**Knowledge Transition**



**CAMSO**

Version V1.0

**SUBMITTED BY**

**ITC INFOTECH INDIA LTD**

**Reviewed and Accepted by**

**Project/Program Manager Project Manager**



|  |
| --- |
| **Document Control** |

Document History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Maintainer | Reviewer | Description |
| 1 | 23/08/2018 | Rajvina Yakub |  | Knowledge Transition details document |
|  |  |  |  |  |

|  |
| --- |
| **TABLE OF CONTENTS** |

[Preface 4](#_Toc523262915)

[1 Day 1 4](#_Toc523262916)

[1.1 Topics Discussed 4](#_Toc523262917)

[2 Day 2 5](#_Toc523262918)

[2.1 Topics Discussed 5](#_Toc523262919)

[3 Day 3 6](#_Toc523262920)

[3.1 Topics Discussed 6](#_Toc523262921)

[4 Day 4 6](#_Toc523262922)

[4.1 Topics Discussed 6](#_Toc523262923)

[5 Day 5 6](#_Toc523262924)

[5.1 Topics Discussed 6](#_Toc523262925)

**ITC Infotech**

**(**[**http://www.itcinfotech.com**](http://www.itcinfotech.com/)**)**

|  |
| --- |
| **Trademark Acknowledgement** |

Copyright© 2014 ITC InfoTech

All products or brand names used in this document are trademarks or registered trademarks of their respective companies.

ITC InfoTech shall not be liable for errors contained herein, or for consequential damages in connection with the furnishing, performance or use of the material. No part of this document may be reproduced or transmitted in any form or by any means, for any purpose, or translated to another language without the prior written consent of ITC InfoTech.

|  |
| --- |
| **Confidentiality Statement** |

By accepting this document the recipient agrees:

* To keep permanently confidential all information which it contains.
* To treat and retain as secret and confidential all information contained in this document or otherwise acquired by the receiving party from ITC InfoTech including, without prejudice to the generality of the foregoing, all handbooks, manuals, drawings, designs, specifications, charts, diagrams, tapes, disks, diskettes, and any other documents or materials containing such information.

# Preface

The purpose of this document is to gather the discussion outcomes during knowledge transition process with Camso.

# Day 1

## Topics Discussed

1. Infrastructure Details (Database server, Production replica sites, Workers, Cognos server)

* Cognos tickets will not be in ITC queue
* Database is Oracle(Linux Server) & different DBA team is handling the same.
* Steve will be sharing database connection details to ITC
* All other servers are on Windows Server OS
* Workers which we will be handling CAW00284, CAW00275 & LKMAAS29
* We can do RDP using servername.csl.local
* QA Windchill URL –<http://plm-qa.csl.local/Windchill/>
* Dev Windchill URL - <http://plm-dev.csl.local/windchill>

1. How Backups are being handled

* Backups are being handled by different team

1. Scheduled maintenance activities - Daily/Weekly/Monthly

* Yes. For now we will be supporting only users

1. Service Desk tickets - Language

* Our queue will be having only tickets which are in English. If in case any ticket has come in different language then we need to re-route

1. User screen sharing process

* We can use ITC WebEx. Steve will be creating an account for ITC in Rescue Logme

1. PTC credentials

* ITC will share the details to create PTC account to Steve

1. In ServiceDesk ticketing tool ITC support email id need to be corrected (<Camso.Plmsupport@itcinfotech.com>), currently we are not receiving the emails from service desk

|  |  |
| --- | --- |
| **Action Item** | **Outcome** |
| DB Connection Details |  |
| Rescue Logme Account | Need to Check ITC WebEx with Users |
| PTC Credentials | User Name: [Camso.Plmsupport@itcinfotech.com](mailto:Camso.Plmsupport@itcinfotech.com)  Password: Camsoitc |
| Service Desk Email id | Corrected |

# Day 2

## Topics Discussed

1. Steve will check for RDP access to the server
2. ITC team will have Windchill application access (Steve will share admin user account details)
3. Discussed on ***Camso-PLM\_Business\_Configuration\_Document.xlsx*** sheet. Steve has explained the areas in our scope
4. The users ITC team will be supporting are doing Promotion Process, General User’s activities e.g. Check-in/Check-out, Workers, Object types EPMDocuments & Packages
5. We have discussed about preferences & there are two preferences which we need to check according to User’s location (Time Zone & Preferred file server)
6. Discussed about On Demand publishing (process diagram & demo for the same)
7. ITC Team will start looking at the AutoCAD workers to get better understanding (Once ITC has server access)

|  |  |
| --- | --- |
| **Action Item** | **Outcome** |
| Windchill application credentials (Prod, QA) | Itcadmin\Infotech14! |
| Camso Document Library | <https://intranet.camso.co/sites/portals/PLM/SitePages/MainPage.aspx>  User Name: camoplast\cparmar  Infotech14! |

# Day 3

## Topics Discussed

1. Steve will provide QA server access to ITC Team
2. If any issues comes up for which ITC need to restart Production server then email notification to be send to specific users. Steve will provide the list of user need to be notified.
3. Worker demonstration – Frequently seen issues (Revision miss-match, font related issues, troubleshooting worker issues)
4. Total number of CAD users 20 – 25 Approx.
5. ITC Performed hands on activity on ticketing tool – Picking up ticket, changing status & closure (Currently Drop down for status is missing values which Steve is going to check with service desk)
6. ITC Will create promotion request on QA to have hands on & understand the process

|  |  |
| --- | --- |
| **Action Item** | **Outcome** |
| List of Users to be notified in Case of server restart |  |

# Day 4

## Topics Discussed

1. ITC discussed open questions regarding Promotion request process
2. Demo of Promotion request process on QA server to ITC team by Steve
3. Demo of Package creation process on QA server to ITC team by Steve
4. Discussed about one Listener currently running in the system

# Day 5

## Topics Discussed

1. We have summarized what we have covered in last week in Knowledge Transition.
2. Steve will share the Product manager’s list.
3. We can restart the worker if required. For same, no permission required.
4. Steve will share the AutoCAD worker configuration document.
5. For Promotion request we can do the changes in QA.

|  |  |
| --- | --- |
| **Action Item** | **Outcome** |
| Steve will share the Product manager’s list |  |
| Steve will share the AutoCAD worker configuration document |  |