

SOP: Here's a breakdown of the steps to be followed:

Alert by Autosys job: Using Autosys job, you can set up an automated alert system that triggers when the load from the external vendor fails. This will help notify the relevant teams or individuals about the issue.

Escalate to Dev team: If the issue cannot be resolved through simple measures, it's advisable to escalate it to the development team. They can further investigate the problem and take appropriate actions to fix it.

Reach out to the vendor: Contacting the external vendor is crucial to communicate the issue and collaborate on finding a resolution. They may provide insights, guidance, or updates on their end that can help resolve the problem.

Manually correct the file for the record which has an issue: If the failure is due to a corrupted file, you can manually correct the file for the specific record that caused the issue. This step ensures that the data is accurate and usable.

Replace corrupted file with the updated one: After manually correcting the file, it's important to replace the corrupted file with the updated, corrected version. This ensures that subsequent processes or jobs that rely on this file will use the correct data.

Rerun jobs: Once the corrected file is in place, you can rerun the jobs or processes that were initially affected by the failure. This step allows the system to process the corrected data and continue with the intended workflow.

Remember, it's always important to document and communicate any changes, resolutions, or actions taken during this process for future reference and to ensure smooth collaboration among teams involved.