E Reporting
Getting the best performance

Fact Sheet 3

NHS

Dental Services

Basic requirements

In order to access E Reporting on your PC you will need the following:

Internet explorer version 6 or above		Essential
Java version	Sun 1.4.2_xx	Essential
	Sun 1.5.0_xx	
	Sun 1.6.0_02+	
A broad band connection		Highly Recommended
Broadband speed of at least 8Mb		Recommended

What performance should I expect from E Reporting?

Different elements of the system have different levels of complexity and will therefore run at different speeds.

In order to run or build Business Objects queries, Java must first be loaded which can take a minute or two. However, Java only needs to be loaded once each time E Reporting is used.

Many simple queries should run within seconds. The speed of the query will depend on the volume of data being retrieved, therefore information for one contract will run slightly more quickly than for the whole PCO.

Downloading reports can take up to a minute or longer depending on the number and size of reports being downloaded.

Dashboards are also a little more complex and can take a minute or more to load.

Detailed performance tests with expected results are shown on the back of this factsheet with expected response times.

If your response times fall considerably outside those expected, there are a number of areas you could consider.

What will affect my performance of E Reporting?

The single largest factor in a user's view of the performance of E Reporting will be the speed of the internet connection. This will depend on broadband provider, area of the country and the number of other concurrent uses of the same broadband connection.

Time of day and activity of other users on your local network will also be a factor. Lunchtimes tend to be busy in terms of internet activity whereas early mornings and late afternoons may achieve better performance.

Some large queries will take longer to run and good practice in developing Business Objects reports will also help with certain aspects of performance. In particular, formatting reports for one contract before summarising at PCO level will reduce the volume of data, which will make the report easier to work with.

For more information on E Reporting please see our website at www.nhsbsa.nhs.uk/dental

Testing the performance of E Reporting

If you are concerned about the performance you are receiving from E Reporting, the table below shows typical speeds you should expect from a series of standard actions using a typical broadband internet connection.

If the performance of your system is much slower than the times suggested, the most likely cause of slow running times is the speed of your internet connection.

Start Page	Action	Result (page)	Broadband internet connection
E reporting login page	Login	E Reporting Home page	7 seconds
List of standard monthly Contract Management reports	Click on "Contract General Report.pdf" Click on "Open"	Pdf file opens in separate window	11 seconds
E Reporting Home page	Click "Create and modify reports or view dashboards"	Business Objects Homepage	20 seconds
List of Universes*	Click "E Reporting Activity"	Java Report Panel for the Activity Universe	75 seconds
Java Report Panel for the Activity Universe	Click run query	Populated report	13 seconds
Dashboard Folder	Click "PCO NHS Dentistry Performance Dashboard Current Year" If required click Yes to display	Fully loaded dashboard headlines screen	40 seconds

Top Tips for maximising performance

1. Improve the speed of your internet connection by changing broadband provider or requesting a dedicated line

2. Run queries at quieter times avoiding lunchtimes

3. Run complex queries with a small amount of data before extending to all contracts

4. Check whether your systems meet the minimum specification suggested above and consider upgrading memory or versions of the required software.

Broadband connections are often advertised with much higher speeds than those which can actually be achieved. A broadband "dongle" may help but the potential and actual speeds need to be carefully considered.

If you have any queries regarding E Reporting Performance or would like further advice, please contact Dental Data on 01892 592511 for assistance.

Contact details

The Dental Data team can be contacted on **01892 592511** or email **dentaldata@dpb.nhs.uk.**

For general queries contact our helpdesk on **0845 126 8000** or email **nhsbsa.dentalservices@nhs.net** Website www.nhsbsa.nhs.uk/dental

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