|  |
| --- |
|  |
|  |
| Hourly Status Report Specifications |
| HIAL-PLIS Operations Report |
| Last Modified: 2020-01-27  Version: 0.1 |

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Description |
| 0.1 | 2020-01-27 | Erik Gocher | Initial Draft |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Document Sign-Off Roles

The following section outlines Document Sign-Off roles and responsibilities between CGI, MAXIMUS Canada and the Province. These roles range from approving, reviewing, and being informed and will be established at the creation of each document and maintained through the document life cycle.

The roles listed in the following table are established for the *<Report Title>* document:

|  |  |
| --- | --- |
| Organization | Role |
| CGI |  |
| MAXIMUS Canada |  |
| Province |  |

Sign-Off

Representatives of the Province, MAXIMUS Canada, and CGI acknowledge, per the above established document management role, that this document accurately and completely fulfills the report purpose as noted in *Section 1.4 Report Purpose* and the contractual requirements as noted in *Section 1.3 Contract Compliance*.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Reviewer Role | Name | Position | Organization | Date |
|  |  |  |  |  |
|  |  |  |  |  |

Table of Contents

[1 Report Details 3](#_Toc31015115)

[1.1 Report Identification 3](#_Toc31015116)

[1.2 Report Environments 3](#_Toc31015117)

[1.3 Contract Compliance 3](#_Toc31015118)

[1.4 Report Purpose 4](#_Toc31015119)

[1.5 Report Scope 4](#_Toc31015120)

[1.6 Report Timetable 5](#_Toc31015121)

[1.7 Report Audience 5](#_Toc31015122)

[1.8 Report Availability 5](#_Toc31015123)

[2 Report Mock Up 6](#_Toc31015124)

[3 Report Specifications 7](#_Toc31015125)

[3.1 Report Layout 7](#_Toc31015126)

[3.2 Technical Details 9](#_Toc31015127)

[4 Report Creation 11](#_Toc31015128)

[4.1 Procedure 11](#_Toc31015129)

# Report Details

## Report Identification

* Report Title: Hourly Status Report
* Report file name:CON-2.1\_HourlyStatusReport\_YYYYMMDDTHHMM

## Report Environments

*[Mark with “X” the list of environments that the report will be run against]*

| Environment | In Scope for Running |
| --- | --- |
| PROD-KDC | X |
| PROD-CDC | X |
| PROD-PS | X |
| UAT (non-production client facing) |  |
| INT2 (E2E02 non-production client facing) |  |
| SAND (non-production client facing) |  |
| INT1 |  |
| DEV |  |
| Test |  |
| BRD – Branch Development |  |
| BRT – Branch Test |  |

## Contract Compliance

The following table is a reference to the HIAL-PLIS SOLUTION MSA 2019 and the CGI-MAXIMUS Canada Services Subcontract detailing contract items related to Hourly Status Report and providing traceability to this report specification.

| REQ ID | Requirement |
| --- | --- |
| **HIAL-PLIS Solution MSA 2019 Part II, I. – DEFINITIONS**  **MAXIMUS – CGI Services Subcontract Appendix A-2, I. – DEFINITIONS** | |
| ID0016 | “Business Hours” means weekdays, including statutory holidays, Monday to Friday from 7:00 am to 7:00 pm Pacific Time. |
| ID0029 | “GET” means a PLIS specific transaction, enabled through the HIAL, whereby connected point of service systems query subject lab results by PHN. An inbound HL7v3 GET message is validated by the HIAL’s IGF component and sent to PLIS. PLIS returns lab results associated with the queried PHN. |
| ID0031 | “HIAL and PLIS Solution” means the HIAL Application, PLIS Application and the full environment, networks and facilities within which they function along with any Third Party Software and as more specifically defined in Appendix A-2-1. |
| ID0052 | “PUT” means a PLIS specific transaction, enabled through HIAL, whereby a public or private laboratory sends copies of laboratory test results to PLIS for storage. Test results are received by the POSIAs, and translated to HL7v3 messages. The PUT message is then forwarded to the HIAL’s IGF component, for validation, and subsequently sent to PLIS. |
| **HIAL-PLIS Solution MSA 2019 Exhibit B-7-A, 2. OPERATIONAL REPORTS**  **MAXIMUS – CGI Services Subcontract EXHIBIT A-7A OPERATIONAL REPORTS** | |
| ID0759 | Hourly Status Report  For both the HIAL and PLIS solutions:  a. By transaction type (e.g. GET, PUT, LSM, etc.):  i. The number of transactions completed;  ii. The number of transactions failed;  iii. Average processing time; and  iv. Errors encountered.  b. For each systems’ components the percent availability |

## Report Purpose

For the HIAL and PLIS solutions, this report provides information on transactions and availability. The report assists to identify the occurrence of some of the known critical issues. It includes:

* Transactions grouped by the GET, PUT and LSM transaction types, including the following information:

1. The number of transactions completed;
2. The number of transactions failed;
3. Average processing time; and
4. Errors encountered.

* List of the systems components including component name and the percent availability.

## Report Scope

The Hourly Status Report is delivered as an email in the body of the message and as a PDF attachment to the email.

The Hourly Status Report includes information on transactions and component availability in the following sections.

Time Period

This report includes information for the last hour (e.g. from 9AM to 10AM) for a daily 24 hour period

Transactions

This report includes all distinct transactions for the last hour and lists:

* Transactions grouped by transaction type
* Transaction type (i.e. GET, PUT and LSM)
* Count of transactions completed
* Count of transactions failed
* Average processing time
* List errors encountered

Availability

A list of system components including:

* Percent availability
* Note: The actual calculation of the percentage hourly availability will be determined depending on the OEM tool capabilities.
* System component name from the following list:
* **HIAL Application Components**
* Connected System Registry (CSR)
* Provider Registry Interface (PRI)
* Disclosure Directives (DD)
* Service Governance Framework (SGF/IGF)
* Logging and Audit (LA)
* Subscription Services (SS)
* ~~Encryption Services (ES)~~ -- *not provided (nor reported on, included here for specification)*
* Identity and Access Management (IDAM)
* Extended Registry Services (XRS)
* Administrative Viewer (AV)
* PharmaNet Domain Adaptation Layer (PNET DAL)
* Point of Service Integration Appliance (POSIA) -- *not PLIS but HIAL component*
* **PLIS Application Components**
* PLIS Domain Adaptation Layer (PLIS DAL) – PLIS -- *not HIAL component*
* PLIS Lab Repository: (PLIS Lab Repository)

## Report Timetable

This report is scheduled to be run every hour, to be available 10 minutes after the end of each hour reported on.

## Report Audience

The following table identifies the roles and users involved in the Change Report.

| Role | User |
| --- | --- |
| Owner | CGI Service Delivery Manager |
| Report Generator | Managed Operations Team |
| Users | All users in the distribution list |

## Report Availability

The report is emailed automatically to the VIC PLIS Team account (for example, PLIS-Team.VIC@cgi.com) at the scheduled time.

# Report Mock Up

Heading

**From:**  [OEMCC cgi\_address@cgi.com](mailto:splunk_cgi_address@cgi.com)   
**Sent:** October 7, 2019 11:24 AM  
**To:** VIC PLIS Team account <[PLIS-Team.VIC@cgi.com](mailto:PLIS-Team.VIC@cgi.com)>   
**Subject:** KDC PR – HIAL-PLIS Hourly Status Report

Flags

|  |  |
| --- | --- |
| **Aggregator backlog count:** | 164749 |
| **New failed transactions:** | 42  *IDM: 42 ( User validation failure: User is not active | V0130 )* |

|  |
| --- |
| **\*\*\*CONFIDENTIAL\*\*\***  **User account validation of V0130 error** |
| *7:realmaccount=FHA:78306BDB-2427-4C44-86F8-A8736B665200 (Account not found)* |
| *1:realmaccount=FHA:CC54CFF9-6233-4A5B-91EB-4B03BC92FF63 (Account not found)* |
| *9:realmaccount=NHA:D43B96E8-7C75-4244-89EB-5ADA3A456D06 (Account not found)* |
| *17:realmaccount=VCHA:FEF25C9A-0607-4BEE-B54F-5A7A671B4B1E (Account not found)* |
| *2:realmaccount=VCHA:428E0EE2-4725-49AD-8261-048686EC03CF (Account not found)* |
| *3:realmaccount=FHA:5ECFFFC6-5732-41B6-9B7A-3564BA704A9A (Account not found)* |
| *1:realmaccount=FHAUCI:efe82339-38cf-4c01-8e39-015aaf3a4853 (Account not found)* |
| *2:realmaccount=FHA:43232B7E-C853-4BC5-80FC-BCD30199FBC3 (Account not found)* |

Transaction Statistics

|  |  |  |  |
| --- | --- | --- | --- |
| **Transaction Type** | **Completed** | **Average Rate (seconds)** | **Error Count** |
| **GET** | 548 | 4.19 | 0 |
| **LSM** | 316 | 2.47 | 42 |
| **PUT** | 67 | 1.29 | 0 |
| **Aggregation** | - | - | 0 |

Application Status

|  |  |
| --- | --- |
| **Critical App Servers :** | Warning |
| **IGF:** | Warning |
| **Subscription Service:** | OK |
| **Labs:** | OK |
| **Aggregator:** | OK |

POSIA PUT Transactions

| **POSIA** | **Current** | **PrevHr** | **v2InDLQ** | **EmsDLQ** | **Last received** | **Last returned** | **Last EMS** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| NHA | 0 | 2662 | 0 | 0 | 18@09:01 | 18@09:01 | 18@08:52 |
| VCH | 0 | 7693 | 0 | 0 | 18@09:06 | 18@09:06 | 18@09:05 |
| FHA | 0 | 2684 | 0 | 0 | 18@09:05 | 18@09:05 | 18@09:03 |
| PHSA | 0 | 0 | 0 | 0 | 18@07:49 | 18@07:49 | 09@15:26 |
| EXCL | 0 | 2250 | 0 | 0 | 18@09:07 | 18@09:07 | 18@09:06 |
| IHA | 7 | 4898 | 0 | 0 | 18@09:04 | 18@09:04 | 18@09:02 |
| VIHA | 0 | 4763 | 0 | 0 | 18@09:02 | 18@09:02 | 18@09:02 |

Legend

|  |  |
| --- | --- |
| **App** | **Status** |
| **Current** | Current level of POSIA input queue. |
| **PrvHr** | Count of messages arriving in the previous hour. |
| **Last received** | Time most recent message was received. |
| **Last returned** | Time of most recent return from HIAL. |
| **Last EMS** | Time of most recent acknowledgement of EMS received. |

*All times Pacific Time (unless otherwise specified).  
Time format is day@hour:minute  
N/A No data available for this report period.*

HL7 Error Queue

|  |  |
| --- | --- |
| **Last Received** | **Total Count** |
| 28-MAY-18 10.36 AM | 2 |

Client Registries Distribute Merge

|  |  |  |  |
| --- | --- | --- | --- |
| **Subscriber** | **Count** | **Date/Time of first message in topic** | **Consumer Status** |
| DD | 0 | 18-SEP-2018 15:59:18 | Enabled |
| PLIS | 0 | 18-SEP-2018 16:00:53 | Enabled |

Subscription Services Queues

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **POSEID** | **Name** | **Status** | **Count** | **Date/Time of first message in queue** |
| 1.3.6.1.4.1.31345.1.1.2.4.1000117 | Panorama | Running | 0 |  |
| 1.3.6.1.4.1.31345.1.1.2.4.1001216 | PHIP Distribution | Activated (waiting to run) | 0 |  |

Transaction Statistics

**Get Stats**

|  |  |
| --- | --- |
| **EMR GETs Stat** | **Count** |
| **Error** | 0 |
| **Completed** | 0 |
| **Average rate** | N/As |

|  |  |
| --- | --- |
|  |  |

Failed Transactions

|  |
| --- |
| **Failed transactions Timestamp** *(in UTC)***:** |
| IGF | V0130 ,07-OCT-19 05.00.53.531000 PM |
| IGF | V0130 ,07-OCT-19 05.03.51.916000 PM |
| IGF | V0130 ,07-OCT-19 05.12.52.401000 PM |
| IGF | V0130 ,07-OCT-19 05.14.15.526000 PM |
| IGF | V0130 ,07-OCT-19 05.14.18.811000 PM |
| IGF | V0130 ,07-OCT-19 05.18.17.097000 PM |
| IGF | V0130 ,07-OCT-19 05.18.26.500000 PM |
| IGF | V0130 ,07-OCT-19 05.18.29.403000 PM |
| IGF | V0130 ,07-OCT-19 05.18.29.775000 PM |
| IGF | V0130 ,07-OCT-19 05.18.45.533000 PM |
| IGF | V0130 ,07-OCT-19 05.18.51.409000 PM |
| IGF | V0130 ,07-OCT-19 05.20.42.333000 PM |
| IGF | V0130 ,07-OCT-19 05.20.43.820000 PM |
| IGF | V0130 ,07-OCT-19 05.22.23.090000 PM |
| IGF | V0130 ,07-OCT-19 05.24.01.728000 PM |
| IGF | V0130 ,07-OCT-19 05.25.16.744000 PM |
| IGF | V0130 ,07-OCT-19 05.27.13.240000 PM |
| IGF | V0130 ,07-OCT-19 05.29.18.699000 PM |
| IGF | V0130 ,07-OCT-19 05.29.24.728000 PM |
| IGF | V0130 ,07-OCT-19 05.29.38.674000 PM |
| IGF | V0130 ,07-OCT-19 05.29.50.830000 PM |
| IGF | V0130 ,07-OCT-19 05.29.59.742000 PM |
| IGF | V0130 ,07-OCT-19 05.30.06.084000 PM |
| IGF | V0130 ,07-OCT-19 05.30.07.002000 PM |
| IGF | V0130 ,07-OCT-19 05.30.26.274000 PM |
| IGF | V0130 ,07-OCT-19 05.30.59.762000 PM |
| IGF | V0130 ,07-OCT-19 05.31.30.122000 PM |
| IGF | V0130 ,07-OCT-19 05.34.21.418000 PM |
| IGF | V0130 ,07-OCT-19 05.35.40.794000 PM |
| IGF | V0130 ,07-OCT-19 05.37.00.214000 PM |
| IGF | V0130 ,07-OCT-19 05.37.53.718000 PM |
| IGF | V0130 ,07-OCT-19 05.38.19.370000 PM |
| IGF | V0130 ,07-OCT-19 05.38.53.348000 PM |
| IGF | V0130 ,07-OCT-19 05.39.52.848000 PM |
| IGF | V0130 ,07-OCT-19 05.40.57.922000 PM |
| IGF | V0130 ,07-OCT-19 05.42.11.772000 PM |
| IGF | V0130 ,07-OCT-19 05.43.11.095000 PM |
| IGF | V0130 ,07-OCT-19 05.44.02.992000 PM |
| IGF | V0130 ,07-OCT-19 05.45.02.797000 PM |
| IGF | V0130 ,07-OCT-19 05.46.08.016000 PM |
| IGF | V0130 ,07-OCT-19 05.50.11.585000 PM |
| IGF | V0130 ,07-OCT-19 05.50.28.872000 PM |

Component Availability

|  |  |
| --- | --- |
| **Component** | **Availability** |
| **CSR** | 99.99% |
| **PRI** | 99.99% |
| **CRI** | 99.99% |
| **DD** | 99.99% |
| **IGF** | 99.99% |
| **LA** | 99.99% |
| **SS** | 99.99% |
| **IDAM** | 99.99% |
| **XRS** | 99.99% |
| **AV** | 99.99% |
| **PLIS DAL** | 99.99% |
| **PRI** | 99.99% |

Confidential

# Report Specifications

## Report Layout

*File Name:* CON-2.1\_Hourly\_Status Report\_ YYYYMMDDTHHMM

Heading

*Mail Header Subject:* <Environment> PR – HIAL-PLIS Hourly Status Report

*See Table: Email Heading*

Flags

*See Table: Flags*

Transaction Statistics

*See Table: Transactions*

Application Status

*See Table: Application Status*

POSIA PUT Transactions

*See Table: POSIA PUT Transactions*

HL7 Error Queue

*See Table: HL7 Error Queue*

Client Registries Distribute Merge

*See Table: Client Registries Distribute Merge*

Subscription Services Queues

*See Table: Subscription Services Queues*

Failed Transactions

*See Table: Failed Transactions*

Component Availability

*See Table: Component Availability*

Confidential

*Text with classification as per CGI policy*

Tables and Data

Email Heading

| Attribute | Description and Derivation |
| --- | --- |
| Subject | <Environment> PR – HIAL-PLIS Hourly Status Report  Environment is KDC or CDC, depending which one is in operation. |
| From | The report is to be sent by OEMCC. Address TBD. |
| To | The distribution list is composed of comma-delimited email addresses using 2 files:  weblogic@kc-hial-wls1:/u01/oracle/software/Operations/scripts/hourlyreport/status => lrt internal\_emails.txt external\_emails.txt  lrwxrwxrwx 1 weblogic weblogic 24 Feb 14 2016 internal\_emails.txt -> internal\_emails.txt.PROD  lrwxrwxrwx 1 weblogic weblogic 24 Feb 14 2016 external\_emails.txt -> external\_emails.txt.PROD  If an email address has to be removed or added from the distribution list, modify the \*.PROD file(s) above. |

Flags

| Attribute | Description and Derivation |
| --- | --- |
| Table Title | **Flags** |
| Message | This section flags system health issues and any error codes from the logs that require attention.  For example:  Application(s) down  Aggregator count above threshold  Failed transactions.  Note that V0130 are normal errors. |

Transaction Statistics

| Attribute | Description and Derivation |
| --- | --- |
| Table Title | **Transaction Statistics**  Includes summary of LSM/GET/PUT transaction statistics.  From file *getputperf.out $QMGRSTATUSDIR/ getputperf.out Output file. Summary of LSM/GET/PUT transaction stats* |
| Transaction Type | Transaction types  Different row for GET, LSP and PUT.  Presented in the following order: GET, LSP and PUT |
| Completed | Completed Transactions for each transaction type  Count completed transactions for each transaction type when   * + TRXN\_AGGR\_STATUS NOT = “E” AND TRXN\_END\_STATUS = 0 |
| Average Rate | Average Rate for each transaction type  Average processing time for all transactions for each transaction type. |
| Error Count | Errors for each transaction type  Count error transactions for each transaction type when   * + TRXN\_AGGR\_STATUS = “E” AND TRXN\_END\_STATUS = 0   + TRXN\_END\_STATUS is {blank or 2}   + Aggregator Backlog count |

Application Status

| Attribute | Description and Derivation |
| --- | --- |
| Table Title | **CON-2.1.4 Application Status** |
| Critical App Servers | “Warning” indicates an application status (unresponsive or down).  (*Status of this is currently always warning due to hial-jee12 and hial-jee22 is kept down.*)  The application name is displayed in FLAGS section. |
| IGF | “Warning” indicates that there are failed transactions |
| Subscription Service | “Warning” indicates subscription service status requires attention. |
| Labs | “Warning” indicates lab status requires attention. |
| Aggregator | “Warning” indicates aggregation status requires attention. |

POSIA PUT Transactions

| Attribute | Description and Derivation |
| --- | --- |
| Table Title | **POSIA PUT Transactions**  Displays statistics about traffic volume and flow.  Interesting points are ‘most recent’ traffic of incoming messages, ACKs of outgoing EMS messages and messages in dead letter queues (DLQ).  The DLQs reported are EmsDLQ (dist\_\*\_quePosiaError\_auto\_DLQ queue) and v2InDLQ (dist\_\*\_quePosia\_v2In\_auto\_DLQ queue) |
| POSIA | POSIA Name |
| Current | Current level of POSIA input queue. |
| PrevHr | Count of messages arriving in the previous hour. |
| v2lnDLQ | indicates messages in the queue (dist\_\*\_quePosia\_v2In\_auto\_DLQ) which failed after number of retries (e.g. CRI issue). The messages in this queue can be replayed. Refer to AMS-116-POSIA Move DLQs to V2In v1.2.docx for procedure. |
| EmsDLQ | indicates messages in the queues (dist\_\*\_quePosiaError\_auto\_DLQ queue) which fails due to connectivity issue with the EMS Broker. The message(s) in this queue should be exported and decoded to check the cause of failure. Refer to *AMS-048 Dead Message Queue (DMQ) Reprocess Steps.docx* |
| Last received | *Current* timestamps.  This is an indication messages are flowing through the system. |
| Last returned | *Current* timestamps.  This is an indication messages are flowing through the system. |
| Last EMS | *Current* timestamps.  This is an indication messages are flowing through the system. Stale timestamp (in PROD) indicates issue sending messages to EMS broker. |

HL7 Error Queue

| Attribute | Description and Derivation |
| --- | --- |
| Table Title | **HL7 Error Queue**  When issue occurs in HL7 adapter during receipt of incoming messages, the error message(s) is automatically placed into the HL7\_ERROR\_QUEUE. |
| Last Received | Current timestamp  Message successfully stored in the MP database. |
| Total Count | Count of error messages. |

Client Registries Distribute Merge

| Attribute | Description and Derivation |
| --- | --- |
| Table Title | **Client Registries Distribute Merge**  Monitors critical issues affecting the merge of PHNs.  Refer to INC476837 for information on last issue. |
| Subscriber | Client Registry Distribute Merge for DD and PLIS and  Subscription Services Queues for Panorama and PHIP Distributions. |
| Count | Count when there are messages holding-up the queue message processing.  This is critical issue since it affects the merge of PHNs. Refer to INC476837 for information on last issue.  When count is growing, open a Severity 3 (High) incident and contact Oracle to investigate the issue. |
| Date/Time of first message in topic | Timestamp of first message in topic.  If any PHN merge occurred, the timestamp will be current. |
| Consumer Status | “Enabled” indicates subscriber is functional. |

Subscription Services Queues

| Attribute | Description and Derivation |
| --- | --- |
| Table Title | **Subscription Services Queues** |
| POSEID | POSE Identifier |
| Name | Panorama or  PHIP Distribution |
| Status | Panorama Distribution Queue Status should be Running, and Count should not be building-up.  PHIP Distribution Queue Status is currently Activated, there are no PHIP Distributions flowing through PROD. |
| Count | Count of messages in queue. |
| Date/Time of first message in queue | Timestamp  Timestamp of first message in queue |

Transaction Statistics

| Attribute | Description and Derivation |
| --- | --- |
| Table Title | **Transaction Statistics**  This section has 5 tables (see below) |
| GET Stats | Error - total number of GETs error in the previous hour  Completed – total number of GETs completed in the previous hour  Average rate – average processing in seconds. |
| Internal Stats | jms\_LabService\_LAQueryResponse – queue count should only grow gradually. If you see the count growing rapidly, this indicates LAB issue and needs further investigation. Also check for existence of resource locks > 1 hour.  Aggregator Backlog – growing count indicates aggregation issue  Last Aggregation – refers to the timestamp of the last aggregation, should be current |
| PUTs Stats | PUTs completed – total number of PUTs completed in the previous hour  PUTs error – total number of PUTs error in the previous hour  Average PUT – average processing should be under 3 seconds. Warning OEM notification is sent if > 5 seconds, Critical alert if > 10 seconds. Causes includes backups running, JVM old generation heap space 100% full and audit reports running. |
| PUTs with non-PHN/MRN Client ID Type | Count of PUT transactions where the Client ID Type is not PHN or MRN, per POSIA |
| DS1 Replication: | D1 Replication status including the Last Update Date – indicates the date replication between ds1 and ds2. The date should be current. |

Failed Transactions Timestamp

| Attribute | Description and Derivation |
| --- | --- |
| Table Title | **Failed Transactions** |
| Count | Current query from Silverback is:  SELECT TRXN\_END\_STATUS\_PAYLOAD, COUNT(TRANSACTION\_ID)  FROM 2020\_01  WHERE (TRXN\_END\_S != '0' OR TRXN\_AGGR\_STATUS != 'C') AND  *{filter by current hour}*  GROUP BY TRXN\_END\_STATUS\_PAYLOAD  ORDER BY COUNT(TRANSACTION\_ID);  Count error transactions when   * TRXN\_AGGR\_STATUS != ‘C’ AND * TRXN\_END\_STATUS is {blank or 2} |
| Transaction Message | Is the text in TRXN\_END\_STATUS\_PAYLOAD |
| Total Count | Is the sum of all the counts in “Count” |

Component Availability

| Attribute | Description and Derivation |
| --- | --- |
| Table Title | **CON-2.1.10 Component Availability** |
| Component | Component:  Components included in the report (see scope for a list of components to include) |
| Availability | Availability for the hour, obtained from Logging and Audit database (LA)  Availability of each component uptime in seconds / 60 seconds within the hour |

## Technical Details

| Attributes | Details |
| --- | --- |
| Tool(s) Report Generated from | OEMCC. |
| Tool(s) Configuration Settings | This report is generated out of Silverback.  OEMCC provides the following logs:   * LA database - Log and Audit Database that logs all events in the system and used to audit of records, troubleshooting and reporting   There is some technical information for the pre-transition report in the attached document.    Current scripts are available in SVN:  <http://prod-svn.blackhole/svn/Prod/CGI/PROD/Operations/scripts/hourlyreport/>  <http://prod-svn.blackhole/svn/Prod/CGI/PS/Operations/scripts/hourlyreport/> |
| Destination Folder | *TBD* |
| Bundled Report | This report is sent by email to the distribution list in |
| Bundled Report Destination Folder | TBD |
| Bundled Report Staging Area | Hourly report By Email |
| Report Template | Current template is in /u01/oracle/software/Operations/scripts  Current template is qmgr/status/statusreporttemplate.html |
| Report Type | Email |
| Report Run Time | Every hour |
| Constraints | * Two (2) reports are generated pre-transition: an *external report* and an *internal report* through execution of scripts and query. This report is to replace the *external report* only post transition. * The report contains performance data from KDC or CDC, depending which environment is in operation. |

# Report Creation

Some procedural information in the following document



## Procedure

TBD based on <https://ensembleca.ent.cgi.com/client/35234/Procedures/Reporting (REP)/REP-016 Hourly Report v2.2.docx>

|  |  |
| --- | --- |
| Step Number | Description |
| 1.01 | *TBD* |