

Enterprise Batch Scheduling

Release: 1.4 Date: 4/23/12

Owner: Enterprise Service Support group

Service Description

The Enterprise Batch Scheduling Service offered by AITS utilizes AppWorx Enterprise Scheduler software. AppWorx enables the automatic and manual execution of all administrative batch processes including:

- Java applications
- SQL scripts
- System scripts
- All Banner batch processing
- Informatica
- Business Objects
- SAS reports

For further information or to request this service, please contact the AITS Service Desk at:

servicedesk@uillinois.edu

217-333-3102 (Urbana)

312-996-4806 (Chicago)

The Service Desk will put you in contact with the Technical Applications Management team to discuss new batch processing needs or the Production Scheduling group for user developed reports.

The AppWorx Enterprise Scheduler provides the following functionality:

- Event-driven process scheduling (defined workflows and/or job dependencies)
- Automatic submission of executions
- Interface for monitoring executions and process flow analysis
- Priorities and/or queues to control management of execution for processes
- E-mail notification of process commencement, completion, and/or error messages
- A testing environment is available

Hours of Availability

This service is available to customers 24 x 7, excluding planned outages, maintenance windows and unavoidable events. Maintenance windows are used only when needed for planned changes that have gone through the AITS Change Control Process. In addition to the standard AITS maintenance windows, site-specific and service-specific changes may be coordinated with customers at non-standard times.

Standard maintenance windows are defined as:

- 6:00 a.m. to 12:00 p.m. each Sunday when application usage is at its lowest
- After 5:00 p.m. every Tuesday and Thursday, unless business needs to make a change during business hours

- The second Wednesday of the month from 5:00 p.m. to 8:00 p.m. for patching Microsoft servers
- 6:00 a.m. to 6:00 p.m. three Sundays a year for routine Windows and Linux maintenance

Customer Responsibilities

Contact the appropriate AITS TAM (Technical Applications Management) team, part of the AITS ADSD group, to discuss new batch processing needs. A work request will need to be submitted to initiate new batch processes.

For scheduling your user developed reports (SAS reports), contact the Production Scheduling group in the COE group for standards and guidelines (before developing).

For access problems, questions, or comments, contact the AITS Service Desk at 217-333-3102 Urbana or 312-996-4806 Chicago. You can also e-mail the AITS Service Desk at servicedeskait@uillinois.edu

How Do We Charge?

Currently, AITS does not charge for this service.

***Our Service Catalog is based on material that was developed by The State of North Carolina’s Operational Excellence Program’s Service Catalog and adapted with their permission. ***

DOCUMENT OWNER/APPROVAL

Service Catalog Owner: Amin Kassem

Concurrence: _____
 Service Catalog Owner Date

_____ Date
 Computer Operations Engineering

Approval: _____
 Associate Vice President - AITS Date

REVISION CONTROL

Document title	Enterprise Batch Scheduling
Author	Amin Kassem and Peggy Ball
File reference	Enterprise Batch Scheduling Service Catalog

Date	By	Action	Pages
12-9-09	Rita Bates	Acknowledging North Carolina’s work	2
1-4-10	Rita Bates	Removing COE from front cover and revising OLA’s to SLA’s	1-4
1-7-10	Rita Bates	Revise layout	1-4

REVIEW/APPROVAL HISTORY

This service catalog shall be subject to a review on an annual basis.

Date	By	Action	Pages
4-23-12	Amin Kassem	Removed Peggy Ball as Co-Owner	3
6-3-13	Amin Kassem	No Revisions	