

Performance Trouble Ticket Analysis - February 2009

Performance Tickets Opened by Campus

Campus	Tickets
CMS Central	1
East Bay	1
Fullerton	1
Long Beach	3
Maritime Academy	2
Northridge	1
Sacramento	1
San Jose	1
Sonoma	1
Total	12

Performance Tickets Opened by Category (Item)

Campus	Campus - Batch	Finance - On-line	General	SA - Batch	SA - On-line	Tools - On-line	Tickets
CMS Central	0	1	0	0	0	0	1
East Bay	0	0	1	0	0	0	1
Fullerton	0	0	0	1	0	0	1
Long Beach	0	2	0	0	0	1	3
Maritime Academy	0	1	1	0	0	0	2
Northridge	0	0	0	1	0	0	1
Sacramento	1	0	0	0	0	0	1
San Jose	0	1	0	0	0	0	1
Sonoma	0	0	0	0	1	0	1
Total	1	5	2	2	1	1	12

Performance Tickets Closed by Resolution

Resolution	Tickets
Campus	2
Issue resolved	1
Recalculated stats	1
Resolved per requester	2
See worklog	1
Server Issue	1
Ticket resolved per requester	1
Unknown	2
Totals	11

Outstanding Performance Tickets Aging by Campus

Campus	1-30	30+	60+	90+	120+	Total Tickets
Dominguez Hills	0	0	1	0	1	2
Long Beach	2	1	1	0	0	4
Maritime Academy	1	0	0	0	0	1
Northridge	1	0	0	0	0	1
San Diego	0	0	0	1	0	1
San Francisco	0	0	0	1	0	1
San Jose	1	2	1	0	1	5
San Luis Obispo	0	0	0	1	1	2
Sonoma	1	0	0	0	0	1
CMS Central	1	0	0	0	6	7
Totals	7	3	3	3	9	25