Table of Contents

[1. Reference 4](#_Toc400971185)

[1.1. “Cheat Sheet” 4](#_Toc400971186)

[1.2. Reference Table 8](#_Toc400971187)

[1.3. Pre-Support Admin Checklist 9](#_Toc400971188)

[1.4. Post-Support Admin Checklist 11](#_Toc400971189)

[2. Thursday: Day 1 12](#_Toc400971190)

[2.1. (Thursday) All Day -> Informatica: Errors 12](#_Toc400971191)

[2.2. (Thursday) Hand-off/Knowledge Transfer Meeting 12](#_Toc400971192)

[2.3. (Thursday) Task Start: 6 PM PST, End midnight PST -> Bi-Monthly Cognos Server Reboot 13](#_Toc400971193)

[2.4. (Thursday) Task Start: 6 PM PST, End midnight PST -> Monthly Server Maintenance Window 17](#_Toc400971194)

[2.5. (Thursday) Task End: 8:30 PM PST -> Shiloh Server Maintenance Window 18](#_Toc400971195)

[2.6. (Thursday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow 21](#_Toc400971196)

[3. Friday: Day 2 23](#_Toc400971197)

[3.1. (Friday) All Day -> Informatica: Errors 23](#_Toc400971198)

[3.2. (Friday) Task End: 6:00 AM PST -> Informatica: SAP Daily workflow 23](#_Toc400971199)

[3.3. (Friday) Task End: 6 AM PST -> Daily Non-SAP File Receipt Validation 26](#_Toc400971200)

[3.4. (Friday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes 27](#_Toc400971201)

[3.5. (Friday) Task Start: 12:00 PM PST–> Historical Fill Rate Cube Build 37](#_Toc400971202)

[3.6. (Friday) Task End: 3 PM PST–> Historical Fill Rate Cube Build Completion 38](#_Toc400971203)

[3.7. (Friday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow 40](#_Toc400971204)

[4. Saturday: Day 3 41](#_Toc400971205)

[4.1. (Saturday) All Day -> Informatica: Errors 41](#_Toc400971206)

[4.2. (Saturday) Task End: 6 AM PST -> Informatica: SAP Daily workflow 41](#_Toc400971207)

[4.3. (Saturday) Task Start: Noon PST -> Shiloh: Daily Batch Processes 44](#_Toc400971208)

[4.4. (Saturday) Task Start: 3:51 PM PST–> SRA PETCO Cube Build 54](#_Toc400971209)

[4.5. (Saturday) Task Start: 8 PM PST -> Informatica: wf\_sap\_ap\_ar workflow 55](#_Toc400971210)

[4.6. (Saturday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow 57](#_Toc400971211)

[5. Sunday: Day 4 58](#_Toc400971212)

[5.1. (Sunday) All Day -> Informatica: Errors 58](#_Toc400971213)

[5.2. (Sunday) Task End: 6 AM PST -> Informatica: SAP Daily workflow 58](#_Toc400971214)

[5.3. (Sunday) Task End: 8:15 AM PST -> Weekly File Receipt Validation [Critical] 61](#_Toc400971215)

[5.4. (Sunday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes 63](#_Toc400971216)

[5.5. (Sunday) Task Start: 8:00 AM PST–> Historical SAP Fill Rate Cube Build 73](#_Toc400971217)

[5.6. (Sunday) Task End: 9:00 AM PST -> Informatica: Fill Rate Fact 74](#_Toc400971218)

[5.7. (Sunday) Task End: 9:15 AM PST -> Weekly File Receipt Validation [Critical] 75](#_Toc400971219)

[5.8. (Sunday) Task End: 10:00 AM PST -> Cognos: Fill Rate (Current Period) Cube 76](#_Toc400971220)

[5.9. (Sunday) Task End: 10:15 AM PST -> Weekly File Receipt Validation [Critical] 80](#_Toc400971221)

[5.10. (Sunday) Task End: Noon PST -> Informatica: Weekly Aggregation 81](#_Toc400971222)

[5.11. (Sunday) Task End: 2:00 PM PST -> Informatica: Inventory Snapshot 81](#_Toc400971223)

[5.12. (Sunday) Task End: 2:30 PM PST -> Informatica: Margin Gap 81](#_Toc400971224)

[5.13. (Sunday) Task Start: 3:30 PM PST–> SRA PETSMART Cube Build 82](#_Toc400971225)

[5.14. (Sunday) Task Start: 4:00 PM PST–> SAP CLS Cube Build 84](#_Toc400971226)

[5.15. (Sunday) Task End: 4:00 PM PST -> Informatica: Executive Margin Gap 85](#_Toc400971227)

[5.16. (Sunday) Task: 6:00 PM PST -> Informatica: Fill Rate Fact Cube check 85](#_Toc400971228)

[5.17. (Sunday) Task Start: 6:30 PM PST–> Walmart Cube Build 86](#_Toc400971229)

[5.18. (Sunday) Task End: 8:05 PM PST -> Cognos: Top Summary Fill Rate Analytics 89](#_Toc400971230)

[5.19. (Sunday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow 92](#_Toc400971231)

[5.20. (Sunday) Task Start: 10:00 PM PST–> Last 3 years Inventory Cube Build 92](#_Toc400971232)

[6. Monday: Day 5 93](#_Toc400971233)

[6.1. (Monday) All Day -> Informatica: Errors 93](#_Toc400971234)

[6.2. (Monday) Task End: 6:00 AM PST -> Informatica: SAP Daily workflow 93](#_Toc400971235)

[6.3. (Monday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes 96](#_Toc400971236)

[6.4. (Monday) Task End : 7 AM PST : Executive Flash Margin Reports (QTD and YTD): 107](#_Toc400971237)

[6.5. (Monday) Task End: 9 AM PST : Validating/Posting Central Garden Executive Flash Reports 108](#_Toc400971238)

[6.6. (Monday) Task End: 9 AM PST : Posting Sales Flash Reports 120](#_Toc400971239)

[6.7. (Monday) Task End: NOON PST : Publish MDM Score card 122](#_Toc400971240)

[6.8. (Monday) Task Start: 9 PM PST - Informatica: SAP Daily workflow 133](#_Toc400971241)

[7. Tuesday: Day 6 134](#_Toc400971242)

[7.1. (Tuesday) All Day -> Informatica: Errors 134](#_Toc400971243)

[7.2. (Tuesday) Task End: 6 AM PST - Informatica: SAP Daily workflow 134](#_Toc400971244)

[7.3. (Tuesday) Task End: 6 AM PST -> Daily Non-SAP File Receipt Validation 137](#_Toc400971245)

[7.4. (Tuesday) Task Start: 7 AM PST -> POS Shiloh to EDW Weekly Refresh 138](#_Toc400971246)

[7.5. (Tuesday) Task End: 8 AM PST -> POS Shiloh to EDW Weekly Refresh 138](#_Toc400971247)

[7.6. (Tuesday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes 138](#_Toc400971248)

[7.7. (Tuesday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow 149](#_Toc400971249)

[8. Wednesday: Day 7 150](#_Toc400971250)

[8.1. (Wednesday) All Day -> Informatica: Errors 150](#_Toc400971251)

[8.2. (Wednesday) Task End: 6 AM PST - Informatica: SAP Daily workflow 150](#_Toc400971252)

[8.3. (Wednesday) Task End: 6 AM PST -> Daily Non-SAP File Receipt Validation 153](#_Toc400971253)

[8.4. (Wednesday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes 154](#_Toc400971254)

[8.5. (Wednesday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow 164](#_Toc400971255)

[9. Thursday: Day 8 166](#_Toc400971256)

[9.1. (Wednesday) All Day -> Informatica: Errors 166](#_Toc400971257)

[9.2. (Thursday) Task End: 6 AM PST - Informatica: SAP Daily workflow 166](#_Toc400971258)

[9.3. (Thursday) Task End: 6 AM PST -> Daily Non-SAP File Receipt Validation 167](#_Toc400971259)

[9.4. (Thursday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes 168](#_Toc400971260)

[9.5. Hand-off/Knowledge Transfer Meeting 179](#_Toc400971261)

[10. Deployment Verification 181](#_Toc400971262)

[10.1. Data Files 181](#_Toc400971263)

[11. Appendices 184](#_Toc400971264)

[11.1. Appendix A – Communication Protocol when there is a PROD error 184](#_Toc400971265)

[11.2. Appendix B - Useful Document Locations 184](#_Toc400971266)

[11.3. Appendix C – How to submit an emergency change to Service Manager 185](#_Toc400971267)

[11.4. Appendix D – Cognos Environment Shutdown and Restart Sequence 186](#_Toc400971268)

[11.5. Appendix E – Non-SAP Data File Delivery Schedule 188](#_Toc400971269)

[11.6. Appendix F – How to Log into Informatica 189](#_Toc400971270)

[11.7. Appendix G - Cognos : Validate Total Summary Fill Rate Analytics Report 190](#_Toc400971271)

[11.1. Appendix H - Cognos - Daily Sales Analytics - Corporate 205](#_Toc400971272)

[11.1. Appendix I - Cognos- Daily Sales Analytics – Pet 206](#_Toc400971273)

[11.1. Appendix J - Cognos- Daily Sales Analytics – Garden 208](#_Toc400971274)

[11.2. Appendix K - Cognos- How to Change log file settings 209](#_Toc400971275)

|  |
| --- |
| **Timing:** |
| Deployment Begin:  Deployment End: |

|  |
| --- |
| **Special Conditions:** |
|  |

# Reference

## “Cheat Sheet”

**Thursday**

6:00 PM

1. Check if Cognos PROD servers should be restarted or not on the PRODUCTION support calendar. If the servers should be restarted, please do so. [LINK](#_(Thursday)_Task_Start:)

9:00 PM

1. Confirm receipt of email *SAP Refresh Started* (from Informatica Service Account) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Thursday_9PM_SAP_Start)

**Friday**

8:00 AM

1. Confirm receipt of email *SAP Refresh – Completed* (from Informatica Service Account) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Friday_6AM_SAP_Complete)

9:00 AM

1. Confirm completion of Monthly Sales Analytics – Corporate [LINK](#_Appendix_H_-)

9:30 AM

1. Confirm completion of Monthly Sales Analytics – Pet [LINK](#_Appendix_I_-)
2. Confirm completion of Monthly Sales Analytics – Garden [LINK](#_Appendix_J_-)

Noon

1. Confirm receipt of email *Cognos Fill Rate History Cube Build has started* [LINK](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll#Friday_Fill_Rate_Cube)

9:00 PM

1. Confirm receipt of email *SAP Refresh Started* (from Informatica Service Account) [LINK](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos#Friday_9PM_SAP_Start)

**Saturday**

8:00 AM

1. Confirm receipt of email *SAP Refresh – Completed* (from Informatica Service Account) [LINK](mailto:informatica@sacinfoprd01.cent.com#Saturday_6AM_SAP_Complete)
2. Confirm receipt of email *Cognos Fill Rate Cube History Build Success* [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Saturday_Fill_Rate_Cube_Complete)

5:00 PM

1. Confirm receipt of email *SRA PETCO Cube Build Success* (from CIS\_BI) [LINK](#_(Saturday)_Task_Start:)

9:00 PM

1. Confirm receipt of email *SAP Refresh Started* (from Informatica Service Account) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Saturday_9PM_SAP_Start)

**Sunday**

8:00 AM

1. Confirm receipt of email *SAP Refresh – Completed* (from Informatica Service Account) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Sunday_6AM_SAP_Complete)
2. Review email *DQA V4 - Weekly Files Submitted Processing Audit* (from svc\_cognos) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Sunday_nonSAP_File_Receipt)

* Check that all four files have been received (excluding Aquatics and Interpet) and processed
* Check that there are < 20 Fatal errors

9:00 AM

1. IF NEEDED, Review email *DQA V4 - Weekly Files Submitted Processing Audit* (from svc\_cognos)

* Check that all four files have been received (excluding Aquatics and Interpet) and processed
* Check that there are < 20 Fatal errors

10:00 AM

1. Confirm receipt of email *Cognos Fill Rate Cube Build Success* (from CIS\_BI) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Sunday_Fill_Rate_Currrent_Cube)

2:00 PM

1. Confirm receipt of email *Inventory DOS Weekly Refresh – Complete* email (from PRD INFORMATICA) [LINK](#_(Sunday)_Task_End:)

3:00 PM

1. Confirm receipt of *Margin Gap Process Complete* email (from Informatica Service Account) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Sunday_Margin_Gap)

4:00 PM

1. Confirm receipt of email *EDW Fill Rate(SAP) – Completed* (from Informatica Service Account) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Sunday_Fill_Rate_Fact)
2. Confirm receipt of email *Flash Aggregates Complete* (from Informatica Service Account) [LINK](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll#Sunday_Weekly_Agregation)
3. Confirm receipt of email *SRA PETSMART Cube Build Success* (from CIS\_BI) [LINK](#_(Sunday)_Task_Start:)
4. Confirm receipt of *Executive Margin Gap Agg Complete* email (from Informatica Service Account) [LINK](#_(Sunday)_Task_End:_1)

5:00 PM

1. Confirm receipt of email *SAP CLS Cube Build Success* (from CIS\_BI) [LINK](#_(Sunday)_Task_Start:_1)

6:30 PM

1. Confirm receipt of email *SRA WALMART Cube Successful* email (from CIS\_BI) [LINK](#_(Sunday)_Task_Start:_2)

9:00 PM

1. Confirm receipt of email *SAP Refresh Started* (from Informatica Service Account) [LINK](mailto:ilewis@central.com#Sunday_9PM_SAP_Start)

10:00 PM

1. Confirm receipt of email *Last 3 years weekly inventory incr Cube Build Success* (from CIS\_BI) [LINK](#_(Sunday)_Task_Start:_3)

**Monday**

8:00 AM

1. Confirm receipt of email *SAP Refresh – Completed* (from PRD Informatica Service Account) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Monday_6AM_SAP_Complete)

9:00 AM

1. Validate and Post the Executive Pet Flash report to Report Center sharepoint [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Monday_Validate_Exec_Pet_Flash)
2. Validate and Post the Executive Flash report to Report Center sharepoint [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Monday_Post_Executive_Flash)
3. Validate and Post the Top Customer report to Report Center sharepoint [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Monday_Post_Top_Customer)
4. Post the Sales Flash Reports to Financial Reporting sharepoint [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Monday_Post_Sales_Flash)
5. Validate the Fill Rate report [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Monday_Fill_Rate_Validation)
6. Post the Scorecard to sharepoint site [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Monday_Post_Scorecard)

9:00 PM

1. Confirm receipt of email *SAP Refresh Started* (from Informatica Service Account) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Monday_9PM_SAP_Start)

**Tuesday**

8:00 AM

1. Confirm receipt of email *SAP Refresh – Completed* (from Informatica Service Account) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Tuesday_6AM_SAP_Complete)
2. Confirm receipt of email *POS Shiloh to EDW Weekly Refresh Completed* (from Informatica Service Account) [LINK](#_(Tuesday)_Task_End:)

9:00 AM

1. Confirm completion of Monthly Sales Analytics – Corporate [LINK](#_Appendix_H_-)

9:30 AM

1. Confirm completion of Monthly Sales Analytics – Pet [LINK](#_Appendix_I_-)
2. Confirm completion of Monthly Sales Analytics – Garden [LINK](#_Appendix_J_-)

9:00 PM

1. Confirm receipt of email *SAP Refresh Started* (from Informatica Service Account) [LINK](mailto:informatica@sacinfoprd01.cent.com#Tuesday_9PM_SAP_Start)

**Wednesday**

8:00 AM

1. Confirm receipt of email *SAP Refresh – Completed* (from Informatica Service Account) [LINK](#_(Wednesday)_Task_End:)

9:00 AM

1. Confirm completion of Monthly Sales Analytics – Corporate [LINK](#_Appendix_H_-)

9:30 AM

1. Confirm completion of Monthly Sales Analytics – Pet [LINK](#_Appendix_I_-)
2. Confirm completion of Monthly Sales Analytics – Garden [LINK](#_Appendix_J_-)

9:00 PM

1. Confirm receipt of email *SAP Refresh Started* (from Informatica Service Account) [LINK](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx#Wednesday_9PM_SAP_Start)

**Thursday**

8:00 AM

1. Confirm receipt of email *SAP Refresh – Completed* (from Informatica Service Account) [LINK](#_(Thursday)_Task_End:)

9:00 AM

1. Confirm completion of Monthly Sales Analytics – Corporate [LINK](#_Appendix_H_-)

9:30 AM

1. Confirm completion of Monthly Sales Analytics – Pet [LINK](#_Appendix_I_-)
2. Confirm completion of Monthly Sales Analytics – Garden [LINK](#_Appendix_J_-)

## Reference Table

|  |  |  |  |
| --- | --- | --- | --- |
| **Variable** | **DEV** | **TST** | **PRD** |
| <Cognos Content Manager - Active> | saccogcmdev01.cgp.ad.cent.com | saccogcmtst01.cgp.ad.cent.com | saccogcmprd01.cgp.ad.cent.com |
| <Cognos Content Manager – Stand by> | N/A | N/A | saccogappprd01.cgp.ad.cent.com |
| <Cognos Application Server 1> | saccogappdev01.cgp.ad.cent.com | saccogapptst01.cgp.ad.cent.com | saccogappprd01.cgp.ad.cent.com |
| <Cognos Application Server 2> | N/A | N/A | saccogappprd02.cgp.ad.cent.com |
| <Cognos Framework Manager Server> | saccogdsgnprd.cgp.ad.cent.com | saccogdsgnprd.cgp.ad.cent.com | saccogdsgnprd.cgp.ad.cent.com |
| <Cognos Cube Build Server> | saccogdsgnprd.cgp.ad.cent.com | saccogdsgnprd.cgp.ad.cent.com | saccogdsgnprd.cgp.ad.cent.com |
| <Cognos Gateway> | saccogwebdev01 (bidev.cent.com) | saccogwebtst01 (bitst.cent.com) | saccogwebprd01 (bi.cent.com) |
| <Informatica Server> | sacinfodev02.cent.com (10.31.111.78) | sacinfotest02.cent.com (10.31.111.227) | sacinfoprd02.cent.com (10.31.111.167) |
| <Shiloh Terminal Server> | N/A | N/A | SACRDSSH02 (10.31.111.50) |
| <Shiloh SQL Server DB Instance> | N/A | N/A | SACSQLSHILOH01\Shiloh |
| <Shiloh Server> | N/A | N/A | SACSHILOH02 (10.31.111.49) |
| <Informatics Service Account> | N/A | N/A | PRD INFORMATICA Service Account [infomatica@sacinfoprd01.cent.com] |

|  |  |  |
| --- | --- | --- |
| **Variable** | **Primary** | **Secondary** |
| <ETL Adminstrator> | **Satya Gavara** | **Kasi Godavarthi** |
| <Cognos Framework Manager Administrator> | **Manzar Masud** | **Lorri Wallace** |
| <Shiloh Administrator> | **Sidney Bumpass** | **Lorri Wallace** |
| <Cognos Administrator> | **Jugal Shah** | **Cindy Rountree** |
| <TFH Administrator> | **Ira Lewis** | **Tammy ?** |
| <Communication person> | **Lorri Wallace** | **Leon Glover** |
| <Operations Manager> | **Leon C Glover III** | **Lorri Wallace** |

## Pre-Support Admin Checklist

Steps to be performed before starting PROD support for the Data and Analytics the deployment begins to ensure that the correct permissions are granted to the performer(s).

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Install Informatica Powercenter Workflow Manager. PROD environment configuration information must be setup in the Workflow Manager.  Informatica V9.1 client software:  [\\wcfs03\software\Informatica\PowerCenter\9.1\910HF3\_Client](file://wcfs03/software/Informatica/PowerCenter/9.1/910HF3_Client)  Installation instruction:  http://wcsps02/corp/dia/Documents/Forms/AllItems.aspx?RootFolder=%2fcorp%2fdia%2fDocuments%2fOn%2dboarding%20Information&FolderCTID=&View=%7b5365CC6F%2dD677%2d407E%2dAE89 |  |
|  | Access to Informatica PROD environment. Verify that you can see the following workflows: |  |
|  | Share point folder contributory access to Report Center -> Growth (http://wcsps02/Corp/Reports/Pages/growth.aspx ) |  |
|  | Verify write/read/delete rights on the folder and subfolders located [\\SACFS01](file:///\\SACFS01) Cognos deployment folder. |  |
|  | Attend handoff meeting with the Primary PROD support person on Thursday of the week you will start your week of PROD support. The previous Primary support person should setup a meeting with you and the secondary PROD support person. |  |
|  | Schedule PROD support handoff meeting for Thursday at the end of your support week. The meeting invitation should include the Primary and Secondard PROD support staff for the next week. Please see the PROD support calendar for list of upcoming Primary and Secondary support staff (<http://wcsps02/corp/dia/Lists/DA%20PROD%20OnCall%20Support%20Calendar/calendar.aspx> ). |  |
|  | Verify access to the Shiloh terminal server, <Shiloh Terminal Server>. You should be able to login and run the Shiloh application. |  |
|  | Please review Appendix A – Communication Protocol when there is an issue/problem in PROD. Please make sure you have email and cell phone of the <Operations Manager> and <Communication Person> before you start your On-call period for PROD. |  |
|  | Enable the Developer ribbon in your Microsoft Excel installation:   1. Click the **Microsoft Office Button** Button image, and then click **Excel Options**. 2. Click **Popular**, and then select the **Show Developer tab in the Ribbon** check box.   **cid:image003.png@01CE9376.596B20A0** |  |

## Post-Support Admin Checklist

Steps to be performed after the week of PROD completes in order to hand off support responsibilities.

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Run PROD support handoff meeting at the end of your week of PROD support (Thursday). The meeting should have been setup as part of the pre-support Admin checklist. |  |

|  |
| --- |
| Identification |
| |  |  | | --- | --- | | Completed By: |  | |  | (print name, sign and date) | |  |  | |

# Thursday: Day 1

## (Thursday) All Day -> Informatica: Errors

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Watch for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](http://sacsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx)“ with the subject line including the word – “Failure” or “Error”. |  |
| If an email does arrive then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Please forward the failure email to **<ETL Administrator>** and check with **<ETL Administrator>** to find out if any of the scheduled processes will need to be rerun. Please adjust task schedule as needed to match rerunning of mandatory processes. |  |

## 

## (Thursday) Hand-off/Knowledge Transfer Meeting

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Meet with Primary supporter person who is completing their week of PROD support. The meeting should be a knowledge transfer of what issues came up, issues resolved and a list of issues the new Primary will need to be aware of/work to close during the coming week. The new person taking over the Primary support role should review this document before the meeting and be prepared to ask the previous Primary for clarification of the document.  Update the PROD support documentation as needed based on learned lessons from the previous week support activities 🡪 last week’s primary support.  New PROD support person must schedule a 1 hour hand-off / Knowledge transfer Meeting with the next primary. The next person to be the primary PROD support person is listed on the on-call schedule worksheet of DNA\_production\_support\_tasks.xlsx ([http://wcsps02/corp/dia/Documents/Forms/AllItems.aspx?RootFolder=%2fcorp%2fdia%2fDocuments%2fPROD%20Environment%20Support&FolderCTID=0x012000CC19FBB92A4D5A419392B6EC7FDAC3CE&View=%7b5365CC6F%2dD677%2d407E%2dAE89%2d0FDD21D267C5%7d](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll) ). |  |

## (Thursday) Task Start: 6 PM PST, End midnight PST -> Bi-Monthly Cognos Server Reboot

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Every two weeks the PROD Cognos server should be rebooted to make sure Cognos is available during regular business hours. Please consult the On-Call Product Calendar to see if this Thursday is a day to reboot the Cognos server: [http://wcsps02/corp/dia/Lists/DA%20PROD%20OnCall%20Support%20Calendar/calendar.aspx](http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx) |  |
|  | Logon to BI cognos and launch IBM cognos administration. |  |
|  | Go to Current Activities and see if there any jobs that are running. This step is just to check if there are any critical reports that are running. These jobs will fail once we stop the services. |  |
|  | Repeat step by changing the filter to Interactive activities. |  |
|  | The below sequence is mandatory while stopping and starting the services.  **SHUTDOWN (in sequence)**   1. saccogappprd02.cgp.ad.cent.com 2. saccogappprd01.cgp.ad.cent.com 3. saccogcmprd01.cgp.ad.cent.com   STARTUP (in sequence)   1. saccogcmprd01.cgp.ad.cent.com 2. saccogappprd01.cgp.ad.cent.com 3. saccogappprd02.cgp.ad.cent.com   Logon to saccogappprd02 with svc\_cognos user.  Go to Start 🡪 All Programs 🡪 IBM Cognos 10-64 🡪 IBM Cognos configuration.  Click the stop as highlighted in below picture. Wait until the process stops all the cognos services. The Run button will turn green once the stop process is completed. |  |
|  | Logon to saccogappprd01 with user svc\_cognos and repeat step 5. |  |
|  | Logon to saccogcmprd01 with user svc\_cognos and repeat step 5. |  |
|  | Click the Run button to start the cognos services on saccogcmprd01. |  |
|  | Logon to saccogappprd01 with user svc\_cognos and repeat step 8. |  |
|  | Logon to saccogappprd02 with user svc\_cognos and repeat step 8. |  |
|  | Open bi.cent.com and check if you are able to login and access your folder. |  |
|  | Launch IBM Cognos administrator and click Upcoming activities. Check if you are able to see the upcoming schedules. |  |
|  | Run some sample reports to verify that Cognos is working correctly:   1. Customer facing reports 2. [Cognos auditing reports](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i1E1C54FFC0EB4854B4F7209CAD26F070)  : Report Executions by Month – Updated, Report usage Audit by Month – UPDATED, User Logon Count by Month - Updated |  |
|  | Send a status email to CIS\_BI indicating the Cognos servers have been restarted successfully and verified to be functional.  If there is a problem, please call the <COGNOS\_ADMINISTRATOR> directly to get assistance in fixing the problem. |  |

## (Thursday) Task Start: 6 PM PST, End midnight PST -> Monthly Server Maintenance Window

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | The second Thursday after the second Tuesday of the month is when the CIS department does server patching in accordance with the Microsoft patch release cadence. Please see the monthly PROD schedule to see if this Thursday is when the PROD servers are being patched:  [Data Insight and Analytics PROD support calendar](http://wcsps02/corp/dia/Lists/DA%20PROD%20OnCall%20Support%20Calendar/calendar.aspx?CalendarDate=7%2F18%2F2013)  If this Thursday is not the second Thursday of the month after the second Tuesday, then you can move to the next section in the document. |  |
|  | Verify the Oracle PROD database has come back up successfully and is available. |  |
|  | Verify the Cognos servers (web server, application and database server) are functional after patching. |  |

## (Thursday) Task End: 8:30 PM PST -> Shiloh Server Maintenance Window

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Log in to <Shiloh Terminal Server> using your standard CGP login. |  |
|  | Click on Start menu. Select All Programs. Click on Shiloh 5. |  |
|  | If Shiloh has come back up successfully, then you should see the following login prompt: |  |
|  | If you do not see the Shiloh login prompt, please call and email <Shiloh Administrator> immediately. |  |
|  | If you do see the Shiloh login prompt:   1. Click on “Cancel” 2. Log off the remote desktop session: |  |

## (Thursday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive at 9 PM PST with the subject line of “**SAP Refresh Started**”. |  |
| If the above email does not arrive by 9 PM PST then continue. Otherwise, please skip to the next section in the document. | |  |
|  | Send an email to “CIS\_BI\_ETL” letting them know that the SAP Refresh has not started. |  |
|  | If you do not get a response from someone on the ETL team, please call <ETL Administrator> |  |

# Friday: Day 2

## (Friday) All Day -> Informatica: Errors

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Watch for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ with the subject line including the word – “Failure” or “Error”. |  |
| If an email does arrive then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Please forward the failure email to **<ETL Administrator>** and check with **<ETL Administrator>** to find out if any of the scheduled processes will need to be rerun. Please adjust task schedule as needed to match rerunning of mandatory processes. |  |

## (Friday) Task End: 6:00 AM PST -> Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive by 6 AM PST with the subject line of “**SAP Refresh -- Completed**”. |  |
| If the above email does not arrive by 6 AM PST then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Login to Informatica Workflow Monitor in Production (Refer to Appendix E: How to log into Informatica as needed) |  |
| 1. 2.2 | Click on the Tab View. Double click on “*CGP\_EDW\_PRD\_int”* to expand the CGP\_EDW repository. Locate the “EDW - - SD” folder (it should already be expanded). |  |
| 1. 2.3 | Go to the “Filters” menu and select “Most Recent Runs” and then 2. |  |
| 1. 2.4 | Right click on the folder “EDW\_SD” and select “Get Previous Runs”. |  |
| 1. 2.5 | Expand the worklow “wf\_sap\_edw” and click open to view details. |  |
| 1. 2.6 | Review the status column to see if anything has Failed or Aborted.  If so, please send that screen shot in a notification email to the “**CIS\_BI”** distribution list. If no response is received within 15 minutes then call **<ETL Administrator>** and let him know. |  |

## (Friday) Task End: 6 AM PST -> Daily Non-SAP File Receipt Validation

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
| 1. | Check for an email from **svc\_cognos** which should arrive at 6 AM PST with a subject line of “Report: DQA V4 - Daily Files Submitted Processing Audit v1”. |  |
| 2. | 1. Open the “Report: DQA V4 – Daily Files Submitted Processing Audit v1” email attachment. 2. There should be a cognos report attached to the email. 3. Open up the report. 4. Review for number of received files (there should be four excluding Aquatics and Interpet ), fatal errors and rejected records. Confirm that all files have a Complete Time. |  |
| If there are MORE THAN 20 fatal errors, proceed with the following: | |  |
|  | Contact the individual(s) on the IT contact list, specific to the Business Unit associated with the missing/damaged file – See Appendix D. |  |
| If there are any rejected records, proceed with the following: | |  |
|  | Contact the individuals on the IT contact list, specific to that Business Unit associated with the missing/damaged file – See Appendix D. |  |

## (Friday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Shiloh packages are checked daily using the Batch Monitor function in Shiloh. If a package fails there is an email sent by the Shiloh system using the email address eml\_shiloh5.  *Example Subject line: Shiloh Package Status: Walmart - Daily completed WITH ERRORS* |  |
|  | Login to the terminal server <Shiloh Terminal Server> |  |
|  | Go to *Start/All Programs/Shiloh 5/Shiloh 5* and double click to open the application. |  |
|  | Login to the application using the service account.   * 1. User Name: adm\_service   2. Password: SkiPowder     The Shiloh application: |  |
|  | Click on the big goofy ball in the upper left corner to get the drop down menu: |  |
|  | Click on ***Data Loading*** to see the options list: |  |
|  | Click on ***Batch Monitor*** to see the packages list: |  |
|  | The package list will show you all of the packages that were scheduled to run. You will see the name of the package, the % completion, the start time and the exe PID. The PID is important for restarting a package. If you received an error notice find the name of the package you are looking for here. If you are just doing a check, look for packages that have not completed to 100%. |  |
|  | Open the package that you wish to check by double clicking on the name of the package. This shows all the steps of the package. Notice the % Comp column. |  |
|  | Scroll down the list of steps to find the step that had an error. |  |
|  | Select the entire line by clicking on the small box to the left of the ***Step #*** column of the line with the error. |  |
|  | Click ***Reset/Run Again*** located at the top middle of the application screen. (Note: If you do not see the Reset/Run again option it will be in the toolbar under ***Step.***) |  |
|  | The Status and % Comp will change when the step is reset. |  |
|  | Locate the ***EXE PID*** for the package with the step you just reset, it will be just above the list of steps. Make note of the number. |  |
|  | Open ***Task Manager***. Under the ***Processes*** tab locate the PID that corresponds to the EXE PID of the package with the step you reset. |  |
|  | Select the process by clicking on it. Click the ***End Process*** button on the bottom right corner. |  |
|  | The message below should pop up. Click ***End Process*** again***.*** |  |
|  | The Shiloh system will reassign a new PID and begin rerunning the package. Monitor the package for success. You can refresh the screen to observe the progress. |  |
|  | When all steps read %100 Complete with no errors the package is done and you can close the application.  ***Note: (There may be instances where multiple steps fail or you have to restart the same step more than once. Just be patient or call <Shiloh Administrator>.)*** |  |

## (Friday) Task Start: 12:00 PM PST–> Historical Fill Rate Cube Build

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***CIS\_BI*** “which should arrive by 12 PM PST with a subject line of “**Cognos Fill Rate History Cube Build has started**”. |  |
|  | If you have not received the email, please contact (email / phone / text – as needed) the <***COGNOS Framework Manager Administrator***> |  |
|  | If the Cube build is successful then you will get the following email around 12:30PM PST on Friday:  The Cognos Fill Rate Cube Build was successful. <date> <time>  If the Cube build fails then you will get the following email with the Cognos logs attached:  Cognos Fill Rate Cube Build Failed. Please check the attached log for details |  |

## (Friday) Task End: 3 PM PST–> Historical Fill Rate Cube Build Completion

| Step | Instruction | Completed  (Date+Initial) | | |
| --- | --- | --- | --- | --- |
|  | Check for an email from “***CIS\_BI*** “which should arrive by 12 PM PST with a subject line of “**Cognos Fill Rate Cube History Build Success**”. |  | | |
|  | If you have not received the above email then |  | |
|  | Log into the <Cognos Cube Build Server> server using Remote Desktop Connection using:  Username : svc\_cognos  Password: <ask Cognos admin for the password> |  | |
|  | Navigate to the folder : D:\CognosTemp\10\_trans\_logs  On Desktop.. |  | |
|  | Make a copy of the log file named ‘SAP Fill Rate Cube - History.log’ and open it to see the progress of the cube (NOTE: Do not open the original file since that is being updated by the cube).  Scroll to bottom of file. |  | |
|  | The log file should have an entry that states something like the following:  Sun 19 May 2013 8:46:40 AM 4 0005DC51 (TR3818) PowerCube 'FILL\_RATE\_HIST' has been deployed to version 'fill\_rate\_hist\_\_20130519154640'.  If it does not, scroll up and locate the following entries….  Transformer(10.1.6235.605) Sat May 18 08:48:17 2013  LogFileDirectory=d:\cognostemp\10\_trans\_logs\  ModelSaveDirectory=D:\BI\_Root\_Folder\Trans\_Models\  DataSourceDirectory=d:\bi\_root\_folder\data\_sources\  CubeSaveDirectory=d:\bi\_root\_folder\cubes\_published\  DataWorkDirectory=d:\cognostemp\8.4\_transf\_temp\  ModelWorkDirectory=d:\ibm\cognos\c10\_prod\temp\  MaxTransactionNum=300000  Product locale: English (en)  Run locale: English (United States) (en-us)  Codepage: windows-1252  This will indicate the beginning of the logging of the cube building process. | |  | |
|  | If you don’t get this message in the log file latest by Saturday 5 AM, do the following:   * Send an email to “**CIS\_BI**“ email distribution list * Call **<Cognos Framework Manager Administrator>** | |  | |

## (Friday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive at 9 PM PST with the subject line of “**SAP Refresh Started**”. |  |
| If the above email does not arrive by 9 PM PST then continue. Otherwise, please skip to the next section in the document. | |  |
|  | Send an email to “CIS\_BI\_ETL” letting them know that the SAP Refresh has not started. |  |
|  | If you do not get a response from someone on the ETL team, please call <***ETL Administrator***> |  |

## 

# Saturday: Day 3

## (Saturday) All Day -> Informatica: Errors

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Watch for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ with the subject line including the word – “Failure” or “Error”. |  |
| If an email does arrive then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Please forward the failure email to **<ETL Administrator>** and check with **<ETL Administrator>** to find out if any of the scheduled processes will need to be rerun. Please adjust task schedule as needed to match rerunning of mandatory processes. |  |

## (Saturday) Task End: 6 AM PST -> Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive by 6 AM PST with a subject line of “**SAP Refresh -- Completed**”. |  |
| If the above email does not arrive by 6 AM PST then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Login to Informatica Workflow Monitor in Production (Refer to Appendix E: How to log into Informatica as needed) |  |
| 1. 2.2 | Click on the Tab View. Double click on “*CGP\_EDW\_PRD\_int”* to expand the CGP\_EDW repository. Locate the “EDW - - SD” folder (it should already be expanded). |  |
| 1. 2.3 | Go to the “Filters” menu and select “Most Recent Runs” and then 2. |  |
| 1. 2.4 | Right click on the folder “EDW\_SD” and select “Get Previous Runs”. |  |
| 1. 2.5 | Expand the worklow “wf\_sap\_edw” and click open to view details. |  |
| 1. 2.6 | Review the status column to see if anything has Failed or Aborted.  If so, please send that screen shot in a notification email to the “**CIS\_BI”** distribution list. If no response is received within 15 minutes then call **<ETL Administrator>** and let him know. |  |

## (Saturday) Task Start: Noon PST -> Shiloh: Daily Batch Processes

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Shiloh packages are checked daily using the Batch Monitor function in Shiloh. If a package fails there is an email sent by the Shiloh system using the email address eml\_shiloh5.  *Example Subject line: Shiloh Package Status: Walmart - Daily completed WITH ERRORS* |  |
|  | Login to the terminal server <Shiloh Terminal Server> |  |
|  | Go to *Start/All Programs/Shiloh 5/Shiloh 5* and double click to open the application. |  |
|  | Login to the application using the service account.   * 1. User Name: adm\_service   2. Password: SkiPowder     The Shiloh application: |  |
|  | Click on the big goofy ball in the upper left corner to get the drop down menu: |  |
|  | Click on ***Data Loading*** to see the options list: |  |
|  | Click on ***Batch Monitor*** to see the packages list: |  |
|  | The package list will show you all of the packages that were scheduled to run. You will see the name of the package, the % completion, the start time and the exe PID. The PID is important for restarting a package. If you received an error notice find the name of the package you are looking for here. If you are just doing a check, look for packages that have not completed to 100%. |  |
|  | Open the package that you wish to check by double clicking on the name of the package. This shows all the steps of the package. Notice the % Comp column. |  |
|  | Scroll down the list of steps to find the step that had an error. |  |
|  | Select the entire line by clicking on the small box to the left of the ***Step #*** column of the line with the error. |  |
|  | Click ***Reset/Run Again*** located at the top middle of the application screen. (Note: If you do not see the Reset/Run again option it will be in the toolbar under ***Step.***) |  |
|  | The Status and % Comp will change when the step is reset. |  |
|  | Locate the ***EXE PID*** for the package with the step you just reset, it will be just above the list of steps. Make note of the number. |  |
|  | Open ***Task Manager***. Under the ***Processes*** tab locate the PID that corresponds to the EXE PID of the package with the step you reset. |  |
|  | Select the process by clicking on it. Click the ***End Process*** button on the bottom right corner. |  |
|  | The message below should pop up. Click ***End Process*** again***.*** |  |
|  | The Shiloh system will reassign a new PID and begin rerunning the package. Monitor the package for success. You can refresh the screen to observe the progress. |  |
|  | When all steps read %100 Complete with no errors the package is done and you can close the application.  ***Note: (There may be instances where multiple steps fail or you have to restart the same step more than once. Just be patient or call <Shiloh Administrator>.)*** |  |

## (Saturday) Task Start: 3:51 PM PST–> SRA PETCO Cube Build

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***CIS\_BI*** “which should arrive by 12 PM PST with a subject line of “**SRA PETCO Cube Buildhas started - <date> <time>**”. |  |
|  | If you have not received the email, please contact (email / phone / text – as needed) the <***COGNOS Framework Manager Administrator***> |  |
|  | If the Cube build is successful then you will get the following email around 4:15 PM PST on Friday:  SRA PETCO Cube Build was successful. <date> <time>  If the Cube build fails then you will get the following email with the Cognos logs attached:  SRA PETCO Cube Build Failed. Please check the attached log for details |  |

## (Saturday) Task Start: 8 PM PST -> Informatica: wf\_sap\_ap\_ar workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | 1. Open Informatica Power Center Workflow Monitor. 2. Expand the “**EDW – SD**” folder. 3. Check the status of the **wf\_sap\_ap\_ar** workflow      1. Check the status of the **wf\_fact\_Margin\_Base** workflow |  |
| If the wf\_sap\_ap\_ar workflow and/or wf\_fact\_Margin\_Base did not start by 9 PM PST then continue. Otherwise, please skip to the next section in the document. | |  |
|  | Send an email to “CIS\_BI\_ETL” letting them know which workflow did not start/get finished that the **wf\_sap\_ap\_ar** scheduled workflow and/or **wf\_fact\_Margin\_Base** schedule workflow has not started. |  |
|  | If you do not get a response from someone on the ETL team, please call <ETL Administrator> |  |

## (Saturday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive at 9 PM PST with the subject line of “**SAP Refresh Started**”. |  |
| If the above email does not arrive by 9 PM PST then continue. Otherwise, please skip to the next section in the document. | |  |
|  | Send an email to “CIS\_BI\_ETL” letting them know that the SAP Refresh has not started. |  |
|  | If you do not get a response from someone on the ETL team, please call <ETL Administrator> |  |

# Sunday: Day 4

## (Sunday) All Day -> Informatica: Errors

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Watch for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ with the subject line including the word – “Failure” or “Error”. |  |
| If an email does arrive then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Please forward the failure email to **<ETL Administrator>** and check with **<ETL Administrator>** to find out if any of the scheduled processes will need to be rerun. Please adjust task schedule as needed to match rerunning of mandatory processes. |  |

## 

## (Sunday) Task End: 6 AM PST -> Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive by 6 AM PST with a subject line of “**SAP Refresh -- Completed**”. |  |
| If the above email does not arrive by 6 AM PST then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Login to Informatica Workflow Monitor in Production (Refer to *Appendix E: How to log into Informatica* as needed) |  |
| 1. 2.2 | Click on the Tab View. Double click on “*CGP\_EDW\_PRD\_int”* to expand the CGP\_EDW repository. Locate the “EDW - - SD” folder (it should already be expanded). |  |
| 1. 2.3 | Go to the “Filters” menu and select “Most Recent Runs” and then 2. |  |
| 1. 2.4 | Right click on the folder “EDW\_SD” and select “Get Previous Runs”. |  |
| 1. 2.5 | Expand the worklow “wf\_sap\_edw” and click open to view details. |  |
| 1. 2.6 | Review the status column to see if anything has Failed or Aborted.  If so, please send that screen shot in a notification email to the “**CIS\_BI”** distribution list. If no response is received within 15 minutes then call **<ETL Administrator>** and let him know. |  |

## (Sunday) Task End: 8:15 AM PST -> Weekly File Receipt Validation [Critical]

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
| 1. | **NOTE: THIS IS A VERY TIME CRITICAL STEP. IF THIS PROCESS IS NOT FOLLOWED, THE DATA LOADS AND REPORTS GENERATED FOR MONDAY WILL NOT BE ABLE TO BE DONE ON TIME.**  Check for an email from svc\_cognos which should arrive at 8:15 AM PST with a subject line of “Report: DQA V4 - Weekly Files Submitted Processing Audit”. |  |
| 2. | 1. Open the “Report: DQA V4 – Weekly Files Submitted Processing Audit”. 2. There should be a cognos report attached to the email. 3. Open up the report. 4. Review for number of received files (there should be four excluding Aquatics and Interpet ), fatal errors and rejected records. Confirm that all files have a Complete Time. |  |
| If there are less than four files, proceed with the following: | |  |
|  | Wait an hour and check for this email again at 9:15 AM. Proceed with the following step at 9:15 AM PST. |  |
| If there are MORE THAN 20 fatal errors, proceed with the following: | |  |
|  | Contact the individual(s) on the IT contact list, specific to the Business Unit associated with the missing/damaged file – See Appendix D |  |
| If there are any rejected records, proceed with the following: | |  |
|  | Contact the individuals on the IT contact list, specific to that Business Unit. Send an email to ***<ETL Administrator>*** letting them know which file(s) have an issue or/and are missing. |  |

## (Sunday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Shiloh packages are checked daily using the Batch Monitor function in Shiloh. If a package fails there is an email sent by the Shiloh system using the email address eml\_shiloh5.  *Example Subject line: Shiloh Package Status: Walmart - Daily completed WITH ERRORS* |  |
|  | Login to the terminal server <Shiloh Terminal Server> |  |
|  | Go to *Start/All Programs/Shiloh 5/Shiloh 5* and double click to open the application. |  |
|  | Login to the application using the service account.   * 1. User Name: adm\_service   2. Password: SkiPowder     The Shiloh application: |  |
|  | Click on the big goofy ball in the upper left corner to get the drop down menu: |  |
|  | Click on ***Data Loading*** to see the options list: |  |
|  | Click on ***Batch Monitor*** to see the packages list: |  |
|  | The package list will show you all of the packages that were scheduled to run. You will see the name of the package, the % completion, the start time and the exe PID. The PID is important for restarting a package. If you received an error notice find the name of the package you are looking for here. If you are just doing a check, look for packages that have not completed to 100%. |  |
|  | Open the package that you wish to check by double clicking on the name of the package. This shows all the steps of the package. Notice the % Comp column. |  |
|  | Scroll down the list of steps to find the step that had an error. |  |
|  | Select the entire line by clicking on the small box to the left of the ***Step #*** column of the line with the error. |  |
|  | Click ***Reset/Run Again*** located at the top middle of the application screen. (Note: If you do not see the Reset/Run again option it will be in the toolbar under ***Step.***) |  |
|  | The Status and % Comp will change when the step is reset. |  |
|  | Locate the ***EXE PID*** for the package with the step you just reset, it will be just above the list of steps. Make note of the number. |  |
|  | Open ***Task Manager***. Under the ***Processes*** tab locate the PID that corresponds to the EXE PID of the package with the step you reset. |  |
|  | Select the process by clicking on it. Click the ***End Process*** button on the bottom right corner. |  |
|  | The message below should pop up. Click ***End Process*** again***.*** |  |
|  | The Shiloh system will reassign a new PID and begin rerunning the package. Monitor the package for success. You can refresh the screen to observe the progress. |  |
|  | When all steps read %100 Complete with no errors the package is done and you can close the application.  ***Note: (There may be instances where multiple steps fail or you have to restart the same step more than once. Just be patient or call <Shiloh Administrator>.)*** |  |

## (Sunday) Task Start: 8:00 AM PST–> Historical SAP Fill Rate Cube Build

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***CIS\_BI*** “which should arrive by 9:00 AM PST with a subject line of “**Cognos Fill Rate Cube Build has started**”.  *Note: The timing of this cube build is dependent on the ETL process. Although you should expect this to start at 8:00AM it may be delayed as it expects a "Trigger file" to be present. If this cube build has not started by 9:00AM then escalate the call to the ETL team and wait for them to let you know the estimated start of this Cube build.* |  |
|  | If you have not received the email, please contact (email / phone / text – as needed) the <***COGNOS Framework Manager Administrator***> |  |
|  | If the Cube build is successful then you will get the following email around 9:00 AM PST on Friday:  “**The Cognos Fill Rate Cube Build was successful.** <date> <time>  If the Cube build fails then you will get the following email with the Cognos logs attached:  Cognos Fill Rate Cube Build Failed. Please check the attached log for details |  |

## (Sunday) Task End: 9:00 AM PST -> Informatica: Fill Rate Fact

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive by 9:00 AM PST with a subject line of “**EDW Fill Rate(SAP) - Completed**”. |  |
| If you have not received the message by this time, then…. | |  |
|  | If you have not received the email, then immediately contact ***<*Cognos Framework Manager Administrator>**. |  |

## (Sunday) Task End: 9:15 AM PST -> Weekly File Receipt Validation [Critical]

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
| This step is only necessary if all the files were not yet received and/or had not yet been fully processed.at 8:15 AM PST. | |  |
|  | Check for an email from svc\_cognos which should arrive at 9:15 AM PST with a subject line of “Report: DQA V4 - Weekly Files Submitted Processing Audit”. |  |
|  | Review for number of received files (there should be four excluding Aquatics and Interpet ),fatal errors and rejected records. Confirm that all files have a Complete Time. |  |
| If there are less than four files, proceed with the following: | |  |
|  | The four SRA FTP files are scheduled to be sent by the business units no later than 8:00 a.m. PST each Sunday morning to the following FTP file directories on <Informatica Server> **(/export/ftp)** :   |  |  |  | | --- | --- | --- | | **Business Unit** | **Directory** | **File Name** | | Aquatics | /export/ftp/Aquatics | EDW\_0400P\_yyyymmdd.TXT | | Pet Distribution East | /export/ftp/CP\_East | EDW\_0390P\_yyyymmdd.TXT | | Pet Distribution West | /export/ftp/CP\_West | EDW\_0310P\_yyyymmdd.TXT | | Interpet | /export/ftp/Interpet | EDW\_0480P\_yyyymmdd.TXT | | Wood Pellets | /export/ftp/Pennington | EDW\_0500P\_yyyymmdd.TXT | | TFH | /export/ftp/TFH | EDW\_0450P\_yyyymmdd.TXT | |  |
|  | Examine the following directories on <Informatica Server> to visually check to see if missing file has been received but are not yet processed by Informatica:   * 1. /u02/informatica/SrcFiles/DQA   2. /u02/informatica/SrcFiles/DQA /processed   3. /export/ftp   If the files missing file(s) exists (and not yet processed), wait for the 10 AM PST file. |  |
| 1. b. | If the missing files do not exist in the Informatica directory, email the IT Contact(s) noted in Appendix E in this document.  If there is no response to the initial Email within 1 hour, call the individual directly to have them investigate and send the file as soon as possible. |  |
| If there are MORE THAN 20 fatal errors, proceed with the following: | |  |
|  | Contact the individual(s) on the IT contact list,specific to that Business Unit. |  |
| If there are any rejected records, proceed with the following: | |  |
|  | Contact the individual(s) on the IT contact list,specific to that Business Unit. |  |

## (Sunday) Task End: 10:00 AM PST -> Cognos: Fill Rate (Current Period) Cube

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from CIS­\_BI which should arrive anytime between 8:00 AM PST to 8:30 AM PST with a Subject line of “**Cognos Fill Rate Cube Build Success**”. |  |
| If email does not arrive by 8:30 AM PST, then do the following: | |  |
| a. | Validate whether or not the cube build has completed but not sent an email.   * Log into the <Cognos Cube Build Server> server using Remote Desktop Connection:   Username : svc\_cognos  Password: 4connie   * Navigate to folder : D:\INFORMATICA\_DATA\ETL\_Processing * Look for this file : PRD\_Fill\_Rate\_Fact\_Complete.ind   The above file should only exist if the ETL Fill rate Fact load has been completed. If the file exists without the email, then delete the file from the D drive location on the server. |  |
| If no email, and no completion file, then do the following: | |  |
| b. | Validate whether or not the cube build has started or not.   * Check for an email from CIS­\_BI which should arrive anytime between 9:30 am to 3:00pm with a Subject line of “Cognos Fill Rate Cube Build has started”. * If you received that message, then… * Log into the <Cognos Cube Build Server> server using Remote Desktop Connection:   Username : svc\_cognos  Password: 4Connie   * Navigate to folder : D\CognosTemp\10\_trans\_logs * Make a copy of the log file named ‘SAP Fill Rate Cube.log’ and open it to see the progress of the cube (NOTE: Do not open the original file since that is being updated by the cube) * Look for the following code within the log file that will indicate the beginning of the logging of the cube building process:   Transformer(10.1.6235.605) Sun May 19 13:53:59 2013  LogFileDirectory=d:\cognostemp\10\_trans\_logs\  ModelSaveDirectory=D:\BI\_Root\_Folder\Trans\_Models\  DataSourceDirectory=d:\bi\_root\_folder\data\_sources\  CubeSaveDirectory=d:\bi\_root\_folder\cubes\_published\  DataWorkDirectory=d:\cognostemp\8.4\_transf\_temp\  ModelWorkDirectory=d:\ibm\cognos\c10\_prod\temp\  MaxTransactionNum=300000  Product locale: English (en)  Run locale: English (United States) (en-us)  Codepage: windows-1252  PowerPlay Transformer DA Server(7.4.4009.0 ) Sun May 19 13:54:00 2013  You have now validated that the cube build is still processing.   * Make note of when the cube started building. * If the cube started building more than XXXX previously, then send an email to CIS\_BI noting this and then call **<Cognos Framework Manager Administrator>**. |  |
| If the Fill Rate Cube build has not started, then do the following: | |  |
| c. | Validate whether the Informatica dependency has completed or not.   * Login to Informatica Workflow Monitor in Production. [See Appendix: How to Log into Informatica](#Logging_into_Informatica). * Click on the Tab View. Double click on *CGP\_EDW\_PRD\_int* to expand the CGP\_EDW repository. Locate the EDW - - SD folder (it will already be expanded). * Expand the worklow “wf\_SAP\_Fill\_rate\_fact”. * Review the status column to see if anything has Failed. If so, please send that screen shot in a notification email to the CIS\_BI distribution list. If no response is received within 15 minutes then call **<ETL Administrator>** and let him know. * NOTE: the wf\_SAP\_Fill\_rate\_Fact workflow is not as listed. THIS NEEDS TO BE FIXED> |  |

## (Sunday) Task End: 10:15 AM PST -> Weekly File Receipt Validation [Critical]

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
| This step is only necessary if all the files were not yet received and/or had not yet been fully processed.at 9:15 AM | |  |
|  | Check for an email from svc\_cognos which should arrive at 10:15 AM PST with a subject line of “Report: DQA V4 - Weekly Files Submitted Processing Audit”. |  |
|  | Review for number of received files (there should be four excluding Aquatics and Interpet ),fatal errors and rejected records. Confirm that all files have a Complete Time. |  |
| If there are less than six files, proceed with the following: | |  |
|  | Call <**ETL Administrator**> and let them know that there is a problem with the files being processed. You must reach/contact the <ETL Administrator> before 11 AM PST Sunday. |  |
|  | Send an email to CIS\_BI email distribution list indicating there is a problem with loading the Sunday files.  **NOTE: If this issue is not resolved by 11 AM PST, then rest of the data loading for Sunday will not happen correctly which will result in several issues Monday morning with the managers reviewing reports.** |  |

## (Sunday) Task End: Noon PST -> Informatica: Weekly Aggregation

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](file:///C:/Users/gsatyanarayana/_layouts/xlviewer.aspx)“ which should arrive by Noon PST with a subject line of “**Flash Aggregates Complete**”. |  |
| If you have not received the message by this time, then…. | |  |
|  | * Task name: wf\_Weekly\_Agg\_Build * Dependencies: Data Quality Analysis * Start Email: None   Log in to PROD instance of Informatica – See Appendix E. Verify if the task name above has any errors associated with. If there are any errors, please contact ***<ETL Administrator***>. |  |

## (Sunday) Task End: 2:00 PM PST -> Informatica: Inventory Snapshot

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll)“ which should arrive by 2:00 PM PST with a subject line of “**Inventory DOS Weekly Refresh -- Complete**”. |  |
| If you have not received the message by this time, then…. | |  |
|  | * Task name: wf\_fact\_Inventory\_DOS * Dependencies: None * Start Email: None   Log in to PROD instance of Informatica – See Appendix E. Verify if the task name above has any errors associated with. If there are any errors, please contact ***<ETL Administrator***>. |  |

## (Sunday) Task End: 2:30 PM PST -> Informatica: Margin Gap

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive by 2:30 PM PST with a subject line of “**Margin Gap Process Complete**”. |  |
| If you have not received the message by this time, then…. | |  |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ with a subject line of “**Margin Gap Process Starting**” anywhere between 12:30 PM PST and 1:00 PM PST. |  |
| If received the **Margin Gap Process Starting** message, then check for errors in the Informatica workflow… | |  |
|  | * Task name: wf\_Weekly\_Agg\_Build * Dependencies: None * Start Email: None   Log in to PROD instance of Informatica – See Appendix E. Verify if the task name above has any errors associated with. If there are any errors, please contact ***<ETL Administrator***>. |  |

## (Sunday) Task Start: 3:30 PM PST–> SRA PETSMART Cube Build

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***CIS\_BI*** “which should arrive by 3:30 PM PST with a subject line of “**SRA PETSMART Cube Build has Started**”. |  |
|  | If you have not received the email, please contact (email / phone / text – as needed) the <***COGNOS Framework Manager Administrator***> |  |
|  | If the Cube build is successful then you will get the following email around 4:30 PM PST on Sunday:  The SRA PETSMART Cube was successful. <date> <time>  If the Cube build fails then you will get the following email with the Cognos logs attached:  PETSMART Cube Build Failed. Please check the attached log for details |  |

## (Sunday) Task Start: 4:00 PM PST–> SAP CLS Cube Build

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***CIS\_BI*** “which should arrive by 4:00 PM PST with a subject line of “**SAP CLS Cube Build has started**”. |  |
|  | If you have not received the email, please contact (email / phone / text – as needed) the <***COGNOS Framework Manager Administrator***> |  |
|  | If the Cube build is successful then you will get the following email around 5:00 PM PST on Sunday:  The SAP CLS Cube Build was successful. <date> <time>  If the Cube build fails then you will get the following email with the Cognos logs attached:  SAP CLS Cube Build Failed. Please check the attached log for details |  |

## (Sunday) Task End: 4:00 PM PST -> Informatica: Executive Margin Gap

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive by 4:00 PM PST with a subject line of “**Executive Margin Gap Agg Complete**”. |  |
| If you have not received the message by this time, then…. | |  |
|  | * Task name: wf\_Weekly\_Agg\_Build * Dependencies: None * Start Email: None * End Email: Executive Margin Gap Agg Complete   Log in to PROD instance of Informatica – See Appendix E. Verify if the task name above has any errors associated with. If there are any errors, please contact ***<ETL Administrator***>. |  |

## (Sunday) Task: 6:00 PM PST -> Informatica: Fill Rate Fact Cube check

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***svc\_cognos*** “which should arrive by 6:00 PM PST if there is a **problem** with the Fill Rate Fact Cube build process with a subject line of “**Fill Rate Cube Build Failure**”.  cid:image001.png@01CED0AC.314DAED0 |  |
| If you have not received the message by this time, then skip to the next section | |  |
|  | If you received the email, then immediately contact ***<*Cognos Framework Manager Administrator>**. |  |

## (Sunday) Task Start: 6:30 PM PST–> Walmart Cube Build

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***CIS\_BI*** “which should arrive by 6:30 PM PST with a subject line of “**WALMART Cube Build has started**”. |  |
|  | If you have not received the email, please contact (email / phone / text – as needed) the <***COGNOS Framework Manager Administrator***> |  |
|  | If the Cube build is successful then you will get the following email around 6:15 PM PST on Sunday:  The WALMART Cube Build was successful. <date> <time>  If the Cube build fails then you will get the following email with the Cognos logs attached:  WALMART Cube Build Failed. Please check the attached log for details |  |

## (Sunday) Task End: 8:05 PM PST -> Cognos: Top Summary Fill Rate Analytics

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***svc\_cognos*** “which should arrive by 8:05 PM PST with a subject line of “**Top Summary Fill Rate Analytics**”. |  |
|  | If you have received the email message by this time, please verify the report has been posted to the appropriate sharepoint folder.   1. On the corporate Share Point site, verify the report has been posted in the following folder: Home > Corporate > Report Center > Supply Chain:     The report should have yesterday’s date on it (Saturday). |  |
| If you have not received the message or the report has not been posted by this time, then…. | |  |
|  | Please contact ***<Cognos Administrator***> to get assistance with the “Top Summary Fill Rate Analytics” report. |  |

## (Sunday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from ““***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive at 9 PM PST with the subject line of “**SAP Refresh Started**”. |  |
| If the above email does not arrive by 9 PM PST then continue. Otherwise, please skip to the next section in the document. | |  |
|  | Send an email to “CIS\_BI\_ETL” letting them know that the SAP Refresh has not started. |  |
|  | If you do not get a response from someone on the ETL team, please call <ETL Administrator> |  |

## (Sunday) Task Start: 10:00 PM PST–> Last 3 years Inventory Cube Build

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***CIS\_BI*** “which should arrive by 9:00 AM PST with a subject line of “**Last 3 years inventory Incr Cube Build has started**”. |  |
|  | If you have not received the email, please contact (email / phone / text – as needed) the <***COGNOS Framework Manager Administrator***> |  |
|  | If the Cube build is successful then you will get the following email around 10:30 PM PST on Sunday:  The Last 3 years inventory Incr Cube Build was successful. <date> <time>  If the Cube build fails then you will get the following email with the Cognos logs attached:  Last 3 years inventory Incr Cube Build Failed. Please check the attached log for details |  |

# Monday: Day 5

## (Monday) All Day -> Informatica: Errors

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Watch for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ with the subject line including the word – “Failure” or “Error”. |  |
| If an email does arrive then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Please forward the failure email to **<ETL Administrator>** and check with **<ETL Administrator>** to find out if any of the scheduled processes will need to be rerun. Please adjust task schedule as needed to match rerunning of mandatory processes. |  |

## (Monday) Task End: 6:00 AM PST -> Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive by 6 AM PST with the subject line of “**SAP Refresh -- Completed**”. |  |
| If the above email does not arrive by 6 AM PST then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Login to Informatica Workflow Monitor in Production (Refer to Appendix E: How to log into Informatica as needed) |  |
| 1. 2.2 | Click on the Tab View. Double click on “*CGP\_EDW\_PRD\_int”* to expand the CGP\_EDW repository. Locate the “EDW - - SD” folder (it should already be expanded). |  |
| 1. 2.3 | Go to the “Filters” menu and select “Most Recent Runs” and then 2. |  |
| 1. 2.4 | Right click on the folder “EDW\_SD” and select “Get Previous Runs”. |  |
| 1. 2.5 | Expand the worklow “wf\_sap\_edw” and click open to view details. |  |
| 1. 2.6 | Review the status column to see if anything has Failed or Aborted.  If so, please send that screen shot in a notification email to the “**CIS\_BI”** distribution list. If no response is received within 15 minutes then call **<ETL Administrator>** and let him know. |  |

## (Monday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Shiloh packages are checked daily using the Batch Monitor function in Shiloh. If a package fails there is an email sent by the Shiloh system using the email address eml\_shiloh5.  *Example Subject line: Shiloh Package Status: Walmart - Daily completed WITH ERRORS* |  |
|  | Login to the terminal server <Shiloh Terminal Server> |  |
|  | Go to *Start/All Programs/Shiloh 5/Shiloh 5* and double click to open the application. |  |
|  | Login to the application using the service account.   * 1. User Name: adm\_service   2. Password: SkiPowder     The Shiloh application: |  |
|  | Click on the big goofy ball in the upper left corner to get the drop down menu: |  |
|  | Click on ***Data Loading*** to see the options list: |  |
|  | Click on ***Batch Monitor*** to see the packages list: |  |
|  | The package list will show you all of the packages that were scheduled to run. You will see the name of the package, the % completion, the start time and the exe PID. The PID is important for restarting a package. If you received an error notice find the name of the package you are looking for here. If you are just doing a check, look for packages that have not completed to 100%. |  |
|  | Open the package that you wish to check by double clicking on the name of the package. This shows all the steps of the package. Notice the % Comp column. |  |
|  | Scroll down the list of steps to find the step that had an error. |  |
|  | Select the entire line by clicking on the small box to the left of the ***Step #*** column of the line with the error. |  |
|  | Click ***Reset/Run Again*** located at the top middle of the application screen. (Note: If you do not see the Reset/Run again option it will be in the toolbar under ***Step.***) |  |
|  | The Status and % Comp will change when the step is reset. |  |
|  | Locate the ***EXE PID*** for the package with the step you just reset, it will be just above the list of steps. Make note of the number. |  |
|  | Open ***Task Manager***. Under the ***Processes*** tab locate the PID that corresponds to the EXE PID of the package with the step you reset. |  |
|  | Select the process by clicking on it. Click the ***End Process*** button on the bottom right corner. |  |
|  | The message below should pop up. Click ***End Process*** again***.*** |  |
|  | The Shiloh system will reassign a new PID and begin rerunning the package. Monitor the package for success. You can refresh the screen to observe the progress. |  |
|  | When all steps read %100 Complete with no errors the package is done and you can close the application.  ***Note: (There may be instances where multiple steps fail or you have to restart the same step more than once. Just be patient or call <Shiloh Administrator>.)*** |  |

## (Monday) Task End : 7 AM PST : Executive Flash Margin Reports (QTD and YTD):

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
| **Generation of the Executive Flash Margin Reports.**  **ETL Pre-requisites :**   1. “Executive Margin Gap Agg Complete” email generally arrives by 6 pm on Sunday evening. The latest this email should arrive by is 7 am on Monday mornings.   If this above pre-requisite is met, the reports will get created and emailed from Cognos as expected.  If this above pre-requisite is NOT met, the emails which arrive from svc\_cognos on Mondays at 8 am (with a subject line of “Job: Executive Flash Report”) will contain incorrect data.   1. If you do not receive the “Executive Margin Gap Agg Complete” email by 7 am on Monday morning reach out to the ETL team asap. 2. Wait for the ETL team to look into and correct and manually run the Informatica workflow that processes the data for these reports. 3. After the ETL team runs the Informatica workflow manually, in Cognos we need to Navigate to Public Folders > Reports > Subject Area > Margin Gap > Job Folder for All NEW Garden and Pet Margin Gap Report Submissions folder. 4. Run the Cognos job “Corporate Weekly Reports”. 5. This process will produce two completion emails with attached Executive Flash Margin Report excel files. One set of files is for YTD results, the other is for QTD results. | |  |

## (Monday) Task End: 9 AM PST : Validating/Posting Central Garden Executive Flash Reports

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
| **Validating the Executive Flash Reports** | |  |
|  | ETL Pre-requisites:   1. “Flash Aggregates Complete” email should be received before 8 pm PST on previous Sunday (yesterday) evening.   **If this pre-requisite has not been met, you will need to manually rerun all the Flash and Executive Flash reports**. |  |
|  | In Windows Explorer, browse to:  \\sacfs01\Cognos Deployment Folder\ OUTPUT\FLASH\_RPT\CORP |  |
|  | Check for “**Central Garden Pet Flash Reports YYYY\_wk##.pdf**” document. If the document is present, please skip ahead to **Pre-Posting Report Formatting**. |  |
|  | Logon to the <Cognos Cube Build Server> as “*svc\_cognos*” using Remote Desktop Connection accessible via the Start Button. Please contact <Cognos Admin> for the administration password. |  |
|  | Check the status of the Cognos scheduled jobs to see which process failed:   1. Launch a web-browser 2. Go to: [http://saccogwebprd01.cgp.ad.cent.com/ibmcognos](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll) 3. Log on to Cognos 4. Select ‘Home’ in the upper right. 5. Select ‘Reports’ folder. 6. Select ‘ Subject Area’ folder. 7. Select ‘Invoices’ folder. 8. Select ‘Flash reports’ folder. 9. Select ‘Job Folder for all Garden and Pet Flash Report Submissions’ folder. 10. Click on ‘More’ of ‘Combined Job to Sequentially Run All Flash Report Jobs’ (note: put in screen shot) 11. Click on ‘View run history’      1. Click on More icon on the failed jobs to see details.     13 |  |
|  | Remove the latest files that are created as part of incomplete run on shared folder on “*\\sacfs01\Cognos Deployment Folder\OUTPUT\FLASH\_RPT*”. The incomplete files (dated today or the day before) will be in the following subdirectories:   * *CORP* * *EXEC* * *GARDEN* * *PET* * *POSTED* * *PETD* * *PSI* |  |
|  | 1. Launch a web-browser 2. Go to: http://saccogwebprd01.cgp.ad.cent.com/ibmcognos 3. Log on to Cognos. 4. Click on person icon in upper right of window (“My Area Options”). Select “My Activities and Schedules”. 5. Click on Schedules (upper left of window). Select Status filter as ‘Enabled’ and click Apply button. 6. Increase number of visible entries to 750 and click arrow to the right of upper end entry limit to display Cognos tasks. |  |
|  | Find, run and wait for completion of the following Cognos tasks in the listed order.   * “Combined job to sequentially run all flash report jobs”: ([Public Folders](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i48E9BB96F2814FB2B670D5858E007A96) > [Reports](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i3A75FF47AA5342EB801F7B62656D6602) > [Subject Area](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iB642EB548BD9445E9BC9006161FB5424) > [Invoices](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i7F3B017E10D24708B0E67467AC67B174) > [Flash Reports](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i1D78CDE878014F4AB7CFF8FF5AF14F23) > Job Folder for All Garden and Pet Flash Report Submissions) * “Combined job to sequentially run all margin gap analytics report”: ([Public Folders](http://sacsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx) > [Reports](mailto:informatica@sacinfoprd01.cent.com) > [Subject Area](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iB642EB548BD9445E9BC9006161FB5424) > [Margin Gap](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iABB52325BD724B40901BCC4DD06BF7A1) > Job Folder for All NEW Garden and Pet Margin Gap Report Submissions) * “All corporate margin gap analytics report”: ([Public Folders](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i48E9BB96F2814FB2B670D5858E007A96) > [Reports](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i3A75FF47AA5342EB801F7B62656D6602) > [Subject Area](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iB642EB548BD9445E9BC9006161FB5424) > [Margin Gap](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iABB52325BD724B40901BCC4DD06BF7A1) > Job Folder for All NEW Garden and Pet Margin Gap Report Submissions) * “Corporate weekly reports”: ([Public Folders](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i48E9BB96F2814FB2B670D5858E007A96) > [Reports](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i3A75FF47AA5342EB801F7B62656D6602) > [Subject Area](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iB642EB548BD9445E9BC9006161FB5424) > [Margin Gap](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iABB52325BD724B40901BCC4DD06BF7A1) > Job Folder for All NEW Garden and Pet Margin Gap Report Submissions) * “Combined job to sequentially run all excess inventory report jobs.”: [Public Folders](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i48E9BB96F2814FB2B670D5858E007A96) > [Reports](http://sacsps02/corp/dia/Documents/Forms/AllItems.aspx) > [Subject Area](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iB642EB548BD9445E9BC9006161FB5424) > [Inventory](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i7C17D53B4D4D483C9A87E32F3DE4DC42) > [Excess Inventory](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iAF5D191A73714C17B0FD41E559A9E909) > [Excess Inventory Report (Views)](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iFE38C0D9D8534812A507A9E85C683715) > Job Folder for All Garden and Pet Excess Inventory Report Submissions   For each tasks listed:   1. Click on blue arrow to the right of the task name. 2. Select Run the schedule once. |  |
|  | PDF CombineX: Manually combine the various report parts into the appropriate flash report .PDFs:  Log into <Cognos Framework Manager Server> server (SACCOGDSGNPRD)  Check to see if PDF CombineX is still running:   1. Open the Task Manager (right click on the Task Bar and choose Start Task Manager from the menu) 2. Look through the process and make sure that PDF CombineX is not running, if it is click on the name and click on the End Process button   Run Flash Report Combine job:   1. Go to desktop view. 2. Check to see if PDX CombineX is still running and kill process if necessary (step above) 3. Double-click on ‘Scheduled tasks’ icon to launch Windows Task Scheduler. 4. Double-click on Task Scheduler Library and then on “Cube Builds” 5. Double-click on “Flash Report Combine”. Choose Run. 6. The process will take about 15 minutes to run completely.   Reset Registration PDF CombineX information:  NOTE: Only do this step If you have tried combining the files and the program continues to not complete and stays running in the Task Manager. That may indicate that the registration information needs to be re-entered.   1. Click on Register at the bottom of the popup box 2. Fill in the Registration information    1. Registration name: Peter Keenan    2. Registration email: [pkeenan@central.com](mailto:pkeenan@central.com)    3. Registration Key: AUHZ-GPQDW-5B8CX-B2Y38-6UC6T-KB7SJ-UX7Z9-RBFQD-HSTS3 3. Click Register, Ok, Close |  |
| **Pre-Posting Report Formatting** | |  |
|  | **CHECK THAT ALL FLASH REPORTS HAVE BEEN COMBINED:**  In Windows Explorer, browse to:  \\sacfs01\Cognos Deployment Folder \OUTPUT\FLASH\_RPT\CORP  The report: “**Central Garden Pet Flash Reports YYYY\_wk##.pdf**”. should exist with the current weeks date.  In Windows Explorer, browse to:  \\sacfs01\Cognos Deployment Folder \OUTPUT\FLASH\_RPT\POSTED  There should be 5 PDF files with the current weeks date  If any of the files are missing you will need to run the **Flash Report Combine step** again (step directly above this one)  At this point you DO NOT need to re-run the Cognos reports. The Cognos reports only need to be re-ran if they fail the reconciliation (in the next step) or if we did not have all data loaded when the Cognos reports were created |  |
|  | **RECONCILE FLASH REPORT TO COGNOS REPORT**  In Windows Explorer, browse to:  \\sacfs01\Cognos Deployment Folder\ OUTPUT\FLASH\_RPT\CORP  Open report : “**Central Garden Pet Flash Reports YYYY\_wk##.pdf**”. |  |
|  | **OPEN COGNOS REPORT TO VERIFY FLASH REPORT**   1. Login to Cognos and browse to:   Public Folders > Reports > Subject Area > BI Admin > Flash Reports Test     1. Run Report:   “Invoice – Test for Corp Flash Report”   1. Use the first page of the Cognos report results to validate the QTD Numbers on the Flash report 2. Use the second page of the Cognos report results to validate the YTD Numbers on the Flash report 3. If the reports DO NOT reconcile you will need to re-run the Cognos reports   (go to: (Monday) Task End: 9 AM PST : Validating/Posting Central Garden Executive Flash Reports for instructions)   1. After reconciling, close both the reports. We can now move ahead with posting of all the Flash reports to SharePoint. |  |
|  | In Windows Explorer, browse to:  \\sacfs01\Cognos Deployment Folder \OUTPUT\FLASH\_RPT\EXEC |  |
|  | You must have the Developer ribbon available to you within Excel. If you DO NOT, then follow Pre-Admin Support Checklist Step 7. |  |
|  | 1. Locate the macro, aa Merge and Format Executive Flash report.xlsm. 2. Double click to open the workbook. 3. Within Excel, navigate to the Developer ribbon. Instructions below to add to your version of Excel. 4. Click on Macros…. 5. Select Merge\_and\_Format\_Executive\_Flash in the macro list. 6. Click on the Run button.      1. Close the Macro and Spreadsheet |  |
|  | 1. JUST A NOTE (no action required here): 2. Both the YTD and QTD worksheets must have the following page printing specifications: 3. “Print” -> “Print Preview” -> “Page Setup” 4. select landscape mode 5. Fit to 1 page wide by 1 tall 6. Sselect Paper size = “Legal” |  |
| 1. 7. | Navigate to Corporate -> Reporting Center Share point site |  |
|  | Click on Growth Document Library |  |
|  | To load reports to the Report Center SharePoint webpage navigate to the All Site content from the Site Actions drop down. |  |
|  | At the All Site Content webpage, navigate to the Growth library then select “Upload Document” from the Upload dropdown. |  |
|  | At the Upload Document webpage, select “Browse” and navigate to:  \\sacfs01\Cognos Deployment Folder\ OUTPUT\FLASH\_RPT\CORP    Select Central Garden Pet Flash Reports YYYY\_wkXX.pdf |  |
|  | * + For the Title property, Copy the report name   + For the Week property, Enter YYYY Week WW   + For the Report type, Select Weekly Sales Flash |  |

|  |  |
| --- | --- |
| **Posting Executive Flash Margin report** | |
|  | At the Upload Document webpage, select “Browse” and navigate to:  \\sacfs01\Cognos Deployment Folder \OUTPUT\FLASH\_RPT\EXEC\FLASH\_RPT\EXEC\Executive Flash Margin Report YYY-nn.xlsx    Press OK |
|  | * + For the Title property, Copy the report name   + For the Week property, Enter YYYY Week WW   + For the Report type, Select Flash Executive report |
| **Posting Top Customer Executive Flash report** | |
|  | In Windows Explorer, browse to:  \\sacfs01\Cognos Deployment folder -> OUTPUT\FLASH\_RPT\EXEC |
|  | Rename report “Top Customer by BU Sales Variance Report-en-us.xlsx” to  “Top Customer by BU Sales Variance Report 2014-##.xlsx” |
|  | At the Upload Document webpage, select “Browse” and navigate to:  \\sacfs01\Cognos Deployment Folder \OUTPUT\FLASH\_RPT\EXEC\Top Customer by BU Sales Variance Report yyyy-nn.xlsx    Click OK |
|  | * + For the Title property, Copy the report name   + For the Week property, Enter YYYY Week WW   + For the Report type, Select Corporate Top Customer |

## (Monday) Task End: 9 AM PST : Posting Sales Flash Reports

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | From the Corporate Intranet Site, Navigate to the following sharepoint site:  Corporate-> Financial Reporting |  |
|  | Upload the **Central Garden Pet Flash Reports** to the Sharepoint site:   * Under Documents on left side bar - Click on, Growth Corporate:Weekly Sales Flash * Upload, document * Browse to   \\sacfs01\Cognos Deployment folder -> OUTPUT\FLASH\_RPT\POSTED   * Sort by date modified   + Document name: “**Central Garden Pet Flash Reports YYYY\_wk##.pdf**” * Click Ok * If not prompted to update properties, manually update and copy filename to title |  |
|  | Upload the **Garden Products Flash Reports** to the Sharepoint site:   * Under Documents on left side bar - Click on, Growth Garden:Weekly Sales Flash * Upload, document * Browse to:   \\sacfs01\Cognos Deployment Folder\OUTPUT\FLASH\_RPT\POSTED   * Sort by date modified   + Document name: “**Garden Products Flash Reports YYYY\_wk##.pdf**” * Click Ok button * If not prompted to update properties, manually update and copy filename to title. |  |
|  | Upload the **Pennington Flash Reports** to the Sharepoint site:   * Under Documents on left side bar * Click on, Growth Pennington:Weekly Sales Flash * Upload, document * Browse to:   \\sacfs01\Cognos Deployment Folder\OUTPUT\FLASH\_RPT\POSTED   * Sort by date modified   + Document name: “**Pennington Flash Reports YYYY\_wk##.pdf**” * Click Ok button * If not prompted to update properties, manually update and copy filename to title. |  |
|  | Upload the **Pet Distribution Flash Reports** to the Sharepoint site:   * Under Documents on the left side bar * Click on, Growth Pet Distribution:Weekly Sales Flash * Upload, document * Browse to:   \\sacfs01\Cognos Deployment Folder\OUTPUT\FLASH\_RPT\POSTED   * Sort by date modified   + Document name: “**Pet Distribution Flash Reports YYYY\_wk##.pdf**” * Click Ok Button * If not prompted to update properties, manually update and copy filename to title. |  |
|  | Upload the **Central Pet Flash Reports** to the Sharepoint site:   * Under Documents on the left side bar - Click on, Growth Pet:Weekly Sales Flash * Upload, document * Browse to:   \\ sacfs01\Cognos Deployment Folder\OUTPUT\FLASH\_RPT\POSTED   * Sort by date modified * Document name:   + “**Central Pet Flash Reports YYYY\_wk##.pdf**” * Click Ok Button * If not prompted to update properties, manually update and copy filename to title |  |

## (Monday) Task End: NOON PST : Publish MDM Score card

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Within Cognos, execute Report “Data Quality Scorecard Stats” from the following location in PROD: |  |
|  | If Informatica workflow has completed successfully then latest end of the week (Saturday) will be displayed on the prompt value as follows |  |
|  | If the latest date does not show up, then wait another hour.  If it has not completed successfully, check in Informatica for the following:   * Open Informatica Power Center Workflow Monitor. * Expand ‘CGP\_EDW\_PRD * Expand ‘CGP\_EDW\_PRD\_int’ * Check to make sure the ‘wf\_Weekly\_Agg\_Build->MDM\_Rules’ has completed successfully.     If it has not completed successfully, contact <**ETL Administrator**>. |  |
|  | Open or Save the report to a local drive |  |
|  | Open a browser session and navigate to the following sharepoint site:   * Navigate to the following sharepoint site: [Master Data](http://wcsps02/corp/masterdata/Pages/default.aspx) * In the lower right corner, click on [*MDM Bridge Scorecard*](http://wcsps02/corp/masterdata/Bridge%20Scorecard/Forms/AllItems.aspx) * Click on [*Scorecard Detail*](mailto:informatica@sacinfoprd01.cent.com) folder * Open a READ ONLY copy of the previous Scorecard report (if for any reason the prior week’s detail report is missing, it doesn’t matter, just select the last report whatever date that that report references). |  |
|  | Open the last tab of the read-only spreadsheet (previous weeks): |  |
|  | From the report generated spreadsheet, Copy Rows 4 through 255 / columns A through Q (opened in Step 4) from the report (starting from line 4 to line 255). Make sure the number of rows do not exceed beyond line 256 |  |
|  | Paste the data into the Scorecard Detail spreadsheet (last tab – “All Final”) from step 6. Change the date to latest date (highlighted in yellow) in Row 4 / Column U. |  |
|  | Change the date (Cell U4) highlighted in yellow to latest Saturday’s date. Click on the first tab (scorecard) and check if the latest date is displaying on the top. |  |
|  | Save the scorecard detail, using “**Save As**” and renaming the report by replacing the date, in the Scorecard Detail folder in Sharepoint. The date in the filename should be formatted as follows: **“<same name>\_YYYYMMDD**”. |  |
|  | Click on the First tab (scorecard) – Make sure the scorecard worksheet is the active worksheet. |  |
|  | Using “**Save As**”, save the first page of the workbook as a PDF document. |  |
|  | In the path at the top of the Save dialog box, click on “***Bridge Scorecard” [ path =*** [\\wcsps02\corp\masterdata\Bridge Scorecard\Data Quality Scorecard](file://wcsps02/corp/masterdata/Bridge%20Scorecard/Data%20Quality%20Scorecard) ] |  |
|  | Click on the “**Publish**” button at bottom |  |

## (Monday) Task Start: 9 PM PST - Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll)“ which should arrive at 9 PM PST with the subject line of “**SAP Refresh Started**”. |  |
| If the above email does not arrive by 9 PM PST then continue. Otherwise, please skip to the next section in the document. | |  |
|  | Send an email to “CIS\_BI\_ETL” letting them know that the SAP Refresh has not started. |  |
|  | If you do not get a response from someone on the ETL team, please call <ETL Administrator> |  |

# Tuesday: Day 6

## (Tuesday) All Day -> Informatica: Errors

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Watch for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](http://sacsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx)“ with the subject line including the word – “Failure” or “Error”. |  |
| If an email does arrive then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Please forward the failure email to **<ETL Administrator>** and check with **<ETL Administrator>** to find out if any of the scheduled processes will need to be rerun. Please adjust task schedule as needed to match rerunning of mandatory processes. |  |

## (Tuesday) Task End: 6 AM PST - Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll)“ which should arrive by 6 AM PST with the subject line of “**SAP Refresh -- Completed**”. |  |
| If the above email does not arrive by 6 AM PST then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Login to Informatica Workflow Monitor in Production (Refer to Appendix E: How to log into Informatica as needed) |  |
| 1. 2.2 | Click on the Tab View. Double click on “*CGP\_EDW\_PRD\_int”* to expand the CGP\_EDW repository. Locate the “EDW - - SD” folder (it should already be expanded). |  |
| 1. 2.3 | Go to the “Filters” menu and select “Most Recent Runs” and then 2. |  |
| 1. 2.4 | Right click on the folder “EDW\_SD” and select “Get Previous Runs”. |  |
| 1. 2.5 | Expand the worklow “wf\_sap\_edw” and click open to view details. |  |
| 1. 2.6 | Review the status column to see if anything has Failed or Aborted.  If so, please send that screen shot in a notification email to the “**CIS\_BI”** distribution list. If no response is received within 15 minutes then call **<ETL Administrator>** and let him know. |  |

## (Tuesday) Task End: 6 AM PST -> Daily Non-SAP File Receipt Validation

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
| 1. | Check for an email from **svc\_cognos** which should arrive at 6 AM PST with a subject line of “Report: DQA V4 - Daily Files Submitted Processing Audit v1”. |  |
| 2. | 1. Open the “Report: DQA V4 – Daily Files Submitted Processing Audit v1” email attachment. 2. There should be a cognos report attached to the email. 3. Open up the report. 4. Review for number of received files (there should be four excluding Aquatics and Interpet ), fatal errors and rejected records. Confirm that all files have a Complete Time. |  |
| If there are MORE THAN 20 fatal errors, proceed with the following: | |  |
|  | Contact the individual(s) on the IT contact list, specific to the Business Unit associated with the missing/damaged file – See Appendix D. |  |
| If there are any rejected records, proceed with the following: | |  |
|  | Contact the individuals on the IT contact list, specific to that Business Unit associated with the missing/damaged file – See Appendix D. |  |

## (Tuesday) Task Start: 7 AM PST -> POS Shiloh to EDW Weekly Refresh

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Watch for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ with the subject line of “POS Shiloh to EDW Weekly Refresh Completed” by 8:00 AM PST |  |
| If an email does arrive then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Please send email to **<ETL Administrator>** and check with **<ETL Administrator>** to find out if any of the scheduled processes will need to be rerun. Please adjust task schedule as needed to match rerunning of mandatory processes. |  |

## (Tuesday) Task End: 8 AM PST -> POS Shiloh to EDW Weekly Refresh

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Watch for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ with the subject line of “POS Shiloh to EDW Weekly Refresh Started” by 8:00 AM PST |  |
| If an email does arrive then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Please forward the failure email to **<ETL Administrator>** and check with **<ETL Administrator>** to find out if any of the scheduled processes will need to be rerun. Please adjust task schedule as needed to match rerunning of mandatory processes. |  |

## (Tuesday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Shiloh packages are checked daily using the Batch Monitor function in Shiloh. If a package fails there is an email sent by the Shiloh system using the email address eml\_shiloh5.  *Example Subject line: Shiloh Package Status: Walmart - Daily completed WITH ERRORS* |  |
|  | Login to the terminal server <Shiloh Terminal Server> |  |
|  | Go to *Start/All Programs/Shiloh 5/Shiloh 5* and double click to open the application. |  |
|  | Login to the application using the service account.   * 1. User Name: adm\_service   2. Password: SkiPowder     The Shiloh application: |  |
|  | Click on the big goofy ball in the upper left corner to get the drop down menu: |  |
|  | Click on ***Data Loading*** to see the options list: |  |
|  | Click on ***Batch Monitor*** to see the packages list: |  |
|  | The package list will show you all of the packages that were scheduled to run. You will see the name of the package, the % completion, the start time and the exe PID. The PID is important for restarting a package. If you received an error notice find the name of the package you are looking for here. If you are just doing a check, look for packages that have not completed to 100%. |  |
|  | Open the package that you wish to check by double clicking on the name of the package. This shows all the steps of the package. Notice the % Comp column. |  |
|  | Scroll down the list of steps to find the step that had an error. |  |
|  | Select the entire line by clicking on the small box to the left of the ***Step #*** column of the line with the error. |  |
|  | Click ***Reset/Run Again*** located at the top middle of the application screen. (Note: If you do not see the Reset/Run again option it will be in the toolbar under ***Step.***) |  |
|  | The Status and % Comp will change when the step is reset. |  |
|  | Locate the ***EXE PID*** for the package with the step you just reset, it will be just above the list of steps. Make note of the number. |  |
|  | Open ***Task Manager***. Under the ***Processes*** tab locate the PID that corresponds to the EXE PID of the package with the step you reset. |  |
|  | Select the process by clicking on it. Click the ***End Process*** button on the bottom right corner. |  |
|  | The message below should pop up. Click ***End Process*** again***.*** |  |
|  | The Shiloh system will reassign a new PID and begin rerunning the package. Monitor the package for success. You can refresh the screen to observe the progress. |  |
|  | When all steps read %100 Complete with no errors the package is done and you can close the application.  ***Note: (There may be instances where multiple steps fail or you have to restart the same step more than once. Just be patient or call <Shiloh Administrator>.)*** |  |

## (Tuesday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive at 9 PM PST with the subject line of “**SAP Refresh Started**”. |  |
| If the above email does not arrive by 9 PM PST then continue. Otherwise, please skip to the next section in the document. | |  |
|  | Send an email to “CIS\_BI\_ETL” letting them know that the SAP Refresh has not started. |  |
|  | If you do not get a response from someone on the ETL team, please call <ETL Administrator> |  |

# Wednesday: Day 7

## (Wednesday) All Day -> Informatica: Errors

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Watch for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ with the subject line including the word – “Failure” or “Error”. |  |
| If an email does arrive then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Please forward the failure email to **<ETL Administrator>** and check with **<ETL Administrator>** to find out if any of the scheduled processes will need to be rerun. Please adjust task schedule as needed to match rerunning of mandatory processes. |  |

## 

## (Wednesday) Task End: 6 AM PST - Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](mailto:informatica@sacinfoprd01.cent.com)“ which should arrive by 6 AM PST with the subject line of “**SAP Refresh -- Completed**”. |  |
| If the above email does not arrive by 6 AM PST then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Login to Informatica Workflow Monitor in Production (Refer to Appendix E: How to log into Informatica as needed) |  |
| 1. 2.2 | Click on the Tab View. Double click on “*CGP\_EDW\_PRD\_int”* to expand the CGP\_EDW repository. Locate the “EDW - - SD” folder (it should already be expanded). |  |
| 1. 2.3 | Go to the “Filters” menu and select “Most Recent Runs” and then 2. |  |
| 1. 2.4 | Right click on the folder “EDW\_SD” and select “Get Previous Runs”. |  |
| 1. 2.5 | Expand the worklow “wf\_sap\_edw” and click open to view details. |  |
| 1. 2.6 | Review the status column to see if anything has Failed or Aborted.  If so, please send that screen shot in a notification email to the “**CIS\_BI”** distribution list. If no response is received within 15 minutes then call **<ETL Administrator>** and let him know. |  |

## (Wednesday) Task End: 6 AM PST -> Daily Non-SAP File Receipt Validation

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
| 1. | Check for an email from **svc\_cognos** which should arrive at 6 AM PST with a subject line of “Report: DQA V4 - Daily Files Submitted Processing Audit v1”. |  |
| 2. | 1. Open the “Report: DQA V4 – Daily Files Submitted Processing Audit v1” email attachment. 2. There should be a cognos report attached to the email. 3. Open up the report. 4. Review for number of received files (there should be four excluding Aquatics and Interpet ), fatal errors and rejected records. Confirm that all files have a Complete Time. |  |
| If there are MORE THAN 20 fatal errors, proceed with the following: | |  |
|  | Contact the individual(s) on the IT contact list, specific to the Business Unit associated with the missing/damaged file – See Appendix D. |  |
| If there are any rejected records, proceed with the following: | |  |
|  | Contact the individuals on the IT contact list, specific to that Business Unit associated with the missing/damaged file – See Appendix D. |  |

## (Wednesday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Shiloh packages are checked daily using the Batch Monitor function in Shiloh. If a package fails there is an email sent by the Shiloh system using the email address eml\_shiloh5.  *Example Subject line: Shiloh Package Status: Walmart - Daily completed WITH ERRORS* |  |
|  | Login to the terminal server <Shiloh Terminal Server> |  |
|  | Go to *Start/All Programs/Shiloh 5/Shiloh 5* and double click to open the application. |  |
|  | Login to the application using the service account.   * 1. User Name: adm\_service   2. Password: SkiPowder     The Shiloh application: |  |
|  | Click on the big goofy ball in the upper left corner to get the drop down menu: |  |
|  | Click on ***Data Loading*** to see the options list: |  |
|  | Click on ***Batch Monitor*** to see the packages list: |  |
|  | The package list will show you all of the packages that were scheduled to run. You will see the name of the package, the % completion, the start time and the exe PID. The PID is important for restarting a package. If you received an error notice find the name of the package you are looking for here. If you are just doing a check, look for packages that have not completed to 100%. |  |
|  | Open the package that you wish to check by double clicking on the name of the package. This shows all the steps of the package. Notice the % Comp column. |  |
|  | Scroll down the list of steps to find the step that had an error. |  |
|  | Select the entire line by clicking on the small box to the left of the ***Step #*** column of the line with the error. |  |
|  | Click ***Reset/Run Again*** located at the top middle of the application screen. (Note: If you do not see the Reset/Run again option it will be in the toolbar under ***Step.***) |  |
|  | The Status and % Comp will change when the step is reset. |  |
|  | Locate the ***EXE PID*** for the package with the step you just reset, it will be just above the list of steps. Make note of the number. |  |
|  | Open ***Task Manager***. Under the ***Processes*** tab locate the PID that corresponds to the EXE PID of the package with the step you reset. |  |
|  | Select the process by clicking on it. Click the ***End Process*** button on the bottom right corner. |  |
|  | The message below should pop up. Click ***End Process*** again***.*** |  |
|  | The Shiloh system will reassign a new PID and begin rerunning the package. Monitor the package for success. You can refresh the screen to observe the progress. |  |
|  | When all steps read %100 Complete with no errors the package is done and you can close the application.  ***Note: (There may be instances where multiple steps fail or you have to restart the same step more than once. Just be patient or call <Shiloh Administrator>.)*** |  |

## (Wednesday) Task Start: 9 PM PST -> Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](http://sacsps02/corp/masterdata/Bridge%20Scorecard/Forms/AllItems.aspx)” which should arrive at 9 PM PST with the subject line of “**SAP Refresh Started**”. |  |
| If the above email does not arrive by 9 PM PST then continue. Otherwise, please skip to the next section in the document. | |  |
|  | Send an email to “CIS\_BI\_ETL” letting them know that the SAP Refresh has not started. |  |
|  | If you do not get a response from someone on the ETL team, please call <ETL Administrator> |  |

# Thursday: Day 8

## (Wednesday) All Day -> Informatica: Errors

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Watch for an email from “***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](file:///C:/Users/lglover/Documents/SharePoint%20Drafts/Fill%20Rate%20Report%20Validation%20Process.docx)“ with the subject line including the word – “Failure” or “Error”. |  |
| If an email does arrive then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Please forward the failure email to **<ETL Administrator>** and check with **<ETL Administrator>** to find out if any of the scheduled processes will need to be rerun. Please adjust task schedule as needed to match rerunning of mandatory processes. |  |

## 

## (Thursday) Task End: 6 AM PST - Informatica: SAP Daily workflow

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from“***PRD Informatica Service Account*** - [informatica@sacinfoprd01.cent.com](file:///C:/Users/lglover/_layouts/xlviewer.aspx)“ which should arrive by 6 AM PST with the subject line of “**SAP Refresh -- Completed**”. |  |
| If the above email does not arrive by 6 AM PST then continue to Step 2. Otherwise, move to the next section in the document. | |  |
| 1. 2.1 | Login to Informatica Workflow Monitor in Production (Refer to Appendix E: How to log into Informatica as needed) |  |
| 1. 2.2 | Click on the Tab View. Double click on “*CGP\_EDW\_PRD\_int”* to expand the CGP\_EDW repository. Locate the “EDW - - SD” folder (it should already be expanded). |  |
| 1. 2.3 | Go to the “Filters” menu and select “Most Recent Runs” and then 2. |  |
| 1. 2.4 | Right click on the folder “EDW\_SD” and select “Get Previous Runs”. |  |
| 1. 2.5 | Expand the worklow “wf\_sap\_edw” and click open to view details. |  |
| 1. 2.6 | Review the status column to see if anything has Failed or Aborted.  If so, please send that screen shot in a notification email to the “**CIS\_BI”** distribution list. If no response is received within 15 minutes then call **<ETL Administrator>** and let him know. |  |

## (Thursday) Task End: 6 AM PST -> Daily Non-SAP File Receipt Validation

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
| 1. | Check for an email from **svc\_cognos** which should arrive at 6 AM PST with a subject line of “Report: DQA V4 - Daily Files Submitted Processing Audit v1”. |  |
| 2. | 1. Open the “Report: DQA V4 – Daily Files Submitted Processing Audit v1” email attachment. 2. There should be a cognos report attached to the email. 3. Open up the report. 4. Review for number of received files (there should be four excluding Aquatics and Interpet ), fatal errors and rejected records. Confirm that all files have a Complete Time. |  |
| If there are MORE THAN 20 fatal errors, proceed with the following: | |  |
|  | Contact the individual(s) on the IT contact list, specific to the Business Unit associated with the missing/damaged file – See Appendix D. |  |
| If there are any rejected records, proceed with the following: | |  |
|  | Contact the individuals on the IT contact list, specific to that Business Unit associated with the missing/damaged file – See Appendix D. |  |

## (Thursday) Task Start: 8 AM PST -> Shiloh: Daily Batch Processes

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Shiloh packages are checked daily using the Batch Monitor function in Shiloh. If a package fails there is an email sent by the Shiloh system using the email address eml\_shiloh5.  *Example Subject line: Shiloh Package Status: Walmart - Daily completed WITH ERRORS* |  |
|  | Login to the terminal server <Shiloh Terminal Server> |  |
|  | Go to *Start/All Programs/Shiloh 5/Shiloh 5* and double click to open the application. |  |
|  | Login to the application using the service account.   * 1. User Name: adm\_service   2. Password: SkiPowder     The Shiloh application: |  |
|  | Click on the big goofy ball in the upper left corner to get the drop down menu: |  |
|  | Click on ***Data Loading*** to see the options list: |  |
|  | Click on ***Batch Monitor*** to see the packages list: |  |
|  | The package list will show you all of the packages that were scheduled to run. You will see the name of the package, the % completion, the start time and the exe PID. The PID is important for restarting a package. If you received an error notice find the name of the package you are looking for here. If you are just doing a check, look for packages that have not completed to 100%. |  |
|  | Open the package that you wish to check by double clicking on the name of the package. This shows all the steps of the package. Notice the % Comp column. |  |
|  | Scroll down the list of steps to find the step that had an error. |  |
|  | Select the entire line by clicking on the small box to the left of the ***Step #*** column of the line with the error. |  |
|  | Click ***Reset/Run Again*** located at the top middle of the application screen. (Note: If you do not see the Reset/Run again option it will be in the toolbar under ***Step.***) |  |
|  | The Status and % Comp will change when the step is reset. |  |
|  | Locate the ***EXE PID*** for the package with the step you just reset, it will be just above the list of steps. Make note of the number. |  |
|  | Open ***Task Manager***. Under the ***Processes*** tab locate the PID that corresponds to the EXE PID of the package with the step you reset. |  |
|  | Select the process by clicking on it. Click the ***End Process*** button on the bottom right corner. |  |
|  | The message below should pop up. Click ***End Process*** again***.*** |  |
|  | The Shiloh system will reassign a new PID and begin rerunning the package. Monitor the package for success. You can refresh the screen to observe the progress. |  |
|  | When all steps read %100 Complete with no errors the package is done and you can close the application.  ***Note: (There may be instances where multiple steps fail or you have to restart the same step more than once. Just be patient or call <Shiloh Administrator>.)*** |  |

## Hand-off/Knowledge Transfer Meeting

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Run the hand-off/knowledge transfer meeting. The purpose of the meeting is to communicate issues that the next Primary and Secondary support persons must be aware of and what changes to the PROD environment were made during the previous week. |  |
|  | Update the PROD support documentation as needed based on learned lessons from the previous week support activities 🡪 last week’s primary support. |  |

|  |
| --- |
| Identification |
| |  |  | | --- | --- | | Completed By: |  | |  | (print name, sign and date) | |  |  | |

# Deployment Verification

Verifies that the deployment was completed successfully.

## Data Files

| Step | Instruction | Expected Results | Actual Results | Completed  (Date+Initial) |
| --- | --- | --- | --- | --- |
| **BUILD 7** | | | | |
|  | **Ensure the object count is correct in the target**  What to look for: Record counts in source files & target objects match  Objects:   * Disease\_Indication\_gne\_\_c * Therapeutic\_Area\_Code\_gne\_\_c | Verified Successfully |  |  |

|  |
| --- |
| Identification |
| |  |  | | --- | --- | | Completed By: |  | |  | (print name, sign and date) | |  |  | |

|  |
| --- |
| **Deployment Notes:** □ N/A |
|  |

# Appendices

## Appendix A – Communication Protocol when there is a PROD error

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | If at any point there is an error in PROD, please do the following regarding the issue. |  |
|  | Detect the issue and communicate to the issue to the team especially the owner of the affected system, Program manager and the on-call PROD support folks |  |
|  | Determine the source of the problem/issue. |  |
|  | Start corrective action and get a first guess at the ETA for resolution. |  |
|  | Communicate source of the problem, corrective action start and the first guess ETA to the team. |  |
|  | Refine ETA to resolution and communicate it with <Communication Person>, <Operations Manager>, and on-call PROD support staff. |  |
|  | <Communication Person> will communicate out to business users as needed. |  |

## Appendix B - Useful Document Locations

|  |  |
| --- | --- |
| Document | URL |
| Team Roster and Phone Numbers | [… http://wcsps02/corp/dia/\_layouts/xlviewer.aspx?id=/corp/dia/Documents/On-boarding%20Information/Data%20Insight%20and%20Analytics%20Team%20Roster.xlsx](file:///C:/Users/lglover/_layouts/xlviewer.aspx) |
| Informatica Production Issues Log | [http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/Informatica\_PROD\_Issue\_tracker.xlsm](file:///C:/Users/lglover/Documents/SharePoint%20Drafts/Informatica_PROD_Issue_tracker.xlsm) |
| Cognos Production Issues Log | [http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/Cognos\_PROD\_Issue\_tracker.xlsm](file:///C:/Users/lglover/Documents/SharePoint%20Drafts/Cognos_PROD_Issue_tracker.xlsm) |
| Communication Templates |  |
| CAB - Change Management Request Process | [http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/CAB%20Change%20Management%20Request%20Process.docx](file:///C:/Users/lglover/Documents/SharePoint%20Drafts/CAB%20Change%20Management%20Request%20Process.docx) |
| Shiloh Production Issue log | [http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/Shiloh\_PROD\_Issue\_tracker.xlsm](file:///C:/Users/lglover/Documents/SharePoint%20Drafts/Shiloh_PROD_Issue_tracker.xlsm) |
| Fill Rate Report Validation Process | [http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/Fill%20Rate%20Report%20Validation%20Process.docx](mailto:informatica@sacinfoprd01.cent.com) |
| D&A Team Infra ticket tracking spreadsheet | [http://wcsps02/corp/dia/\_layouts/xlviewer.aspx?id=/corp/dia/Documents/PROD%20Environment%20Support/Open%20D%20and%20A%20Infra%20tickets%20-%20tracking.xlsx](http://sacsps02/corp/dia/Documents/PROD%20Environment%20Support/DA_PRODUCTION_Support_Document.docx) |
| Informatica 9 Installation | http://wcsps02/corp/dia/Documents/Forms/AllItems.aspx?RootFolder=%2fcorp%2fdia%2fDocuments%2fOn%2dboarding%20Information&FolderCTID=&View=%7b5365CC6F%2dD677%2d407E%2dAE89%2d0FDD21D267C5%7d |
| Informatica 9 software | \\wcfs03\software\Informatica\PowerCenter\9.1\910HF3\_Client |
| Informatica 9 Environment config | [http://wcsps02/corp/dia/\_layouts/xlviewer.aspx?id=/corp/dia/Documents/On-boarding%20Information/On-boarding%20checklist.xlsx](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll) |
| EDW Runbook | [http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/EDW\_Runbook\_20130328.docx](file:///C:/Users/gsatyanarayana/Documents/SharePoint%20Drafts/EDW_Runbook_20130328.docx) |
| MDM Scorecard Posting Process | [http://wcsps02/corp/dia/Documents/PROD%20Environment%20Support/MDM%20Scorecard\_posting\_SOP\_V1\_20130426.docx](file:///C:/Users/gsatyanarayana/Documents/SharePoint%20Drafts/MDM%20Scorecard_posting_SOP_V1_20130426.docx) |
| Weekly Executive Report Posting Process | [http://wcsps02/corp/dia/\_layouts/xlviewer.aspx?id=/corp/dia/Documents/PROD%20Environment%20Support/Weekly%20Executive%20Reports\_SOP\_v1\_20130426%20.xlsx](file:///C:/Users/gsatyanarayana/_layouts/xlviewer.aspx) |
| Service Manager 9 | http://sacismprd01/SMProd/ServiceManager.aspx |

## Appendix C – How to submit an emergency change to Service Manager

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Open up Service Manager application - <http://sacismprd01/SMProd/ServiceManager.aspx> |  |
|  | Click on Request |  |
|  | Select Change Management |  |
|  | Select Emergency Change |  |
|  | Fill out the following fields on the form:  Title 🡪 Descriptive title summarizing the required change  Requestor 🡪 Your name 🡪 Last, First  Imp Start 🡪 When you are planning on starting the required change  Imp End 🡪 When the required change should be completed by  Description 🡪 Fill out the 4 subsections  CI 🡪 List computing resources affected (using pull down menu) |  |
|  | Click Submit |  |
|  | Contact appropriate CIS/IT resources to discuss the change before executing the emergency change |  |

## Appendix D – Cognos Environment Shutdown and Restart Sequence

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Development (DEV) environment:  SHUTDOWN(in sequence)  1. saccogappdev01.cgp.ad.cent.com  2. saccogcmdev01.cgp.ad.cent.com  STARTUP(in sequence)  1. saccogcmdev01.cgp.ad.cent.com  2. saccogappdev01.cgp.ad.cent.com |  |
|  | Test / UAT (TST) environment:  SHUTDOWN(in sequence)  1. saccogapptst01.cgp.ad.cent.com  2. saccogcmtst01.cgp.ad.cent.com  STARTUP(in sequence)  1. saccogcmtst01.cgp.ad.cent.com  2. saccogapptst01.cgp.ad.cent.com |  |
|  | Production (PROD) environment:  SHUTDOWN(in sequence)  1. saccogappprd02.cgp.ad.cent.com  2. saccogappprd01.cgp.ad.cent.com  3. saccogcmprd01.cgp.ad.cent.com  STARTUP(in sequence)  1. saccogcmprd01.cgp.ad.cent.com  2. saccogappprd01.cgp.ad.cent.com  3. saccogappprd02.cgp.ad.cent.com |  |

## Appendix E – Non-SAP Data File Delivery Schedule

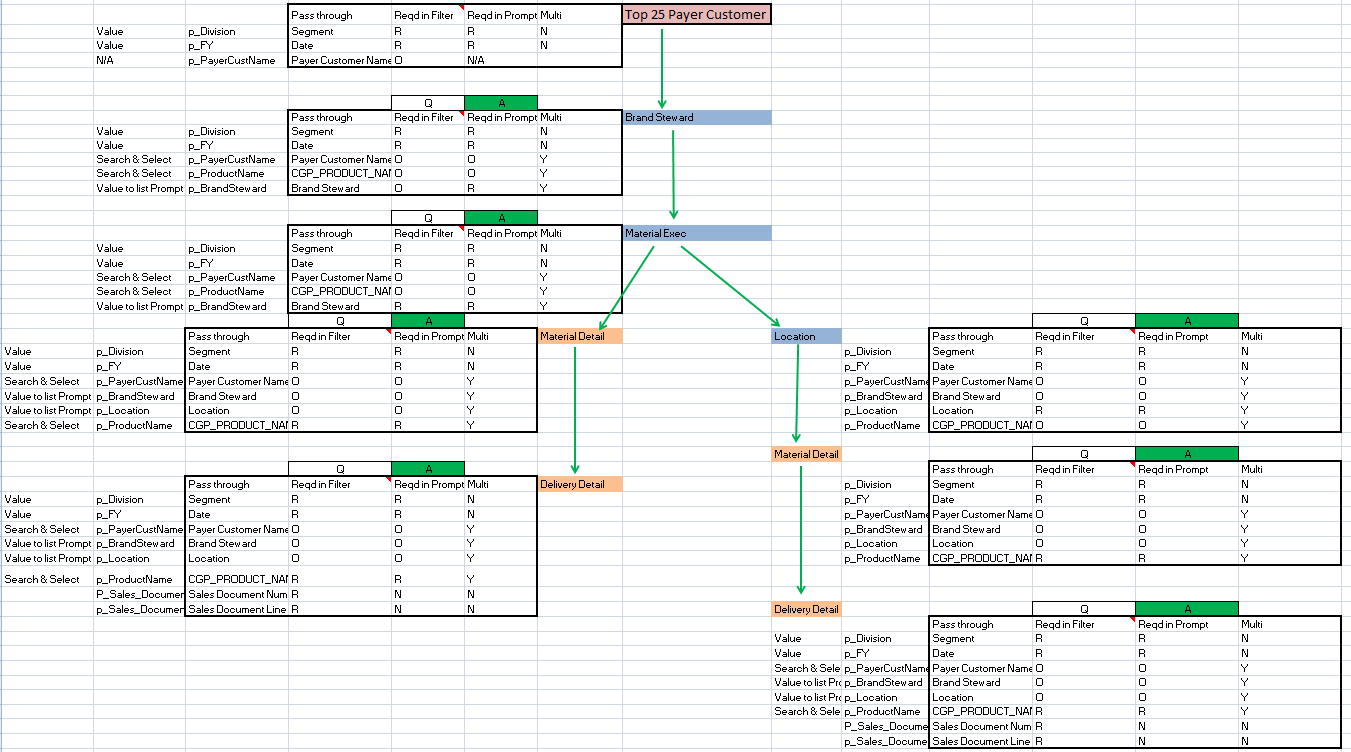
| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **Unit** | **Mon** | **Tues** | **Wed** | **Thurs** | **Fri** | **Sat** | **Sun** | | **TFH Daily** |  | 12:05 AM PST | 12:05 AM PST | 12:05 AM PST | 12:05 AM PST |  | 12:05 AM PST | | **PetD**  **Daily** | 9:00 PM PST | 9:00 PM PST | 9:00 PM PST | 9:00 PM PST |  |  |  | | **PetD Weekly** |  |  |  |  |  |  | 6:00 AM PST | | **Aquatics Daily** | 11:00 PM PST | 11:00 PM PST | 11:00 PM PST | 11:00 PM PST |  |  |  | | **Aquatics Weekly** |  |  |  |  | 6:00 PM PST |  |  | | **Interpet Daily** | 10:00 PM PST | 10:00 PM PST | 10:00 PM PST | 10:00 PM PST |  |  |  | | **Interpet Weekly** |  |  |  |  |  | 6:00 PM PST |  | | **Wild Bird Weekly** |  |  |  |  |  |  | 6:00 AM PST | |  |
|  | Non-SAP data file contacts:   |  |  |  |  | | --- | --- | --- | --- | | Entity Name | IT Contact | Email | Phone | | Aquatics (All-Glass) | Dave Early | [dearly@central-aquatics.com](mailto:dearly@central-aquatics.com) | 414 304-2180 (Office) | |  |  |  | 414 614-1960 (Cell) | | Aquatics (All-Glass) [Backup] | Thomas Rieboldt | trieboldt@central-aquatics.com | (414) 304-2163 | | TFH |  |  | 732-897-6810 | |  | Christina Kelly | CKelly@tfh.com |  | |  | Ira Lewis | [ilewis@central.com](mailto:ilewis@central.com) |  | | Pennington - Wood Pellets  & Wild Bird | Carol Seabolt | [CarolSeabolt@PenningtonSeed.com](mailto:youngmartin@penningtonseed.com) or [cseabolt@central.com](mailto:cseabolt@central.com) | (706) 474-0845  - Cell  (706) 752-4258 – Office Phone | | Pet Distribution - West | Curtis Collins | [ccollins@btintegrators.com](mailto:%20ccollins@btintegrators.com) | 972-674-3845 (Direct) | | Pet Distribution - East |  |  | 214-287-4456 (Cell) | | Interpet |  |  |  | |  |

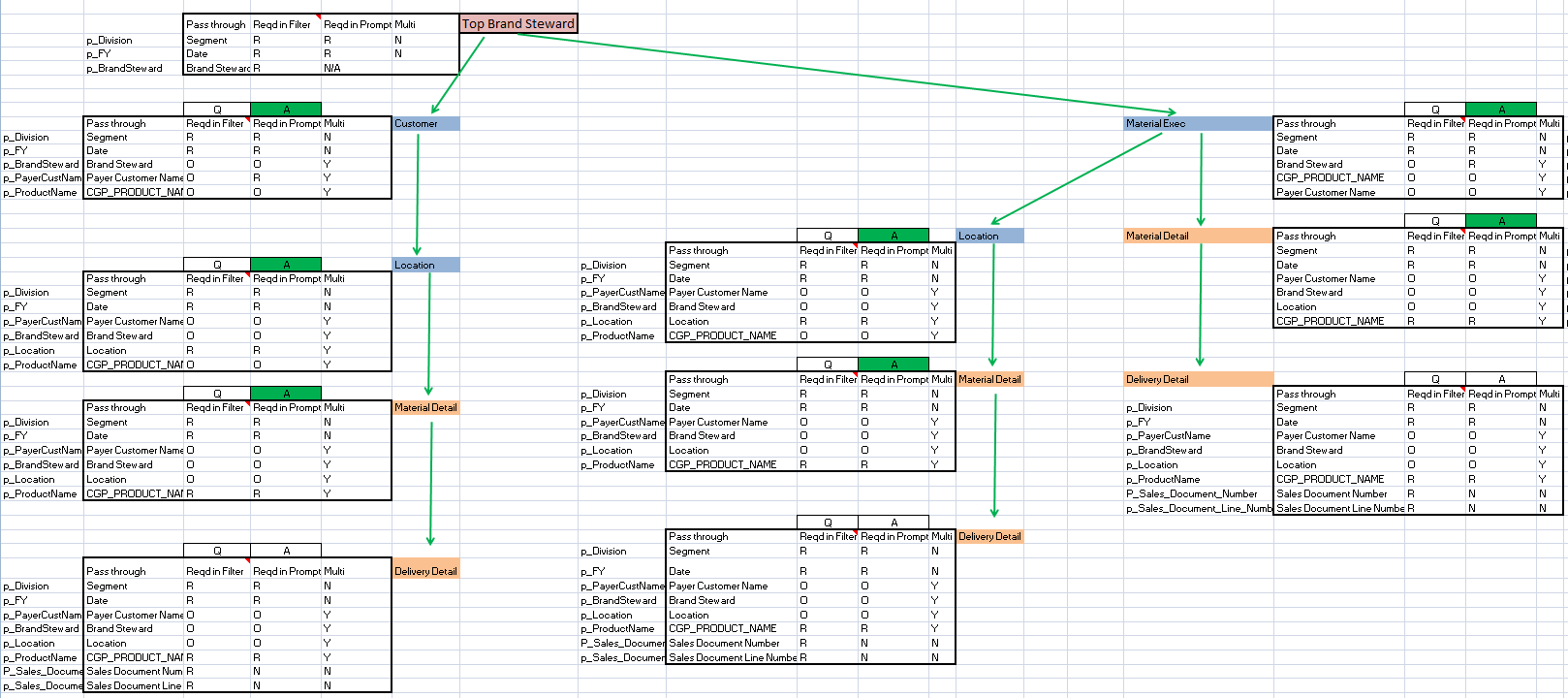
## Appendix F – How to Log into Informatica

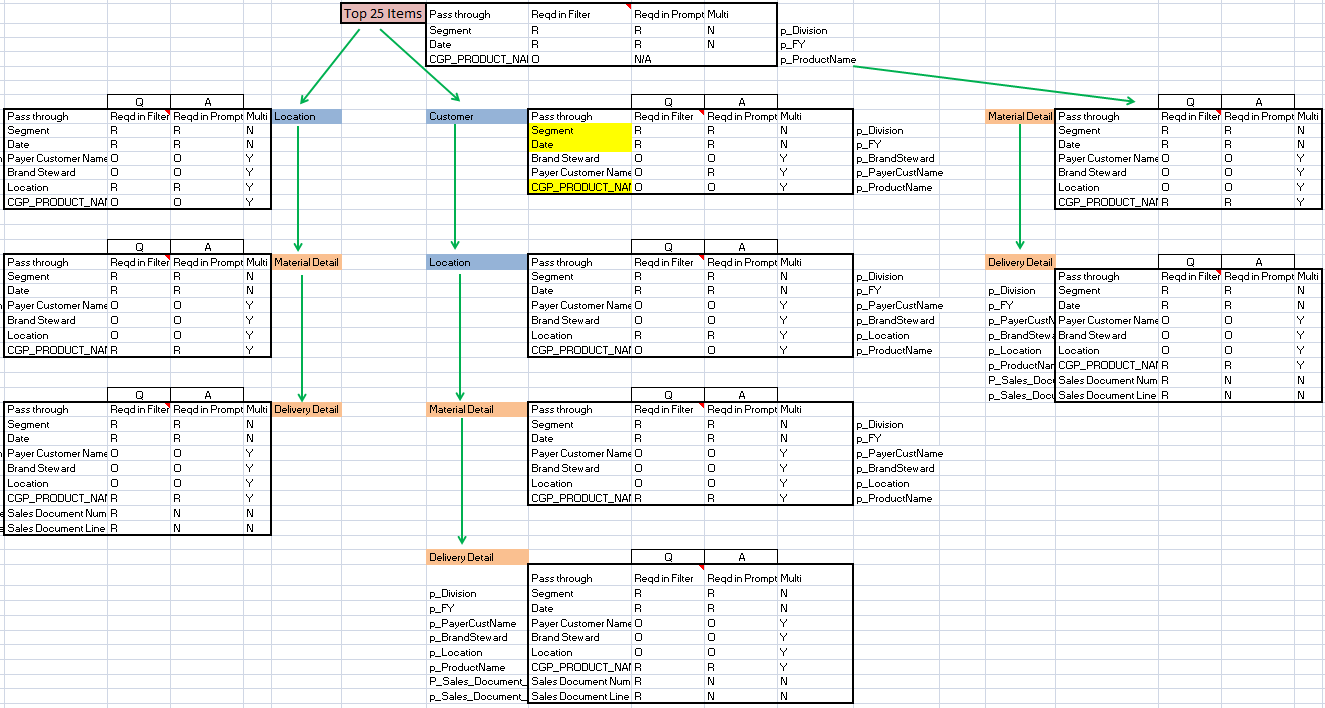
| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Login to Informatica Workflow Monitor in Production. |  |
|  | Your password is the same as your username. |  |

## Appendix G - Cognos : Validate Total Summary Fill Rate Analytics Report

**Overview of report Drill paths:**







| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | **Log into the Cognos Production environment:**  Log into Cognos production here. This uses single sign-on, so you will not need to enter any sign on credentials:  <http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&gohome> |  |
|  | Under Public Folders, navigate to :  Public Folders > Reports > Subject Area > Fill Rate > |  |
| Validation of Cube based reports and their drill through process is | |  |
|  | Click on the report name “Top Summary Fill Rate Analytics”. |  |
|  | On the prompt page, select the following:   * 1. Segment : Garden and Pet   2. Fill Rate Basis : Amount   3. Fill Rate As of Week Ending Date : (The latest week) example 30-MAR-13 Week 26 FY2013   4. Requested Delivery Date : (Open this tree prompt and go down to the week that matches the As of Weekend ending date week Number – example Week 26 FY2013 |  |
|  | Click Finish. |  |
|  | A sample prompt page is shown here : |  |
|  | The report should run. If the report does not run and it keeps spinning, give it some time (maybe a couple of minutes). Generally after the cube is re-built, the first time, cube processing and metadata takes some time to run which then gets cached. If you still have issues, close your browser and re-start the process by logging into Cognos. |  |
|  | The report output will look like this |  |
|  | The objective is to drill down various paths from each of these 3 tables all the way down to the Material detail and validate if the source report numbers match that of the target report. |  |
|  | For example we will click on “WALMART’ in the left table and drill to the “Brand Steward Report’ and ensure that the circled numbers tie out. |  |
|  | Then drill further down to the Material Executive report for ‘OUTDOOR PEST’ and ensure that the circled numbers tie out. |  |
|  | Click on the Material that you would like to drill down on for validation. |  |
|  | Since you can drill down on 2 different report paths from here, a window will pop up where you can select your choice as seen below. |  |
|  | Click on ‘Drill to Location’ to drill down to the Location report and ensure that the circled numbers match. |  |
| Validation of cube to package drill through process | |  |
|  | Now drill down from Location to the Material Detail report. The Location report is built from the cube while the Material Detail report is built from the package. This validation can confirm that the measures between the 2 are in sync. |  |
|  | Drill down from the Material Detail to the Delivery Detail if there are 1 or more ‘Count of deliveries’ in the example that you are testing. In the above example because there are zero deliveries, the delivery detail will not return any data, but essentially you are trying to validate the same metrics here. |  |
| Validation of the Drill through Customer report | |  |
|  | Note that when you have drilled down from these reports, each of these report windows will still be open. We now need to validate just one more cube based report which was not validated in the above path : The drill through Customer report. From the Top Summary report that you ran above, from the middle table drill down from one of the Brand Stewards to the Drill through customer report. In this example we will click on the ‘Breeders Choice’ brand steward. |  |
|  | Since you can drill down on 2 different report paths from here, a window will pop up where you can select your choice as seen below. Click on Drill to Customer. |  |
|  | Ensure that the circled numbers tie out between the two reports. |  |
| Validation of Order OTIF, Line OTIF and On Time metrics and its calculations in the cube vs. the package reports | |  |
|  | Under Public Folders, navigate to :  Public Folders > Reports > Subject Area > Fill Rate > |  |
|  | Click on the report name “Top Summary Fill Rate Analytics – with additional metrics”. |  |
|  | On the prompt page, select the following:   * 1. Segment : Garden and Pet   2. Fill Rate Basis : Amount   3. Fill Rate As of Week Ending Date : (The latest week) example 30-MAR-13 Week 26 FY2013   4. Requested Delivery Date : (Open this tree prompt and go down to the week that matches the As of Weekend ending date week Number – example Week 26 FY2013 |  |
|  | Click Finish. |  |
|  | The report output will look like this : |  |
|  | We would like to now compare these 3 metrics from the cube to the package based reports. |  |
|  | The first simple and the second cumbersome/manual. (We will not need to do the manual second validation of Order OTIF (circled in blue) going forward since the data has settled down).  **Validation of Line OTIF and On Time metrics (circled in green)**   * + 1. Under Public Folders, navigate to :   Public Folders > Reports > Subject Area > Fill Rate > Detailed Analytics   * + 1. Click on the report name “Drill through to Material Detail – Direct” |  |
|  | On the prompt page select the following:   1. Segment : Garden and Pet 2. Fill Rate As of Week Ending Date : (The latest week) example 30-MAR-13 Week 26 FY2013 3. Requested Delivery Date : (Open this tree prompt and go down to the week that matches the As of Weekend ending date week Number – example 2013-03-30 4. Customer : Type in the name of the customer you are trying to validate : PETSMART (for example) 5. Click the ‘Search’ button and the customer name should show up in the ‘Results’ box below. Select the customer name and click the ‘Insert’ button to select that customer in the ‘Choice’ window. 6. You do not need to make selections for any other prompts on this page. 7. Scroll down and click the ‘Finish’ button. |  |
|  | A sample prompt page looks like this. |  |
|  | The report will run and the output displayed. Scroll to your right and validate the 2 metrics circled in green below with those 2 metrics circled in green in the “Top Summary Fill Rate Analytics – with additional metrics” report run earlier. |  |
|  | **Communicating your successful validation results :**  Send an email to “CIS\_BI” with screen shots of the validations you have seen above. |  |
| What should you do if the reports do not run or provide inconsistent data | |  |
|  | The D&A Team Roster is available here to look up phone numbers are contact information: <http://wcsps02/corp/dia/_layouts/xlviewer.aspx?id=/corp/dia/Documents/On-boarding%20Information/Data%20Insight%20and%20Analytics%20Team%20Roster.xlsx> |  |
|  | Please call Manzar Masud letting him know specifically what seems wrong with your validation and the possibility that we may need to revert the cube back to the previous version. |  |
|  | Please call Lorri Wallace to send out communication to the end users about the issue. |  |
|  | Send an email to “CIS\_BI” with screen shots of the validations you have completed. |  |

## Appendix H - Cognos - Daily Sales Analytics - Corporate

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***svc\_cognos*** “which should arrive by 9 AM PST with the subject line of “Report: Daily Sales Analytics - <MMDD> - Corporate”. |  |
|  | If the email has not arrived, login into **<Cognos Gateway>.** Navigate to:[Public Folders](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i48E9BB96F2814FB2B670D5858E007A96) > [Reports](mailto:informatica@sacinfoprd01.cent.com) > [Subject Area](http://sacsps02/corp/dia/Lists/DA%20PROD%20OnCall%20Support%20Calendar/calendar.aspx) > [Living in the Future](mailto:informatica@sacinfoprd01.cent.com) > Sales Management |  |
|  | Check the modified time date for the “Daily Sales Analytics” to see if the report was successfully generated.     * 1. Click on the “More…” link.   2. Click on “View Run history” |  |
|  | If the report was not successful today, send an email to the primary and secondary **<Cognos Administrator>** letting them know there is a problem that needs to be addressed. |  |

## Appendix I - Cognos- Daily Sales Analytics – Pet

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***svc\_cognos*** “which should arrive by 9:30 AM PST with the subject line of “Report: Daily Sales Analytics - <MMDD> - Pet”. |  |
|  | If the email has not arrived, login into **<Cognos Gateway>.** Navigate to:[Public Folders](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i48E9BB96F2814FB2B670D5858E007A96) > [Reports](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i3A75FF47AA5342EB801F7B62656D6602) > [Subject Area](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iB642EB548BD9445E9BC9006161FB5424) > [Living in the Future](mailto:informatica@sacinfoprd01.cent.com) > Sales Management |  |
|  | Check the modified time date for the “Daily Sales Analytics – Pet” to see if the report was successfully generated. |  |
|  | If the report was not successful today, send an email to the primary and secondary **<Cognos Administrator>** letting them know there is a problem that needs to be addressed. |  |

## Appendix J - Cognos- Daily Sales Analytics – Garden

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | Check for an email from “***svc\_cognos*** “which should arrive by 9:30 AM PST with the subject line of “Daily Sales Analytics- <MMDD> - Garden”. |  |
|  | If the email has not arrived, login into **<Cognos Gateway>.** Navigate to:[Public Folders](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i48E9BB96F2814FB2B670D5858E007A96) > [Reports](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=i3A75FF47AA5342EB801F7B62656D6602) > [Subject Area](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iB642EB548BD9445E9BC9006161FB5424) > [Living in the Future](http://saccogwebprd01.cgp.ad.cent.com/ibmcognos/cgi-bin/cognosisapi.dll?b_action=xts.run&m=portal/cc.xts&m_folder=iA6E931741D0F495F9C1785333D68FB46) > Sales Management |  |
|  | Check the modified time date for the “Daily Sales Analytics” to see if the report was successfully generated.     * 1. Click on the “More…” link.   2. Click on “View Run history” |  |
|  | If the report was not successful today, send an email to the primary and secondary **<Cognos Administrator>** letting them know there is a problem that needs to be addressed. |  |

## Appendix K - Cognos- How to Change log file settings

| Step | Instruction | Completed  (Date+Initial) |
| --- | --- | --- |
|  | This has to be done on <Cognos Content Manager - Active> , <Cognos Content Manager – Stand by>, <Cognos Application Server - 1>, and <Cognos Application Server - 2>   1. Open Cognos configuration 2. From menu options 3. File -> Export As      1. Select “Yes” in the following screen      1. This file should be handled only by an Administrator or authorized person as critical information is stored in “Plain Text “and not encrypted. 2. Save the file to location of you choice and remember to checking into Perforce( once implemented or store on the server itself) |  |
|  | Follow Steps to stop Cognos Services in [Appendix D](#_Appendix_D_–). |  |
|  | * As per the highlighted sections – change the value from default of 1 to 20 files. * Save the changes made   The screen captures are for SACCOGCMPRD01 , SACCOGAPPPRD01 and the same steps has to be used for SACCOGAPPPRD02  <Cognos Content Manager - Active>  Before    After    <Cognos Application Server - 1>, <Cognos Application Server - 2>  Before    After |  |
|  | Restart the Cognos Services per [Appendix D](#_Appendix_D_–). |  |