

Progress Statistics: Week of April 19 – 25, 2010

Schools in production.....	1,955
Number of active students	595,796
Number of inactive students.....	161,146
Maximum distinct user logon sessions in a day	15,511
Total distinct user logons for the week	72,815
Maximum number of reports run in a day.....	18,731
Maximum concurrent users in a day	5,959

Operations

Tim Reilly

We appreciated everyone's patience on Monday as we worked to resolve the service interruption that occurred. The root cause is still under investigation but it appears it was related to a system adjustment of memory allocation. We made some minor changes Monday night and, while we do not expect to experience this situation again, we are continuing to investigate and when we determine the exact cause we will implement a permanent fix.

Maintenance and Refreshes

The next maintenance window will be Sunday, May 23rd from 6:00 am to noon.

SD Test will be refreshed this weekend, May 1 and 2.

Application Management

Dorothy Ward

YET

Weekly YET conference calls will begin today, immediately following the L1 conference call. YET and any questions related to it will be discussed at that time.

May Release

The release is now well underway. We have seven volunteers; thank you to everyone who has stepped up to help out with testing. The Release Team will contact volunteers soon to let you know what needs to be tested, and when.

Deleting inactive user accounts – help available from AMS

Last week Andrew Macauley spoke about the number of inactive User IDs in the system, and asked districts to make sure that these are identified and deleted as soon as possible. As it can be difficult and labour-intensive for districts to determine which accounts are inactive, we can help by producing a list of potentially inactive accounts based on a defined parameter such as User IDs not used in the past year, or whatever you like. We will not actually delete any User IDs; we'll send you the list, and you can determine what to do with them. If you are interested in this service, please submit a HEAT ticket requesting this, indicating the parameter(s) you would like us to query on.

Training and Support

Chris Wilson

Several YET Learning Events have been posted to the Learning Event Schedule on the ISW. Have a look, and register for any you would like to attend – either via the ISW or by emailing [_____](#)

We have added a link on the YET 2010 page to the related YET resources in the Learning Resource Centre.

Last week we sent out a Technical Update bulletin regarding a known issue re scheduling term courses. After we completed further testing, we found another option and have updated the document accordingly. We re-sent it to the districts we know to be affected. Anyone wanting to access it will find it in the new section [ISW-BC Home > L1 Support Resources > Technical Update Bulletins](#). In future, whenever we send out Technical Updates, they will be posted in this location.

Governance

Andrew Macauley

The SMC Executive met last week for an all day session in Vancouver. Their main focus was to look at the service mix as we go forward, identifying which services will be considered part of the core product you'll get for the \$10/head. They also discussed major priorities over the coming five years.

The date for the next full SMC conference call will be May 18th. A notice will be sent out this week confirming this.

A series of referendum questions is going out to finalize the review of the Standards Manual. Thank you to everyone who has participated in the process. There are just a few more to go, and then we will be able to publish the new manual on the ISW.

SEWG / MRWG

Victoria Williams

General Update and Notifications

There was no MRWG meeting last week.

The SEWG will be meeting this Thursday, with a long list of change requests to go through.

OSWG

Norm Walker

No update this week.