

# RE: Handling A Changing Status/State Reporting

---

*Source:*

<http://www.tech-archive.net/Archive/SOL-Server/microsoft.public.sqlserver.olap/2008-03/msg00098.html>

---

- *From:* [changliw@xxxxxxxxxxxxxxxxxxxxxx](mailto:changliw@xxxxxxxxxxxxxxxxxxxxxx) (Charles Wang[MSFT])
  - *Date:* Fri, 21 Mar 2008 06:07:25 GMT
- 

Hi,

To let me better understand your issue, could you please first answer me:

1. What did you expect to get from the OLAP cube?
2. Do you really have real-time OLAP requirements, but not a historical data view?

Before you design a fact table, you should know that an OLAP database is at the upper level of one or many OLTP database. The data, including aggregated data, in an OLAP database is extracted and calculated from OLTP databases. I agree that you create a Time Dimension for your cube. If you want to add more date columns in your fact table, such as ReceivedDate, ResolvedDate etc, you can also relate them the Time Dimension with foreign keys. Also I recommend that you add some aggregated measures to your fact table.

Regarding your concerns, please see the answers as following:

Q: "Then I need some calculated measures/dimensions(?) that are calculated relative to the last day of any periods displayed in the pivot table. "

A: I think that you need to add some calculated measures in your fact table.

Q:"At this point I don't know how to figure out the last day of each period shown in a pivot table"

A: You may consider creating a calculated member for your cube. After that, you can select the calculated member in your pivot table.

Q: "and then how to select the appropriate Status or sum or WaitingDays or sum of ActiveDays up to that point"

A: Why do not you directly save WaitingDays in your fact table? In other words, you have persisted the aggregated values for WaitingDays and ActiveDays in your fact table.

Q: "Another problem with this approach is that I will have 100's of thousands of Support Tickets. I know it's typical to have many records in a Fact Table, but this seems like it will produce a lot."

A: You can create multiple partitions for improving performance.

RE: Handling A Changing Status/State Reporting

I recommend that you refer to the following articles:

OLAP Design Best Practices for Analysis Services 2005

<http://www.microsoft.com/technet/prodtechnol/sql/bestpractice/olapdbpssas2005.mspx>

Strategies for Partitioning Relational Data Warehouses in Microsoft SQL Server

<http://www.microsoft.com/technet/prodtechnol/sql/2005/spdw.mspx>

If you have any other questions or concerns, please feel free to let me know.

Best regards,

Charles Wang

Microsoft Online Community Support

=====  
Delighting our customers is our #1 priority. We welcome your comments and suggestions about how we can improve the support we provide to you. Please feel free to let my manager know what you think of the level of service provided. You can send feedback directly to my manager at: msdnmg@xxxxxxxxxxxxxx

=====  
Get notification to my posts through email? Please refer to <http://msdn.microsoft.com/subscriptions/managednewsgroups/default.aspx#notifications>.

Note: The MSDN Managed Newsgroup support offering is for non-urgent issues where an initial response from the community or a Microsoft Support Engineer within 1 business day is acceptable. Please note that each follow up response may take approximately 2 business days as the support professional working with you may need further investigation to reach the most efficient resolution. The offering is not appropriate for situations that require urgent, real-time or phone-based interactions or complex project analysis and dump analysis issues. Issues of this nature are best handled working with a dedicated Microsoft Support Engineer by contacting Microsoft Customer Support Services (CSS) at <http://msdn.microsoft.com/subscriptions/support/default.aspx>.

=====  
This posting is provided "AS IS" with no warranties, and confers no rights.  
=====

RE: Handling A Changing Status/State Reporting