

**Operational Handbook**

**Bombardier Ticket Assignment process**

**Version – 1.0**

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**DOCUMENT VERSION CONTROL**

|  |  |  |  |
| --- | --- | --- | --- |
| Date Issued | Version | Description | Author |
| **06/24/2019** | **1.0** | **Operational Handbook** | **RPA COE Team** |

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# 1. Introduction to build

This document is intended for the client’s project delivery team to ensure that all components of the required operational architecture are in place to be used by the support team.

## **1.1 Document Reference**

|  |  |  |
| --- | --- | --- |
| **Reference document** | **File Name** | **Link to access process definition and solution design document** |
| Process definition document | Bombardier Pdd.doc | <Github> |
| Solution design document | Bombardier Sdd.doc | <Github> |

# 2. Operational Details

Bot will look for the emails which comes from the four hospital to stellaris serviceDesk.(Input)

Bot will collect the required information to create the ticket from email.

Bot will login into Opas Desktop Application Submits the ticket and capture the ticket number and reply to the same email with ticket number in the subject line and body of the email with today’s date. (output)

Bot will move the email to complete folder and share drive.

## **2.1 Application Details**

List the applications involved in the process and its type.

|  |  |  |
| --- | --- | --- |
| **Application Name** | **Description** | **Type of application** |
| ServiceNow | Access to tickets from a queue | Web-based |
| SNAP tool | Access to snap code to trigger flow steps | Web-based |

## **2.2 Process/Workflow Details**

|  |  |
| --- | --- |
| Process/package Name | Rit-100 Bombardier Nttdata |
| Package version Used | <enter the package version that is live> |
| Environment Mapped to | ops |
| GitLab repository URL of the workflow file |  |

## **2.3 Robot Details**

|  |  |
| --- | --- |
| Number of BOTs executing the process | Only one bot for now |
| Name of the BOTs | 100-Bombardier |
| Windows Logon ID used by BOT | Developer ID |
| Mail ID used by BOT | Kamal’s Email Id |

# 3. Exception Details

## **3.1 Business Exception**

# Describes an error rooted in the fact that certain data which the automation project depends on is incomplete or missing or application is not responding will be handled by the Business unit

|  |  |  |
| --- | --- | --- |
| **List of Business Exceptions** | **Action Needed by support team** | **Action to be taken** |
| Application Downtime/server issue/bad credentials | Yes | Disable the process schedule until the issue is fixed/credentials reset after obtaining approval from business |
| Unable to find the account details for the respective account number | No | BOT moves the order to the BOT fallout queue-To be worked by the business team |
| Change in User interface /page layouts | Yes | Disable the process schedule until the issue is fixed/credentials reset after obtaining approval from business |

Notification should be sent to below contacts for all the above exceptions:

|  |  |  |
| --- | --- | --- |
| **Contact details** | **Name** | **Email Address** |
| Business contacts | Hassanine, Anass | <Hassanine.Anass@nttdata.com> |
| Support Team to be copied | Venkatesh,Singamsitty  Srinivas, encherla | [Venkatesh@novatiosolutions.com](mailto:Venkatesh@novatiosolutions.com)  <srinivas@novatiosolutions.com> |

**3.1.1 Escalation Contact for Business**

* Kamal,K - kamal.k@nttdata.com

**3.1.2 Sample notification mail for Business Exception**

## **3.2 Application Exception**

# Breaks the normal flow of execution and executes a preregistered exception handler which will be handled by the support team.

**For example,**

* Select Activity Fails
* Click activity Fails
* Type into activity Fails

Notification should be sent to below contacts for all the above exceptions to fix it:

|  |  |  |
| --- | --- | --- |
| **Contact details** | **Name** | **Email Address** |
| Development Team contacts | Venkatesh,singamsitty | <venkatesh@novatiosoluions.com> |
| Support Team to be copied | Srinivas,encherla | <srinivas@novatiosolutions.com> |

Development Team Escalation contact

1. Srinivas Encherla **-** <srinivas@novatiosolutions.com>

Sample notification mail for Application Exception:

Data Storage

# Logs

All the logs from the robot will be stored in the Orchestrator, log file in the BOT VM and in the SQL server given below:

* + 1. SQL Database name - Uipath
    2. Server/DB Instance =

# Assets

Below are the details of the assets stored in Orchestrator related to this process:

|  |  |  |
| --- | --- | --- |
| **Asset Name** | **Description** | **Type** |
| Rit-100ServiceNowLogin | To Send Exceptional Email | Credentials |
| Rit-100SNAPLogin | Remedy Ticket Tool | credentials |
| Rit-100FilePath | File Path | String |
| Rit-100ServiceDeskEmail | Stellaris Service Desk Email | String |

Below is the point of contact in case the asset/credentials need to be updated,

|  |  |  |
| --- | --- | --- |
| **Contact details** | **Name** | **Email Address** |
| Development Team contacts | Venkatesh,Singamsitty | <venkatesh@novatiosolutions.com> |
| Support Team to be copied | Srinivas,Encherla | <srinivas@novatiosolutions.com> |

# Input/output file storage:

Below are the details of the location in which the input/output files stored/downloaded in this process will be stored in the BOT VM/Shared drive.

* BOT VM- RPAW10Temp.rpa.int

# Folder Structure

Below is the folder structure of Project source code- This Process doesn’t have any folder structure.

|  |  |  |
| --- | --- | --- |
| Folder Structure | | Description |
| Main Folder Name | Subfolder 1 | Not applicable |
| Main Folder Name | Subfolder 1 | Not applicable |

# User - Reports

We are using Orchestrator logs for Reporting for tickets successfully assigned and for the tickets failed to assign by Business or Technical Exceptions.

# BOT Schedule

Below are the scheduling details of the process:

|  |  |
| --- | --- |
| Type of Schedule | On-Demand |
| Timing | 24/7 |
| Holiday’s to be taken into account | <Change this section as required> |
| Outage/ Maintenance Window for BOT VM | Support Team will notify BU if there are any maintenance issue with VM |
| Outage/Maintenance window for applications involved | BU to inform support team if there are any maintenance of the application involved |

--End of the document--