



DATE: June 11, 2012
TO: Chief Financial Officers
FROM: Alan Skelton, Deputy Director
RE: FY2012 Year End Performance



Consistent with prior years, SAO expects high transaction volumes during the accounting periods of June and year end close (12 and 998 respectively). More specifically, the number of users and volume of transactions is greatest during peak hours which are typically **7a.m. to 11a.m. and 3p.m. to 5p.m. Monday through Thursday**. During these accounting periods and peak hours, transaction response times and the processing of reports may occur more slowly than normal.

As a result, SAO and GTA are working in partnership to improve performance and minimize response time issues. It is not possible, however, to guarantee performance improvements, so we are asking your help to minimize performance impacts on the system. The following actions on your agency's part can play a key role in minimizing performance impacts.

Transaction Processing
➤ When possible, do not budget check large (<i>over 1000 lines</i>) vouchers or journals online – allow them to be budget checked during batch processing.
Query and Reporting
➤ When possible, please use queries for data validation purposes instead of processing of report request.
➤ When possible, “schedule” your query for a later off peak time. <ul style="list-style-type: none">• Instead of running the query real time (possibly during peak hours), queries may be “scheduled” to run during other times of the day such as night.• Scheduling a query to run at 11:59 p.m., for example, will cause a query to run immediately after batch finishes. This will result in the query being available for use the following morning.• This scheduling process could be used by agencies to have specific AP, PO, or GL queries which are routinely used to be run every night and available each morning for use.• Access can be granted by SAO if you do not already have the ability to “schedule” a query. If access is needed please contact the SAO Customer Service Center.

<p>➤ If your requested report does not show up in Document Direct, do not resubmit it before checking the process scheduler to see where it is in the queue. Multiple requests of the same report will slow performance.</p>
<p>➤ Do not run the GLS4070x report for prior years or periods if the OGL076 queries can provide the needed information. The query will run faster and therefore have less impact on performance.</p>
<p>➤ Do not submit the same report twice with different parameters, without the first one completing. If the first one is queued, then both requests will use the second set of parameters and produce the same report. It is a good idea to break up report date ranges into quarterly parameters instead of annual for faster run times.</p>

SAO will be closely monitoring system performance and reserves the right to cancel/abort any processes which are not consistent with the suggestions above. In many instances, the removal of a single process request can have an immediate and marked improvement on performance.

SAO will continue to review and identify additional alternatives which may be implemented to improve system performance and response. Thank you for partnering with SAO to improve system performance during this busy time of year.