



# **Data Center Services Production Support Services Charter**

**Rev. 09/11/2009**

**Hopkins ITS Home**



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## Production Support Overview

Production Support bridges the process and procedural gaps between applications development, technical support, operations, and customer areas for application implementation control, automation, report distribution, and support services. Our normal hours of support are Monday – Friday 8am-5pm, with 7x24 oncall responsibilities.

Production Support provides the following for identified production and test environments at Johns Hopkins: Application implementation support, incident and change management, procedure or application processing analysis for process improvement, automated scheduling, online report viewing, report distribution, statistical trends, and ServiceCenter application development, maintenance, and support for HR Shared Services, and IT@JH.

Production Support is available to assist and contribute in project efforts, including system/application upgrades and installations, changes to automated operations enabling products such as job scheduling products, online viewing tools, and configuration management products.

Production Support is responsible for 2nd level support of incidents encountered with production processing, or applications, including off hours support.

Production Support Analysts are involved in projects of varying scope, dealing with all levels of staff and management. Production Support works with application development teams, application customers, Computer Operations and IT management to analyze and develop appropriate process improvement.

Production Support Manager has shared responsibilities with the Computer Operations manager to manage and maintain the IT@JH data centers.

Production Support Mainframe, Midrange, and ServiceCenter Analysts report to the Production Support Manager, who reports to the Director of Data Center Services.



## PRODUCTION SUPPORT RESPONSIBILITIES

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### I. AUTOMATED JOB SCHEDULING PRODUCTS – Mainframe and Midrange (CA7, CA-AUTOSYS, CRON)

- Update security table; recycle scheduling application.
- Add, delete, and modify automated jobs in the scheduling database.
- Build application processing schedules as requested.
- Product Upgrades; collaborative effort with Technical/Application Support.
- Monitor daily activity; ensure jobs adhere to schedules and terminate as normal.
- Develop automated solutions via scripting and system calls – minimize operational intervention.
- Maintain job database; naming conventions, house keeping, calendars.

### II. PRODUCTION REPORTS – Online Report Viewing; RDS/View Direct

- Manage online report view access and assist with customer training.
- Update delivery address locations.
- Archive reports consistent with retention standards; Report recovery; Reprint requests.
- Coordinate report implementation with customers, Application and Technical Support.
- Perform product upgrades and maintenance.
- Utilize sort routines and policies; extract data elements to redefine existing reports and/or create new reports.
- Reduce dependency on computer center generated hard-copy reports via electronic delivery mechanisms such as FTP, email, or direct send to local printers.
- Reformat reports and micro fiche to conform to mainframe naming standards.
- Ensure compliancy with patient data privacy standards – utilize report encryption software for electronic data transmissions to contractor's local area network.
- Create reports from system log files for customers.
- Create unique banner pages sent to customer printers.

- Utilize PCL commands to develop print filters for printing on local laser printers.
- Manage print queues – coordinate implementation of registration area workstations and bill printers with Network Technicians and customers.

### **III. PROBLEM MANAGEMENT** – 24 X 7 support for mainframe/midrange applications.

- Utilize Service Center problem management - open problems, track activities, document resolution.
- Review operational and documentation during problem resolution for accuracy and clarity. Modify to ensure consistency with procedural changes.
- Assist operations with problem identifications and resolution.
- Coordinate problem escalation and problem turnover to appropriate parties.
- Provide avoidance analysis and implement new methods. Examine trends and report potential impacts.
- Provide 2<sup>nd</sup> level contact for job abends and program aborts. Provide synopsis of expected results – improve ability to recognize deviations.
- Coordinate reruns with appropriate support staff and customers.
- Provide off-hour on-call support for mainframe/midrange applications.
- Coordinate and assist with application and system recovery.
- Provide resource to the Help Desk.
- Develop automated problem detection – capture deviations from expected results and report via PageNet paging system and email.

### **IV. APPLICATION SUPPORT** – Application Efficiencies

- Coordinate product installs and upgrades with Technical and Application support and customers.
- Install system upgrades (SUT's on the mainframe) in order to maintain the most current software release levels.
- Provide support and technical guidance via telephone support to Help Desk and offsite customers.
- Work with Siemens Health Services and KEANE when applicable to resolve problems with prod/test.
- Automatic distribution of Keane daily processing event summaries.
- Compile and distribute monthly Keane performance event summary.
- Assist with integration of University into computer center environment.
- Automatic distribution of weekly Keane disk space status.
- Ensure schedules are current.
- Manage change, upgrade and migration scheduling.
- Review Customization and recommend alternatives.

## **V. SYSTEM SUPPORT ACTIVITIES**

- Monitor system availability – maintain interrupt event summaries.
- Monitor jobs – ensure schedule completion.
- Monitor CPU, disk space, process times, late processing, database consistency, and defunct processes.
- Analyze daily work processes – resolve conflicts.
- Adjust job streams to meet schedules.
- Maintain in-house applications resident on platform.
- Coordinate problem resolution with appropriate vendor or department.

## **VI. STATISTICS** – Provide accurate status information for the following:

- CA-7
- RDS/View Direct
- Job Abends/Aborts
- KEANE PATCOM PLUS
- CA – Autosys
- ServiceCenter

## **VII. CHANGE MANAGEMENT**– Implement and process change controls.

- Coordinate module transfer from Quality Assurance test area to Production as requested through change control.
- Review change for continuity and compliance with standards.
- Verify change documentation and interact with all identified parties.
- Coordinate change as appropriate with operations.
- Implement all documented and approved changes. Monitor effectiveness of change and report deviations from expected results.
- Review and coordinate revision levels maintenance with vendors and departments.
- Support vendor and department testing and training.

## **VIII. DOCUMENTATION** - Document

- Develop documentation for operations staff.
- Create project plans.
- Review, modify, and create documentation for Production Support.

## **IX. CUSTOMER** - Work with internal (application groups) and external (any) customer that accesses JHMCIS supported systems.

- Interface with customer. Respond quickly to user requests. Communicate confidence; escalate as appropriate.

- Provide management status reports – tasks, accomplishments and plans.
- Communicate changes that may effect production to appropriate groups.
- Communicate production schedule changes with Operations and assist with training.
- Support bank transmissions.
- General information.

## **X. CONTINUITY PLANNING AND SUPPORT – Disaster Recovery**

- Provide assistance with organization’s disaster and continuity planning.
- Assist with the development of off-site application recovery scenarios.
- Execute jobs, verify completion, and report results.

## **XI. SERVICECENTER**

- Support two installations of ServiceCenter:
  - IT @ JH, 7days a week, 24 hours day, 365 days a year.
  - HR Shared Services, 5 days a week, 8 hours a day. Business hours.
- IT @ JH, has three components managed by ServiceCenter;
  - Service Management – Ability to track all calls.
  - Incident Management – Central location for documenting incidents.
  - Change Management – Ability to track all types of changes and/or modifications.
- HR Shared Services has two components manage by ServiceCenter.
  - Service Management - ability to track all calls.
  - Incident Management – central location for documenting incidents.
- Responsible for the application IT@JH Helpdesk, and HR Shared Services use to acknowledge all incoming calls.
- Work closely with IT@JH HelpDesk to appropriately tune the call data information gathering process, while providing appropriate statistical needs.
- Responsible for the configuration and upgrades of the application, and overall functionality of the application.
- Development of programmatic characteristics in support of each application supported by ServiceCenter.
- Administrative and security responsibilities, who has access to do what.
- Trending reports, in support of IT@JH Helpdesk. Providing information to support appropriate staffing needs and requirements.
- Documentation support needed for the IT@JH HelpDesk, using the Web Tool Confluence.

## **XII. DATA CENTER MANAGEMENT**

- Collaboratively work with the Computer Operations Manager, to manage the MTW Data Center facility, and the 1830 Data Center facility.
- Work with internal and external JH customers, utilizing the data center, to coordinate and manage space allocations and utilizations.
- Evaluate implementation activities, to ensure appropriate practices are followed.
- Coordinate, communicate, and manage risk associated with maintenance and project activities.
- Conduct bi-weekly meetings with IT@JH teams, keeping all informed of current and future project timings and activities.
- Liaison for IT@JH to understand current resource utilizations, power/cooling.
- Coordinate requests for installation of appropriate power needs, as required.
- Ensure the Data Centers are free of any residual trash, and are kept clean.
- Maintain appropriate documentation, supporting the layouts and usages of the data centers.
- Liaison with Facility, Engineering, and construction personnel, representing IT@JH interests with current and future construction projects.