

Performance Trouble Ticket Analysis - June 2009

Performance Tickets Opened by Campus

Campus	Tickets
East Bay	1
Fresno	1
Humboldt	2
Long Beach	1
Los Angeles	2
Maritime Academy	2
Pomona	1
Sacramento	3
San Luis Obispo	9
San Marcos	1
Total	23

Performance Tickets Opened by Category (Item)

Campus	Campus - Batch	Finance - Batch	Finance - On-line	General	HR - On-line	SA - Batch	SA - On-line	Tools - On-line	Tickets
East Bay	1	0	0	0	0	0	0	0	1
Fresno	0	0	1	0	0	0	0	0	1
Humboldt	0	0	0	0	1	0	1	0	2
Long Beach	0	0	0	0	0	1	0	0	1
Los Angeles	0	1	0	1	0	0	0	0	2
Maritime Academ	0	0	2	0	0	0	0	0	2
Pomona	0	0	0	0	0	1	0	0	1
Sacramento	0	1	0	0	0	2	0	0	3
San Luis Obispo	1	0	1	3	1	1	1	1	9
San Marcos	0	1	0	0	0	0	0	0	1
Total	2	3	4	4	2	5	2	1	23

Performance Tickets Closed by Resolution

Resolution	Tickets
Campus	8
Duplicate ticket	1
Indexes	2
Issue resolved	1
Issue resolved by campus	1
Posted Fix	5
Recalculated stats	1
Regathered stats.	2
Resolve ticket - task completed. I had recreated the view DB_CSLI_DB_INQ3_VW for EMARDD	1
Resolved per requester	2
Restarted the database instance.	1
Statistics	3
Tuning	1
Unknown	1
Totals	30

Outstanding Performance Tickets Aging by Campus

Campus	1-30	30+	60+	90+	120+	Total Tickets
Bakersfield	0	1	0	0	0	1
Long Beach	1	1	1	0	1	4
Maritime Academy	1	0	0	1	0	2
Northridge	0	2	0	0	0	2
Pomona	1	0	0	1	0	2
Sacramento	3	0	0	0	0	3
San Diego	0	0	0	0	1	1
San Jose	0	1	0	0	1	2
San Luis Obispo	4	0	0	0	1	5
Sonoma	0	1	0	1	0	2
Stanislaus	0	1	0	0	0	1
CMS Central	0	0	0	0	3	3
Others	1	0	0	0	0	1
Totals	11	7	1	3	7	29