

Monitoring Performance for Kualo Financial System

Business and Financial Services (BFS) and Information Systems (IS) have set up many tools and processes to monitor performance of the Kualo 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.

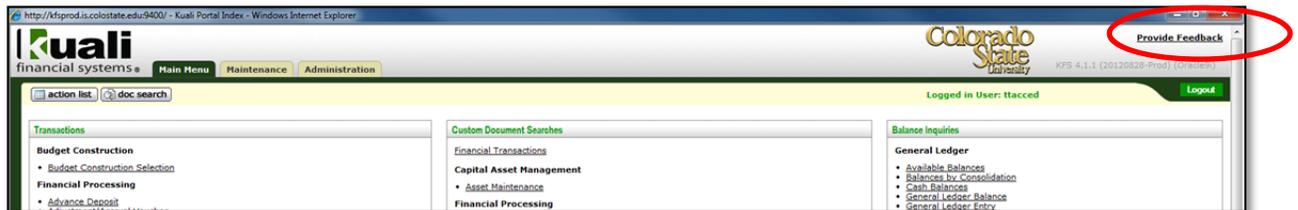
- A. User Options: Various methods for the user to report issues.
- B. KFS Outage Log: Excel sheet to track down time
- C. Technical Tracking Tools: Monitors the servers performance.
- D. Email Notifications: Automatic emails from scheduled batch jobs.
- E. Daily Balancing Queries: Access queries to monitor balances, transactions and document status' in the Kualo system.
- F. Action List

A. User options to send questions report on Kualo performance:

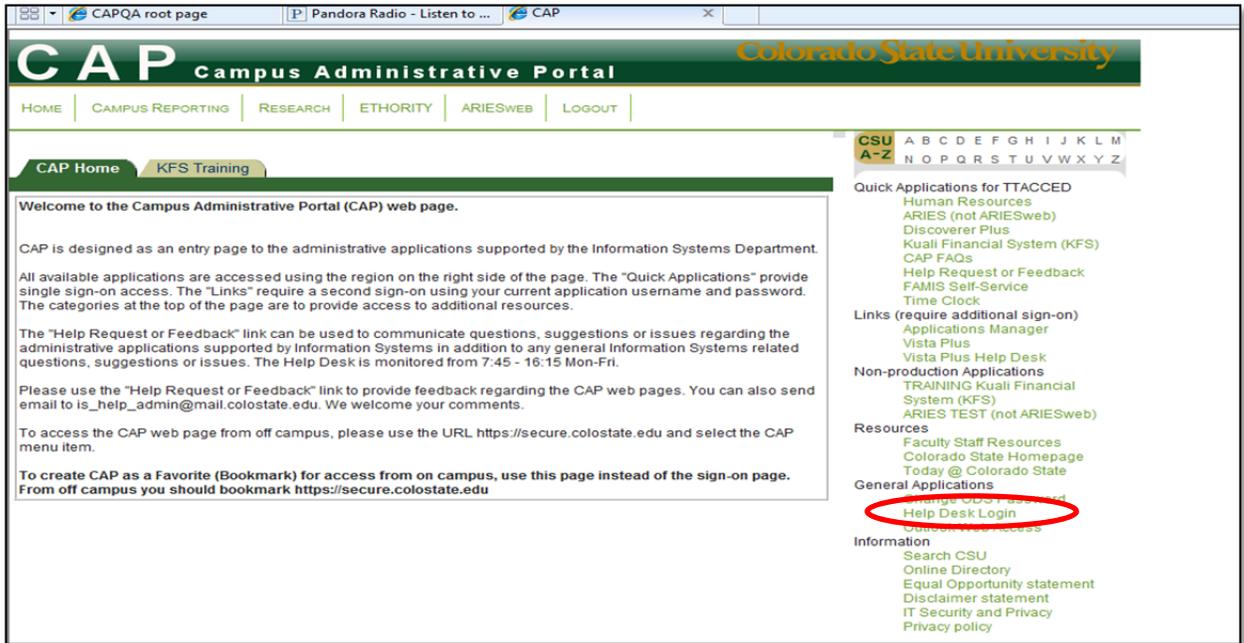
Help Desk

Two ways to access:

1. Kualo 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 Kualii Implementation

Sometimes a document being created by a user will hit a programming error. Kualii will send an email to the BFS Kualii 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.).

Flag Status: Unflagged (18 items)			
@ jobprd@mailers.is.colosta...	kfsprd KFSXPDDR - A.M. Payments Eligible For Format	Mon 10/8/2012 7:24 AM	4 KB
@ bfs_scheduling@colosta...	Receiving Line Items	Mon 10/8/2012 6:31 AM	5 KB
jobprd@kebler.is.colosta...	ODSRKFSX_REFRESH_KFSX_ODSPROD Notification -- Monday Oct 08, 2012 06:07:57	Mon 10/8/2012 6:08 AM	3 KB
@ bfsgold@colostate.edu	BadObjectType was executed at 10/8/2012 5:00:04 AM	Mon 10/8/2012 5:15 AM	3 KB
jobprd@kebler.is.colosta...	ODSRKFSX_REFRESH_KFSX_ODSPROD Notification -- Saturday Oct 06, 2012 05:32:50	Sat 10/6/2012 5:33 AM	3 KB
@ bfsgold@colostate.edu	PendingEntries was executed at 10/6/2012 5:00:03 AM	Sat 10/6/2012 5:00 AM	3 KB
jobprd@mailers.is.colosta...	KFSX kfsprd SCHEDULE DONE	Sat 10/6/2012 1:06 AM	12 KB
@ jobprd@mailers.is.colosta...	KFSX Identify Attachment Report	Fri 10/5/2012 10:24 PM	28 KB
jobprd@mailers.is.colosta...	kfsprd Load HR ACH Info Summary	Fri 10/5/2012 7:21 PM	4 KB
jobprd@mailers.is.colosta...	kfsprd CLMS-KFSX Enterprise Feed Summary - SAME_NIGHT	Fri 10/5/2012 7:12 PM	3 KB
bfs_kuali@mail.colostat...	KFS Catalog of Federal Domestic Assistance data update complete	Fri 10/5/2012 7:11 PM	2 KB
jobprd@mailers.is.colosta...	kfsprd KFSXPPPC - PCARD PARSE/MML BUILD REPORT	Fri 10/5/2012 3:03 PM	12 KB
jobprd@mailers.is.colosta...	PDP Daily Check/ACH Processing for 05-OCT-2012 Summary	Fri 10/5/2012 2:38 PM	5 KB
jobprd@mailers.is.colosta...	kfsprd KFSXPDOCH - P.M. PDP_CHECK SUMMARY - Friday Oct 05, 2012 14:35:05	Fri 10/5/2012 2:38 PM	3 KB
@ jobprd@mailers.is.colosta...	kfsprd KFSXPDDR - P.M. Payments Eligible For Format	Fri 10/5/2012 2:25 PM	4 KB
jobprd@mailers.is.colosta...	kfsprd KFSXPDOCH - A.M. PDP_CHECK SUMMARY - Friday Oct 05, 2012 10:15:54	Fri 10/5/2012 10:19 AM	2 KB
jobprd@mailers.is.colosta...	kfsprd KFSXPAP - PDP_ACH SUMMARY - Friday Oct 05, 2012 09:11:21	Fri 10/5/2012 9:14 AM	3 KB
@ jobprd@mailers.is.colosta...	kfsprd KFSXPDDR - A.M. Payments Eligible For Format	Fri 10/5/2012 7:24 AM	4 KB

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.