The purpose of the Service Definition and Support Document is to define and document key service and technical information about the named service. This includes:

**Service Definition** – Describing in non-technical language what the service is, how it is used and the defined ownership from a customer and BTS perspective.

**Support Model** – Details of how BTS supports the service and key contractual information from underpinning vendors/third parties

**Technical Support Information –** Documenting key technical information about the service for technical support resource to enable triage and restoration of the failed service

**Service Definition and Support**  **Document for**

***DC10 Scanning - OMR Documentum***

Business Technology Services

|  |  |
| --- | --- |
| **Document Information** |  |
| **Document Owner :** | Pre-Assessment CoE |
| **Last Edited By :** |  |
| **Version :** |  |
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Document History

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| **Date** | **Version** | **Person** | **Reason** |
| 13/09/2021 | 0.1 |  | Initial release. |
| 13/09/2021 | 0.2 | Lakshmi Bana | Added Logical Architecture,Physical Architecture,Data Model,Workflows and other Technical information. |
| 14/09/2021 | 0.3 | TharakaLakshmi Ch | Review and Comment |
| 14/09/2021 | 0.4 | Lakshmi Bana | Updates |
| 15/09/2021 | 0.5 | Jim Harrison & Daniel Amiss | Review and Comment |
| 15/09/2021 | 0.6 | Lakshmi Bana | Updates |

References

|  |  |  |
| --- | --- | --- |
| **Ref No** | **Title** | **Path/Author/Details** |
| 1 | OMR Documentum Architecture |  |

Document Creation and Approval

This document must be approved by or distributed to the people or job roles listed in the following table.

|  |  |  |
| --- | --- | --- |
| **Person/Job Role** | **Creation /Approval/ Distribution** | **Creation / Approval Responsibilities** |
| Project / Application Manager | Creation | The Project/Application Manager is accountable for facilitating the completion of the full SSD for new services being transitioned or major change to existing services |
| IT Service Manager | Creation | The IT Service Manager is responsible for working with the Project team to define the service and its associated support model |
| Business Service Owner | Approval | The Business Service Owner should agree and approve all elements in section 1 and 2 (Service Definition and Support Model) |
| BTS Service Owner | Approval | The BTS Service Owner should agree and approve all elements in sections 1 and 2 (Service Definition and Support Model) and also provide approval that the technical sections of the document are complete, accurate and sufficient for live operations |
| Head of IT Services (can be delegated to Service Manager / Service Authority) | Approval | The Service Authority should agree and approve all elements in sections 1 and 2 (Service Definition and Support Model), review the technical sections for completeness, and make a recommendation for approval based upon all elements of the SSD. |
| BTS Service Staff | Distribution (One Source) | N/A |

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# Service Definition

The following table provides key details about the service, how it is used and the defined ownership from a customer and BTS perspective. This section should also detail the service roadmap

|  |  |
| --- | --- |
| Service Grouping | *Confirm the service grouping of the described service by ticking the below and where applicable naming the sub-service to which this new/changed service will belong*  Cambridge International Services  Cambridge English Services  OCR Services  Finance/HR Services  Shared Business Services  Core IT Services |
| Service Name | *Name of the service and any applicable lower level categorisation (specify whether these are new or existing Ivanti services and categories)*  Service Line: Shared Business Services  Service: Print & Distribution Services  Category: **DC10 Scanning - OMR**  Default Team: Pre-Assessment CoE |
| Service Description | The DC10 Scanning OMR (Optical Mark Reading) Process all the Clerically marked and Multiple answer sheets of Cambridge English CEQs  Candidate answer sheets (scripts) will be scanned to produce a TIFF image into OMR Documentum. Validation against exam and candidate information is carried out via the scanned barcodes positioned at the top of the script and tasks are generated for any missing information.  The scripts are sent to Teleform.Teleform reads lozenged data and creates an XML output. A message is created in MQ for the XML using bespoke Java code. Documentum reads the messages and creates an XML message and calls a BizTalk service for further processing.  BizTalk parses the XML and sends all multiple-choice items and responses to SAMC AutoMarker for marking. All marks for clerically marked items will be sent to Result Determination HANA (RD HANA) application. SAMC AutoMarker will mark multiple-choice answers responses and will send marks to RD HANA. |
| Features and Functions | OMR Scanning Application is where user can login to UI   * Search for scanned scripts/packets. * Search for published scripts     Search Preferences Page    Workqueue Page  OMR Scanner: used for following activities:   * Repost items to Teleform * Batch Monitor * Download items   Image - Repost Teleform    Image -Batch Monitor    Image – Search / Download |
| Service Access | *Details of how the service is accessed –e.g client software, production URL.*  Production URL:  [*https://omrscanning.ucles.internal*](https://omrscanning.ucles.internal) |
| Customers and User Base | *Detail the internal and external customers of this service*  **Internal customers/users of the service:** GPAO and Cambridge English  **External customers/users:** *(tick boxes or write as appropriate)*:  non-CA Employees, Candidates, Centres, Contract Partners  **Geographic use of the system:** *(tick boxes as appropriate)*:  Cambridge only, All UK, Global, Singapore |
| Supported  Business Process | The overall Business process is depicted as below: |
| Business Service Owner | Michael Carter (GPAO Senior Operations Manager)  Tracy Williams (Cambridge English Senior Operations Manager) |
| Business Service SMEs | *Names and roles of key business personnel who are super users/ subject matter experts*  Tracy Williams (Cambridge English Senior Operations Manager)  Owen Foreman (Cambridge English Senior Operations Manager)  Simon Lowerson (GPAO Distribution Senior Supervisor)  Santa Karelin (GPAO Distribution Senior Supervisor) |
| Management Area / BTS Service Owner | Head of Pre-Assessment CoE Alessandro Tosi |
| BTS SME’s | Pre-Assessment CoE primarily, however, SMEs are as follows:  EUS: Paul Austin  Technical SME: TharakaLakshmi Ch, Documentum Technical Lead, Pre Assessment COE  Functional SME: Daniel Amiss – Business Partner, Pre Assessment CoE  Application Engineer: Eddie Duffy |
| Application Manager | Jim Harrison |
| **Service Usage Information** | |
| Bulk processing is expected to occur between May-August and Oct-Dec.  **Expected service user volumes:**  Peak:30 (Group Print and Operations staff)  Concurrent: 30  **Hours of service use:**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 00 | | 01 | | 02 | | 03 | | 04 | | 05 | | 06 | | 07 | | 08 | | 09 | | 10 | | 11 | | 12 | | 13 | | 14 | | 15 | | 16 | | 17 | | 18 | | 19 | | 20 | | 21 | | 22 | | 23 | | | M |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Tu |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | W |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Th |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | F |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Sa |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Su |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | |  | Application off peak | |  | Application peak shoulder period | |  | Application primary/peak period(s) |   **Key periods of service use:**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | | J |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | F |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | M |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | A |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | M |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | J |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | J |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | A |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | S |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | O |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | N |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | D |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | |  | Normal use | |  | Heightened period of use | |  | Peak period of use | | |
| Service Usage of Personal Data | **The service will hold personal data as below:**  **Candidates**   * Service will hold personal data about Candidates? Yes (Candidate name only)   **Assessors (ASP)**   * Service will hold personal data about Assessors? No   **Person-at-Centre**   * Service will hold personal data about people at centres (e.g. exams officers or teachers)? No   **Employees**   * Service will hold personal data about Employees. No |
| Service Roadmap |  |

# Service Support Model

The following table describes how Business Technology Services supports this service.

|  |  |
| --- | --- |
| Service Classification | *Select the agreed service classification*  Core – critical for core business activity  Context – essential for ongoing business activity  Complement – useful non-essential service |
| Service Level Information | *Select the service level agreed by the Management Area (CoE) and confirm service level agreement*  Managed  Supported  Sustained  Our corporate service level agreement is for 98.5% availability with the below restoration targets in accordance with incident priority:    Service is confirmed to be aligned to the above corporate SLA  Bespoke SLA has been agreed, documented and approved by service and business owners |
| Hours of Support | M-F 07:30 – 17:30 (**Note – there is no on call/out of hours support in place for this service**) |
| Service Impact | Provide key information that may assist during incident management to understand the impact and priority of  this service being unavailable:  **Impact if Unavailable:** High/Medium/Low/Negligible *(highlight as appropriate)*  **Implications of the solution being unavailable:** Regulatory, Reputational and Financial.  Regulatory: The Scanning solution underpins the business critical post-exam processes (marking, scaling,  grading and results issue), therefore, in the event of failure during a key period, candidates may not be able  to get their results within defined dates.  **Workaround in the event of failure:** In the event of failure the system can recover the service using the additional scanner available in DC20, however, at the time of writing it is understood that operations in DC20  can only continue for a maximum of 24hrs. Please consult with the Content CoE for further information in the event of failure,  **Regulatory compliance** : Yes*:* |
| Major Incident Communication Group | Default major incident management processes apply with contact to GPAO IM Escalation Group for any P1 or  P2 incidents. |
| Support structure | *Describe which team will handle which support level and provide a diagram of the support flow (include contact details for 3rd parties that are part of the support arrangements).*  1st line – BTS Service Desk  2nd line – Pre Assessment CoE  3rd Line - Application Engineers (via Pre Assessment Management CoE)  4th Line – Infrastructure Services (Networks / Virtualisation / Servers)   |  |  |  | | --- | --- | --- | | **Team/Group** | **Owner / Contacts** | **Responsibilities / Hours of Support** | | BTS Service Desk | Ferdinand Abueg, Service Desk Manager | 1st line support for all BTS Services. Receive the incident, classify,  prioritise and triage to the correct team based on the incident details.  Hours of support: 24x7 | | Pre Assessment CoE | TharakaLakshmi Ch  Documentum Team Lead | Provides application support for the OMR Documentation application.  Hours of support: 07.30-17.30 M-F – there is no support outside of core hours | | Infrastructure Services  (Servers / Virtualisation / Networks / Data Services) | Simon Hopkins, Head of Infrastructure Services | Documentum OMR is hosted on premise, infrastructure services provide support for underpinning infrastructure services | | Documentum Opentext  (third party) | https://support.opentext.com/  [eu-support@opentext.com](mailto:eu-support@opentext.com)**Toll International:** +44 1189 84 84 84  Escalation Contact:  Roger Payne  Senior Account Director  Mobile:  07747 484336  Email:  [roger.payne@opentext.com](mailto:roger.payne@opentext.com) | Hours of support: 24x7 | | Telefrom (Third Party) | Alan Ingram, EPC  ePartner Consulting Ltd  Phone +44 (0) 3300 100 000  www.epc.co.uk |  | |
| Early Life Support Details | **Date to start early life support:** 17/03/2021  **Date to end early life support and into BAU:** 28/04/2021  Support Model will commence after ELS. There is no changes to the documented support model above for ELS |
| Third Party Contracts and Agreements | Standard Contract with Cognizant applies.  **Documentum**: Opentext <https://support.opentext.com/portal/site/css?customView=ticketsHome>  24/7 via the website. Account manager Roger Payne (UK Business hours). This site requires a login, and anyone with a Cambridge Assessment email address can register, however it is advised that contact is made via an Application Engineer, preferably from the Content CoE.  Opentext Support Classification and Target Response Times:  Each SR will be Classified by OT customer support as listed below. OT will consider, in good faith, your request to reclassify an SR.  Response Times are targets and cannot be guaranteed in all circumstances by OT.  Critical will be Classified as a critical incident if the performance issue reported causes the Covered Software to be functionally inoperable (entire system is down) and prevents the Covered Software from being used in Production Mode.  1 business hour or less, 5x8  Critical incidents must be logged by phone to OT directly.  Serious will be Classified as a serious incident if the performance issue reported significantly degrades the performance of the Covered Software or materially restricts your use of the Covered Software in a Production Mode (system is operational, but performance may be impacted).  2 business hours, 5x8  Normal will be Classified as a normal request if the performance issue reported is a question regarding: (i) end use; (ii) configuration of the Covered Software or a minor defect in the Covered Software that does not materially restrict your use of the Covered Software in a Production Mode; (iii) an enhancement, or (iv) related to questions on or configuration of the Covered Software.  As a rule, SRs reported via email and/or are for non-production systems are Classified as Normal.  Access to the Customer Service Portal remains available 7x24.  4 business hours, 5x8  Escalation: You may request an escalation at any time through the Customer Service Portal or phone. |
| Service Continuity / Disaster Recovery Provisions | Approved DR Procedure and DR checklist – [link is here:](https://cambridgeassessment.sharepoint.com/:w:/s/csd/bts/onesource/EfPuVicm-21JiWv5SOTY8FIBrGRCIIZzyE6CMc8T1xrXVQ)  Actual DR test to be carried out in late 2021. |
| Operational Support Risk Mitigation |  |

# Technical Support Information

The OMR Documentum solution import candidate scripts from the CFS after the PostScan operation completes and metadata from the SoftTrac DB servers. Further, send the scripts to Teleform to process the Tiff image to xml format.

This focuses on Processing all the Clerically marked and Multiple answer sheets of Cambridge English.

## Process Data

Documentum import the candidate scripts from the output shared by the Scanner operations. Then, send the images to Teleform to process. Documentum further validate the candidate scripts and create tasks if the data is not valid. Valid scripts will further send to Biztalk in the xml format.

Teleform reader extracts data from the form based on the form template previously designed. The form is first of all identified using a matrix code added by TeleForm during activation. Then TeleForm Reader de-skews and scales the image using the cornerstones and references the form template to locate and decode all the fields defined on the form. The validation rules defined in TeleForm Designer are applied and if any fail, then the form is added to a verification queue. Otherwise, a custom plugin runs to send the form data to the TeleForm Web Services.

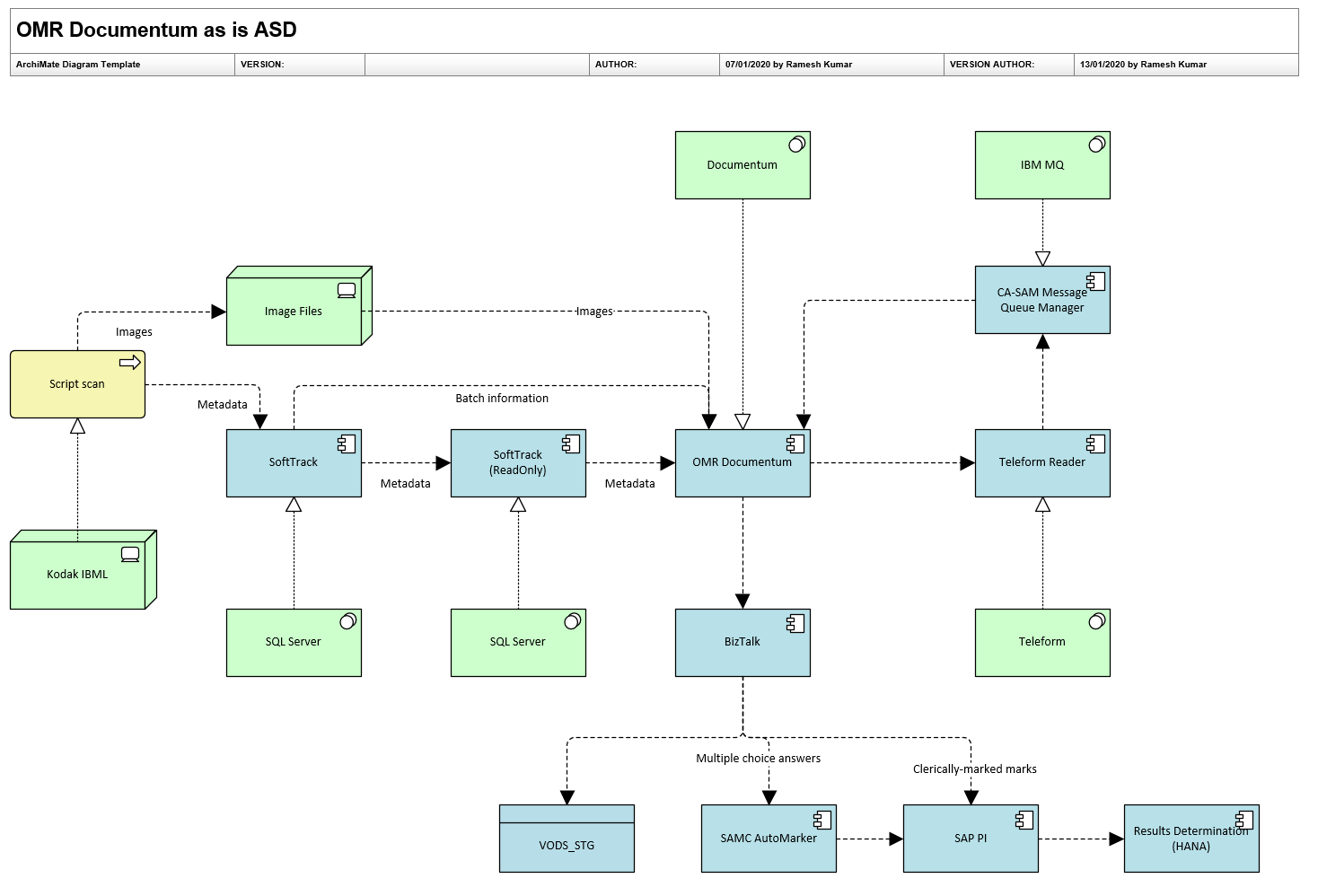
Teleform Verifier reviews and corrects data as a result of validation errors during TeleForm Reader stage. A custom plugin also allows several escalation actions to be taken instead – request rescan, mark as unprocessable, escalate to business stream. For all results except business stream escalation, the form is removed from the verification queue on submission. A custom TeleForm plugin handles creation of the XML output for escalation actions and send it to the TeleForm Web Services.

Teleform web service acts as a bridge between TeleForm and the message queue. This web service does not process but simply takes the XML output from the custom TeleForm plugin and puts it onto a configured WebSphere MQ destination.

The below is the high-level processing of the scripts inside the Documentum



## Integration Architecture



## Documentum Object types

|  |  |  |
| --- | --- | --- |
| S.No | Object Type | Functionality |
| 1 | CA\_CONFIG | This object type is to store/obtain config data related to Softrac database connection details |
| 2 | CA\_OMR\_BATCH | This Object Type is to maintain the batch details |
| 3 | CA\_OMR\_BLAO | This Object is basically to obtain/process the details of BLAO objects |
| 4 | CA\_OMR\_CANDIDATE\_SCRIPT | All candidate scripts related information are stored in this object type |
| 5 | CA\_OMR\_FOLDER | Folder details and its attributes are stored in this object type |
| 6 | CA\_OMR\_IMAGE | This object type is basically used to save image details, id scan id etc |
| 7 | CA\_OMR\_REDERIVE\_REQUEST | This object type is basically used to find request details |
| 8 | OMR\_TRACKING | This object type is basically used to omr tracking details, scanner details |
| 9 | OMR\_EXCEPTION | This object type is basically used to find out exception details |

## Application URLs

|  |  |
| --- | --- |
| Environment | Application URL |
| DEV | http://dev-omrscanning.ucles.internal |
| QA1 | http://qa1-omrscanning.ucles.internal |
| PP2 | http://pp2-omrscanning.ucles.internal |
| PROD | http://omrscanning.ucles.internal/ |

## Logical Architecture

The below is the high-level logical architecture for OMR Documentum solution



## Workflows

|  |  |
| --- | --- |
| Workflow Name | Description |
| OMR Validate Script Images | Validate candidate scripts for mandatory fields, find the duplicates, resolve duplication errors by calling OMR Resolve Duplication Error workflow, Validate the status of the script and redirect accordingly to OMR Publish workflow or OMR rescan workflow after operators resolve the errors |
| OMR Validate BLAO | Validate BLAO objects for the mandatory fields, renditions and status and update the status accordingly |
| OMR Read from Capture Queue | Reads the messages from the JMS MQ, validate the captured xml for any error messages/status, process the captured xml accordingly and invoke OMR Unscannable/ Invoke OMR Rescan workflows based on the Teleform incomplete status |
| OMR publish | Validate the status, duplications, transform the Captured xml to Published xml |
| OMR RePublish | Republishes the scripts and this workflow can be triggered from UI as well by users |
| OMR Rescan | Create tasks for the Operators to Rescan or correct the Rescan status and triggers the OMR Rescan Manual Notification workflow |
| OMR Rescan Manual Notification | This provides email notification to operators to perform rescan |
| OMR Resolve Duplication Error | Resolves the Duplication errors by killing the duplicate workflows |
| OMR Unscannable | Validates the image status and creates the respective task to the operators based on the image status and invoke Rescan workflow if required |
| OMR Export to Zip file | This workflow will be triggered by the users to download renditions from xCP application |

## Physical Architecture



Physical Architecture for OMR application

## Documentum Servers

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **OMR Environments** | **Server Type** | **Server Name** | **OS** | **RAM** |
| DEV | Application Servers | udscnap030 | Unix server | 8 GB |
| Application Servers | udscnap031 | Unix server | 8 GB |
| Content Servers | udscnap010 | Unix server | 4 GB |
| Content Servers | udscnap011 | Unix server | 8 GB |
| QA1 | Application Servers | uqscoap430 | Unix server | 8 GB |
| Application Servers | uqscoap431 | Unix server | 8 GB |
| Content Servers | uqscoap410 | Unix server | 8 GB |
| Content Servers | uqscoap411 | Unix server | 8 GB |
| Content Servers | uqscoap412 | Unix server | 8 GB |
| Content Servers | uqscoap413 | Unix server | 8 GB |
| PP2 | Application Servers | urscoap730 | Unix server | 32 GB |
| Application Servers | urscoap731 | Unix server | 32 GB |
| Application Servers | urscoap732 | Unix server | 32 GB |
| Application Servers | urscoap733 | Unix server | 32 GB |
| Content Servers | urscoap710 | Unix server | 32 GB |
| Content Servers | urscoap711 | Unix server | 32 GB |
| Content Servers | urscoap712 | Unix server | 32 GB |
| Content Servers | urscoap713 | Unix server | 32 GB |
| PRD | Application Servers | upscoap030 | Unix server | 32 GB |
| Application Servers | upscoap031 | Unix server | 32 GB |
| Application Servers | upscoap032 | Unix server | 32 GB |
| Application Servers | upscoap033 | Unix server | 32 GB |
| Content Servers | upscoap010 | Unix server | 32 GB |
| Content Servers | upscoap011 | Unix server | 32 GB |
| Content Servers | upscoap012 | Unix server | 32 GB |
| Content Servers | upscoap013 | Unix server | 32 GB |

Server Specification Details

**Database Servers**

|  |  |  |
| --- | --- | --- |
| Environment | ServerName | OS |
| DEV | udscnor001 | Unix server |
| QA1 | uqscoor420 | Unix server |
| PP2 | urscoor720 | Unix server |
| PRD | upscoor020/21 | Unix server |

## Data Model

The below representation gives the high-level details to the custom object types in the OMR scanning Documentum system.



## Interfaces

The below are the Interfaces where Documentum connects:

* SoftTrack DB and Scanner filestore CFS (server details provided in InterOp)
* Teleform systems (URL provided in InterOp)
* Message Queue server (MQS-PRD-90.ucles.internal)
* Biztalk server (URL provided in InterOp)

## Technical Stack

Documentum Tech Stack:

|  |  |
| --- | --- |
| Documentum 16.4 | Content Management System |
| xCP 16.4 | Workflow Management Tool |
| bps | Business Process Services |
| openLDAP | Connects to Message Queue |
| Java 1.8 | Core Java to hold the logic and Junits |
| Apache Tomcat 8.0 | Application/Web server |

### Detailed Specifications

|  |  |
| --- | --- |
| Technical complexity (1 – Low to 5 – High) | 4 |
| Peak transaction volume (per unit time) | Not possible to retrieve this info |
| Size (LOC or in any applicable unit) | n/a |
| Number of screens/forms | 12 |
| Number of Custom Object types | 9 |
| Number of stored procedures | n/a |
| Number of reports | n/a |
| Number of batch Jobs | 8 |
| Number or servers | 10 |
| Number of databases | 1 (1 standby) |
| Number of installations | 4(Dev, QA1, PP2 and PROD) |
| Required Backup Frequency | Daily |
| Confirmed/agreed regularity of data refresh to Support/BAU Environment | n/a |
| Recovery Target Objective | n/a |
| Required Archiving | n/a |

## Access Control

User access to Documentum is obtained by Ivanti Change Employee Access SR and actioned by the Pre Assessment CoE Documentum Team.

Standard AD access to workstations as well as specific accounts setup within the application

Please find the below steps for providing access to users

* Login to Documentum Administrator url
* <http://omrscanning.ucles.internal/da>
* Go to User Management -> click on new users
* Provide the details of user -> click on ok
* Provide ldap\_dn details of user, obtain the details from ldap browser
* Provide necessary roles for accessing the application

## Configuration Management

OMR Scanning source code is stored in Git Repository (http://udcsdap007.ucles.internal/DC10/CAScanning). master branch will always show the code that is currently deployed in production. All development is done by creating feature branches from a develop branch and subsequently merging back to develop and specific release branches when the feature is complete. When a release is planned, a release branch is created from develop and then merged back to develop once the release has occurred.

## Event Management

Foglight monitoring of:

|  |
| --- |
| upscoor020 |
| upscoor021  upscoap010  upscoap011  upscoap012  upscoap013  upscoap030  upscoap031  upscoap032  upscoap033  URL Monitoring: *http://omrscanning.ucles.internal/* |
|  |

## Capacity Management

Capacity Management is a subject that the Pre Assessment CoE is still working on and the document will be updated accordingly with the findings

## Availability Management and Service Continuity Management

This is another area where the Pre Assessment CoE team is working in collaboration with GPAO and the supplier.

## Licensing and Certificates

Work is still ongoing to assess the licences for Prod environment and need to discuss with OpenText vendor to increase the licences.

# Service Revisions and Updates

Service is planned to be review any time a release for OMR Scanning is planned.

## Functional Information

|  |  |
| --- | --- |
| Stability – number of changes / enhancements within the last 12 months including in-flight work (1) | Completed Changes: n/a  In-Flight Changes: n/a |
| Maturity – production longevity (months) |  |

# Issues and FAQs