|  |
| --- |
|  |
| Knowledge Document |
| Year End |
| |  |  | | --- | --- | | Application Type | <<Mission Critical/Business Critical/Business Enabling>> | |
| **ASSeT Team** |
|  |

|  |
| --- |
| [This document contains proprietary information of Doyensys Technologies Ltd. and the filled in information would be for the exclusive use of designated OBE and Doyensys only. No part of this document may be reproduced, stored, copied, or transmitted in any form or by means of electronic, mechanical, photocopying or otherwise, without the express consent of OBE and/or Doyensys Technologies Ltd.] |

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version No. | Date | Prepared/Modified by | Significant Changes |
|  |  |  |  |
|  |  |  |  |

**Glossary**

| Abbreviation | Description |
| --- | --- |
|  |  |
|  |  |

**Table of Contents**

[1. INTRODUCTION 1](#_Toc528940840)

[1.1. Purpose of Document 1](#_Toc528940841)

[1.2. Scope of Document 1](#_Toc528940842)

[1.3. Audience 1](#_Toc528940843)

[2. APPLICATION FUNCTIONAL OVERVIEW 2](#_Toc528940844)

[2.1. Application Functionality 2](#_Toc528940845)

[2.2. Functional Context Diagram 2](#_Toc528940846)

[3. APPLICATION DEMOGRAPHY 3](#_Toc528940847)

[3.1. Location of Application Instances 3](#_Toc528940848)

[3.2. Application Users 3](#_Toc528940849)

[4. SERVICE OVERVIEW 3](#_Toc528940850)

[5. TECHNICAL ARCHITECTURE 4](#_Toc528940851)

[5.1. Interfaces 6](#_Toc528940852)

[5.2. Source Code Inventory 6](#_Toc528940853)

[6. ENVIRONMENT DETAILS 7](#_Toc528940854)

[7. CLOUD ENVIRONMENT DETAILS 7](#_Toc528940855)

[7.1. Cloud Environment Type 7](#_Toc528940856)

[7.2. Performance & Scalability 7](#_Toc528940857)

[7.3. RACI Matrix 7](#_Toc528940858)

[7.4. Policies of the Cloud Provider 7](#_Toc528940859)

[7.5. Availability of Service 8](#_Toc528940860)

[7.6. Data Aspects 8](#_Toc528940861)

[8. SERVER DETAILS 8](#_Toc528940862)

[9. TOOLS INFORMATION 9](#_Toc528940863)

[10. SOFTWARE AND LICENSE DETAILS 9](#_Toc528940864)

[11. VOLUMETRIC DATA 9](#_Toc528940865)

[11.1. Incidents 9](#_Toc528940866)

[11.2. Change Requests 9](#_Toc528940867)

[12. SERVICE LEVEL AGREEMENT 9](#_Toc528940868)

[13. SUPPORT DETAILS 10](#_Toc528940869)

[13.1. Support Hours 10](#_Toc528940870)

[13.2. Support Team Structure 10](#_Toc528940871)

[13.3. Escalation Metrics 10](#_Toc528940872)

[14. BATCH JOBS DETAILS 11](#_Toc528940873)

[15. SUPPORT PROCESSES AND POLICIES 11](#_Toc528940874)

[16. SUPPORT PROCEDURAL ACTIVITIES 12](#_Toc528940875)

[17. TROUBLESHOOTING (KNOWLEDGE ERROR DATABASE) 14](#_Toc528940876)

[18. MONITORING DETAILS 14](#_Toc528940877)

[19. ITSM PROCESSES 15](#_Toc528940878)

[19.1. Incident Management 15](#_Toc528940879)

[19.2. Problem Management 15](#_Toc528940880)

[19.3. Configuration Management 15](#_Toc528940881)

[19.4. Change Management 15](#_Toc528940882)

[19.5. Release Management 15](#_Toc528940883)

[19.6. Capacity Planning 15](#_Toc528940884)

# INTRODUCTION

* 1. Purpose of Document

This document provides the functional and technical overview of **Calendar Year End Process** along with operational information that would be required to support the application on a day to day basis. Objective for preparing this document is to capture comprehensive knowledge about **Calendar Year End Process** in single place. Thus, reducing effort of readers to refer multiple documents

* 1. Scope of Document

This document covers the following for Calendar Year End Process ─

1. Functional overview
2. Technical overview
3. Operational/Support information
   1. Audience

This document could be referred by following ─

1. Project Manager
2. Business Analyst
3. Developers
4. Testers
5. Support Personnel

# APPLICATION FUNCTIONAL OVERVIEW

* 1. Application Functionality

This is a calendar year-end process starting from October where the Admin Team of Price Chopper initiates a meeting with HR, payroll and tax department to determine any changes required in the calendar year end for the open enrolment, tax forms procedures, etc. In addition, there is a list of mainframe activities that happen at calendar year end(December) to determine the deductions. There is a pre-formatted spreadsheet which is used to interface with different departments.

Further, this process also involves open enrolments for all PC employees that occur in November by visiting a website where the employees can volunteer for medical, dental or other benefit options to which they are entitled to. These options are then collected from website by an external company. The HR works with these external companies to build data that mainframe Admin team pulls in during the last week of December for new open enrolment. The data is pulled into mainframes to determine the deductions to be charged to each employee.

* 1. Functional Context Diagram

Price Chopper Payroll calendar used Monday to Sunday.

In October IT HR, Payroll team meet and discussed the Calendar Year end Process.

# APPLICATION DEMOGRAPHY

* 1. Location of Application Instances

|  |  |  |  |
| --- | --- | --- | --- |
| **Region** | **Location** | **Business Function Supported** | **Instance/Feature of Application Used** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

* 1. Application Users

|  |  |  |
| --- | --- | --- |
| **Location** | **Business Unit** | **No. of Users** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# SERVICE OVERVIEW

OBE provides following type of support for this application –

1. Access Issues – To provide and manage access to the application
2. Break Fixes – Not working as per the prescribed functionality
3. Enhancement – New functionalities. Minor/Major Enhancements
4. Monitoring various jobs internal to the system of concerned application

# TECHNICAL ARCHITECTURE

* 1. Interfaces

Following table describes the interfaces of the application –

|  |  |  |  |
| --- | --- | --- | --- |
| **Interface Name** | **Purpose** | **Technology** | **Remarks** |
|  |  |  | <<How to connect, support issues, etc.>> |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

* 1. Source Code Inventory

This information is not applicable for the Calendar Year End Process.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Program Name** | **Active/**  **Inactive** | **Language** | **Lines of Code** | **Last Modified (Date)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# ENVIRONMENT DETAILS

Following table lists the name of the various environments for Calendar Yearend and the name of contact person in case of any issue or access request related to the environment –

|  |  |  |
| --- | --- | --- |
| **Environment** | **Name of Environment** | **Contact Person for Access/Issue** |
| **Development** |  |  |
| **Integration Testing** |  |  |
| **QA** |  |  |
| **Production** |  |  |

# CLOUD ENVIRONMENT DETAILS

This information is not applicable for the Calendar Year End Process.

* 1. Cloud Environment Type

Please specify whether the application is hosted on a Public/Private/Hybrid cloud.

Also capture details on whether it is IaaS/SaaS/PaaS environment along with the vendor names

* 1. Performance & Scalability

1. Application’s ability to match the elasticity demands and provisions (from an apps perspective as well as software licensing perspective). What are the procedures for this?
2. What is the VM Capacity, Support?
   1. RACI Matrix

Capture the details on the responsibility areas for each vendor in case of multiple cloud and app providers.

* 1. Policies of the Cloud Provider
  2. Access
  3. Entitlement
  4. Deployment
  5. Orchestration
  6. Security
  7. Lifecycle event
  8. Backup and failover
  9. Resource constraint
  10. Configuration Management
  11. Details about all the Technology coverage from the platform for development purposes   - (Java, .Net, PHP etc) – Programming languages and frameworks provided by the platform.  The L3/CTB team which needs the platform for development
  12. What are the Integration services provided by the platform and used by the application?
  13. Database details – available database options for development purposes provided by the platform
  14. Availability of Service
  15. How is the contracted availability ensured in the case of Services from Multiple Cloud Providers?
  16. What are the known bugs in the services provided by other Service providers/vendor systems and how are they handled?
  17. Ticket history of all services/systems
  18. Data Aspects

1. How is data confidentiality handled? (Encryption, Firewalls or any other constraints on Data Storage locations)
2. What are the Data Backup/Archival and retrieval procedures, FTP, SFTP etc?
3. How are data lock-in issues handled - Capture the details about the Standardized APIs, Compatible SW used etc.

# SERVER DETAILS

This is not applicable for mainframe Environment.

Following table provides the server hostnames and other details relevant to support the application. This includes other systems to which access is required for providing support to this application –

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Environment** | **Server Name** | **Location** | **Hardware Make/Model** | **Serial No.** | **IP Address** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# TOOLS INFORMATION

Following table lists out various tools with brief description and information whether it is to support monitoring and managing

|  |  |  |
| --- | --- | --- |
| **Tools Name** | **Purpose** | **Brief Description** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# SOFTWARE AND LICENSE DETAILS

This is a process so software Licence not required.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Software Name** | **Version** | **Quantity** | **License Type** | **License End Date** |
|  |  |  |  |  |
|  |  |  |  |  |

# VOLUMETRIC DATA

Following tables depicts the volumetric data (of incidents and change request) for past 12 months –

* 1. Incidents

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Opened** | **Closed** | **Balance** |
| P1 |  |  |  |
| P2 |  |  |  |
| P3 | 3 | 3 | 0 |
| P4 |  |  |  |
| **TOTAL** |  |  |  |

* 1. Change Requests

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Opened** | **Closed** | **Balance** |
| ≤ 40 Hours |  |  |  |
| 40 – 80 Hours |  |  |  |
| ≥ 80 Hours |  |  |  |
| **TOTAL** |  |  |  |

# SERVICE LEVEL AGREEMENT

|  |  |  |
| --- | --- | --- |
| **Priority/Severity** | **Time to Response/Acknowledge**  **(in mins)** | **Time to Resolve**  **(in mins)** |
| P1/Sev 1 |  |  |
| P2/Sev 2 |  |  |
| P3/Sev 3 |  |  |
| P4/Sev 4 |  |  |

# SUPPORT DETAILS

* 1. Support Hours

|  |  |  |  |
| --- | --- | --- | --- |
| **Support Location** | **Support Hours** | | **Emergency Support Mode** |
| **Monday – Friday** | **Saturday - Sunday** |
| <<Onshore Location>> | <<Mention local time>> | <<Mention local time>> | e.g. On Call |
| <<Offshore Location>> | <<Mention local time>> | <<Mention local time>> | e.g. On Call |
| <<Near shore Location>> | <<Mention local time>> | <<Mention local time>> | e.g. On Call |

* 1. Support Team Structure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Location** | **Contact Number** | **E-mail ID** |
|  |  |  |  |  |
|  |  |  |  |  |

* 1. Escalation Metrics

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Level** | **Condition** | **Contact Person** | **Contact No.** | **E-mail ID** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |

# BATCH JOBS DETAILS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Job Name** | **Job Type** | **Timing**  **(24 hrs format)** | **Duration**  **(in mins)** | **Triggering Event** | **Purpose** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# SUPPORT PROCESSES AND POLICIES

|  |  |
| --- | --- |
| **Process Name** | **Description** |
| **Deployment Procedure** |  |
| **Back-up and Restore Policy** |  |
| **Disaster Recovery & Business Continuity** |  |

# SUPPORT PROCEDURAL ACTIVITIES

|  |  |
| --- | --- |
| **Frequency** | **Activity Description** |
| **Daily** |  |
| **Weekly** |  |
| **Monthly** |  |
| **Quarterly** |  |
| **Annual** |  |

|  |  |
| --- | --- |
| **Frequency** | **Activity Description** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

# TROUBLESHOOTING (KNOWLEDGE ERROR DATABASE)

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Error Message** | **Steps to Resolve** | **Tools Used** |
| 1 |  | Step 1:  Step 2:  Step 3: |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |

# MONITORING DETAILS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SN** | **Monitoring Name** | **Purpose** | **Tools** | **Timeframes** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# ITSM PROCESSES

* 1. Incident Management
  2. Problem Management
  3. Configuration Management
  4. Change Management
  5. Release Management
  6. Capacity Planning

**DOCUMENT SIGN OFF**

|  |  |
| --- | --- |
| Author |  |
| Doyensys Reviewer |  |
| OBE SME |  |
| OBE SME Sign off Signature |  |



Thank You!