

BLASTFAX

Update from the Georgia Immunization Program Regarding GRITS Performance

When GRITS was created in 2002, it contained very basic functionality. The number of concurrent users during the early years is estimated to have been at about 50-60 users per half hour. When stress testing was performed on the system, a peak level of 500 users doing routine GRITS activities such as Add/Modify Clients, Add/Modify Immunizations, etc. was simulated.

In the past, 500 concurrent users in a half hour period was considered a peak load. Now however, there are between 850 and 950 concurrent users per half hour. In one case on July 30, 2007 between 11:00 a.m. and 11:30 a.m., the number of concurrent users was at 991, which is the highest level since the data collection began.

GRITS has a total of 4 CPUs that routinely operate at 100% capacity. As a result, processing speed of the system through the user interface is at an all time low. Reports, Data Exchange, Aegis, and HL7 processing are also severely impacted. Periodically, users attempting to use the system get a "Service Temporarily Unavailable" message, indicating GRITS has exceeded the maximum number of user sessions at that time.

The GRITS Technical Support team has been monitoring this process on a daily basis. Many run time improvements have been installed over the past few weeks in an attempt to alleviate system problems. The GRITS Training region was disabled on August 8, 2007 to free up resources for Production. This has had a positive impact, but the number of users continues to grow and the system is still slow.

GRITS is working on solutions, including installing more hardware, to handle customer needs. A new Service Level Agreement has been signed with the Georgia Technology Authority (GTA) and funds have been made available for additional hardware purchase. GTA will order one remaining piece of equipment that is estimated to take 4 weeks for delivery. The new system configuration has been completed and will be ready to proceed when GTA plugs in the hardware.

Moving to this new hardware is a 2-month process that will require extensive testing. The new hardware will be operational by the end of year but will not benefit users for this school rush.

Currently, work continues on fine-tuning the report query, setting indices on more tables, and testing the New Wizard. All of these will offer increased system response and some relief to customers. The Georgia Registry team expresses their appreciation to everyone for their continued patience and would like to assure everyone that they are doing everything they can to make GRITS easily accessible.

For questions or concerns regarding this blastfax or any other immunization information, please contact the Chapter's Immunization Coordinator, Mike Chaney at (404) 881-5094 or mchaney@gaaap.org.