Pennsylvania

Department of Human Services

Bureau of Information Systems

<application>

Batch Operations Manual

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## Introduction

*<Provide a brief introduction to this document and identify the sections that will be included therein>*

## Purpose

*<State the purpose of the document >*

## Overview

#### Application Business Process

*< Insert application business processes >*

## *<application>* Batch Schedule Descriptions

**Note: that the INT and SAT OpCon batch server and the OpCon database server are PWISSATSMA25 and PWISSATSQL25CLU respectively.**

**Note: that the TFP and PRD OpCon batch server and the OpCon database server are PWISPRDSMA30 (PWISPRDSMA31 – hot standby) and PWISPRDSQL35CLU respectively.**

### <application> Batch Schedule Report Generation Process

The following procedures should be executed each time that the batch manual changes or batch schedules change.

<

1. Do this
2. Then do this
3. Then finally this
4. One more item
5. Etc.

These are instructions describing how the application teams can generate the report that shows the batch schedule descriptions. >

The **BatchManual.htm** file is a report that shows the job name, description, job command line, frequency, start time, etc. In addition, the report generated shows the batch dependency charts for the various batch “cycles”.

**Note: You can use the hyperlink item #x above to see the actual content of that report**.

## *<application>* Batch Schedule – Daily

***< Paste Daily Batch Schedule >***

## *<application>* Batch Schedule – Saturday

***< Paste Saturday Batch Schedule >***

## *<application>* Batch Schedule – Sunday

***< Paste Sunday Batch Schedule >***

## Directory Structure for Batch Files

### Input:

#### Run Files:

##### File Locations for the Database Server

|  |  |
| --- | --- |
| Environment | File Locations |
| Production | \\<server>\folder\<application>\prod |
| TFP | \\<server>\folder\<application>\tfp |
| SAT | \\<server>\folder\<application>\sat |
| INT | \\<server>\folder\<application>\intg |
| DEV | \\<server>\folder\<application>\devl |

##### File Locations for the Application Server

|  |  |
| --- | --- |
| Environment | File Locations |
| Production | \\<server>\folder\<application>\prod |
| TFP | \\<server>\folder\<application>\tfp |
| SAT | \\<server>\folder\<application>\sat |
| INT | \\<server>\folder\<application>\intg |
| DEV | \\<server>\folder\<application>\devl |

##### File Locations for the Print Server

|  |  |
| --- | --- |
| Environment | File Locations |
| Production | \\<server>\folder\<application>\prod |
| TFP | \\<server>\folder\<application>\tfp |
| SAT | \\<server>\folder\<application>\sat |
| INT | \\<server>\folder\<application>\intg |
| DEV | \\<server>\folder\<application>\devl |

## Job Control File Locations

|  |  |
| --- | --- |
| Environment | File Locations |
| Production | \\pwisprdapp30\Apps\<application>\application\Batch\prod\<batch name>\ctlib |
| TFP | \\pwisprdapp30\Apps\<application>\application\Batch\tfp\<batch name>\ctlib |
| SAT | \\pwisprdapp30\Apps\<application>\application\Batch\sat\<batch name>\ctlib |
| INT | \\pwisprdapp30\Apps\<application>\application\Batch\intg\<batch name>\ctlib |
| DEV | \\pwisprdapp30\Apps\<application>\application\Batch\devl\<batch name>\ctlib |

### Output:

##### FTP File Location on the Application Server

|  |  |
| --- | --- |
| Environment | File Location |
| Production | \\pwisprdapp30\Apps<application>\application\Batch\prod\<folder name>\data |
| TFP | \\pwisprdapp30\Apps<application>\application\Batch\tfp\<folder name>\data |
| SAT | [\\pwissatapp21\Apps<application>\application\Batch\sat\<folder name>\data](file://pwissatapp21/Apps/Pacses/application/Batch/sat/extracts/data) |
| INT | [\\pwisintapp15\Apps<application>\application\Batch\intg\<folder name>\data](file://pwisintapp15/Apps/Pacses/application/Batch/intg/extracts/data) |
| DEV | [\\<server name>\apps<application>\application\batch\devl\<folder name>\data](file://pacsesutl002/apps/pacses/application/batch/devl/extracts/data) |

##### Log File Location on Application Server

|  |  |
| --- | --- |
| Environment | File Location |
| Production | \\pwisprdapp30\Apps<application>\application\Batch\prod\<job name>\log |
| TFP | \\pwisprdapp30\Apps<application>\application\Batch\TFP\<job name>\log |
| SAT | \\pwissatapp21\Apps<application>\application\Batch\SAT\<job name>\log |
| INT | \\pwisintapp15\Apps<application>\application\Batch\intg\<job name>\log |
| DEV | \\<server name>\Apps<application>\application\Batch\devl\<job name>\log |

##### Log File Location on the Print Server

|  |  |
| --- | --- |
| Environment | File Location |
| Production |  |
| TFP |  |
| SAT |  |
| INT |  |
| DEV |  |

##### Job Control Alerts Log File location on Application Server

|  |  |
| --- | --- |
| Environment | File Location |
| Production |  |
| TFP |  |
| SAT |  |
| INT |  |
| DEV |  |

##### OpCon/XPS Log File Location on the Application Server

|  |  |
| --- | --- |
| Environment | File Location |
| Production |  |
| TFP |  |
| SAT |  |
| INT |  |
| DEV |  |

## Log Files

### Log Files Naming Convention for OpCon/XPS

|  |  |
| --- | --- |
| **Batch Jobs:** |  |
| **Directory:** |  |
| **Log File:** |  |

### 

### Log File Structure and Acceptable Return Code(s) for OpCon/XPS

|  |
| --- |
| **Return Code** |
| 0 or non-zero |

*Note: According to the Technology & Infrastructure Team, this is the only value this file should contain.*

|  |  |
| --- | --- |
| **Return Code** |  |
| 0 | Successful |
| RC > 0 | Error |

## 

## Batch Failure Contact List

|  |  |  |  |
| --- | --- | --- | --- |
| **Team** | **Contact Person** | **Email** | **Phone** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Note: If the team member on the list above does not respond to the call from DIMO after 15 minutes, please contact the next person on the list. In all cases, phone contact must be made. The email notification simply acts as a logging mechanism.**

## Batch Failure Protocol

|  |  |
| --- | --- |
| BATCH FAILURE PROTOCOL | |
| STEPS | ACTIONS |
|  | BATCH FAILURE NOTIFICATION – Application Team receives the failure notification via the phone numbers above. |
|  | APPLICATION TEAM NOTIFICATION – Contact person notifies the correct application team lead of issue. |
|  | CRITICALITY DETERMINATION – Application Team determines criticality by examining the nature of the error. |
|  | APPLICATION TEAM FIX IDENTIFIED –  Application Team notifies Batch Contact with Estimated time of completion of fix.  Batch Contact notifies SSC (identifies Database, Operations, Scheduling players to be contacted) |
|  | FIX COMPLETED/DEPLOYMENT – Batch Contact works with SSC to enable deployment PRD. |
|  | QA Update – SSC will initiate QA request for PRD deployment next AM. |

## 

## Escalation Procedures

<Insert overview of escalation procedures

Note: instead of the tiered escalation processes listed in this section, you can refer the reader back to the Batch Failure Contact List shown above. >

### Tier 1

<(Example- payments processing, critical reports generation, work-flow management, alerts)

Batch job needs to be monitored at time of completion

Notification of error / failure is required

Dependent /downstream processes must be held in event of error / failure

Fix prior to next day online is required>

|  |  |  |
| --- | --- | --- |
| **Job ID** | **Actions to be taken** | **Log File Folder** |
|  |  |  |
|  |
|  |
|  |
|  |

### Tier 2

<(Example month-end processes, business-cycle sensitive processing)

Batch job needs to be monitored at time of completion

Notification of error / failure is required

Dependent /downstream processes may have to be held in event of error / failure\*

Fix prior to next day online may be required in event of error / failure\*

* These conditions may be evaluated based on time sensitive situations (i.e. month-end, quarter-end, etc.) >

|  |  |  |
| --- | --- | --- |
| **Job Id** | **Actions to be taken** | **Log File Folder** |
|  |  |  |
|  |
|  |
|  |

### Tier 3

<(Example – offline interfaces/ transmissions, status administration of non-critical records)

Batch job needs to be monitored on a daily basis

Fix may be required, but will not impact online processing

Subsequent batch execution may have to be held until issue is resolved>

|  |  |  |
| --- | --- | --- |
| Job ID | Actions to be taken | Log File Folder |
|  |  |  |
|  |
|  |
|  |

### Tier 4

<(Example – database purge processes)

Batch job needs to be monitored on a daily basis

Fix may be required, but will not impact online processing

Subsequent batch execution can occur as processing will “roll-over”>

|  |  |  |
| --- | --- | --- |
| Job ID | Actions to be taken | Log File Folder |
|  |  |  |
|  |
|  |
|  |

## Document Change Log

| **Change Date** | **Version** | **Change Description** | **Author** |
| --- | --- | --- | --- |
| <mm/dd/yyyy> |  |  |  |