

# ONCALL TASKS

Last Updated: 11/27/18, Version: 0.3

## INTRODUCTION

### AUDIENCE

All Associates IS Billing and Revenue/Development Operations

### PROCEDURE OWNER (FUNCTIONAL ORGANIZATION)

IS Billing Operations

### RELATED PROCESSES AND FRAMEWORKS

[Master List - On Call Duties](#)

[On Call Basics 101](#)

[ON\\_CALL\\_JOURNAL](#)

## PROCESS DOCUMENTATION

### NARRATIVE

**DAILY: U.S. Cellular Business Hours are Monday thru Friday 8:00am - 5:00pm**

Attend 9:30 AM / 3:00 PM Daily Priorities Meeting Call

Bridge Information: 1-877-700-8722 806-696-8576 PIN:2640

### On Call Hours:

During Business Week: Monday thru Friday 5:00pm - 8:00am

During Weekend: Friday 5:00pm - Monday 8:00am

### SMS Alerts

*Whenever an SMS Alert is sent during U.S. Cellular Business Hours, the SME will handle the alert.*

*The On Call person should follow up with the SME to ensure they are aware of the alert and are addressing the issue.*

**SMS ALERTS ARE SETUP FOR THE BELOW ITEMS:**

1. Usage Processing: [Rating\\_On\\_Call.docx](#)

If Paged for the below items login and follow the instructions in the Rating On Call doc.

- a. AC1\_CONTROL status
    - i. SMS page setup for AnF file back log > 100
  - b. IS BILLING OPERATIONS/ONCALL/AC1\_CONTROL Fixer Status
    - i. SMS page setup for when SIDs removed from InCollect record
  - c. IS BILLING OPERATIONS/ONCALL/Overage Notification Count
    - i. SMS page setup for overage protection count
    - ii. SMS page setup for late overage protection notifications
  - d. IS BILLING OPERATIONS/Usage/Overage\_Hourly/Overage Notifications Backlog
    - i. SMS page setup for late overage protection notification backlog
  - e. IS BILLING OPERATIONS/ONCALL .LOG file email
    - i. SMS page setup for .LOG files detected
  - f. IS BILLING OPERATIONS/ONCALL Large Charge email
    - i. SMS page setup for when charge > 100,000 is detected
  - g. IS BILLING OPERATIONS/ONCALL AEM AnF Error Monitor
    - i. SMS page setup for when EM1 and AC1 counts are not equal
  - h. IS BILLING OPERATIONS/USAGE/FYI\_MONITOR/FYI MESSAGE Monitor [FYI On Call](#)
    - i. SMS page setup for 'CN' or 'NEX' FILE\_STATUSES
  - i. IS BILLING OPERATIONS/ONCALL/AC1\_CONTROL Zero Files Received SMS Page
    - i. SMS page setup for when file counts for a usage feed is Zero.
  - j. IS BILLING OPERATIONS/ONCALL/APRM Monitor SMS Page: ICLISTENER -> ICUSGMGR Back Log is > 1500 Files for <DATEI>
    - i. SMS page setup for when file counts for the APRM Backlog is > 1500.
2. IS BILLING OPERATIONS/ONCALL SMS Page – Consolidator !!! <DD-MON-YY> email  
If this is seen in the ONCALL folder it can be ignored as this is not an OnCall Duty and is handled by Janeen Podgorski, Jacob Ray.
3. IS BILLING OPERATIONS/ONCALL SMS Page CPNI
- a. This alert is active daily (Monday thru Sunday) and will be received if there is an issue prior to 8:00am.
  - b. IF received during the Business Week (Monday – Friday) the SME will address the issue
  - c. If received during the weekend (Saturday or Sunday) the ON Call person should follow the instructions for opening a Remedy Ticket.

**THE BELOW ITEMS NEED TO BE CHECKED SATURDAY AND SUNDAY:**

## **Remote Work Station**

SME: David Smith

Document: [Remote\\_Work\\_Station\\_On\\_Call.docx](#)

- a. Check the Remote Workstation for scripts that are throwing errors.
- b. This check needs to be done on the weekends and holidays to ensure that alert scripts are not failing, or prevented from running due to a failure.

## **Network Status**

SME: David Smith

Document: [Network\\_Status\\_Check\\_On\\_Call](#)

- a. Amdocs network status requests can come at any time during the bill cycle and are usually directed to the Usage SME.
- b. Look for email with the subject: Network Status needed.
- c. The request may also be brought up during the Priority Calls.

## **Usage Processing**

SME: David Smith

Document: [Rating\\_On\\_Call.docx](#)

- a. Check [EPS Web Monitor](#)
  - i. Verify it's up and all screens are green/orange, except for the batch 1 Apps EOD/EOM (Amdocs AR Jobs) these can be ignored
- b. IS Billing Operations/Usage/USCC AEM Status/USCC:AEM Status on <DD Mth> , verify the email from Amdocs is received
- c. Check Remedy for a ticket to Run BL9OTFYI by request if one exists see Rating On Call doc for details

## **Mass Credit Issues**

SME: Bruce Ferguson, Suma Mahankali or Jacob Ray

Document : [Mass Credit Tool \(MCT\) Process and Procedure](#)

- a. Someone will call or it will be brought up on the priority call if they need credits approved
- b. Use SQL Developer
  - i. Right Click on MCT Production Applications and select Schema Browser
  - ii. Select MCT from Schema Dropdown
  - iii. Select CREDIT\_RUN
  - iv. Select the Data Tab

- v. Sort Descending by create date

### **Fiserv Biller Hub Jobs**

SME: Jesse Knopp, Dan Lee

- d. The job, PR-INVBO-FISERV\_DOC\_SUM\_PRODUCE, runs 7 days a week at noon central time. It has never failed or abended. If it were to fail, Operations will send an email to Amdocs Billing Ops. An email will eventually get sent to the IS Billing Operations inbox and be forwarded to the On Call folder as well. If you see this email, contact Jesse Knopp and Dan Lee.
- e. The job, PR-INVBO-FISERV\_DOC\_SUM\_ACK\_CONSUME, runs 7 days a week. If this job is to fail, Operations will send an email to Amdocs Billing Ops. An email will eventually get sent to the IS Billing Operations inbox and be forwarded to the On Call folder as well. In the event that the job fails, please contact Jesse Knopp and Dan Lee.
- f. Closed Loop – If you receive an email with subject “Closed Loop Alert: USCC Fiserv BillerHub” reach out to Jesse Knopp and Dan Lee. This job has never failed to date. We’ve only received a single alert in the past 18 months for this job.

### **Letters /CPNI**

SME: Janeen Podgorski, Galen Niu

Document: [CPNI Process](#)

- a. Follow process in document to open a Remedy Ticket and send email to distro.
- b. You will need to follow this thru the day to ensure the files will be bundled and run at 10:00pm when the job typically runs.
- c. IS BILLING OPERATIONS/ONCALL/CPNI Daily file email
  - i. Ignore values CUSTOMER\_TYPE 2 as these aren’t printed anymore

### **Billing SOX**

SME: Bruce Fergusson

Document: [High Amount Alerts On Call](#)

- a. IS BILLING OPERATIONS/ONCALL/High Charges Alert emails
  - i. Amdocs is responsible to call us when there are Postpaid charges over 100,000 or Taxes over 10,000
  - ii. Emails are delivered ~ 6:00 PM and ~ 9:00 PM
  - iii. An SMS Alert is also sent if this is encountered, the script for this runs at 1:15 PM and 9:15 PM
  - iv. When calling the FS Help Queue, step 3, they will want you to verify that you are an employee by using the security code on CellSite. Just hover over the Security Code section to get the security code.

### **Accounts Receivable (AR)**

SME: Galen Niu, Progyan Sharma

Document: [AR Daily Check ON-CALL PROCEDURE](#)

If Paged for the below items login and follow the instructions in the AR Daily Check ON-CALL PROCEDURE

- a. Payment file Monitoring – Script runs between 9:15 PM and 9:30 PM daily.
- b. CC Recon Status – Script runs between 1:00 PM and 1:30 PM daily.
- c. USCC:- AR1INVRCT Files Status as on MM/DD
- d. Count of Cancelled and Suspended customers
- e. Metrics for Monthly Operations Deck:DD-Mon-YY
- f. IS BILLING OPERATIONS/ONCALL Confirmation Wells Fargo ACH Confirmation (CNOTE) email
- g. IS BILLING OPERATIONS/ONCALL Past Due Accounts for Review email
- h. IS BILLING OPERATIONS/ONCALL USCC:: JGL MISSING RECORDS status for Period Key emailU

### **MABEL or Invoice Report Issues**

SME: Janeen Podgorski, Jacob Ray

- a. There is no daily check but any issues will be brought up on the Priority Call.
- b. If you are contacted for MABEL issues contact the SME

## **MONTHLY/QUARTERLY ON CALL ADDITIONAL**

### **Call Dump**

SME: David Balchen

Document: [Call Dump](#)

- a. Bounce Call Dump on the 3<sup>rd</sup> Saturday of the month, or when kpr01scdap (Subpoena Dump Server) gets patched and rebooted – See OS Patching calendar for schedule <http://chi2wiki/display/OSSupport/OS+Patch+Management>
- b. Bounce Call Dump, Tomcat, and EPS Web Monitors Annually on the first of the Year
- c. The On Call person should reply to the email from IT Infrastructure Operations announcing the date of the Subpoena Patching that month.
- d. At that time, the ON Call person should establish a bridge with the IT Infrastructure Operations team if preferred or obtain the contact information for the associate performing the patching from that team.

### **Patching Maintenance**

Document:

- a. The Platform team and database teams plan to patch KPR RAC servers OS and oracle database software.

- b. This typically occurs in on a Quarterly Basis in the evening at 11:30PM.
- c. Our role is to put jobs on HOLD, validate the patching and ensure all jobs are returned to their schedule.

## APPENDICES

### REVISION HISTORY & APPROVALS

The revision history shows changes and approvals to this document.

Version	Date	Description	Author
1.9	8/1/2018	Updated Document - Current as of 8/1/2018	Janeen Podgorski
1.8	4/2/2018	Update All AR tasks to check only when paged via SMS	Erin Patrick
1.7	10/13/2017	Update link and info for High Amount Alert	Kirk Conley
1.6	07/01/2017	Removed Fiserv Closed Loop Monitoring	Erin Patrick
1.5	06/28/2017	Updated EPS Web Monitor information	Kirk Conley
1.4	06/27/2017	Updated to reflect new AR check 1d	Kirk Conley
1.3	06/26/2017	Updated to reflect new Rating Page 1i	Kirk Conley
1.2	05/02/2017	Updated to reflect new AR Page 4e, and Billing SOX item 3.a.iii	Kirk Conley
1.1	04/06/2017	Updated to reflect new AR Pages 4c & 4d	Kirk Conley
1.0	03/17/2017	Updated to reflect new AR Pages 4a & 4b	Kirk Conley
0.2	02/16/2017	Updated based on team comments	Kirk Conley
0.1	02/09/2017	Initial Version	Kirk Conley
