Additional Information

On the 10th of each month, SAP SuccessFactors will post reports which detail the up-time availability and URL response times, by virtue of the data pool it ‘lives’ within your system. Two reports will be available and they measure different aspects of the SAP SuccessFactors HCM application.

- **Service Availability Report** - details the up-time availability of your data center
- **Availability and Response Time Report** - measures the availability and login performance of applications within your data pool

Before reading the reports, it is important to understand the difference between a data center and data pool. The Service Availability Report measures at the data center level and the Availability and Response Times Report measures a data pool.

![Data Center and Data Pool Diagram](image)

Additionally, within a data pool there may be multiple applications just like yours, so the data given is a best representation but should not be confused with a 100% match to your specific application.

### Availability and Response Time Reports

**Measure 1: URL Availability (Up-time)**

This graph measures the amount of time a system as defined by monitors which regularly checks if a given data pool was available during a defined time. Your application URL is monitored each minute from the Internet via 30+ global testing sites. These tests measure the percentage of time the system was available as defined by the monitoring tool's ability to successfully log into your application URL.

URL Availability is defined by the monitoring tool's ability to:

- Log in
- Log out

In addition to the monthly recap there will be a graph that details historic information from the previous 15 months.
Measure 2: URL Response Time (Performance)

This graph measures the time it took to access an application as defined by monitors which regularly check a given data pool by entering login credentials during a defined time. URL Response Time is defined by the average time it takes for the monitoring tool to:

- Log in
- Log out

Note: These tests are performed each minute from the Internet via 30+ global testing sites.

In addition to the monthly recap there will be a graph that details historical information from the previous 15 months.

Service Availability Reports

Detailed Up-time Report

This table breaks down data center up-time availability into 3 categories: Scheduled Maintenance, Emergency Maintenance, and Unplanned Downtime (outages) windows. Planned and Emergency
Maintenance windows are not included in the percentage as these are not considered ‘outages’ per customer contracts.

FAQ

Who can download the Availability Reports?

Both reports will be available only to active s-users on the SAP Support Portal.

Where am I supposed to view and download the Availability Reports?

Go to the Availability and Response Time Reports page in the SAP Support Portal.

What don’t the Availability Reports measure?

The Availability Reports do NOT measure the availability or response time for:

Application specific modules within the SAP SuccessFactors Suite like JAM, Learning Management System (LMS), Employee Central (EC), Work Force Analytics (WFA), Recruiting, Multi-posting, etc...

or

Availability of features & functions within an application like, FTP server availability and performance, Jobs scheduler availability and performance, Form creation and launch, Performance or Goal or Calibration tabs can be accessed, whether Calibration sessions are pulling data from PM forms, Job application submittal, generation of compensation statements etc.

How is the URL Availability % calculated within the Availability and Response Time Report?

URL Availability measures whether the access URL is allowing end-users to log into the application as expected. It does not measure specific modules within the application.
We calculate up-time by calculating the minutes of up-time divided by the total number of minutes for the specified period.

Example: February has 29 days this year, 29 days x 24 hours x 60 minutes = 41,760 minutes. 49 minutes of downtime, means that the site was up for 41,711, and 41,711 / 41,760 = 0.9988, thus the 99.88% up-time. This means that if the service doesn’t have any more downtime this month, it would have a 99.88% up-time at the end of the month.

Also, note the caveat that Planned and Emergency Maintenance windows are not included in the percentage as these are not considered ‘outages’ per standard contract agreements.

**How does the URL Response time measure performance?**

The URL Response Time, found within the Availability and Response Time Report, measures how long it took for a proxy end-user to log in, in milliseconds, at a given data pool. This measures essentially the ‘access speed’ from log in to the application loading.