

GeorgiaFIRST Financials V8

Announcement

POSTED: May 27, 2010

SUBJECT: F89PRD Production Database and Budget Prep Report Processing

PURPOSE: To notify users at all institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 of the status of the F89PRD Production Database and provide additional instructions on running Budget Prep reports.

FUNCTIONAL IMPACT: Due to the increased processing and running of Budget Prep reports, the F89PRD Production Database has been experiencing a high volume of processing, thus causing longer processing times for the last couple of days.

OIIT continues to monitor this activity and is doing the following to assist with improved performance:

1. The 8.9 Individual databases have been taken down to free up resources. In the event institutions need access to these databases, please submit a ticket to the **OIIT HELPDESK**.
2. OIIT DBAs and the Financials Support Team are monitoring the process monitor and database locks, and are clearing processes as appropriate.

Budget Prep users can also assist with improved production performance by waiting for a Budget Prep report to run to success before initiating another instance of the same report. When multiple instances of the same report are running at the same time, a delay in processing time will occur.

If you have a process that is queued or processing, please do not cancel the process or attempt to re-run the process. If it is a report and runs to **Success** but has a posting status of **Not Posted**, you can re-run the report.

OIIT has identified the Budget Prep processes and reports that are causing system degradation, and will be working to improve them prior to next year's Budget Prep season.

SUPPORTING DOCUMENTATION: N/A

ADDITIONAL OIIT RESOURCES and SUPPORT: To create a new or update an existing production down, business interrupting (emergency) support request, call the **OIIT HELPDESK** immediately (706-583-2001; or toll free within Georgia 1-888-875-3697). For anything else, contact the **OIIT HELPDESK** at http://www.usg.edu/customer_services (support request self-service) or e-mail helpdesk@usg.edu. (Note: Self-service requires login using a user ID and password.)

Contact the **OIT HELPDESK** at helpdesk@usg.edu to obtain self-service login credentials.)