

# Operational Performance Analytics Report as a Service

Delivered by  
Optimum Biometric Labs  
and Bion Biometrics



# Content

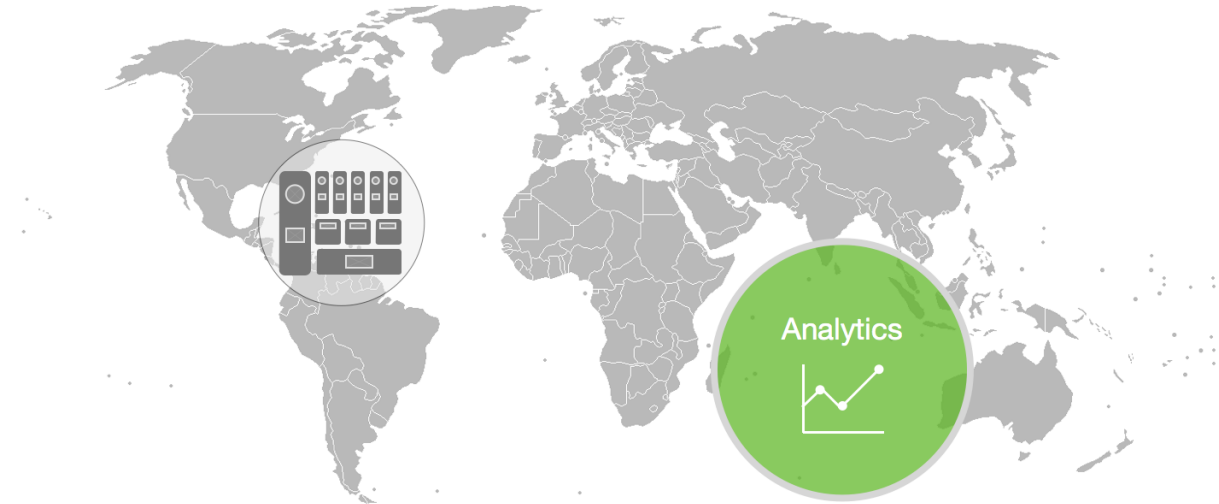
- Overview of features
- Key customer benefits for
  - Biometric operator, support center, and end-customer
  - Biometric vendor and service provider
- Report snapshots
- List of data and metrics
- Report delivery
- OASIS standard development
- Conclusion

# Overview of Features

## Consolidated performance:

Evaluate how a group of readers and users perform

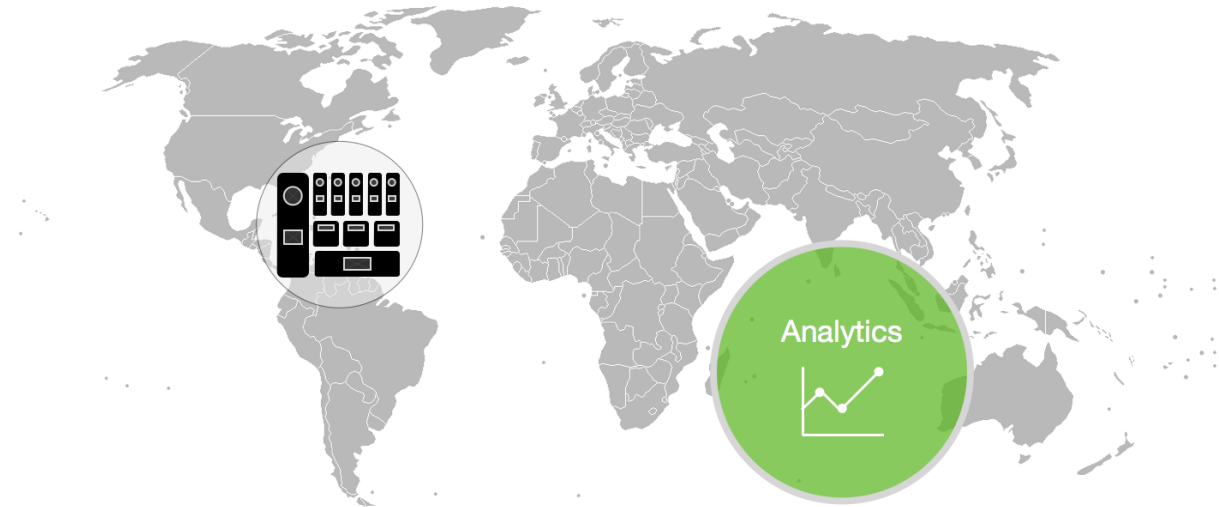
Assess operational values against baseline or expected performance



# Overview of Features

## Individual performance:

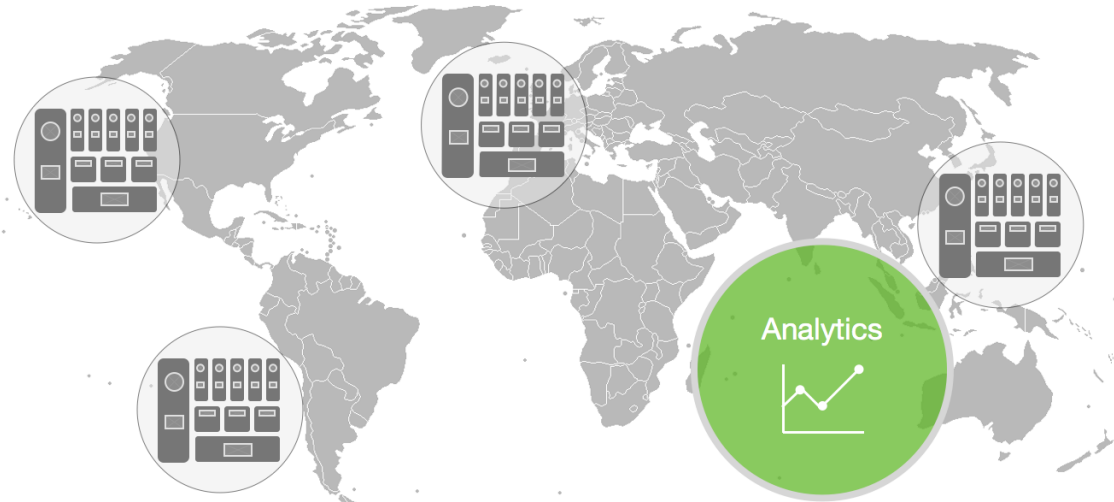
Identify readers and users with authentication difficulties



# Overview of Features

## Clusters' performance:

With multiple reports, compare how groups of readers and users perform



# Key Customer Benefits

## **For Biometric operator, support center, and end-customer:**

- Reduced operational costs by smarter data analysis and directed maintenance instead of periodic maintenance
- Faster fault analysis, improved troubleshooting and customer support
- Improved quality of service and user experience

# Key Customer Benefits

## **For Biometric vendor and service provider:**

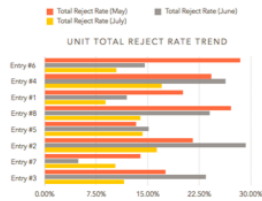
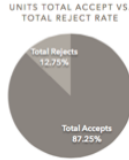
- Real-world feedback to improve future products
- Improved customer support
- Increased sales and competitive advantages

# OPERATIONAL PERFORMANCE ANALYTICS REPORT

PROFILE TYPE: Physical Access Control (PAC) and similar applications  
 REPORT PERIOD: July 1, 2012 - July 31, 2012

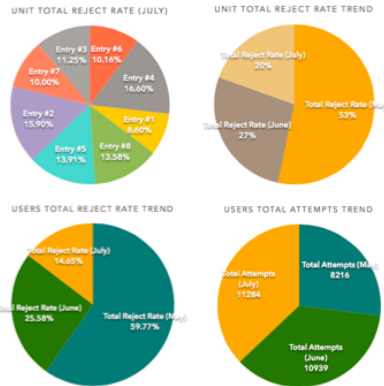
## Installation information

Name: IRVINE UCI LIBRARIES PAC #004  
 Installation Type: Physical Access Control  
 Address: University of California, Irvine, CA 92623, USA  
 Location: UCI Langson Library  
 Time Zone: Pacific Time Zone (UTC08:00)  
 Created by: Admin  
 Date created: Jan 1, 2012  
 Organization: UCI



## Overall Installation Summary

NUMBER OF UNITS/LOCATIONS	NUMBER OF ENROLLED USERS	TOTAL ATTEMPTS
<b>8</b>	<b>109</b>	<b>11,417</b>
TOTAL ACCEPTS	TOTAL REJECTS	TOTAL REJECT RATE
<b>9,961</b>	<b>1,456</b>	<b>12.75%</b>
HIGHEST TOTAL REJECT RATE, UNIT/LOCATION	LOWEST TOTAL REJECT RATE, UNIT/LOCATION	HIGHEST STD TOTAL REJECT RATE, UNIT/LOCATION
<b>17.03%</b>	<b>8.83%</b>	<b>9.45%</b>
Entry #4	Entry #1	Entry #6
HIGHEST TOTAL REJECT RATE, USER	LOWEST TOTAL REJECT RATE, USER	HIGHEST STD TOTAL REJECT RATE, USER
<b>86.36%</b>	<b>0.0%</b>	<b>30.03%</b>
User #3	Multiple users	User #1



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# OPERATIONAL PERFORMANCE ANALYTICS REPORT

PROFILE TYPE: Physical Access Control (PAC) and similar applications  
 REPORT PERIOD: July 1, 2012 - July 31, 2012

## Unit Total Reject Trend Summary (Attempts/Rejects/Reject rate)

Unit/Location	Total Attempts (Max)	Total Attempts (Min)	Total Attempts (Avg)	Total Rejects (Max)	Total Rejects (Min)	Total Rejects (Avg)	Total Reject Rate (Max)	Total Reject Rate (Min)	Total Reject Rate (Avg)	Standard Deviation
Entry #6	3,091	2,748	4,153	685	545	433	28.47%	14.54%	16.43%	9.41%
Entry #4	2,070	3,490	3,259	302	918	555	24.23%	26.30%	17.03%	4.87%
Entry #1	1,618	1,963	1,914	225	235	149	20.09%	11.97%	8.83%	5.81%
Entry #8										
Entry #5										
Entry #2										
Entry #7										
Entry #3										

# OPERATIONAL PERFORMANCE ANALYTICS REPORT

PROFILE TYPE: Physical Access Control (PAC) and similar applications  
 REPORT PERIOD: July 1, 2012 - July 31, 2012

## User Total Reject Trend Summary (Attempts/Rejects/Reject rate)

User	Total Attempts (Max)	Total Attempts (Min)	Total Attempts (Avg)	Total Rejects (Max)	Total Rejects (Min)	Total Rejects (Avg)	Total Reject Rate (Max)	Total Reject Rate (Min)	Total Reject Rate (Avg)	Standard Deviation
1	257	144	107	196	47	20	76.26%	32.64%	18.49%	30.03%
2	155	149	116	110	101	47	70.97%	67.79%	40.32%	16.74%
3	24	18	22	17	8	9	70.83%	44.44%	86.36%	21.19%
4	396	344	366	230	144	112	58.06%	41.02%	25.63%	13.83%
5	135	147	123	76	39	49	56.3%	40.14%	39.84%	9.42%
6	193	254	295	96	99	101	49.74%	38.98%	34.24%	7.84%
7	99	44	0	49	13	0	49.49%	29.53%	0.0%	24.90%
8	49	42	42	49	23	14	46.94%	22.38%	36.5%	12.49%
9	42	84	116	19	15	20	45.24%	17.64%	13.24%	10.99%
10	81	179	167	35	84	58	43.21%	46.93%	34.73%	6.25%
11	33	14	38	14	7	25	42.42%	50.0%	65.79%	11.92%
12	102	76	35	43	7	3	42.16%	9.21%	8.57%	19.21%
13	57	59	83	24	13	21	42.11%	24.5%	38.16%	9.53%
14	43	108	90	26	38	37	41.27%	53.3%	41.11%	7.22%
15	10	57	49	4	0	8	40.0%	0.0%	16.33%	20.11%
16	77	117	81	28	24	10	36.36%	20.51%	12.33%	12.21%
17	49	81	102	16	30	23	32.63%	37.04%	22.53%	7.43%
18	128	250	139	41	41	19	32.03%	24.4%	13.73%	9.73%
19	180	351	200	57	148	37	31.47%	42.17%	18.3%	11.86%
20	35	53	53	11	8	6	31.43%	15.09%	11.32%	10.49%
21	180	223	139	54	39	31	30.0%	26.46%	22.3%	3.83%
22	36	10	17	9	4	5	30.5%	4.0%	15.56%	10.56%
23	72	67	57	20	13	14	27.78%	16.42%	18.18%	6.11%
24	18	10	18	5	2	6	27.78%	20.0%	33.33%	6.70%
25	26	34	26	7	8	2	26.92%	23.53%	7.49%	10.26%
26	56	138	111	14	26	5	25.0%	30.29%	4.3%	15.78%

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Snapshots of **Operational Performance Analytics Report**,  
 Profile type: Physical Access Control (PAC) and similar applications



# List of Data and Metrics

## **INSTALLATION INFORMATION** (table)

### **UNITS TOTAL ACCEPT VS. TOTAL REJECT RATE** (chart)

### **OVERALL INSTALLATION SUMMARY** (table)

NUMBER OF UNITS/LOCATIONS

NUMBER OF ENROLLED USERS

TOTAL ATTEMPTS

TOTAL ACCEPTS

TOTAL REJECTS

TOTAL REJECT RATE

HIGHEST TOTAL REJECT RATE, UNIT/LOCATION

LOWEST TOTAL REJECT RATE, UNIT/LOCATION

HIGHEST STANDARD DEVIATION TOTAL REJECT RATE,  
UNIT/LOCATION

HIGHEST TOTAL REJECT RATE, USER

LOWEST TOTAL REJECT RATE, USER

HIGHEST STANDARD DEVIATION TOTAL REJECT RATE, USER

## **UNIT TOTAL REJECT TREND SUMMARY**

**(ATTEMPTS/REJECTS/REJECT RATE/TOTAL REJECT  
RATE STANDARD DEVIATION)** (table)

TOTAL REJECT RATE TREND (chart)

TOTAL REJECT RATE (chart)

UNIT TOTAL REJECT RATE TREND (chart)

## **USER TOTAL REJECT TREND SUMMARY**

**(ATTEMPTS/REJECTS/REJECT RATE/TOTAL REJECT  
RATE STANDARD DEVIATION)** (table)

USERS TOTAL REJECT RATE TREND (chart)

USERS TOTAL ATTEMPTS TREND (chart)

### ***REPORT IN NUMBERS:***

*METRICS AND DATA TYPES: 32*

*CHARTS: 6*

*TABLES: 4*

# Report Delivery

- Frequency: Monthly
- Format: PDF
- Delivery: via Email

# OASIS standard Development

- We are developing ‘Operational Monitoring and Reporting (OMAR)’ at OASIS-Open
- We aim to enhance the standard with useful report profiles, based on demand, for diverse application types:
  - Physical Access Control (PAC) and similar applications
  - Automated Border/Passport Control (ABC/APC) and eGates
  - eDocument enrollment
  - etc.



# Conclusion

- Operational performance information is very difficult to obtain
- Using BioUptime we can obtain this information from the actual readers in operation
- The operational performance information can then be used in Service Level Agreements, customer support and operations management