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***Contact Center Operations***

**Title: CCO\_eCoaching\_SSRS\_Reporting\_Runbook**

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| --- | --- | --- |
| Last Revision | Last Review | Description |
| 04/25/2017 |  | TFS 5621 – Summary Reports (Coaching, Warning, Hierarchy, AdminActivity) |

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| --- | --- | --- | --- | --- |
| Prepared by: | CCO Engineering |  | Date: | 04/25/2017 |
| Department / Location: | HCSD |  |  |  |
| Approved by: |  |  | Date: |  |

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 4/17/2017 | TFS 5621 – Summary Reports (Coaching, Warning, Hierarchy, AdminActivity) | Susmitha Palacherla |
| 4/25/2017 | TFS 5621 – Summary Reports (Coaching, Warning, Hierarchy, AdminActivity) – Highlighted missed code files impacted for this release. | Susmitha Palacherla |
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**Purpose / Scope:**

The purpose of this run book is to provide a documented process and instruction on how authorized CCO Engineers should implement GDIT-developed changes to the eCoaching SSRS Reports to ‘Test’, ‘LoadTest’ and ‘Production’ environments. It covers implementing the SSRS Reports and associated stored procedures, scripts and table structures related to the Reports.

**Assumptions:**

The person doing the migration has:

1. Basic knowledge of SQL Server Reporting Services and Report Manager
2. Sufficient access to the servers and SSRS Report Manager in QA and production to upload and manage reports.
3. Access to the CMS Assignment and Exception project in Version Manager (VM)
4. Knowledge of Microsoft SQL Server Management Studio (SSMS)
5. Knowledge of copying and moving files between servers

**Implementation Summary:**

Work Item: TFS 5621(Summary Reports)

Highlighted - affected in this release

HighLighted – updated by code/instructions in companion run once for the work item

**SSIS Objects: \eCoaching\_V2\Code\SSRS\eCoachingReport\eCoachingReport\**

**--Solution**

eCoachingReport.sln

**--Project**

eCoachingReport.rptproj

**--Reports**

AdminActivitySummary.rdl

CoachingSummary.rdl

HierarchySummary.rdl

WarningSummary.rdl

**--Data Sources**

eCoaching.rds

**--Data Sets**

AdminActionList.rsd

AdminFormList.rsd

AdminLogTypeList.rsd

CoachingEmployeeList.rsd

CoachingReasonList.rsd

CoachingSiteList.rsd

CoachingStatusList.rsd

CoachingSubReasonList.rsd

HierarchyEmployeeList.rsd

HierarchySiteList.rsd

ModuleList.rsd

WarningActiveList.rsd

WarningEmployeeList.rsd

WarningReasonList.rsd

WarningSiteList.rsd

WarningStatusList.rsd

WarningSubReasonList.rsd

**Stored Procedures: \eCoaching\_V2\Code\DB\Stored Procedures**

**Stored procedures affected for this work item.**

**--Reporting**

sp\_rptAdminActivitySummary.sql

sp\_rptCoachingSummary.sql

sp\_rptGetActionsforAdminType.sql

sp\_rptGetFormNamesforAdminActivity.sql

sp\_rptHierarchySummary.sql

sp\_rptModulesByRole.sql

sp\_rptWarningSummary.sql

**Functions: \eCoaching\_V2\Code\DB\Functions\**

**No Functions for this work item.**

**Miscellaneous Code: \eCoaching\_V2\Code\DB\Misc\**

**No Misc code for this release.**

**Run Once: \eCoaching\_V2\Runbook\DB\RunOnce**

**No RunOnce code for this release.**

**Environments and Deployment Properties**

**Database instances and databases**

Development - VRIVFSSDBT02/SCORD01,1437 - eCoachingDev

Test - VRIVFSSDBT02/SCORT01,1438 – eCoachingTest

LoadTest - VDENSSDBP07\SCORP01,1436 – eCoaching\_LoadTest

Production – VDENSSDBP07\SCORP01,1436 – eCoaching

**Deployment Properties**

**System Test:**

**Report Portal:** <http://vrivfssdbt02/Reports_SCORD01>

**Report Manager**: <http://vrivfssdbt02.vangent.local/ReportServer_SCORD01>

**Data Sets:** /eCoaching/SystemTest/Datasets

**Data Sources:** /eCoaching/SystemTest/DataSources

**Reports:** /eCoaching/SystemTest/Reports

**LoadTest:**

**Report Portal:** <http://vdenssdbp07.vangent.local/Reports_SCORP01>

**Report Manager:** <http://vdenssdbp07.vangent.local/ReportServer_SCORP01>

**Data Sets:** /eCoaching/LoadTest/Datasets

**Data Sources:** /eCoaching/LoadTest/DataSources

**Reports:** /eCoaching/LoadTest/Reports

**Production**:

**Report Portal**: <http://vdenssdbp07.vangent.local/Reports_SCORP01>

**Report Manager**: <http://vdenssdbp07.vangent.local/ReportServer_SCORP01>

**Data Sets**: /eCoaching/Production/Datasets

**Data Sources:** /eCoaching/Production/DataSources

**Reports**: /eCoaching/Production/Reports

**Implementation** (walk through 1 pass of the steps using test as example)

1. **Open SQL Server Management Studio and log in with account with rights to environment migrating to.**
2. **Open RunOnce.sql from TFS if applicable** 
   1. **Walk through and run steps**
3. **Get Tables in Green above from TFS**
   1. **Open management studio to environment migrating to and execute the individual Table SQL.**
   2. **if any are already created change to modify and try running again to update**
4. **Get Stored Procedures and Functions in Green from TFS**
5. **Open management studio to environment migrating to and execute stored procs / functions**
6. **Fetch any Scripts files highlighted in Green and stage to location identified above for respective environment.**
7. **Fetch all SSRS related files from TFS to local machine.**
8. **Open Solution in local machine and deploy to Target environment.**