

How public Benchmark metrics are calculated

Information:

Environment

- Dynatrace Benchmarks – <http://www.dynatrace.com/en/benchmarks/view-benchmarks.html>

Solution

- **Response Time** – The end-to-end time elapsed while downloading each web page or an entire multistep transaction process. This includes the base HTML page and any referenced objects, third-party content, JavaScript and CSS and other web content. The reported metric represents the average time required to download the home page or execute the multistep transaction without factoring in user latency.
- **Availability** – The percentage of successfully completed tests out of total test attempts for the period. Availability rates are dependent upon variables such as the ability of our testing agent to access the web site, its ability to process a transaction without error and its ability to download each step of the transaction within a reasonable 60-second time frame.
- **Consistency** – The standard deviation of the response times of successful tests. The goal is to have a low number (in seconds), which indicates how consistent the response time is each time a user visits a web site. Highly variable response times indicate inconsistent performance that may be caused by poor web-site performance as measured across diverse geographies, issues with Internet peering or an under-powered technical architecture, which leads to slowdowns during periods of peak traffic.
- **Frequency and Location of Tests** – The Backbone and transactional Benchmarks test from 12 geographically dispersed co-location facilities across multiple network providers within the U.S at regular 15-, 30- or 60-minute intervals throughout each business day.

For more information, please visit:

<http://www.dynatrace.com/en/benchmarks/view-benchmarks.html>