11.3 Process Steps: Changes to Schedule and Operations Instructions for Existing Jobs

Start

Business
- Identify need to create/change existing Job schedule stream or dependency or to change operations instructions
- Send email to prdsvcs@umn.edu. Attach scheduling form.

ServiceNow Incident created automatically

Production Services
- Receive email from ServiceNow or note Incident in ServiceNow queue
- Incident includes job scheduling changes?
  - Yes
    - Apply changes in Autosys
  - No
    - Update ServiceNow Incident, set Incident State to ‘Resolved’

System Analyst
- Incident includes changes to operations instructions?
  - Yes
    - Change Assignment Group in Incident to OIT Application Dev System Analysts
    - Receive email from ServiceNow or note Incident in ServiceNow queue
    - Update operations instructions in spreadsheet
    - Update ServiceNow Incident with details about spreadsheet update, change Assignment Group back to the Business.
  - No
    - Update ServiceNow Incident, add details as needed, change Assignment Group back to the Business

End

Notes:
1. This process flow applies to jobs currently scheduled through Autosys and to existing jobs that need new schedules in Autosys. Scheduling for new development follows the R11.3 Process Steps: New Development process flow.
2. Each change to a job requires a separate email. For example, putting a job on hold requires an email request and removing it from hold requires an additional email request.