CHAPTER 14

REQUESTING SPECIAL SCHEDULING OF MAINFRAME COMPUTER RESOURCES

PURPOSE:

To establish the process required for requesting priority on computer jobs or special scheduling of mainframe computer resources outside normal service periods.

AUTHORITY:

Sections 20.23(3)(a) and 334.048(3), Florida Statutes (F.S.)

SCOPE:

This procedure applies to all personnel authorized to request special scheduling of the mainframe computer resources.

BACKGROUND:

The Office of Information Technology's (OIT) Application Services and District Information Technology Services offices, provide standard mainframe computer system services to employees and other parties involved with the work of the Department.

These services include online transaction and batch processing for computer application systems through the Customer Information Control System (CICS), the Time Sharing Options (TSO) environment, and connections from various distributed mechanisms.

These services are available on regular scheduled hours of availability. Occasionally, business needs are such that these services need to be available outside these normal scheduled time frames. The demand for critical business processes is sometimes such that certain computer jobs need to have a higher priority in order to expedite turnaround to accommodate critical needs.

This procedure addresses the process to request special mainframe resource availability and computer job priority.

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Transportation Technology Manual
Requesting Special Scheduling of Mainframe Computer Resources

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14.1 SCHEDULING MAINFRAME RESOURCES BEYOND REGULARLY SCHEDULED HOURS

14.1.1 Requests for special scheduling of mainframe resources beyond the regularly scheduled hours must be sent by e-mail to Application Service's Database Administration (DBA) functional team (using the co-oitdba@dot.state.fl.us e-mail address). The request should be made at least 24 hours in advance of when the variation is needed but critical business situations will be taken into consideration for exceptions.

14.1.2 Central office users must submit their requests through their Office Manager. District users must submit their requests through their Information Technology Services Manager.

14.2 REQUESTING PRIORITY ON COMPUTER JOBS

14.2.1 Requests for increasing the priority of mainframe jobs must be sent by e-mail to Application Services' DBA functional team (using the co-oitdba@dot.state.fl.us e-mail address). This request must include the specific details of the job, approximate execution time of the job, and the business justification for higher priority.

14.2.2 Application Services is responsible for determining the impact of the request on other computer system resources and documenting any conflicts via email (see ***Section 14.4***).

14.2.3 Priority processing should only be requested for jobs that are absolutely needed to meet special schedules or for critical business situations.

14.3 NOTIFICATION OF RESCHEDULED COMPUTER AVAILABILITY

Changes to normal system availability will be posted as system broadcast messages under TSO, Supersession and Web servers as practical. These messages appear when users "log on", will be posted to provide optimal warning and will remain until the schedule reverts to normal. The Application Services Manager is responsible for; ensuring the issuance of the broadcast messages, notifying the Chief Information Officer via e-mail of the change from the normal system availability, and notifying the Chief Information Officer of the return to normal system availability.

14.4 SCHEDULING CONFLICTS

Application Services' DBA functional team is responsible for ensuring any conflicts with the scheduling of priority jobs or special system availability are resolved by the

appropriate supervisory or management personnel in both the user office and the Office of Information Technology. Should the proper coordination ever fail to reach an acceptable solution, this group will coordinate with the Application Services Manager to notify the Chief Information Officer and the manager of the requesting user office of the situation via e-mail.

TRAINING:

None required.

FORMS:

None required.