R11.3 Process Steps: Job Failure Notification and Resolution

**Job Failure Notification and Resolution**

**Process Steps**

**Production Services**
- Start
- Running job fails
- Script (running every 5 minutes) picks up the failure record and sends an email to prodfail@umn.edu
- ServiceNow Incident created automatically
- Receive email from ServiceNow or note Incident in ServiceNow queue
- Check spreadsheet for Operations Instructions, ServiceNow Assignment Group, and On Call Group Name
- Execute Operations Instructions
- Update ServiceNow Incident, add details as needed, and change Assignment Group to the value from the spreadsheet
- Receive email from ServiceNow or note Incident in ServiceNow queue
- Research job failure & decide course of action
- Update ServiceNow Incident, set Incident State to ‘Resolved’
- Issue resolved?
- Yes
- End
- No
- Take necessary action
- Update ServiceNow Incident
- Execute instructions in ServiceNow Incident
- Update ServiceNow Incident, add details as needed, and change Assignment Group back to the Business
- Receive email from ServiceNow or note Incident in ServiceNow queue
- Yes
- No

**Notes:**
1. Production Services manages job failures during working hours (8:00 am to 4:30 pm) on regular working days; all other failures are managed by 24 x 7 staff.
2. To assist with resolving job failures, Production Services may rerun a job, place a job on hold, place a portion of a job stream on hold, or take other actions as needed. The process for requesting changes to the job schedule itself is shown in the R11.3 Process Steps. Changes to Schedule and Operations Instructions for Existing Jobs process flow.

Version 4, 5/2/2013
R11.3 Job Failure Notification V4.vsd
Printed 5/8/2013