

Case Study – Delayed PC Start-up and Login Process

Customer

- IT Operations Manager, Leading Law Firm

Challenge

- Users were reporting extremely long PC start-up and login times of up to 15 minutes
- There were a number of theories regarding the root cause of the problem
- Internal investigations had been unable to determine root cause of the problem
- Problem investigation proved difficult as incident records were not recorded in a co-ordinated manner
- Inconsistent testing methods had been conducted

Methodology

- A full, complete and consistent diagnostic plan was created
- Deep-dive diagnostic data was captured during PC start-up and login
- The start-up and login processes were broken down to identify specific milestones
- The collected data was analysed to determine the time taken to reach each milestone
- The component contributing to the longest delays was determined
- Statistical and graphical evidence was provided which explained the cause of the major delays
- Recommendations which will fix the root cause were provided

Findings

- The root cause was found to be high levels of paging due to insufficient PC memory
- This problem was aggravated by severe disk fragmentation
- The problem was further aggravated by personalisation changes made by the users

Result

- PC Memory upgrades were installed and post change testing conducted
- Start-up times were reduced from 15+ minutes to 3 minutes
- Decrease in the number of reported start-up problems to the Service Desk