

Performance Trouble Ticket Analysis - March 2009

Tickets Closed by Resolution - Details

<u>Resolution</u>	<u>Details</u>	<u>No. of Tickets</u>
Campus	Campus	2
	Campus - assisted with campus modification.	1
	Total	3
Hung Process	It appeared the remote db link CSUSTANPRD from HSTAPRD to campus database is working. The process STAHR044 has been running fast since last update. No action taken.	1
	Total	1
Indexes	Indexes	3
	Total	3
Issue resolved	Attaching i3 analysis. Since steps to remedy statistics running during the day as well as additional DB servers have been allocated hoping these will help with slowness problems.	1

		<u>No. of Tickets</u>
Issue resolved	HSLOPRD has a weely maintenance last night. The performance problem is likely caused by the AS clear cache.	1
	The performance problem was caused by 11 campuses with some sort of registration activities. I have reviewed the sql statements during this window and I do not think that we need to create new index for PS_NAME table.	1
	Total	3
Issue resolved by SOSS DBA's - see worklog.	Performed re-analysis of HSACPRD via i3 looking for SQL statement previously identified. Timeframe 1/2/09 thru 1/13. Of the 4 identified statements only 1 is registering within i3 and it's response/elapsed times is within acceptable limits.	1
	There is no i3 or stats pack data that can be used in help determining what the cause of this slownes was. From the looks of when the campus run their security view update process (Wed.) it could be a caching issue as campus opened the ticket on a Thurs.	1
	Total	2
Resolved per Campus.	Resolved per Campus. Cause of query performance problem not determined. Registration and start of class activity may have adversely impacted perfomance. Adjustments were made regarding server distribution and this may have improved performance.	1
	Total	1
Resolved per requester	Since this process is part of end of term processing, this process was run during the day with the staging table containing 14,000 + records, which likely caused the 13 hour run time. Campus has been asked to schedule this to run overnight in the future.	1
	Total	1
Server Issue	Server Issue - tech services shutdown excess application servers and redirected traffic to the two newer, less active servers. This appears to have improved SLO performance.	1

		<u>No. of Tickets</u>
Server Issue		Total 1
Ticket resolved per requester	Ticket resolved per requester	1
		Total 1
Unknown	Unknown	3
		Total 3
Grand Total		19