

# CRMI Continuous Monitoring Opportunities

Purpose:

List all Continuous Opportunities for 1CRM - LINK to DASHBOARD

## Monitoring Opportunities



	Monitoring Area	Business Requirement / Needs	Acceptance Criteria provided by Product Team	Technique / Process for Monitoring	Target (platform, external or integration)	URL	Target Monitoring Tool	Current Environment	Synthetic / Agentless monitoring (Dynatrace)	Blocked?
1			<p>Epic: As a support user</p> <p>I want to monitor the different events from OneCRM processes (defined below) so I can identify any failure and escalate or resolve as soon as possible</p> <p>Given a support user has access to Monitoring tool</p> <p>when the user enters to the tool</p> <p>Then the user will be able to monitor the services in a visual dashboard</p>							
2	Trilogy API url monitoring (Sending from OneCRM to Trilogy)	Adverse Events for Patients should be sent to Trilogy	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to Adverse Events integration from OneCRM to Trilogy so I can identify any failure in the integration process and escalate or resolve as soon as possible</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue in the integration between OneCRM and Trilogy</p> <p>Then the user will identify the failure event and receive an immediate alert for it</p>	Every five minutes running from synthetic location and we get a 200 response code	Integration	<a href="https://api.ous.abbvie.com/onecrm/v1/searchtrilogy">api.ous.abbvie.com/onecrm/v1/searchtrilogy</a>	Dynatrace	Production	Synthetic	n/a

3	<p>Trilogy API url monitoring (Receiving from Trilogy (Qlik file) to OneCRM)</p>	<p>Adverse Events for Patients should be Receive from Trilogy (qlik File)</p>	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to Adverse Events integration from Qlik File and OnCRM so I can identify any failure in the integration process and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue in the integration between QlikFile and OneCRM</p> <p>Then the user will identify the failure event and receive an immediate alert for it</p>	<p>Every five minutes running from synthetic location and we get a 200 response code</p>	<p>Integration</p>	<p><a href="https://api.ous.abbvie.com/onecrm/v1/searchtrilogy">api.ous.abbvie.com/onecrm/v1/searchtrilogy</a></p>	<p>Dynatrace</p>	<p>Production</p>	<p>Synthetic</p>	<p>n/a</p>
4	<p>SMS - Luv or SF team</p> <p>Mobile service provider? API behind it?</p> <p>SMS services/servers, which trigger SMS to the service provider?</p>	<p>Monitoring of SMS Service; Need to assure that SMS are reaching the patient</p>	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to Outbound SMS so I can identify any failure in the outbound process and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue in:</p> <ul style="list-style-type: none"> <li>■ Platform for SMS delivery - Failure status (e.g. Marketing Cloud and similar to tracking <a href="#">ABB VIEONE-6414</a>)</li> <li>■ Batch Job for SMS preparation (failure and timing)</li> </ul> <p>Then the user will identify the failure event and receive an immediate alert for it</p>		<p>External</p>	<p>monitoring of SMS service per affiliate</p>	<p>Dynatrace</p>	<p>n/a</p>	<p>Agentless / Synthetic</p>	<p>Need details from Dev team - what exact APIs or service per affiliate</p>

5	Mail  SMTP server that is sending the emails to the customer?	Monitoring of Mail Service; Need to assure that Mails are reaching the patient	<p>As a support user</p> <p>I want to monitor the information and receive an immediate notification related to Outbound Mails so I can identify any failure in the outbound process and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue in:</p> <ul style="list-style-type: none"> <li>Batch Job for email preparation (failure and timing)</li> </ul> <p>Then the user will identify the failure event and receive an immediate alert for it</p>		External	monitoring of email service per affiliate	Dynatrace	n/a	Agentless / Synthetic	Need details from Dev team - what exact APIs or service per affiliate
6	Google API	API for Address Validation of the customers. Patients complete the form and verify if it's up or down, health check.	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to Google API availability So I can identify any failure or delay in the address validation process and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or Delay in the Google API</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		External		Dynatrace	n/a	Synthetic	Need details from Dev team - what exact APIs are using for this address check?
7	HCP Portal	Availability, performance and user level errors and actions.	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to HCP Portal performance in login page and all other pages in portal, and IBDoc integration So I can identify any failure or delay in the HCP Portal pages /functionalities and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or Delay in the login page, all other pages in portal or functionalities where IBDoc Integration is involved</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		External	<a href="https://www.abbviecare.de">https://www.abbviecare.de</a>	Dynatrace	n/a	Agentless	Currently blocked until injection is approved - meeting scheduled for Monday, Sept 13th to get approval from Jay and Luv. Google Analytic overlap is questioned

8	Patient Portal	Availability, performance and user level errors and actions.	<p>As a support user I want to monitor and receive an immediate notification related to Patient Portal performance in login page and all other pages in portal and Therapy Diaries pages So I can identify any failure or delay in the Patient Portal pages /functionalities and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or Delay in the login page, all other pages or Therapy Diaries pages</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		External	<a href="https://www.abbviecare.de/Patient">https://www.abbviecare.de/Patient</a>	Dynatrace	n/a	Agentless	Currently blocked until injection is approved - meeting scheduled for Monday, Sept 13th to get approval from Jay and Luv. Google Analytic overlap is questioned
9	Patient Portal Austria	Availability, performance and user level errors and actions.	<p>As a support user I want to monitor and receive an immediate notification related to Patient Portal performance in login page and Therapy Diaries pages So I can identify any failure or delay in the Patient Portal pages /functionalities and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or Delay in the login page, all other pages or Therapy Diaries pages</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		External	<a href="https://abbvie-portal.force.com/service">https://abbvie-portal.force.com/service</a>	Dynatrace	n/a	Agentless	Currently blocked until injection is approved - meeting scheduled for Monday, Sept 13th to get approval from Jay and Luv. Google Analytic overlap is questioned
10	Service Portal	Availability, performance and user level errors and actions.	N/A as Canada Service Portal (Nurse Trainer) will be removed as part of Canada decommission.		External	<a href="https://abbvie-portal.force.com/service">https://abbvie-portal.force.com/service</a>	Dynatrace	n/a	Agentless	Currently blocked until injection is approved - meeting scheduled for Monday, Sept 13th to get approval from Jay and Luv. Google Analytic overlap is questioned

11	Log in/ Log out	Is log in/log out service working?	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to Salesforce performance in login page So I can identify any failure or delay and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or Delay in the Salesforce login page</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		Platform		Dynatrace	Dev	Synthetic	Need log in user created in Production; URL - Action: Katie to request from Luv
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12	<p>Patient Enrollment through Webform</p> <div>  <p>ABB</p> <p>VIEO</p> <p>NE-</p> <p>4077</p> <p>- Jira</p> <p>issue</p> <p>does</p> <p>n't</p> <p>exist</p> <p>or</p> <p>you</p> <p>don't</p> <p>have</p> <p>permi</p> <p>ssion</p> <p>to</p> <p>view</p> <p>it.</p> </div> <div>  <p>ABB</p> <p>VIEO</p> <p>NE-</p> <p>4664</p> <p>- Jira</p> <p>issue</p> <p>does</p> <p>n't</p> <p>exist</p> <p>or</p> <p>you</p> <p>don't</p> <p>have</p> <p>permi</p> <p>ssion</p> <p>to</p> <p>view</p> <p>it.</p> </div>	<p>From the public portal, there's a possibility for a patient to enroll themselves - needs to enter the batch ID / batch validation (API call) and enter batch number, it searches that it's a valid number, if not valid, a warning pops up.</p> <p>Call out to the batch validation then can start to enter personal information</p> <p>Then enter contact information correctly</p> <p>Then terms and conditions = create the patient into the system. Need to see if there's a delay or fail.</p> <p>Time it takes to create the user? More then 30 seconds, it's an issue.</p>	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to Patient enrollment through Austria AND Germany webforms for the following events:</p> <ul style="list-style-type: none"> <li>Batch Validation</li> <li>Timing After finalizing successfully the enrollment the Patient /CarePlan needs to be created in OneCRM</li> </ul> <p>So I can identify any failure or delay in the batch validation process and integration with OneCRM to create the Patient/Care Plan objects and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool.</p> <p>when there's an issue or delay in batch validation process from webforms or Failure /Delay in the Patient /Care Plan creation in OneCRM after webform enrollment process</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>	<p>API calls, requested from Harsha.</p>	<p>Integration</p>		<p>Dynatrace</p>	<p>n/a</p>	<p>Synthetic</p>	
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13	<p>User Creation IBDoc (3P) /Partner -</p> <ul style="list-style-type: none"> <li>find user story on how this works for OneCRM (abbvieone-8640)</li> <li>Germany = partner app = additional step to assure it's working</li> </ul>	<p>Used by DE &amp; AT - conditions diff b/w the two countries for call out. IBDoc is an external mobile app. Also use Partner App. Once we have a patient and provide the SLE - service level enrollment. Activate the enrollment and communications are based on this channel.</p> <p>The patient must be related to a HCP - so we have the SLE. Patient and HCP – this patient has a careplan and it's related to a HCP. When the rules are completed, the system will create an integration call out to IBDoc - mapping when conditions are met it will call out that integration in DE, there will be a call out that the user is created. The IBDoc user will be integrated and sent to mobile app and then sent back - Austria is only with IBDoc</p> <ul style="list-style-type: none"> <li>integration – if this process fails that we know that the integration failed</li> </ul>	<p>As a support user</p> <p>I want to monitor and receive an immediate notification for the Creation of the IBDoc / Partner App users when the API call out is made for Austria/Germany</p> <p>So I can identify any failure or delay in the integration process with OneCRM and Ibdoc / Partner App to create the users in those external apps and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or delay in the integration process with OneCRM and Ibdoc / Partner App to create the users in those external apps</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>	<p>IBDoc - API monitoring - who is 3rd party team? Bojan?</p> <p>Is there a service in IPDoc that we can monitor?</p>	Integration		Dynatrace	n/a	Synthetic	
14	Reltio MDM	<p>Action: Katie to check with Adriana</p>	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to Reltio integration availability</p> <p>So I can identify any failure or delay in the integration process between Reltio and OneCRM and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or delay in the integration process with Reltio and OneCRM to get the HCP/HCO information uploaded into OneCRM</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		Integration		Dynatrace	n/a	Synthetic	

15	SAP Drug Batch #	Action: Katie to check with Adriana	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to the SAP integration availability</p> <p>So I can identify any failure or delay in the integration process between SAP and OneCRM and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or delay in the integration process with SAP and OneCRM to get the product / Batch information uploaded into OneCRM</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		Integration		Dynatrace	n/a	Synthetic	
16	Marketing Cloud  API monitoring		<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to the availability of Marketing Cloud Platform for Patients</p> <p>So I can identify any failure or delay in Platform availability that can impact the OneCRM communication functionalities or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or delay in the Marketing Cloud Platform for Patients</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		Integration		Dynatrace	n/a	Synthetic	
17	Mobilino (3P)	Monitor SFTP file or any specific related services?	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to Mobilino integration with Germany/Austria Patient Portals. So I can identify any failure or delay in the Toilet Finder functionality and escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or Delay in Mobilino (Toilet Finder) API</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		Integration		Dynatrace	n/a	Synthetic	File monitoring NOT possible from Dynatrace, but anything else on these 3P sites that we can use?



18	Vilva (3P)	Monitor SFTP file or any specific related services?	Unclear <a href="#">Honasagere Gangadhariah</a> , <a href="#">Harsha Weiland</a> , <a href="#">Katie R</a> clarify, we don't have this integration		Integration		Dynatrace	n/a	Synthetic	File monitoring NOT possible from Dynatrace, but anything else on these 3P sites that we can use?
19	Transoflex (3P)	Monitor SFTP orders integration services	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to Orders integration for the following events:</p> <ul style="list-style-type: none"> <li>• SFTP availability</li> <li>• Batch Process for sending Orders from OneCRM</li> <li>• Batch Process for receive updated information from Vendor to OneCRM</li> </ul> <p>So I can escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or Delay in the process for sending / Receiving orders information OR SFTP is not availability</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		Integration		Dynatrace	n/a	Synthetic	File monitoring NOT possible from Dynatrace, but anything else on these 3P sites that we can use?
20	Nagee (3P)	Monitor SFTP file or any specific related services?	<p>As a support user</p> <p>I want to monitor and receive an immediate notification related to Orders integration for the following events:</p> <ul style="list-style-type: none"> <li>• SFTP availability</li> <li>• Batch Process for sending Orders from OneCRM</li> <li>• Batch Process for receive updated information from Vendor to OneCRM</li> </ul> <p>So I can escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or Delay in the process for sending / Receiving orders information OR SFTP is not availability</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		Integration		Dynatrace	n/a	Synthetic	File monitoring NOT possible from Dynatrace, but anything else on these 3P sites that we can use?

21	Mulesoft APIs	Monitor application related logs	<p>As a support user</p> <p>I want to monitor and receive immediate notifications related to failures / delays in the Mulesoft APIs</p> <p>So I can escalate or resolve as soon as possible.</p> <p>Given a support user has access to Monitoring tool</p> <p>when there's an issue or Delay in the Mulesoft APIs</p> <p>Then the user will identify the failure /delayed event and receive an immediate alert for it</p>		Integration		Splunk			Waiting to move to on-prem to monitor related logs
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