

Performance Trouble Ticket Analysis - July 2009

Performance Tickets Opened by Campus

Campus	Tickets
Chico	1
CMS Central	1
Dominguez Hills	1
Fresno	4
Humboldt	2
Los Angeles	2
Northridge	2
Pomona	1
Sacramento	1
San Francisco	1
San Jose	2
San Luis Obispo	4
Sonoma	2
Stanislaus	3
Total	27

Performance Tickets Opened by Category (Item)

Campus	Finance - Batch	Finance - On-line	General	HR - Batch	HR - On-line	SA - Batch	SA - On-line	Tools - On-line	Tickets
Chico	0	0	0	0	0	1	0	0	1
CMS Central	0	0	1	0	0	0	0	0	1
Dominguez Hills	0	0	0	0	0	1	0	0	1
Fresno	0	0	0	0	0	0	3	1	4
Humboldt	0	0	1	0	1	0	0	0	2
Los Angeles	0	0	0	0	0	2	0	0	2
Northridge	0	0	1	0	0	1	0	0	2
Pomona	0	1	0	0	0	0	0	0	1
Sacramento	0	0	1	0	0	0	0	0	1
San Francisco	1	0	0	0	0	0	0	0	1
San Jose	1	0	0	0	0	1	0	0	2
San Luis Obispo	0	0	3	1	0	0	0	0	4
Sonoma	0	1	0	0	0	0	1	0	2
Stanislaus	2	0	1	0	0	0	0	0	3
Total	4	2	8	1	1	6	4	1	27

Performance Tickets Closed by Resolution

Resolution	Tickets
Campus	5
Issue resolved by SOSS DBA's - see worklog.	1
Migrate SQR/SQC/RPT/CBL to the server(s)	1
On conversion program campus can create their own indexes.	1
Posted Fix	3
Regathered stats.	1
Resolved by SOSS DBA -	1
Resolved per requester	3
Task completed, and also inform Yves on this.	2
Ticket resolved per requester	1
Tuned SQL Query	1
Tuning	1
Unknown	4
Totals	25

Outstanding Performance Tickets Aging by Campus

Campus	1-30	30+	60+	90+	120+	Total Tickets
Chico	1	0	0	0	0	1
Fresno	1	0	0	0	0	1
Humboldt	1	0	0	0	0	1
Long Beach	0	1	1	1	1	4
Maritime Academy	0	0	0	0	1	1
Northridge	1	0	2	0	0	3
Pomona	0	1	0	0	1	2
Sacramento	0	2	0	0	0	2
San Diego	0	0	0	0	1	1
San Jose	1	0	1	0	1	3
San Luis Obispo	1	5	0	0	0	6
San Marcos	0	1	0	0	0	1
Sonoma	0	0	1	0	0	1
Stanislaus	0	0	1	0	0	1
CMS Central	0	0	0	0	1	1
Totals	6	10	6	1	6	29