



halcyonsoftware

The Experts in Multi-Platform Systems Management

Monthly Service Report

March 2011

System Name: HAL525P1

| | |
|-----------------|---------|
| SLA Compliance: | 100.00% |
| SLA Target: | 98.00% |
| Max CPU %: | 272.00% |
| Average CPU %: | 11.29% |

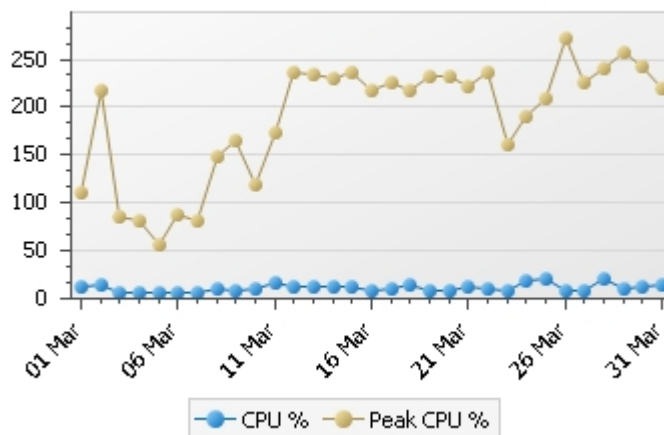
| | |
|-----------------------|------------|
| Max System ASP %: | 100.00% |
| Average System ASP %: | 89.09% |
| Max Response: | 1274452.50 |
| Average Response: | 16794.57 |

Performance Graphs

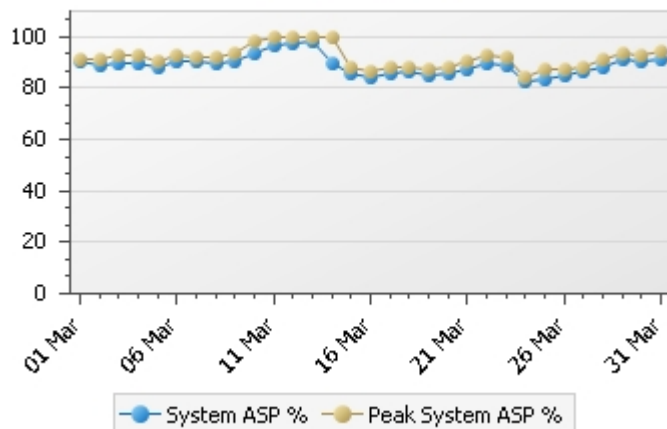
SLA Compliance



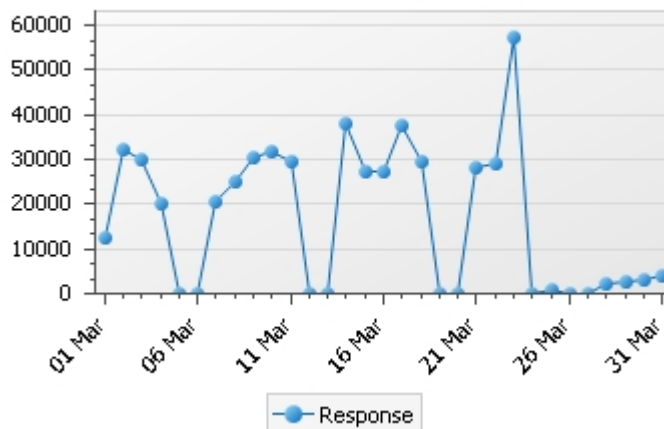
CPU Utilization



Disk Utilization



Average Response





System Name: HAL525P1

| Date | SLA Met | CPU % | Peak CPU % | System ASP% | System Peak ASP % | Response |
|------------|---------|-------|------------|-------------|-------------------|----------|
| 01/03/2011 | Yes | 12.83 | 110.40 | 90.26 | 91.37 | 12510.10 |
| 02/03/2011 | Yes | 14.07 | 217.80 | 89.07 | 91.19 | 32327.58 |
| 03/03/2011 | Yes | 7.10 | 86.70 | 89.86 | 92.53 | 30110.01 |
| 04/03/2011 | Yes | 6.05 | 82.30 | 89.38 | 93.11 | 20102.32 |
| 05/03/2011 | Yes | 5.76 | 57.40 | 88.17 | 90.63 | 75.62 |
| 06/03/2011 | Yes | 6.03 | 87.00 | 90.37 | 92.57 | 0.00 |
| 07/03/2011 | Yes | 6.93 | 81.30 | 90.48 | 92.21 | 20659.67 |
| 08/03/2011 | Yes | 9.98 | 148.20 | 90.01 | 92.25 | 25094.47 |
| 09/03/2011 | Yes | 8.06 | 165.50 | 90.57 | 93.47 | 30421.61 |
| 10/03/2011 | Yes | 11.37 | 120.20 | 93.86 | 98.58 | 31933.66 |
| 11/03/2011 | Yes | 16.81 | 173.80 | 97.00 | 99.82 | 29513.08 |
| 12/03/2011 | Yes | 13.06 | 237.00 | 97.54 | 99.93 | 0.00 |
| 13/03/2011 | Yes | 12.38 | 233.40 | 98.24 | 100.00 | 0.00 |
| 14/03/2011 | Yes | 11.86 | 229.50 | 89.96 | 99.74 | 38050.51 |
| 15/03/2011 | Yes | 12.30 | 236.40 | 85.54 | 88.18 | 27424.67 |
| 16/03/2011 | Yes | 8.71 | 218.20 | 84.35 | 86.61 | 27303.06 |
| 17/03/2011 | Yes | 10.78 | 226.50 | 85.51 | 88.25 | 37646.39 |
| 18/03/2011 | Yes | 14.72 | 218.50 | 86.29 | 88.44 | 29523.41 |
| 19/03/2011 | Yes | 8.36 | 232.80 | 85.09 | 87.60 | 0.00 |
| 20/03/2011 | Yes | 8.11 | 232.40 | 86.03 | 88.26 | 0.00 |
| 21/03/2011 | Yes | 12.06 | 222.20 | 87.59 | 90.47 | 28368.08 |
| 22/03/2011 | Yes | 9.93 | 237.40 | 89.76 | 92.52 | 28998.50 |
| 23/03/2011 | Yes | 8.48 | 162.10 | 89.28 | 92.14 | 57477.20 |
| 24/03/2011 | Yes | 19.09 | 189.80 | 82.37 | 84.42 | 47.00 |
| 25/03/2011 | Yes | 21.30 | 210.20 | 83.59 | 87.39 | 1078.58 |
| 26/03/2011 | Yes | 7.77 | 272.00 | 85.16 | 87.60 | 0.00 |
| 27/03/2011 | Yes | 8.44 | 225.20 | 86.28 | 88.35 | 0.00 |
| 28/03/2011 | Yes | 20.04 | 241.50 | 87.99 | 90.93 | 2201.08 |
| 29/03/2011 | Yes | 10.06 | 257.50 | 90.92 | 93.65 | 2684.12 |
| 30/03/2011 | Yes | 11.96 | 242.70 | 90.28 | 92.93 | 3241.33 |
| 31/03/2011 | Yes | 15.58 | 220.10 | 91.13 | 94.12 | 3839.54 |



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March 2011

System Name: HAL525P3

| | |
|-----------------|---------|
| SLA Compliance: | 100.00% |
| SLA Target: | 98.00% |
| Max CPU %: | 282.40% |
| Average CPU %: | 14.16% |

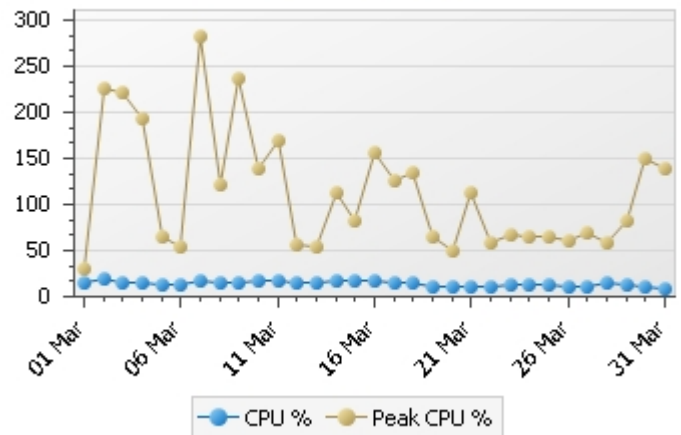
| | |
|-----------------------|---------|
| Max System ASP %: | 94.84% |
| Average System ASP %: | 84.51% |
| Max Response: | 3468.60 |
| Average Response: | 5.77 |

Performance Graphs

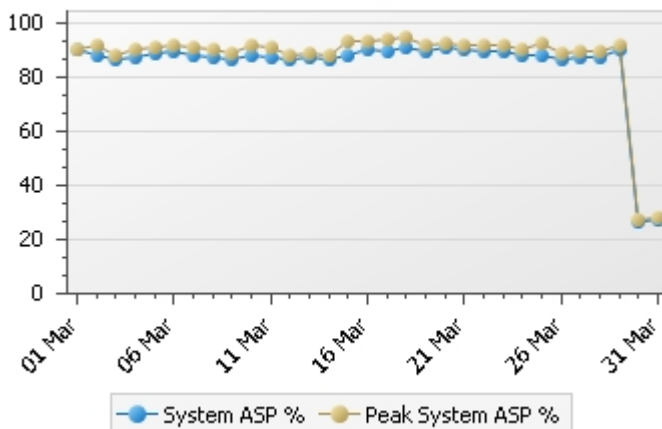
SLA Compliance



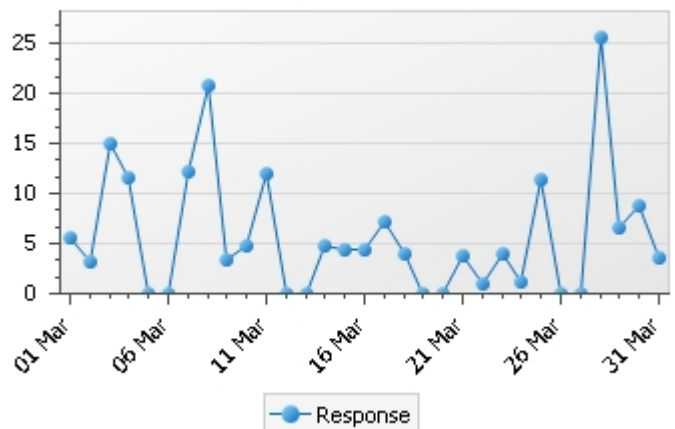
CPU Utilization



Disk Utilization



Average Response





System Name: HAL525P3

| Date | SLA Met | CPU % | Peak CPU % | System ASP% | System Peak ASP % | Response |
|------------|---------|-------|------------|-------------|-------------------|----------|
| 01/03/2011 | Yes | 15.49 | 30.40 | 89.93 | 90.17 | 5.69 |
| 02/03/2011 | Yes | 19.33 | 225.10 | 88.35 | 91.67 | 3.13 |
| 03/03/2011 | Yes | 16.27 | 221.00 | 86.52 | 88.26 | 14.93 |
| 04/03/2011 | Yes | 15.09 | 194.30 | 87.41 | 90.52 | 11.62 |
| 05/03/2011 | Yes | 12.30 | 64.80 | 88.67 | 90.78 | 0.00 |
| 06/03/2011 | Yes | 12.21 | 54.20 | 89.53 | 91.60 | 0.00 |
| 07/03/2011 | Yes | 16.94 | 282.40 | 88.36 | 91.11 | 12.17 |
| 08/03/2011 | Yes | 15.57 | 121.20 | 87.10 | 90.51 | 20.70 |
| 09/03/2011 | Yes | 16.06 | 237.60 | 86.84 | 88.75 | 3.38 |
| 10/03/2011 | Yes | 16.82 | 138.00 | 88.20 | 91.82 | 4.76 |
| 11/03/2011 | Yes | 16.81 | 170.10 | 87.65 | 91.00 | 12.03 |
| 12/03/2011 | Yes | 14.79 | 55.70 | 86.28 | 88.31 | 0.00 |
| 13/03/2011 | Yes | 14.74 | 53.40 | 87.03 | 89.04 | 0.00 |
| 14/03/2011 | Yes | 16.49 | 113.90 | 86.92 | 88.28 | 4.82 |
| 15/03/2011 | Yes | 18.43 | 82.90 | 88.40 | 93.32 | 4.34 |
| 16/03/2011 | Yes | 16.86 | 157.20 | 90.40 | 93.30 | 4.40 |
| 17/03/2011 | Yes | 16.20 | 126.00 | 89.77 | 94.01 | 7.28 |
| 18/03/2011 | Yes | 15.45 | 134.40 | 91.19 | 94.84 | 4.02 |
| 19/03/2011 | Yes | 11.42 | 64.70 | 89.83 | 91.99 | 0.00 |
| 20/03/2011 | Yes | 11.39 | 50.70 | 90.67 | 92.79 | 0.00 |
| 21/03/2011 | Yes | 11.62 | 113.80 | 90.17 | 91.83 | 3.77 |
| 22/03/2011 | Yes | 11.51 | 58.50 | 89.48 | 91.60 | 0.90 |
| 23/03/2011 | Yes | 12.07 | 68.10 | 89.43 | 92.05 | 3.99 |
| 24/03/2011 | Yes | 11.98 | 64.60 | 88.25 | 90.24 | 1.14 |
| 25/03/2011 | Yes | 13.17 | 64.20 | 87.96 | 92.54 | 11.30 |
| 26/03/2011 | Yes | 10.73 | 61.60 | 86.83 | 88.84 | 0.00 |
| 27/03/2011 | Yes | 10.89 | 69.20 | 87.65 | 89.57 | 0.00 |
| 28/03/2011 | Yes | 14.46 | 58.30 | 87.38 | 89.57 | 25.60 |
| 29/03/2011 | Yes | 13.10 | 83.00 | 89.93 | 91.71 | 6.50 |
| 30/03/2011 | Yes | 11.36 | 150.90 | 26.40 | 27.16 | 8.77 |
| 31/03/2011 | Yes | 9.43 | 138.80 | 27.15 | 27.96 | 3.64 |