
Corporate EDI Daily Operating Procedures and Transition for On Call Support

Revision 2.0

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Subject: Corporate EDI Daily Operating Procedures and Transition for On Call Support

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Purpose: This OSI is written to detail the daily “on call” monitoring and transition procedures for Corporate EDI.

Scope: The scope of this document is to list specific actions that are to be performed as part of the pro-active ADMIN and EDI Analyst on call monitoring procedures. It does not include the following:

- Details of how to fix all Trouble Tickets
- Details of how to address all Change Requests

Areas Involved: Corporate EDI

Supersedes: N/A

Replaces: Corporate EDI Daily Operating Procedures for On Call Support Revision 1.0

Revision History:

Rev.	DD-Mmm-YYYY	Change Request	Reason for Revision
1.0	22-NOV-2004	CR01105208	New OSI
2.0	28-JAN-2004		Revised OSI to include EDI Admin on call responsibilities

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1. ON CALL EDI ANALYST DAILY RESPONSIBILITIES

1.1 General Responsibilities

The On Call EDI Analyst provides Tier 1 and Tier 2 support for EDI customers and Trading Partners. The On Call EDI Analyst is expected to have his/her pager available at all times for the duration of the support period (Monday – Sunday) including weekends and evenings. The On Call EDI Analyst must be trained in Unix, Gentran, Remedy, Cyclone, Corporate EDI system design and all communications processes.

1.2 Monitoring Trouble Tickets

The On Call EDI Analyst must ensure that tickets received during his/her on call shift are accepted and resolved within the parameters noted in the Data Sharing Standard Service Offering (SSO). Please refer to the *Data Sharing Standard Service Offering (SSO)* for more details related to the proper handling of trouble tickets.

As stated in the Data Sharing Standard Service Offering (SSO), it is the responsibility of the individual reporting a problem to assign a severity level. These severity levels are outlined in the Global IT *Change Management User Guide* found on the GITCM website at <http://xyz.com>. Global Data Sharing problem response and follow-up also adhere to the guidelines in the Global IT *Problem Change Management User Guide* for a given severity level.

Severity	Example of Issue	Acceptance Time	Resolution Time
1	Any major system interruption, loss of entire system, or critical application.	15 Wall Clock Minutes	1 Wall Clock Hour
2	An incoming transaction has not been received at the scheduled time by the application group and must be resolved within 4 hours.	15 Wall Clock Minutes	4 Wall Clock Hours
3	An incoming transaction has not been received at the scheduled time by the application group and must be resolved by the next business day.	4 Business Hours	8 Business Hours
4	User has general question about system.	8 Business Hours	24 Business Hours

If a trouble ticket with a Severity Level of 1 or 2 Trouble Ticket is issued, the On Call EDI Analyst must:

1. Contact the customer(s) affected and the EDI Team Leader/Leader 1 to inform them that corrective action is being taken with an estimated completion time. Corporate EDI has an On Call Manual located in the EDI local electronic library serving as a reference document concerning corrective actions that may be taken towards issue resolution.

Please refer to EDI_SLA_ZONE2 (the Zone 2 Service Level Agreement) for specifics regarding the monitoring of trouble tickets for European EDI activity.

1.3 Monitoring Change Requests

Please refer to the Data Sharing Standard Service Offering for details on how Change Requests are to be handled.

1.4 EDI System Changes Going into Production

The On Call EDI Analyst will actively monitor any system changes (maps, scripts, programs, schedules, etc.) that are going into production for at least three successful runs. The developer responsible for the change will also be available to the On Call EDI Analyst for these three consecutive successful runs.

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1.5 Daily Operating Procedures

The On Call EDI Analyst is responsible for monitoring the following list of daily operating procedures:

1.5.1 Disk Space

DOP 1	Disk Space
Condition:	Utilized system capacity must not exceed 85%.
Timing:	Twice each day. Once in the morning and afternoon.
Actions:	<ol style="list-style-type: none"> 1. Login to Production environment 2. At the command line type: df -k The following screen will appear: <OMITTED> 3. Check the capacity being used for directory: ediapps 4. Check the capacity being used for directory: ediarch 5. If the capacity is over 85% for either directory, work with the On Call EDI Administrator to determine which files should be archived to disk.

1.5.2 Data Managers

DOP 2	Data Managers
Condition:	Data Managers must be operational.
Timing:	Twice each day. Once in the morning and afternoon.
Actions:	<ol style="list-style-type: none"> 1. Login to Production environment 2. At the command line type: ps -ef grep gsprodna 3. The following screen will appear: <OMITTED> 4. Verify all the data managers are active (see <i>EDI-OSI-009 Gentran Server ECW Data Manager</i>). A data manager is not up if it is NOT listed in the above screen. Following is a list of Data Managers: lotd lots lopd losd loaa litd lisd liad iw20 EDIP EDIA EDIP EDFA 5. If a data manager is not active, check the .l file as described below. <ol style="list-style-type: none"> A. At the command line type: \$EDI_ROOT/ B. At the command line type: vi "Data Manager name (Example: EDFA.1)" C. At the command line type: shift g Go to the bottom of the file and look for a return code that does not equal 0. See screen below: <OMITTED>

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	D. If the Data Managers are not active, the server needs to be stopped and restarted (refer to the <i>EDI-OSI-029 Starting and Stopping Gentran Server</i>).
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1.5.3 Servers

DOP 3	Servers
Condition:	The following servers must be up and running: mhs server, mhp server and mysql server.
Timing:	Twice each day. Once in the morning and afternoon.
Actions:	<ol style="list-style-type: none"> 1. Login to Production environment 2. At the command line type: <code>ps -ef grep gsprodna</code> 3. The following screen will appear: <OMITTED> 4. Verify that the following servers are up. A server is not up if it is NOT listed in the above screen: mhs server mhp server mysql server <p>NOTE: If servers are not up, refer to <i>EDI-OSI-029 Starting and Stopping Gentran Server</i></p>

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2. ON CALL EDI ADMINSTRATOR (ADMIN) DAILY RESPONSIBILITIES

2.1 General Responsibilities

The On Call EDI Administrator provides Tier 3 support for EDI Analysts, all EDI Customers and Trading Partners. The On Call EDI Administrator is expected to have his/her pager available at all times for the duration of the support period (Monday – Sunday) including weekends and evenings. The On Call EDI Administrator must be trained in Unix, Gentran, Remedy, Cyclone, Corporate EDI system design and all communications processes.

2.2 Monitoring Trouble Tickets

The On Call EDI Administrator is responsible for ensuring all Remedy Trouble Tickets are accepted and closed in accordance with the Data Sharing Standard Service Offering (SSO) and pertinent Service Level Agreements.

2.3 EDI System Changes Going in to Production

The On Call EDI Administrator is responsible for moving the EDI system changes going into production (maps, apps, script, config, JAVA and 'C' code) for the duration of their on call period (Monday-Sunday). It is standard Corporate EDI team practice not to put system changes into production on Friday, Saturday, or Sunday unless the change(s) is within the circumstance of emergency (business critical) or is otherwise detrimental to the normal functioning of the EDI system in production. See the *EDI-CC-001 Change Control for EDI* concerning emergency production change policy and procedures.

2.4 On Call EDI Administrator Account Transition Process

1	The current On Call EDI Administrator and the EDI Administrator to become the next On Call person physically go to the EDI Administrator Account Log.	
2	The current On Call EDI Administrator informs the next On Call EDI Administrator of the current system password.	
3	Both the current On Call EDI Administrator and the next On Call EDI Administrator must fill out the following fields as appropriate.	
4	Field Descriptions of On Call EDI Admin Ledger	
	Date/Time of transition	The date and time of the transition is entered in MMDDYY:HHMM format.
	ON CALL EDI ADMIN Name – PRINT	The name of the current On Call EDI Admin is printed.
	ON CALL EDI ADMIN Name – SIGNATURE	The name of the current On Call EDI Admin is signed.
	EDI ADMIN Name – PRINT	The name of the new EDI Admin is printed.
	EDI ADMIN Name – SIGNATURE	The name of the new EDI Admin is signed.
	Date/Time EDI Admin pswd created	The date and time the EDI Admin creates the EDI Admin password is entered in MMDDYY:HHMM format.
5	Transition is complete.	