

SOP: The proposed solution to address the slow Datalink requests is as follows:

When IT or Autosys jobs fail, it indicates a potential issue with Datalink requests being slow. This can be reported as a symptom of the problem.

Review the log files associated with the Datalink requests. Look for indications of slow response times. Analyzing the response time can provide insights into the extent of the problem and help identify the root cause.

Escalate the issue to the Datalink team. Inform them about the slow response times observed and provide relevant log file details for their analysis. The Datalink team will have the expertise to investigate and address the issue further.

Depending on the analysis conducted by the Datalink team, it may be necessary to bounce (restart) the Datalink service or the server hosting it. This step aims to address any potential issues related to the service or server configuration that could be causing the slow Datalink requests

The issue with slow Datalink requests might also be linked to the database queries being performed. The Datalink team should investigate the database queries associated with the requests to identify any inefficiencies or bottlenecks. Optimizing the DB queries can help improve the overall performance of the Datalink requests.

By following these steps, you can troubleshoot and address the slow Datalink requests effectively. Remember that involving the appropriate teams, analyzing logs, and optimizing queries are crucial for identifying and resolving the underlying causes of the issue.