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**Communicating out to the business.**

**-On Call Reminder (The Email lists who to contact with telephone details).**

The On call reminder email should list the appropriate people in incident management to contact.

Also, this would list the appropriate person in App support to contact should there be any missing stock files. \*App support will chase the relevant third party warehouse to generate the file (All but Barnsley).

**-Setting Timeframes.**

When communicating out to the business and giving time allocation ALWAYS allow an extra 1.5 for MSTR processes.

We need to give a complete timeframe and picture of when all the ETL and MSTR activities will be complete.

So, if a full load and MSTR needs to complete allow 4.5hrs (3ETL & 1.5MSTR).

**-Initial Awareness Email – (Incident Management, DataServicesBAU).**

To make everyone aware of the incident an initial comms email to incident management and DataservicesBAU should be sent. (*You will need to liaise with the incident management contact via phonecall after the email has been sent*)

The initial comms email should list the tasks affected by the incident and an attempted timeframe for the issue to be resolved **(Setting Timeframes.)**

Example Below

**To: Incident Management, DataServicesBAU**

Good Morning All

Due to an overnight processing issue, there is a delay loading data into the Enterprise Data Warehouse (EDW).

ETA for completion is XX:XX. (**Setting Timeframes.)**

Following Microstrategy tasks would encountered delays;

1. Daily Sales Report  
2. Daily Cubes  
3. User Subscription Reports  
4. 8AM & 9AM User Schedules

Regards,

Will

*\*\* - Incident management should create an Incident ticket to be used as part of communicating the issue to the business. If they request that you create the Incident then follow the below links as an example and then inform incident management of the Incident ticket number.*

**Microstrategy - Daily reports delayed**

**https://asos.service-now.com/nav\_to.do?uri=%2Fincident.do%3Fsys\_id%3D24f53d63378c83803b30005a54990e69%26sysparm\_record\_target%3Dincident%26sysparm\_record\_row%3D1%26sysparm\_record\_rows%3D1%26sysparm\_record\_list%3Dnumber%253DINC2595174%255EORDERBYnumber**

**Missing Stock File Incident Example**

**https://asos.service-now.com/nav\_to.do?uri=%2Fincident.do%3Fsys\_id%3D24f53d63378c83803b30005a54990e69%26sysparm\_record\_target%3Dincident%26sysparm\_record\_row%3D1%26sysparm\_record\_rows%3D1%26sysparm\_record\_list%3Dnumber%253DINC2595174%255EORDERBYnumber**

**Communicating out to the business with missing stock file.**

If a stock file is missing we need to do 2 things:

1. Make the business aware that the file is missing and this is the ***third-parties*** fault for the missing file.
   1. If we’ve received the file and are able to load it, then we should look to load the file straight after the main ETL has completed. Offshore team will stop any MSTR cubes or processes from running. Will should call Incident Management and inform them that reports will be delayed due to needing to load late arriving stock data.
   2. If we have not received FC01, then that is still within our control and the same process applies, but we need to get it generated, copied and loaded.
   3. If we have not received FC03 or FC04 in 71-dwh then Will should call application support and then calls Incident Management. We will reload the file as soon as we can after receiving it. We may need to prioritise this over other processes running. Application support will deal with speaking to and chasing the third parties that provide the files to us as a P1. We don’t need to
   4. contact the warehouses.
2. If needed, once you’ve called Incident Management, please make sure you email and / or copy in DataServicesBAU, so that the relevant people are aware within Data Services.

App support will chase the relevant third party warehouse to generate the file (All but Barnsley).

**-Stock Files**

USA

Ingram Micro (Company Name) run/operate the USA warehouse and generate the USA stock file for ASOS:

*T*he source files are landed in the below location:

[*\\asd-sql-71-dwh\SSIS\ASSEENONSCREEN\FTP\_INNOTRAC\_P\BIData\Archive*](file:///\\asd-sql-71-dwh\SSIS\ASSEENONSCREEN\FTP_INNOTRAC_P\BIData\Archive)

The source files are copied by the powershell job “ETL: DataWarehouse - Copy Asos USA xml Stock files”

*\\asd-bisql-01.asos.local\BIDATA\ASOSUSA\Received*

**Manually Triggering Daily Sales Email and MSTR process before ETL Completes.**

Once the ETL is progressing again we can manually trigger some of the MSTR delayed tasks once certain phases are complete to reduce time in the reporting delay.

**-Manually trigger Daily Sales Email.**

Once the publish phase has completed the daily sales email can be manually triggered by MSTR to send. They have an internal copy which they will check, if this ok then they will comms out the Daily sales email to the wider audience.

Email out the below:

**To: MSTRAdmin**

**CC: DataServicesBAU**

The publish phase has completed, and it’s ok to send out the Daily sales email now, if the internal one is ok.

Regards,

Will

**-Manually Trigger MicroStrategyNarrowCastServices.**

**-Background**

As part of the ETL, Microstrategy has a control table control.MicroStrategyNarrowcastServiceCheck which automates the MSTR tasks.

The flags DDLOADSUCCESS and DBLOADENDDATE are updated to trigger the MSTR task to begin.

Within the SSIS packages datawarehousemater.dtsx the updating of the MicroStrategyNarrowCastServices has a dependency on Update stats completing.

**-Scenario**

\*\* The manual trigger of the daily sales email should have be given the greenlight before the services are updated

The ETL has completed all data related tasks and is now updating stats. We can now manually update the control.MicroStrategyNarrowcastServiceCheck table to kick off all delayed tasks.

Run the below script to update the flags.

UPDATE DataWarehouse.control.MicroStrategyNarrowcastServiceCheck

SET DBLOADSUCCESS = 1, DBLOADENDTIME = GETDATE()

WHERE SERVICEID NOT IN (18,19)

Once the script has been executed, check with MSTRAdmin for an update on all tasks listed below and an ETA of when they will be completed. Then use the example email below to comms out the latest update.

**To: Incident Management**

**CC: DataServicesBAU**

Hi All,

The ETL is now complete.

MSTR Update:

1. Daily Sales Report – ***INSERT STATUS***  
2. Daily Cubes - – ***INSERT STATUS***3. User Subscription Reports - – ***INSERT STATUS***4. 8AM & 9AM User Schedules - – ***INSERT STATUS***

5. Executive app - ***INSERT STATUS***

ETA : XX

Will