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|  | | | ***21107 - SimpleDose Application (SDA)***  **Date: 4/19/2021**  **Physical Location: N/A** | | |
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| **Attendees** | | | | | |
| **Customer** | | **Internal Audit Department** | | | |
| Gaurav Sachdeva, Sr. Director, IT Systems  William Mullins, Director, IT Pharmacy Systems  Jeanne Willis, Sr. Manager, Information Systems  Padmalatha Ajit, Sr. Manager, Application Development  Ann Mazzuchelli, Manager, Quality Assurance | | Sarah Kubiak, Manager, IT Internal Audit  Michael Bavasso, Audit Project Manager, IT Internal Audit  Seun Mafi, Sr. Consultant, IT Internal Audit  Daniel Rodrigues, Sr. Consultant, IT Internal Audit  Daniel Benner, Consultant, IT Internal Audit  Ashish Joshi, Consultant, IT Internal Audit | | | |
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| **Business Unit** | IT Retail Systems | | | | |
| **Process** | Application Processing | | | | |
| **Process Owner(s)** | William Mullins, Director, IT Pharmacy Systems  Padmalatha Ajit, Sr. Manager, Application Development | | | | |
| **Policies and Procedures** | -- | | | | |

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| **Purpose of the process walkthroughs** |
| The purpose of this walkthrough is to get a complete understanding of the Application Processing process completed by the SimpleDose Application (SDA) team as identify all systems used, reports used / generated. |

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| **Roles & Responsibilities of the Personnel involved in the process** | |
| **Role** | **Responsibilities** |
| William Mullins, Director, IT Pharmacy Systems | A member of the SDA Support Team which manages access. |
| Padmalatha Ajit, Sr. Manager, Application Development | A member of the SDA Support Team which manages access. |

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| **Supporting Systems** | |
| **System Name** | **System Description** |
| Oracle | The underlying database for the SDA. |
| GIT Hub | The software development and version control tool for the SDA. |
| Splunk | The monitoring tool used to track and log user, transaction, and server activity related the SDA. |
| RxConnect |  |
| Control M | Tool used to control Batch Jobs |
| MED 3 | Tool used for monitoring batch job set up. |

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| **Process Walkthrough** |
| **Narrative populated based on consolidated minutes from walkthrough meetings:**    The SImpleDose application utilizes roughly about 60 batch jobs which are controlled using “Control M”. The job schedule is monitored by the production team and the Control M administrator. The process involves creating the job ID, making modifications, adds, after which when validated, it gets pushed into production. “Control M” is a part of UCMDB, under Bobby. Padma has an operational support team that receive notifications and has access to know when events occur. In order to move processes into production, this is set up by the production team and controlled by the production control administrator.  There is a production support team that monitors if a job fails, while the operation team monitors set up using MED 3. If a job turns red (defective), they go check and see if there are any errors. In cases where a job event runs smoothly overnight and operates as expected, or lack thereof, there is a 24/7 support team in place to mitigate. The support team receive notifications and email updates on the status of jobs. This team is led by Bob Silva. In addition, there is a second layer of notification built into SDA application. In an instance where the support team gets notified of an error(s), Padma and team get an email as well; and if no one responds within 10-15 minutes, there is a secondary escalation protocol. If no one responds still to the escalation attempts, then it gets further escalated to Padma. In any event where production support team cannot resolve, there is a discussion with the team and action is taken accordingly to try to fix the error as quickly as possible.  Bill stated that they just upgraded their software. All jobs are automated, pre-conditional, parallel jobs. They are all automated depending on its pre and post conditions. There is a batch run book about jobs that provide a high-level overview of what they are supposed to do. This information is also provided to the support team. In cases where the support team cannot resolve an issue, it is then brought to the attention of Padma and team.  SDA has its own user interface. Though it uses APIs when interacting with RxConnect live and also gaining access to services. Essentially, there is a reliance on Batch jobs and APIs to get information. ESL is the enterprise service layer. |