CERS Maintenance - Rotation

Friday, April 13, 2018
9:39 AM

Subject	**CERS Maintenance - Rotation**
Date and Location	Friday, April 13, 2018 9:30 AM - 10:00 AM, WebEx
Attendees	Becerra, Anna; Johnson, Kimi; Nagpal, Aparna; Runnels, Jo j. (Jo.Runnels@aa.com); Netherland, Ken
Message	Meeting Objectives: Review and discuss creation of CERS Maintenance production support rotation. This will include working agreements and schedule. So folks have a tentative meeting invite; please confirm attendance. Thanks, Anna

Notes

Production Support Working Agreements:

1. CERS production support team members that are on-call will support any new production incidents M-F for their rotation. Outside core business hours(9am-6pm CDT); AA IT Helpdesk will contact the afterhours contacts Anna, Jo, Meg.

2. CERS production support team members will assign any new Cherwell tickets that they work to their Cherwell user id. Team members assigned to Cherwell tasks will ensure that their tickets are updated through completion (Closed). Provide ticket close reason/final resolution as prompted by Cherwell.

3. Production support escalation contacts: Jo Runnels (Primary), Anna Becerra (Secondary), Developer Lead (Tertiary).

4. Production application support handoff between team members rolling off and on weekly CERS production support.
   a. Any production incidents assigned to on-call is owned by on-call support member until closed.
   b. A brief (email or conversation) summary of tickets opened/closed to on-call support team member starting new rotation.

5. Escalate to Ken Netherland any production incidents that require an immediate production change (e.g. Break/Fix or Database data change). Ken will work with maintenance team to schedule production changes.

6. Escalate any new SR requests as a result of production incidents to Jo Runnels (Primary), Anna Becerra (Secondary).

7. Review all ITSM (CAB) Notifications: Identify any CERS application, service, or database impacts and notify Ken, Jo, and Anna. Ken will work with CERS Maintenance team to address CERS impacts.

8. CERS Maintenance BA and/or PM will revise the CERS Service Guide for AA IT Helpdesk.
   a. Includes contact information and trouble-shooting details.
   b. Obtain Jo Runnels and/or Anna Becerra approval of any CERS Service guide revisions and cc: CERS Product Owners on approval request.

Action Items:
1. Kimi/Ken: Confirm access to CERS Wiki on
   https://spteam.aa.com/sites/FLIGHT/SSEReportingProgram/CERS_Portal/Forms/AllItems.aspx
2. Aparna, Kimi, Ken, Jo, Anna: Provide to Kimi any emails or support documentation that captures both recent or common production incidents and/or trouble-shooting lower environment incidents for CERS applications and/or services. This will be used to build CERS knowledge store in confluence.
3. Aparna: Send the OTAPNP18/19 runbook to team.
4. Kimi/Ken: Review sections pertaining to application monitoring and escalation.
5. Anna: Follow-up with ITSM team on adding ON page or other method for CERS production support rotation.
6. Aparna and/or with Ken: Submit SR for latest copy of CERS Runbooks by environment.
7. Ken: Obtain a copy of Stan Zihlman's documentation for addressing "stuck reports" and/or "Aged notifications".
8. Ken: Obtain a copy of any trouble-shooting/support documentation that may exist for CERS Client from Dan Mullings.

CERS Contacts:

Anna Becerra: 480-693-3212 (desk), 480-326-5852 (cell)
Jo Runnels: 817-967-1481 (desk), 214-240-8388 (cell)

Application	Description	Name	Cell Number	Desk Number
Client	CERS Thick Client	Dan Mullings	214-629-4868	817-931-1469
Middle-Tier Services	Transformer, Message, Batch that are written in Powerbuilder.	Stan Zihlman	972-658-1125	
Legacy Web	https://cers.aa.com aka https://sosreports.aa.com	Greg McDaniel	817-881-0950	469-808-5021
SSE Hub Services	SSEHub CERS Web services (Legacy) SSEHub.CERSPortal services (mobile and new web) SSEHub.reportparser (aggregate mobile report to CERS database)	Gautam Sawhney	972-824-8316	
Mobile for FACET		Xin Cheng, Diwakar Reddy	Will provide at a later time	
Mobile for iPad		Josh Blakley, Jeff Woodard	Will provide at a later time	
CERS Web (New)		Josh Blakley	Will provide at a later time	
N/A	AA IT Helpdesk outgoing number			866-523-5333
N/A	ITHD Helpdesk backdoor		480-693-7746	

Definitions:
- ITHD: AA IT Helpdesk
- ITSM: AA IT Service Management
- MRO: DXC Technology - Midrange Operations team. They monitor CERS production and stage environments hosted in CDC. Report production critical alerts to CERS contacts and/or AA IT

Helpdesk as indicated in CERS VM runbooks.

- Cherwell (https://technologyservices.aa.com/CherwellClient/Access): AA IT Helpdesk support tool used to capture all reported AA application incidents, problems, and change requests for production environments. Cherwell is not used to support RI submissions for CERS.
- ITHD Application Service Guide: AA IT Helpdesk document that is maintained by Application teams and contains production incident severity levels, trouble-shooting information, and application on/off hour support contacts. CERS BA and/or PM complete all revisions and provides approved document to ITSM, ITHD Managers for distribution to AA IT helpdesk staff.
- CERS Runbooks: Technical support documents used by DXC Technology to support DXC hosted environments. CERS program has a runbook for each layer (web layer(OTAPPP25/26), service layer(OTAPPP35/OTAPNP17) and middle layer(OTAPNP18/OTAPNP19)). AA Enterprise Oracle team is responsible for the Shared ODA runbook (Production CERS database (PCERS) is hosted on ESODAP551/552).
- CERS Wiki: Documentation repository for the CERS program. Located at: https://spteam.aa.com/sites/FLIGHT/SSEReportingProgram/CERS_Portal/Forms/AllItems.aspx