



County Slowness with State Applications (CWW, ECF, HOD and CCA)

Sep 2015



Our Understanding

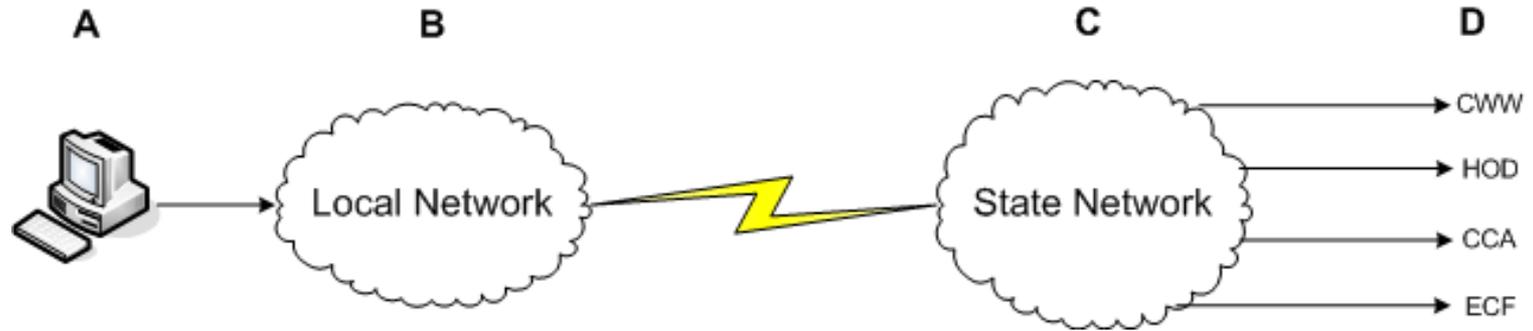
County users are reporting slowness with the State applications such as CWW, ECF, HOD and CCA.

The nature of the issues reported are

- Slow responses between the web pages
- White screen displayed after clicking next on a page
- Occasional and random and not specific to any page
- Sporadic with only a few to several users at a location
- Inconsistent with only a few counties reporting issue
- Oftentimes the issues are resolved with no action taken by State
- Sometimes the issues are related to the local PC or the local network



Overview of the Infrastructure



Step	Component	Description	Current Monitoring Activities
A	PC and Browser	Local PC. Browser settings, low memory, low CPU, or a virus scanner running in the background may negatively impact the performance.	Individual agencies should monitor PC activities and optimize for performance.
B	Network (Agency)	BadgerNet (State) or private network provider. Limited bandwidth, excessive streaming, improper configuration, or network maintenance may impact performance.	The State can review agency routers and BadgerNet network logs for any issues. Otherwise, agencies should work with their private network provider.
C	Network (State)	Enterprise-wide State network supporting all State applications. Rare issues impact all users; a communication is typically provided.	The State actively monitors network activity and quickly responds to enterprise issues.
D	Applications	The applications such as CWW, HOD, etc hosted at the State data center. Rare issues impact all users; a communication is typically provided.	There are five infrastructure layers at this level, all of which have logging that is checked when issues are reported.

Next Steps

- The State will form a team to focus on gathering information, researching and resolving issues, and communicating potential solutions with agencies
- The State will put together best practices in regards to
 - Bandwidth usage
 - PC and Browser configurations
 - Network streaming and other application usage at the same time as CWW and other State application use
- Please continue to report slowness and other IT issues to the DWD service desk. This will help us track the issues and observe any patterns.



Best Practices

These help us help you!

- Verify all DWD and CWW applications, and related domains and websites, are not blocked by antivirus programs or firewalls.
- Please make sure that windows updates are not impacting or changing the recommended browser version and settings.
- Click Next/Back/Submit/View buttons once to prevent duplicate requests.
- Continue to report any user specific functionality errors to CARES Call Center.
- Continue to report any slowness/IT issues to the DWD Service Desk.

