# COMMONWEALTH OF PENNSYLVANIA

# HEALTH & HUMAN SERVICES IT DELIVERY CENTER

# INFORMATION TECHNOLOGY PROCEDURE

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| Name of Procedure: **Instructions** | Number: |
| **for Completing a Database Request** | **PRO-DMS002** |
| Domain: | Category: |
| **Data** | **Database Forms** |
| Date Issued: | Issued By:  \\dhs\share\oa\bis\DTE\DMS\DDU\Data Domain Standards\DMS Standards Documentation off the Website\Signatures\Patricia Gillingham.JPG  Patricia Gillingham, Chief Service Strategy Unit HHS Information Technology Delivery Center |
| **08/13/2004** |
| Date Reviewed: |
| **12/20/2019** |

**Abstract:**

The Health and Human Services Information Technology Delivery Center (HHS IT DC) uses the Service Now OA Portal to submit Requests for Database Access (DBAR) and Requests for Database Services (DBSR).

The purpose of this document is to provide instructions for completing the Request for Database Access Services and the Request for Database Services Forms in Service Now.

**General:**

The Request for Database Access is for requesting database access/security services. This includes requesting account IDs, individual IDs, or ad hoc batch process IDs.

The Request for Database Services is for creating new or modifying the Department of Human Services (DHS) and PA Department of Aging (PDA) databases and performing other general services. The request is registered with the Database Operations Section and assigned to the Service Strategy, Oracle, SQL or Mainframe Units based on the services requested.

Requests for Database Services for new or changed data models require the data model to be housed in Team Foundation Server (TFS) as the central repository for housing the data models.

**Exceptions:** Oracle requests for special database backups, Oracle database restores, and Data Warehouse data fixes will continue to use email to PW, DBRequests.

Oracle OLTP Data Fixes and Data Refreshes come through email to the Database Operations Section.

**Procedure:**

**When to Use**

The Request for Database Access is used to

1. Submit requests to add or remove users from a database in any environment.

This is independent of the type of user, whether a database user or a user setup in the domain. NOTE: This request is not to be used for registering programs which have been processed through Quality Assurance (QA).

The Request for Database Services is used to

1. create a new database,
2. add, change, or delete tables/columns/relationships in an existing database,
3. request any type of database assistance or database services not provided by the Request for Database Access.
4. **Exceptions:** Oracle requests for special database backups, Oracle database restores, and Data Warehouse data fixes will continue to use email to PW, DBRequests.

Oracle OLTP Data Fixes and Data Refreshes come through email to the Database Operations Section.

Creation of new or modifications to a database must be supplemented with a complete data model (open systems) or Change Control Data Dictionary Registration Template (mainframe).

An Asterisk \* means that field is a required field.

**Request for Database Access Services**

| Requested Information | Explanation |
| --- | --- |
| \*REQUESTING UNIT | The unit for which the contact person works. |
| \*DATE OF REQUEST | Date will default to today’s date. |
| \*CONTACT NAME | The name of the contact person for account ids or for ad hoc requests. If the request is for user access, Request for Database Access Services this is the contact user name of the user for which access is being requested.  Pre-populated field. Can be changed using drop down to search for the name of the person. Only one name in this block. |
| \*DATABASE NAME | The name of the database for which the request is implemented. For mainframe run-ids this is the subschema the program will be using. (example: S20MRGPRDM85) For Oracle, this will be the instance name. For SQL Server, this will be the database name. |
| CONTACT PHONE NUMBER | The phone number of the person entered in contact name. Only one phone number in this block. |
| WORK ORDER/INITIATIVE NUMBER | The Work Order or Initiative number initiating this request.  \*Note – applies only to vendor requests, not to HHS DC requests. |
| \*CONTACT EMAIL | Pre-populated field. The email address of the contact person. Only one email address in this block. |
| PROJECT ACCT CODE | The project account code for which request is being implemented. For mainframe run-ids this is the account code on the @RUN card in for the programs ECL. (example: @RUN abc123, **965001**, dpwdms |
| HOST MACHINE NAME | The name of the machine for SQL Server or Oracle database servers or the Mainframe on which the security services are being created/removed. |
| \*TARGET DBMS | The target database management system for this request. Select SQL Server, Oracle OLTP, Oracle EDW or Mainframe from the drop-down list. |
| PROGRAM / RUN ID | Mainframe Only. The field for the program or scheduled run. This is an alphanumeric six-character long string. For batch or ad-hoc runs this must match what is on the @RUN card in the programs ECL. (example: @RUN **ABC123**, 965001, dpwdms) |
| \*TRANSACTION | Mainframe Only. The type of transaction that is occurring on the mainframe. Select Adhoc, Batch or TIP from drop-down list. |
| \*TRANSACTION TYPE | Mainframe Only. The type of transaction update or retrieve that is occurring on the mainframe |
| \*USER NAME | The user name of the account being added/removed for the SQL or the domain user. |
| \*BUSINESS JUSTIFICATION FOR REQUEST | The reason that the request is being submitted. Please describe in detail the account needed, the actions to be performed, and any other important details. |
| REQUESTED TARGET DATES BY ENVIRONMENT | The implementation target dates for the request. Put a date in each of the environments needed. Leave the unneeded environments blank. |

**Request for Database Services**

For Database Services Requests requiring a database change, the data models are to be stored in Team Foundation Server (TFS). An Asterisk \* means that field is a required field.

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| Requested Information | Explanation |
| \*REQUESTING UNIT | The unit for which the contact person works. |
| \*DATE OF REQUEST | Date will default to today’s date. |
| \*CONTACT NAME | Pre-populated field. Can be changed using drop down to search for the name of the person to contact about the request. Name of person completing request. Only one name in this block. |
| \*DATABASE NAME | The name of the database for which the request should be implemented. For mainframe, this is the schema the program will be using. (example: S20MRGPRDM) For Oracle, this is the instance name. For SQL Server, this is the database name. |
| CONTACT PHONE NUMBER | Pre-populated field. The phone number of the contact person for this request. |
| WORK ORDER/INITIATIVE NUMBER | The Work Order or Initiative number initiating this request.  \*Note – applies only to vendor requests, not to HHS DC requests. |
| \*CONTACT EMAIL | Pre-populated field. The email address of the contact person for this request. Only one email address in this block. |
| PROJECT ACCT CODE | The project account code associated with the request. |
| \*TARGET DBMS | The target database management system for this request. Select SQL Server, Oracle OLTP, Oracle EDW or Mainframe from the drop-down list. Selection will list the Target DBMS, environments and calendar for selecting implementation dates. |
| APPLICATION RELEASE NUMBER | The release number of the associated application. |
| TFS LINK for ORIGINAL DATA MODEL | Data models for all Database Service Requests are to be housed in Team Foundation Server (TFS). Include the hard, full link ([http://.../{application](http://.../%7bapplication) name}/Database/Original/{data model name} for the location of the submitted Erwin data model in TFS.  If no data model, then enter “N/A”. |
| \*APPLICATION NAME | The name of the application. This will be the Application name in Team Foundation Server (TFS) where the data model will be stored. |
| \*DESCRIPTION OF REQUESTED DATABASE SERVICES | Explain the purpose of the request. Database structure changes must be identified in full ~~here~~ by attaching the .XLSX spreadsheet extracted from the Original ERwin Data Model in TFS at ([http://.../{application](http://.../%7bapplication) name}/Database/Original).  Do not attach the .erwin data model. Do not attach the old Request for Database Access or Request for Database Service forms as these have been deprecated and are a duplication of the forms migrated to Service Now.  If a large change, you may attach a Word document that has a complete list of all changes and the XLSX spreadsheet. For new systems, use the approved data model template that has definitions for UDPs. |
| REQUESTED DATES BY PLATFORM AND ENVIRONMENT | Include only one date for the initial environment needed.  Submit a separate Database Service Request in Service Now for each environment needed because only one date is specific and the remaining dates are “Fluid” creating long-term SNow tickets. |

**Submitting the Request**

Upon completing the form in Service Now, click Submit. A Service Now request will be created with a number prefaced with REQ and an email will be sent to the submitter.

**Data Model Review Process**

Data administration staff receive a Database Service Request via Service Now and access the Original Erwin data model in Team Foundation Server(TFS) using the hard full link in “TFS LINK for ORIGINAL DATA MODEL” ([http://.../{application](http://.../%7bapplication) name}/Database/**Original**/{data model name}).

Data administration staff will respond through the Service Now task by attaching the .XLSX spreadsheet for each version of the data model. The data model name will have a suffix of v1, v2, v3 etc. to indicate versioning until the data model is finalized. The APPROVED data model will be placed at the top of the file hierarchy by application name in TFS.

Example: //…/TrueCare /Database/**Approved**/{data model name}

Older versions of the Approved data model will be moved to the Archive folder by Data Administration staff.

Example: //…/TrueCare /Database/**Archive**/{data model name}

**Refresh Schedule:**

All standards and referenced documentation identified in this standard will be subject to review and possible revision annually or upon request by the HHS Information Technology Delivery Center Domain Leads.

**Procedure Revision Log:**

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| **Change Date** | **Version** | **Change Description** | **Author and Organization** |
| 08/13/2004 | 1.0 | Initial creation. | Howard Knouse, BTE |
| 08/14/2006 | 1.1 | Added/revised content, added sections. | Brian Mains, BIS |
| 07/17/2007 | 1.2 | Combined Access and Services Instructions, placed into new format. | L. Steele |
| 11/02/2009 | 1.3 | Reviewed and updated. | L. Steele, P. Gillingham |
| 11/01/2010 | 1.3 | Reviewed. | L. Steele |
| 07/25/2016 | 1.4 | Updated; DPW changed to DHS. | DMS |
| 10/09/2019 | 2.0 | Organization updates and Service Now for submitting Database requests. | P. Gillingham |
| 12/26/2019 | 2.1 | Process updates | P. Gillingham |