|  |
| --- |
| **Group Operational Manual** |

OPCO = IBERIA

Application / Service Name = SIC022-SME-ONBUSINESS - CALL CENTER

Colloquial Names/Alias Names = SME-Onbusiness-IB Call Center

**Revision History:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Version** | **Reason for change** | **Status** | **Date** |
| **Bhawna Pal** | ***V1.0*** | ***Draft versión*** | ***In progress*** | ***11th Nov 24*** |
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**1.APPLICATION / SERVICE OVERVIEW**

1.1  Application / Service Description

* **Project Code:** 666348
* **Functionality**

The Call Center Business Iberia, covering all those needs that the two applications Call Center Comarch do not cover.The main menu options of the application are:

* Authorization of redemption: Creating authorizations reservation.
* Upgrading: As of today's date, is not yet defined its functional operation.
* State Authorizations consultation: consultation of all authorizations that are housed in the ABD System.
* Manual Authorization cancellation: cancellation of authorizations. You can make partial cancellations, and totals. The cancellation is made ABD canceled Comarch system.
* Comarch cancellation: cancellation of authorization in the Comarch system.

By way of information, it has been said that unlike the previous program Call Center, here authorizations are unique reserve, whereas previously they were at the level of passenger.

* **Number of end users**

Users of the various Call Centers, around 400 users

* **Number of concurrent users**

Not more than 100 users

* **Location of Application Customers**

Geographically distributed in Call Centers, locations initially in Spain and South America. No implantations are discarded in other areas of the globe.

1.2 OPCO Scope

Iberia

1.3 Architecture Diagram

* **Application Schema**
* **Hardware Architecture**
* **Process Diagram**

(Architecture diagram)

1.4  Application / Service Information

* **Application Criticality**

High, it is the average principal operating Call Center for Business

* **Frequency of Use**

Permanent

Daily (24 hours x 365 days)

* **Critical time slot** This is a service 8 x 5 or 8 x 7, due to the geographical dispersion of its members must be treated as a system level 24 x 7.

|  |  |
| --- | --- |
| **Service Level** | SL4 |
| **Application Code as in Service Now** | SIC022 |
| **Application ID as in Service Now** | SIC022 - MODULO CALL CENTER DE LA APLICACION ON BUSINESS / CIP |

1.5 Application Software Details

* **Application Type**
* **Source Language**

Services: Java.

Application: Java.

Front: JavaScript (JS framework Angle).

* **Localization of Source Code in Repository (Github) and Code Quality Metrics**

commerical-management--sic022--servicios-rest-cip--accrualquote-rest-cip

commerical-management--sic022--servicios-rest-cip--gestiontarjetas-rest-cip

commerical-management--sic022--servicios-rest-cip--globalauthorization-rest-cip

commerical-management--sic022--servicios-rest-cip--member-rest-cip

commerical-management--sic022--servicios-rest-cip--redemptionfarequote-rest-cip

commerical-management--sic022--servicios-rest-cip--redemption-rest-cip

commerical-management--sic022--servicios-rest-cip--resiber-rest-cip

commerical-management--sic022--servicios-rest-cip--user-rest-cip

commerical-management--sic022--servicios-rest-cip--pcicard-rest-cip

commerical-management--sic022--servicios-rest-cip--comun-rest-cip

commerical-management--sic022--servicios-rest-cip--wsciptokenizadoclient-rest-cip

commerical-management--sic022—frontend

commerical-management--sic022--proxycip--backend

* **SFTP**

N/A

* **Mail**

N/A

* **DBLINK**

N/A

* **SQM**

N/A

* **SCORT**

N/A

* **STD**

N/A

* **Other Connections**

N/A

* **URLS**

Production: [*https://awsweb.corp.iberia.es/CallCenterCip/#/*](https://awsweb.corp.iberia.es/CallCenterCip/#/)

Pre-Production : [*https://awswebpre.corp.iberia.es/CallCenterCip/#/*](https://awswebpre.corp.iberia.es/CallCenterCip/#/)

* **Colas MQ**

N/A

**Software Details on the server**:

Example:

|  |  |
| --- | --- |
| **Name** | **Version** |
| Oracle Client | Oracle Database 11g Enterprise Edition Releas 11.2.0.3.0 |
| MQ Manager | N/A |
| Perl | N/A |

1.6  User Interface

* **Configuration/Installation in Client Post**
* **URL**
* Production: [*https://awsweb.corp.iberia.es/CallCenterCip/#/*](https://awsweb.corp.iberia.es/CallCenterCip/#/)
* Pre-Production : [*https://awswebpre.corp.iberia.es/CallCenterCip/#/*](https://awswebpre.corp.iberia.es/CallCenterCip/#/)
* **LDAP User**

DOES NOT APPLY

* **OAM**

DOES NOT APPLY

* **AD User**

DOES NOT APPLY

* **Other**

DOES NOT APPLY

1.7  Feeds & Dependencias

* **Name, Path, and Permissions of Shared Resources**
* **External Services:**
* *IB.com :* [*https://pciservice.corp.iberia.es/intranet/PCI*](https://pciservice.corp.iberia.es/intranet/PCI)
* *Resiber : http: //redencionpymes.ib/RedencionWS.asmx*
* *Comarch : https://onbusiness.iberia.com/services/CLMService?wsdl*
* *IBIS:* [*https://ibisservices.iberia.com/api/sse-orm/rs/v3/order/import/locator/surname*](https://ibisservices.iberia.com/api/sse-orm/rs/v3/order/import/locator/surname)
* Comarch in two variants:

- Single-Sign-On from the web front.

- Invoking SOAP Web services.

* **Users on servers and databases**
* **Database Connections:**

BDRACL1, BDRACL2, BDRACL3, BDRACL4

Host: bdracl1 / 2/3/4

Instance / Service: ibcom

Port: 1521

User: cipservices

* **Remarks**

1.8  Network Information

* **Application connectivity needs**
* **Services in Balancers**
* **Permissions in Firewall**

(Update Network information such as Firewall along with FWR ID for different rules, Load balancers, poolname , certificates details (SSL/TLS ) along with expiry date).

Example:

**Firewall:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S. No.** | **FWR ID** | **Firewall details** | **Environment** | **Description** |
| 1 | XXXX |  | PRD | This Firewall request is to enable communication between: XXX and XXX |
|  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S. No.** | **LB ID** | **BIGIP No** | **Application** | **Environment** | **Description** |
| 1 | XXXX |  |  | PRD | Load balancing of Live traffic to a pair of XXX/XXX Proxy Servers. |
| 2 | XXXX |  |  | PRD | Load balancer request to access BIS URL using "XXX.com". |

**Load Balancer Details:**

1.9  BCP – Business Continuity Plan

* **Does the Unavailability of the Application Affect the Availability of the entire Service? :**

NO

1.10  HA Information

N/A

1.11  Batch Jobs

* **Programs and Procedures involved**

N/A

* **PROCESS Names**

N/A

**2.KEY CONTACTS**

2.1  Key Users

* **Clients**

List the key users who will be accessing this application and where they are located.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role / Responsibility** | **Phone Number** | **Location** |
| Flavio Jose Canoto Gumelli | Product Owner Rev Man & Sales |  | Spain |
| San Jose Fernandez, Carlos | MANAGER |  | DESARROLLO COMERCIAL |
| de Lara Nieto, Miguel | SENIOR MANAGER |  | Hunting |
| Luis Carlos Munoz Prieto | ASM |  | Spain |

2.2  Application Support Team

* **Name, phone and support schedule**

Office Hours: 9:00 to 19:00 CET from Monday to Friday.

* Bhawna Pal - +91-8447864952 (NIIT.bpal@iberia.es)
* Bhavika Chaudhary : +91-7206831136 (COFO.bchaudhary@iberia.es)
* Sarthak Gupta : +91- 7985050335 (COFO.sgupta@iberia.es)
* Rishabh Shukla : +91 – 8953609626 ([COFO.rshukla@iberia.es](mailto:COFO.rshukla@iberia.es))
* **Service Now Group**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Support Team Name** | **Role / Responsibility** | **Service Now Queue** | **Phone Number & Email ID** | **Location** |
| Support Loyalty | Support Team | APPSUP\_SSRML\_LOYALTY | SupportLoyalty@iberia.es | INDIA |
|  |  |  |  |  |
|  |  |  |  |  |

.3  Escalation Matrix

* **Author / Responsible for Development / Production Manager**

|  |  |  |  |
| --- | --- | --- | --- |
| **Escalation Level** | **Name & Role** | **Phone Number & Email ID** | **Support Hours** |
| 1st Level |  |  |  |
| 2nd Level – IAG SDM’s/ASM |  |  |  |

2.4  Other Application Support Team

* **Specify other media: N/A**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Support Team Name** | **Role / Responsibility** | **Service Now Queue** | **Phone Number & Email ID** | **Location** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

2.5   Infrastructure Support Team

* **Specify other media**

Note: All Infrastructure support queues that are related to this application should be listed down below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Support Team Name** | **Role / Responsibility** | **Service Now Queue** | **Phone Number** | **Location** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

2.6   Third Party/Suppliers Details

* **Specify other media**

|  |  |  |  |
| --- | --- | --- | --- |
| **Supplier/3rd Party Name** | **Role / Responsibility** | **Support Queue/Managed By** | **Phone Number/ Location** |
| Comarch | Service Provider | APPSUP\_CIP |  |
| IB.com | Service Provider | APPSUP\_IBIS |  |
| Resiber | Service Provider | APPSUP\_RSV |  |
| IBIS | Service Provider | APPSUP\_IBIS |  |

**3.SERVER & DATABASE INFORMATION**

3.1   SERVER AND DATABASE INFORMATION

* **Server**
* **Operating system :**
* **Database Volume**

First year <1GB (data + indexes). annual increase <1GB (data + indexes).

Database server: bdracl1 / 2/3/4

* **Volume and name of system files. Specify Server**
* **Database Management System**

SIC022 application Database is managed by Comarch and PCI cards information is stored in Ibcom database.

BDRACL1, BDRACL2, BDRACL3, BDRACL4

Host: bdracl1 / 2/3/4

Instance / Service: ibcom

Port: 1521

User: cipservices

* **Test Environment**
* **PRE-Production Environment**
* **DB Instances and Servers**
* **APPLICATION Server (Weblogic/Tomcat)**

**Server:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Server Name & IP**  XXXXX (163.X.X.X) |  | **Environment**  prd/dev/tst/uat | **Function/Type**  Application/Database/MQ, etc | **Domain**  Ex: XXXXX.baplc.com | **Service/Alias Name & IP**  XXXXX (163.X.X.X) | **Stress Tests** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**Database:** Information regarding Comarch database is not with us. However IB.com database related information is provided in the below table.

|  |  |  |
| --- | --- | --- |
| **Database Nodes** | **Active – Node 1** | **Standby – Node 2** |
| Server Name & IP | bdracl1 / 2/3/4 | BALxxxxPRDxxx (163.X.X.X) |
| DB Instance Names |  |  |
| DB Service Names | ibcom |  |
| RAC Cluster, IP & Nodes |  | |

3.2   SERVER CONFIGURATION REQUIREMENTS

* **Detail specific configuration**
* **Remarks**
* **Specify other needs**
* **Connection Data**
* **Internet Information Server**
* **Specify other Software products**
* **Stress and Performance Testing**
* **Recovery Tests**
* **Additional Requirements**

3.3   INCOMPATABILITIES

* **Specify other Software products**

3.4   PERFORMANCE REQUIREMENTS

* **CPU consumption**

Not Significant

**4.MONITORING & AUTOMATION**

* **Application-specific alerts (Item and Location-Alert Text and Support Group)**

No Specific Alerts

* **List of Alerts Associated with LOGS**

Application Process/Services:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Server Name** | **Process/Service Monitored** | **Trigger condition** | **Operator Recovery Actions** | **Escalation Policy along with SEV (1/2/3/4)** |
|  |  |  | Reference/Link to instruction in Section 5 |  |

Web Server (Apache/Tomcat, etc):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Server Name** | **Instance Monitored** | **Trigger condition** | **Operator Recovery Actions** | **Escalation Policy along with SEV (1/2/3/4)** |
|  |  |  | Reference/Link to instruction in Section 5 |  |

**5.OPERATORS PROCEDURES**

* **Operation/Exploitation Manual**

List all application/standard/nonstandard or special operator procedures including commands.

Location of scripts and specify if a user of root is required for processes/scripts.

Check status/start/stop procedures/commands.

Please also include any expected responses received after command has been entered.

List the escalation policy along with the Severity, SVD group, etc

Note: Application support teams need to ensure that all required level of monitoring is configured for this application.

Example:

* Application Level – Application specific monitoring and callouts
* MQ, Apache, WebLogic etc.
* File Systems
* Database
* Data Loss & Management

**6.DATA SECURITY**

* **Backup Frequency**
* **Data Security**

List how data is encrypted and details like where it is stored etc.,

**7.APPENDIX**

* **Remarks**

List any necessary details that should be communicated to OPS BRIDGE (L2) or taken into consideration during recovery actions and any other information that would be appropriate.

**8.SUPPORT MODEL**

SIR team will update the link to SharePoint site ([Agreed Support Model](https://baplc.sharepoint.com/sites/ServiceTransition/Service%20Ops%20Documents/Agreed%20Support%20Models/Forms/AllItems.aspx?viewpath=/sites/ServiceTransition/Service%20Ops%20Documents/Agreed%20Support%20Models/Forms/AllItems.aspx)) where the Support Model diagram is stored, which will be shared by SLM team once the support model is agreed with them.