Novartis, 358884-CH-ENABLE

Production Manual

Version 0.1

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# Document control

About this document

|  |  |
| --- | --- |
| Author | Shadman Sadekeen |
| File location | [https://app.mhinformatics.com/svn/nvsdwh/trunk/06- Deployment, Operational Handbook, SLA](https://app.mhinformatics.com/svn/nvsdwh/trunk/06-%20Deployment,%20Operational%20Handbook,%20SLA) |
| Status | Draft |
| Confidentiality | This document is confidential and must not be distributed outside of IMS Health. |
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Approval

|  |  |
| --- | --- |
| Approved By | Fredric Brisinger |
| Role | Project Manager |
| Approval Date |  |

Changes made to this document

| Version | Sections changed or created | Date of change | Author or contributor name | Change summary |
| --- | --- | --- | --- | --- |
| 1 | All | 22nd December 2011 | Shadman Sadekeen | Prepare first version |
|  |  |  |  |  |

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:

* Project Team
* OCD Teams

# Production Process

|  |  |  |
| --- | --- | --- |
| **Installation Review** | **Name/Details** | **Date & Signature** |
| **Executed by:** |  |  |
| **Results reviewed & approved by :** |  |  |
| **Results reviewed & approved by:** |  |  |

Production Schedule

Data will be available on QDE every month. OCD team will check for the data everyday starting from 3rd week of every month.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Occurrence** | **Date (Live Data)** | **Delivery Deadline** | **Project commence date** | **Project End Date** |
| * Quarterly * Monthly   Bi-weekly  Weekly  daily | As per ims portal | Cut-off date; ideally following day as US Panels go live. If that is a Basel company holiday, it will be following work day. | For Monthly, Day the last panel of previous month is being loaded.  For Quarterly, Day the corresponding monthly release is completed. | Day the QC meeting takes place & on the same day, all Downstream are delivered. |

Process Flow

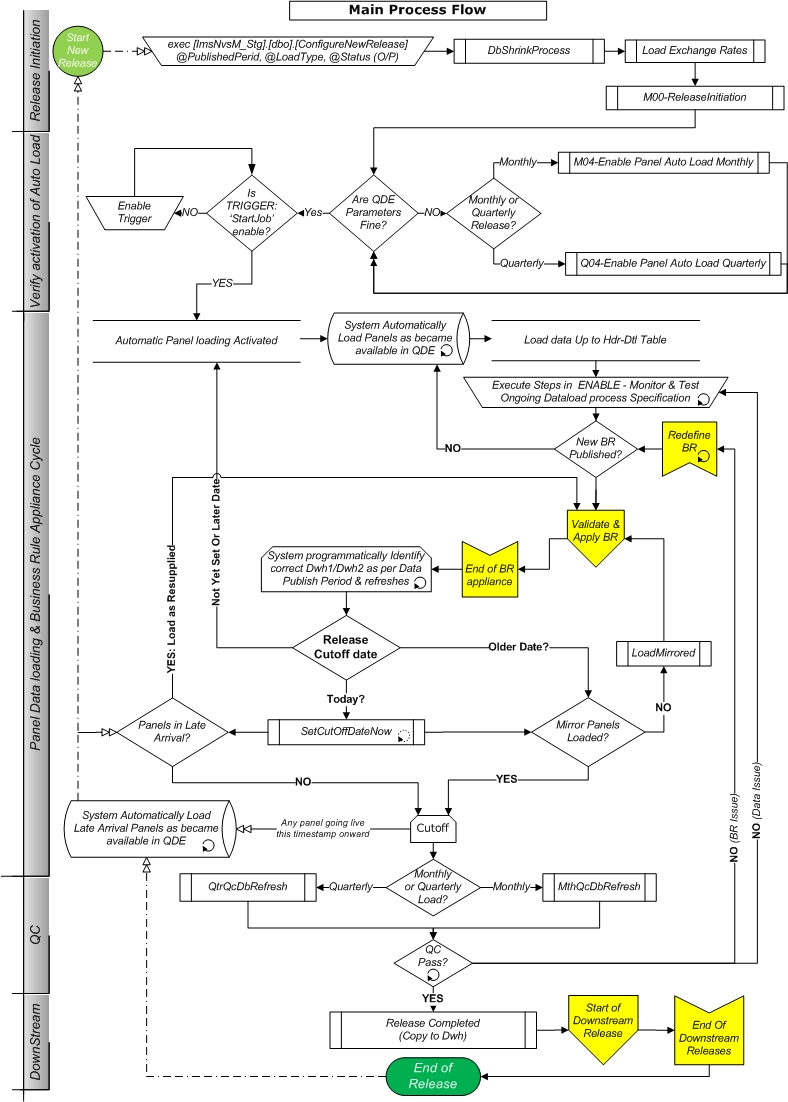


Figure 1: Production Work Flow Main

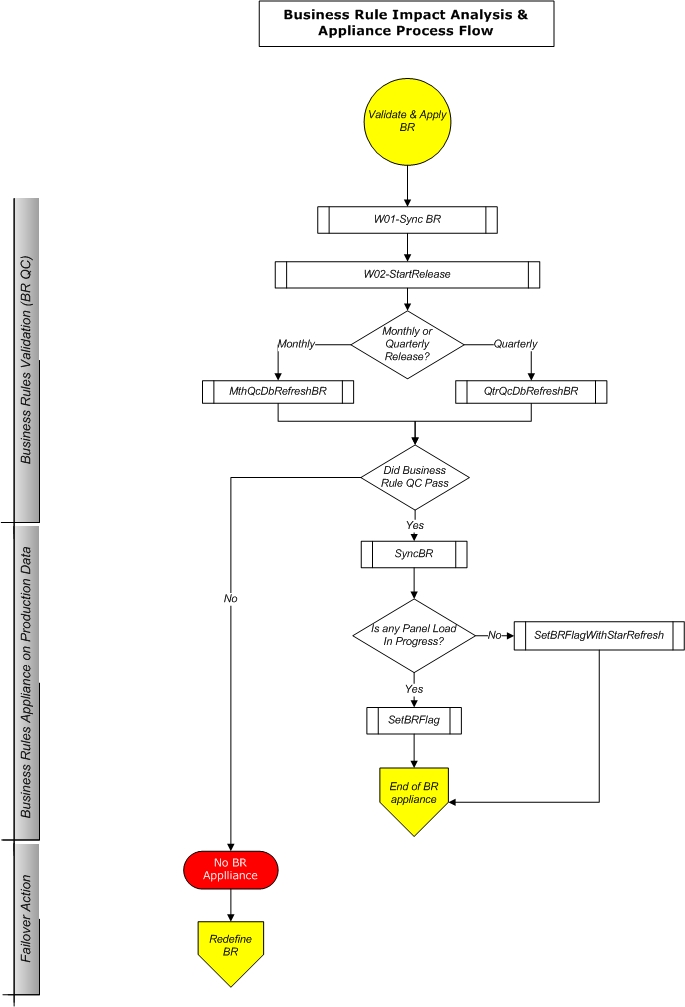


Figure 2: Business Rule Impact Analysis & Appliance Work Flow

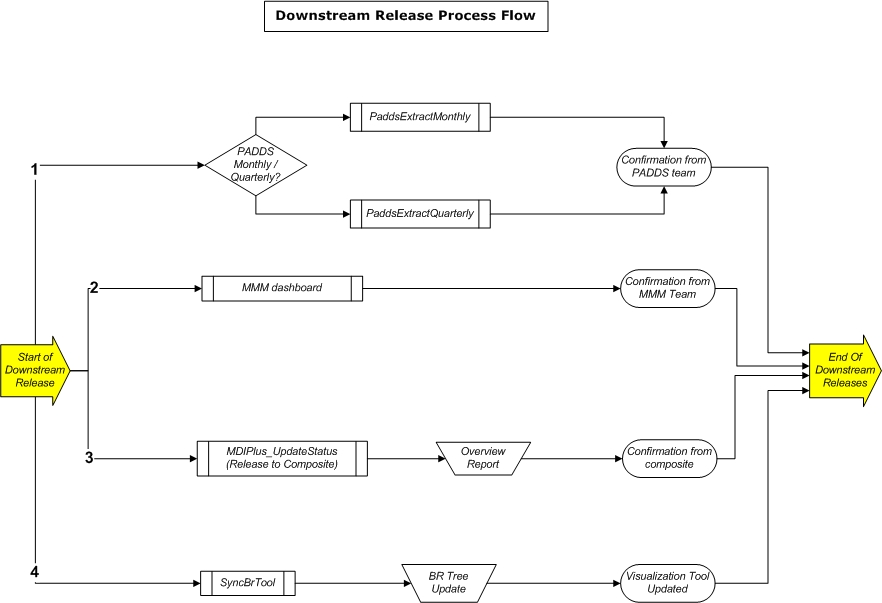


Figure 3: Downstream Release Work Flow

# 

Prepare for New Production Run: Process Specifications

check dwh has expected Max(MonthId) or Max(Quarter) in Dwh

| **Step #** | **Step Description** | **Expected Result** | **Full-Filled (Yes/No)** | **Failover Action #** |
| --- | --- | --- | --- | --- |
|  | Service team will decide internally when to start new release. And will Update PublishPeriodHistory entries accordingly. | An e-mail will be sent out to all service team members with the decision. |  |  |
|  | **Manual step:**  Log on to Production SQL server CDTSSQL88P (162.44.196.36) using Service account user name  *plyasvc-enadmin*  **Execute Stored procedure:**  [ImsNvsM\_Stg].[dbo].[ConfigureNewRelease]  Input Parameters:  - **NewPublishedPeriod** (YYYY-MM-DD): Data Publish Period (2011-08-01 for August date / 2011-09-01 for Q3 data)  - **Load type**: Monthly/Quarterly  -**Status**: This is an output parameter. Set this to Null or Empty while executing.  ***Sample script:***  USE [ImsNvsM\_Stg]  GO  DECLARE @Status nvarchar(255)  EXEC [dbo].[ConfigureNewRelease] @NewPublishPeriod = '2011-12-01', @LoadType = N'Monthly', @Status = @Status OUTPUT  SELECT @Status as N'@Status' | When executed this SP with PublishPeriod as 2011-12-01 and LoadType as Monthly, a status message will be returned.  Following are ***Examples*** of possible status messages:  *Monthly release for Publishperiod: 2011-12-01 is ALREADY RUNNING.*  *Monthly release for Publishperiod: 2011-12-01 RESUMED.*  *New Monthly release for Publishperiod: 2011-12-01 STARTED. Release ID: 19* |  | 1 |
|  | **Updated SOURCE FILE** for Egypt corporation, should be available in following location, preferably before any batch is loaded.  File Name: EgyptCorporationMnf.xlsx  File location: <ftp://CDTSSQL88P/Inputs/EgyptCorporationMnf/> Overwrite existing file with new one. | As Egypt panel is loaded, corporation correction will be applied on Egypt data. In case, new file is not provided, existing correction will be applied by default. |  | 5 |

## Execute SQL Server Agent Jobs: Process Specification

| **Step #** | **Step Description** | **Expected Result** | **Full-Filled (Yes/No)** | **Failover Action #** |
| --- | --- | --- | --- | --- |
| **Process** | | | | |
|  | **LoadExchangeRates**  *(For both monthly & Quarterly)* | Load Exchange Rate (*ims exchange rate from QDE: tables are truncated & loaded*.)  Load Exchange Rate CTY (*ims exchange rate Cty from QDE: tables are truncated & load*)  Load Nvs Exchange Rate and SaExchangeRate (*Novartis Exchange rate: Truncate & load from Composite. 12 period data*)  In case of Error, detail error Message will be sent to Service team in an auto generated e-mail. This will help to determine error source. |  | 2  3  1 |
|  | **M00-ReleaseInitiation**  *(For monthly)*  **Q00-Release Initiation**  *(For Quarterly)* | * Create a database backup of ImsNvsM\_Dwh * Copy following tables from ImsNvsM\_stg in to ImsNvsM\_StgW   + saImsSalesMonthlyHdr   + saImsSalesMonthlyDtl * Copy all Dimension tables from ImsNvsM\_Dwh (*Previous released star schema*) to ImsNvsM\_Dwh1 or ImsNvsM\_Dwh2 (*Targeted StarSchema for this release*). Targated StarSchema is programmatically selected by the system, depending on PublishedPeriod entry in ImsNvsM\_Stg.PublishPeriodHistory table (where ReleaseFlag =0). * SyncGeoPanelW (Copy ImsNvsM\_Mdm.GeoPanelW view to ImsNvsM\_Stg.GeoPanel) * Copy following Working/unpublished version of subscription views from ImsNvsM\_Mdm in to ImsNvsM\_StgW database. This is required for Business Rules QC & Impact analysis.   + GeoPanel   + NvsChannel   + NvsMarket   + MarketSegment   + BusinessFranchise   + MnCorporation * Prepare ImsNvsM\_Stg Database   + Backed up     - saImsSalesMonthly or saImsSalesQuarterly to corresponding Alternate table. This will be used for mirroring.   + Truncated     - All intermediate tables * Update Panel Period (on QDE database) |  | **1** |
|  | **Run investigation script:**   * Log on to QDE server using **SQL Developer for Oracle** * Check if all PMSD.PROFILE\_CONST table entries updated correctly | Log on to QDE server. Server Detail are found in 6.1 [References / Glossary](#_References_/_Glossary)  Execute following script#1 to check **Monthly status**.  desc PMSD.PROFILE\_CONST  SELECT \* FROM PMSD.PROFILE\_CONST  WHERE PROFILE\_NAME = 'NOV\_MTH\_AUTO'  AND PARAMETER\_NAME IN ('SCHEDULE\_DATE','PANEL\_PERIOD')  Or script#2 to check **Quarterly status**  desc PMSD.PROFILE\_CONST  SELECT \* FROM PMSD.PROFILE\_CONST  WHERE PROFILE\_NAME = 'NOV\_QTR\_AUTO'  AND PARAMETER\_NAME IN ('SCHEDULE\_DATE','PANEL\_PERIOD')  **Expected Results:**  *PANEL\_PERIOD* = Expected Data Publish Period  *SCHEDULE\_DATE* = Current date  And *SCHEDULE\_DATE* <> ‘3000-01-01 00:00:00’ |  | **1** |
|  | TRIGGER: ‘StartJob’ in ImsNvsM\_Stg.EntryTimestamp table should be at ENABLE state. If not Enable trigger to allow Auto Load. | Script to ENABLE the Trigger  USE [ImsNvsM\_Stg]  ALTER TABLE dbo.EntryTimestamp ENABLE TRIGGER StartJob  SELECT CASE OBJECTPROPERTY(OBJECT\_ID('StartJob'), 'ExecIsTriggerDisabled')  WHEN 0 THEN 'ENABLED'  ELSE 'DISABLED'  END  ***If all expected results are achieved in step# 3 & 4, panel load will be triggered automatically. No need to execute next job (Step#5).*** |  |  |
|  | ***If all expected results are achieved in step 3 & 4, panel load will be triggered automatically. No need to execute this job*.**  In case trigger is disabled and want to Control panel load, this job will be executed. ENABLE system will keep loading panel data as they are available in QDE, automatically.  **M01-LoadMonthlyPanels**  *(For monthly)*  **Q01-LoadQuarterlyPanels**  *(For Quarterly)* | In case triggers were disabled and new panels are already available in QDE monthly/quarterly table, which need to be loaded on ENABLE, this job needs to be executed.  When executed on QDE database, following query will display available Panels on QDE side  Monthly:  *select distinct cty from pmsd\_client.nov\_mth\_auto*  Quarterly:  *select distinct cty from pmsd\_client.nov\_qtr\_auto*  It will load available panel data from QDE and process at list up to saImsSalesMonthlyHdr & saImsSalesMonthlyDtl table.  *Note that if ‘BrFlagReady’ is already set to True only then Loaded panel data will be processed up to Star otherwise only up to header & detail.* |  | 6 |
|  | **Change Business Rules and analyze impact** | Every time new Business Rule is published on MDS, steps in following document need to be executed.  [ENABLE - Business Rule Impact Analysis & Appliance Process Specification.doc](https://app.mhinformatics.com/svn/nvsdwh/trunk/06-%20Deployment,%20Operational%20Handbook,%20SLA/ENABLE%20-%20Business%20Rule%20Impact%20Analysis%20&%20Appliance%20Process%20Specification.doc) |  | 1 |
|  | **Monitor & Test Ongoing Data Load Process** | Once a release is initiated, set of test scripts should be run regularly to confirm ongoing data load process is going fine. Scripts and steps are available is a separate document in svn  [ENABLE - Monitor & Test Ongoing DataLoad process Specification.doc](https://app.mhinformatics.com/svn/nvsdwh/trunk/06-%20Deployment,%20Operational%20Handbook,%20SLA/ENABLE%20-%20Monitor%20&%20Test%20Ongoing%20Dataload%20process%20Specification.doc) |  |  |
|  | **SetCutOffDateNow**  *(For both monthly & Quarterly)* | Onshore service team will confirm when to execute this Job. For enquiry contact <[*nvs.MDWH.support@imshealth.com*](mailto:nvs.MDWH.support@imshealth.com)*>*  When executed, this job sets Current Server Time (NOW) as cutoff date and ignore any incoming panels for this release.  If executed again, cutoff date will be reset and all panels became available between last cutoff date and new cutoff date, will be included in new release. |  | 1 |
|  | **M02-****LoadMirrored**  *(For monthly)*  **Q02-LoadMirrored**  *(For Quarterly)* | Onshore service team will confirm when to execute this Job. For enquiry contact <[*nvs.MDWH.support@imshealth.com*](mailto:nvs.MDWH.support@imshealth.com)*>*  Panels which were not live yet, Mirror them from *saImsSalesMonthlyAlt* table (Previous months data).  List of mirror panels is derived by the system and stored in following table,  MirrorPanelsMonthly (*for monthly release*)  MirrorPanelsQuarterly (*for quarterly release*)  An e-mail notification will be sent at successful execution of this job. |  | 1 |
|  | **Mth****QcDbRefresh**  *(For monthly)*  **QtrQcDbRefresh**  *(For Quarterly)* | After this job is successfully executed, QC Reports are downloadable from following ftp locations. Although one has to has permission to log into these locations. Beneath these locations new folder will be created indicating published period of report data.  On PRODUCTION Server:  [ftp://CDTSSQL88P/Downloads/QC/MTH](ftp://cdtssql88p/Downloads/QC/MTH)  [ftp://CDTSSQL88P/Downloads/QC/QTR](ftp://cdtssql88p/Downloads/QC/QTR)  On TEST Server:  [ftp://CDTSSQL89U/Downloads/QC/MTH](ftp://cdtssql89u/Downloads/QC/MTH)  [ftp://CDTSSQL89U/Downloads/QC/QTR](ftp://cdtssql89u/Downloads/QC/QTR)  Inform <[*nvs.MDWH.support@imshealth.com*](mailto:nvs.MDWH.support@imshealth.com) |  | 1 |
|  | **Release Completed**  *(For both monthly & Quarterly)* | Onshore service team will confirm when to execute this Job. For enquiry contact <[*nvs.MDWH.support@imshealth.com*](mailto:nvs.MDWH.support@imshealth.com)*>*  Copy Current Star Schema *(Dwh1/Dwh2 depending on PublishPeriodHistory table entry)* to Dwh. Downstream are directly connected to Dwh. |  | 1 |
|  | **PaddsExtractMonthly**  *(For monthly)*  **PaddsExtractQuarterly**  *(For Quarterly)* | Execute job appropriate for release.  Output files will be available at server ftp location  On PRODUCTION Server:  <ftp://CDTSSQL88P/Downloads/PADDS/MTH>  <ftp://CDTSSQL88P/Downloads/PADDS/QTR>  On TEST Server:  <ftp://CDTSSQL89U/Downloads/PADDS/MTH>  <ftp://CDTSSQL89U/Downloads/PADDS/QTR> |  |  |
|  | **Prepare Overview Report** | Ideally prepared right after Step#13. Onshore service team will confirm when to execute this Job. For enquiry contact <[*nvs.MDWH.support@imshealth.com*](mailto:nvs.MDWH.support@imshealth.com)*>*  Download latest source file from following svn location:  [https://app.mhinformatics.com/svn/nvsdwh/trunk/04- Design, Build/db/QC](https://app.mhinformatics.com/svn/nvsdwh/trunk/04-%20Design,%20Build/db/QC)  Find Operation handbook for Overview Report creation in 5.2 [Appendix B: Prepare Overview Report](#_Appendix_B:_Prepare) |  | 1 |
|  | **MDIPlus\_UpdateStatus** | This job triggers Composite delivery. When confirmed by Onshore team, release data for composite by executing this job. |  |  |
|  | **Update MMM Status Table** | MMM dashboard data delivery. Still not implemented, but MMM team stakeholders will receive e-mail confirmation. Contact MMM team for confirmation. |  | 10 |
|  | 1. **SyncBrTool** 2. **Release new Business Rule in Visualization Tool** | This will initiate releasing Latest Business Rules (BR) set on Visualization Tool Database.  But to see the reflection on the web page we have to perform few more steps. Steps are illustrated in 5.1 [Appendix A: Release new Business Rule in Visualization Tool](#_Appendix_A:_Release) |  |  |

Production Process: Failover Actions

| **Action #** | **Action Description** | **Owner** |
| --- | --- | --- |
|  | Contact ENABLE development team  Zahid Hossain <[ZHussain@bd.imshealth.com](mailto:ZHussain@bd.imshealth.com) >, Shadman Sadekeen <[SSadekeen@bd.imshealth.com](mailto:SSadekeen@bd.imshealth.com)>, Yasser Karim <<YKarim@bd.imshelath.com>> |  |
|  | If encountered issue with composite connection, contact Benoit Hensinger < [bhensinger@ch.imshealth.com](mailto:bhensinger@ch.imshealth.com)>  And copy service team <[*nvs.MDWH.support@imshealth.com*](mailto:nvs.MDWH.support@imshealth.com)*>* |  |
|  | For any QDE related issue, contact [qde@imshealth.com](mailto:qde@imshealth.com)  And copy service team <[*nvs.MDWH.support@imshealth.com*](mailto:nvs.MDWH.support@imshealth.com)*>* |  |
|  | Cross check with latest [IMS MIDAS Monthly Update Schedule](http://customerportal.imshealth.com/portal/site/imsportal/menuitem.ed898ffec3ce21e8902eb452a418c22a/?vgnextoid=cb73cbf7e4d09110VgnVCM10000071812ca2RCRD&vgnextchannel=4acbff23cb309110VgnVCM10000071812ca2RCRD&vgnextfmt=defaulten) available in customer portal. For any specific query, mail to “International Service Team (IMS London)” – [InternationalServiceTeam@uk.imshealth.com](mailto:InternationalServiceTeam@uk.imshealth.com) |  |
|  | Contact <[*nvs.MDWH.support@imshealth.com*](mailto:nvs.MDWH.support@imshealth.com)*>* |  |
|  | Check Fast Fact/News Flash, if any thing mentioned about this panel. Also report to onshore service team and discuss how to approach with analysis. |  |
|  | Cross check latest [IMS MIDAS Monthly Update Schedule](http://customerportal.imshealth.com/portal/site/imsportal/menuitem.ed898ffec3ce21e8902eb452a418c22a/?vgnextoid=cb73cbf7e4d09110VgnVCM10000071812ca2RCRD&vgnextchannel=4acbff23cb309110VgnVCM10000071812ca2RCRD&vgnextfmt=defaulten) file available in customer portal, whether all scheduled panels are loaded. If Mismatch found, contact “International Service Team (IMS London)” – [InternationalServiceTeam@uk.imshealth.com](mailto:InternationalServiceTeam@uk.imshealth.com) |  |
|  | If any measure other than LC has total Zero/NULL sale, this might be a mistake on QDE side or a resupply of last release data. Contact QDE team ([qde@imshealth.com](mailto:qde@imshealth.com)) for clarification.  If LC has Zero/NULL sale, this might be a missing exchange rate issue. Contact ENABLE development team ([SSadekeen@bd.imshealth.com](mailto:SSadekeen@bd.imshealth.com); [ZHussain@bd.imshealth.com](mailto:ZHussain@bd.imshealth.com)). |  |
|  | We should Disable Panel loading by executing < M05-Disable Panel Auto Load Monthly > job in order to halt the auto loading from QDE. After fixing the problems and successful run of the above two steps, we should Enable Panel Auto Load by executing <M04-Enable Panel Auto Load Monthly>Job |  |
|  | Contact MMM team. |  |

Final Delivery: Process Specifications

| **Step #** | **Step Description** | **Expected Result** | **Full-Filled (Yes/No)** | **Failover Action #** |
| --- | --- | --- | --- | --- |
| **Process** | | | | |
|  | Notify Service team members about release availability. Send an email to <[*nvs.MDWH.support@imshealth.com*](mailto:nvs.MDWH.support@imshealth.com)> about successful of ImsNavM\_Dwh (ReleaseCompleted job). | Instruction or schedule for next steps. |  |  |
|  | Notify downstream teams as they go live   1. PADDS ([theyl@de.imshealth.com](mailto:theyl@de.imshealth.com)) 2. MdiPlus ([*nvs.MDWH.support@imshealth.com*](mailto:nvs.MDWH.support@imshealth.com)) 3. MMM ([aislam@bd.imshealth.com](mailto:aislam@bd.imshealth.com); [spointeau@ch.imshealth.com](mailto:spointeau@ch.imshealth.com)) | Acknowledgement e-mail. |  |  |

Final Delivery: Failover Actions

| **Action #** | **Action Description** | **Owner** |
| --- | --- | --- |
|  | NA |  |
|  | NA |  |

# How to Handle Simple Changes & Test

| **Step #** | **Description** | **Succeeded**  **(Yes/No)** |
| --- | --- | --- |
|  | | |
|  |  |  |

# Process Summary & Deviations

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Process Summary** | | | | | | | |
|  | | | | | | | |
| 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: | |  | | | | | |
| **Deviation #** | **Process Step #** | | | **Deviation Description** | | | |
|  |  | | |  | | | |
|  |  | | |  | | | |
|  |  | | |  | | | |
|  |  | | |  | | | |
|  |  | | |  | | | |
|  |  | | |  | | | |
|  |  | | |  | | | |

**Table 1:** Process Summary & Deviations

# Appendices

## Appendix A: Release new Business Rule in Visualization Tool

**SyncBrTool:**

Executing this job will update Visualization Tool Database with Latest Business Rules (BR) set. But to see the reflection on the web page we have to perform few more steps.

**Log into following sharepoint site** with user’s ims INTERNAL user credential.

<https://brm-gmdb-novartis.imsbi.com/sites/gmdb/SitePages/Home.aspx>

Once in the site, find following links under the Administrator menu on the left menu bar.

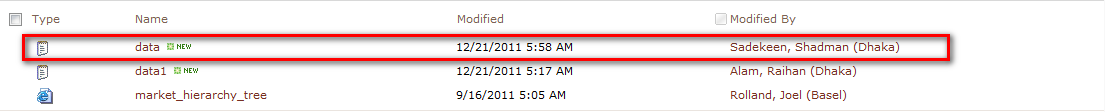
* Tree data: Data file location
* Site Page: Jason Creation page



Data file:

File name: data.txt

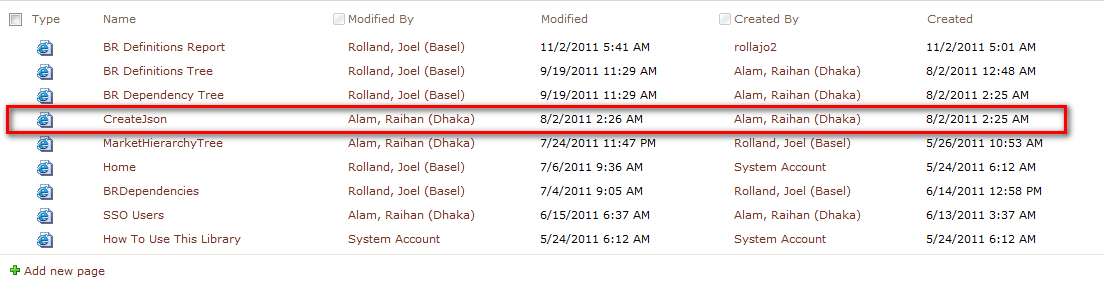
Location: Administration > TreeData



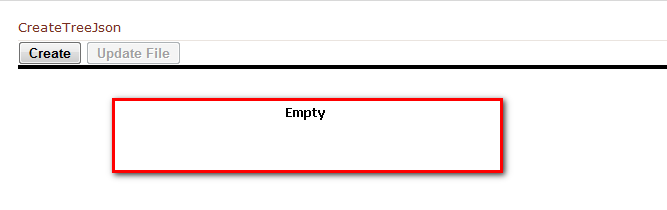
JSon Creation page:

Site Name: CreateJson.html

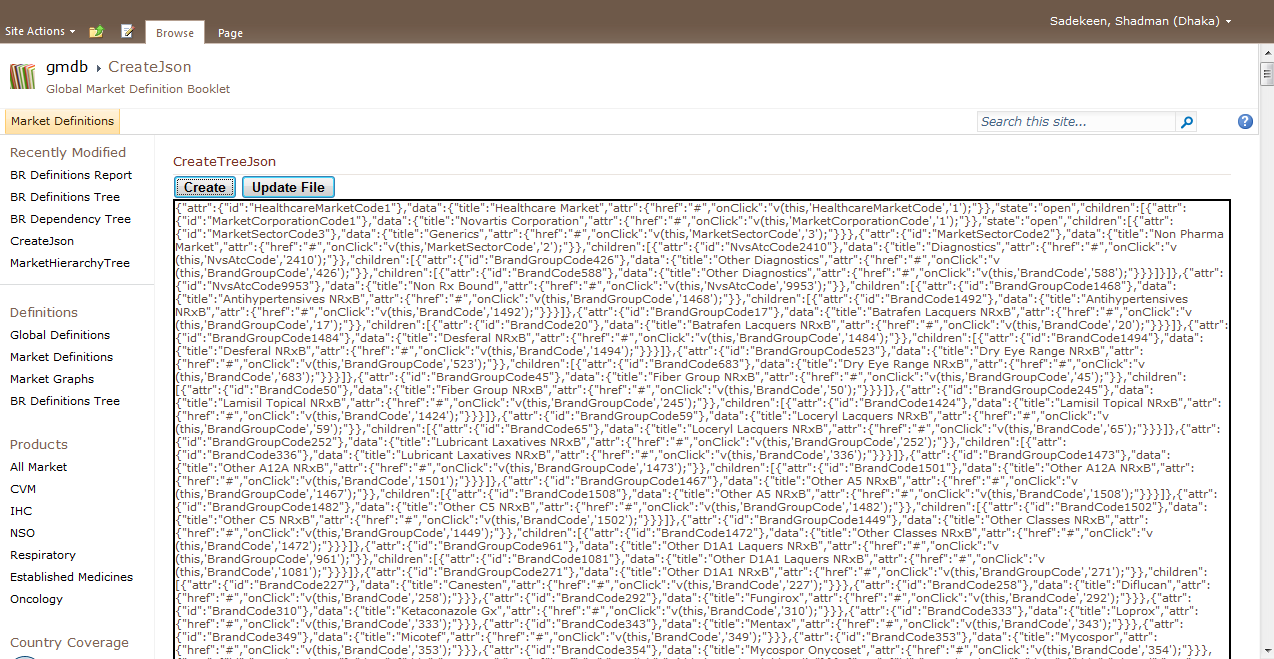
Location: Administrator > Site Pages



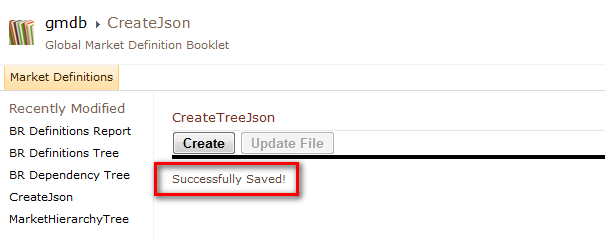
**Click on the page link** will open following page.



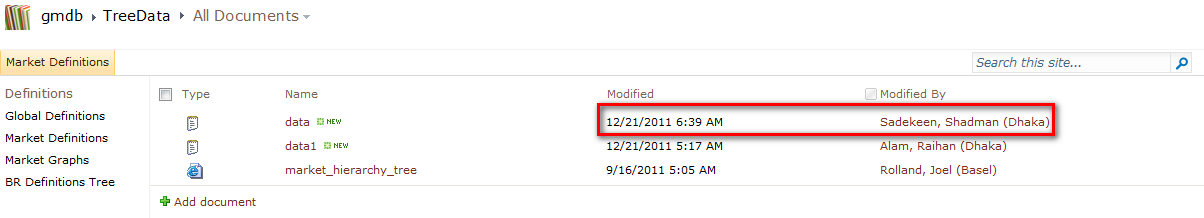
**Click on “Create” button** will generate the String for preview. If there is any issue, it will popup an error message.



After verification, Data file can be updated by **clicking on “Update File” button**. That will overwrite the data file with latest Json string. A success message will be displayed on completion.



After updating modification detail will reflect when and who has modified the file last.



Only after updating file, changes will reflect on the site.

## Appendix B: Prepare Overview Report

Go to folder [\\Novartis-Enable\_OverviewReport\Macro](file:///\\Novartis-Enable_OverviewReport\Macro)

Double click on << Configuation-Novartis-chEnablePhase2 >> Macro file.

This will open an excel file.

Go to worksheet << Config-initVariables >>

Values highlighted in blue need to be set as per appropriate.

After setting correct values, Run the Macro (AAAA\_\_\_MAIN function). This will prepare the overview report in Output folder as set in the configuration.

|  |  |  |  |
| --- | --- | --- | --- |
| **initVariables** | **Value** | **Additional param** | **Comment** |
| DBServer\_Name | cdtssql89u |  |  |
| Database\_Name | ImsNvsM\_MthQc |  |  |
| DBUsername | plyasvc-enadmin |  |  |
| DBPassword | z@43FrAp |  |  |
| Path2TemplateFile | D:\Projects\ENABLE Phase 2\Global repo\trunk\04- Design, Build\db\QC\Novartis-Enable\_OverviewReport\Template\Novartis-Enable-Overview-Report.xlt |  |  |
| Path2InputFolder | D:\Projects\ENABLE Phase 2\Global repo\trunk\04- Design, Build\db\QC\Novartis-Enable\_OverviewReport\Input |  |  |
| Path2OutputFolder | D:\Projects\ENABLE Phase 2\Global repo\trunk\04- Design, Build\db\QC\Novartis-Enable\_OverviewReport\Output |  |  |
| LatestTimePeriod | August 2011 |  | Add the option to load from DB |
| OutputReferenceStyle | A1 |  |  |
| OutputFileNamePrefixFormat | Novartis-Enable-Overview-Report |  |  |

# 

# References / Glossary

Production Server Detail

|  |  |
| --- | --- |
| **Key** | **Value** |
| **Production server** | CDTSSQL88P |
| **Test Server** | CDTSSQL89U |
| **Service account** | plyasvc-enadmin |
| **Password** | Request PM / TL |
| **QDE Server Conncetion** | Connection Name: QDE  User Name: NOVARTIS\_READONLY  Password:  NOVARTIS\_READONLY  Hostname:  plysorl03p.internal.imsglobal.com  Port:      1521  SID:       pmsd  **\*\*Default settings will remain for other options.** |

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** |
| --- | --- |
| QDE | Quantum Direct Extract |
| Cutoff Date | Ideally following day as US Panels go live is called a cut off date. If that is a Basel company holiday, it will be following work day. |
| Mirroring | Panels which will go live after US panels are not considered for the release. For those panels, Sales of previous period is copied over or duplicated as current month’s sale. This process is called Mirroring. |

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