# COMMONWEALTH OF PENNSYLVANIA

# HEALTH & HUMAN SERVICES DELIVERY CENTER

# INFORMATION TECHNOLOGY PROCEDURE

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| Name of Procedure: | Number: |
| **Handling Mainframe Job Errors** | **PRO-IOS012** |
| Domain: | Category: |
| **Operations and Support** | **General Operations Procedures** |
| Date Issued: | Issued by Direction Of: |
| **02/14/2001** |  |
| Date Revised: | George Hohman, Security and IT Operations Chief |
| **08/04/2020** | **Health & Human Services Delivery Center** |

**Abstract:**

A *job* is

“n. A specified amount of processing performed as a unit by a computer.”

- Microsoft Press Computer Dictionary, Third Edition

An error may occur in a job during job processing. Procedures are needed for handling mainframe jobs when they error.

The purpose of this document is to provide standardized procedures for handling mainframe jobs when they error.

**General:**

This procedure is on how errored batch jobs that support the Department of Human Services (DHS) applications are handled by the Health and Human Services Technology Services Office (HHS TSO), Operations, Data Transfer Batch Processing Units.

**Procedure:**

**Procedures for Handling Jobs that have Errored**

**Scheduled Batch Production Job Errors**

If a scheduled production job (a run that starts from PROD\*ECL-LIB) errors, the Customer Services, Application Processing, and Backup Recovery Sections take the following steps:

1. Review the breakpoint file to identify the job error:
   1. If an ECL error is detected, the Customer Services/Application Processing/Backup Recovery Sections will look at the BOPWK11 traveler and notify the analyst who will correct the program and submit for rerun. If the analyst cannot correct the problem immediately, changes are made and submitted as an ETR to the QA section. The job may be run from the analyst’s work file which will be submitted to the Scheduling Unit as an SPR (Special Production Request). Once QA processes the ETR, and it completes successfully, the job may be run from PROD\*ECL-LIB.
   2. If an ABS (program absolute) error is identified, Customer Services/Application Processing/Backup Recovery Units review job procedures depending on instructions from the BOPWK11 traveler. This may include contacting the analyst immediately or giving next workday notification.

**For OPEN SYSTEMS ERRORS use OPCONS documentation tab.**

**Emergency Manual Element Transfer Requests (ETRs)**

Manual ETRs are completed for ECL/ABS/TIP ONLINES changes under emergency situations. These are usually transferred from a specific work file created by the analyst.

1. The Customer Services/Application Processing/Backup Recovery Units document the request and process it after receiving a confirmation from the analyst’s section chief and the scheduling section chief.
2. The analyst must forward documentation to the Quality Assurance (QA) Unit of the requested changes.

**Rerun of a Production Job That Had Errored**

If the rerun of an errored production job requires additional jobs to also be rerun, a SCHMSG is required. The SCHMSG will list all the programs that are to be rerun, along with any additional instructions.

1. If it is necessary for the rerun of the job(s) to be started from a work file, a Special Production Request (SPR) is required.
2. If the errored job only is to be rerun, it will be rerun upon receipt of a telephone call.
3. If special instructions not listed on the BOPWK11 traveler are necessary, a SCHMSG is required. The SCHMSG should provide all special details that are needed to rerun the job(s).

**Refresh Schedule:**

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

**Procedure Revision Log:**

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| --- | --- | --- | --- |
| **Change Date** | **Version** | **Change Description** | **Author and Organization** |
| 02/14/2001 | 1.0 | Initial Creation | Deloitte Consulting |
| 10/20/2002 | 1.1 | Edited Style | Beverly Shultz |
| 07/08/2004 | 1.2 | Updated Content | Minnie Reed |
| 10/06/2010 | 1.3 | Updated content & Edited Style | Tom Amspacher |
| 06/05/2019 | 1.4 | Updated content | Norman Smith |
| 08/05/2020 | 1.5 | Removed signature, reviewed content | P. Gillingham Norman Smith |