

Data Courier (DC) Batch Jobs Submitted at IT CAB & Approval Process

WHAT: New or modified Batch Jobs scheduled within the APEX DB that are presented at IT CAB.

WHY & HOW: To ensure no conflicts, performance issues or concerns, etc., these ServiceNow Change Requests must first be approved by the APeX Cache DBA team, by way of a Change Task, before they are presented at IT CAB.

REQUIRED APPROVAL & TIPS: Go to **Page 3** of this Quick Reference Guide

The following steps describe how to request approval for new or modified batch jobs:

IMPORTANT: The following numbering in **parenthesis & in red** corresponds with the print screens numbering further below.

1. **Create New (1)** ServiceNow Change Request. Reference the Quick Reference Guide on [How to Create a Normal or Expedited Change Request](#), posted on itsm.ucsf.edu website, if necessary.
2. Apply the Normal template: **Normal DC Batch Job Approval (2-5)** to the Change Request and enter all appropriate information.
3. **TIP:** Type “APEX” in both the Configuration Item and Assignment Group fields to pop-up a list of APeX-related entries.
4. Enter batch job **Short Description (6)** and delete content in brackets.
5. In the field called ‘**Why is this Change Being Implemented? (7)**’, explain why this batch job change is being implemented and answer all the questions (below are the questions that will appear after you applied the template):

1. Is this a new batch job or existing job that will be modified?
2. What caché routine will these batch jobs be running?
3. Which environment will these jobs be running on?
4. When do these batch jobs start and finish?
5. How often will these jobs run?
6. What do these batch jobs trigger, i.e., interface messages only?
7. Have you done some test runs in a full sized non-production

environment to see the effect?

Obtain the following from your Epic TS:

8. BATCH IMPACT:

What is expected impact, i.e., currently see 2000-2500 nightly interface messages and this batch job would only add 1% increase to messages.

9. PERFORMANCE IMPACT:

- Is batch job going to be CPU intensive? Provide CPU utilization %, if possible.
- Journal Impact if known either via testing or discussing change with Epic.* Please provide details. Otherwise state unknown.

* During testing phase, prior to move or scheduling into PRD, send email/coordinate in advance with Apex_DBA_Cache team to collectively run it in SUP, so they can assess impact.

10. STORAGE IMPACT:

- Will there be an increase in disk space to database or other non-database files?
- If so, what is the storage impact estimates; provide general estimate, i.e., ‘xxx’ MBs or ‘xxx’ GBs.

6. Note on Validation Time (the Validation Duration field is in the Schedule Tab): If batch job cannot be validated until overnight (or bi-weekly, etc.) processes run, include that entire time in the Validation Duration field, i.e., 1 day, 3 days, not 30-min, etc.

Change Request should be left open until validation is completed.

7. Once State=Planning and, after completing the required fields in all TABS and clicking Save, click on **Change Tasks Tab (8)**, found at bottom of Change Request, and create a **New Change Task (9)**.
8. Assign task to Assignment Group = **APEX_CACHE_DBA (10)**. Example **Short Description** and **Description** content for task is provided **(11)**. Here’s the description content from the example seen in **(11)**: *Details in the Change Request and APeX Cache DBA batch job performance*

CHANGE MANAGEMENT
HOW TO CREATE DC BATCH JOB APPROVAL CHANGE REQUEST

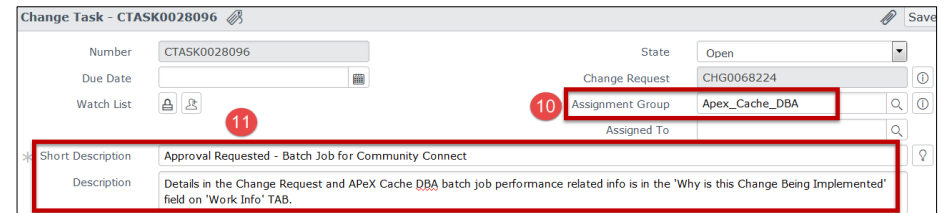
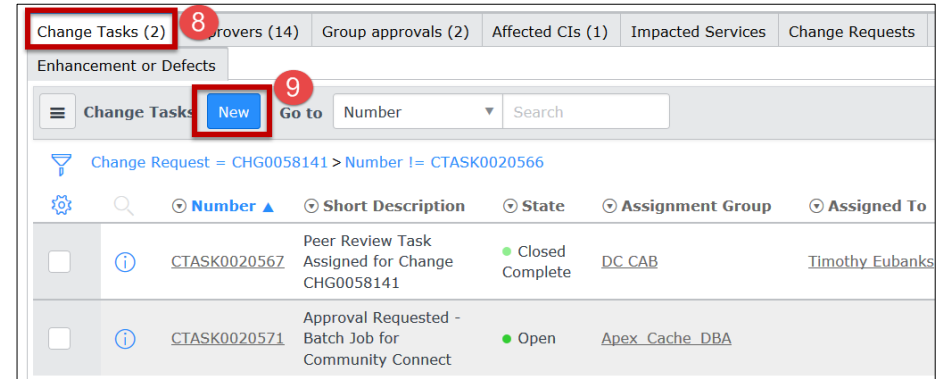
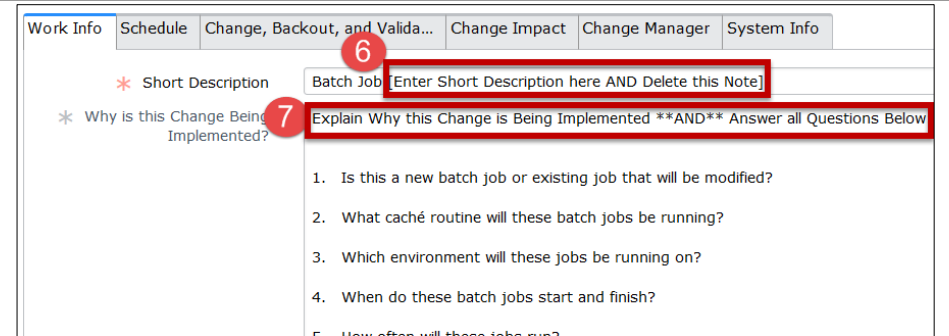
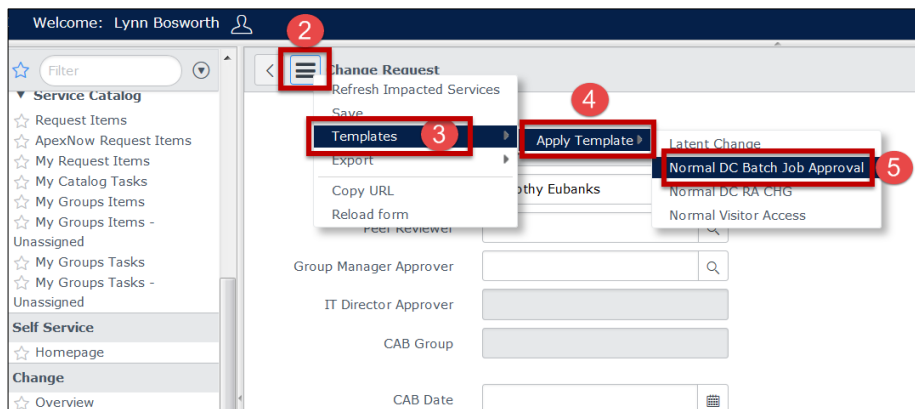
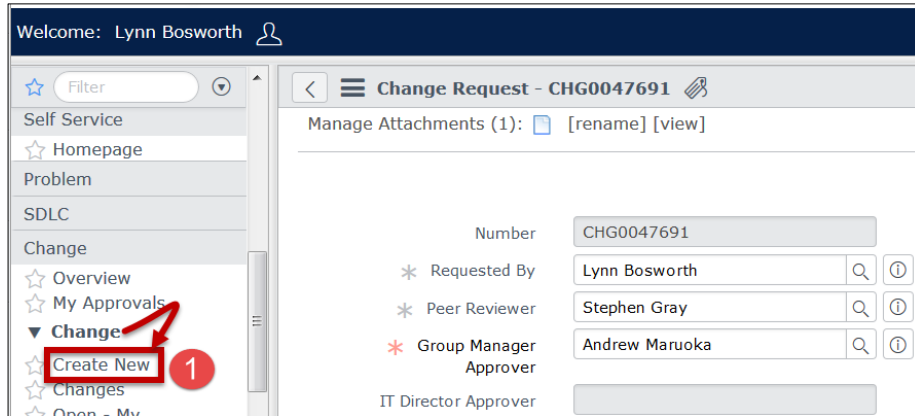
related info is seen in the 'Why is this Change Being Implemented' field on 'Work Info' Tab.

- After the task is created, route the Change Request for Peer Review (click on "Request Peer Review" button in upper right side) and manager approvals.

MORE INFO: Click link for short video on [Peer Reviewer Role](#).

- IMPORTANT:** The change task **MUST** be closed by APeX Cache DBA team member before the Change Request comes to IT CAB (12).

APeX Cache Team member will review the change, and if approved, will enter 'Approved' in the Work Notes of the Change Task and close their task.



Change Tasks (2)	Approvers (14)	Group approvals (2)	Affected CIs (1)	Impacted Services	Change Requests
Enhancement or Defects					
Change Tasks New Go to Number Search					
Change Request = CHG0058141 > Number != CTASK0020566					
Number	Short Description	State	Assignment Group	Assigned To	
CTASK0020567	Peer Review Task Assigned for Change CHG0058141	Closed Complete	DC CAB	Timothy Eubanks	
CTASK0020571	Approval Requested - Batch Job for Community Connect	Closed Complete	Apex_Cache_DBA	Tony Rodriguez	

- **DOES NOT REQUIRE ABOVE IT CAB APPROVAL PROCESS** – (Create a ServiceNow ‘ACHGnnnnn’ TICKET and present at DC CAB):
 - FDB Load - Monthly upload from Pharmacy team.

QUESTIONS? Unsure if modifications to your *existing* batch job should come to IT CAB? Contact APeX_DBA_Cache assignment group.

NOTE: This Quick Reference Guide is how to request approval for a batch job, not how to create a Change Request. Reference the Quick Reference Guide on [How to Create a Normal or Expedited Change Request](#), posted on itsm.ucsf.edu website, if necessary.

REQUIRED APPROVAL PRIOR TO PRESENTING TICKET AT DC (One Bay) CAB:

- Approval by APeX_Cache_DBA team required, prior to presenting the ticket to DC (One Bay) CAB, which is accomplished with IT CAB Change Request (instructions above).
- IT CAB approval must be received first, prior to DC CAB presenting.
 - **ONE CAVEAT:** It would be acceptable to present the ACHG Change Request ticket at 8:30 AM DC CAB, if the ticket for IT CAB is approved by APeX_Cache_DBA team (their task on the CHG closed), but still pending review & approval by IT CAB.

TIPS – Examples:

- **REQUIRES ABOVE IT CAB BATCH JOB APPROVAL PROCESS** – (Create a ServiceNow ‘ACHGnnnnn’ and ‘CHGnnnnn’ ticket and must be presented at DC CAB and IT CAB):
 - All new batch jobs
 - Any existing batch jobs being modified that increase throttling.