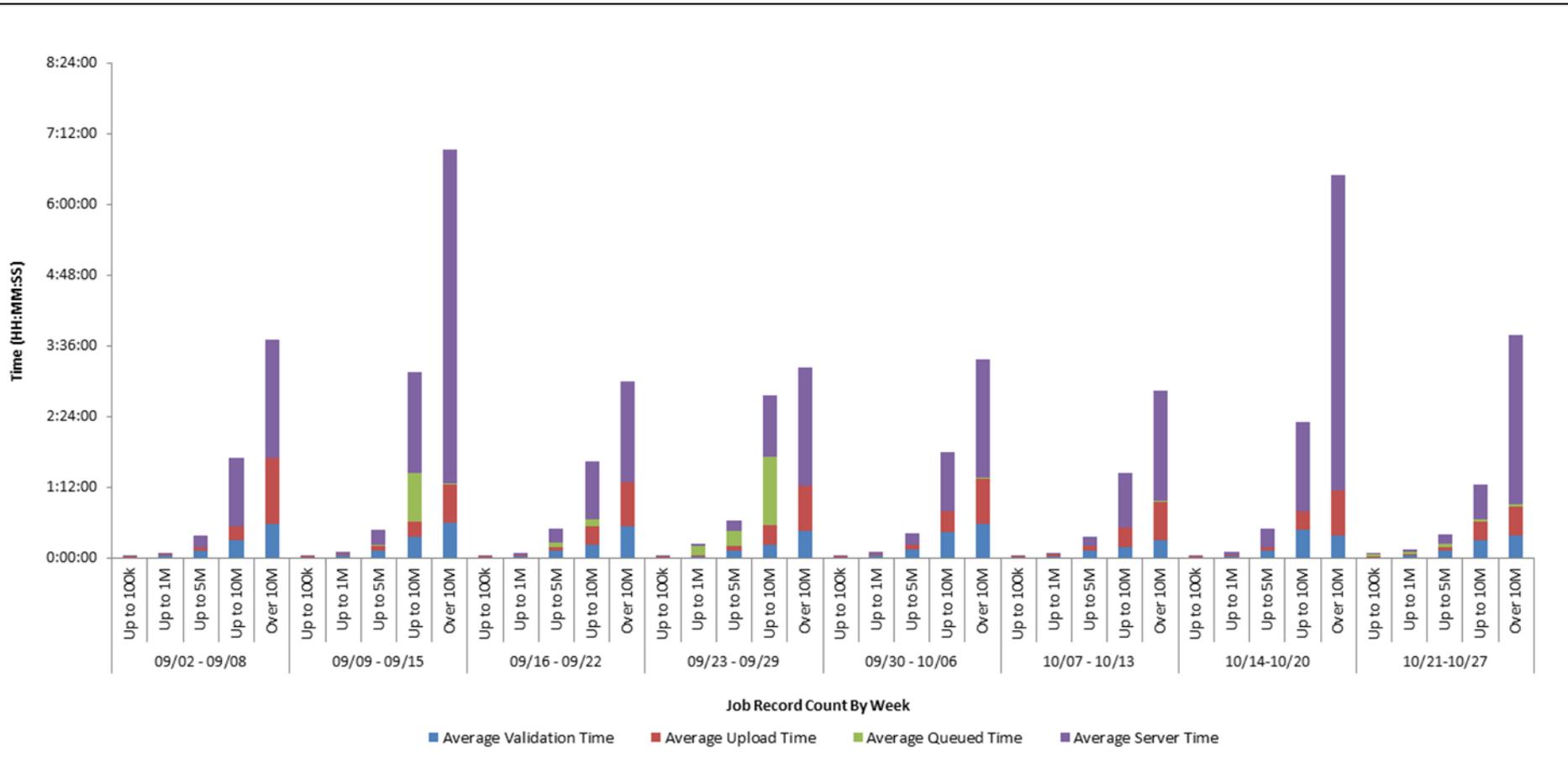


The above metrics include data latency occurring upstream prior to scan data being presented to SASP. Enhancement in progress to measure latency from the time the scan data is presented to SASP

APPENDIX

Detailed Performance Metrics

Average End-to-End Time by Job Record Count



Number of Jobs per Processing Time Interval

Time Interval (HH:MM:SS)	Week								Total Jobs	Cumulative Percentage
	09/02 - 09/08	09/09 - 09/15	09/16 - 09/22	09/23 - 09/29	09/30 - 10/06	10/07 - 10/13	10/14 - 10/20	10/21 - 10/27		
0:00:00 to 0:04:59	35,097	40,984	42,879	43,310	44,005	43,862	42,010	41,052	333,199	91.15%
0:05:00 to 0:09:59	1,622	1,993	2,057	2,030	2,260	2,275	2,259	2,571	17,067	95.82%
0:10:00 to 0:29:59	903	1,208	1,219	1,720	1,361	1,203	1,412	1,757	10,783	98.77%
0:30:00 to 0:59:59	262	305	167	188	263	220	164	633	2,202	99.37%
1:00:00 to 1:59:59	175	119	54	62	171	116	63	977	1,737	99.85%
2:00:00 to 3:59:59	116	37	23	20	29	19	38	176	458	99.97%
4:00:00 to 7:59:59	10	8	5	4	7	5	17	1	57	99.99%
8:00:00 to 11:59:59	3	6	2	0	0	0	5	0	16	99.99%
12:00:00 to 23:59:59	2	1	1	1	0	0	0	1	6	99.99%
24:00:00 +	5	0	0	13	0	0	1	0	19	100.00%
Restarts	1	1	0	16	0	0	0	0	18	0.005%
Total Jobs	38,195	44,661	46,407	47,348	48,096	47,700	45,969	47,168	365,544	100.00%