| ICL Pathway | MIS Report Production and Scheduling | Ref: | CS/PRO/031 |
|---|---|---|---|
| | | Version: | 1.0 |
| | | Date: | 21/10/97 |

**Document Title:**      MIS Report Production and Scheduling

**Document Type:**      Procedure

**Abstract:**      The following procedure details the production and scheduling of reports. The process also details the production of Ad-Hoc Queries

**Status:**      Version 1.0

**Distribution:**      Paul Westfield - ICL Pathway CS
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Library

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**Comments to:**      Author

**Comments by:**      29/10/97

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# 0 Document control

## 0.1 Document history

| Version | Date | Reason |
| --- | --- | --- |
| 0.1 | 21/05/97 | First Draft |
| 1.0 | 21/10/97 | V1.0 |

## 0.2 Approval authorities

| Name | Position | Signature | Date |
| --- | --- | --- | --- |
| Paul Westfield | ICL Pathway IS&P Manager | | |
| Dave McLaughlin | BA / POCL PDA | | |

## 0.3 Associated documents

| Reference | Vers | Date | Title | Source |
| --- | --- | --- | --- | --- |
| CS/PRO/030 | 0.1 | 21/05/97 | MIS Report Despatch Procedure | ICL Pathway |

## 0.4 Abbreviations

| | |
| --- | --- |
| CA | Contracting Authorities |
| CP | Change Proposal |
| IA | Information Analyst |
| IC | Information Consultant |
| PW | Pathway |
| R | Requestor |
| SUP | Support |

## 0.5 Changes in this version

PDA comments now incorporated

# 0.6   Table of content

**ICL Pathway      MIS Report Production and Scheduling**      Ref:   CS/PRO/031
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# 1      Introduction

The efficient provision of information to the CA and ICL Pathway staff is vital to the MIS component of the ICL Pathway solution. Appropriate scheduling of reports  minimises the impact on the  main data warehouse.

The following process  details how the report scheduling  system is maintained.  This is in terms of both the production and timing of reports.  The distribution of reports is considered to be a factor of the scheduling

# 2      Scope

This process covers scheduled reports produced to meet the requirements of MIS.  In addition it will cover the production of Ad-Hoc queries.

# 3      Process

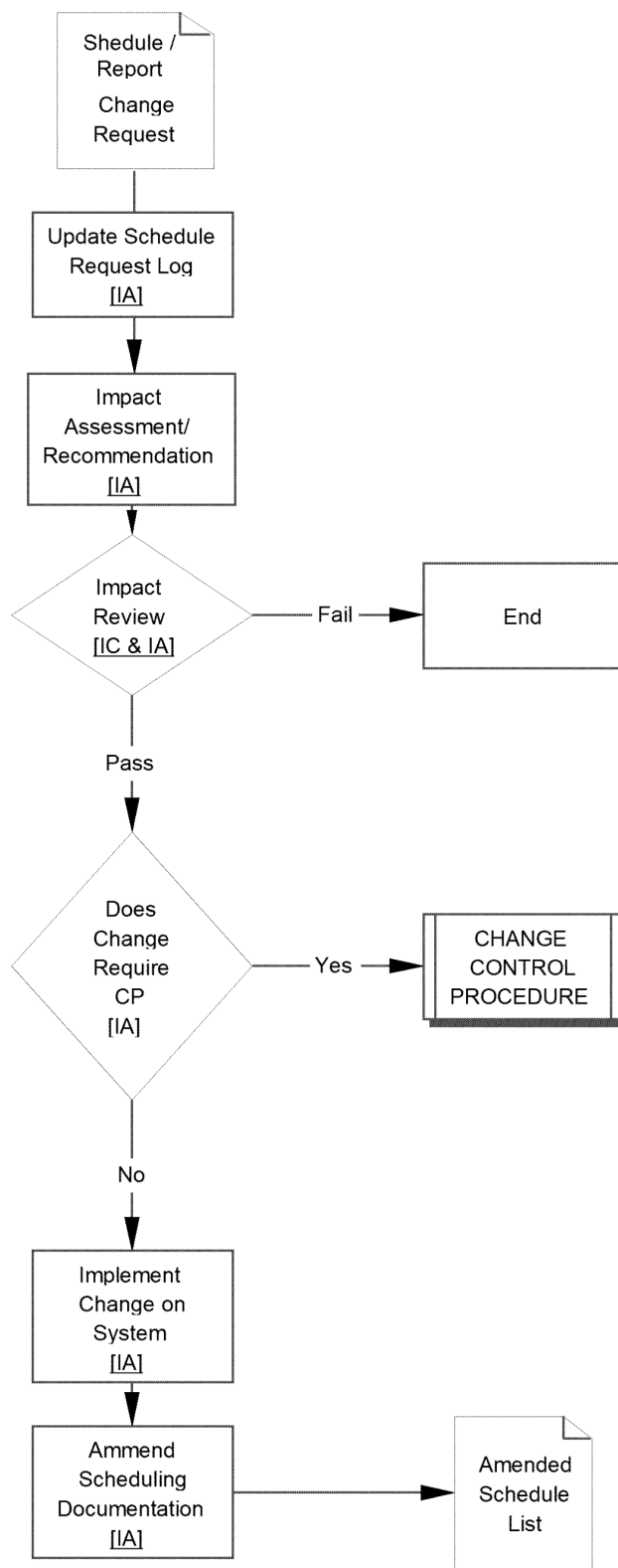The  diagram below provides an overview of the following process.
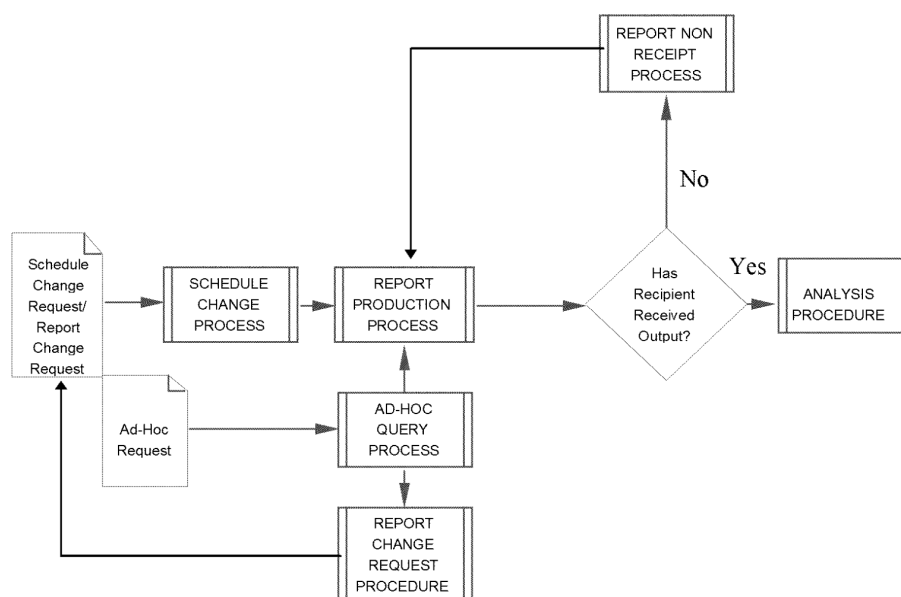
# 4    Process Flow Charts
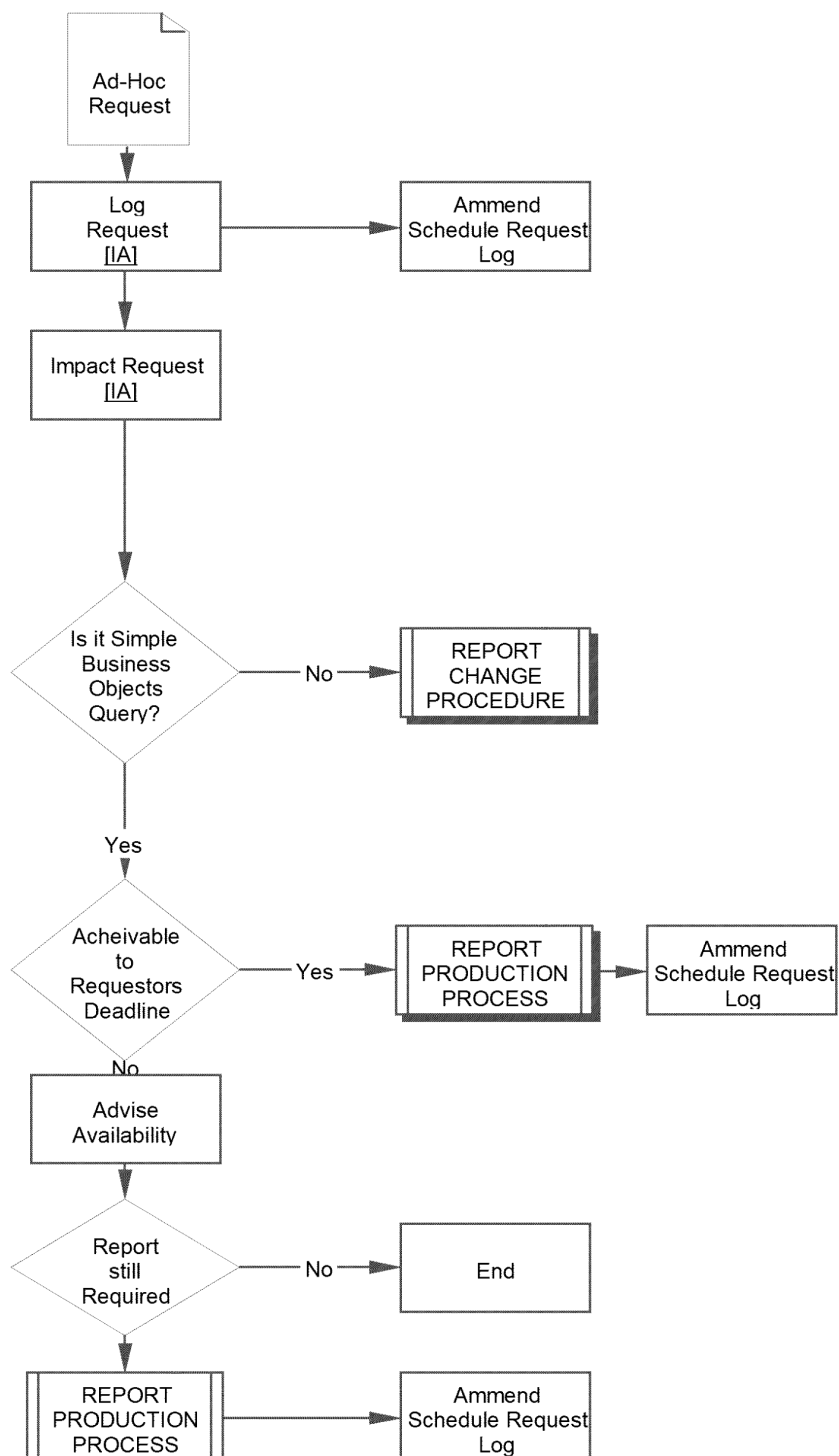
## 4.1    Schedule / Report Change Process

| | |
|---|---|
| **Process Owner:** | Customer Service Information Analyst |
| **Process Objective:** | To receive and assess requests for scheduling and report changes and to implement those changes if required. |
| **Process Rationale:** | Schedule or Report changes are initiated by a Schedule Change Request / Report Change Request Form (Appendix 1).  Receipt of the document is  logged on the Schedule Request Log by the IA who gives  it  a unique reference. For Schedule Change Request Forms an impact assessment is performed and recommendations produced. The Scheduling Change Request is  updated accordingly. The Requestor and IA / IC  then review the impact. If they  deem the change to be no longer worthwhile then they  cancel the request, updating the Schedule Request Log to show the termination of the request.  If it is found that the change falls within the parameters of the ICL Pathway Change Control Procedure then a CP will be raised. The System Request Log and Schedule Change Request are then updated  to show that the case is being escalated to full Change Proposal. Otherwise the Schedule List is  amended accordingly by the IA. |

| | | | |
|---|---|---|---|
| **Entry/Inputs:** | Report Change Request (Defined in Ref: 4)<br>Schedule Change Request | | |
| **Resources:** | R | : | Requestor |
| | IA | : | Information Analyst |
| | IC | : | Information Consultant |
| **Sub Processes:** | Nil | | |
| **Exit/Outputs:** | Change Procedure | | |
| | Amended Schedule List | | |

## Process Flow (Scheduling Change Process)

```
                    ┌──────────────┐
                    │ Shedule /    │
                    │ Report       │
                    │ Change       │
                    │ Request      │
                    └──────┬───────┘
                           │
                    ┌──────▼───────┐
                    │Update Schedule│
                    │ Request Log  │
                    │    [IA]      │
                    └──────┬───────┘
                           │
                    ┌──────▼───────┐
                    │  Impact      │
                    │ Assessment/  │
                    │Recommendation│
                    │    [IA]      │
                    └──────┬───────┘
                           │
                        ◇ Impact ◇──── Fail ───▶  ┌──────────┐
                        ◇ Review ◇                │   End    │
                        ◇[IC & IA]◇               └──────────┘
                           │
                         Pass
                           │
                           ▼
                     ◇  Does  ◇
                     ◇ Change ◇
                     ◇ Require ◇──── Yes ───▶  ┌──────────────┐
                     ◇   CP   ◇                │   CHANGE     │
                     ◇  [IA]  ◇                │   CONTROL    │
                           │                   │  PROCEDURE   │
                          No                   └──────────────┘
                           │
                    ┌──────▼───────┐
                    │ Implement    │
                    │ Change on    │
                    │ System       │
                    │    [IA]      │
                    └──────┬───────┘
                           │
                    ┌──────▼───────┐           ┌──────────┐
                    │ Ammend       │           │ Amended  │
                    │ Scheduling   │──────────▶│ Schedule │
                    │ Documentation│           │  List    │
                    │    [IA]      │           └──────────┘
                    └──────────────┘
```

## 4.2    Ad-Hoc Query Process

**Process Owner:**             Information Analyst

**Process Objective:**         To provide a process which allows queries to be created quickly but in a controlled manner at the request of individuals. Requests for Ad-Hoc reports should come from a single point of contact within PDA, BA or POCL.

**Process Rationale:**          On receipt of an Ah-hoc Query Request Form the IA updates the Schedule Request Log. This log gives an element of control to the requests that will be received. If an ad-hoc report is requested on a regular basis, or it takes and inordinate amount of time to run, the process will be exercised to the full. In such cases, the report requestor would be asked to confirm the frequency at which the report is required, thereby ensuring it gets added to the list of 'regular' reports if required. In the event that a query is estimated to take longer than an hour to run, the IA would inform the requestor that the report would be delayed, if the requestor still wishes to receive the information it is provided to him. On completion of the request, the Schedule Request log is updated to show that the appropriate action has been taken.

**Entry/Inputs:**             Ad-hoc Request Form   (Defined in Ref: 2)

**Resources:**                IA      :             Information Analyst
                                R       :             Requestor

**Sub Processes:**          Nil

**Exit/Outputs:**           Results of Query
                                Amended Schedule Request Log (Appendix 2)

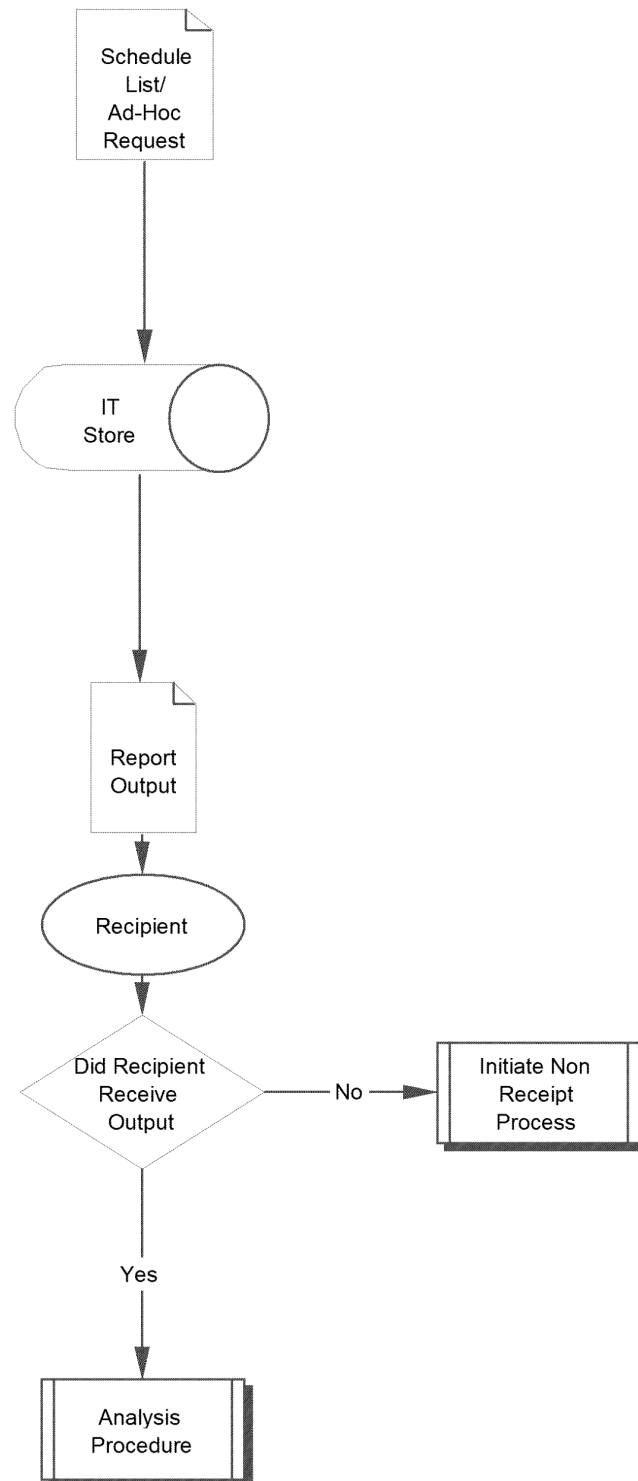**Standards:**                 Various Pathway Form and Content Guides

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### Process Flow (Ad-Hoc Query Process)

## 4.3    Report Production Process

| | |
|---|---|
| **Process Owner:** | Information Analyst |
| **Process Objective:** | To outline the controls placed on the production of reports. |
| **Process Rationale:** | The Schedule  list controls the production of reports and is maintained by the IA.   The list directs the execution of reports and  the  output is  distributed electronically to the relevant locations.   In the event that a report does not arrive as expected then the recipient will inform the  IA who will rectify the situation as per Report Non-Receipt Process (Section 4.4). |
| | Ad-hoc reports are not placed on the schedule list.  These queries are run as appropriate so as to minimise the impact on the system while at the same time providing  the requestor with a speedy response.   Non Receipt of ad-hoc queries is dealt with by the Report Non-Receipt Process. |
| **Entry/Inputs:** | Schedule List (Appendix 3) Ad-hoc Request |
| **Resources:** | IA      :             Information Analyst |
| **Sub Processes:** | Report Non-Receipt Process |
| **Exit/Outputs:** | Report Outputs |
| **Standards:** | Various Pathway Form and Content Guides |

**Process Flow (Report Production Process)**

```
         ┌──────────────┐
         │   Schedule   │
         │    List/     │
         │   Ad-Hoc     │
         │   Request    │
         └──────┬───────┘
                │
                ▼
         ╭──────────────╮
         │      IT      │   ◯
         │    Store     │
         ╰──────────────╯
                │
                ▼
         ┌──────────────┐
         │   Report     │
         │   Output     │
         └──────┬───────┘
                │
                ▼
           ╭──────────╮
          (  Recipient  )
           ╰──────────╯
                │
                ▼
           ◇ Did Recipient ◇ ──── No ───▶ ┌──────────────┐
             Receive                       │ Initiate Non │
             Output                        │   Receipt    │
                │                          │   Process    │
               Yes                         └──────────────┘
                │
                ▼
         ┌──────────────┐
         │   Analysis   │
         │  Procedure   │
         └──────────────┘
```

## 4.4     Report Non-Receipt Process

**Process Owner:**            Information Analyst

**Process Objective:**       To provide a controlled environment in which
                             thereceipt of reports can be processed and
                             remedial action implemented.

**Process Rationale:**       On being informed that a report has not been
                             received the IA completes the relevant sections
                             of the Report Problems Log.   The IA then
                             checks whether the Report was run.  If it was
                             not run he arranges for it to be run and
                             distributed as per the distribution list.   If the
                             request has been run it is re-sent to the
                             individual reporting non-receipt.

                             If the report cannot be re-run by the IA, a call is
                             made by the IA to the Horizon Helpdesk and 3rd
                             line support are  tasked, as required, to solve
                             the problem and the report is re-sent.   The
                             exact cause of all problems is investigated and
                             documented on the Report Problems Log.
                             Remedial action is        determined and
                             implemented.

**Entry/Inputs:**            Notification of report non-receipt.

**Resources:**               IA        :                Information Analyst

**Sub Processes:**           Nil

**Exit/Outputs:**            Remedial Action
                             Report Problems Log (Appendix 4)

**Standards:**

### Process Flow (Report Non-Receipt Process)
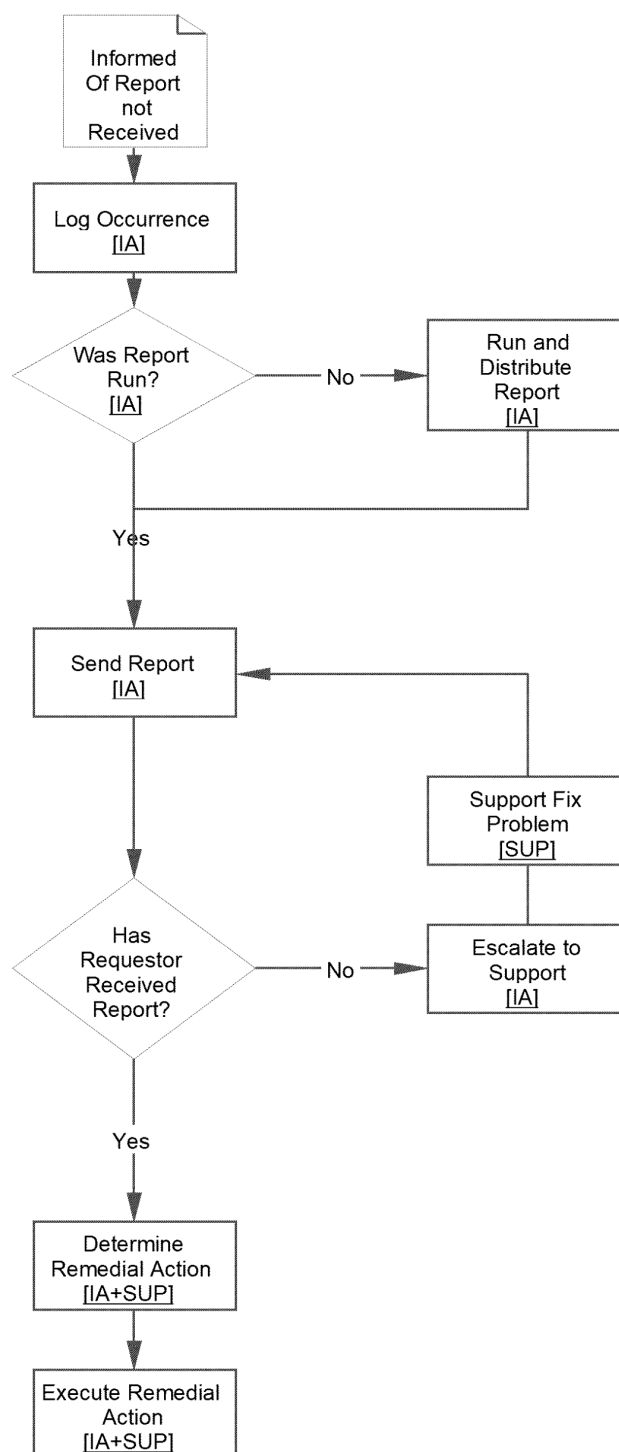
# 5    Appendix 1:  Schedule Change Request

## **Schedule Change Request**. Ref: CS/TEM/0003

| | |
|---|---|
| *Name of Report* | |
| *Request Reference* | |
| *SCR Reference Number* | |

### Change Proposal

| |
|---|
| |
| |
| |
| |
| |
| |

### Change Rationale

| |
|---|
| |
| |
| |
| |
| |
| |

### Timing

| *Date Requested* | *Date sent for CP* | *Expected Implementation Date* |
|---|---|---|
| | | |

### CP Details

| | |
|---|---|
| CP Reference | |
| CP Decision | Accept   /   Reject   /   Re-submit |

| **Personnel** | **Name** | **Sign Off** |
|---|---|---|
| *Requestor* | | N/A |
| *Information Analyst* | | N/A |
| *Information Consultant* | | |

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# 6     Appendix 2:   Schedule Request Log

## Schedule Request Log   Ref: CS/TEM/0004

| Status of Request | Open / Closed | | |
|---|---|---|---|
| **Name of Report** | **Request Reference** | **Requestor** | **Information Analyst** |
| | | | |
| **Status** | **Date** | **Comments** | |
| *Impact Assessment* | | | |
| *Sent For CP* | | | |
| CP Reference | | CP Decision | |
| **Requested Date of Implementation** | | **Date of Implementation** | |
| **Comments:** | | | |
| | | | |
| | | | |
| | | | |

# 7    Appendix 3: Schedule List

## <u>Schedule List</u>    Ref: CS/TEM/0005

| Report Reference | Timing of Report | Distribution |
| --- | --- | --- |
|  |  |  |

The scheduling list is a computer file.   The above represents the file specification.

# 8    Appendix 4: Report Problems Log

## Report Problems Log  Ref: CS/TEM/0006

| Status of Request | Open / Closed | |
|---|---|---|
| Name Of Report | | |
| Who Reported It? | | |

| Status | Date/time | Comments |
|---|---|---|
| *Problem First Reported* | | |
| *Report Re-Run* | | |
| *Report Re-Sent* | | |
| *Support Informed* | | |
| *Recipient Receives Report* | | |
| *Information Analyst* | | |

| Date            of Completion | | Expected Completion | |
|---|---|---|---|

**Description:**

 

 

 

**Solution/Remedial Action:**

 

 

 

# 9 Appendix 5: Ad-Hoc Query Request Form

## Ad-Hoc Query Request Form    Ref: CS/TEM/0007

| | |
|---|---|
| *Query Requested By* | |
| *Query Name* | |
| *Date of Request* | |
| *Date to Receive* | |
| *Reference* | |
| *Information Analyst* | |

### QUERY  CONTENT: To be filled in if Query Does not already Exist.

| *Format Type* | Simple Fields  /  Table fields |
|---|---|

**Required Fields (tablename. fieldname)**

| | | | |
|---|---|---|---|
| | 2 | 6 | |
| | 3 | 7 | |
| | 4 | 8 | |

| | |
|---|---|
| *Summary Totals On* | |
| *Sorted On* | |
| *Similar in Style to  (Report)* | |
| *> 1hour* | |

**Assessment Notes**

|  |
|--|
|  |
|  |
|  |
|  |

**Action Summary**

|  |
|--|
|  |
|  |
|  |
|  |