

## Performance Trouble Ticket Analysis - January 2009

### Performance Tickets Opened by Campus

<b>Campus</b>	<b>Tickets</b>
Dominguez Hills	1
East Bay	2
Fresno	1
Long Beach	1
Northridge	1
Sacramento	1
San Jose	5
San Luis Obispo	3
Sonoma	1
Stanislaus	1
<b>Total</b>	<b>17</b>

**Performance Tickets Opened by Category (Item)**

<b>Campus</b>	<b>Campus - Batch</b>	<b>Campus - On-line</b>	<b>Finance - On-line</b>	<b>General</b>	<b>HR - Batch</b>	<b>HR - On-line</b>	<b>SA - Batch</b>	<b>SA - On-line</b>	<b>Tickets</b>
Dominguez Hills	0	0	0	0	0	0	0	1	1
East Bay	1	0	0	0	0	0	1	0	2
Fresno	0	0	0	0	0	0	1	0	1
Long Beach	0	0	0	0	1	0	0	0	1
Northridge	0	0	0	0	1	0	0	0	1
Sacramento	0	0	0	0	0	0	1	0	1
San Jose	0	1	1	0	1	1	0	1	5
San Luis Obispo	0	0	0	3	0	0	0	0	3
Sonoma	0	1	0	0	0	0	0	0	1
Stanislaus	0	0	0	0	0	1	0	0	1
<b>Total</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>17</b>

## Performance Tickets Closed by Resolution

<b>Resolution</b>	<b>Tickets</b>
<b>Campus</b>	<b>3</b>
<b>Hung Process</b>	<b>1</b>
<b>Indexes</b>	<b>3</b>
<b>Issue resolved</b>	<b>3</b>
<b>Issue resolved by SOSS DBA's - see worklog.</b>	<b>2</b>
<b>Resolved per Campus.</b>	<b>1</b>
<b>Resolved per requester</b>	<b>1</b>
<b>Server Issue</b>	<b>1</b>
<b>Ticket resolved per requester</b>	<b>1</b>
<b>Unknown</b>	<b>3</b>
<b>Totals</b>	<b>19</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>Dominguez Hills</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>Long Beach</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>San Diego</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>San Francisco</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>San Jose</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>
<b>San Luis Obispo</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Sonoma</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>CMS Central</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>6</b>
<b>Totals</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>9</b>	<b>18</b>