

Users Vote on Apdex Changes: Results of 2nd Annual User Survey

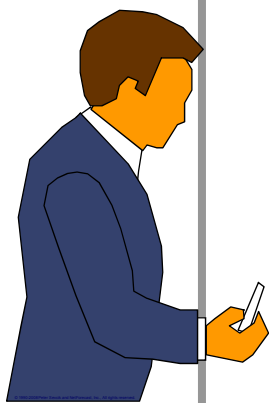


**Apdex Symposium, Las Vegas
CMG Session 358**

Apdex Symposium
Las Vegas
December 9, 2008

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Outline

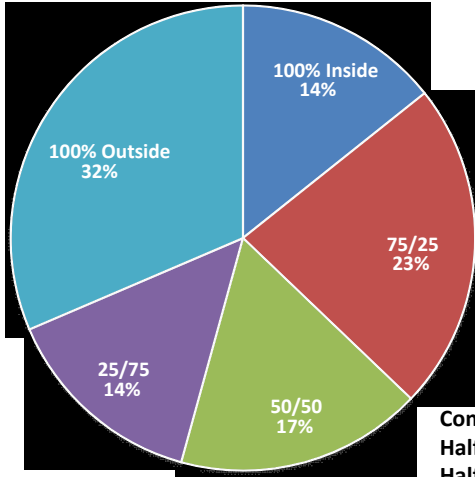


- **Apdex User Survey**
- **Next Steps for Apdex**

User Demographics

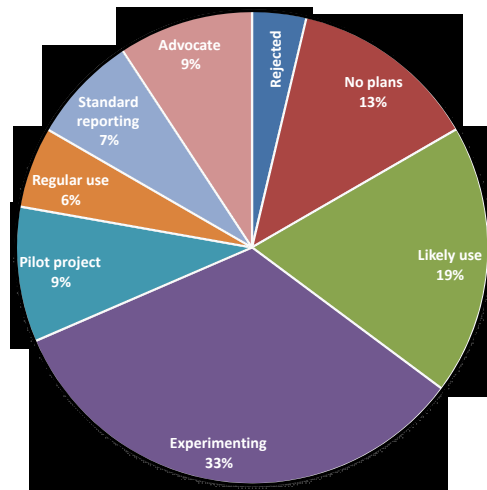


Traffic Mix: Inside/Outside



Company Size:
Half have more than 1,000 employees
Half have less than 1,000 employees

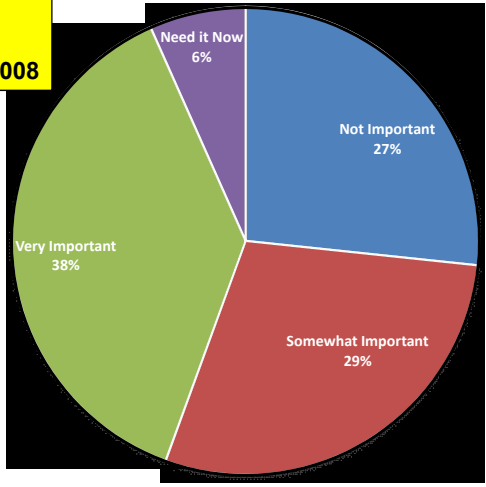
Using Apdex



Users Want Apex Vendor Support

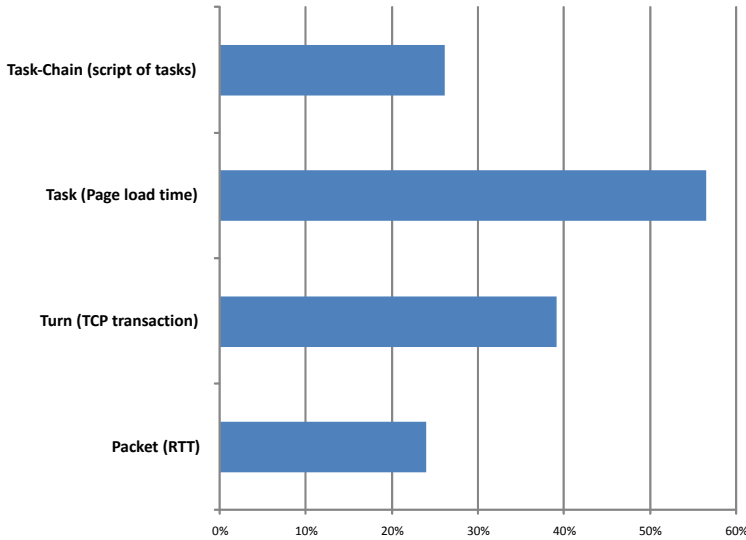


Very or extremely important grew from 36% to 44% between 2007 & 2008



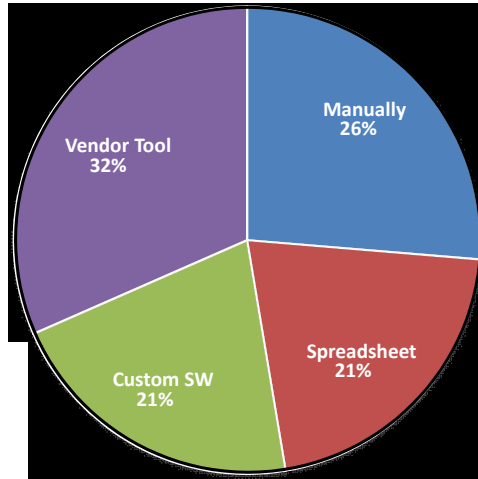
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What is Measured



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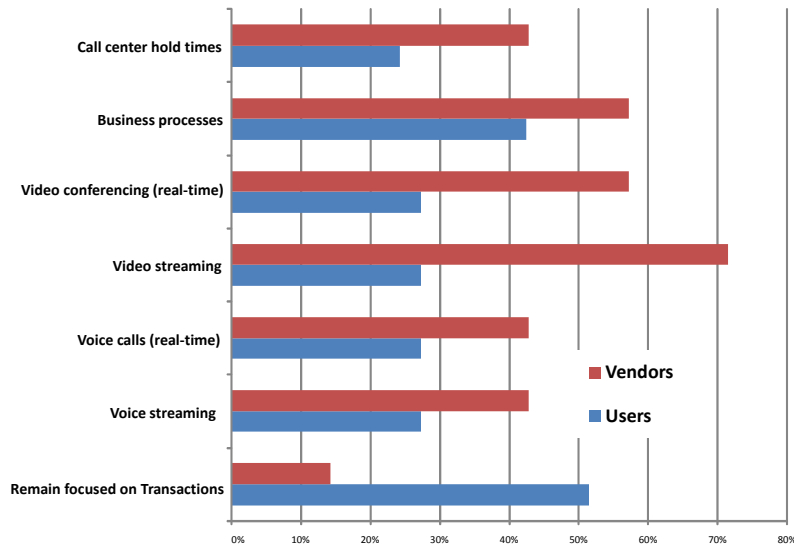
How Apdex Reports are Generated



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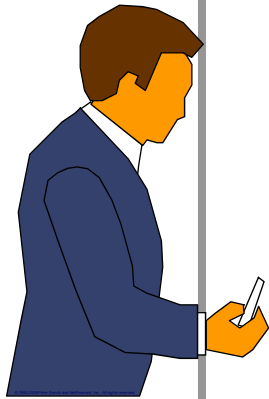
Should Apdex be Applied to Other Classes of IT Performance?



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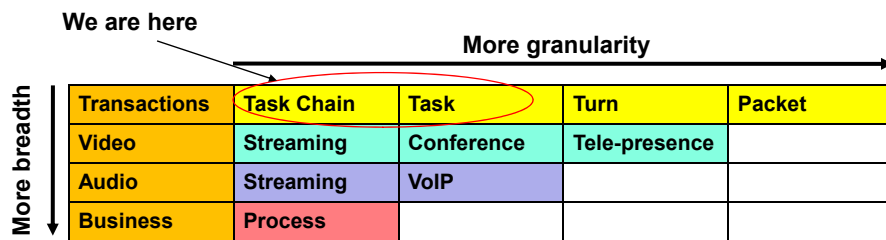
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Outline



- **Apdex User Survey**
- **Next Steps for Apdex**

Apdex Extensions



General Apdex Specification



- **Break Apdex into several documents**
 - Top-level is a general solution
 - Three buckets and simple formula
- **Application documents**
 - Describe how to set T and F
 - Many solutions will have T and F independent
- **Other suggestions?**
- **Discussion**

Thank You



More information is available at:

Articles and reports on performance measurement, analysis, and management are available at www.netforecast.com

Current status and news about Apdex and joining the Apdex Alliance is at www.apdex.org