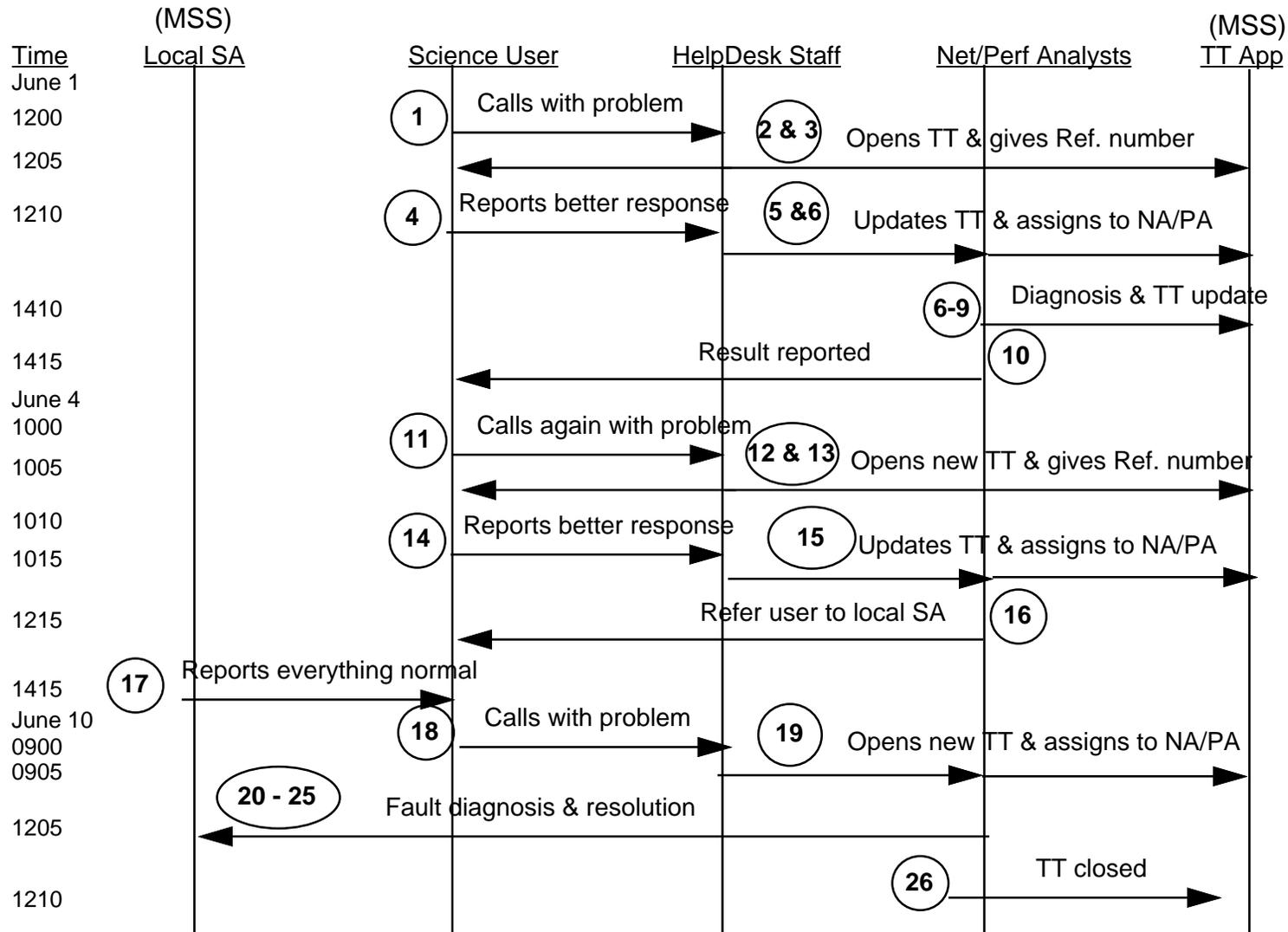


Scenario 2

User Notes Performance Degradation - Event Trace



(Subsystem Involved: MSS)

Scenario 2

User Notes Performance Degradation (cont.)

System	Data Exchanged	Human Actions
	<p data-bbox="808 609 976 657">Trouble Ticket opened</p>  <p data-bbox="808 1039 1018 1088">Trouble Ticket updated to "Fixed"</p> 	<ol style="list-style-type: none">1) A user calls User Services (US) to report bad response time of the system2) The US person opens a Trouble Ticket (TT), enters information about the user (Name, location, telephone number, email address, and a description of the problem - particularly the transaction that had the response time). This transaction happens to be a Search in the Advertising Service3) The US person gives the user a reference TT number.4) While still on the phone, the user notices an improvement in response time, and tells the US so.5) The US person changes the status of the TT to "Fixed" adds a description, and assigns it to the Performance Analyst. The US person also tells the user to call again with the reference number in case the problem reoccurs6) The PA begins an investigation of the reported problem. The Performance Management Application does not indicate that any performance degradations have occurred

Scenario 2

User Notes Performance Degradation (cont.)

System	Data Exchanged	Human Actions
	<p style="text-align: center;">Trouble Ticket Closed</p> 	<p>22) It is found that this traffic was due to data being transferred during a test run of an algorithm being developed by the user</p> <p>23) The local SA then loads a more granular performance management product on the user's host, and with the user, recreates the scenario, while collecting performance data</p> <p>24) This reveals that the network adapter on the user's host is the performance bottleneck (low bandwidth), "choking" when the data transfer for the algorithm occurred. This was found to coincide with the time the user tried to access the Advertising Service</p> <p>25) The SA informs the user and the personnel at the DAAC</p> <p>26) The TT at the DAAC is updated with the analysis & resolution and closed</p>