



# Roysys Benchmark Report

January 2004

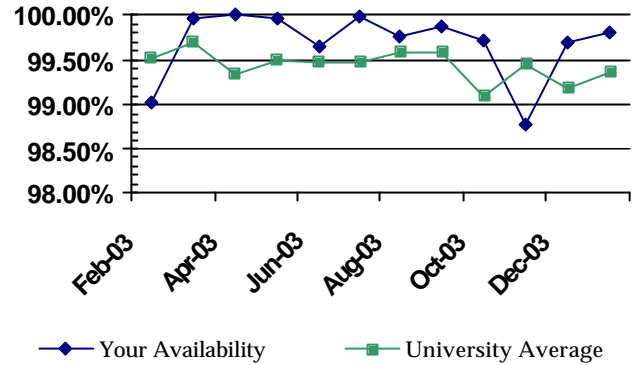
## Your University WWW Performance Benchmark Report

[www.your-university.edu.au](http://www.your-university.edu.au)

### Performance

	Your Performance	University Average
Monthly Availability %	99.80%	99.35%
12 Month Availability %	99.69%	99.43%
Monthly Outage Time	1h 29m 0s	4h 51m 25s
12 Month Outage Time	27h 14m 39s	49h 29m 48s

#### Monthly Availability



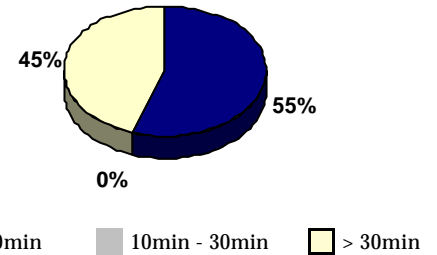
### Benchmark

Number of Universities Benchmarked	38	Number of Universities With No Recorded Outage Time This Month	3
Your Rank This Month	14	The Longest Recorded Single Outage Duration This Month	15h 40m 0s
Your Rank Last Month	21	The Longest Accumulated Outage Time for A University This Month	59h 21m 22s
Your 12 Month Rank	9		

### Outages

	Outage Duration		
	< 10min	10min - 30min	> 30min
Number of Occurrences	5	0	1
All Universities Avg Number of Occurrences	3	2	1
Accumulated Time	49m 10s	0s	39m 50s
All Universities Average Accumulated Time	30m 44s	39m 20s	3h 41m 19s

#### Outages by Duration as a Percent of Your Total Outage Time this Month





## Report Definitions

### Benchmark Report

The Roysys Benchmark Report contains details of the availability of your University's public web server as recorded by Roysys. It is an independent and confidential report specific to your University. To measure the performance of your public web service, Roysys retrieves the top page from your web site every ten minutes. Roysys records outages to your site when the web page cannot be retrieved or takes longer than 10 seconds to download. More details on how Roysys measures your performance can be found in the FAQ section. The following guide provides definitions to some of the details found in your report.

### Performance Section

The Performance Section of the Roysys Benchmark Report contains a table showing results of the performance of your public web service as well as averages for thirty eight Australian Universities as monitored by Roysys. The Performance Section also contains a graph plotting your monthly availability percentage and the University Average for comparison.

**Monthly Availability:** The percentage of available time of the service for the month over the total time for the month.

**12 Month Availability:** The percentage of available time of the service over the total time for the previous 12 months.

**Monthly Outage Time:** The total accumulated time that the service was not available during the month.

**12 Month Outage Time:** The total accumulated time that the service was not available during the previous 12 months.

### Benchmark Section

The Benchmark Section of the Roysys Benchmark Report contains data comparing the availability of your service to other Australian Universities.

**Your Rank :** A ranking of the availability of your service compared with thirty eight Australian Universities. A rank of 1 is the highest performing University.

### Outages Section

The Outages Section of the Roysys Benchmark Report contains details of the duration of outages to your public web service. Outages are categorised into three durations: Those of less than 10 minutes (<10min) those lasting between 10 minutes and 30 minutes inclusive (10min-30min) and outages of more than 30 minutes (>30 mins).

**Number of Occurrences :** The number of individual outages of each duration as recorded by Roysys for the month.

**All Universities Avg Number of Occurrences :** For all Universities the average number of individual outages of each duration for the month.

**Accumulated Time :** The accumulated time for outages of each duration for the month.

**All Universities Avg Accumulated Time :** For all Universities the average accumulated time for outages of each duration for the month.

**Outages by Duration as a Percent of Your Total Accumulated Outage Time:** A graph showing the percentage that the accumulated time of each outage duration category is of the total accumulated outage time for the month.



# Roysys Benchmark Report

## FAQ

### **How does Roysys Measure the Availability of my Web Service?**

Roysys measures availability by retrieving the top web page of your web service once every 10 minutes. Three servers located on three different ISP networks are used to perform the measuring to provided redundancy and increased accuracy of measurements.

### **What is an outage?**

During normal monitoring, your web service is checked once every 10 minutes. A failed check is one that does not successfully retrieve your web page within 10 seconds. If a failed check occurs, two more checks are performed at one minute intervals. If both of these checks fail, then an outage to your service is recorded. So your service must be down, or have a slower than a 10 second download for at least two minutes after the first check fails for an outage to be recorded. Your service is then checked every 10 minutes to record when the service returns.

### **We measure our own availability, why are the Roysys results different to ours?**

There are many variables involved in measuring your services that may mean that your availability results differ from those measured by Roysys. The outage definition as described above might be different to the parameters that you employ. Roysys also relies on DNS services to simulate the real life experience of your clients, and performs the checks from different networks to reduce the possibility of routing and network difficulties affecting the measurement results.

### **Who gets to see my results?**

The Roysys Benchmark Report is an independent and confidential service. Only your University has access to your results. Benchmark figures used to compare Universities are completely anonymous and do not divulge the identity of any individual University. Your results will not be passed on to any third party unless you specifically request to do so.

### **How much does the Benchmark Report Cost?**

A yearly subscription to the Roysys Benchmark Report costs \$880 per annum (inc. GST). The subscription provides you with monthly benchmark reports. See the accompanying order form to request a subscription.

### **Can Roysys provide Benchmarking on our Student Portal or other web services?**

Yes, Roysys can provide Benchmarking on other web services, including SSL and authenticated services. The cost for benchmarking additional services is \$450 per annum (inc. GST). See the accompanying order form to request additional benchmarking reports.

### **Can Roysys provide Benchmarking on other internet services we provide?**

Roysys can provide Benchmarking on many other internet services that you provide such as DNS, Sendmail, pop, ftp, telnet, databases, routing, network availability and bandwidth, irc, etc. Contact Roysys to discuss your requirements.



# Roysys Benchmark Report

## Order Form

Send your completed order form along with a purchase order to  
Roysys  
P.O Box 5527 Wagga Wagga, NSW, 2650  
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Service:	Details:	Amount: inc GST	Qty:	Total:
Benchmark Report	One year subscription to the Roysy Benchmark Report delivered monthly by email to the following addresses: email: _____ email: _____ email: _____	\$880	1	\$880
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<b>Total (inc GST):</b>				\$

Contact Roysys for your additional IT Monitoring, Measuring and Reporting requirements.



roysys.com.au

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