Monitoring Performance for Kuali Financial System

Business and Financial Services (BFS) and Information Systems (IS) have set up many tools and processes to monitor performance of the Kuali Financial Systems. These include options for users to send questions or report issues to formal programs that monitor and log program performance on the servers.
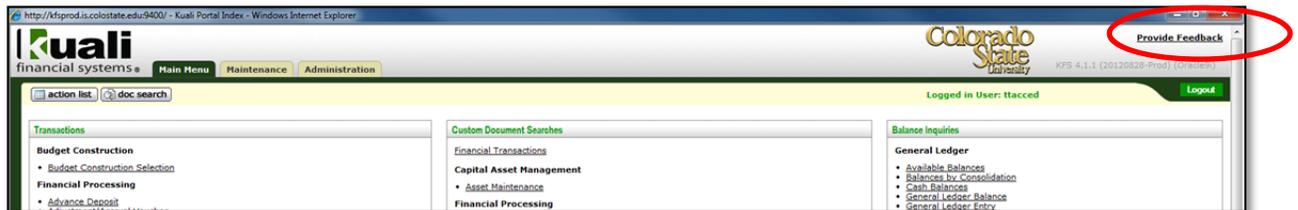
A. User Options: Various methods for the user to report issues.
B. KFS Outage Log: Excel sheet to track down time
C. Technical Tracking Tools: Monitors the servers performance.
D. Email Notifications: Automatic emails from scheduled batch jobs.
E. Daily Balancing Queries: Access queries to monitor balances, transactions and document status' in the Kuali system.
F. Action List

A. User options to send questions report on Kuali performance:
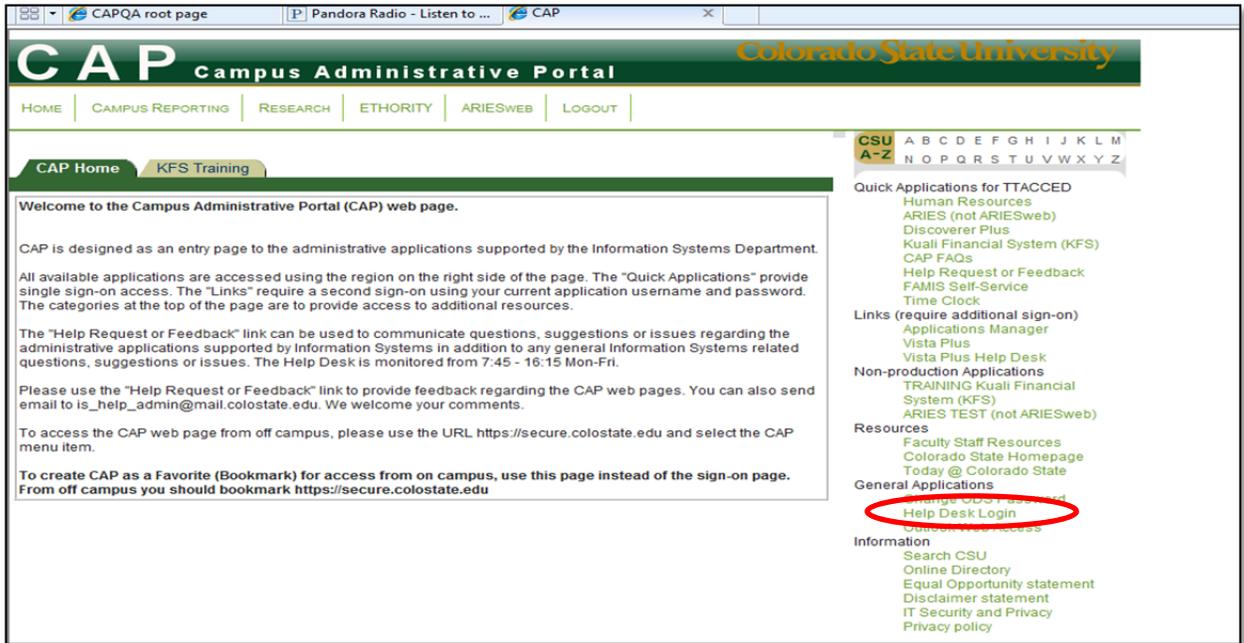
Help Desk

Two ways to access:

1. Kuali Provide Feedback button

2. Directly from the CAP Portal

BFS Emails listed on Website:

The Help Desk emails go to these KFS Administration users for resolution:

Theresa.todd@colostate.edu

Connie.MacNaughton@colostate.edu

John.Hunter@colostate.edu

Mail list: BFS Kuali Implementation

Sometimes a document being created by a user will hit a programming error. Kuali will send an email to the BFS Kuali Implementation group to show the error. These emails are kept for 3 months.

Document Id: 2070079
User Email: Sarah.Gates@ColoState.EDU
Person User Identifier: scgates
User Input: trying to delete a line in a service billing
component: ServiceBillingForm
errorMessage: Error invoking method getFinancialObjectTypeCode

B. KFS Outage Log:

Kuali outages are recorded on an excel log:

On BFS Server:

M:\Systems Management\KFS\KFSAdministration\Kuali Outage log.xlsx

	A	B	C	D
1	Kuali Down Time Log			
2	Date	Time	Resolved Time	Reason
3	6/20/2012	7:30	3:11 PM	Campus Network issues-intermittent throughout campus.

C. Technical Tracking Tools:

AppDynamics

AppDynamix tracks slow and stalled processes in the application.

Operating System

KFS servers monitor the CPU and memory usage and provides alerts if the application is using too much memory or CPU.

D. Email Notification from Job Processing:

Below is an example of the various emails received from batch processing in Kuali. These are reviewed daily. (See written descriptions of batch jobs in BFS M:/KFSSchedule2012Oct.doc.).

E. Daily Balancing:

KFS Administration has various queries set up to track nightly processing, balances and document flow. These queries are checked each working day. (See written procedures in BFS M:/Systems Management/KFS/KFS Administration/Procedure Manual/Daily Balancing Tasks-Queries.docx).

F. Action List

BFS and IS keep a list and prioritize the requests or issues to improve or fix the Kuali Financial System. These issues are reviewed with the CSU subject matter experts from various Central Administration departments to verify all issues are represented and level of importance is recorded.