

DOCKET NO. E-100, SUB 161**Performance Metrics**

The Commission should require reporting of Green Button Connect My Data platform performance metrics on a publicly-available website, updated daily or continuously, including at a minimum the following:

1. Uptime

- a. Percent availability of the application programming interfaces (“APIs”) measured as operational time without returning errors and delivering the data requested
- b. Percent availability of the customer-facing authentication and authorization web pages operating without errors
- c. Number of minutes the platform has failed to meet the uptime and accuracy provisions of the Service Level Agreement (“SLA”)

2. Errors (searchable time periods)

- a. Inventory of errors generated describing date, time, error type, whether the error affected customer web pages or third party data requests via API, and a brief description

3. Response times (searchable time periods)

- a. API response times in milliseconds (synchronous and asynchronous), including mean, median, count of responses greater than 90 seconds, percent of responses greater than 90 seconds
- b. Web page response times in milliseconds, including mean, median, 90th percentile load time, etc.
- c. Time elapsed from the moment an authenticated customer clicks the final “authorize” button and the moment the requested data payload is available to the third party

4. Funnel statistics (searchable time periods)

- a. Duration and percent of users that complete the flow from start page through authentication to authorization, by device type or screen size

5. Usage Statistics

Attachment 3, Performance Metrics

- a. Total Authorizations completed (daily)
 - i. One-time authorizations
 - ii. Ongoing authorizations
- b. Number of views per page (daily)
- c. Number of unique user views per page (daily)

6. Third Party Onboarding

- a. Time to complete third party administrative onboarding
- b. Time to complete third party technical onboarding
- c. Number of third parties in various stages of onboarding

7. Trouble Ticket Issues Tracking

- a. Number and type of issues submitted by third parties by severity
- b. Mean and max acknowledgment time
- c. Mean and max resolution time
- d. Number of issues outstanding that have exceeded the SLA acknowledgment time, with a description of the issue
- e. Number of issues outstanding that have exceeded the SLA resolution time, with a description of the issue