

Performance Trouble Ticket Analysis - April 2009

Performance Tickets Opened by Campus

| <u>Campus</u> | <u>Tickets</u> |
|----------------|----------------|
| Chico | 3 |
| Fresno | 2 |
| Fullerton | 1 |
| Humboldt | 2 |
| Long Beach | 1 |
| Los Angeles | 1 |
| Northridge | 2 |
| Sacramento | 8 |
| San Bernardino | 1 |
| San Francisco | 1 |
| Stanislaus | 3 |
| Total | 25 |

Performance Tickets Opened by Category (Item)

| Campus | Campus - Batch | Finance - Batch | Finance - On-line | General | HR - Batch | HR - On-line | SA - Batch | Tools - Batch | Tickets |
|----------------|-------------------|--------------------|----------------------|----------|---------------|-----------------|---------------|------------------|-----------|
| Chico | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 3 |
| Fresno | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Fullerton | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Humboldt | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2 |
| Long Beach | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Los Angeles | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Northridge | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 |
| Sacramento | 1 | 1 | 0 | 5 | 0 | 0 | 1 | 0 | 8 |
| San Bernardino | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| San Francisco | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Stanislaus | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 3 |
| Total | 3 | 3 | 4 | 7 | 1 | 3 | 2 | 2 | 25 |

Performance Tickets Closed by Resolution

| Resolution | Tickets |
|---|----------------|
| Campus | 3 |
| Duplicate ticket | 1 |
| Issue resolved | 2 |
| Provided User Training or Documentation | 1 |
| Regathered stats. | 1 |
| Resolved by SOSS DBA's. Rebuilt indexes. | 1 |
| Statistics | 3 |
| Tuning | 2 |
| Unknown | 2 |
| Totals | 16 |

Outstanding Performance Tickets Aging by Campus

| Campus | 1-30 | 30+ | 60+ | 90+ | 120+ | Total Tickets |
|-------------------------|-------------|------------|------------|------------|-------------|----------------------|
| Chico | 2 | 0 | 0 | 0 | 0 | 2 |
| Fullerton | 1 | 0 | 0 | 0 | 0 | 1 |
| Humboldt | 1 | 0 | 0 | 0 | 0 | 1 |
| Long Beach | 1 | 0 | 3 | 0 | 1 | 5 |
| Maritime Academy | 0 | 1 | 0 | 0 | 0 | 1 |
| Northridge | 0 | 0 | 1 | 0 | 0 | 1 |
| Pomona | 0 | 2 | 0 | 0 | 0 | 2 |
| Sacramento | 4 | 1 | 0 | 0 | 0 | 5 |
| San Bernardino | 1 | 0 | 0 | 0 | 0 | 1 |
| San Diego | 0 | 0 | 0 | 0 | 1 | 1 |
| San Francisco | 1 | 0 | 0 | 0 | 0 | 1 |
| San Jose | 0 | 0 | 0 | 1 | 0 | 1 |
| San Luis Obispo | 0 | 1 | 0 | 0 | 2 | 3 |
| Sonoma | 0 | 1 | 0 | 0 | 0 | 1 |
| Stanislaus | 3 | 0 | 0 | 0 | 0 | 3 |
| CMS Central | 0 | 0 | 1 | 0 | 3 | 4 |
| Totals | 14 | 6 | 5 | 1 | 7 | 33 |