Document Attributes

| Attribute | Value |
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| Application ID /  Application Name | EDF (Enterprise Data Fabric) |
| Owner | Wendell Peng |
| Owner Contact Information | [ypeng@us.ibm.com](mailto:ypeng@us.ibm.com) ATT UID: yp2967 |
| Other Attribute |  |

## 

## Revision History

The following table lists the revision history of this document:

| Author | Date | Version # | Revision Description |
| --- | --- | --- | --- |
| Wendell Peng | 06/28/17 | 0.1 | Initial Draft |
| Wendell Peng | 7/2/2017 | 0.2 | Added mS transaction additional request and response information requested by development. Minior changes after Dev review including spelling correction. |
| Wendell Peng | 7/5/2017 | 0.3 | Updated the hld after client review for mapping to AOTS field. |
| Wendell Peng | 7/12/17 | 0.4 | Added RCA data complete indicator |
| Wendell Peng | 7/23/17 | 0.5 | Updated the tables and logics after received new information from business |
| Wendell Peng | 7/26/17 | 0.6 | FK adjustment and minor field updates |
| Wendell Peng | 7/31/17 | 0.7 | Added new field, fieldType, in the response and created new table for all field type. |
| Wendell Peng | 8/8/17 | 0.8 | Updated the logic to return all fields with and without filed value for a given form for ATHENA |
| Wendell Peng | 8/9/17 | 0.9 | Populate AOTS information for both initial and existing ticket. |
| Wendell Peng | 8/15/17 | 0.91 | Changed date and datetime format to EPOCH format for all form fields |
| Wendell Peng | 8/17/17 | 0.92 | 1. Change 7 fields from EPOCH to integer in both RCA\_FORM\_DATA and RCA\_FORM\_DATA\_ARCHIVE 2. Add two new clients, ROBO, BIZOPS, with the same functions as AET. |
| Wendell Peng | 8/28/17 | 0.93 | 1. Change 7 fields from integer to string in both RCA\_FORM\_DATA and RCA\_FORM\_DATA\_ARCHIVE 2. Stop inquire after ticket is completed |
| Dilip K Behera | 10/10/2017 | 0.94 | 1. Removing actionItems,actionTargetDate,actionOwner,actionStatus from **RCA\_FORM\_DATA.**  2. Created new table **RCA\_FORM\_DATA\_EXT**to store multiple action Items for a given Ticket.  /\* RCA\_FORM\_DATA\_EXT is introduced to capture Action\_Items related info. RCA\_FORM\_DATA\_EXT\_ARCHIVE to maintain historical data \*/ |
| Beth Jacob | 10/23/2017 | 0.95 | *<293947 UAT TDP Defects 326768 and 326800>*   * Added SORT\_NUMBER in RCA\_FORM\_FIELDS table. * Added requirements for how to output records on the API response using SORT\_NUMBER field. |
| Beth Jacob | 11/21/2017 | 0.96 | Merged/Added baselined requirements for 296357a. |
| Beth Jacob | 12/01/2017 | 0.97 | <296357a> Updated RCATicketDetails POST validation and processing after meeting with Sales Express (Ankit Sharma) and business process engineers Jeff Schneider and Mary Copenhaver. |
| Beth Jacob | 12/04/2017 | 0.98 | <296357a> - Updated after dev review. |
| Beth Jacob | 12/06/2017 | 0.99 | <296357a> - Fixed typo for custom RCA Template names. In RCATicketDetails POST section. |

Table of Contents

[Overview 3](#_Toc374017362)

[Problem Statement 3](#_Toc374017363)

[Design Decisions 3](#_Toc374017364)

[Alternative Designs 4](#_Toc374017365)

[Assumptions/Risks 4](#_Toc374017366)

[Pre-ProdUTCion Disaster Recovery Planning 4](#_Toc374017367)

[Other Plans and References 4](#_Toc374017368)

[Acceptance & Approvals 5](#_Toc374017369)

## Overview

The High Level Design (HLD) describes how an application will implement the architectural concept and meet the requirements allocated to that application. The High Level Design describes the functionality the application will provide, the overall design for providing that functionality and meeting the nonfunctional requirements, and the rationale for choosing that design. The High Level Design also describes how the application will cooperate and interface with other applications to provide an integrated solution that achieves the architectural concept.

The High Level Design covers these topics:

* Problem Statement
* Design Decisions
* Alternative Designs
* Assumptions/Risks
* Other Plans/References

## Problem Statement

Currently CCI admin tool that's part of GCP/EDF infrastrUTCure allows users to upload certain data through CSV files.  However this capability doesn't include Master Agreements.   This change request seeks for this additional capability.   
  
CCI Admin requires capability to upload associations Master Agreements to Legal Entity/Party to address any missing associations after creating new customers

No change to existing interfaces or architecture but this approach would aid existing data load functionality that creates the association.  Any missing associations could potentially create errors while establishing financials in CFM.

## Design Decisions

1. Initial One time load: User provided RCA data will be loaded into tables. Sales Express GUI will not be available until December 2017 release. For October 2017 release, all needed RCA attributes will be pre-loaded into tables.
2. Nightly archive ETL job: The job will running on nightly basis to check any RCA ticket need to be archive and moved to archive table.
3. Ms transaction: The transaction will be invoake by both ATT Express Ticketing and ATHENA team. ATT Express Ticketing team wil be able to perform both inquire and update and ATHENA team will be able to perform only inquire function.
4. RCA data tables to support the process will be created for the project.
5. The logic flow of processing AET, ROBO, BIZOPS RCA data is listed below:

**LOGIC FLOW TABLE**

orgGroup/activeOrg 🡪 Form RCA\_FORM\_\_NAME

Form 🡪 Fields available for the form RCA\_FORM\_FIELDS

Field 🡪 Field definition RCA\_FORM\_FIELD\_DEFINITION

Field -> Field type RCA\_FILED\_TYPE

Field definition 🡪 Titile RCA\_FORM\_FIELD\_TITLE

Field definition 🡪 Drop down RCA\_FORM\_FIELD\_DROPDOWN

AOTS fields 🡪 Output RCA\_AOTS\_MAPPING

Store form data 🡪 RCA\_FORM\_DATA

Store archived form data 🡪 RCA\_FORM\_DATA\_ARCHIVE

## Assumptions:

~~1. The scope of the HLD is for October 2017 release based on Sales Express is not in October release.~~

## Logical Data Model:

<293947-001-RCA data table definition>

**Notes:**

* For table constrains, nullable, keys and indexs, for all fields are tentative as of 06/29/17**.** Once receive the information, it will ned to be updated for some of the fields.
* <296357a> Added idOrganization field to rca\_form\_name, rca\_form\_data and rca\_form\_data\_archieve tables.

#### **Table Name: RCA\_FORM\_\_NAME**

|  |  |  |  |
| --- | --- | --- | --- |
| **RCA\_FORM\_NAME** | | | |
| **Name** | **Datatype** | **Constraints** | **Comments** |
| ~~FORM\_ID~~ ID | Number(20) | Primary Key; Not nullable | System generated ID |
| ORG\_GROUP | String(20) | Nullable |  |
| ACTIVE\_ORG | String(20) | Nullable |  |
| idOrganization | Integer | Nullable | <296357a CR169019> |
| FORM\_NAME | String(10) | Foreign Key; Not nullable |  |
| UPDATED\_BY | String(100) | Nullable |  |
| UPDATE\_DATE\_TIME | DateTime | Nullable | UTC Time |

#### **Table Name: RCA\_FORM\_FIELD\_DEFINITION**

|  |  |  |  |
| --- | --- | --- | --- |
| **RCA\_FORM\_FIELD\_DEFINITION** | | | |
| **Name** | **Datatype** | **Constraints** | **Comments** |
| FIELD\_NAME | String(50) | Primary Key; Not nullable |  |
| UPDATED\_BY | String(100) | Nullable |  |
| UPDATE\_DATE\_TIME | DateTime | Nullable | UTC Time |
| FIELD\_DISPLAY\_NAME | String(200) | Not Nullable |  |
| ~~GTM\_FORM\_INDICATOR~~ | ~~String(1)~~ | ~~Nullable~~ |  |
| ~~RETAIL\_FORM\_INDICATOR~~ | ~~String(1)~~ | ~~Nullable~~ |  |
| TITLE\_INDICATOR | String(1) | Nullable |  |
| REQUIRED\_INDICATOR | String(1) | Not nullable |  |
| PROTECT\_INDICATOR | String(1) | Not nullable |  |
| DROPDOWN\_INDICATOR | String(1) | Nullable |  |
| FIELD\_TYPE | String(20) | Not Nullable |  |
| DATA\_TYPE | String(100) | Not nullable |  |
| MIN\_LENGTH | Number | ~~Not nullable~~ Nullable |  |
| MAX\_LENGTH | Number | ~~Not Nullable~~ Nullable |  |

#### **Table Name: RCA\_FORM\_FIELD\_DROPDOWN**

|  |  |  |  |
| --- | --- | --- | --- |
| **RCA\_FORM\_FIELD\_DROPDOWN** | | | |
| **Name** | **Datatype** | **Constraints** | **Comments** |
| ~~DROPDOWN\_ID~~ ID | Number(20) | Primary Key; Not nullable | System generated ID |
| FIELD\_NAME | String(50) | Not nullable |  |
| UPDATED\_BY | String(100) | Nullable |  |
| UPDATE\_DATE\_TIME | DateTime | Nullable | UTC Time |
| DROP\_DOWN\_VALUES | String(100) | Not nullable |  |

#### **Table Name: RCA\_FORM\_FIELD\_TITLE**

|  |  |  |  |
| --- | --- | --- | --- |
| **RCA\_FORM\_FIELD\_TITLE** | | | |
| **Name** | **Datatype** | **Constraints** | **Comments** |
| ~~TITLE\_ID~~ ID | Number(20) | Primary Key; Not nullable | System generated ID |
| FORM\_NAME | String(10) | Foreign Key; Not nullable |  |
| FIELD\_NAME | String(50) | Not nullable |  |
| UPDATED\_BY | String(100) | Nullable |  |
| UPDATE\_DATE\_TIME | DateTime | Nullable | UTC Time |
| DISPLAY\_TITLE\_NAME | String(100) | Not nullable |  |

#### **Table Name: RCA\_FORM\_FIELDS (formerly RCA\_FORM\_CUSTOM\_FIELDS)**

|  |  |  |  |
| --- | --- | --- | --- |
| **RCA\_FORM\_FIELDS** | | | |
| **Name** | **Datatype** | **Constraints** | **Comments** |
| ID | Number(20) | Primary Key; Not nullable | System generated ID |
| ~~ORG\_GROUP~~ | ~~String(20)~~ | ~~Foreign Key; Not nullable~~ |  |
| ~~ACTIVE\_ORG~~ | ~~String(20)~~ | ~~Foreign Key; Not nullable~~ |  |
| FORM\_NAME | String(10) | Foreign Key; Not nullable |  |
| FIELD\_NAME | String(50) | Foreign Key; Not nullable |  |
| UPDATED\_BY | String(100) | Nullable |  |
| UPDATE\_DATE\_TIME | DateTime | Nullable |  |
| SORT\_NUMBER | Number(3) | Not nullable | *<293947 UAT TDP Defects 326768 and 326800>* |

#### **Table Name: RCA\_FORM\_DATA**

|  |  |  |  |
| --- | --- | --- | --- |
| **RCA\_FORM\_DATA** | | | |
| **Name** | **Datatype** | **Constraints** | **Comments** |
| TICKET\_NUMBER | String(30) | Primary Key; Not nullable |  |
| FORM\_NAME | String(10) | Nullable | Valid values: GTM, RETAIL |
| ORG\_GROUP | String(20) | Not nullable |  |
| ACTIVE\_ORG | String(20) | Not nullable |  |
| idOrganization | Integer | Nullable | <296357a CR169019> |
| ARCHIVE\_START\_DATE | Date | Nullable |  |
| EXTERNAL\_TICKET\_NUMBER | String(40) | Not nullable |  |
| FORM\_DATA\_COMPLETE\_IND | String(1) | Nullable |  |
| UPDATED\_BY | String(100) | Nullable |  |
| UPDATE\_DATE\_TIME | DateTime | Nullable | UTC Time |
| outageTicketNumber | String(30) | Nullable | RETAIL |
| AOTSTicketNumber | String(30) | Nullable | GTM |
| customer | String(100) | Nullable | GTM |
| customerName | String(100) | Nullable | retail |
| customerLocation | String(100) | Nullable | Both form |
| regionOfOutage | String(3) | Not Nullable | Both form |
| otherTicketNumber | String(40) | Nullable | GTM |
| affectedService | String(20) | Nullable | Both form |
| affectedDevice | String(100) | Nullable | Both form |
| failingComponent | String(100) | Not Nullable | Both form |
| associatedTicketingTool | String(20) | Nullable | Both form |
| ticketSeverity | String(255) | Nullable | Both form |
| outageStartDateTime | ~~integer~~ String | Nullable | UTC Time Both form |
| serviceRestoreDateTime | ~~integer~~ String | Nullable | UTC Time Both form |
| ticketClosedDateTime | ~~integer~~ String | Nullable | UTC Time Both form |
| durationOfOutage | ~~integer~~ String | Nullable | UTC Time Both form |
| RCARequestedDate | ~~integer~~ String | Nullable | GTM, retail |
| RCAContactPerson | String(100) | Nullable | Retail |
| RCATechnicalContact | String(100) | Nullable | GTM |
| reasonRCAbeingPerformed | String(100) | Nullable | Both form |
| RCAOwningGroup | String(100) | Nullable | Both form |
| incidentCausedBySDChange | String(3) | Nullable | GTM |
| dateRCASharedWithIBM | ~~integer~~ String | Nullable | UTC Time GTM |
| responsibleForTheOutage | String(100) | Nullable | GTM~~, retail~~ |
| RCAStatus | String(100) | Nullable | Both form |
| RCAOwningManager | String(100) | Nullable | Both form |
| EventDescriptionAndScope | String(5000) | Nullable | Both form |
| reasonForOutageOccurred | String(100) | Nullable | GTM |
| reasonForOutage | String(100) | Nullable | RETAIL |
| rootCauses | CLOB ~~String(5000)~~ | Nullable | RETAIL |
| businessImpact | CLOB ~~String(5000)~~ | Nullable | Both form |
| serviceRestoration | CLOB ~~String(5000)~~ | Nullable | GTM |
| rootCauseSummary | CLOB ~~String(5000)~~ | Nullable | GTM |
| contributingFactors | CLOB ~~String(5000)~~ | Nullable | Both form |
| failedAssetName | String(100) | Nullable | GTM |
| vendorName | String(100) | Nullable | GTM |
| problemRecordNumber | String(100) | Nullable | GTM |
| vendorReferenceNumber | String(100) | Nullable | GTM |
| whyOne | CLOB ~~String(5000)~~ | Nullable | GTM |
| whyTwo | CLOB ~~String(5000)~~ | Nullable | GTM |
| whyThree | CLOB ~~String(5000)~~ | Nullable | GTM |
| whyFour | CLOB ~~String(5000)~~ | Nullable | GTM |
| whyFive | CLOB ~~String(5000)~~ | Nullable | GTM |
| chronologyEventTimeline | CLOB ~~String(8000)~~ | Nullable | Both form |
| additionalComments | CLOB ~~String(5000)~~ | Nullable | GTM |
| actionItems | CLOB String(5000) | Nullable | Both form |
| actionTargetDate | integer String | Nullable | UTC Time Both form |
| actionOwner | String(100) | Nullable | Both form |
| actionStatus | CLOB String(5000) | Nullable | Both form |
| ibmRCAContactNmae | String(100) | Nullable | GTM |
| ibmRCAEmailAddress | String(100) | Nullable | GTM |
| ibmRCAEvaluation | String(1000) | Nullable | GTM |

#### **Table Name: RCA\_FORM\_DATA\_ARCHIVE**

Notes: This table is the archive version of the RCA\_FORM\_DATA with the exact same strUTCure as RCA\_FORM\_DATA table.

|  |  |  |  |
| --- | --- | --- | --- |
| **RCA\_FORM\_DATA\_ARCHIVE** | | | |
| **Name** | **Datatype** | **Constraints** | **Comments** |
| TICKET\_NUMBER | String(30) | Primary Key; Not nullable |  |
| FORM\_NAME | String(10) | Foreign Key; Not nullable | Valid values: GTM, RETAIL |
| ORG\_GROUP | String(20) | Not nullable |  |
| ACTIVE\_ORG | String(20) | Not nullable |  |
| idOrganization | Integer | Nullable | <296357a CR169019> |
| ARCHIVE\_START\_DATE | Date | Nullable |  |
| EXTERNAL\_TICKET\_NUMBER | String(40) | Not nullable |  |
| FORM\_DATA\_COMPLETE\_IND | String(1) | Nullable |  |
| UPDATED\_BY | String(100) | Nullable |  |
| UPDATE\_DATE\_TIME | DateTime | Nullable | UTC Time |
| outageTicketNumber | String(30) | Nullable | RETAIL |
| AOTSTicketNumber | String(30) | Nullable | GTM |
| customer | String(100) | Nullable | GTM |
| customerName | String(100) | Nullable | retail |
| customerLocation | String(100) | Nullable | Both form |
| regionOfOutage | String(3) | Not Nullable | Both form |
| otherTicketNumber | String(40) | Nullable | GTM |
| affectedService | String(20) | Nullable | Both form |
| affectedDevice | String(100) | Nullable | Both form |
| failingComponent | String(100) | Not Nullable | Both form |
| associatedTicketingTool | String(20) | Nullable | Both form |
| ticketSeverity | String(255) | Nullable | Both form |
| outageStartDateTime | ~~integer~~ string | Nullable | ~~UTC Time~~ Both form |
| serviceRestoreDateTime | ~~integer~~ String | Nullable | ~~UTC Time~~ Both form |
| ticketClosedDateTime | ~~integer~~ String | Nullable | ~~UTC Time~~ Both form |
| durationOfOutage | ~~integer~~ String | Nullable | ~~UTC Time~~ Both form |
| RCARequestedDate | ~~integer~~ String | Nullable | ~~UTC Time~~ Both form |
| RCAContactPerson | String(100) | Nullable | Retail |
| RCATechnicalContact | String(100) | Nullable | GTM |
| reasonRCAbeingPerformed | String(100) | Nullable | Both form |
| RCAOwningGroup | String(100) | Nullable | Both form |
| incidentCausedBySDChange | String(3) | Nullable | GTM |
| dateRCASharedWithIBM | ~~integer~~ String | Nullable | ~~UTC Time~~ GTM |
| responsibleForTheOutage | String(100) | Nullable | GTM~~, retail~~ |
| RCAStatus | String(100) | Nullable | Both form |
| RCAOwningManager | String(100) | Nullable | Both form |
| EventDescriptionAndScope | String(5000) | Nullable | Both form |
| reasonForOutageOccurred | String(100) | Nullable | GTM |
| reasonForOutage | String(100) | Nullable | RETAIL |
| rootCauses | CLOB ~~String(5000)~~ | Nullable | RETAIL |
| businessImpact | CLOB ~~String(5000)~~ | Nullable | Both form |
| serviceRestoration | CLOB ~~String(5000)~~ | Nullable | GTM |
| rootCauseSummary | CLOB ~~String(5000)~~ | Nullable | GTM |
| contributingFactors | CLOB ~~String(5000)~~ | Nullable | Both form |
| failedAssetName | String(100) | Nullable | GTM |
| vendorName | String(100) | Nullable | GTM |
| problemRecordNumber | String(100) | Nullable | GTM |
| vendorReferenceNumber | String(100) | Nullable | GTM |
| whyOne | CLOB ~~String(5000)~~ | Nullable | GTM |
| whyTwo | CLOB ~~String(5000)~~ | Nullable | GTM |
| whyThree | CLOB ~~String(5000)~~ | Nullable | GTM |
| whyFour | CLOB ~~String(5000)~~ | Nullable | GTM |
| whyFive | CLOB ~~String(5000)~~ | Nullable | GTM |
| chronologyEventTimeline | CLOB ~~String(8000)~~ | Nullable | Both form |
| additionalComments | CLOB ~~String(5000)~~ | Nullable | GTM |
| ~~actionItems~~ | ~~CLOB String(5000)~~ | ~~Nullable~~ | ~~Both form~~ |
| ~~actionTargetDate~~ | ~~integer String~~ | ~~Nullable~~ | ~~UTC Time Both form~~ |
| ~~actionOwner~~ | ~~String(100)~~ | ~~Nullable~~ | ~~Both form~~ |
| ~~actionStatus~~ | ~~CLOB String(5000)~~ | ~~Nullable~~ | ~~Both form~~ |
| ibmRCAContactNmae | String(100) | Nullable | GTM |
| ibmRCAEmailAddress | String(100) | Nullable | GTM |
| ibmRCAEvaluation | String(1000) | Nullable | GTM |

#### **Table Name: RCA\_AOTS\_MAPPING**

|  |  |  |  |
| --- | --- | --- | --- |
| **RCA\_AOTS\_Mapping** | | | |
| **Name** | **Datatype** | **Constraints** | **Comments** |
| FIELD\_NAME | String(50) | Primary Key; Not nullable |  |
| AOTS\_FIELD\_NAME | String(50) | Not nullable |  |
| UPDATED\_BY | String(100) | Nullable |  |
| UPDATE\_DATE\_TIME | DateTime | Nullable | UTC Time |

#### **Table Name: RCA\_FIELD\_TYPE**

Note: AET requested values and not from user

|  |  |  |  |
| --- | --- | --- | --- |
| **RCA\_Field\_Type** | | | |
| **Name** | **Datatype** | **Constraints** | **Comments** |
| FIELD\_NAME | String(50) | Primary Key; Not nullable |  |
| FIELD\_TYPE | String(20) | Not nullable |  |
| UPDATED\_BY | String(100) | Nullable |  |
| UPDATE\_DATE\_TIME | DateTime | Nullable | UTC Time |

#### **Table Name: RCA\_FORM\_DATA\_EXT**

|  |  |  |  |
| --- | --- | --- | --- |
| **~~RCA\_FORM\_DATA\_EXT~~** | | | |
| **~~Name~~** | **~~Datatype~~** | **~~Constraints~~** | **~~Comments~~** |
| ~~ID~~ | ~~Number(20)~~ | ~~Primary Key; Not nullable~~ | ~~System generated ID~~ |
| ~~TICKET\_NUMBER~~ | ~~String(30)~~ | ~~Nullable~~ |  |
| ~~EDF\_FIELD\_NAME~~ | ~~String(50)~~ | ~~Nullable~~ |  |
| ~~FIELD\_VALUE~~ | ~~CLOB~~ | ~~Nullable~~ |  |
| ~~ARCHIVE\_START\_DATE~~ | ~~Date~~ | ~~Nullable~~ |  |
| ~~UPDATED\_BY~~ | ~~String(100)~~ | ~~Nullable~~ |  |
| ~~UPDATE\_DATE\_TIME~~ | ~~DateTime~~ | ~~Nullable~~ | ~~UTC Time~~ |

#### **Table Name: RCA\_FORM\_DATA\_EXT1**

This table contains the RCA Form’s “Preventive Actions” information of a given ticket number. There can be multiple Preventive Actions per ticket number.

|  |  |  |  |
| --- | --- | --- | --- |
| **RCA\_FORM\_DATA\_EXT1** | | | |
| **Name** | **Datatype** | **Constraints** | **Comments** |
| ID | Number(20) | Primary Key; Not nullable | System generated ID |
| TICKET\_NUMBER | String(30) | Nullable |  |
| ACTIONITEMS | CLOB | Nullable |  |
| ACTIONTARGETDATE | VARCHAR2(30) | Nullable |  |
| ACTIONOWNER | VARCHAR2(100) | Nullable |  |
| ACTIONSTATUS | CLOB | Nullable |  |
| ARCHIVE\_START\_DATE | DATE | Nullable | UTC Time |
| UPDATED\_BY | VARCHAR2(100) | Nullable |  |
| UPDATE\_DATE\_TIME | DATE | Nullable |  |

#### **Table Name: RCA\_FORM\_DATA\_EXT\_ARCHIVE**

|  |  |  |  |
| --- | --- | --- | --- |
| **RCA\_FORM\_DATA\_EXT\_ARCHIVE** | | | |
| **Name** | **Datatype** | **Constraints** | **Comments** |
| ID | Number(20) | Primary Key; Not nullable | ~~System generated ID~~ |
| TICKET\_NUMBER | String(30) | Nullable |  |
| EDF\_FIELD\_NAME | String(50) | Nullable |  |
| FIELD\_VALUE | CLOB | Nullable |  |
| ARCHIVE\_START\_DATE | Date | Nullable |  |
| UPDATED\_BY | String(100) | Nullable |  |
| UPDATE\_DATE\_TIME | DateTime | Nullable | UTC Time |

## One Time Load / Data Conversion:

#### <293947-002-Initial one time RCA data load> Initial one time load for RCA Data Tables : October 2017 release

Notes: Actual input data and file format are not available as 7/2/17

1. Please load the data into tables in the following sequence.

**RCA\_FORM\_NAME**

**RCA\_FORM\_~~CUSTOM\_~~FIELDS**

**RCA\_FORM\_FIELD\_TITLE**

**RCA\_FORM\_FIELD\_DROPDOWN**

**RCA\_FORM\_FIELD\_DEFINITION**

**RCA\_AOTS\_MAPPING**

**RCA\_FILED\_TYPE**

1. **RCA\_FORM\_NAME**
2. Use ORG\_GROUP and ACTIVE\_ORG to load the FORM\_NAME, ORG\_GROUP and ACTIVE\_ORG from input.
3. Load UPDATED\_BY by using ‘ Initial Load’ and load UPDATE\_DATE\_TIME by system date, UTC Time.
4. **RCA\_FORM\_~~CUSTOM\_~~FIELDS**
5. Use Form\_Name to load all the FIELD\_NAMEs for the form from input.
6. Load UPDATED\_BY by using ‘ Initial Load’ and load UPDATE\_DATE\_TIME by system date, UTC Time.
7. **RCA\_FORM\_FIELD\_TITLE**
8. Use FIELD\_NAME to load all DISPLAY\_TITLE\_NAME and FIELD\_NAME from input.
9. Load UPDATED\_BY by using ‘ Initial Load’ and load UPDATE\_DATE\_TIME by system date, UTC Time.
10. Generate TITLE\_ID as primary key.
11. **RCA\_FORM\_FIELD\_DROPDOWN**
12. Use FIELD\_NAME to load all Using FIELD\_NAME to load all DISPLAY\_TITLE\_NAME and FIELD\_NAME from input.
13. Load UPDATED\_BY by using ‘ Initial Load’ and load UPDATE\_DATE\_TIME by system date, UTC Time.
14. Generate DROPDOWN\_ID as primary key.
15. **RCA\_FORM\_FIELD\_DEFINITION**
16. Use FIELD\_NAME as the primary key to load FIELD\_NAME, FIELD\_DISPLAY\_NAME, ~~GTM\_FORM\_INDICATOR, RETAIL\_FORM\_INDICATOR~~, REQUIRED\_INDICATOR, PROTECT\_INDICATOR, DATA\_TYPE, MIN\_LENGTH and MAX\_LENGTH from input.
17. If the FIELD\_NAME has Title, load the TITLE\_INDICATOR with ‘Y’.
18. If the FIELD\_NAME has drop dwon fields, load the DROPDOWN\_INDICATOR with ‘Y’.
19. Load UPDATED\_BY by using ‘ Initial Load’ and load UPDATE\_DATE\_TIME by system date, UTC Time.
20. **RCA\_AOTS\_MAPPING**
21. Use FIELD\_NAME as the primary key to load FIELD\_NAME and AOTS\_FIELD\_NAME from input.
22. Load UPDATED\_BY by using ‘ Initial Load’ and load UPDATE\_DATE\_TIME by system date, UTC Time.
23. **RCA\_FILED\_TYPE**
24. Use FIELD\_NAME as the primary key to load FIELD\_NAME and FIELD\_TYPE from input.

Load UPDATED\_BY by using ‘ Initial Load’ and load UPDATE\_DATE\_TIME by system date, UTC Time.

## Nightly archive ETL

<293947-003-Nightly archive ETL job> On a nightly basis, process will check the ARCHIVE\_START\_DATE in the RCA\_FORM\_DATA, RCA\_FORM\_DATA\_EXT tables. If the UPDATE\_DATE\_TIME for field is older than 13 months from today’s date, move the entry for the ticket to RCA\_FORM\_DATA\_ARCHIVE table and delete it from RCA\_FORM\_DATA and same logic is applicable for RCA\_FORM\_DATA\_EXT\_ARCHIVE table.

**Note:** Date check is sufficient for the process

## Microservices

***Transaction name: NSS.ESDS.RCA.FORMDATA***

<293947-004-Ms transaction>

Notes:

1. The transaction name is tentative as of 6/29/17
2. Valid sourceSystem are AET, ROBO, BIZOPS and ATHENA for October 2017 release.
3. Valid transaction types for AET, ROBO, BIZOPS are INQUIRE and UPDATE.
4. Valid transaction types for ATHENA is INQUIRE.
5. For mS transaction update process, EDF will reload all RCA data, include null fields, from ATT Express Ticketing team without tracking the delta.
6. For all AET, ROBO, BIZOPS ~~initial~~ INQUIRE request, EDF will populate the AOTS mapping field name for all the pre-populate fields, 11 fields, one of the 12 field is a hard coded field. AET, ROBO, BIZOPS will using the AOTS mapping fields to retrieve the value for the ticket from AOTS. The mapping fields only need to be populated to output for initial inquire request.
7. For AET, ROBO, BIZOPS ~~initial~~ request, EDF will populate AOTS fields for the pre-populate form fields.
8. It supports 2 operations:
   1. http://zlt16900.vci.att.com:32146/rcaticket/operation/inquire
   2. http://zlt16900.vci.att.com:32146/rcaticket/operation/update
9. <296357a CR169019> All the tickets that are currently in progress, FORM\_DATA\_COMPLETE\_IND is false, need to use the form name recorded in the rca\_form\_data table when sale express, customer, initiate a form name chages.

**Summary of Input/Output process:**

Input: ATHENA (Inquire only)

Output: All available ticket data

Input: AET, ROBO, BIZOPS (Initial Inquire) – ticket number, orgGroup, activeOrg,

externalTicketNumber

Output: Form, all field and screen attributes

Input: AET, ROBO, BIZOPS (Inquire) – ticket number

Output: Form, all field, screen attributes and field values

Input: AET, ROBO, BIZOPS (Update) – all field values

Output: Success

**Input Validation Process:**

If input sourceSystem is missing

Produce Error\_Code = ‘001’ and Error\_Description = ‘Missing Mandatory Parameter - SourceSystem.’

Go To End.

If input token is missing

Produce Error\_Code = ‘002’ and Error\_Description = ‘Missing Mandatory Parameter - Token.’

Go To End.

If input token is not found or expired

Produce Error\_Code = ‘003’ and Error\_Description = ‘Token Not Found or Already Expired.’

Go To End.

If input sourceSystem is not equal to = AET or ROBO or BIZOPS or ATHENA

Produce Error\_Code = ‘902’ and Error\_Description = ‘Invaild input request system.’

Go To End.

If input sourceSystem = ATHENA and transactionType is not equal = INQUIRE

Produce Error\_Code = ‘903’ and Error\_Description = ‘Invaild input transaction type.’

Go To End.

If input sourceSystem = (AET or ROBO or BIZOPS) and (transactionType is not equal = INQUIRE and transactionType is not equal = UPDATE

Produce Error\_Code = ‘903’ and Error\_Description = ‘Invaild input transaction type.’

Go To End.

If input ticketNumber is not found in table RCA\_FORM\_DATA and sourceSystem = ATHENA and transactionType = INQUIRE

Produce Error\_Code = ‘904’ and Error\_Description = ‘Requested ticket is not found.’

Go To End

If input ticketNumber is not found in table RCA\_FORM\_DATA and sourceSystem = (AET or ROBO or BIZOPS) and transactionType = INQUIRE /\* initial request

If input orgGroup or activeOrg or externalTicketNumber = null

Produce Error\_Code = ‘905’ and Error\_Description = ‘Required input data is missing.’

Go to End.

~~If input ticketNumber is not found in table RCA\_FORM\_DATA and sourceSystem = AET and transactionType = UPDATE~~

~~Produce Error\_Code = ‘904’ and Error\_Description = ‘Requested ticket is not found.’~~

~~Go To End.~~

**Main Process:**

If sourceSystem = ‘ATHENA’ and tranactionType = ‘INQUIRE’

Perform *Retun\_RCA\_Data\_ATHENA*

Else

If sourceSystem = ‘AET or ROBO or BIZOPS’ and tranactionType = ‘INQUIRE’

Perform *Retun\_RCA\_Data\_AET*

Else

If tranactionType = ‘Update’

Perform *Update\_RCA\_Data\_AET*

Endif

Endif

Endif

**Return\_RCA\_Data\_ATHENA**

If input ticketNumber = RCA\_FORM\_DATA.TICKET\_NUMBER Found

Populate ALL fieldNames and fieldValues from RCA\_FORM\_DATA.FIELD\_NAME and FIELD\_VALUE

And RCA\_FORM\_DATA\_EXT.FIELD\_NAME and FIELD\_VALUE

fields to output. No fieldValue, null, populae fieldname only.

/\* RCA\_FORM\_DATA\_EXT is introduced to capture Action\_Items related info. RCA\_FORM\_DATA\_EXT\_ARCHIVE to maintain historical data \*/

~~Populate ALL non-null fieldNames and fieldValues from RCA\_FORM\_DATA.FIELD\_NAME and FIELD\_VALUE fields to output~~.

**Return\_RCA\_Data\_AET**

If input ticketNumber = RCA\_FORM\_DATA.TICKET\_NUMBER not Found /\* For new ticket (initial request) \*/

Perform *Update\_RCA\_Tables\_AET*

Perform *Populate\_RCA\_Data*

Perform *Populate\_AOTS\_Mapping\_Field*

Go To End

Else /\* For existing ticket \*/

If formDataCompleteIndicator = Y

Perform Populate\_RCA\_Data

Perform Populate\_AOTS\_Mapping\_Field /\*added 8/9/17\*/

Go to End

Endif

**Update\_RCA\_Tables\_AET**

For the input ticketNumer, load the RCA\_FORM\_DATA table fields, TICKET\_NUMBER, ORG\_GROUP, ACTIVE\_ORG, EXTERNAL\_TICKET\_NUMBER, UPDATED\_BY from input ticketNumber, orgGroup, activeOrg, FORM\_NAME and externalTicketNumber.

For the input ticketNumber, load the RCA\_FORM\_DATA table field, FORM\_NAME by using input orgGroup, activeOrg to retrieve FORM\_NAME from RCA\_FORM\_NAME table.

For the input ticketNumber, load the RCA\_FORM\_DATA\_EXT table for the following fields actionItems,actionTargetDate,actionOwner,actionStatus.

If input updatedBy is populated, load RCA\_FORM\_DATA and RCA\_FORM\_DATA\_EXT table field, UPDATE\_By.

Load the RCA\_FORM\_DATA table and RCA\_FORM\_DATA\_EXT field, UPDATE\_DATE\_TIME by using system time(UTC Time).

~~If RCA\_FORM\_DATA table field, ARCHIVE\_START\_DATE, is not populate, populate the field by using system date.~~ /\* Moved to Update\_RCA\_Data\_AET

**Update\_RCA\_Data\_AET**

For the input ticketNumer,

IF RCA\_FORM\_DATA.FORM\_DATA\_COMPLETE\_IND is != Y

load the RCA\_FORM\_DATA table fields from input RCA Field values. The process should should load all the fieldValues from input including null value.

Update RCA\_FORM\_DATA.UPDATE\_BY by using input updateBy, if available

Update RCA\_FORM\_DATA.UPDATE\_DATE\_TIME by using system time(UTC)

If input formDataCompleteIndicator = Y

Update RCA\_FORM\_DATA.FORM\_DATA\_COMPLETE\_IND to Y

Update ARCHIVE\_START\_DATE by using system date

If the input data is related to actionItem related, load the respective values in RCA\_FORM\_DATA\_EXT table.

ELSE

Produce Error\_Code = ‘907’ and Error\_Description = ‘Form completed. Can’t be re-submitted’’

Go To End

ENDIF

~~If RCA\_FORM\_DATA table field, ARCHIVE\_START\_DATE, is not populate, populate the field by using system date.~~

~~If input updatedBy is populated, load RCA\_FORM\_DATA table field, UPDATE\_By.~~

**Populate\_AOTS\_Mapping\_Field**

~~For all the EDFFieldName in the output, check the RCA\_AOTS\_MAPPING table to find the match.~~

For every field\_name in the RCA\_AOTS\_MAPPING table found the matching EDFFieldName in the output

If match found

Populate the AOTS\_FIELD\_NAME to the output AOTSFieldName.

**Populate\_RCA\_Data - Need to sync up with Chandan on this!!**

<296357a CR169019> Note: Before returning the ticket data back to AET, check the form name between request.formName and rca\_form\_data.FORM\_NAME for form name changes.

Populate output formName from RCA\_FORM\_DATA.FORM\_NAME by using ORG\_GROUP and ACTIVE\_ORG from RCA\_FORM\_DATA table.

~~If formName = ‘GTM’~~

For every fields in the RCA\_FORM\_FIELDS table with ~~form GTM~~ RCA\_FORM\_NAME.form\_name **=** RCA\_FORM\_FIELDS.form\_name

~~For every fieldName in the RCA\_FORM\_FIELD\_DEFINITION table has the GTM\_FORM\_INDICATOR populated with Y,~~ ~~perform~~ *~~Check\_Field\_Attributes~~*

~~Else~~

~~If formName = ‘RETAIL’~~

~~For every fields in the RCA\_FORM\_FIELDS table with form RETAIL~~

~~For every fieldName in the RCA\_FORM\_FIELD\_DEFINITION table has the RETAIL\_FORM\_INDICATOR populated with Y, Perform~~ *~~Check\_Field\_Attributes~~*

~~Else~~

~~Produce Error\_Code = ‘906’ and Error\_Description = ‘Invalid Form Name.’’~~

~~Go To End~~

~~Endif~~

~~Endif~~

~~/\* If formName = ‘CUSTOM’ December 2017 release~~

~~For every fieldName in RCA\_FORM\_CUSTOM\_FIELDS table has the fieldName that has matching ORG\_GROUP and ACTVE\_ORG between RCA\_FORM\_DATA and RCA\_FORM\_CUSTOM\_FIELDS,~~

~~perform~~ *~~Check\_Field\_Attributes~~*~~. \*/~~

**~~Check\_Field\_Attributes~~**

~~If formName is = to ‘GTM’~~

~~Look for every fieldName in the RCA\_FORM\_FIXED\_FIELDS table with GTM\_FORM\_IND is set to ‘Y’~~

/\* note: Each field can only be populate to output once \*/

If RCA\_FORM\_FIELD\_DEFINITION.TITLE\_INDICATOR is = ‘Y’

Notes: When check the value of the each title, please find the field(s) with

exact title value to be grouped after the tilte area. If more than one

title line found in the table, the exact value of all the title lines

need to be matched for the field(s) that need to be grouped.

Check RCA\_FORM\_FIELD\_TITLE table for title(s) for the field by using form\_name and field\_name /\* same fields have different title names \*/

Populate Title(s) to the output

Perform *Populate\_Field\_attributes*

If other field(s) in the RCA\_FORM\_~~FIXED\_~~FIELDS table has the same title(s)

Group all the fields and populate the output under the same title(s)

Perform *Populate\_Field\_attributes* for the rest of the field(s)

Else

Next fieldName

Endif

Else

Perform *Populate\_Field\_attributes*

Endif

*<293947 UAT TDP Defects 326768 and 326800>*

If all records for the form\_type have their sort\_number populated, then

Ouput the the records retrieved based upon their RCA\_FORM\_FIELDS.SORT\_NUMBER sorted in ascending order.

If not all records for the form\_type have their sort\_number populated, then

* sort all the records where RCA\_FORM\_FIELDS.SORT\_NUMBER in ascending sort\_number order.
* Sort the records with blank sort\_number in ascending rca\_form\_fields.id.
* Output the records sorted records with sort\_number populated followed by the sorted records with blank sort\_number

If all records *form\_type have have blank sort\_number, then output the records based upon their* RCA\_FORM\_FIELDS.ID in ascending order.

~~If formName is = to ‘RETAIL’~~

~~Look for every fieldName in the RCA\_FORM\_FIXED\_FIELDS table with RETAIL\_FORM\_IND is set to ‘Y’~~

~~/\* note: Each field can only be populate to output once \*/~~

~~If RCA\_FORM\_FIELD\_DEFINITION.TITLE\_INDICATOR is = ‘Y’~~

~~Check RCA\_FORM\_FIELD\_TITLE table for title(s) for the field~~

~~Populate Title(s) to the output~~

~~Perform~~ *~~Populate\_Field\_attributes~~*

~~If other field(s) in the RCA\_FORM\_FIXED\_FIELDS table has the same title(s)~~

~~Group all the fields and populate the output under the same title(s)~~

~~Perform~~ *~~Populate\_Field\_attributes~~* ~~for the rest of the field(s)~~

~~Else~~

~~Next fieldName~~

~~Endif~~

~~Else~~

~~Perform~~ *~~Populate\_Field\_attributes~~*

~~Endif~~

~~/\* If formName is = ‘CUSTOM’~~

~~Look for every fieldName in the RCA\_FORM\_CUSTOM\_FIELDS table with matching ORG\_GROUP and ACTIVE\_ORG for the TICKET: /\* note: Each field can only be populate to output once \*/~~

~~If RCA\_FORM\_FIELD\_DEFINITION.TITLE\_INDICATOR is = ‘Y’~~

~~Check RCA\_FORM\_FIELD\_TITLE table for title(s)for the field~~

~~Populate Title(s) to the output~~

~~Perform~~ *~~Populate\_Field\_attributes~~* ~~under the title(s)~~

~~If other field(s) in the RCA\_FORM\_CUSTOM\_FIELDS table has the same title(s)~~

~~Group all the fields and populate the output under the same title(s)~~

~~Perform~~ *~~Populate\_Field\_attributes~~* ~~for the rest of the field(s)~~

~~Else~~

~~Next fieldName~~

~~Endif~~

~~Else~~

~~Perform~~ *~~Populate\_Field\_attributes~~*

~~Endif~~

~~Endif December 2017 release \*/~~

**Populate\_Field\_attributes**

Populate field attributes in the RCA\_FORM\_FIELD\_DEFINITION table to the output

Notes: Added field type in the definition table – retrieve the value from new table, RCA\_FIELD\_TYPE table for each field. 7/31/17

If DROPDOWN\_INDICATOR is = ‘Y’

Populate the DROP\_DOWN\_VALUES in the RCA\_FORM\_FIELD\_DROPDOWN table to the output

Endif

***HLD-296357aCR169xxx-RCATicketDetails POST - 010 [ Process ]***

Notes:

1. POST operation is only valid for Sales Express.
2. Two main functions that salse express is performing are first, switching customer to standard forms, GTM and retail, with a set of the fileds. Second, create new costom form and fields, selected from existing fields, for a customer.

**Summary of Input/Output process:**

Input: Sales Express

Output: Successful or Failure

**Input Validation Process:**

* ~~N/A~~
* **<296357a 12-01-2017>**If any of the required fields is missing, then output error code = 461 and error message = ‘Required field/s are missing*: <comma separated list of fieldnames that are missing>*.’
* **<296357a 12-01-2017>**If formType is “Standard” and formName is not ‘GTM’ or ‘retail’ then output error code = 461 and error message = ‘Invalid input: formType and formName combination is invalid’.
* **<296357a 12-04 2017>** If formType is not “Standard” or “custom” (perform a case insensitive match), then output error code = 461 and error message = ‘Invalid input: formType is invalid”.

**Main Process:**

**<296357a 12-01-2017>**

If formType is “Standard”

Find a record in rca\_form\_name table where

input idOrganization matches with rca\_form\_name.idorganization and

input orgGroup matches with rca\_form\_name.org\_group and

input activeOrg matches with rca\_form\_name.active\_org.

If a record was found then update rca\_form\_name.form\_name with input formName an update rca\_form\_name.update\_date\_time with current date and time and rca\_form\_name.updated\_by with input updatedBy.

If a record was not found, then insert a new record where

rca\_form\_name.idorganization = input idOrganization and

rca\_form\_name.org\_group = input orgGroup and

rca\_form\_name.active\_org = input activeOrg and

rca\_form\_name.form\_name = input formName and

rca\_form\_name.update\_date\_time = current date and time and

rca\_form\_name.updated\_by = input updatedBy.

If formType ~~formName~~ is not “Standard” **<-- <296357a 12-06-2017>**

Find a record in rca\_form\_name table where

input idOrganization matches with rca\_form\_name.idorganization and

input orgGroup matches with rca\_form\_name.org\_group and

input activeOrg matches with rca\_form\_name.active\_org and

input formName matches rca\_form\_name.form\_name.

If a match was found

Find the record/s in RCA\_FORM\_FIELDS table where input formName = RCA\_FORM\_FIELDS.form\_name.

If found then delete those records and insert new record/s using input formName as FORM\_NAME and input EDFFieldName as FIELD\_NAME. Populate update\_date\_time with current date and time. Populate rca\_form\_name.updated\_by with input updatedBy.

Otherwise, if a record was not found then insert new record/s using input formName as FORM\_NAME and input EDFFieldName as FIELD\_NAME. Populate update\_date\_time with current date and time. Populate rca\_form\_name.updated\_by with input updatedBy.

If a match was not found

Find a record in rca\_form\_name table where

input idOrganization matches with rca\_form\_name.idorganization and

input orgGroup matches with rca\_form\_name.org\_group and

input activeOrg matches with rca\_form\_name.active\_org.

IF a record was found

Update rca\_form\_name.form\_name with input formName.

Update update\_date\_time with current date and time

Update rca\_form\_name.updated\_by with input updatedBy

Delete all records in rca\_form\_fields with the existing form\_name.

Insert new records in rca\_form\_fields using input formName as FORM\_NAME and input EDFFieldName as FIELD\_NAME. Populate update\_date\_time with current date and time. Populate rca\_form\_name.updated\_by with input updatedBy.

IF a record was not found

Find a record in rca\_form\_name where form\_name matches with input formName.

If a record was found, then output error code = 460 and error message = ‘Invalid input: formName already exists’.

If a record was not found,

Insert a new record in rca\_form\_name where

rca\_form\_name.idorganization = input idOrganization and

rca\_form\_name.org\_group = input orgGroup and

rca\_form\_name.active\_org = input activeOrg and

rca\_form\_name.form\_name = input formName and

rca\_form\_name.update\_date\_time = current date and time and

rca\_form\_name.updated\_by = input updatedBy.

Insert new records in rca\_form\_fields using input formName as FORM\_NAME and input EDFFieldName as FIELD\_NAME. Populate update\_date\_time with current date and time. Populate rca\_form\_name.updated\_by with input updatedBy.

~~IF (input~~ ~~orgGroup, activeOrg are not found for the idOrganization) or (input orgGroup, activeOrg~~

~~and the idOrganization) are not found in the rca\_form\_name table~~

~~create a new entry in the table by using input orgGroup, activeOrg, formName and the~~

~~idOrganization~~

~~ELSE~~

~~IF input orgGroup, activeOrg and idOrganization are found for the idOrganization~~

~~Update the form form\_name in the table with the input formName~~

~~ENDIF~~

~~ENDIF~~

~~IF input formName != ‘GTM’ or ‘retail’~~

~~<296357a 11-21-2017>Find the record/s in RCA\_FORM\_FIELDS table where input formName = RCA\_FORM\_FIELDS.form\_name. If found then delete those records and insert new record/s using input fornName as FORM\_NAME and input EDFFieldName as FIELD\_NAME. Otherwise, if a record was not found then insert new record/s using input fornName as FORM\_NAME and input EDFFieldName as FIELD\_NAME.~~

Add formName and all the fields from input to RCA\_FORM\_ FIELDS table

~~ENDIF~~

Return success to sales express

***HLD-296357aCR169xxx-RCATicketDetailsList POST - 010 [ Process ]***

Notes:

1. POST operation is only valid for Sales Express.
2. Input to the request are idOrganization, orgGroup and activeOrg. EDF will return the form that customer, idOrganization, is using currently.

**Summary of Input/Output process:**

Input: Sales Express

Output: Form name

**Input Validation Process:**

If input orgGroup and activeOrg are not found for the idOrganization

Produce Error\_Code = ‘461’

Error\_Description = ‘Invalid input – orgGroup and activeOrg is not found for the

idOrganization.’

Go To End.

**Main Process:**

Retrieve the Form name from rca\_form\_name by using input orgGroup, active\_org and idOrganizatin with the exact match in the table and return to sales express. If formName is equal to ‘GTM’ or ‘retail’, populate formtype to standard. If formname is equal to custom, populate formtype to ‘custom’. Use the form name to retrieve all the fields name for the form and populate the output.

***HLD-296357aCR169xxx-RCATicket POST - 010 [ Process ]***

Notes:

1. POST operation is only valid for Sales Express.
2. Input to the request is idOrganization. EDF will return the all the orgGroup, activeOrg, form name and form type for the input idOrganization up to 1000 occurrence.

**Summary of Input/Output process:**

Input: Sales Express

Output: Form name

**Input Validation Process:**

If input idOrganization is not found for the idOrganization

Produce Error\_Code = ‘461’

Error\_Description = ‘Invalid input – idOrganization is not found for the

idOrganization.’

Go To End.

**Main Process:**

Retrieve all the orgGroup, activeOrg and form name for the input idOrganization from the Form name from rca\_form\_name. If formName is equal to ‘GTM’ or ‘retail’, populate formtype to standard. If formname is equal to custom, populate formtype to ‘custom’.

***HLD-296357aCR169xxx-RCATicket DELETE - 010 [ Process ]***

Notes:

1. DELETE operation is only valid for Sales Express.
2. Input to the request are idOrganization, orgGroup and activeOrg. EDF will delete the orgGroup, activeOrg, form name and form type for the input idOrganization.

**Summary of Input/Output process:**

Input: Sales Express

Output: Successful or Failure

**Input Validation Process:**

If input idOrganization is not found for the idOrganization

Produce Error\_Code = ‘461’

Error\_Description = ‘Invalid input – idOrganization is not found for the

idOrganization.’

Go To End.

**Main Process:**

Delete the orgGroup, activeOrg and form name for the input idOrganization from the Form name from rca\_form\_name and the id\_organization record from rca\_form\_data and return success response to SE.

## Alternative Designs

No alternative designs at this time.

## Assumptions/Risks/Dependencies.

1. No change to the current MQ set up.

2.No changes to the current processing of ASR from EXACT.

## Pre-ProdUTCion Disaster Recovery Planning

As per standard disaster recovery plan ASPR.

### 

## Other Plans and References

Please refer to the PRISM/Rally/TDP

|  |
| --- |
|  |

## 

## Acceptance & Approvals

Overview

The Approvers of this work prodUTC agree that this document is acceptable and complete to the best of their knowledge and will be used by the project team as an official deliverable for the project. It is further agreed that this document can now be baselined and any changes to these sections from this point forward must follow the Managing Change in the Technology Development Unified Process.

Embed evidence of approval in the review table below, or use the PRISM Approval Functionality in the Project Workflow Module Workflow Template View.

Approvers

|  |  |  |  |
| --- | --- | --- | --- |
| **ATTUID and Name** | **Role** | **Group/Application** | **Version Approved, Approval Date and Approval Evidence** |
|  |  |  |  |
|  |  | IBM |  |
|  |  | IBM |  |
|  |  | IBM |  |
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