**Overview**

**1.Report Creation of Weekly Release**

-Tue: Report Extraction and upload at 9.30 AM EST.

-Wed: Two time extraction and Upload one at 9.30 AM EST while the Final

one at 3.00 PM EST and RTC Weekly Release mail is sent with each

Report Extraction.

Refer to Change Control Announcement Mail sent at 8.30AM EST for more details.

*Required URLs***:**

Weekly Release Upload:

[https://collaborate.statestr.com/sites/ServiceDelivery/mw/Rational Tool Concert RTC Documents/RTC HOZN Weekly Release/Weekly Reports/](https://collaborate.statestr.com/sites/ServiceDelivery/mw/Rational%20Tool%20Concert%20RTC%20Documents/RTC%20HOZN%20Weekly%20Release/Weekly%20Reports/)

Report Fetch:

<https://rtcprod.statestr.com/ccm>

**2.Release Work:**

Release Team can start the Deployment on Thursday and after the Final Report upload too depending on the Count of the CRs.

Normal Release needs to be Completed before Friday 1PM EST and Special Release can be Started after the 1PM Job Success.

**3.Job Monitor:**

Every Friday at 1PM Bind Job needs to be Monitored running over Quincy and Westbrough Regions.

On Failure Consult with Ed/David and Co-operate with Ops on the Steps taken.

On Job Success Continue with the Special Installation.

**4.Ticket Monitor:**

Daily work where Tickets need to be Monitored frequently and need to act accordingly depending on the Criticality of the Work. Some Frequent Tickets Description has been mentioned here:

-PLT6: Most frequent Ticket where user needs to get their Code Installed to UAT.Less Priority

and can be acted in 2 hours.

-Friday Install: Ticket which miss the 3PM Release time is raised under this Category. Needs to be

Can be acted on after the Weekly Release is completed.

-Emergency: The Code which needs to be Immediately deployed over the Prod comes under

Emergency Queue and Need to be acted asap.

-Backout: Code having some issue where user needs to rollback the current load and reflect the

Previous Version of it Comes under Backout.

-RGTEXT: Ticket for RGTEXT is raised when User needs Some Error Code to Reflect to the

Production.

-Login Issue: Needs to check the System of the User via Screenshare and troubleshoot for the

issue.

-Abend: For the Job Failure Abend Ticket is Raised which is mostly Incident.

-RTC Package: User facing the issue in the Build, Packaging and all CRs related issue comes under this

Category.

**5.Daily Exception**

To keep track of all Emergency Installed CRs and Back-out CRs separate share Point has been made where all details with RITM Ticket number is uploaded.

*Required URL:*

[https://collaborate.statestr.com/sites/ServiceDelivery/mw/Rational Tool Concert RTC Documents/RTC HOZN Weekly Release/Daily Report/](https://collaborate.statestr.com/sites/ServiceDelivery/mw/Rational%20Tool%20Concert%20RTC%20Documents/RTC%20HOZN%20Weekly%20Release/Daily%20Report/)

**6.MI Call:**

When Urgent Requirement is there where Code needs to be deployed to Production or Rollback from the Production and impact on business is there then it can be done over the call and there is no Requirement of Ticket and Approvals.

**7.Oncall Issue:**

RTC issue which Comes over the Off Business Hour needs to be informed to the RTC On-call Person following the RTC On-call List .Most common issue over the On-call includes Emergency Install, Backout and some repetitive Job Abends.

**8.RTC Audit:**

Every Year twice the Audit of the RTC work is done where production related Ticket’s Samples are Verified and needs to present the Workflow to the Audit Team.