A slow hour on shared storage is hard to explain until you can say whose work is in it

About 15 minutes, from records you already have

The array (the shared box of disks) already counts the work done on each volume. With the five busiest named, you can say: these are the five systems that drive our storage load at peak.

Yes 2 Written down, with a date (a log, a screen, a document), and it meets your own plan.

Partly 1 Remembered, but not written down, or the record shows you missed your plan.

No 0 Nobody knows, or it was never done. A blank is a finding.

"None, checked on a date" counts as a record. No plan or target written down? Write your guess first, then measure: the guess is your plan.

Five questions about your own setup

1 Your busiest hour

Your answer, and where it is written down (with the date) Which hour was your busiest, the one where the array's performance graph peaks? Write the day and the hour from the graph.

No 0 | Partly 1 | Yes 2 | Score 0, 1 or 2 | This quarter | Next quarter

How to raise it

Where to find it:
The array's performance screen (the name varies by brand), with the time range set wide enough to show the peak. Read the hour off the graph, not from the hour people remember complaining.

To get it to a 2:
A day and an hour read from the graph and written down with the date you looked, from a period your plan sets. No period written down? Write your guess (the last week, the last month) and score against it.

What this does not prove:
One busy hour is not every hour. The peak may fall at a different time next week.

2 The top five volumes

Your answer, and where it is written down (with the date) In that hour, which five volumes did the most work? List them here with the number for each. (A volume is the slice of storage one system or application uses. Work done can be operations per second: reads and writes handled each second.)

No 0 | Partly 1 | Yes 2 | Score 0, 1 or 2 | This quarter | Next quarter

How to raise it

Where to find it:
The same performance screen with the time range set to that hour. Sort the volumes by operations per second. The array already collects these figures for each volume, so nothing new is needed.

To get it to a 2:
Five volumes and their numbers, written from a screen on a dated day, for the hour in row 1.

What this does not prove:
A busy volume may not have caused any slowness. Averaged readings can hide short spikes.

3 The business system on each

Your answer, and where it is written down (with the date) Next to each of the five, which business system is on it? Write the system and who confirmed it.

No 0 | Partly 1 | Yes 2 Score 0, 1 or 2 This quarter Next quarter

How to raise it

Where to find it:
The volume's name, or the server list on the same array (which servers are connected to that volume). Where the name does not say, ask the owner of the server.

To get it to a 2:
All five tied to a named business system, checked against the server list or the system's owner, with the date.

What this does not prove:
A volume name can be out of date. A name that looks right may hold something else.

4 A name nobody recognizes

Your answer, and where it is written down (with the date) Is any of the five a name nobody on the team recognizes? Write it down too, with who you asked and what they said.

No 0 | Partly 1 | Yes 2 Score 0, 1 or 2 This quarter Next quarter

How to raise it

Where to find it:
Ask the team, then look at the server list for that volume. "None, checked on 3 Nov" counts as a record.

To get it to a 2:
Every one of the five has a known system, or each unknown one is written down with who is finding out and by when.

What this does not prove:
An unfamiliar name is not a problem in itself. It is a question for someone to answer.

5 The next look

Your answer, and where it is written down (with the date) Is the next look at this list on the calendar, for a second busy hour, and who runs it?

No 0 | Partly 1 | Yes 2 Score 0, 1 or 2 This quarter Next quarter

How to raise it

Where to find it:
Your team calendar or change schedule.

To get it to a 2:
A date on the calendar inside your plan's interval, with a named person, and the list saved where the team can find it.

Your total, out of 10

9-10 **Known** Score the same page again next quarter.

5-8 **Partly known** Fix your lowest row this week.

0-4 **Assumed** Do row 1 this week.

Two rules beat the total: if row 1 scores below 2, the result is Assumed. Any row that missed your plan or guess is your next step.

> Which five volumes carry the most work in your busiest hour, and which business system is on each?

What this does not prove

Five volumes and their systems show where the work was in that hour. They do not show which of them caused any slowness, because averaged readings can hide short spikes and one busy hour is not every hour.

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