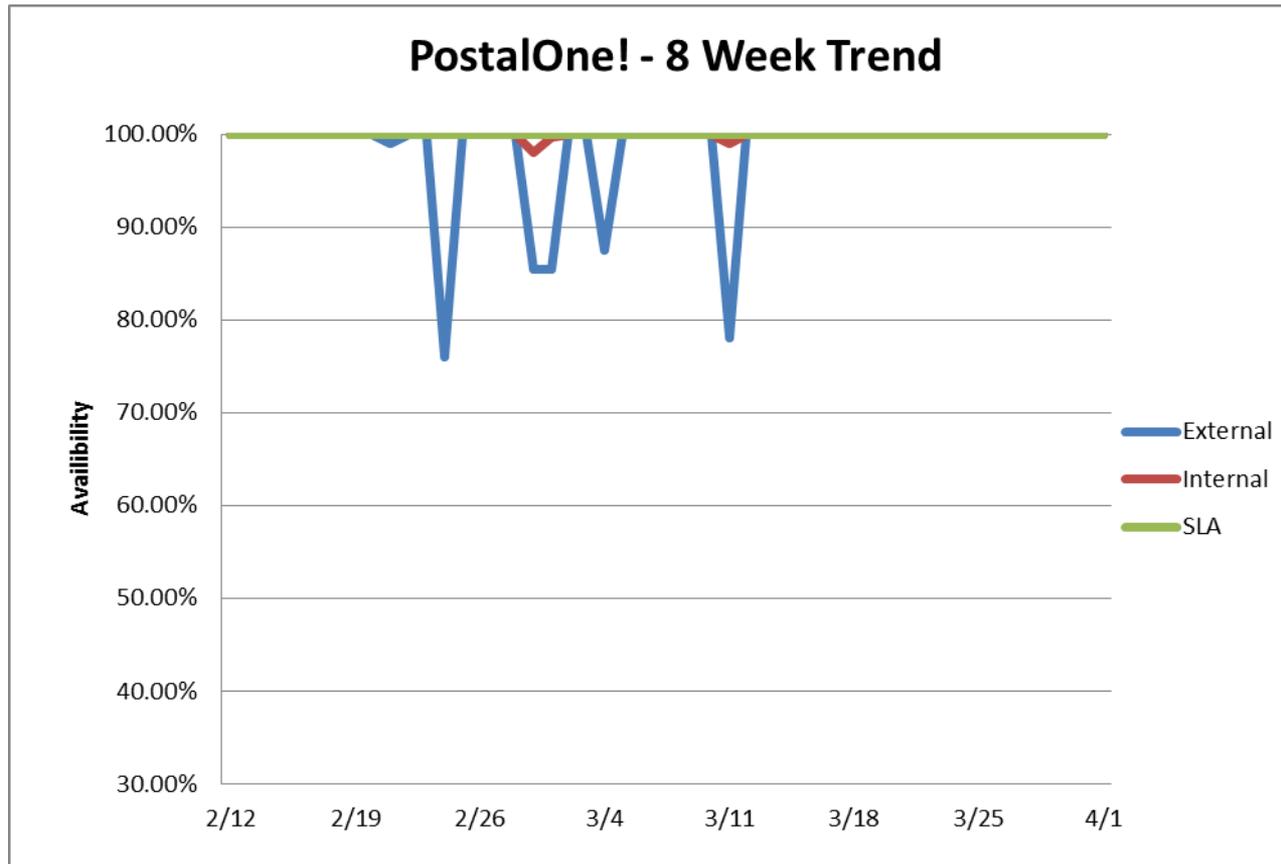


Full Service Performance Metrics

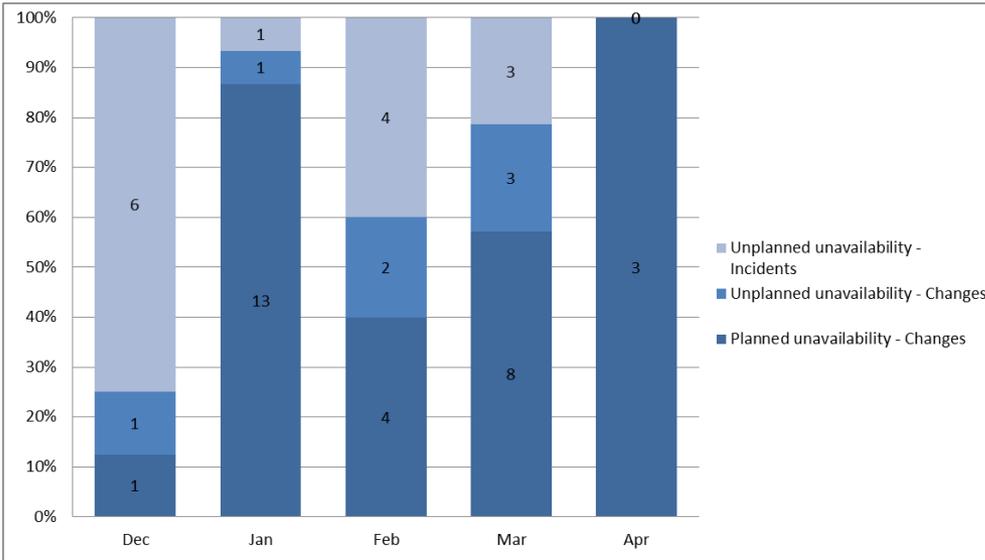
04/06/2016

- **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.

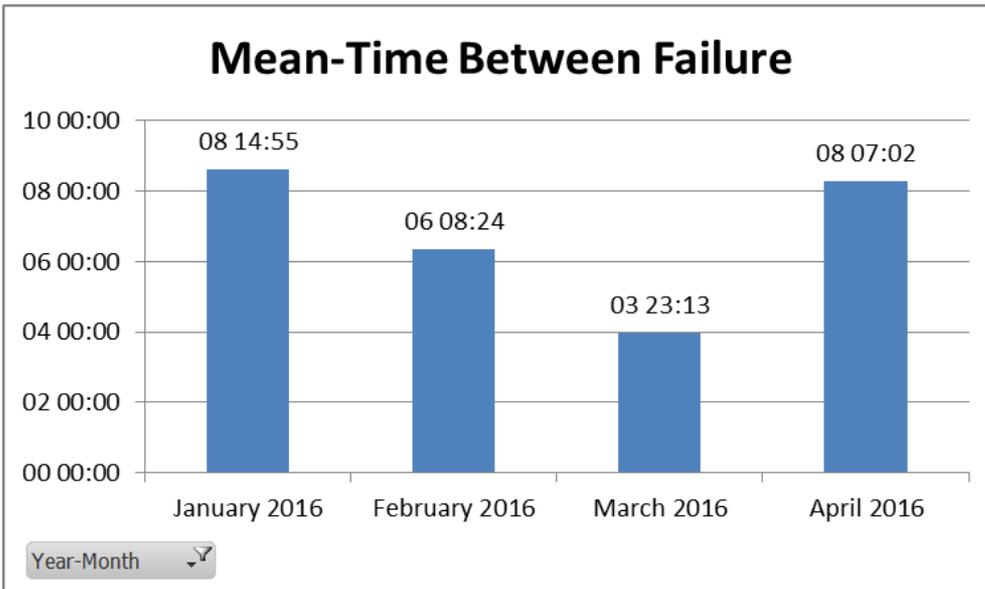


- PostalOne reported 98.96% availability due to an outage on Sunday, 2/21/2016 from 4:34 AM through 6:33 AM due to Incident INC000001147324 An archive job which was blocking the mail.dat jobs had to be killed in order for these jobs to be completed. PostalOne experienced intermittent outages due to eReg server issues. Refer to INC 1144882.
- eREG Reported 87.50% Availability due to an outage from 2/24/2016 3:30 PM ET through 2/24/2016 6:15 PM ET. PostalOne impacted.
- Postal One reported 91.74% availability due outage on 2/29/2016 from 5:10 PM through 6:08 PM due to Postal One CI INC000001171227 PostalOne MDAT Queue in Alarm, Mail.dat job queue is back to normal after database services were migrated to previous configuration. Support team will continue to monitor the application. The outage also effected the following applications: FAST and CAPS.
- On 3/1, the Service Desk experienced extremely high call volume with Passwords, Workstations and Mobile being the top three offered calls. Passwords were driven by ACE users being locked out or unable to access the ACE environment due to the lack of profile (Password Recovery Settings) setup in eAccess. Workstations were driven by various issues including power, connectivity and performance. Mobile was driven by passcode resets and How-To issues. Critical for PostalOne 1174359
- TSI had an issue on Friday 3/04/2016 from around 8:00 pm until 10:12 pm that created an outage for several applications. Multiple Tmart\Webmetrics alerts and loss of external connectivity from USPS LAN. Impacted PostalOne.
- Postal One reported 88.53% availability on Friday 3/11/2016 due to an outage from 4:40 PM through 5:14 PM CI INC000001209397 was opened to correct oracle log file sync issues caused spike and web/app servers to go into alarm. The outage also effected the following application



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 First Class Postage Statement Processing Time

Week ending 04/03/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	99.97%	99.86%	98.57%	95.65%	0.00%
Total Job Count	29317	690	70	23	1
Jobs Not Meeting SLA	8	1	1	1	1
PS Generation Average Time (HH:MM:SS)	0:02:04	0:04:04	0:24:58	1:21:45	2:23:11
PS Generation Min Time (HH:MM:SS)	0:00:00	0:00:36	0:04:28	0:49:43	2:23:11
PS Generation Max Time (HH:MM:SS)	2:48:33	6:20:55	2:24:13	2:20:14	2:23:11

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.dat eDoc Periodicals Postage Statement Processing Time

Week ending 04/03/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	100.00%	-	-
Total Job Count	3816	97	9	0	0
Jobs Not Meeting SLA	0	0	0	0	0
PS Generation Average Time (HH:MM:SS)	0:02:40	0:04:44	0:10:19	0:00:00	0:00:00
PS Generation Min Time (HH:MM:SS)	0:00:39	0:01:05	0:03:53	0:00:00	0:00:00
PS Generation Max Time (HH:MM:SS)	0:54:22	0:56:13	0:35:17	0:00:00	0:00:00

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.dat eDoc Standard Mail Postage Statement Processing Time

Week ending 04/03/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	100.00%	100.00%	50.00%
Total Job Count	32065	929	195	16	2
Jobs Not Meeting SLA	0	0	0	0	1
PS Generation Average Time (HH:MM:SS)	0:02:20	0:04:33	0:17:36	0:46:25	1:59:20
PS Generation Min Time (HH:MM:SS)	0:00:01	0:00:58	0:03:12	0:16:47	1:44:42
PS Generation Max Time (HH:MM:SS)	1:40:34	1:00:30	1:48:58	1:31:58	2:13:59

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.dat eDoc Package Services Postage Statement Processing Time

Week ending 04/03/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	-	-	-
Total Job Count	752	13	0	0	0
Jobs Not Meeting SLA	0	0	0	0	0
PS Generation Average Time (HH:MM:SS)	0:01:38	0:03:39	0:00:00	0:00:00	0:00:00
PS Generation Min Time (HH:MM:SS)	0:00:39	0:01:19	0:00:00	0:00:00	0:00:00
PS Generation Max Time (HH:MM:SS)	0:15:56	0:13:41	0:00:00	0:00:00	0:00:00

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.dat eDoc Mixed Class Postage Statement Processing Time

Week ending 04/03/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	99.93%	100.00%	100.00%	100.00%	100.00%
Total Job Count	2757	277	63	12	3
Jobs Not Meeting SLA	2	0	0	0	0
PS Generation Average Time (HH:MM:SS)	0:01:53	0:04:20	0:16:28	0:32:37	1:18:01
PS Generation Min Time (HH:MM:SS)	0:00:12	0:01:02	0:04:06	0:14:12	0:57:41
PS Generation Max Time (HH:MM:SS)	2:16:04	0:29:15	1:06:29	1:18:47	1:28:17

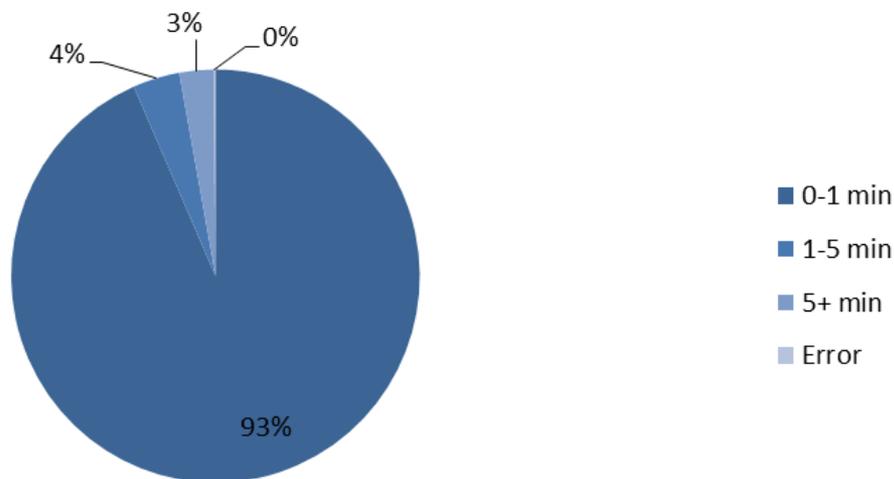
Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

Mail.xml eDoc End-to-End Processing Time

Week ending 04/03/2016	Qualification Report Summary	Qualification Report Detail	Mail Piece	Postage Statement	Periodical Statement
SLA	Under 30 seconds	Under 4 minutes	Under 2 minutes	Under 3 minutes	Under 1 minute
% of Messages that met SLA	97.15%	99.98%	99.75%	98.76%	98.94%
Total Message Count	9,506	10,207	11,444	8,147	1,409
Messages Not Meeting SLA	271	2	29	101	15
Average E2E Processing Time (HH:MM:SS)	0:00:16	0:00:20	0:00:22	0:01:04	0:00:36
Min E2E Processing Time (HH:MM:SS)	0:00:02	0:00:03	0:00:48	0:00:11	0:00:11
Max E2E Processing Time (HH:MM:SS)	0:03:35	0:04:55	0:03:23	2:12:36	0:10:44

# Jobs	# Success	# Unique Users	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
3372	3368	217	48	52.75	3151	125	92	4

MicroStrategy Report Performance 03/22 - 04/04

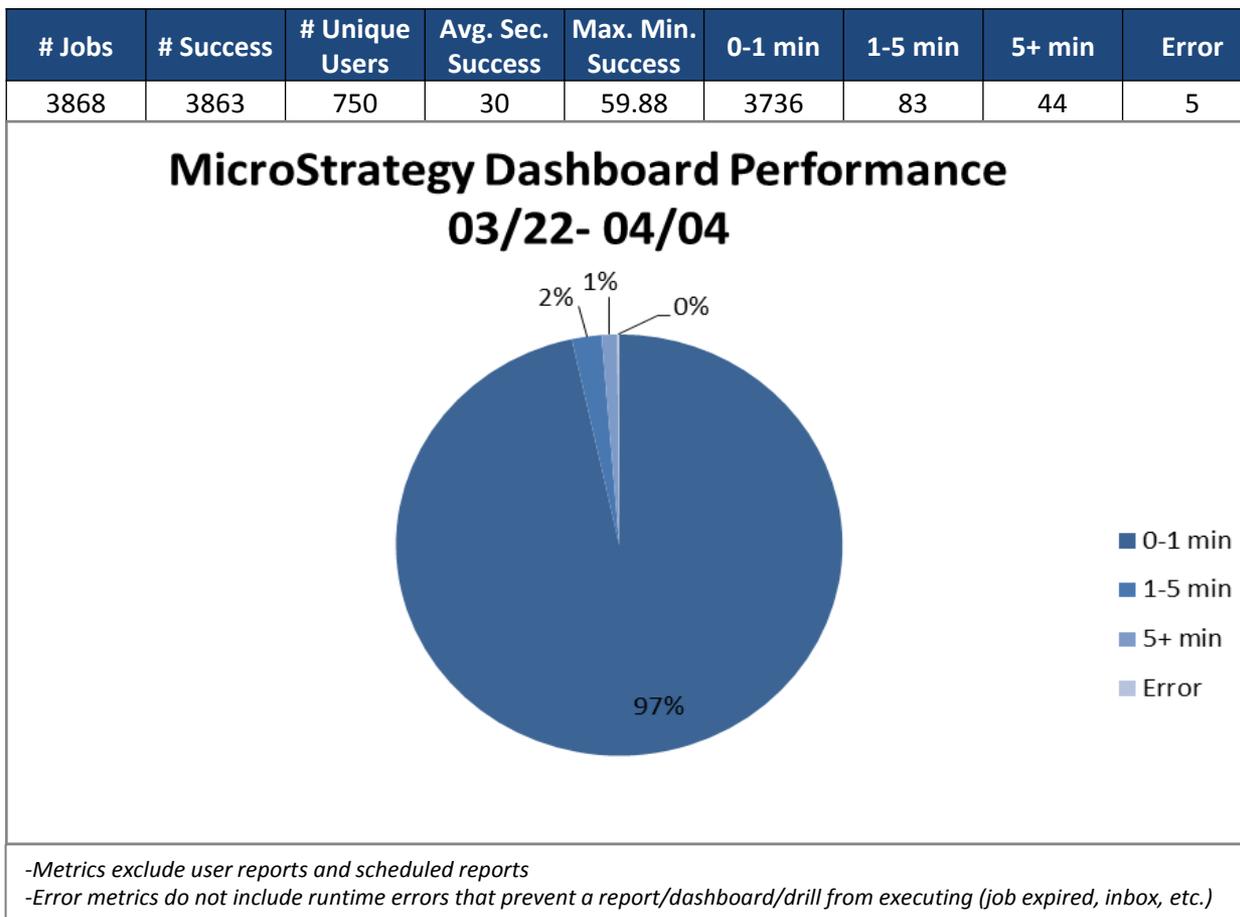


-Metrics exclude user reports and scheduled reports

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

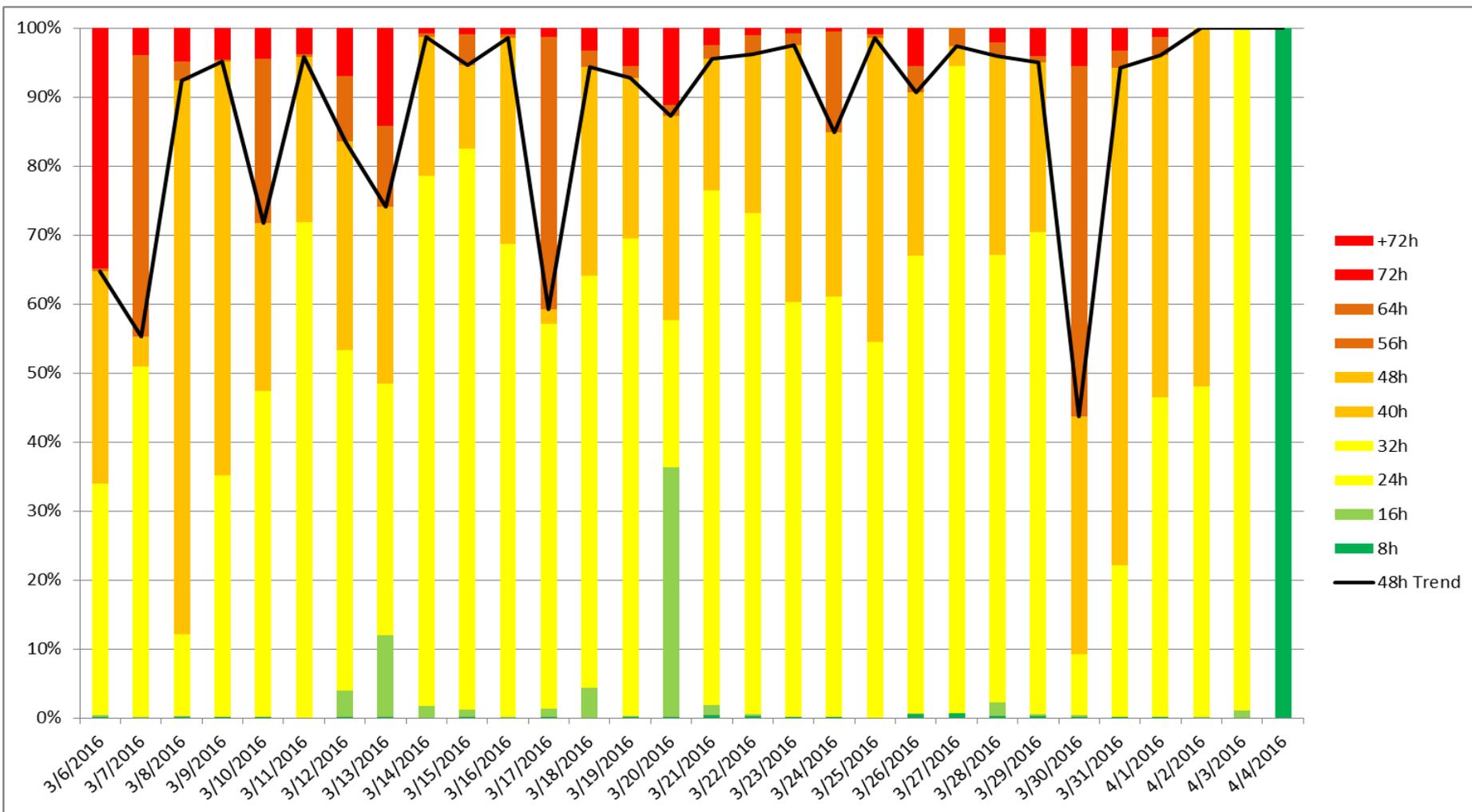
To run reports more efficiently, users can:

- 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

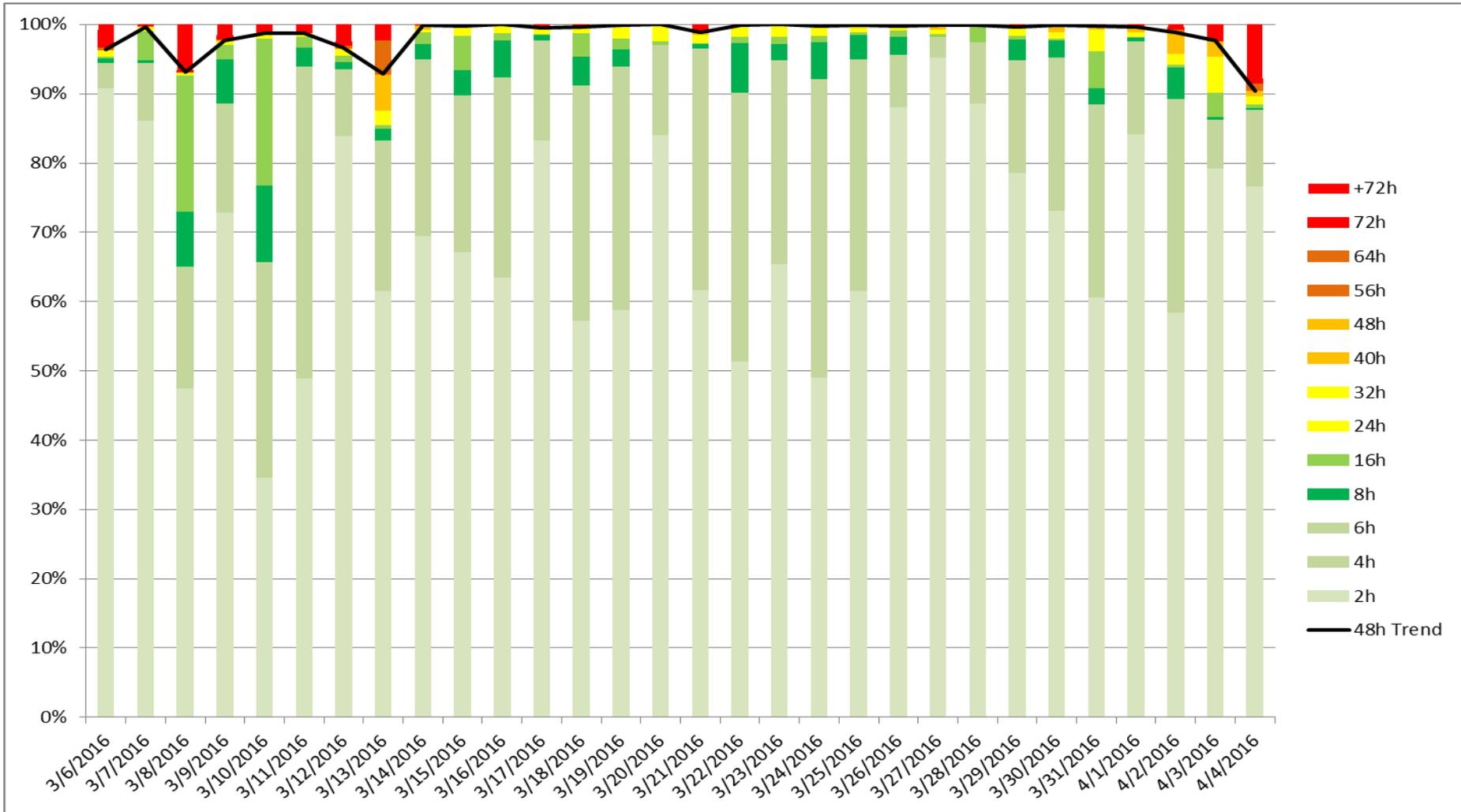


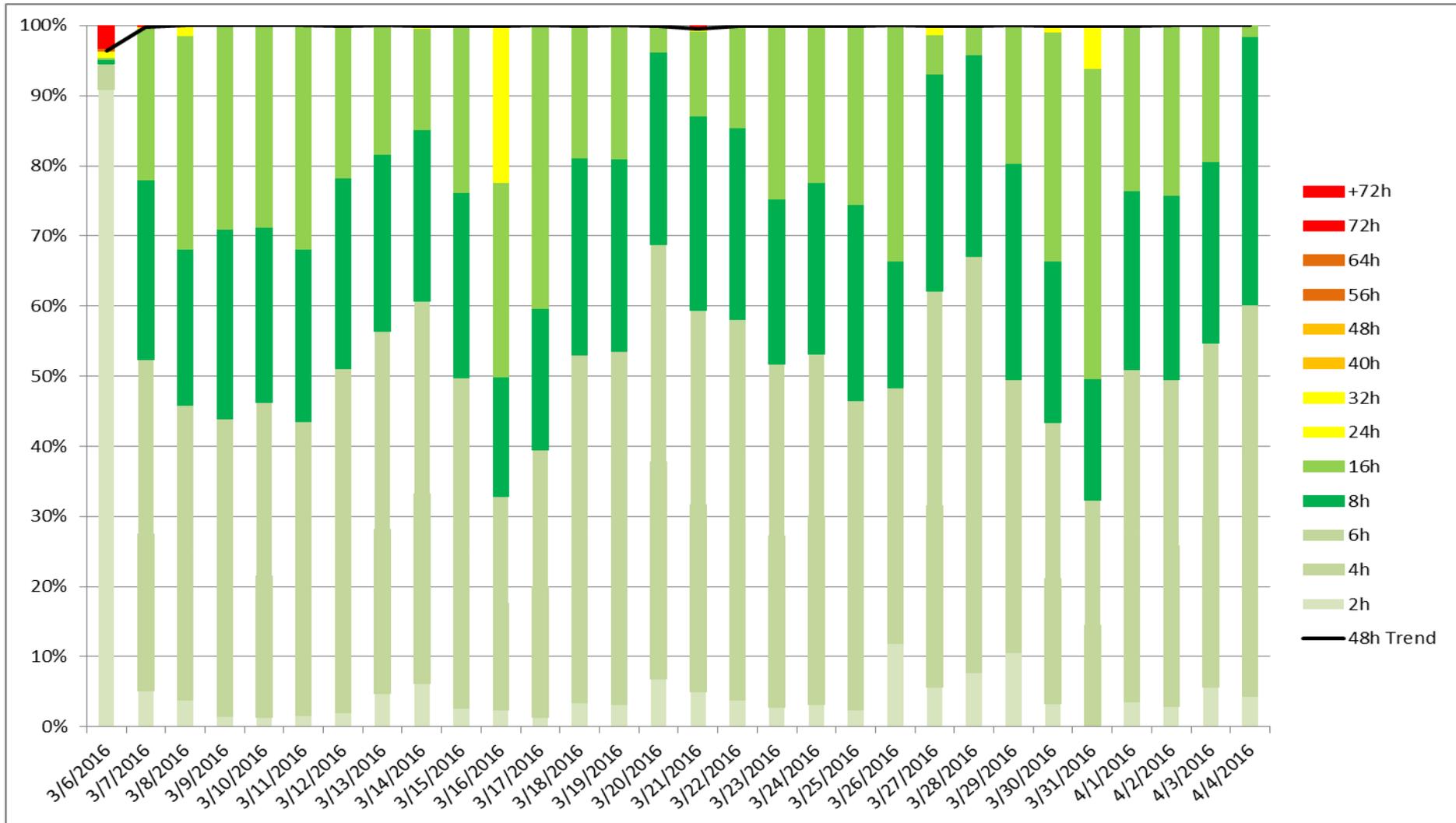
To run reports more efficiently, users can:

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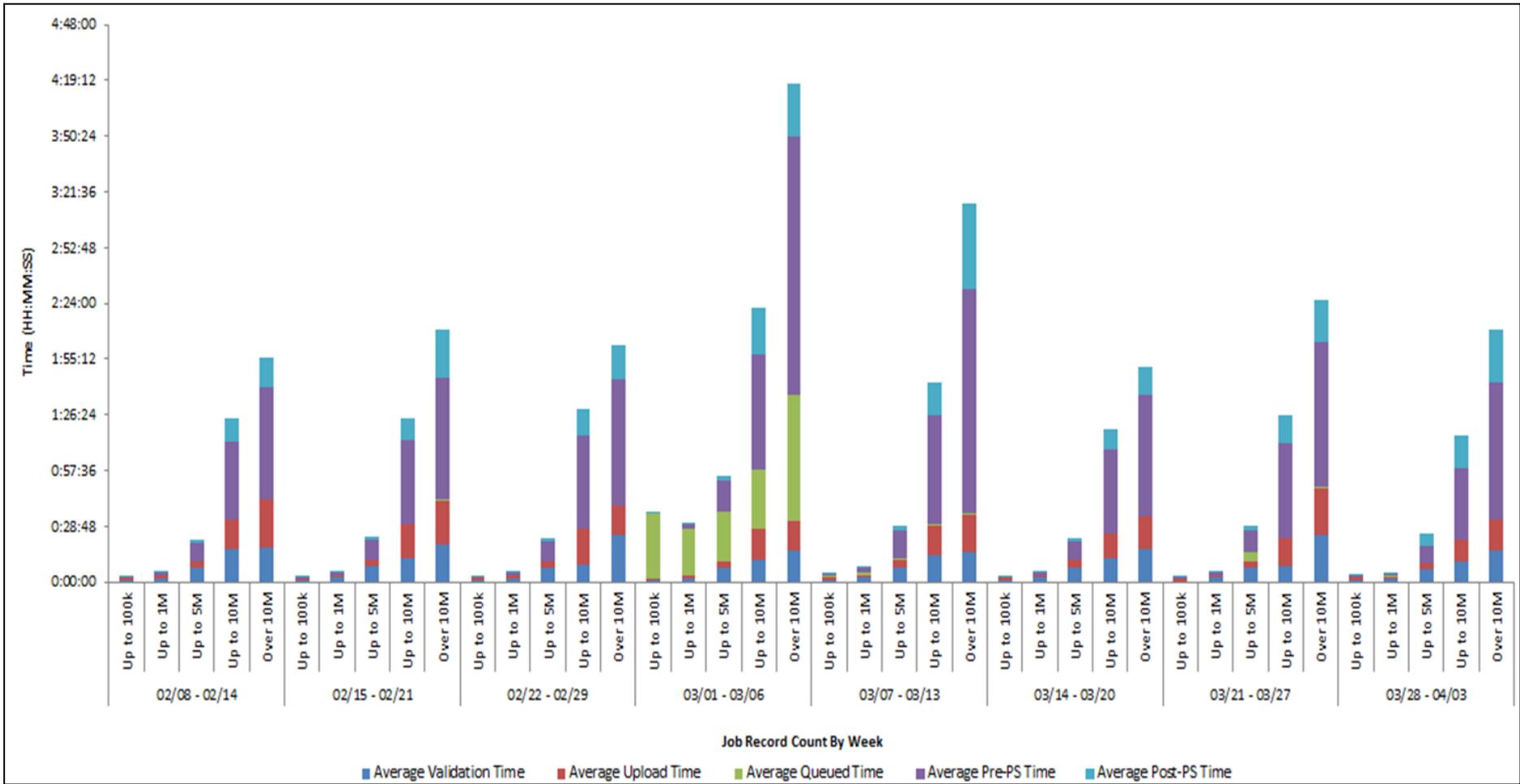
- INC000001207818 - MDQ did not meet the 48h SLA from 3/10, 3/12 -3/13 due to unique constraint error.
- INC000001225436 - MDQ did not meet the 48h SLA on 3/17 due to unique constraint error.
- INC000001231339 - MDQ did not meet the 48h SLA on 3/20 due to unique constraint error.
- INC000001242410 - MDQ did not meet the 48h on 3/24 due to a process contention.
- INC000001265557 - MDQ did not meet the 48h SLA on 3/30 due to unique constraint error.





APPENDIX

Detailed Performance Metrics



Number of Mail.dat Jobs per Processing Time Interval

Time Interval (HH:MM:SS)	Week								Total Jobs	Cumulative Percentage
	02/08 - 02/14	02/15 - 02/21	02/22 - 02/29	03/01 - 03/06	03/07 - 03/13	03/14 - 03/20	03/21 - 03/27	03/28 - 04/03		
0:00:00 to 0:04:59	49,574	50,195	49,574	50,195	53,229	41,660	62,486	36,871	393,784	89.50%
0:05:00 to 0:09:59	2,781	2,951	2,781	2,951	4,941	2,752	2,720	3,660	25,537	95.30%
0:10:00 to 0:29:59	1,752	1,710	1,752	1,710	4,609	1,678	1,601	2,092	16,904	99.14%
0:30:00 to 0:59:59	409	304	409	304	638	308	179	167	2,718	99.76%
1:00:00 to 1:59:59	214	53	214	53	106	50	35	143	868	99.96%
2:00:00 to 3:59:59	36	9	36	9	23	4	5	14	136	99.99%
4:00:00 to 7:59:59	6	5	6	5	0	1	1	1	25	99.99%
8:00:00 to 11:59:59	0	0	0	0	0	0	0	0	0	99.99%
12:00:00 to 23:59:59	0	0	0	0	0	0	24	0	24	100.00%
24:00:00 +	0	0	0	0	0	0	0	0	0	100.00%
Total Jobs	54,772	55,227	54,772	55,227	63,546	46,453	67,051	42,948	439,996	100.00%
Total Records	3,071,473,008	3,023,495,902	3,137,447,460	3,231,048,392	3,106,279,132	2,955,132,274	2,929,975,358	3,023,375,772	24,478,227,298	

Number of Mail.xml PostageStatementCreateRequest messages per Processing Time Interval

Time Interval (HH:MM:SS)	Week								Total Jobs
	02/08 - 02/14	02/15 - 02/21	02/22 - 02/29	03/01 - 03/06	03/07 - 03/13	03/14 - 03/20	03/21 - 03/27	03/28 - 04/03	
0:00:00 to 0:00:29	7,782	6,564	5,605	2,460	2,578	6,962	6,779	2,119	40,849
0:00:30 to 0:00:59	214	413	1,750	1,894	1,536	207	285	5,667	11,966
0:01:00 to 0:01:29	24	39	406	231	1,345	17	23	198	2,283
0:01:30 to 0:01:59	7	17	218	155	1,017	9	9	35	1,467
0:02:00 to 0:02:29	11	9	47	89	458	15	10	15	654
0:02:30 to 0:02:59	12	9	14	55	178	7	6	11	292
0:03:00 to 0:03:29	6	7	8	35	98	6	4	14	178
0:03:30 to 0:03:59	9	3	5	15	79	8	7	6	132
0:04:00 to 0:04:29	5	3	4	11	54	5	6	5	93
0:04:30 to 0:04:59	2	5	3	9	25	4	2	5	55
0:05:00+	99	112	72	171	118	100	100	72	844
Total Jobs	8,171	7,181	8,132	5,125	7,486	7,340	7,231	8,147	58,813

Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
28-Mar	Up to 100k	2:00:00	00020328	2:42:53	0:00:31	0:00:58	0:01:13	0:00:02	2:45:35	FIRST DATA
28-Mar	Up to 100k	2:00:00	00020330	2:43:01	0:00:32	0:01:39	0:00:29	0:00:02	2:45:41	FIRST DATA
28-Mar	Up to 100k	2:00:00	00020331	2:43:06	0:00:32	0:01:44	0:01:07	0:00:01	2:46:29	FIRST DATA
28-Mar	Up to 100k	2:00:00	00020332	2:43:10	0:00:32	0:01:40	0:01:00	0:00:02	2:46:22	FIRST DATA
26-Mar	Up to 100k	2:00:00	00078794	0:00:05	0:00:31	11:36:13	1:34:43	0:00:53	13:11:32	RR DONNELLEY - LOGAN
26-Mar	Up to 100k	2:00:00	00078798	0:00:18	0:00:31	11:32:59	1:33:18	0:00:38	13:07:06	RR DONNELLEY - LOGAN
26-Mar	Up to 100k	2:00:00	00079098	0:00:04	0:00:31	11:07:04	1:41:28	0:00:01	12:49:07	RR DONNELLEY - LOGAN
26-Mar	Up to 100k	2:00:00	00079145	0:00:07	0:00:31	11:51:16	1:33:18	0:00:03	13:25:12	RR DONNELLEY - LOGAN
26-Mar	Up to 100k	2:00:00	00078953	0:00:07	0:00:31	11:55:20	1:32:14	0:00:03	13:28:12	RR DONNELLEY - LOGAN
26-Mar	Up to 100k	2:00:00	00079245	0:00:04	0:00:31	11:45:16	1:41:16	0:00:00	13:27:07	RR DONNELLEY - LOGAN
26-Mar	Up to 100k	2:00:00	00079048	0:00:04	0:00:31	11:48:16	1:34:35	0:00:01	13:23:26	RR DONNELLEY - LOGAN
26-Mar	Up to 5M	2:00:00	PNWJ7323	0:01:27	0:05:06	11:46:27	1:49:52	0:08:01	13:42:52	PB PRESORT SERVICES INC - NWJ
26-Mar	Up to 100k	2:00:00	QG86VC1F	0:00:04	0:00:31	11:17:43	1:35:43	0:00:01	12:54:01	QUAD/GRAPHICS-MIDLAND

Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
26-Mar	Up to 100k	2:00:00	QG86VL02	0:00:06	0:00:31	11:17:40	1:35:43	0:00:01	12:54:00	QUAD/GRAPHICS-MIDLAND
26-Mar	Up to 100k	2:00:00	QG878J1A	0:00:04	0:00:30	11:13:33	1:35:43	0:00:01	12:49:50	QUAD/GRAPHICS-MIDLAND
26-Mar	Up to 100k	2:00:00	PLAX3170	0:00:08	0:00:33	11:12:07	1:37:29	0:00:10	12:50:17	PB PRESORT SERVICES INC - LAX
28-Mar	Up to 1M	2:00:00	AD192237	0:00:35	0:09:04	0:08:30	6:02:46	0:00:00	6:20:55	ALLIANCE DATA
29-Mar	Over 10M	2:00:00	PDFW1556	0:10:43	0:22:40	0:00:08	1:49:40	0:59:41	2:23:11	PB PRESORT SERVICES INC - DFW
29-Mar	Over 10M	2:00:00	PPSC2383	0:24:28	0:24:22	0:00:01	1:25:08	0:49:13	2:13:59	PB PRESORT SERVICES INC - PSC
29-Mar	Up to 10M	2:00:00	PRDG8974	0:06:49	0:27:21	0:00:10	1:45:54	0:18:12	2:20:14	PB PRESORT SERVICES INC - RDG
2-Apr	Up to 5M	2:00:00	PDET8649	0:01:08	0:02:32	0:00:06	2:20:27	0:32:13	2:24:13	PB PRESORT SERVICES INC - DET
2-Apr	Up to 100k	2:00:00	00080977	0:00:06	0:00:31	0:00:08	2:11:19	0:00:00	2:12:04	RR DONNELLEY - LOGAN
2-Apr	Up to 100k	2:00:00	00080787	0:00:05	0:00:31	0:00:05	2:47:52	0:00:01	2:48:33	RR DONNELLEY - LOGAN
2-Apr	Up to 100k	2:00:00	00081112	0:00:07	0:00:33	0:00:03	2:12:25	0:00:01	2:13:08	RR DONNELLEY - LOGAN
2-Apr	Up to 100k	2:00:00	00430151	0:00:05	0:00:31	0:00:09	1:59:27	0:00:34	2:00:12	IWCO DIRECT Chanhassen
2-Apr	Up to 100k	2:00:00	00430153	0:00:10	0:00:31	0:00:02	2:15:21	0:00:02	2:16:04	IWCO DIRECT/LITTLE FALLS

Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
2-Apr	Up to 100k	2:00:00	000811114	0:00:03	0:00:31	0:09:11	2:08:38	0:00:01	2:18:23	RR DONNELLEY - LOGAN