CAI

Production Manual

Version 1.2

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# Document control

## About this document

|  |  |
| --- | --- |
| Author | Meherun Nesa Faruque |
| File location | SVN |
| Status | Released |
| Confidentiality | This document is confidential and must not be distributed outside of IMS Health. |
| Copyright | © 2011 IMS Health Incorporated or its affiliates. All rights reserved. |

## Changes made to this document

| Version | Sections changed or created | Date of change | Author or contributor name | Change summary |
| --- | --- | --- | --- | --- |
| 1.0 | All | 13-07-2010 | Zahidur Rahman |  |
| 1.1 | All | 25-10-2011 | Meherun Nesa Faruque | Document update |
| 1.2 | 3.2, 3.6, 3.8 | 07-03-2012 | Rounok Faruque | Document update |

## 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

Data will be live on **1st week** of every month. Notification is sent to OCD team by mail.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Occurrence** | **Date (Live Data)** | **Delivery Deadline** | **Project commence date** | **Project End Date** |
| **Quarterly**   * **Monthly**   **Bi-weekly**  **Weekly**  **daily** | **1st week of every month** | **One day from the notification** |  |  |

## Process Specifications: Back up data

| **Step #** | **Step Description** | **Expected Result** | **Full-Filled (Yes/No)** | **Failover Action #** |
| --- | --- | --- | --- | --- |
| **Process** | | | | |
|  | **Log in to Processing server mention in AppendixA1 and go to**  **Input**  **D:\customers\CAI\Input**  Take backup of the data of this location creating a folder naming YYYYMM  [for example for month 01 of year 2012, folder name should be **201201**] | Successful backup |  | 1 |
|  | **Output:**  **D:\customers\CAI\Output**  Take backup of the data of this location creating a folder naming YYYYMM  [for example for month 01 of year 2012, folder name should be **201201**] | Successful backup |  | 1 |

## Download Data: Failover Actions

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

## Process Specifications: Download Data

| **Step #** | **Step Description** | **Expected Result** | **Full-Filled (Yes/No)** | **Failover Action #** |
| --- | --- | --- | --- | --- |
| **Process** | | | | |
|  | Download input file From FTP. See **Appendix A2** for FTP address, credentials and locations  Download data to :  **D:\customers\CAI\Input** | Successful download |  | 1 |
| **Testing** | | | | |
|  | Check Input .ZIP File Size with Previous | Size matched (3%-5% deviation) |  | 1 |
|  | Check Input .ZIP File content | ZIP file contains:   * CAI**YY**M**MM**.DDL * CAI**YY**M**MM**.txt * CAI\_DBM.mdb   [here **YY** and **MM** will change according to current data year and month] |  | 1 |

## Download Data: Failover Actions

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

## Process Specifications: Production Process

| **Step #** | **Step Description** | **Expected Result** | **Full-Filled (Yes/No)** | **Failover Action #** |
| --- | --- | --- | --- | --- |
| **Process** | | | | |
|  | **Process1 :** |  |  |  |
|  | Unzip the files in the input location:  D:\customers\CAI\Input | Successfully unzipped:   * CAI**YY**M**MM**.DDL * CAI**YY**M**MM**.txt * CAI\_DBM.mdb |  |  |
|  | Rename the txt file as CAI\_DBM.txt |  |  |  |
|  | Go to the location :  D:\customers\CAI\SSIS\CAI\_MKT\_DFN |  |  |  |
|  | Open: CAI\_MKT\_DFN.sln |  |  |  |
|  | Open CAI\_DBM\_INPUT\_DATA\_CREATION 1.dtsx |  |  |  |
|  | Run it |  |  |  |
|  | **Process 2:** |  |  |  |
|  | Take backup of all the files of following location similarly:  **D:\customers\CAI\_Latest\Input\YYYYMM**  Keep a copy of the file **DBM\_Import.xls** in the **Input** folder |  |  |  |
|  | Go to location:  D:\customers\CAI\Input  Copy the following file:   * **CAI\_DBM.mdb**   To the location:  **D:\customers\CAI\_Latest\Input** |  |  |  |
|  | Go to location:  **D:\customers\CAI\*Output***  Copy the following file:  **CAI\_DBM.txt**  To the location:  **D:\customers\CAI\_Latest\Input** |  |  |  |
|  | Go to Location:  D:\customers\CAI\_Latest  Open the solution file:  **Integration Services Project1.sln** |  |  |  |
|  | Open: **CAI\_Import\_lates.dtsx** |  |  |  |
|  | Run it |  |  |  |
|  | **Final Processing:** |  |  |  |
|  | Go to:  **D:\customers\CAI\_Latest\Input** |  |  |  |
|  | Open the file:  **CAI\_DBM.mdb** file |  |  |  |
|  | User name: sysadmin & Password : sysadmin |  |  |  |
|  | Go to Tab: Admin ->  Import data ->yes-> Return -> logout |  |  |  |
|  | Open the file: CAI\_DBM.mdb |  |  |  |
|  | There will be a prompt:  CAI.png |  |  |  |
|  | Shift+Open |  |  |  |
|  | From Menu bar do the following:  Tools -> Database Utility -> Compact & Repair -> Cancel -> Close |  |  |  |
|  |  |  |  |  |
| **Testing** | | | | |
|  | Check size:   * Check output files with previous output files. | Size matched (3%-5% deviation) considering the variation in input file size. |  | 1 |

## Production Process: Failover Actions

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

## Process Specification: QC

| **Step #** | **Step Description** | **Expected Result** | **Full-Filled (Yes/No)** | **Failover Action #** |
| --- | --- | --- | --- | --- |
| **Process** | | | | |
|  | Go to: **D:\customers\CAI\_Latest\Input**  Open the MDB file: **CAI\_DBM.mdb** | Logged on successfully |  | 1 |
|  | Log in with: User name: **sysadmin** & Password : **sysadmin** |  |  | 1 |
|  | Search product -> New Products only. | Total should be around 215-230 |  | 1 |
|  | Search pack -> New packs only | There should be 9 – 15 |  |  |
|  | click EDIT of ALL products(in Grid View) |  |  |  |
|  | Check OTC class = ‘82B1A...’ |  |  |  |
|  | Search INTPACK -> Brand |  |  |  |
|  | Check Brand combo.  Below is the list of Brands that has to be checked in the Brand Combo:  AVENE  BIODERMA  BIOSCALIN  CAUDALIE  DUCRAY  EUCERIN  INNEOV  ISDIN  LADIVAL  LIERAC  NEUTROGENA  NUXE  OENOBIOL  ROC (J&J)  SOMATOLINE |  |  |  |
|  | Select Each Brand from the Combo Brand and click on Search button. In the Grid there must be data. If the number of any data in the grid is less than 50 then inform 2nd level. |  |  |  |
|  | Logout. |  |  |  |

## QC: Failover Actions

| **Action #** | **Action Description** | **Owner** |
| --- | --- | --- |
| 1 | Contact OCD 2nd level support |  |
|  |  |  |

## Process Specifications: Final Delivery

| **Step #** | **Step Description** | **Expected Result** | **Full-Filled (Yes/No)** | **Failover Action #** |
| --- | --- | --- | --- | --- |
| **Process** | | | | |
|  | Go to:  D:\customers\CAI\_Latest\Input |  |  | 1 |
|  | Zip the **.mdb** file as: **CAI\_DBM.zip** |  |  |  |
|  | Send it as attachment with email to **HMetcalf@uk.imshealth.com** | Keep **IM Production & Support (Dhaka)**  ( [LNDA-IMProdSupp@bd.imshealth.com](mailto:LNDA-IMProdSupp@bd.imshealth.com) )  In CC |  |  |

## Final Delivery: Failover Actions

| **Action #** | **Action Description** | **Owner** |
| --- | --- | --- |
| 1 | Contact OCD 2nd level support |  |

# 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

# Appendices

## Appendix A1: Processing Server Information

|  |  |
| --- | --- |
| **Key** | **Value** |
| **server:** | **10.44.28.104** |
| **Username:** | **DACASVC-RDPAdmin** |
| **Password** | **Ask OCD team** |

## Appendix A2: FTP Location Information

|  |  |
| --- | --- |
| **Key** | **Value** |
| **FTP Server:** | **162.44.148.5** |
| **Username:** | ftpfalcon |
| **Password** | flight01 |
| **Location :** | **/ftpfalcon/CAI/CAI\_xxx\_YYmMM.zip.** |
|  |  |

Server 162.44.28.104

user id:INTERNAL\plyasvc-dhkadmin

Password Gus33uBr

# 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 |
|  |  |