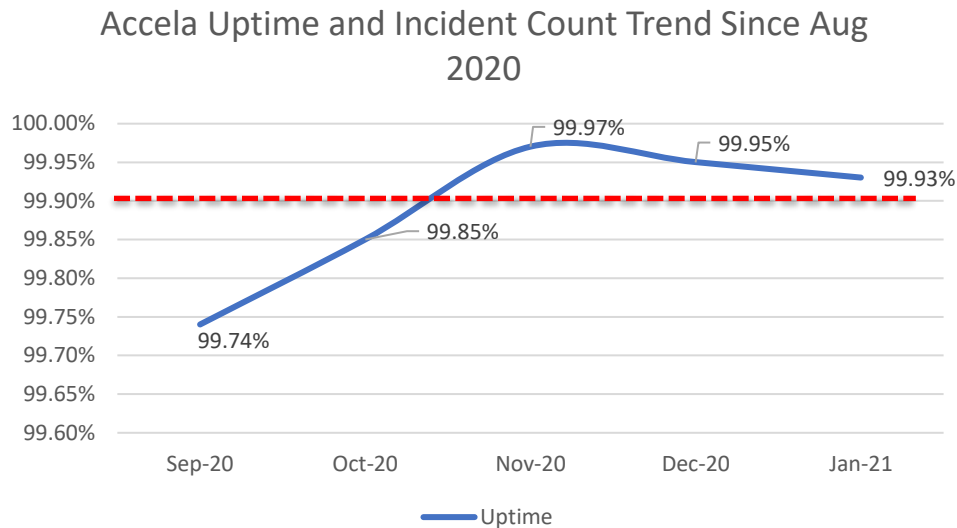


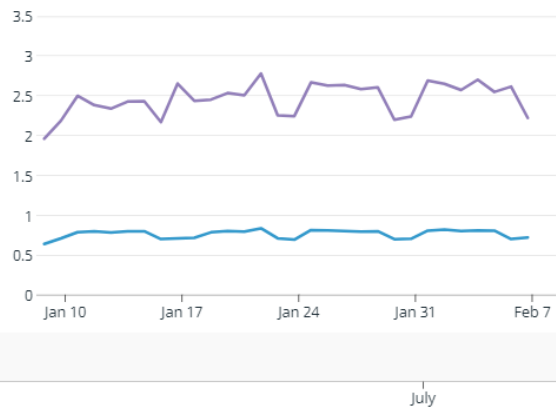
Stable uptime metrics (since Azure Migration Aug 2020)



- Trending to Three-and-a-half Nines (99.95%)
- Lower impact incidents since fixes and improvements in Azure

PERFORMANCE – Median and 90th Percentile Page Load Times

Median and pc90 Initial Loading Time



Filter series

Value	Min	Avg	Max	Metric
645.25ms	645.25ms	770.3ms	840.88ms	median:@view.loading_time[@view.loading_type:initial_load]
1.96s	1.96s	2.46s	2.78s	pc90:@view.loading_time[@view.loading_type:initial_load]

- Getting good telemetry on end-user performance: Page Load Times from Real User Monitoring (RUM)
- PLTs since early Jan 770ms Median, 2.46sec pc90 – **across all Accela Civic Platform Page Loads**
- Monitoring trend and alerting as needed