

Performance Trouble Ticket Analysis - August 2009

Tickets Closed by Resolution - Details

<u>Resolution</u>	<u>Details</u>	<u>No. of Tickets</u>
Campus	No Details Available in the Tickets	12
		Total 12
Campus has resolved the issue.		2
		Total 2
Campus submitting COMR to resolve issue as recommended		1
		Total 1
Duplicate ticket		1
		Total 1

	<u>No. of Tickets</u>
Indexes	2
	Total
	2
Issue resolved	1
	Total
	1
Issue resolved by campus	1
	Total
	1
Performance issue resolved itself	1
	Total
	1
Provided information to campus.	1
	Total
	1
Request Completed	1
	Total
	1

	<u>No. of Tickets</u>
Resolved by SOSS DBA - See Worklog.	1
	Total
	1
Tech. Services cleared cache.	1
	Total
	1
Tuned SQL Query	1
	Total
	1
Tuning	6
	Total
	6
Unknown	3
	Total
	3
Grand Total	35