

KI0006: iStrategy Performance Issues

UPDATED: November 23, 2011

STATUS: **Resolved. The issue that was causing performance delays in the (ETL) extraction, transform, and load process has been corrected.**

IMPACT: The iStrategy website and all functionality should run normally.

**ORIGINALLY
POSTED:** November 22, 2011

KI0006: iSTRATEGY PERFORMANCE ISSUES

The iStrategy application is experiencing performance delays.

FUNCTIONAL IMPACT

The iStrategy website may run extremely slow or simply not bring back any data due to a change that was made to the payroll table last night. This change is causing a delay in the extraction, transform, and load process that takes data from PeopleSoft and loads it into iStrategy.

This is a temporary issue that we are working to resolve as soon as possible.

FUNCTIONAL WORKAROUND

None

SUPPORTING DOCUMENTATION

None

MORE INFORMATION AND SUPPORT

For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit <http://www.usg.edu/oiit/policies>. For USG services status, please visit <http://status.usg.edu>.