2019, DECEMBER 12TH

BCP ACTION PLAN

PROCESS: PARTS BILLING

KAWASAKI MOTORES DO BRASIL

INFORMATION TECHNOLOGY DEPARTMENT

Confidential document

SUMARY

ACTION PLAN

ABOUT THE PROCESS

Manager: Eunice

Interviewed User: Adriana, Adilson

Interview Date: 13-11-2019

Process Criticality: Critical

Dependencies: Last in the line

Dependent on: Sales

DETAILS

The billing process is the last one in the flux, it's important to make sure that there's no failures remaining on this process because untreated or uncatched failures can cause bigger failures here, we should make sure that everything runs smoothly on this process in order to not cause any bigger delay in the corporative planning.

PREREQUISITES

Not Needed.

OUTLINE

NORMALIZATION

This process will be considered normalized when the billing process is being done correctly and successfully.

SCENARIO: GOVT. SYSTEMS FAILURE ID: 039

Sometimes, the user may inform that the Government Systems (Wsinal, Gia, Sped, Sintegra, Gia-ST, EFD-Contribuições) are not operational.

PLAN DETAILS

Completion time: One to Two Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the team try the basic troubleshooting of this systems, as checking if the required software, like Receitanet or Java are correctly installed, if needed, the team can contact the IRS technical support service and open a ticket. Troubleshooting these systems can be awfully cumbersome, for example they use different and incompatible Java versions, also, the IRS technical support is notoriously bad, so the completion time might extend beyond two hours.