

SOUTHERN UNIVERSITY AT NEW ORLEANS

Policies and Procedures

Title/Topic: TEST WORK ORDER REQUEST PROCEDURE

Effective Date: July 2002

Revision: May 2002

Category: Information Technology Center Procedure

Section 1. Purpose

- 1.1 These procedures allow Users to request Test runs only.

Section 2. Authority

- 2.1 Southern University at New Orleans campus procedure.

Section 3. Definitions

- 3.1 APM – Application Programming Manager
- 3.2 User – Any individual authorized to use information technology resources provided by the University.
- 3.3 Data Control – Staff person working in the Data Control Area.
- 3.4 PDF – Programming Documentation Form

Section 4. Application

- 4.1 These procedures apply to Faculty and Staff.

Section 5. Procedure Statements

- 5.1 Step 1. Users or the APM must fill out the Information Technology *Test Work Order* Form. The following information should be provided.
 - Date and Time Requested along with the Expected Date.
 - Requested output type(s).
 - Semester(s) Requested.
 - Report Name and Description of the report.
 - The report names and descriptions can be obtained from an older report that has the information indicated at the top of the report or from the Test Exec and JCL run documentation.
 - Number of copies needed.

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Section 5. Procedure Statements

- 5.1** Step 1 continued
- Exec name and Option along with the numerical representation of the Term requested.
 - In the case of VSE jobs only, Users should indicate the job that must be Submitted and any specific files that must be loaded as part of this run.
 - Indicate the specific parameters that are required for the run.
 - Indicate any special instructions that will be needed to process the run.
 - Fill in Requester's name, department, and extension.
 - **The Custodian must sign all requests for the report or process unless there is a written letter on file from the Custodian that indicates the Users' exemption from this process.**
 - **The Application Programming Manager must submit a "Test Work Order Request" form if a second copy of the System Test run is needed to verify test results.**
- 5.2** Step 2. Users must return the *Test Work Order Request* form to Data Control in person to the Administration building, room 204.
- 5.3** Step 3. Data Control personnel will date stamp, log Users' submitted *Work Order* request in the *Test Work Request Logbook* and assign a *Job Number* for each submitted *Test Work Order Request* form.
- 5.4** Step 4. Data Control will copy the corresponding Submission, Load, Parameters, Request Type and Special Instructions to the "Operation Use Only" area. Data Control will provide assign to and date/time information.
- 5.5** Step 5. Data Control will forward the *Test Work Order* form to ITC Director or designee for signature and approval.
- 5.6** Step 6. After all signatures and Comments appear on the *Work Order* form, Data Control will contact Computer Operations to obtain *Work Order* form(s) for processing.
- If disapproved, Data Control will contact the User with disapproval status and rationale.
 - If approved, proceed with the processing steps.

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Section 5. Procedure Statements

- 5.7 Step 7. An Operator will process the submitted *Work Order* request in this order:
- Execute appropriate jobs based on special instructions and parameters.
 - Produce corresponding reports, data file, FTP log sheet, or labels.
 - **Unsuccessful run by Day Shift Operator,**
 - Print the *Error* listing and/or screen-print any errors that occurred.
 - Indicate at the bottom of the *Work Order* the suspected error type that may be the contributing cause of failure.
 - Indicate on the corresponding *Computer Operations Shift Run Sheet* that an error and/or abort occurred that terminated the run.
 - Return *Error* information and *Work Order* to Data Control.
 - Data Control should return a copy of the *Work Order* to the APM along with a copy of the Error information.
 - The APM reviews the problem and take the appropriate measures for correction before resubmission to Data Control who forwards the request for rerun back to Operations.
 - **Unsuccessful run by Night Shift Operator**
 - Print *Error* listing and/or screen-prints of error messages.
 - Document error on both the *Work Order* and corresponding *Shift Run Sheet*.
 - Contact immediate supervisor for further instructions and direction. Supervisor may instruct Operator to contact the Application Programming Manager (APM) for assistance and/or corrective action.
 - The APM should document the corrective action via a *PDF* if necessary. The *PDF* should be forwarded to Data Control the next morning as part of the run documentation.

Unsuccessful runs in Step 7 must be repeated until all errors are resolved.

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- 5.7** Step 7 continued
- The Operator must Indicate Start and Completion date and time on the *Work Order* and the corresponding *Computer Operations Shift Run Sheet*.
 - If the run is successful, then Computer Operations should bring completed output back to Data Control.
 - Data Control should attach the corresponding *PDF* to the request.
- 5.8** Step 8. Users will be notified when the request(s) has been completed and ready to be picked up. Data Control should properly record the following information before calling the User.
- Date notified.
 - Time notified.
 - Person's name notified.
 - Job runtime information.
- 5.9** Step 9. Upon picking up completed output, Users must sign the *Test Work Request Log Sheet*. Users should provide the following information when signing for output.
- Department name.
 - Print legible first and last name.
 - Signature.
 - Pick up date and time.
- 5.10** Step 10. **If the *Test* output is correct and acceptable, then the User must sign the "Production Cut Over" statement at the bottom of the *Test Work Order Request* to indicate that the program is ready to be placed into the Production environment. If the User does not accept the *Test* output then the User must notify Data Control of the problem and the APM must be notified. The APM then works with the User to take appropriate measures to correct *Test* output by returning to the PDF process. This process is repeated until desired output is acceptable.**
- 5.11** Step 11. Data Control should sign the bottom of the *Work Order* and file the *Work Order* and *PDF* in the appropriate documentation binder.