

Glossary

Summary

A glossary of 1E Experience terminology.

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Experience alphabetical glossary

Term	Definition																		
Algorithms	1E Experience uses the following algorithms to derive a score for that metric.																		
	<table border="1"><thead><tr><th>Scoring Algorithm</th><th>Fixed Parameters</th><th>Description</th></tr></thead><tbody><tr><td>SweetSpot</td><td>Minimum, maximum and sweet spot</td><td>Sweet Spot Scoring Algorithm Based on a bell curve. Define a range (minimum and maximum) and a sweet spot within that range. Score is based on the distance from the nearest edge (minimum or maximum) to the sweet spot value. Example: SweetSpot(0,100,15) given a value of 30 gives you a score of 83 which is a Good grading</td></tr><tr><td>Percentage</td><td>value</td><td>Percentage Scoring Algorithm Expect a value in the range of 0 - 100 and return that same value as the score. Dropping off any decimal points. Example: A 9.6 value would give you a score of 9 which is a Very Poor grading</td></tr><tr><td>Inverse Algorithm</td><td>Inner algorithm</td><td>Inverting Algorithm The result of this algorithm subtracts 100 from the value dropping any decimals. Example: A 9.6 value would give you a score of 91 (100 - 9 = 91) which is a Very Good grading</td></tr><tr><td>Constant</td><td>constant score</td><td>Constant Scoring Algorithm No matter the incoming value, return a constant score Example: A value of 42 would give you a score of 42 which is a Poor grading</td></tr><tr><td>Bounded Range</td><td>Minimum and maximum</td><td>Bounded Range Scoring Algorithm Expect a value in the range of (minimum, maximum) and return a score of 0-100 based on the position, dropping any decimals. Example: BoundedRange(10,120) given a score of 119 would give you a score of 1 which is a Very Poor grading</td></tr></tbody></table>	Scoring Algorithm	Fixed Parameters	Description	SweetSpot	Minimum, maximum and sweet spot	Sweet Spot Scoring Algorithm Based on a bell curve. Define a range (minimum and maximum) and a sweet spot within that range. Score is based on the distance from the nearest edge (minimum or maximum) to the sweet spot value. Example: SweetSpot(0,100,15) given a value of 30 gives you a score of 83 which is a Good grading	Percentage	value	Percentage Scoring Algorithm Expect a value in the range of 0 - 100 and return that same value as the score. Dropping off any decimal points. Example: A 9.6 value would give you a score of 9 which is a Very Poor grading	Inverse Algorithm	Inner algorithm	Inverting Algorithm The result of this algorithm subtracts 100 from the value dropping any decimals. Example: A 9.6 value would give you a score of 91 (100 - 9 = 91) which is a Very Good grading	Constant	constant score	Constant Scoring Algorithm No matter the incoming value, return a constant score Example: A value of 42 would give you a score of 42 which is a Poor grading	Bounded Range	Minimum and maximum	Bounded Range Scoring Algorithm Expect a value in the range of (minimum, maximum) and return a score of 0-100 based on the position, dropping any decimals. Example: BoundedRange(10,120) given a score of 119 would give you a score of 1 which is a Very Poor grading
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<p>Categories page</p>	<p>The Categories page shows a dashboard of the scores from each of the four categories:</p> <ul style="list-style-type: none"> • Stability • Responsiveness • Performance • Sentiment 										
<p>Daily Digest</p>	<p>Some metrics for Experience is collected as daily summaries. These are sent to the Tachyon Switch each night at midnight. If the 1E Client cannot contact the server at midnight the daily digest data is saved at the device and is sent to the server the next time the server can be contacted. In this version there is not the ability to force the 1E Client to send the information outside of the nightly cycle.</p> <p>The data that is collected in the daily digest is:</p> <ul style="list-style-type: none"> • Device resource usage • Device Performance, responsiveness and stability data • Software stability and resource usage 										
<p>Device Criticality</p>	<table border="1" data-bbox="248 1094 1471 1209"> <thead> <tr> <th>Using Device Criticality</th> </tr> </thead> <tbody> <tr> <td>Assigning Criticality to devices according to their importance within your organization.</td> </tr> </tbody> </table>	Using Device Criticality	Assigning Criticality to devices according to their importance within your organization.								
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<p>Devices page</p>	<p>The Devices page allows you to view detailed information for each device in your environment by drilling into a device. This is the page that the View Detailed Data button takes you to from the Category tiles.</p>										
<p>Experience Score</p>	<p>The Experience Score is an overall number that represents the User Experience of a given device. It is a total of weighted scores in the four categories - Performance, Stability, Responsiveness, and User Sentiment. The total possible score overall or in any given category is 100.</p>										
<p>Filters bar</p>	<p>The Filters bar appears at the top of most of the pages in Experience. You can expand and collapse the bar.</p> <p>Each section in the Filters bar allows a user to quickly and easily filter based on different categories. When a filter is set, it applies to all the tiles on the page, and is also applied to other pages when they are viewed.</p> <p>On the Software page, there is also a filter setting to select the Last x Days, where x is 90 (default), 60, 30, or 7 days. The Last x Days filter is applied to all pages in the same way as other filters, although it can be selected <i>only</i> on the Software page.</p> <p>On the Stability, Responsiveness, Performance, and Sentiment pages there is also a Break Down By selector that reconfigures the charts to show the data divided up into the selected category.</p> <p>On the Overview, Categories, Devices, and Software pages there is no option for Break Down By.</p> <p>On the Users and Surveys pages the Filters bar is not available.</p>										

Grading	<p>Experience scores are divided into one of five gradings.</p> <ul style="list-style-type: none">• Very Good• Good• Average• Poor• Very Poor
Location	<p>Tachyon Explorer allows you to use Location when defining coverage for an instruction. For example, you can choose to target an instruction to be sent only to devices whose location has been set.</p>
Metrics	<p>Metrics are the datasets that are collected by the 1E Client and sent up the Tachyon server daily. Metrics are either Raw or Aggregate. Raw metrics have a scoring algorithm applied to them to derive a score.</p>

Management groups page

Management groups are containers used to group devices and the software installed on those devices. Management groups are defined using configurable rules that look at various properties of the devices and their installed software, these are then evaluated to determine the group membership. This means that Management group membership adapts to changes to the devices and software in your environment. Management groups are used by Tachyon to:

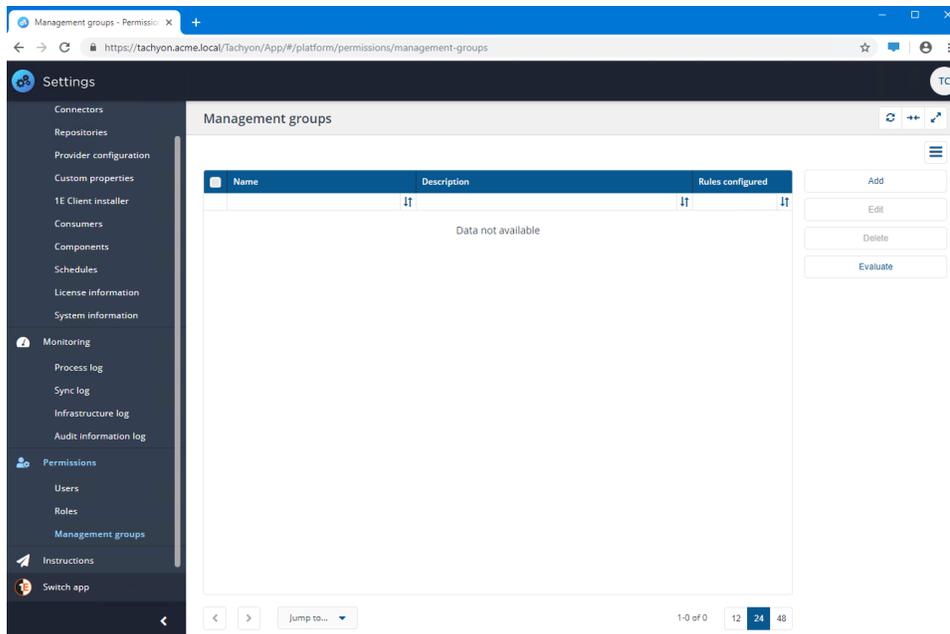
- Determine the targets for questions, actions and reporting.
- Determine user permissions for targeting on particular devices based on Management group membership.

In terms of permissions for determining how Tachyon users interact with the devices in your network, Management groups work alongside Instruction sets.

The **Management groups** page lets you add, edit, delete and evaluate management groups.

Management groups have the following properties:

- Each device known to Tachyon can be assigned to any number of management groups, or be left unassigned. Devices not assigned to any management group will still be accessible, subject to permissions.
- Roles can be associated with specific management groups, so that users with those roles will only be able to target the devices in their management groups.
- Management groups can only contain devices, and they are completely independent of any other management group, even if they contain the same devices.
- Each Management Group must have a unique name which is not case sensitive.



<p>Overview page</p>	<p>The Overview page is the starting place for any 1E Experience journey. Here you can get immediate answers to how your enterprise is performing from an end-user perspective and you can drill-down to get details on specific problem areas and find routes to immediate resolutions.</p> <p>Your key indicator is the Experience - Latest Score chart, which gives your enterprise a score out of 100 based on a combination of measured events and user surveys. The closer you are to 100 the better the IT experience your end-users are having.</p> <p>The Experience - Latest Grading chart provides a breakdown of the experience score showing how many devices and users fall into each of the five experience grades - ranging from Very Good to Very Poor. This helps interpret the experience score and see how it maps onto end-user experiences.</p> <p>The Experience - What's Changed (last 7 days) chart provides an overview of the significant changes, good or bad, that have occurred during the past week.</p> <p>Finally you can use the Experience - Trend chart to check how well your enterprise is performing over time in terms of how your end-users see it. You could use this chart to help gauge progress on any improvement programs you might have put in place or act as an advanced warning that there are underlying issues that are affecting your end-users and need resolving.</p>
<p>Performance page</p>	<p>The performance score is derived by measuring the performance of the device using the Windows Performance Counters. These counters measure many data points on the device including CPU usage, disk usage, memory usage, and processes.</p> <p>The page allows you to drill into the Latest Score tile to see the different metrics that are collected. For information on the makeup of the score see Performance Score</p>
<p>Performance Score</p>	<p>The Performance score is derived from the scores of disk performance, CPU performance, and memory performance.</p>
<p>Responsiveness page</p>	<p>The responsiveness score is derived by measuring how well Windows application perform during our "Synthetic micro-transactions". The successful and timely operation of Windows and Windows applications is key to a positive user experience on that device.</p> <p>The page allows you to drill into the Latest Score tile to see the different metrics that are collected. For information on the makeup of the score see Responsiveness Score</p>
<p>Responsiveness Score</p>	<p>The Responsiveness score is derived from the scores of Windows internals, system startup, and Windows UI.</p>
<p>Scores</p>	<p>The Experience Score is an overall number that represents the User Experience of a given device. It is a total of weighted scores in the four categories - Performance, Stability, Responsiveness, and User Sentiment. The total possible score overall or in any given category is 100.</p>
<p>Software page</p>	<p>The Software page shows a listing of all the Software titles that are installed in the environment (including executable and version). The second column in the list shows the number of devices that have each title.</p>
<p>Stability page</p>	<p>The stability score is derived by measuring the "crashiness" of applications and the operating system of a device. The different types of crashes have a differing impact on the score, based on the amount of impact on the end-user.</p> <p>An application crash is annoying but the crash of the entire operating system could cause data loss so has more weight on the score. The page allows you to drill into the tiles to see the different metrics that are collected. For information on the makeup of the score see Stability Score</p>
<p>Stability Score</p>	<p>The Stability score is derived from four scores based on the number of crashes and hangs for software and for the Operating System itself.</p>
<p>Tile buttons</p>	<p>The Stability, Responsiveness, Performance, and User Experience pages all have a set of tiles that allow navigation or a change of view.</p>