# PERFORMANCE MAINTENANCE PROGRAM

AKC NORTH AMERICA

CCH® Tagetik
Wolters Kluwer

## LONG-TERM PERFORMANCE STABILITY

The Performance Maintenance Program is designed to assist CCH Tagetik customers to maintain optimal application performance. Through this service, CCH Tagetik Technical experts will conduct monthly data archiving/purging and audit log analysis, to prevent performance degradation and enhance end-user experience.

With this program, CCH customers will receive customized reports that highlight application warnings and issues, so that concerns can be addressed promptly, thereby improving IT business processes.

## AREA OF ANALYSIS

**Audit Log Analysis:** Month-over-month analysis of execution time for each relevant DB object (e.g., data processing, report, data entry form). Summary of errors and warnings that occurred during the current month.

**Data Archiving:** Archiving of financial and operational data that is not frequently needed. Archived data will be available for reporting and kept offline to prevent performance degradation.

**Data Purging:** Reduction of data storage footprint via clean-up of technical tables, such as obsolete logs, technical staging tables and other datasets that may affect system performance overtime.

### METHODOLOGY:

Every month, CCH technical experts will conduct a series of predetermined activities as part of the Performance Maintenance Program. These activities will address general areas related to application performance, error logging, and data storage.

The scope of the Performance Maintenance Program includes:

- Initial assessment of data retention policies using standardized questionnaires;
- Monthly reporting of application warnings and issues;
- Periodic archiving of unused data;
- Periodic purging of obsolete data and tables.

### OUTPUT:

- Reporting on process execution time trends, to monitor potential performance degradation
- Data storage analysis report
- Ad hoc monthly data archiving
- Ad hoc monthly data purging
- Recommendations for specific application data maintenance procedures

### BENEFITS:

- Timely correction of application performance concerns
- Year-over-year application performance stability
- Assurance of optimal user experience
- Reduced reliance on internal IT resources