**CX WebSphere MQ Service Request – Process Document**

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|  |
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TABLE OF CONTENTS

[TABLE OF CONTENTS 2](#_Toc473707844)

[Revision History 3](#_Toc473707845)

[Document Distribution List 4](#_Toc473707846)

[How to Find the Latest Version of this Document 4](#_Toc473707847)

[1. Introduction 5](#_Toc473707848)

[2. Scope 6](#_Toc473707849)

[3. Target Audience 6](#_Toc473707850)

[4. Definition of Terms 6](#_Toc473707851)

[5. Websphere Message Queuing Service Request 7](#_Toc473707852)

[5.1. The Process Flow 7](#_Toc473707853)

[5.2. The MQ Service Request Form 7](#_Toc473707854)

[5.3. Point of Contact 8](#_Toc473707855)

[5.4. MQ object naming convention 8](#_Toc473707856)

[5.5. MQ object recommended setting 8](#_Toc473707857)

[1. Appendices 9](#_Toc473707858)

[1.1. MQ Service request Form 9](#_Toc473707859)

Revision History

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| Version Number | Revision Date | Nature of Revision | Revised By |
| 0.1 | 1/Mar/2011 | Initial Draft | Glen Antonio |
| 0.4 | 19/Aug/2014 | Revision to process | James Mak |
| 0.5 | 12/Jan/2015 | Revised team name from ETE to NPE team | Peggy Cheng |
| 0.6 | 22/Jan/2016 | Added MQ channel / Server Connection naming Convention | James Mak |
| 0.7 | 1/Feb/2017 | Added MQ transmission queue default size | James Mak |
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The latest version of this document may be obtained from Infra Engineering team site.

# Introduction

This document describes the process flow for any Websphere MQ Service Request within the CX Development Infrastructure Environment. In the same way, this will also serve as guide on how to raise a simple change request within Websphere MQ.

# Scope

This Document will cover the following:

1. MQ Service Request Form that will be use for such request
2. Change Process and implementation.
3. Point of Contact

# Target Audience

The Target Audience of this document are the team who are using the Cathay Pacific Development and Testing Environment (e.g. IMT - Application Development Team).

# Definition of Terms

|  |  |
| --- | --- |
| **Acronyms** | **Definition** |
| WMQ | WebSphere Message Queuing |
| MQ SRF | Message Queuing Server Request form |
| IMT | Information Management Team |
| CPA | Cathay Pacific Airways |

# Websphere Message Queuing Service Request

# The Process Flow

1. Requestor need a simple changes on MQ Environment.
2. Requestor will fill-up the MQ SRF (MQ Service Request Form) and pass with the CPA MW Team for review.
3. If the requirements are clear, CPA MW team will advise the requestor to raise a remedy ticket, request resource from HP Middleware team via intracx, and attached the form and request for change resource email to the Remedy CRQ. If requirements are not clear, requestor will need to provide more information on the request. CPA MW team can help to gather the information.
4. NPE Team will review the Remedy Ticket and assign to HP MW Team.
5. Once assigned and approved, HP MW Team will Implement the change and notify the requestor once completed.
6. Requestor will verify the changes through testing.
7. Once successfull, Requestor will inform the MW team.
8. HP MW Team then ask the NPE team to close the Remedy Ticket.
9. NPE will close the Ticket.

# The MQ Service Request Form

MQ SRF Form consist of 7 Tabs, Read Me, Project Information, New Queue Manager Defintion, Queue Configuration, Channel Configuration, Process Configuration and Delete MQ Object. Project Information is require to be field up by the requestor. For the three cofiguration tabs, it depends to the request or change which tab should be filled up. For example, the requestor just need a additional queue, then, only the Queue Configuration Tab must be filled-up, but if a new channel is needed for the new application, the Queue and Channel Tabs must be filled-up. Process configuration must be filled-up when applciation use a MQ triggering.

MQ Service Request form can be found in [Infra team site](http://team.cathaypacific.com/sites/imt/InfraOps/DBS/Shared%20Documents/Middleware%20Team/MQ%20Service%20Request%20Form.xls).

# Point of Contact

|  |  |  |
| --- | --- | --- |
| **Contacts** | **Organisation/Department/Role** | **Email** |
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# MQ object naming convention

It is a good practice that each application should use its dedicated MQ channel. Each application should use its dedicated server connection and avoid using default server connection. This is to minimize the likelihood of one application jeopardizing the connection pools shared by all applications.

5.4.1 For each server connection, the naming should be:

**[Receiving MQ manager name].[Application ID].[Client type]**

Where Application ID can be found in application inventory, Client type is either **DP** for Datapower OR **C** for any other client OR **ETL** for ETL server initiated connection.

5.4.2 For each sender / receiver channel, the naming should be:

**[Sending MQ manager name].[Receiving MQ manager name]**

For both of the above, enter the application name in the connection / channel description for easier reference.

5.4.3 Queue name naming should be in CAPITAL LETTERS:

**[Sender application].[Receiver application].[message function]**

For example, [message function] can be TELEX.

# MQ object recommended setting

Default transmission queue size: 100,000

# Appendices

# MQ Service request Form

Latest copy can be downloaded in [Infra team site](http://team.cathaypacific.com/sites/imt/InfraOps/DBS/Shared%20Documents/Middleware%20Team/MQ%20Service%20Request%20Form.xls).

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