## Customers with Performance Issues

Version 1.0 – July 19, 2015

Customer:

Date:

Version Information

|  |  |
| --- | --- |
| Current version? |  |
| Recently upgraded? (Y/N) |  |
| Previous version? |  |
| Issues before or after upgrade, or both? |  |

Environment Information (Note specific variations from Performance Checklist)

|  |  |
| --- | --- |
| Have used Performance Checklist? (Y/N) |  |
|  |  |
| One or two servers? (Application and DB) |  |
|  |  |
| Application operating system? |  |
| Virtual or physical? |  |
| Application processor(s)? |  |
| Total environment RAM? |  |
| Total RAM dedicated to Tomcat? |  |
| Is the app server shared with other apps? |  |
| Approximate size of Tomcat logs? |  |
| Any debugging enabled? |  |
| Any publishing during performance issue? |  |
| Is Active Directory START\_TLS used? |  |
|  |  |
| Database type and version? |  |
| If MS SQL, setting of MaxServerMem? |  |
| If Postgres, number allowed connections? |  |
| Database operating system? |  |
| Virtual or physical? |  |
| Database processor(s)? |  |
| Database RAM? |  |
| Is the database shared with other apps? |  |
|  |  |
| Typical desktop hardware (CPU, RAM, OS) |  |
| Supported browsers |  |
| Access via Intranet/local or Internet/VPN? |  |
| Tomcat compression enabled? |  |

Users/Usage (When experiencing performance issue)

|  |  |
| --- | --- |
| Approx number of users logged in? |  |
| Approx number of tickets? |  |
| Approx number of CIs? |  |
| Is the problem consistently reproducible? |  |
| For everyone or only a few people? |  |
| For all day or only at certain times? |  |

Application Design (Some of these may be NA depending on the performance issue)

|  |  |
| --- | --- |
| Number of Link Controls on ticket page? |  |
| Number of Link Controls on CI page? |  |
| Approx number of results on home page? |  |
| Depth of Impact Analysis? |  |
| Time-based rules, number and frequency? |  |
| Chat “check for new messages” interval? |  |
| Global alerts check interval? |  |
| Frequency and size of scheduled imports? |  |

Typical Response Times (12.1.02)

|  |  |  |  |
| --- | --- | --- | --- |
| Function | Chrome | Firefox | Internet Explorer |
| Log In |  |  |  |
| View Service Request |  |  |  |
| Save Service Request  |  |  |  |
| Create New Incident |  |  |  |
| Open Existing Incident |  |  |  |
| Save Incident |  |  |  |
| Create New Ticket (simpler) |  |  |  |
| Save Ticket (simpler) |  |  |  |
| Open CI |  |  |  |
| CMDB Visualization |  |  |  |

Impact – Widespread or Isolated

|  |  |
| --- | --- |
| Is the problem consistently reproducible? |  |
| For everyone or only a few? |  |