

Hyland Imaging Infrastructure Update

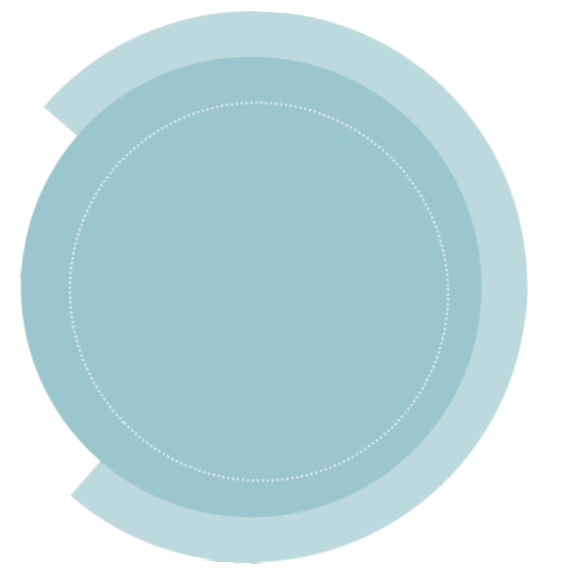
Imaging Committee Update

November 21, 2024



Hyland Imaging Infrastructure Update

OCR Processing Slowness



- **Timeframe:**

9/23-9/25, 9/30-10/1, 10/7-10/8

- **Impact:**

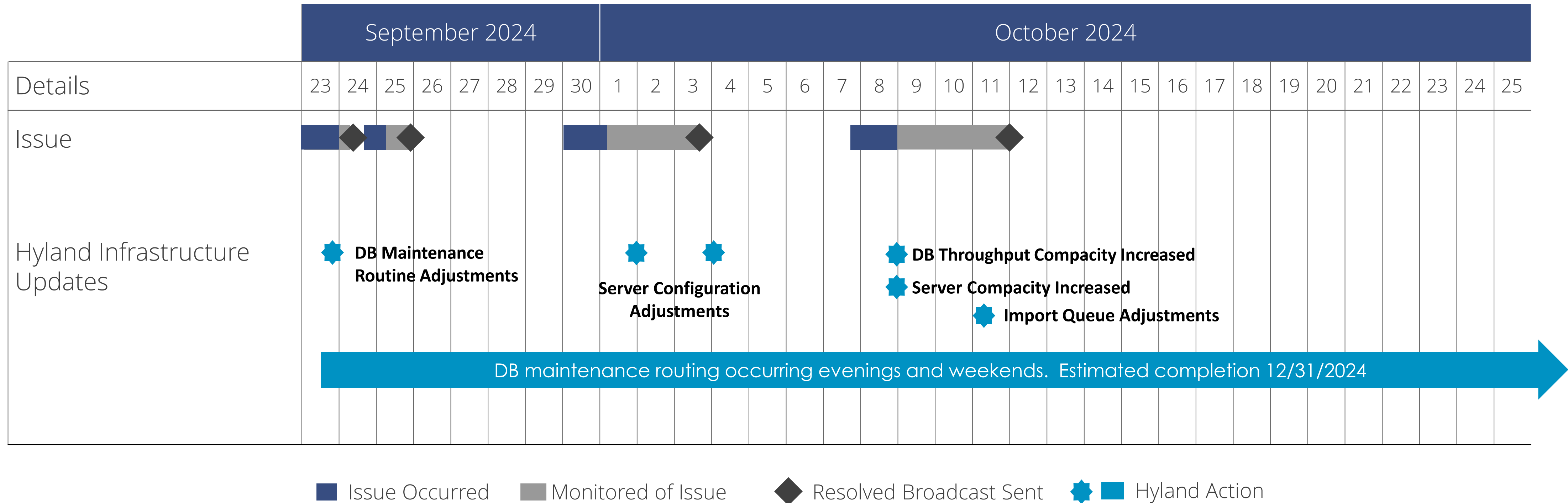
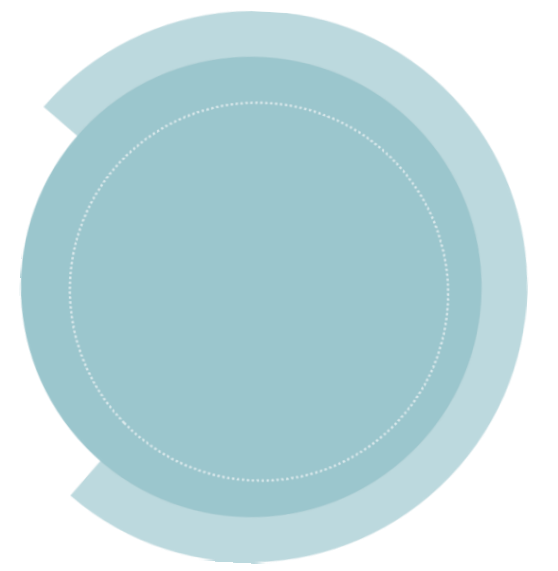
- A subset of tasks and customer reporting updates routed via the OCR flow were delayed up to three hours during the impacted timeframes.
- Documents were visible and searchable for workers during the impacted timeframes.

- **Summary:**

- 9/23 – Due to a maintenance process running on the database, performance degradation led to a backlog of items in Brainware Import queues.
- 9/24, 9/30, and 10/7: Performance related backlogging was seen during peak hours. It was identified that scaling alignment for the solution was necessary to ensure timely OCR processing.

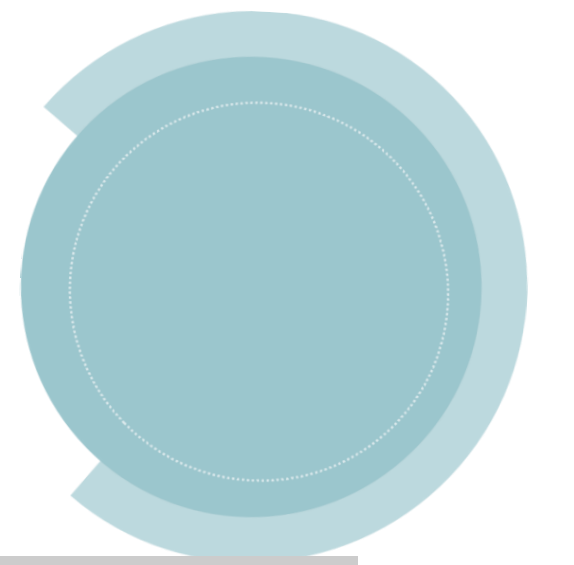
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OCR Processing Slowness - Timeline

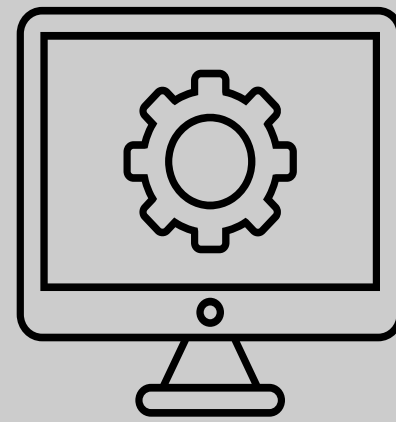


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Hyland OCR Improvement & Optimization



Scaling



Added additional server capacity

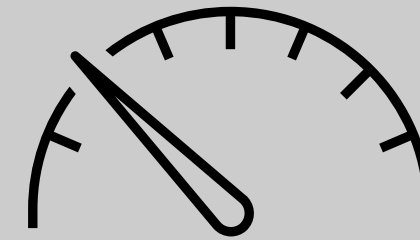
- Four new servers dedicated to importing; 10 servers dedicated to processing
- Previously all servers were importing and processing

➤ **COMPLETED – 10/10/2024**

Adjust import queues to scale horizontally

➤ **COMPLETED – 10/11/2024**

Throughput



Database optimization

➤ **COMPLETED 10/7/2024**

Database cleanup

➤ **COMPLETED 11/7/2024**

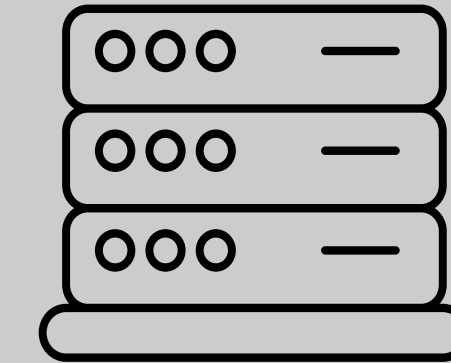
Review of Solution design and architecture

➤ **COMPLETED 10/18/2024**

Phase 1 Outcome Implementation

➤ **COMPLETED 10/25/2024**

Prevention



See next slide for details

Prevention - Monitoring

■ Phase 1

Manual Reports - Next Steps	Target Date
Define reporting requirements	COMPLETED 10/18/2024
Develop reports in STG	12/22/2024
Deploy in PROD	02/28/2025

Automated Monitoring - Next Steps	Target Date
Gather baseline data from STG and optimize monitoring and alerts	12/04/2024
Enable Automated Monitoring in PROD	02/01/2025
Gather baseline data from PROD and optimize monitoring and alerts	02/28/2025
Optimize proactive monitoring capabilities	Ongoing

■ Phase 2

- Automated Dashboards
 - ❖ TBD
- CALSAWS available dashboards
 - ❖ TBD

