

BUREAU OF INFORMATION SYSTEMS

03/10/2016

Overview

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| Application Business Process |
| <Provide an overview of the business processes and goals for the application. Do not go into details of the batch processes as this will be discussed in another section.> |

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| Functionality of Batches |
| Process | Description |
| <List all of the batch job processes  | <Provide a brief description for each.> |
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Batch Schedule Requirements

| Job ID | Description | Pre-event | Post-event | Frequency | Start Time | Run Days | Expected Run Time (min.) | Input File | Output File | Escalation Process  | Contact Person |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| <List the unique Batch file id or name> | <Provide a brief description of the batch job. E.g. provider maintenance, application maintenance) | <Enter the Job Id that occurs before this batch job> | <Enter the Job Id that occurs after this batch job> | <Enter the frequency of the batch job. E.g. daily, weekly, monthly)> | <Enter the time the batch job is to start> | <Enter the days that the batch job is to run in a week. E.g. M, T, W, Th, F, S, Su> | <Enter the estimated length of time the batch job will take to complete in minutes> | <Enter the name of the input file for the batch job, if applicable> | <Enter the name of the output file for the batch job, if applicable> | <Identify the tier level if the batch needs to be escalated> | <Identify the person or team necessary for contact> |
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Batch Dependency

<List all the batch jobs dependent on each other>

| Job ID | Description | Pre-event | Post-event |
| --- | --- | --- | --- |
| <List the unique Batch file id or name> | <Provide a brief description of the batch job. E.g. provider maintenance, application maintenance) | <Enter the Job Id that occurs before this batch job> | <Enter the Job Id that occurs after this batch job> |
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Directory Structure for Batch Files

<List the directory for the batch files for the input, output, and run files.>

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| Input |
| File Location on FTP Server |
| Production |  |
| Acceptance Test |  |
| System/Integration Test |  |
| Development |  |
| File Location for Database Server |
| Production |  |
| Acceptance Test |  |
| System/Integration Test |  |
| Development |  |
| File Location for Application Server |
| Production |  |
| Acceptance Test |  |
| System/Integration Test |  |
| Development |  |
| Run Files |
| File Location on FTP Server |
| Production |  |
| Acceptance Test |  |
| System/Integration Test |  |
| Development |  |
| File Location for Database Server |
| Production |  |
| Acceptance Test |  |
| System/Integration Test |  |
| Development |  |
| File Location for Application Server |
| Production |  |
| Acceptance Test |  |
| System/Integration Test |  |
| Development |  |
| Output |
| File Location on FTP Server |
| Production |  |
| Acceptance Test |  |
| System/Integration Test |  |
| Development |  |
| File Location for Database Server |
| Production |  |
| Acceptance Test |  |
| System/Integration Test |  |
| Development |  |
| File Location for Application Server |
| Production |  |
| Acceptance Test |  |
| System/Integration Test |  |
| Development |  |

Log Files

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| Log Files Naming Convention |
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| Log File Structure and Acceptable Return Codes |
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| Log Files Naming Convention for Application Specific Logging |
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Batch Frequency

| Job ID | Frequency | Run Days | Start Time |
| --- | --- | --- | --- |
| <List the unique Batch file id or name> | <Enter the frequency of the batch job. E.g. daily, weekly, monthly)> | <Enter the days that the batch job is to run in a week or which specific days of the month. E.g. M, T, W, Th, F, S, Su> | <Enter the time the batch job is to start> |
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Expected Run Time for Batches

| Job ID | Expected Run Time (min.) |
| --- | --- |
| <List the unique Batch file id or name> | <Enter the estimated length of time the batch job will take to complete in minutes> |
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Batch Failure Protocol

<List the steps for protocol if the batch fails. An example is provided below>

| Steps | Actions |  |
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| 1 | BATCH FAILURE NOTIFICATION | Application Team receives the failure notification via the pager which is with the person who is on call. |
| 2 | CRITICALITY DETERMINATION | Application Team determines criticality by examining the nature of the error. |
| 3 | APPLICATION TEAM FIX IDENTIFIED | APP Team notifies Team lead with Estimated time of completion of fix. Team lead notifies Application Manager |
| 4 | FIX COMPLETED/DEPLOYMENT | Team lead contacts State individuals to enable deployment PRD. |
| 5 | QA Update | Application Manager will initiate QA request for PRD deployment next AM. |

Escalation Procedures

<Describe the escalation procedure in terms of tiers. Tiers are the levels at which escalation is handled based on the criticality of the batch process.>

Tier 1

| Job ID | Actions to be Taken |
| --- | --- |
| <List the unique Batch file id or name> | <Describe the actions to be performed for this batch job when escalated to this tier> |
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Tier 2

| Job ID | Actions to be Taken |
| --- | --- |
| <List the unique Batch file id or name> | <Describe the actions to be performed for this batch job when escalated to this tier> |
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| Team | Contact Person | Email | WorkTelephone | AlternateNumber |
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