

**KI8143:** System Performance - Budget Progress Reports and Integration Broker

**UPDATED:** April 5, 2012

**ORIGINALLY  
POSTED:** March 9, 2012

**STATUS:** Active

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### UPDATE

1. Update to performance issues related to Budget Progress Reports:
  - ITS will be applying modified versions of the Progress Reports (BORRG040, BORRG041, BORRG042) to production **Friday, April 6<sup>th</sup>** prior to 7:00am. The modifications should provide improvement in system performance when running these reports. However, there may still be some processing and performance issues when these reports are run concurrently by multiple business units for all Departments and Accounting periods.
    - **IMPORTANT - Please do not attempt to run any of the above reports prior to 7:00am tomorrow morning. In the event a report is run prior to this time, it may produce inaccurate results.**
2. Update to performance issues related to Integration Broker:
  - Performance issues related to Integration Broker have been **resolved** with Release 2.30 applied to production March 17, 2012.

### KI8143: BUDGET PROGRESS REPORTS AND INTEGRATION BROKER PERFORMANCE

The GeorgiaFIRST Financials support team has identified two issues that institutions should be aware of:

1. An increased impact of the Budget Progress Reports (BORRG040, BORRG041, BORRG042) on system performance.
2. Transactions remaining in the Integration Broker queue longer than normal.

### FUNCTIONAL IMPACT

1. When multiple instances of the Budget Progress Reports are initiated by the same user while one instance is still processing, system performance may be substantially impacted. When this occurs, ITS must work with the user to cancel all but one of the instances in order to free up system resources and allow processing to return to normal.

ITS plans to improve the Budget Progress Reports in a future release (prior to fiscal year end) in order to minimize the potential impact to system performance.

2. Unrelated to the Budget Progress Reports, we are also experiencing Integration Broker transactions getting backlogged in Integration Broker. While this includes all integration broker activity, user impact is typically noticed when performing Voucher Upload and Expense Report processing.

ITS is still researching this issue and will provide an update as soon as a solution is identified.

### **FUNCTIONAL WORKAROUND**

1. Budget Progress Reports - Until the improved Budget Progress Reports are delivered to production, users should **only run one instance of the Budget Progress Reports at a time**. Once it runs to success, then you can initiate the next report. If you wish to run multiple occurrences of the report, it should be done outside the normal work hours.
2. Integration Broker - **If you approve, submit or reassign an Expense Report and experience delays, please do not attempt to initiate it again**. A second attempt will further impact Integration Broker performance and further delay the action taken for the transaction. For Voucher Upload, if you encounter an error, please submit a HelpDesk Issue.

### **SUPPORTING DOCUMENTATION**

### **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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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>.