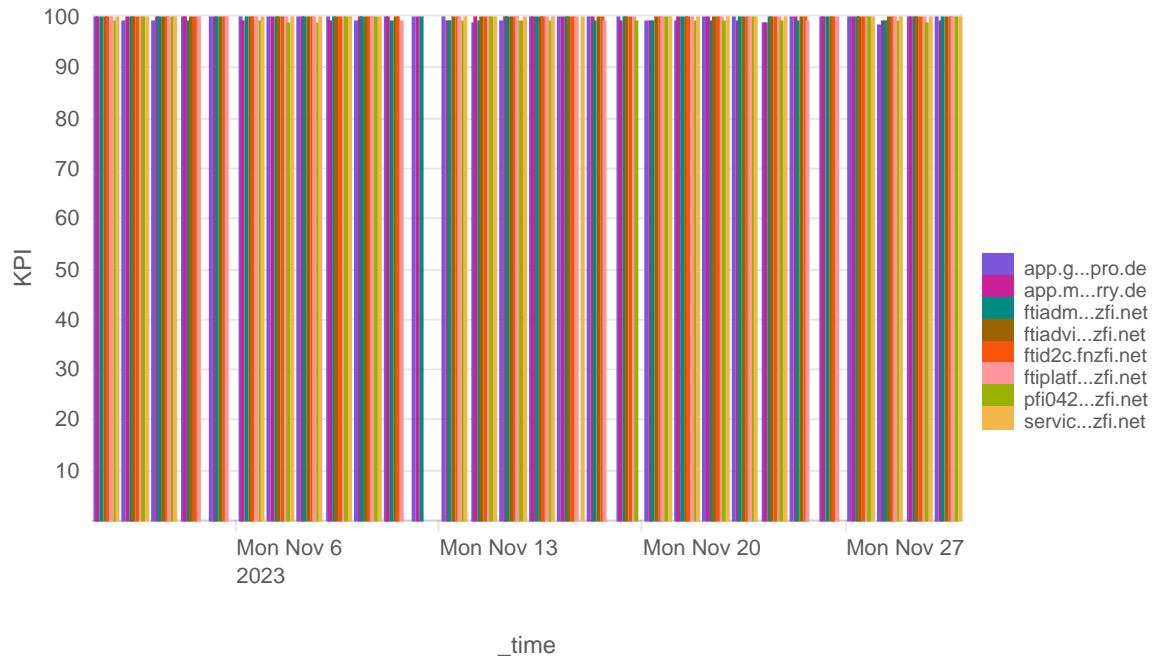


1. Website Response Time:

This metric shows the percentage of pages for which the response time satisfies an agreed threshold. The response time is measured as the time between the HTTP[S] request being received at the point of entry into the FNZ network and the response transmission being initiated from the internet facing firewall of the FNZ network. In our case the threshold is set at 3 seconds, and the value reflects the percentage of pages that were downloaded with a value less than or equal to 3 seconds.
Service Level = Pages satisfying threshold ÷ Total number of pages downloaded

Performance



Performance Data

Performance Data (Columns 1-8 of 9)

#	date	app.goldberrypro.de	app.mygoldberry.de	ftiadmin.fnzfi.net	ftiadviser.fnzfi.net	ftid2c.fnzfi.net	ftiplatform.fnzfi.net	pfio42service.fnzfi.net
1	2023-11-01	100.00	99.84	100.00	100.00	100.00	99.86	99.70
2	2023-11-02	99.58	99.82	99.91	100.00	100.00	100.00	99.87
3	2023-11-03	99.73	99.86	100.00	100.00	100.00	100.00	99.89
4	2023-11-04	100.00	100.00	99.61	100.00	100.00	99.85	
5	2023-11-05	100.00	100.00	100.00	100.00	100.00	100.00	
6	2023-11-06	100.00	99.75	100.00	100.00	100.00	99.96	99.75
7	2023-11-07	100.00	100.00	100.00	100.00	100.00	100.00	99.38
8	2023-11-08	100.00	99.82	100.00	100.00	100.00	100.00	99.34
9	2023-11-09	100.00	99.66	100.00	100.00	100.00	100.00	99.83
10	2023-11-10	99.71	100.00	100.00	100.00	100.00	99.95	99.86
11	2023-11-11	100.00	100.00	99.63	100.00	100.00	99.78	
12	2023-11-12	100.00	100.00	100.00				
13	2023-11-13	100.00	99.66	99.63	100.00	100.00	99.97	99.64
14	2023-11-14	99.38	99.82	99.69	100.00	100.00	99.96	99.90
15	2023-11-15	99.77	99.82	99.88	100.00	100.00	99.81	99.72
16	2023-11-16	99.86	100.00	100.00	100.00	100.00	100.00	99.78
17	2023-11-17	100.00	100.00	99.88	100.00	100.00	100.00	
18	2023-11-18	100.00	100.00	99.52	100.00	100.00	99.80	
19	2023-11-19	100.00	99.69	100.00	100.00	100.00	100.00	99.71
20	2023-11-20	99.59	99.59	99.71	100.00	100.00	100.00	99.87
21	2023-11-21	99.75	99.82	99.83	100.00	100.00	100.00	99.61
22	2023-11-22	99.85	100.00	99.79	100.00	100.00	100.00	99.64
23	2023-11-23	100.00	99.64	99.96	100.00	100.00	100.00	99.87
24	2023-11-24	99.26	99.36	99.96	100.00	100.00	100.00	99.77
25	2023-11-25	100.00	100.00	99.57	100.00	100.00	99.80	
26	2023-11-26	100.00	100.00	100.00	100.00	100.00	100.00	
27	2023-11-27	100.00	100.00	99.84	100.00	100.00	99.90	100.00
28	2023-11-28	98.90	99.77	99.69	100.00	100.00	100.00	99.50
29	2023-11-29	100.00	99.82	99.86	100.00	100.00	99.88	99.32
30	2023-11-30	100.00	99.65	99.96	100.00	100.00	100.00	99.83
31	Monthly KPI	99.79	99.83	99.86	100.00	100.00	99.95	99.79

Performance Data (Column 9 of 9)

#	servicespfi042.fnzfi.net
1	100.00
2	100.00
3	100.00
4	
5	
6	100.00
7	100.00
8	100.00
9	100.00
10	100.00
11	
12	
13	100.00
14	100.00
15	100.00
16	100.00
17	100.00
18	
19	
20	100.00
21	100.00
22	100.00
23	100.00
24	100.00
25	
26	
27	100.00
28	100.00
29	100.00
30	100.00
31	100.00

Admin Site

Performance KPI (%)

99.86

Client Site

Performance KPI (%)

99.83

Advisor Site

Performance KPI (%)

99.79

2. Website Availability:

This includes the availability of the website during core and non-core hours.

Calculation: The percentage is calculated as $100\% - \frac{\text{number of hours for which the Website is not available}}{\text{total number of hours for which the website should be available}}$. This metric is calculated on a monthly basis.

Availability

Site_Day	Checks	Fails	DNS	Connect	TotalResponse	Availability
ftiadmin.fnzfi.net - 2023-11-01	295	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-02	294	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-03	293	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-04	295	0	0.00	0.00	0.17	100.00
ftiadmin.fnzfi.net - 2023-11-05	295	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-06	294	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-07	293	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-08	293	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-09	292	1	0.00	0.00	0.37	99.66
ftiadmin.fnzfi.net - 2023-11-10	294	0	0.00	0.00	0.17	100.00
ftiadmin.fnzfi.net - 2023-11-11	294	0	0.00	0.00	0.17	100.00
ftiadmin.fnzfi.net - 2023-11-12	294	0	0.00	0.00	0.17	100.00
ftiadmin.fnzfi.net - 2023-11-13	293	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-14	292	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-15	292	0	0.00	0.00	0.17	100.00
ftiadmin.fnzfi.net - 2023-11-16	293	0	0.00	0.00	0.17	100.00
ftiadmin.fnzfi.net - 2023-11-17	292	0	0.00	0.00	0.17	100.00
ftiadmin.fnzfi.net - 2023-11-18	293	0	0.00	0.00	0.18	100.00
ftiadmin.fnzfi.net - 2023-11-19	293	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-20	293	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-21	293	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-22	294	0	0.00	0.00	0.17	100.00
ftiadmin.fnzfi.net - 2023-11-23	293	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-24	295	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-25	293	0	0.00	0.00	0.19	100.00
ftiadmin.fnzfi.net - 2023-11-26	294	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-27	293	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-28	293	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-29	294	0	0.00	0.00	0.16	100.00
ftiadmin.fnzfi.net - 2023-11-30	292	0	0.00	0.00	0.17	100.00
ftiadmin.fnzfi.net - Summary	8801	1	0.00	0.00	0.17	99.99

Site_Day	Checks	Fails	DNS	Connect	TotalResponse	Availability
app.goldberrypro.de - 2023-11-01	298	0	0.04	0.04	0.29	100.00
app.goldberrypro.de - 2023-11-02	296	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-03	296	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-04	298	0	0.04	0.04	0.29	100.00
app.goldberrypro.de - 2023-11-05	299	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-06	295	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-07	297	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-08	294	0	0.07	0.04	0.31	100.00
app.goldberrypro.de - 2023-11-09	294	1	0.04	0.04	0.49	99.66
app.goldberrypro.de - 2023-11-10	295	0	0.04	0.04	0.29	100.00
app.goldberrypro.de - 2023-11-11	296	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-12	294	0	0.04	0.04	0.29	100.00
app.goldberrypro.de - 2023-11-13	295	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-14	294	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-15	294	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-16	295	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-17	295	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-18	296	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-19	296	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-20	296	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-21	295	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-22	296	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-23	297	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-24	295	1	0.04	0.04	0.28	99.66
app.goldberrypro.de - 2023-11-25	295	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-26	295	0	0.04	0.04	0.29	100.00
app.goldberrypro.de - 2023-11-27	295	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-28	295	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-29	296	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - 2023-11-30	296	0	0.04	0.04	0.28	100.00
app.goldberrypro.de - Summary	8868	2	0.04	0.04	0.29	99.98

Site_Day	Checks	Fails	DNS	Connect	TotalResponse	Availability
app.mygoldberry.de - 2023-11-01	558	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-02	553	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-03	552	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-04	561	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-05	566	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-06	549	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-07	553	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-08	547	0	0.08	0.04	0.32	100.00
app.mygoldberry.de - 2023-11-09	554	1	0.04	0.04	0.33	99.82
app.mygoldberry.de - 2023-11-10	549	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-11	566	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-12	565	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-13	545	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-14	547	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-15	549	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-16	550	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-17	556	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-18	561	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-19	563	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-20	548	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-21	553	0	0.04	0.04	0.29	100.00
app.mygoldberry.de - 2023-11-22	555	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-23	552	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-24	550	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-25	560	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-26	562	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-27	554	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-28	551	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-29	548	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - 2023-11-30	549	0	0.04	0.04	0.28	100.00
app.mygoldberry.de - Summary	16626	1	0.04	0.04	0.29	99.99

Monthly KPI - Admin Site

Core Availability KPI (%)

99.98%

Monthly KPI - Admin Site

Non Core Availability KPI (%)

100.00%

Monthly KPI - Client Site

Core Availability KPI (%)

99.99%

Monthly KPI - Client Site

Non Core Availability KPI (%)

100.00%

Monthly KPI - Advisor Site

Core Availability KPI (%)

99.96%

Monthly KPI - Advisor Site

Non Core Availability KPI (%)

100.00%

UnAvailability Details

No results found.