

Performance Trouble Ticket Analysis - May 2009

Tickets Closed by Resolution - Details

<u>Resolution</u>	<u>Details</u>	<u>No. of Tickets</u>
Campus		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
Provided the resolution to the campus.	1
	Total
	1

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