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- (81) **Designated States (unless otherwise indicated, for every kind of national protection available):** AE, AG, AL, AM,

AO, AT, AU, AZ, BA, BB, BG, BH, BR, BW, BY, BZ, CA, CH, CL, CN, CO, CR, CU, CZ, DE, DK, DM, DO, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, GT, HN, HR, HU, ID, IL, IN, IS, JP, KE, KG, KM, KN, KP, KR, KZ, LA, LC, LK, LR, LS, LT, LU, LY, MA, MD, ME, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ, OM, PE, PG, PH, PL, PT, QA, RO, RS, RU, RW, SC, SD, SE, SG, SK, SL, SM, ST, SV, SY, TH, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, ZA, ZM, ZW.

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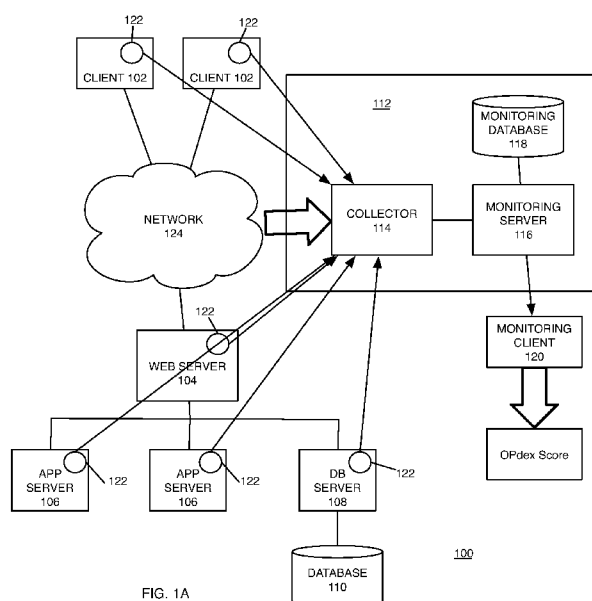
(54) **Title:** ASSESSING APPLICATION PERFORMANCE WITH AN OPERATIONAL INDEX

FIG. 1A

(57) **Abstract:** The present invention relates to a system and method for assessing application performance and user satisfaction. In one embodiment, the system and method calculates an Operational Index (OPdex) representing user satisfaction with an application. The OPdex may be a number quantifying user satisfaction with an application, such as a web application, and system performance. The OPdex may be based on one or more measurable metrics having a range of values that may affect user satisfaction or performance of an application. The OPdex may comprise calculating the index based on a soft threshold, a hard threshold, and measurements indicating a perceived application response time. The OPdex calculation may also account for sensitivity of user satisfaction to response time. Based on the OPdex, the system and methods also provide information indicating the relationship among application response time thresholds set by the users, the user satisfaction level, and the mean response time.

INTERNATIONAL SEARCH REPORT

International application No
PCT/US2012/033102

A. CLASSIFICATION OF SUBJECT MATTER
INV. G06F11/34
ADD.

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
G06F

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

EPO-Internal

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 6 959 265 B1 (CANDELA ERIC EVA [FR] ET AL) 25 October 2005 (2005-10-25) abstract; figures 3,4,6,7,12,13 column 6, line 48 - column 10, line 59 column 12, line 22 - column 13, line 34 -----	1-10
X	US 2003/204789 A1 (PEEBLES HAROLD L [US] ET AL) 30 October 2003 (2003-10-30) abstract paragraph [0009] - paragraph [0015] paragraph [0052] - paragraph [0077] column 138 paragraph [0138] - paragraph [0257] paragraph [0333] - paragraph [0452] -----	1-10
A	US 2007/220489 A1 (KASHIWAGI CHIZURU [JP]) 20 September 2007 (2007-09-20) the whole document -----	1-10



Further documents are listed in the continuation of Box C.



See patent family annex.

* Special categories of cited documents :

"A" document defining the general state of the art which is not considered to be of particular relevance

"E" earlier application or patent but published on or after the international filing date

"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)

"O" document referring to an oral disclosure, use, exhibition or other means

"P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art

"&" document member of the same patent family

Date of the actual completion of the international search

19 October 2012

Date of mailing of the international search report

14/01/2013

Name and mailing address of the ISA/

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INTERNATIONAL SEARCH REPORT

International application No.
PCT/US2012/033102

Box No. II Observations where certain claims were found unsearchable (Continuation of item 2 of first sheet)

This international search report has not been established in respect of certain claims under Article 17(2)(a) for the following reasons:

1. ☐ Claims Nos.:
because they relate to subject matter not required to be searched by this Authority, namely:
2. ☐ Claims Nos.:
because they relate to parts of the international application that do not comply with the prescribed requirements to such an extent that no meaningful international search can be carried out, specifically:
3. ☐ Claims Nos.:
because they are dependent claims and are not drafted in accordance with the second and third sentences of Rule 6.4(a).

Box No. III Observations where unity of invention is lacking (Continuation of item 3 of first sheet)

This International Searching Authority found multiple inventions in this international application, as follows:

see additional sheet

1. ☐ As all required additional search fees were timely paid by the applicant, this international search report covers all searchable claims.
2. ☐ As all searchable claims could be searched without effort justifying an additional fees, this Authority did not invite payment of additional fees.
3. ☐ As only some of the required additional search fees were timely paid by the applicant, this international search report covers only those claims for which fees were paid, specifically claims Nos.:
4. ☒ No required additional search fees were timely paid by the applicant. Consequently, this international search report is restricted to the invention first mentioned in the claims; it is covered by claims Nos.:

1-10

Remark on Protest

- ☐ The additional search fees were accompanied by the applicant's protest and, where applicable, the payment of a protest fee.
- ☐ The additional search fees were accompanied by the applicant's protest but the applicable protest fee was not paid within the time limit specified in the invitation.
- ☐ No protest accompanied the payment of additional search fees.

INTERNATIONAL SEARCH REPORT

Information on patent family members

International application No

PCT/US2012/033102

Patent document cited in search report	Publication date	Patent family member(s)	Publication date
US 6959265	B1	25-10-2005	NONE

US 2003204789	A1	30-10-2003	NONE

US 2007220489	A1	20-09-2007	JP 2007249844 A 27-09-2007
		US 2007220489 A1	20-09-2007

FURTHER INFORMATION CONTINUED FROM PCT/ISA/ 210

This International Searching Authority found multiple (groups of) inventions in this international application, as follows:

1. claims: 1-10

Identifying a source of a problem in an application based on a performance index.

2. claims: 11-15

Calculating a performance index of an application.

3. claims: 16-20

Modelling performance of an application based on a performance index.

4. claims: 21-25

Developing an index scoring a performance of an application.
