Handling of "Must Go" Mainframe Jobs

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Purpose

To establish a statewide policy and procedure for "must go" mainframe jobs.

Scope

This policy and procedure applies to all customers of the Division of Information Technology Services who have jobs running on the mainframe that are considered "must go."

Background

A "must go" job is any batch job running on the mainframe which a customer has identified to ITS Operations as a job which needs to successfully complete processing within a specified time or sequence. Information Technology Services will provide notification to individuals identified as responsible or on-call for "must go" mainframe jobs that cannot complete processing in the scheduled time. ITS Operations does not notify customers concerning jobs that are not identified as "must go."

Policy

A. One of the actions outlined in the procedure "Handling of 'Must Go' Mainframe Jobs" must be used to identify a "must go" job to Operations.

B. There must be an individual or pager number that is available and identified to ITS Operations as the responsible or on-call person to receive notification. It is the responsibility of the customer to provide the method of notification and all associated phone numbers to ITS Operations.

C. ITS Operations will notify the customer by the previously-established method when a job or jobs identified by the customer as "must go" cannot complete within the specified time or sequence.

D. ITS Operations does not notify customers concerning jobs that are not identified as “must go.”

PROCEDURE

Responsibility / Action

Customer

1. Identify an individual or pager number that is available to ITS Operations as the responsible or on-call person to receive notification.

2. Provide to ITS an escalation procedure defining who to contact in the event the responsible or on-call person cannot be reached.

3. Identify the “must go” job to ITS Operations using one of the following methods:

   A. Job must be scheduled using Control-M with a shout message written to the master console that will alert Operations and provide instruction for handling of a “must go” job.

   B. Job must be scheduled using Control-M working with AF/REMOTE to automatically page the responsible or on-call individual if there is a failure of “must go” jobs.

   C. A nightly schedule must be faxed to Operations (538-3561) identifying job name, job number, when and who to notify, and method of notification for “must go” jobs.

   D. Customer must schedule with Operations (538-3666) “must go” jobs identifying the job name, job number, when and who to notify, and method for notification.

ITS Operations

4. Monitor console for shout messages and/or failure notification of jobs considered “must go.”

5. Notify responsible or on-call individual using the method established by the customer when a job or jobs identified by the customer as “must go” cannot complete within the specified time or sequence.

6. Escalate the problem in accordance with escalation procedures defined by the customer if the responsible or on-call individual does not respond.