UNITED STATES POSTAL SERVICE ®

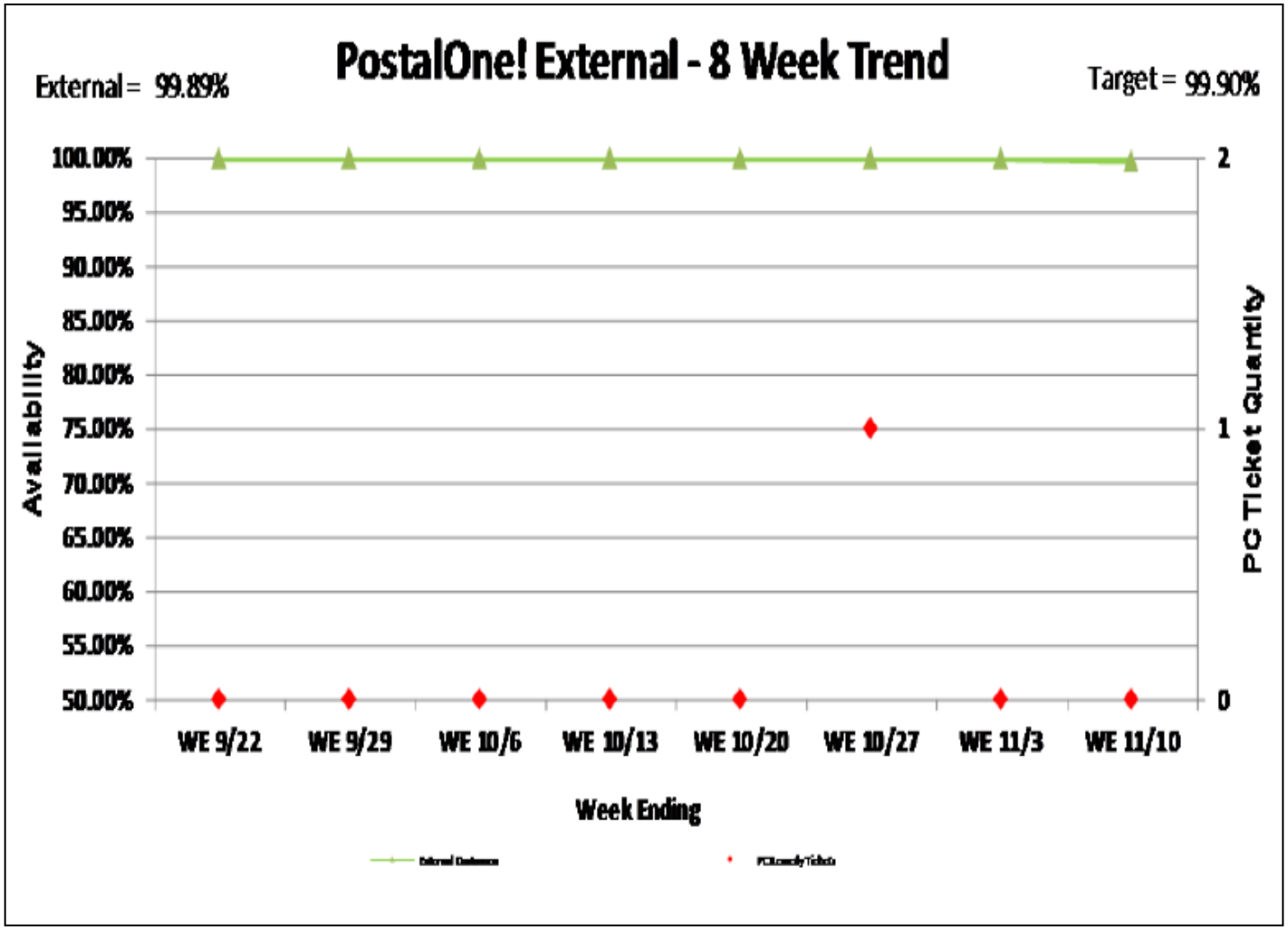
Full Service Performance Metrics

11/13/2013

Agenda

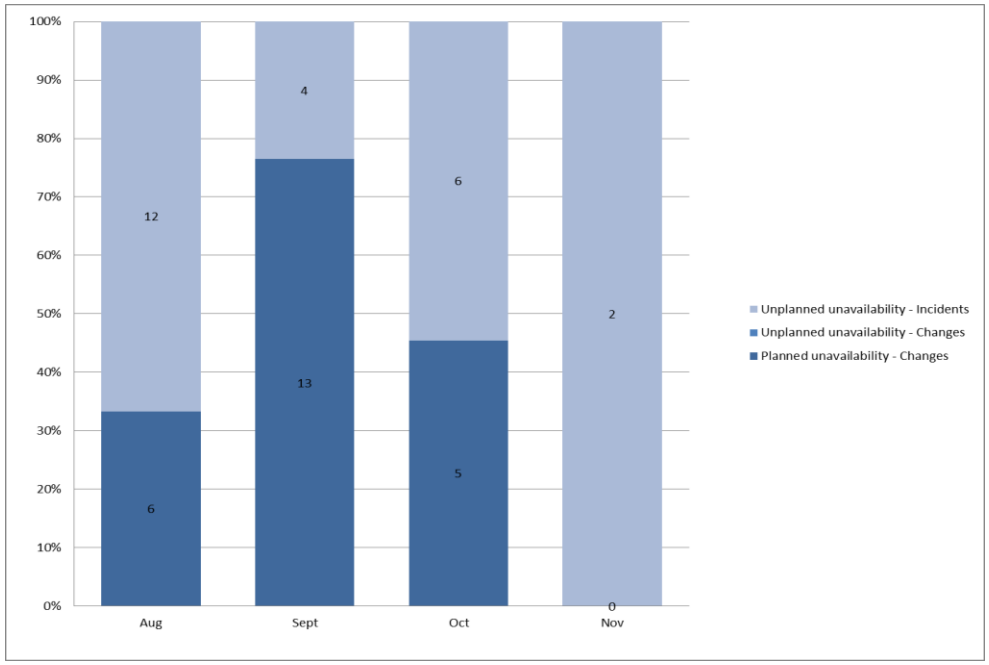
- **System Availability Metrics**
  - 8 week trend
  - KPIs requested by the work group
- **Performance Metrics - Full Mailing Life Cycle**
  - eDoc processing
  - MicroStrategy Reports
  - Full Service Feedback timing
- **Appendix**
  - Detailed Performance Metrics

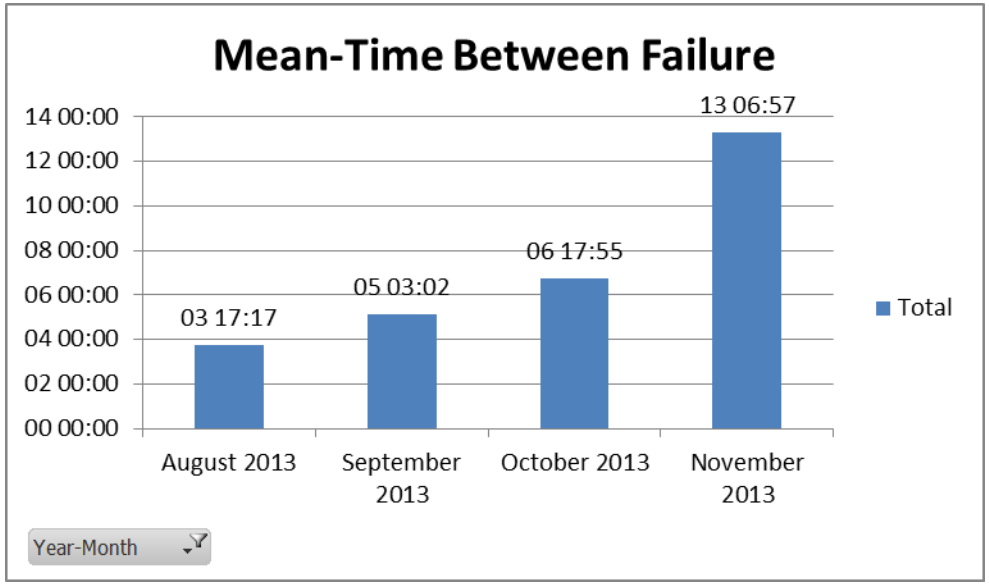
System Availability – 8 week trend



Percentage of actual uptime relative to the total planned uptime.

System Availability





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.

Mail.dat eDoc End-to-End Processing Time

Week ending 11/10/2013	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	99.51%	99.88%	99.79%	100.00%	88.89%
Total Job Count	45,072	2,456	472	49	9
Jobs Not Meeting SLA	219	3	1	0	1
Average E2E Processing Time (HH:MM:SS)	00:01:56	00:05:00	00:19:16	01:04:48	02:46:45
Min E2E Processing Time (HH:MM:SS)	00:00:36	00:00:30	00:03:25	00:19:02	00:45:02
Max E2E Processing Time (HH:MM:SS)	02:18:22 (Queued time 02:10:36)	02:39:33 (Server time 02:37:21)	05:14:39 (Server time 05:07:21)	03:52:43 (Upload time 01:58:15)	13:57:04 (Server time 13:29:23)

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

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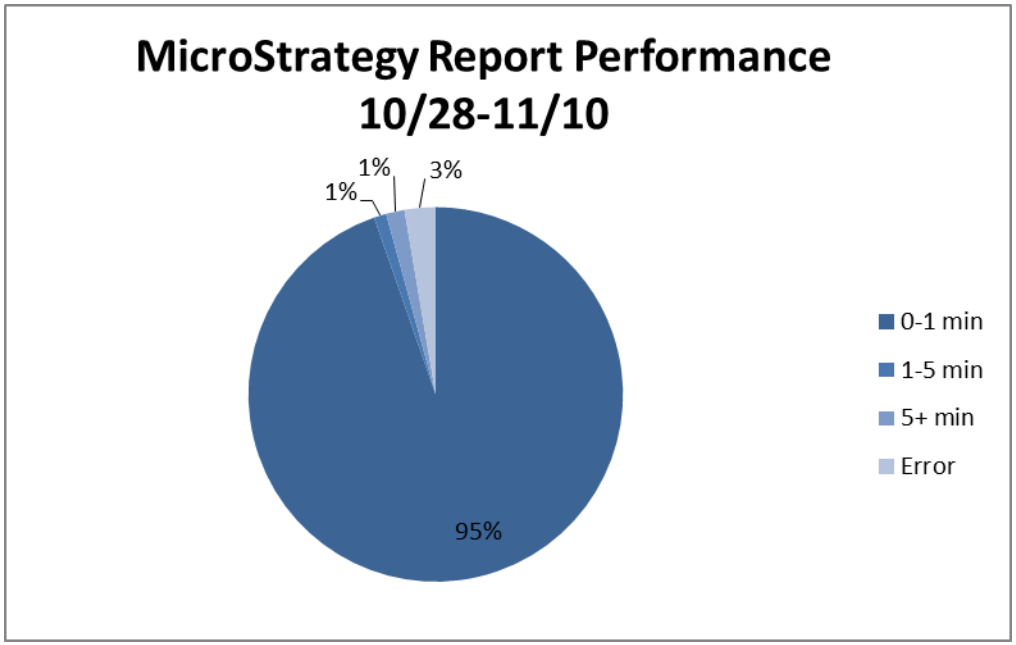
Performance of Full Mailing Life Cycle

MicroStrategy Report Performance

# Jobs	# Success	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
563	548	22	42	532	6	9	15



-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.)

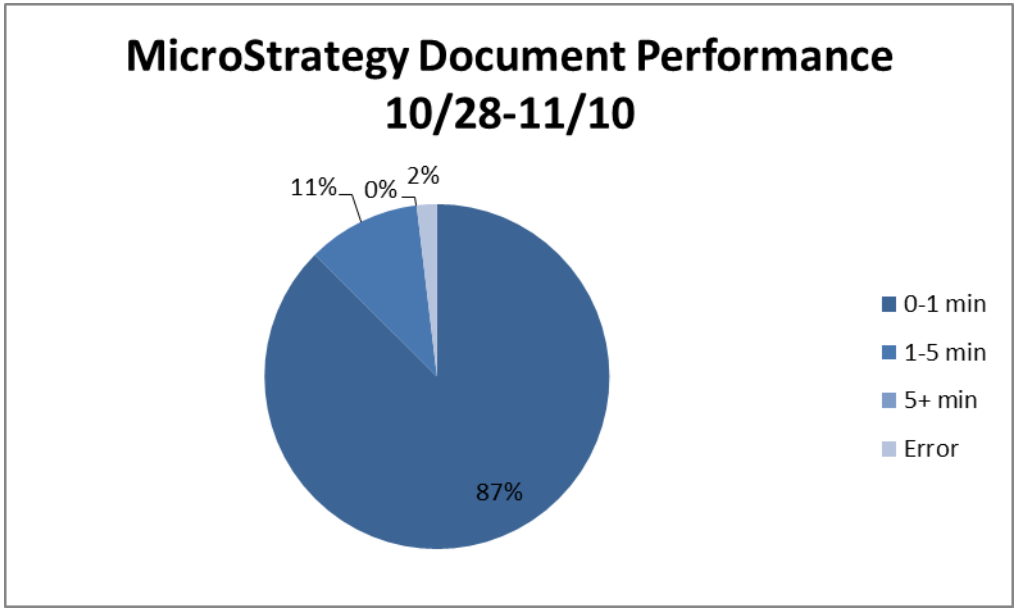
To run reports more efficiently, users can:

- 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

Performance of Full Mailing Life Cycle

MicroStrategy Document Performance

# Jobs	# Success	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
847	831	39	2	741	90	0	16



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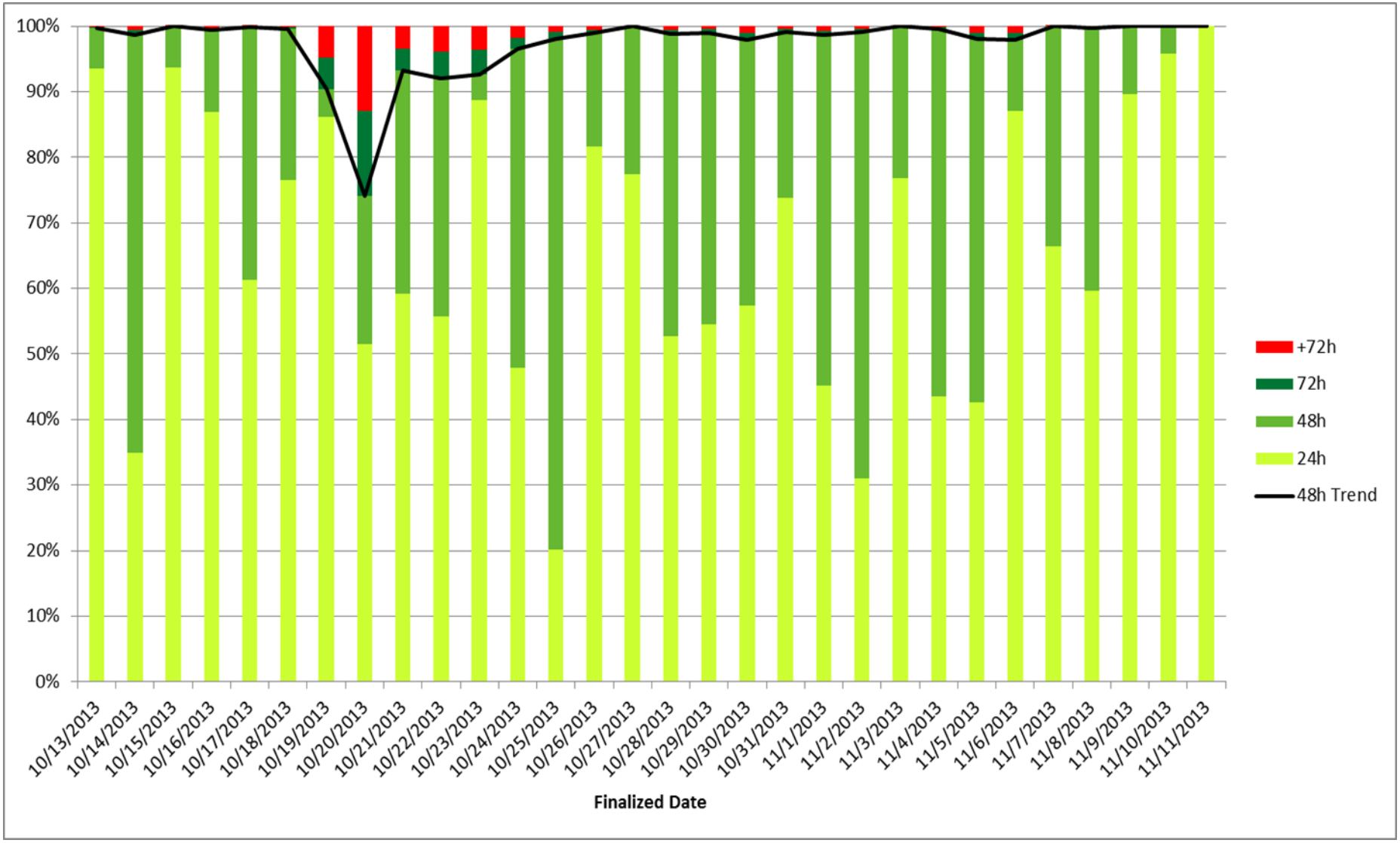
Performance of Full Mailing Life Cycle

MicroStrategy Reporting

Report	# Jobs	% Total	# Success	Success Rate	Avg. Sec. Success	Max Min. Success	# Success 0-1 min	% 0-1 min	# Success 1-5 min	% 1-5 min	# Success 5+ min	% 5+ min
Mailer Scorecard	752	60.7	743	98.80%	43	2	653	87.90%	90	12.10%	0	0.00%
Mailer Scorecard Details Report	55	4.4	55	100.00%	9	0	55	100.00%	0	0.00%	0	0.00%
PostalOne! Data Status	38	3.1	38	100.00%	0	0	37	97.40%	0	0.00%	0	0.00%
Postage and Volume Summary Report	37	3	37	100.00%	4	0	37	100.00%	0	0.00%	0	0.00%
eInduction Container Status Report	26	2.1	26	100.00%	7	1	26	100.00%	0	0.00%	0	0.00%
Address Quality Report	25	2	25	100.00%	3	0	25	100.00%	0	0.00%	0	0.00%
Invoice Summary Report (eDoc Submitter)	24	1.9	24	100.00%	6	0	24	100.00%	0	0.00%	0	0.00%
User Guides	23	1.9	23	100.00%	1	0	23	100.00%	0	0.00%	0	0.00%
Full-Service Percentage by Permit Report	21	1.7	21	100.00%	2	0	21	100.00%	0	0.00%	0	0.00%
Mail Preparation and Data Quality Dashboard	21	1.7	21	100.00%	7	0	21	100.00%	0	0.00%	0	0.00%
Mail Acceptance Verification Report (Mail Preparer)	19	1.5	15	78.90%	1	0	15	100.00%	0	0.00%	0	0.00%
Mail Quality Dashboard (eDoc Submitter)	16	1.3	16	100.00%	3	0	16	100.00%	0	0.00%	0	0.00%
Mail Acceptance Verification Report (Mail Owner)	15	1.2	15	100.00%	1	0	15	100.00%	0	0.00%	0	0.00%
Mail Quality Error Type Report (eDoc Submitter)	15	1.2	15	100.00%	10	1	15	100.00%	0	0.00%	0	0.00%
Mail Quality Error Type Report (Mail Preparer)	14	1.1	14	100.00%	9	0	14	100.00%	0	0.00%	0	0.00%
Undocumented Summary Report	14	1.1	14	100.00%	2	0	14	100.00%	0	0.00%	0	0.00%
Help - Type and Source	12	1	12	100.00%	0	0	12	100.00%	0	0.00%	0	0.00%
STC Yield Reporting Dashboard	11	0.9	8	72.70%	1	0	8	100.00%	0	0.00%	0	0.00%
Trend Analysis	10	0.8	3	30.00%	636	17	1	33.30%	0	0.00%	2	66.70%
Mail Quality Dashboard (Mail Preparer)	7	0.6	7	100.00%	4	0	7	100.00%	0	0.00%	0	0.00%
eInduction Mailer Summary Report	7	0.6	7	100.00%	2	0	7	100.00%	0	0.00%	0	0.00%
Mail Quality Summary Report (Mail Owner)	7	0.6	7	100.00%	7	0	7	100.00%	0	0.00%	0	0.00%
Mailing Data Quality Error Type Report	7	0.6	7	100.00%	1	0	7	100.00%	0	0.00%	0	0.00%
Mail Exception Bulletin Board	7	0.6	7	100.00%	298	11	3	42.90%	0	0.00%	4	57.10%
Mail Quality Dashboard (Mail Owner)	6	0.5	6	100.00%	2	0	6	100.00%	0	0.00%	0	0.00%
Mail Quality Summary Report (eDoc Submitter)	4	0.3	4	100.00%	22	1	4	100.00%	0	0.00%	0	0.00%
STC Mailing Group Exclusion Reason Drill	4	0.3	4	100.00%	3	0	4	100.00%	0	0.00%	0	0.00%
REPORT WIZARD	4	0.3	2	50.00%	5	0	2	100.00%	0	0.00%	0	0.00%
Seamless Acceptance Job Exception Report (eDoc Submitter)	4	0.3	4	100.00%	1	0	4	100.00%	0	0.00%	0	0.00%
Mail Quality Error Type Report (Mail Owner)	4	0.3	4	100.00%	24	1	3	75.00%	1	25.00%	0	0.00%
Barcode Scan Rate (eDoc Submitter)	3	0.2	3	100.00%	2	0	3	100.00%	0	0.00%	0	0.00%
Total	**1238**											

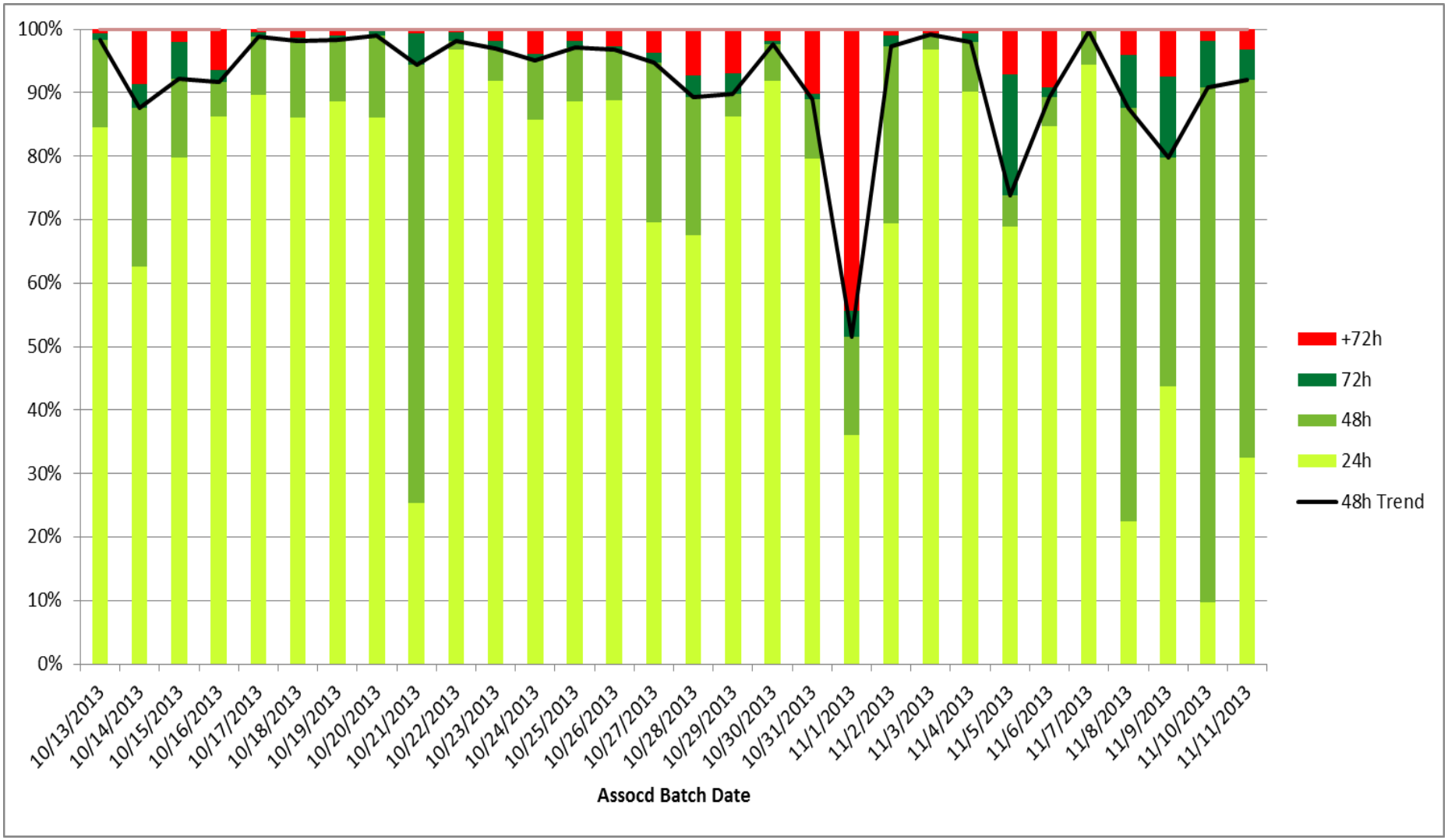
Performance of Full Mailing Life Cycle

Full Service Feedback – Mail Data Quality



Performance of Full Mailing Life Cycle

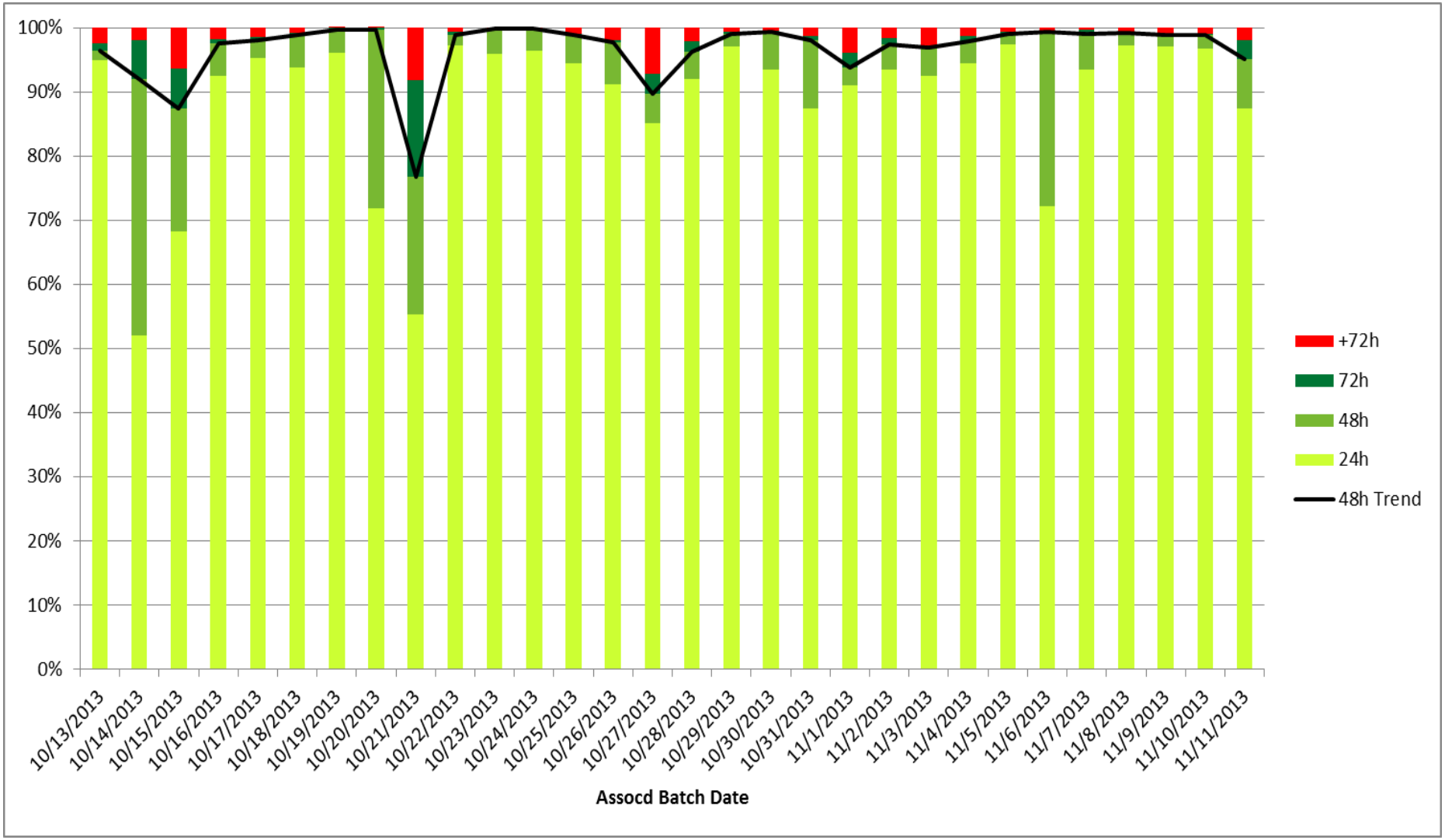
Full Service Feedback – Container Scans



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

Performance of Full Mailing Life Cycle

Full Service Feedback – Tray Scans



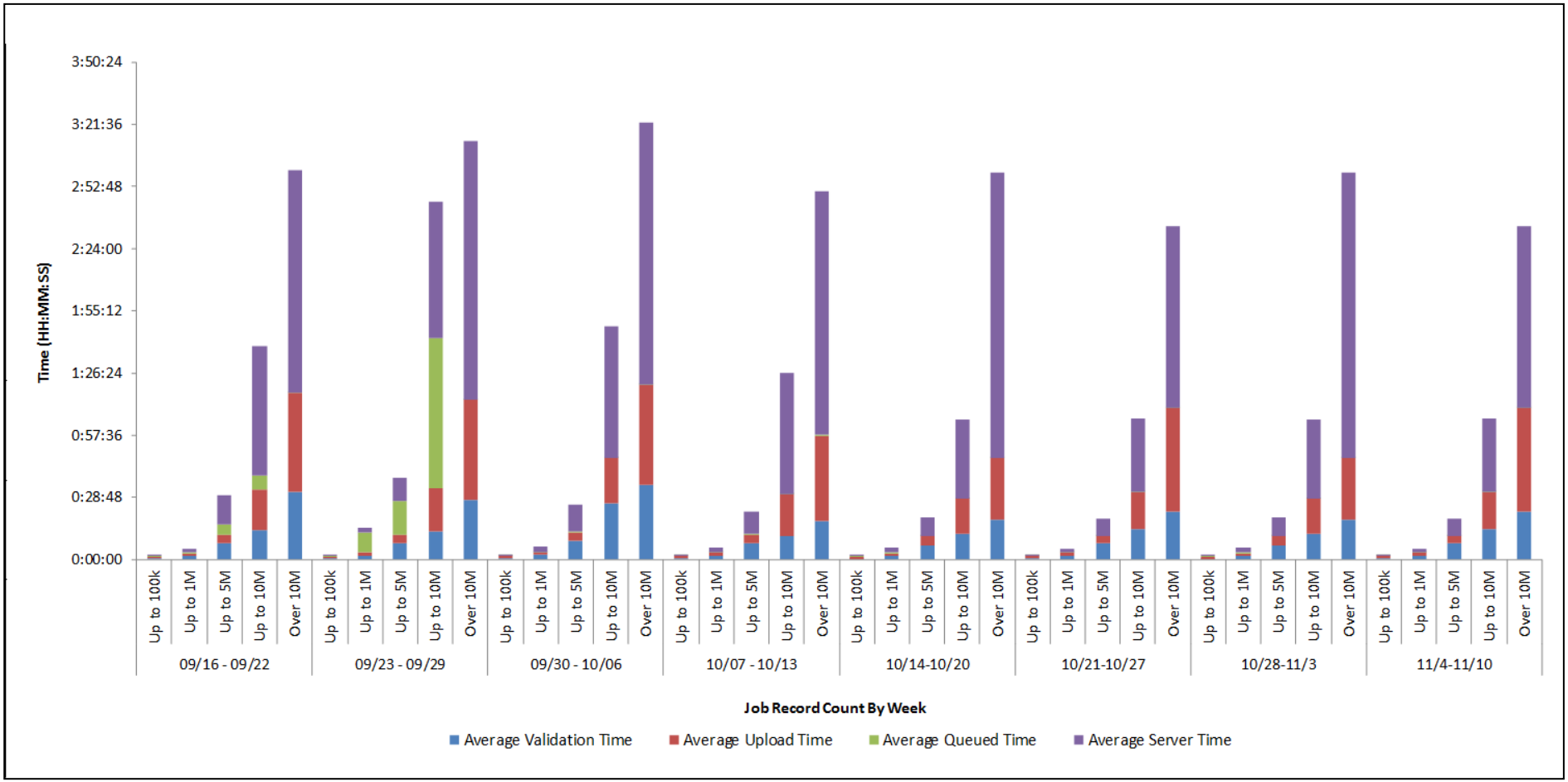
The above metrics include data latency occurring upstream prior to scan data being presented to SASP. Enhancement in progress to measure latency from the time the scan data is presented to SASP

APPENDIX

Detailed Performance Metrics

Detailed eDoc Performance – Mail.dat

Average End-to-End Time by Job Record Count



Detailed eDoc Performance – Mail.dat

Number of Jobs per Processing Time Interval

Time Interval (HH:MM:SS)	Week								Total Jobs	Cumulative Percentage
	09/16 - 09/22	09/23 - 09/29	09/30 - 10/06	10/07 - 10/13	10/14 - 10/20	10/21 - 10/27	10/28 - 11/03	11/04 - 11/10		
0:00:00 to 0:04:59	42,879	43,310	44,005	43,862	42,010	41,052	48,111	44,625	349,854	91.42%
0:05:00 to 0:09:59	2,057	2,030	2,260	2,275	2,259	2,571	2,128	1,865	17,445	95.98%
0:10:00 to 0:29:59	1,219	1,720	1,361	1,203	1,412	1,757	1,301	1,198	11,171	98.90%
0:30:00 to 0:59:59	167	188	263	220	164	633	245	294	2,174	99.47%
1:00:00 to 1:59:59	54	62	171	116	63	977	126	67	1,636	99.89%
2:00:00 to 3:59:59	23	20	29	19	38	176	28	7	340	99.98%
4:00:00 to 7:59:59	5	4	7	5	17	1	1	2	42	99.99%
8:00:00 to 11:59:59	2	0	0	0	5	0	0	0	7	100.00%
12:00:00 to 23:59:59	1	1	0	0	0	1	1	0	4	100.00%
24:00:00 +	0	13	0	0	1	0	0	0	14	100.00%
Restarts	0	16	0	0	0	0	0	0	16	0.004%
Total Jobs	46,407	47,348	48,096	47,700	45,969	47,168	51,941	48,058	382,687	100.00%