Brief about yourself and explain in details what your current role in production support is?

Be precise and clear. Speak in a slow and steady manner.

1. Explain your Mainframe expertise (8 years of experience)

I am a Mainframe professional with 8 years of experience in Mainframes technologies.

1. Explain the companies you have worked with and the projects and domains.

I have initially worked with CSC India Pvt Ltd for more than 6 years – where I supported the Zurich Farmers Insurance and AT&T projects in the roles of Integration tester, Senior Developer and systems Analyst

Later I worked with Accenture India Pvt Ltd., as a Senior Systems Analyst for High Mark Health Insurance project.

After Accenture I joined NCS, Singapore as a Systems Analyst and worked for the CPF project. In all the three companies my main role was a systems analyst where I have to gather requirements from client and translate them into Technical specifications, Provide estimates to the client and involve in developing or enhancing the applications as per the requirements.

I was also involved in all stages of SDLC, right from Design to Deployment.

1. What are your responsibilities in the current organization, your current project and role?

Currently I am working as a Production Support Analyst in CITIBANK in the GPA-Trade surveillance project, the objective of this project is to monitor / alert suspicious trade activities to the business users. My responsibilities here are

1. Handle the daily production job abends and ensure batch is completed without any issues within the SLA.
2. Analyze and provide fixes for recurring incidents and raise problem tickets to development team for permanent fix.
3. Post implementation validations of change requests.
4. Involved in COB activities.
5. Involved in implementation of automation tools like App Dynamics to monitor the systems automatically without manual intervention.

What are the challenges you faced in production support role?

1. SORT CARD – ALTSEQ

Need to improvise with more scenarios

VSAM record out of sequence – 28 – during REPRO

Filtered the records that needs to be copied and proceed with the batch,

And copied those records to other output file

VSAM file – Use extended storage –DATACLAS

Writing test cases for CPF project – tricky as it involved the date range.

Face challenges whenever a new incident arises. Sometimes it may be easy to identify the problems, but sometimes it will take time to dig into the issue. In such cases, I try to analyze the issue, if required try to test it in test environment for debug and identify the root cause of the issue.

Who are business users?

1. They are the users who validate the business rules whether the reports are getting generated as per the business requirements. Also, they use the production system online to get some information as required by the regulators, and validate the details.

Who are end users?

1. End users are the users who will use the applications.

Need to be clearer on who are the business users

Do you drive the call on your own or give it to someone?

1. I drive the MIM calls, get everyone required from causing applications and required teams join and then try to figure out the issue.

Incident management calls

1. What are your major responsibilities in your current project

Currently I am working as a Production support Analyst in CITIBANK, where my roles and responsibilities include handling of batch job failures in production environment and provide the fix to them and ensure they are run successfully within the SLA.

Provide permanent resolutions to recurring incidents by analyzing the issues and give the fix and instruct development team to fix the problems by raising problem tickets

Respond to user queries and provide required details

Apart from the BAU activities, I am also working on onboarding of App Dynamics monitoring tool for all the core compliance applications.

1. What are the challenges you faced in your current role
2. Provide 2 examples of challenges you faced and 2 examples of situations you avoided during your tenure

Scenarios avoided –

Empty file from source-

New feed was being sent and processed, whenever the file is empty there was no check, suggested L3 team to put a condition using NULLOFL=RC4 to return the RC-4 when there is an empty input file.

Situations avoiding the incs –

Got info from upstream that some feeds are being decommissioned, hence gave heads up to dev team to make the relevant job changes

1. What do you do if you are not able to proceed further on any issue

Follow a step by step analysis and try to figure out the problem and come up with detailed analysis

1. How do you get the issue fixed in production if development team is not able to provide the fix on time? How do you convince the L3 team?

By giving the details of business impact to the development team, also get to know what are the issues that are stopping them from providing the fix at this point. Check with application manager to clear the blocks and get the issue fixed.

1. What type of programs have you coded till now

Coded batch and online programs

Batch programs include – Retrieving tables data using cursors and generating report files or writing them to VSAM files

Online programs – Created new screens, made changes to existing screens

1. How do you resolve SOC7

Take the offset address from sysout and go to compile listing and find the offset. Then we will get to know the statement where the program is failing.

1. How do you resolve SOC4

SOC4 – missing input file, perform executing beyond loop

Perform open operation on an already open file

1. Appdynamics monitoring
2. SQL CODES

0 – successful

100 – row not found

-904 – Unavailable resource in DB2

-911 – Deadlock

-818 – Timestamp mismatch (DBRM and load module timestamp is not matching, occurs when we precompile but do not bind the program)

-805 – Plan not found – Need to bind with the correct DBRM

-803 – Unique index violation

-530 – Foreign key violation

-501 –Cursor not opened

-502 – Cursor already opened

-180 – Invalid date

-305 – Null values encountered

-811 – select is trying to retrieve more than one row in application program

-922 – No authorization

1. COBOL and VSAM Files status codes

00 – successful

10 – Record not found

35 – File not found

39 – File attributes mismatch

41- file is already opened

42 – file is not open

22 – duplicate records found for VSAM files

23 – Record not found for VSAM files

8 – VSAM file already exists in the catalog

28 – Record out of sequence (can use filter to omit some records)

1. JCL abend codes

SB37 – Space abend – increase the primary space of the dataset

SD37 – Increase the secondary space

SE37 – Compress the dataset to release unused space

S322 – Timeout error

S222 – Job cancelled by operator

SOC4 – missing input file, perform executing beyond loop

Perform open operation on an already open file

SOC7 – Invalid data/operation on alpha numeric fields

1. CICS abend codes

ASRA – Similar to SOC7

AICA – Infinite looping

AEIS – File is not open

APCT – Program not found

AEI0 – pgmiderr

AEI9 – Map fail

AEY7 – Not authorized to use a resource

AEIY – length of source field is larger than receiving field

1. What are the challenges you faced in your current role
2. Provide 2 examples of challenges you faced and 2 examples of situations you avoided during your tenure
3. What do you do if you are not able to proceed further on any issue
4. How do you get the issue fixed in production if development team is not able to provide the fix on time? How do you convince the L3 team?
5. What type of programs have you coded till now
6. How do you resolve SOC7
7. How do you resolve SOC4
8. There are 3 programs A, B, C which make dynamic calls to the sub routines.
9. (DB2) 🡪 B(DB2)🡪 C(Non – DB2)

When there are any changes made to the three programs, which program needs to be binded

A and B need to be binded since they are DB2 programs. C can be compiled and link edited since it’s a non –DB2 program, if any changes are made or else not required since it is called dynamically by B.