Operations Support assumptions and tasks

CIT's current Systems & Operations Division, including NOC, Systems Engineering and Production Control: total effort is relatively small to understand the needs of Workday, decommission jobs, commission new integration jobs through Tidal, and prepare for support escalation for integration incidents.

These notes are a result of CIT's brainstorming meetings about Workday on 4/12 and 4/13 2011.

Assumptions

1. Some users may call the NOC and the NOC needs to know what to say, even if it is - call Workday's help desk.
2. Disaster Recovery is relevant because of the synching of systems. There are scenarios of one or the other systems being down long enough for routine synching to be interrupted. This will need analysis, documentation, and testing.
3. Presumably someone is worrying about Workday's DR plan and escrow or code.
4. Keys for encryption of data will be escrowed.
5. The Big Red Button process exists for issues with WorkDay/Cornell integrations.
6. We don't have any reason to expect CIT Prod Control is to run Workday Payroll jobs.

Tasks

1. Assess, plan and decommission HR/Payroll jobs
2. Create, document, automate, and test new Workday integration jobs
3. Discuss, agree on, plan for and document NOC 's role in outage reporting
4. Provide documentation, escalation paths, tools, training and expertise in troubleshooting after-hour Workday <-> CUintegration incidents

Open Questions

1. Who is responsible for the PDF jobs that go to multiple HR/Payroll customers now?
2. What are the escalation paths when integrations in and out of Workday fail and troubleshooting on both sides is needed. We need something contractual that deals with escalation paths, triage of pushing and pulling data, phone numbers, expected turn around time, ticketing system expectations.
3. What kind of outage reporting is expected at Cornell at the NOC, if any? Because Workday is going to be coupled with PS and IDmgmt to support many core Cornell process incident reporting via the NOC may have many advantages than leaving the NOC oblivious of issues at Workday
4. Decide on what kind of integration failure scenarios to design fault tolerance and monitoring for for the routine, automated integrations.
5. What are requirements for test environments and procedures for testing integrations when either side change because of local upgrades respectively.
6. If the HR/PY datamarts are to be rebuilt what is the timing and the hardware budget for that?
7. What is the inventory of all payroll related jobs - and which jobs stay, which change? They do data transfers via FTP,Bank FTPs... Who is responsible for them in the future, including trouble shooting after hours?
8. What is the expectation of the CIT Help Desk in terms of troubleshooting provisioning calls that include Workday or core HR/Payroll function calls. What basic steps would they expect to take in the event they get called?