**System Health Monitoring Report**

**Project:** CIPOG-SSA  
**Reporting Period:** Q2 2025  
**Purpose:** Monitor platform reliability, speed, and error rates to maintain high service quality.

| **Metric** | **Description** | **Target / SLA** | **Actual** | **Notes** |
| --- | --- | --- | --- | --- |
| **System Uptime** | % system availability to users | ≥ 99.9% | 99.94% | Minor downtime due to scheduled maintenance |
| **Average API Response Time** | Time for system to respond to API calls | ≤ 300 ms | 250 ms | Stable performance across modules |
| **Peak Response Time** | Highest recorded latency during peak usage | ≤ 1.2 seconds | 1.1 seconds | Occurred during monthly reporting deadlines |
| **Error Rate** | % of failed API calls or transaction errors | ≤ 0.1% | 0.07% | Mostly transient network issues |
| **Mobile Sync Failure Rate** | Failed offline sync attempts | ≤ 5% | 3.8% | Gradual improvement with app updates |
| **Database Query Performance** | Avg query response time | ≤ 120 ms | 95 ms | Efficient indexing and caching in place |
| **Backup Success Rate** | Daily backups completed successfully | 100% | 100% | No backup failures reported |
| **Security Incident Count** | Number of security breaches or alerts | 0 | 0 | Security protocols strictly followed |
| **Server Resource Utilization** | Average CPU & RAM usage | < 70% | CPU: 52%, RAM: 57% | Adequate capacity with headroom |
| **Incident Response Time** | Time to respond to system alerts | < 30 minutes | 20 minutes | SLA consistently met |