Allergan Tracker

Production Manual

Version 1.0

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# Document control

## About this document

|  |  |
| --- | --- |
| Author | Anika Nower |
| File location | SVN |
| Status | Draft |
| Confidentiality | This document is confidential and must not be distributed outside of IMS Health. |
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## Changes made to this document

| Version | Sections changed or created | Date of change | Author or contributor name | Change summary |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |

## Purpose of this document

*This document specifies the defined steps for running a production that can be re-run on different schedules. It is important the person performing the installation is following this script step by step and is proofing the adherence to the document by filling the expected results and confirming with his signatures.*

## Audience for this document

*This document has been written for:*

* *Production Team*
* *Infrastructure Teams*

# Approval Section

|  |  |  |
| --- | --- | --- |
| **Author** | **Date:** | **Signature:** |
| First/Last Name Role/Function Company Location |  |  |
| **Approver(s)** |  |  |
| Approving for....  First/Last Name Role/Function Company Location |  |  |
| Approving for....  First/Last Name Role/Function Company Location |  |  |

# Process Specifications

|  |  |  |
| --- | --- | --- |
| **Installation Review** | **Name/Details** | **Date & Signature** |
| **Executed by:** | *First/Last Name Role/Function Company, Location* |  |
| **Results reviewed & approved by :** | *First/Last Name Role/Function Company, Location* |  |
| **Results reviewed & approved by:** | *First/Last Name Role/Function Company, Location* |  |

## Process Specifications: Production Schedule

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Occurrence** | **Date (Live Data)** | **Delivery Deadline** | **Project commence date** | **Project End Date** |
| **Quarterly**  **Monthly**  **Bi-weekly**   * **Weekly**   **daily** | ***One day in a week*** |  |  |  |

## Process Specifications: Production Process

| **Step #** | **Step Description** | **Full-Filled (Yes/No)** | **Failover Action #** | |
| --- | --- | --- | --- | --- |
|  | **For Strom:**  Go to <http://customhub.rxcorp.com/storm/>  User : frounok@bd.imshealth.com  Pass : H5lpd5$k |  | 1 | |
|  | After you login.  Goto Find ‘tab’ |  |  | |
|  | Click ‘Customised Sales Analyser’ from Program and ‘{Select}’ from Assigned to  Then click the arrow symbol ‘🡪’ |  |  | |
|  | You will see the below page: |  | 1 | |
|  | You will see two type of clock. For example: Green and Red.  At first every feed should be shown Red. After the tracker update it will turn at Green. |  |  | |
| 11. | **For Update:**  Here Select the Red one: Country Sweden and Month December  Click the Pink shade option.    We have to change Assign tab , Actual Time and Sign-off.  Assign Tab = Faruque Rounok  Actual Time = Planned Time  Sign-off = Select the Box    **N.T: This is very important to select the right person. If we select the wrong person by mistake then the revenue will be go to that person.**  Click Save. |  | |  |
| 12 | Now Click the Red clock.  On Timed Task:    Data Part :  Actual Date: Input available date  Actual Time: When the data arrive [For Ex: if data arrive at 2pm then we have to count the time is 14o’clock. Then we have to minus 4 hour from the total. So the Actual time should be 10.00]  Delivery Part:  Actual Date: Output delivery date.  Actual Time: Delivery output mail [For Ex: if data arrive at 2pm then we have to count the time is 14o’clock. Then we have to minus 4 hour from the total. So the Actual time should be 10.00]  Notes: Data was processed, checked and uploaded. |  | |  |
| 13 | KPI Tracking:    If Data Deliver at correct time then ‘1’ otherwise ‘0’  If Data deliver late : On Deliverables Late put total days.  Select reason of Late.  Daspatch Notes: Data was processed, checked and uploaded. |  | |  |
| 14. | AIS Audits:    Received Date: input date  Comment: Awaiting data  Despatch to customer: Deliver date  Comment: Awaiting data. And Change the note with ‘Data was processed, checked and uploaded.’  Click Save. |  | |  |
|  |  |  | |  |
|  |  |  | |  |

## Production Process: Failover Actions

| **Action #** | **Action Description** | **Owner** |
| --- | --- | --- |
|  | Contact OCD 2nd level support. |  |

# 4 Process Summary & Deviations

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Process Summary** | | | | | | | |
| *Write quick summary of production process, what do the results showing us, is the system stable and can go into production?* | | | | | | | |
| Successfully Executed & Delivery Accepted | |  | Successfully Executed with Deviations, see table below | |  | Not Accepted, Need to Re-Run the Process, see deviations in table below |  |
| Deviation resolution file is maintained here: | | *Add ARC location or JTRAC instance name* | | | | | |
| **Deviation #** | **Process Step #** | | | **Deviation Description** | | | |
| *D001* | *1.5.2* | | | *Deviation description, what was expected, what has happened?* | | | |
|  |  | | |  | | | |
|  |  | | |  | | | |
|  |  | | |  | | | |
|  |  | | |  | | | |
|  |  | | |  | | | |
|  |  | | |  | | | |

**Table x:** Process Summary & Deviations

# References / Glossary

## References

The table below lists other materials that are relevant to this document.

|  |  |  |  |
| --- | --- | --- | --- |
| Document Title | Document Name/Number | Version / Date | Author /Location |
| Production Checklist | Production Checklist | 1.0 | OCD Team |
|  |  |  |  |

## Glossary / Abbreviations

Below is a glossary of terms that may be used in this document.

| **Glossary Term** | **Explanation** |
| --- | --- |
|  |  |

| **Abbreviation** | **Explanation** |
| --- | --- |
| OCD | Ongoing client delivery team |
|  |  |