

Monitoring JavaMelody on /SapphireIMS\_PROD CIMSAPP1

| Request                                                                                                                                                                    | Mean time (ms) | Max time (ms) | Standard deviation | Mean cpu time (ms) | % of system error |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|--------------------|--------------------|-------------------|
|  SEVERE: ----- com.tecnodreams.servicedesk.SMSToTicket.readSmsMessage(SMSToTicket.java:102) | -1             | 0             | 0                  |                    | 100.00            |