

Performance Trouble Ticket Analysis - May 2009

Performance Tickets Opened by Campus

Campus	Tickets
Bakersfield	1
Chico	4
Fresno	1
Fullerton	3
Humboldt	1
Long Beach	1
Los Angeles	4
Maritime Academy	1
Monterey Bay	1
Northridge	4
Pomona	1
Sacramento	3
San Bernardino	1
San Jose	2
San Luis Obispo	2
Sonoma	1
Stanislaus	3
Total	34

Performance Tickets Opened by Category (Item)

Campus	Campus - Batch	Campus - On-line	Finance - Batch	Finance - On-line	General	HR - Batch	HR - On-line	SA - Batch	SA - On-line	Tools - On-line	Tickets
Bakersfield	0	0	0	1	0	0	0	0	0	0	1
Chico	1	0	0	0	0	0	0	1	2	0	4
Fresno	0	0	0	0	0	0	1	0	0	0	1
Fullerton	1	0	0	0	1	0	0	1	0	0	3
Humboldt	1	0	0	0	0	0	0	0	0	0	1
Long Beach	0	0	1	0	0	0	0	0	0	0	1
Los Angeles	0	1	0	1	0	1	0	1	0	0	4
Maritime Academ	0	0	0	0	1	0	0	0	0	0	1
Monterey Bay	0	0	1	0	0	0	0	0	0	0	1
Northridge	0	0	1	0	1	0	0	2	0	0	4
Pomona	0	1	0	0	0	0	0	0	0	0	1
Sacramento	0	0	0	0	2	0	0	0	1	0	3
San Bernardino	0	0	0	1	0	0	0	0	0	0	1
San Jose	0	0	0	0	0	1	0	1	0	0	2
San Luis Obispo	0	0	0	1	0	0	0	0	0	1	2
Sonoma	0	0	0	1	0	0	0	0	0	0	1
Stanislaus	0	0	0	2	1	0	0	0	0	0	3
Total	3	2	3	7	6	2	1	6	3	1	34

Performance Tickets Closed by Resolution

Resolution	Tickets
Campus	12
Campus has resolved the issue.	2
Campus submitting COMR to resolve issue as recommended	1
Duplicate ticket	1
Indexes	2
Issue resolved	1
Issue resolved by campus	1
Performance issue resolved itself	1
Provided information to campus.	1
Provided the resolution to the campus.	1
Request Completed	1
Resolved by SOSS DBA - See Worklog.	1
Tech. Services cleared cache.	1
Tuning	6
Unknown	3
Totals	35

Outstanding Performance Tickets Aging by Campus

Campus	1-30	30+	60+	90+	120+	Total Tickets
Bakersfield	1	0	0	0	0	1
Chico	1	0	0	0	0	1
Fullerton	0	1	0	0	0	1
Long Beach	1	1	0	2	1	5
Los Angeles	2	0	0	0	0	2
Maritime Academy	1	0	1	0	0	2
Northridge	2	0	0	0	0	2
Pomona	0	0	1	0	0	1
Sacramento	0	0	1	0	0	1
San Diego	0	0	0	0	1	1
San Francisco	0	1	0	0	0	1
San Jose	1	0	0	0	1	2
San Luis Obispo	1	0	0	0	1	2
Sonoma	1	0	1	0	0	2
Stanislaus	3	0	0	0	0	3
CMS Central	0	0	0	0	3	3
Totals	14	3	4	2	7	30