

Why there are duplicate rankings for the Benchmark Performance Index

Information:

Environment

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

Symptoms

The 'Overall Rank' has duplicate rankings. Take the Feb 2013 data for an example:

US Banking Performance Summary
Test Period: March 27, 2016 - April 10, 2016 EXPORT

Overall Ranking			Sub Rankings			
Current	Last	Participant	Mobile	Last Mile	Web	Transaction
1	1	Wells Fargo Bank	1	1	3	1
2	2	Bank of America	7	6	3	2
3	3	US Bank	3	3	1	7
4	8	Capital One	5	4	1	10
5	9	Capital One 360	5	2	5	11
6	10	KeyBank	1	7	6	6
7	5	M and T Bank	11	9	7	5
7	7	PNC Bank	8	11	10	3
9	6	Branch Banking and Trust	3	8	8	8
10	4	Bank of the West	8	5	9	9

Solution

The performance ranking is calculated by the overall ranking of all three indices: average response time, average availability and average consistency. If two sites have the same calculated values for these indices, they will have the same ranking.