

## PROJECT PROFILE

### 1) AXA Insurance– Germany

**Environment:** OPC (Tivoli Workload Scheduler-Mainframes), JCL, OPC scheduling

**Corporation:** Capgemini Bangalore

#### **Description:**

**Infrastructure Services** is the technology infrastructure organization for the firm, delivering a wide range of products and services, and partnering with all lines of business to provide high quality service delivery, exceptional project execution and financially disciplined approaches and processes in the most cost-effective manner.

## **Responsibilities:**

- Monitor mainframe job batch job streams, observing the status of batch job scheduling, batch job exceptions, and associated incident/failure messages and monitor on-site pagers for incident alerts. Perform SLA or SLO wellness checkpoints on the status of critical processing events and create/distribute daily wellness status reports as required.
- Provide proactive judgment and decision making to develop associated actions based on incident alerts and failures.
- Perform mainframe incident analysis, issuing notification to the documented on-call support application teams. Pro-actively assist team members in performing analysis and required notification requirements.
- Create Silva problem log tickets at the appropriate problem ownership and escalation levels for any of the above problems that require Console Ops problem resolution or escalation to other platform teams. In addition, document incidents in turnover and other required SLA/SLO tracking reports.
- Perform required restarts and recovery activities for incident failures. Perform z/OS JCL overrides during recovery activities, as required by documentation and/or directed by the support application teams. Pro-actively monitor and assist team members in performing restart/recovery procedures and validate policies are being performed to standards.
- Monitor and process mainframe customer requests for workflow scheduling changes and promote emergency “unplanned” change packages through change management application as required. Pro-actively monitor and assist team members in performing requests/change procedures and validate policies are being performed to standards.

## **2) AXA Insurance-US and Germany**

**Environment:** CA7, CA11, JCL, TWS/OPC, Servicenow (Ticketing), HMC, Change man

**Corporation: AXA Technologies, Bangalore**

### **Description:**

AXA-Tech production control provides production scheduling for AXA Insurance US and Germany. We help businesses in the process of monitoring and providing support to schedule the batch jobs as per the request of the customer.

### **Responsibilities:**

- Troubleshooting for job failures
- Creating new jobs in OPC on different platforms
- Expertise in creating the dependencies between jobs and handling the resources
- Utilizing TWS/OPC for scheduling on different LPARS
- Actively involved in change management processes in projects under scope, Which involves design of new batch streams, testing them for accuracy in test environments and promoting to production using CHANGEMAN
- Active participation in Quality audit
- Responsible for mentoring, supervising and supporting team members as a Lead
- Transitioned the Batch management and job design roles from AXA- Tech Germany, worked out of Cologne for 6 months and have been effectively handling
- Review delivery performance with customer on regular basis
- Weekly discussion on SLA/Issue Management with team
- Identify opportunities for service improvement at a strategic level through a deep understanding of customer needs and oversee implementation of the improvements

### **Support Activities:**

- Having Knowledge on resolving the System Abends (SOC7, SOC4, S913, All Space Abends (SB37, SD37, SE37), S806, All FTP Errors and Deadlock \*\*29 Abends,
- Send Daily ABEND and Resolution log to the Clients.
- Involved in Month/Year End change schedule.
- Effectively handled z/OS 1 Upgradation / **GO/No-go** Upgrade Timeline on different LPARS.
- Check CA7 setup to ensure proper schedule after up gradation process.
- Forecasting and sending jobs as per client requirement.
- Effectively handled CA7 upgradation for scheduling support Lpars.
- Involved in Testing for different Lpars.

### **Monitoring Activities:**

- Involved in the transition of the production monitoring process for 12 different LPARS of IS business
- Later involved in the transaction of production control and monitoring and first level resolution of the production jobs, which are scheduled to run through the scheduling tool CA-7 on two different LPARS.
- Ensure the timelessness of batch cycles.
- Ensure timeliness availability of online regions, which are business critical by effectively recycling.
- Coordinating with the operations team in implementing IPLs which involves controlling of production IPL (Initial program load –

Maintenance work on systems).

- Handling the Adhoc requests of scheduling the jobs as requested by the customer using some scheduling features of CA-7
- Involved in the preparation of the monthly dashboards for the customer review.
- Involved in managing the team and training the new joiners.