

**Implementation Progress Statistics: Week of August 24 – 30, 2009**

Schools in production .....	1,457
Number of active students (not including withdrawn students, e.g. graduated) .....	462,965
Maximum distinct user logon sessions in a day .....	1,653
Total distinct user logons for the week .....	8,082
Maximum number of reports run in a day.....	5,606
Maximum concurrent users in a day .....	779

**Hot Topics**

***System Locking / Freezing***

*Chris Wilson*

We have been investigating the various causes for users' sessions freezing, or for apparent freezing, and we will be sending out a Technical Bulletin today which describes what we have found so far. We would appreciate it if you would share the information with your users as appropriate.

When users are truly frozen and you request session termination, please provide as much information as you can to assist with our investigations. Thank you for your continued cooperation and assistance in this matter.

***Session Timeout***

*Chris Wilson*

As decided a few weeks ago, the session timeout was revisited and another poll was conducted. The choices were to keep the time out set at 90 minutes, or reduce to 30 minutes, with the choice being what districts would prefer to have in place for the next two weeks.

Thirty-eight districts participated in the poll, including three districts that sent their votes in advance via email as they were unable to attend the conference call this week. Thirty-one voted to shorten the time-out to 30 minutes, six voted for keeping it at 90 minutes, and one abstained. *(The complete results are included on the last page of the minutes.)*

The results were forwarded to Ernie Mannering and Andrew Macauley. They will take them as a recommendation to the SMC Executive, who will provide Fujitsu with direction. Once we receive this direction we will communicate it to the L1s and also post on the ISW.

**Update 1-Sep-2009:** We heard back from the SMC shortly after 5 p.m. and, on their direction, the Session Timeout was immediately reduced to 30 minutes in the Production environment.

## Operations

### **General Information and Notifications**

*Tim Reilly*

In our normal Wednesday maintenance window this week we will be doing some maintenance to some non-eSIS environments – e.g. minor changes to things like the secure FTP site etc. to make sure things are up to speed for school startup.

In the Sunday maintenance window we will be refreshing the SD Test environment, so when you use the system next Monday you'll see that SD Test is current with Production as of Saturday, September 5<sup>th</sup>.

We experienced a slowing down of the system on Monday, August 31<sup>st</sup> around 2:00 – 2:30 p.m., due to high activity in one particular area of the system. We are still investigating this.

One district mentioned that they thought it seemed to be more effective to log back in to the same server after being frozen, so they have made short cuts to each BCeSIS server to bypass Fujitsu's load balancer. We **strongly** discourage this practise. One of the functions of the load balancer is that it allows us to make adjustments during the day, when necessary, by taking one or more servers offline while others are running. If districts override this function and are choosing a particular server, we may inadvertently cut off your users.

We also balance activity across databases, and if users circumvent this balancing of the load, it may cause performance degradation if too many people are on any one particular server at the same time. We have seen this happen in the past, people logging off and on in this way, resulting in loads being increased on specific servers on our side and there is no way for us to control it, which puts us all in a precarious position. While we understand that users in the districts are just trying to do business, this practise would cause more problems than it would solve.

### **Change Management**

For information regarding past and upcoming releases, please refer to the **Business Events** page on the ISW. You must be logged on to see this link.

Reminder: There will be no changes implemented, unless urgent, for the next 4-6 weeks until Ministry reporting and other back to school activities are completed.

## Implementation and Support

### **Learning Events / Resource Materials**

*Chris Wilson*

Learning Event Process:

We have a minimum requirement of seven participants per learning event. We will make exceptions from time to time but sometimes we will need to cancel a session if there are not enough people signed up. This occurred this week with the second, repeat session, of the Reporting Periods learning event. The first one, however, was recorded and the recording will be posted for anyone who is not able to attend.

Learning events are closed to registration on the ISW two or three business days in advance, to allow you as much time as possible to register, while also allowing us time to put together an accurate participant list, make a go/no go decision if we do not have the minimum number of participants signed up, and perform other administrative behind-the-scenes tasks that are required before delivering a learning event.

New L1s

We have received a few reports from new L1s not being able to use the online registration for Learning Events. We are looking into this and will let you know what we find.

## Application Management

### **Summer School**

*Chris Wilson*

aal is still investigating this problem and have found something in the Alternate YET log that may provide information as to the cause. They do not have an ETA on a fix for the data.

In the meantime, the leftover cross-enrolments are causing a problem with Mass Registration in that students with leftover cross enrolments are not being registered. Since Mass Registration is designed to only be run once, and individual registration does not allow for future dating registrations, some districts are having an issue getting these students registered, even after the cross-enrolments have been withdrawn manually. To alleviate this, aal has provided us with a method whereby Fujitsu can re-set the mass registration 'switch' so that it can be rerun. We are currently testing this method and will get back to affected districts with the results.

### ***BC Enrollment Report***

*Chris Wilson*

A change is being implemented to the BC Enrolment report to provide the option to exclude cross-enrolled students in UAT. We only had one district volunteer for UAT, and our normal policy is that we need at least two districts to UAT a change because different districts use functionality in different ways.

However, knowing that this new functionality will assist in getting headcounts for September, we decided to make an exception and implement the functionality with input from only one UAT district. Once the modified report passes UAT, we will implement it – possibly on Wednesday in the change window.

## **Governance**

### ***General Information and Notifications***

*Andrew Macauley*

The first meeting of the full council will be September 15<sup>th</sup>, and the next executive meeting will be on September 22<sup>nd</sup>. If you have any concerns about performance issues please make sure your SMC members are aware so they can be involved in any conversations on that level.