

SOP : Alert generated for Autosys File Watcher job

Alert generated for Autosys File Watcher job: This step involves setting up an alert mechanism that notifies relevant parties when the Autosys File Watcher job detects that the required file has not arrived on time. This alert can be sent via email, SMS, or any other preferred communication method.

Review SLA: It's essential to review the Service Level Agreement (SLA) to understand the agreed-upon expectations regarding file delivery from the vendor. By doing so, you can verify whether the file delay is a vendor-related issue or if it's something that can be addressed internally.

Reach out to the Vendor: Once you have identified that the delay is vendor-related, contacting the vendor becomes necessary. Inform them about the missed file and inquire about the reason for the delay. Work with them to ensure the file arrives promptly to avoid future failures.

Restart the job after getting files: After receiving the file from the vendor, you can proceed with restarting the Autosys job that previously failed due to the missing file. Ensure that the necessary dependencies are in place, and the job can now successfully process the received file.

Remember, this solution assumes that the issue is primarily related to the file not arriving on time and that all other system components are functioning correctly. It's always important to investigate and address the root cause of the problem to prevent future occurrences.