

## I/3 Production Status for week ending 1/28/2005

### Financial Statistics for M-F Week-ending 1/28/05

I/3 FM total *planned* available hours 60 hrs

<b>Day</b>	<b>Planned</b>	<b>Actual</b>
M	12	12
T	12	12
W	12	12
TH	12	12
F	12	11.75

I/3 FM  $59.75/60 * 100 = \sim 99.6\%$  Availability

### Data Warehouse Statistics for M-F Week-ending 1/28/2005

DW total planned available hours 50

<b>Day</b>	<b>Planned</b>	<b>Actual</b>
M	10	10
T	10	10
W	10	10
TH	10	10
F	10	8.5

DW  $48.5/50 * 100 = 97\%$  Availability

### I/3 Help Desk Review

(NOTE: help desk review tracking includes only "planned available" hours above)

A total of 48 relevant calls (calls that needed to be transferred to a functional on-going support team member were not logged) were accounted for as of Noon on Friday, the breakdown is as follows:

#### 17 were I/3 Performance slow

- SAE – 3 (One related to Data Warehouse)
- DNR – 2
- PLRD - 1
- Glenwood -1
- Department For Blind - 1
- Department of Revenue -1
- Land Stewardship – 1
- DAS – 1
- DHS – 2
- Judicial -1
- Citizen's Aide – 1 (Data Warehouse)
- Newton Correctional – 1
- DPS -1

#### Resolutions:

- Immediate – None
- Short term – Have implemented several batch schedule changes, will watch to see if this improves slowness.
- Long term – Review other processing completed currently that may not be needed. Performance upgrade.

#### 27 'Kicked-out' of I/3

- Newton Correctional – 16
- Anamosa State Penitentiary – 7
- Claralinda Corrections - 1
- DOC – 1

- DPS – 1
- DAS-GSE – 1

**Resolutions:**

- Immediate – None
- Short term – Capturing information for networking when the problem occurs
- Long term – Work with ICN to correct if it appears to be a WAN issue, possible network congestion, Work with AMS to determine if it can be aged connections.

**1 Login Page not swapped on both servers**

- Dept. for the Blind -1
- DPS -1

**Resolutions:**

- Immediate – Brought other server page login screen back
- Short term – Reviewed script to ensure it was set correctly
- Long term – None

**3 Blank Screen Returned**

- SAE -2
- DAS -1

**Resolutions:**

- Immediate – log in again
- Short term – Get screen shot next time this happens
- Long term – None

**Other Progress**

- Completed indexes to improve run time of cost allocation
- Month end scripts have been written for easy insertion into nightly cycle. Automated triggers will be completed for February month end.
- CR debug statement will be inserted this week to assist with resolution.