Operational Handbook

For

Cards Support, Santander UK

**Revision History**

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| --- | --- | --- | --- | --- |
| **Date** | **Version** | **Prepared By** | **Change Description** | **Approved by** |
| 13-09-2021 | 1.0 |  | Initial version |  |
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**Transition Member and Responsibility**

*– A member of the cards support team which provides dedicated support to all cards related applications (PCAS, PAS and GAC) in production environment. Support coverage includes Service Now tickets handling, on-call support and mailbox handling.*

**Transition Content**

| **Section**  **No** | **Section Name** | **Section Applicable for type of Project** | **Current Responsibility**  ***(Update this)*** | **Applicable for Transition**  ***(say yes / no)*** |
| --- | --- | --- | --- | --- |
| 1 | SLA (SERVICE LEVEL AGREEMENTS) | Run | ITC Infotech | No |
| 2 | HELP DESK | Run | ITC Infotech | Yes |
| 3 | DEFECT MANAGEMENT | Run | ITC Infotech | Yes |
| 4 | SERVICE DELIVERY CONTACT POINTS | Run | ITC Infotech | Yes |
| 5 | TESTING | Change & Run | Santander | Yes |
| 6 | RELEASE MANAGEMENT | Change & Run | Santander & ITC Infotech | Yes |
| 7 | RESTART PROCEDURE | Run | ITC Infotech | Yes |
| 8 | JOB SCHEDULING OF BATCH PROGRAMS | Run | ITC Infotech | Yes |
| 9 | JOB MONITORING | Run | ITC Infotech | Yes |
| 10 | NAMING CONVENTIONS | Change & Run | Santander | Yes |
| 11 | STANDARD AND GUIDELINES | Change & Run | Santander | Yes |
| 12 | INSTALLATION/DEPLOYMENT OF TOOLS | Change & Run | Santander | Yes |
| 13 | QUALITY ASSURANCE | Change & Run | Santander | Yes |
| 14 | BACKUP | Run | ITC Infotech | Yes |
| 15 | DATA PURGING | Run | ITC Infotech | Yes |
| 16 | SUPPORT AND MAINTENANCE | Run | ITC Infotech | Yes |
| 17 | STATUS REPORTING | Change & Run | Santander | Yes |
| 18 | ORGANIZATION STRUCTURE | Change & Run | Santander | Yes |
| 19 | KEY CONTACT PEOPLE FOR EACH PRODUCT | Change & Run | Santander | Yes |

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**1. SLA (Service Level Agreements)**

• List all the SLA agreed on with clear Priority levels and time frame

This is best to check with team leader/manager internally for accurate ones.

**2. Help Desk**

• How does interaction with Help Desk takes place

Through email and service now tickets

• Situations when Help desk interaction would be required

To get approvals from users for DB modifications or for assigning tickets to the correct team

**3. Defect Management**

• Process of handling Bug-fixing.

Through a Problem Ticket in SNOW

• Process of handling Change Requests.

Through a Release in Service Now

• Process of handling User queries.

Through SNOW incidents/requests/email

• Any database where previous problems and ways of resolution are noted.

Cards-WIKI – Internal wiki used by the team

Defect management process is documented in Confluence page of the project and the location is <copy >

**4. Service Delivery contact points**

• Contact details of Service delivery personnel

Patrick Lane, Robert Gill

**5. Testing**

• Testing tools involved

SPUFI for DB modifications

• Testing standards followed

Peer review of SQL before DB modifications and test results before release implementation

• Stages of testing and responsible persons

Delegated Testing – Integrator / Cards support team

Non delegated Testing – QA/LCO team

**6. Release Management**

• Checklist for release

DISHOST

LABS test evidence

Change Header

Deployment plan – PRE & PROD

Shakedown evidence

Test Evidence

TCR

• Deliverables for release

GIPIH, JCL, BKS

• How are releases handled for different categories like new code, problem fixing

All through SNOW releases. New code will be covered by project team in most cases

• Normal release process

QA Approval 🡪 PRE deployment 🡪 Shakedown 🡪 Testing and TCR approval from QA 🡪 CSA Approval – Change Management Approval 🡪 PROD Deployment 🡪 Optional MO Testing 🡪 PROD verification of release 🡪 Closure of release/incident SNOW tickets

• Emergency release process

QA Approval 🡪 PRE deployment 🡪 Shakedown 🡪 Testing and TCR approval from QA 🡪 CSA Approval – Change Management Approval 🡪 PROD Deployment 🡪 Optional MO Testing 🡪 PROD verification of release 🡪 Closure of release/incident SNOW tickets

**7. Restart Procedure**

• Who has the authority to restart

Cards Support – Generally On-Call support person

• How is the restart of job done

By requesting CCB SGT team

**8. Job Scheduling of batch programs**

• Tools used for scheduling the jobs

Control-M (Two modes – one within mainframes and another GUI for PAS/ADH related unix jobs)

• How the jobs are scheduled

By making requests to scheduling team through SNOW

• Job Schedule

By making requests to scheduling team through SNOW

**9. Job Monitoring**

• Process involved in Job Monitoring

Ensure the successful execution with desired behavior. Run time should be normal too.

• On-Call Duty process

PCAS – Called by CCB to address batch failures and alerts

PAS – Called by Monitoring/Shift managers to address batch failures and alerts, channel disconnection, advise root cause for any abnormal trend of transactions.

**10. Naming Conventions**

• Naming Conventions are listed

PCAS generals has elements starting with MP\* (Core) and JI\* (co-ex)

**11. Standard and Guidelines**

• Coding

Standard guidelines need to be followed with amendment log detailing the changes made

• Testing

Testing needs to be performed with various loads with QA support and also verification of QA test results needs to be carried out by integrator

**12. Installation/Deployment of Tools**

• Process for Installing and Deploying Tools

Through SNOW Release after getting approvals from change management committees and CSA.

**13. Quality Assurance**

• QA processes followed by Clients

Dedicated LCO/QA resource to work on Releases can be obtained but timelines are based on their availability and urgency of ongoing change.

Delegated Testing – Integrator / Cards support team will do the testing without QA

Non delegated Testing – QA/LCO team will do the testing

**14. Backup**

• Regular Backup and Recovery Process

Production file overrides must be requested only after taking a backup. Standard back-ups are taken care by change management and CCB for deployable components to aid back out.

**15. Data Purging**

• Data Purging Procedure

Must not store customer information in local drive unless needed for any task and should delete as soon as the agreed task is completed.

**16. Support and Maintenance**

• Tips on Support and Maintenance

Back-up is crucial and always perform thorough analysis before restarting/overriding any job or updating/deleting any data in DB/File as they all can potentially be customer impacting straight away. Consider peer reviews wherever possible.

• Error codes and Messages

CARDS WIKI has got details on frequently encountered support issues

**17. Status Reporting**

• What is the frequency and method of status reporting

Weekly updates in the team meeting and high priority ones may require more frequent updates through email/chat/meetings.

**18. Organization Structure**

• Organization hierarchy

Reports to Sandeep Sompalle 🡪 Patrick Lane 🡪 Robert Gill

• Roles and Responsibilities within the organization/IT division

Provides dedicated support for CARDS related applications in PROD environment

• Escalation path

Patrick Lane 🡪 Robert Gill

**19. Key contact people for each Product**

• SME/Business Analysts

Thulasiramreddy Adda, Aditya Jain, Dibyajyoti Mishra

• Users

Can be contacted from the Caller field or the details in description of SNOW tickets

• Operations

Patrick Lane

• Help Desk