# 

Use case – PR CostCenter Issue

**Design Document**

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# 1.0 Introduction

# Objective

The objective of this document is to provide guidance and template material which is intended to assist the user in implementing automation solution for the use case **“****PR CostCenter Issue”** using ITPA and RPA. Business role of this use case is Adding user into the respective person group based on the user request.

# Automation Approach

In a real time scenario, automating the complex use case has always involved partitioning the use case into simpler sub-tasks. The solution implementation involves analyzing the use case by understanding the SOP documents and splitting it into several tasks. Then find the appropriate activity for the sub-tasks in ITPA to automate and implement the solution. If the appropriate ITPA activity is not available for the identified sub-task, then look for an alternate approach to automate it using script based approach or RPA.

***Automation:***

**Information about the ticket:**

Incident will come through the Remedy BMC

**Flow Chart**

Incident from BMC Remedy

Extracting UserId, CostCenter,

SiteId, level from description

To Check the costcenter and siteId

is present or not

To check the approval level is

Present or not Intimate the user

Via Mail

To check the whether the user is

already in the Person group or not

To check the userId is valid or not

Adding user into the person

Group

# Use case details

This use case involves in Adding the user into the respective group base on the user request

***Business Role***:

|  |  |
| --- | --- |
| **Use Case -Details** | **Description** |
| Trigger Type | SME Assisted / ITSM |
| Use Case - Title | PR CostCenter Issue |
| Use Case Description | Adding the user into the respective group base on the user request |
| Effort savings | 1hours |

# Steps Involved

# Action Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Action Name** | **Input Parameters** | **Mandatory/Optional** | **Type** | **Explicit/ Implicit** |
| **CostCenterPollingAction**  **Action Id – 100834**  **Derived** | Customer Email ID | Yes | String | Implicit |
| Default User | Yes | String | Explicit |
| Assigned group | Yes | String | Explicit |
| Customer Login ID | Yes | String | Implicit |
| Ticket Limit | Yes | String | Explicit |
|  | Status | Yes | String | Explicit |
|  | Source Id | Yes | String | Implicit |
|  | Description | Yes | String | Implicit |
|  | Assignment Group | Yes | String | Implicit |
|  | Name | Yes | String | Implicit |
|  | Date Filter | Yes | String | Explicit |
|  | SourceUniqueNo | Yes | String | Implict |
|  | Ticket Status | Yes | String | Implicit |
|  | Poll Interval | Yes | String | Explicit |
|  | Owner Id | Yes | String | Implicit |
|  | Policy Time | Yes | String | Auto\_Mapped |
|  | SourceCreated Date | Yes | String | Implicit |
|  | Poll Delay | Yes | String | Implicit |
|  | Incident Type | Yes | String | Implicit |
|  | CIIdentifier | Yes | String | Explicit |
|  | Default CI | Yes | String | Explicit |
|  | Keywords | Yes | String | Explicit |
| **PR\_costCenter\_issue\_RPA**  **Action Id- 100976**  **Base Action**  **Action Id- 100977**  **Derived Action** | cmd | Yes | String | Explicit |
| Type | Yes | String | Explicit |
| Level | Yes | String | Explicit |
| SiteId | Yes | String | Explicit |
| userId | Yes | String | Explicit |
| costCenter | Yes | String | Explicit |
| **pr\_costcenter\_extract\_RPA\_output**  **Action Id - 100961**  **Base Action** | output | Yes | String | Auto\_Mapped |
| landscape | Yes | String | Explicit |
| Script Path | Yes | String | Explicit |
| Ssl Certificate | Yes | String | Explicit |
| **O365 Send email to CostCenter user**  **Action Id - 100966** | Subject | Yes | String | Explicit |
| ReceiverEmailAddress | Yes | String | Auto-Mapped |
| Body | Yes | String | Auto-Mapped |
| Resolve param | Yes | String | Implicit |
|  | userid | Yes | String | Auto-Mapped |
|  | Cc(Seperated by comma) | No | String | Explicit |

|  |  |  |  |
| --- | --- | --- | --- |
| SL No | TestCondition | Success / Failure | Output in screen / Action performed |
| 1 | Adding user in the person group | Success | Action can be performed successfully |
| 2 | If the userId is Invalid it will send mail to the User | Failure | Resolution steps other than environmental issue can be taken |

# 2.3 Pre requisites

1) Access to Maximo QA environment

# 2.4 Current Process and Proposed Automation Solution

|  |  |  |
| --- | --- | --- |
| **Process** | **Manual** | **Automated** |
| Current process as per SOP | Manual Way | Automated Approach |

# 3.0 Automation Procedure

**Step 1:** Login to the URL

**Step 2:** Check the cost center and siteId

**Step 3:** Check the PR costCenter and Level of cost center

**Step 4:** Compare the cost limit with all the approval limits and get the list of all approvers(person groups)

**Step 5:** Go to person groups application and check if the user is present in each person group extracted , if not present add user  to that group

**Step 6:** If it is more than one cost center user has to given the cost centers separated by comma.

**Step7:** Inform user after giving access.

# Change Log

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version Number | Changes made | | | |
| V1.0 | *Baseline version* | | | |
| V1.1 | *<If the change details are not explicitly documented in the table below, reference should be provided here>* | | | |
| Page no | Changed by | Effective date | Changes effected |
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| V1.2 | *<If the change details are not explicitly documented in the table below, reference should be provided here>* | | | |
| Page no | Changed by | Effective date | Changes effected |
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