

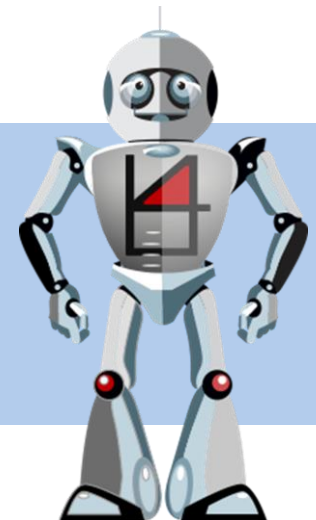


End To End Monitoring MONTHLY REPORT

Timeframe: 04.12.2016 to 03.01.2017



K3 Webshop



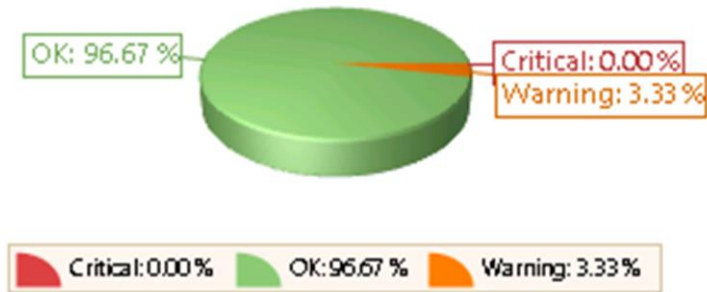
TEST OVERVIEW

b4 K3 Webshop Protector		
Test Steps	Description	Testing Interval
Step 1	LOGIN TO WEBSHOP PORTAL	<u>15 Min</u>
Step 2	ADDING ITEM TO BASKET	<u>15 Min</u>
Step 3	UPDATE ACCOUNT DETAILS	<u>15 Min</u>
Step 4	PAYMENT PROCESS	<u>15 Min</u>
RESULTS		
Total number of checks made		<u>11,216</u>
Total number of actions taken by the Protector		<u>32</u>

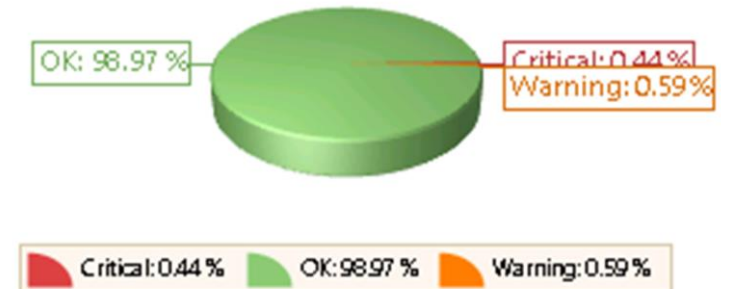


CRITICAL SERVICE RESULTS

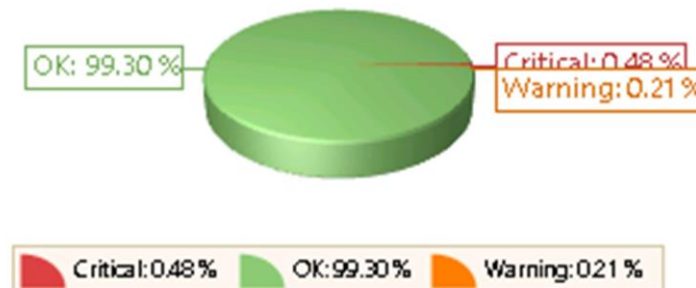
PERFORMANCE



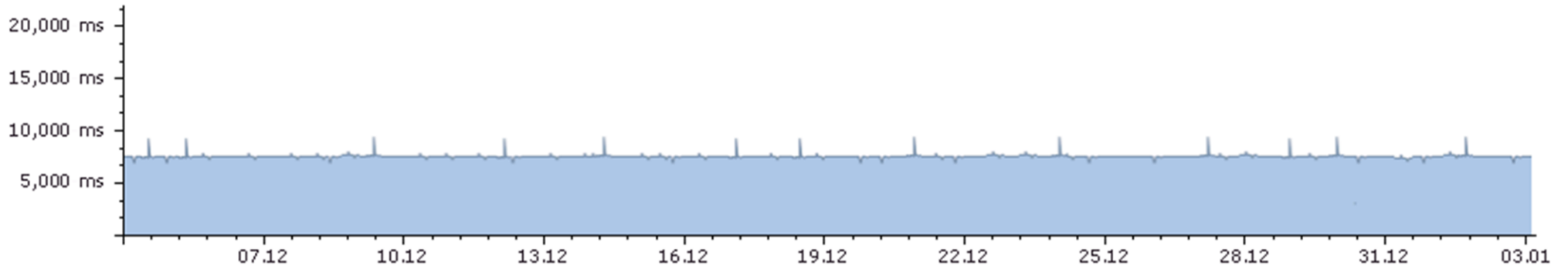
AVAILABILITY



IT HEALTH


































STEP 2 ADDING ITEM TO BASKET

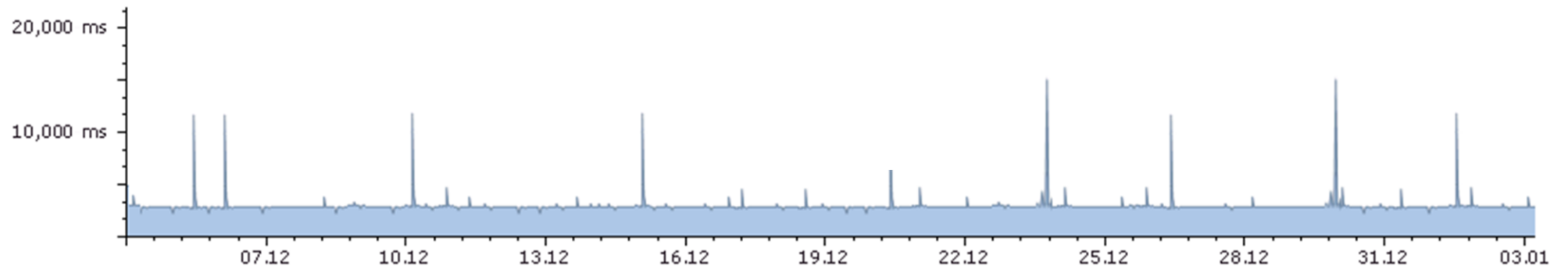


DAILY STATUS

 OK  Critical  Warning

	December																											January			
Object Name	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3
Step 2																															

STEP 4 PAYMENT PROCESS



DAILY STATUS

● OK
 ● Critical
 ● Warning

	December																													January					
Object Name	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3				
Step 4	OK	Critical	OK	OK	OK	OK	OK	OK	OK	OK	OK	Critical	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	Critical	OK	Critical	OK	OK	OK	OK	Critical	OK	OK	Critical	OK

INCIDENTS

Step	Outage Time	Recovery Time	Time Difference/Minutes
4	05.12.2016 09:33:54	05.12.2016 09:48:55	15
4	05.12.2016 23:12:10	05.12.2016 23:27:11	15
4	10.12.2016 23:23:01	10.12.2016 23:38:02	15
3	12.12.2016 19:03:25	12.12.2016 19:18:26	15
4	15.12.2016 22:55:04	15.12.2016 23:10:05	15
3	18.12.2016 18:33:01	18.12.2016 18:48:02	15
3	20.12.2016 19:01:46	20.12.2016 19:16:47	15
4	24.12.2016 18:40:00	24.12.2016 19:10:01	30
4	26.12.2016 19:13:58	26.12.2016 19:13:58	15
4	30.12.2016 19:01:30	30.12.2016 19:16:31	15
4	02.01.2016 18:15:25	02.01.2016 18:30:26	15