

## Performance Trouble Ticket Analysis - March 2009

### Performance Tickets Opened by Campus

<b>Campus</b>	<b>Tickets</b>
Chico	1
Humboldt	1
Maritime Academy	1
Monterey Bay	3
Northridge	1
Pomona	3
Sacramento	2
San Luis Obispo	1
Sonoma	1
<b>Total</b>	<b>14</b>

### Performance Tickets Opened by Category (Item)

<b>Campus</b>	<b>Campus - On-line</b>	<b>Finance - Batch</b>	<b>Finance - On-line</b>	<b>General</b>	<b>HR - On-line</b>	<b>Tickets</b>
<b>Chico</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Humboldt</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Maritime Academy</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Monterey Bay</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>
<b>Northridge</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Pomona</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Sacramento</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>San Luis Obispo</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Sonoma</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>14</b>

## Performance Tickets Closed by Resolution

<b>Resolution</b>	<b>Tickets</b>
<b>Campus</b>	<b>4</b>
<b>Campus Resolved Issue - Campus resolved the issue.</b>	<b>1</b>
<b>Duplicate Case Exists - A duplicate case, open or closed, is on file.</b>	<b>1</b>
<b>Duplicate ticket</b>	<b>1</b>
<b>Index was added.</b>	<b>1</b>
<b>Indexes</b>	<b>2</b>
<b>Many performance issues were fixed back in September.</b>	<b>1</b>
<b>Resolved per Campus.</b>	<b>1</b>
<b>Server Issue</b>	<b>1</b>
<b>Ticket is resolved.</b>	<b>1</b>
<b>Ticket Resolved</b>	<b>1</b>
<b>Unknown</b>	<b>2</b>
<b>Totals</b>	<b>17</b>

## Outstanding Performance Tickets Aging by Campus

<b>Campus</b>	<b>1-30</b>	<b>30+</b>	<b>60+</b>	<b>90+</b>	<b>120+</b>	<b>Total Tickets</b>
<b>Chico</b>	1	0	0	0	0	1
<b>Long Beach</b>	0	3	0	1	0	4
<b>Maritime Academy</b>	1	0	0	0	0	1
<b>Monterey Bay</b>	2	0	0	0	0	2
<b>Northridge</b>	0	1	0	0	0	1
<b>Pomona</b>	2	0	0	0	0	2
<b>Sacramento</b>	1	0	0	0	0	1
<b>San Diego</b>	0	0	0	1	0	1
<b>San Jose</b>	0	0	1	0	1	2
<b>San Luis Obispo</b>	1	0	0	0	2	3
<b>CMS Central</b>	0	1	0	0	3	4
<b>Totals</b>	8	5	1	2	6	22