

SOP: Troubleshooting process for addressing an Autosys job failure related to loading an external file

Here's a breakdown of the steps mentioned:

Alert generated: This step implies that an automated alert system is in place to notify relevant parties when an Autosys job fails. This helps ensure that the issue is promptly addressed.

Check for any KB: KB stands for Knowledge Base, which is a repository of information that contains solutions to common problems. In this step, you would consult the KB to see if there are any documented solutions or workarounds for the specific issue you encountered.

Reach out to Dev team: If you can't find a solution in the KB or if the issue persists, the next step is to contact the development team responsible for the Autosys job. They can provide guidance and assistance in troubleshooting the problem.

Job failed because of bad data in the file: This step suggests that the reason for the job failure is due to the presence of corrupt or invalid data in the external file being loaded. It's important to identify and rectify the data issue to ensure successful job execution.

Follow any workaround provided or ask the source to fix the issue: If a workaround is available in the KB or if the development team suggests a solution, you should follow those instructions. Alternatively, if the issue lies with the source of the external file (such as a data provider), you may need to contact them to resolve the data quality problem.

Please note that the provided solution is a generic guideline, and the actual troubleshooting steps may vary depending on the specific situation, the nature of the external file, and the configuration of the Autosys environment.