

Performance Trouble Ticket Analysis - August 2009

Performance Tickets Opened by Campus

Campus	Tickets
Bakersfield	1
Chancellor's Office	1
Chico	1
Dominguez Hills	3
East Bay	1
Fresno	4
Fullerton	1
Los Angeles	1
Monterey Bay	1
Northridge	2
Pomona	1
Sacramento	5
San Bernardino	2
San Diego	1
San Jose	5
San Luis Obispo	4
Sonoma	1
Total	35

Performance Tickets Opened by Category (Item)

Campus	Campus - Batch	Campus - On-line	Finance - On-line	General	HR - On-line	SA - Batch	SA - On-line	Tools - On-line	Tickets
Bakersfield	0	0	0	0	0	0	1	0	1
Chancellor's Office	0	0	1	0	0	0	0	0	1
Chico	0	0	0	1	0	0	0	0	1
Dominguez Hills	0	0	0	2	0	1	0	0	3
East Bay	0	0	0	0	1	0	0	0	1
Fresno	0	0	0	2	0	1	1	0	4
Fullerton	0	0	0	1	0	0	0	0	1
Los Angeles	0	0	0	0	0	0	0	1	1
Monterey Bay	0	0	0	0	0	0	0	1	1
Northridge	0	1	0	1	0	0	0	0	2
Pomona	0	0	0	0	0	1	0	0	1
Sacramento	0	1	0	2	0	2	0	0	5
San Bernardino	0	0	0	1	0	1	0	0	2
San Diego	0	0	0	0	1	0	0	0	1
San Jose	0	0	0	2	0	1	2	0	5
San Luis Obispo	1	0	0	0	0	1	2	0	4
Sonoma	0	0	0	0	0	0	1	0	1
Total	1	2	1	12	2	8	7	2	35

Performance Tickets Closed by Resolution

Resolution	Tickets
Built index	1
Campus	4
Duplicate ticket	2
Hung Process	1
Indexes	2
Issue resolved	3
Issue resolved by SOSS DBA's - see worklog.	2
Issues no longer occuring.	1
Resolved per requester	1
Server Issue	3
Statistics	2
Ticket resolved per requester	4
Tuning	1
Unknown	2
Totals	29

Outstanding Performance Tickets Aging by Campus

Campus	1-30	30+	60+	90+	120+	Total Tickets
Chancellor's Office	1	0	0	0	0	1
Chico	0	1	0	0	0	1
Fresno	1	1	0	0	0	2
Fullerton	1	0	0	0	0	1
Humboldt	0	1	0	0	0	1
Long Beach	0	0	0	1	1	2
Los Angeles	1	0	0	0	0	1
Maritime Academy	0	0	0	0	1	1
Monterey Bay	1	0	0	0	0	1
Northridge	2	0	0	2	0	4
Pomona	0	0	0	0	1	1
Sacramento	1	0	2	0	0	3
San Bernardino	1	0	0	0	0	1
San Diego	0	0	0	0	1	1
San Jose	2	1	0	1	0	4
San Luis Obispo	1	0	5	0	0	6
San Marcos	0	0	1	0	0	1
Stanislaus	0	0	0	1	0	1
CMS Central	0	0	0	0	1	1
Totals	12	4	8	5	5	34