

Routine Stratus Access

For

Maintenance

By Robin G. Coles

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Routine Stratus Access for Maintenance

This document walks you through how to gain access to the locked Stratus for routine maintenance reasons.

Examples of reasons access might be needed:

- Hardware failure and part replacement
- Routine (Monthly) Tape Backup
- Need to visually inspect the disk drive lights.

Routine Request for Change (RFC)

1. Create a routine Request for Change (RFC).

Information provided here is as of 04/30/2013.

- Title: Routine Stratus Access for Maintenance
- Ticket Type: Request for Change
- Platform Type: Mainframe
- Priority: Routine
- Work Group: Mainframe Systems
- Service: z/OS Independent Software Work
- Critical System: Stratus
- Department: AS - Mainframe & Linux
- Planned Implementation:
 - Month/Day/Year (Format: mm/dd/yyyy)
 - Hour/Minute (Format: hhmm) AM or PM

NOTE: Chuck Settlemyer will be needed because he has control of the Key to unlock the Stratus Cabinet.

Hint: If you need assistance with the RFC creation contact the Computer Operations Team at 904-783-5555

2. The Stratus Customer Assistance phone number is:

1-800-221-6588 or 1-800-828-8513

3. Chuck Settlemyer will most likely assign someone from Computer Operations area to monitor your activities.

Sample Screen Shot

Below is a screen print from an actual system. You'll notice each line has Help with a number after it. This number is known as an "End Note" and if you look at the end of this document, you'll see each number has a hyperlink next to it. These are the actual hyperlinks for each line of "Help".

Title: ticketing system
Ticket Type: Helpⁱ
Platform Type: Helpⁱⁱ
Priority: Helpⁱⁱⁱ
Work Group: Help^{iv}
Service: Help^v
Critical System: Help^{vi}
Department: Help^{vii}
Planned Implementation (Format MM/DD/YYYY hh:mm AM/PM):  Help^{viii}
Is this a Build Forge Production Deployment RFC? [Yes No]:
Will this change affect a Bi-Lo application or process in anyway? [Yes No]:
Does this ticket require an additional or change to an offsite tape retention? [Yes No]:
Submitted By: Help^{ix}
Co-submitter: Help^x

Other Submitters Email: Help^{xi}
Changeman Package #: Help^{xii}
<>
Change Details: Help^{xiii}]:
Backout Details: Help^{xiv}]:
Customers Affected: Help^{xv}]:
Implementation Instructions: Help^{xvi}]:
Detail: [in plain text HTML fragment^{xvii}]:

Help Hyperlinks (End Notes)

- ⁱ http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/critical_system.html
- ⁱⁱ http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/platform_type.html
- ⁱⁱⁱ <http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/priority.html>
- ^{iv} http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/work_group.html
- ^v <http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/service.html>
- ^{vi} http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/critical_system.html
- ^{vii} <http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/department.html>
- ^{viii} http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/planned_implementation.html
- ^{ix} http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/submitted_by.html
- ^x http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/co_submitter.html
- ^{xi} http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/other_submitter.html
- ^{xii} http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/submitted_by.html
- ^{xiii} http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/rfc_change_details.html
- ^{xiv} http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/rfc_backout_details.html
- ^{xv} http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/rfc_customers_affected.html
- ^{xvi} http://wbaphdq02w.winndixieus.wd.com:8080/hd/ticket/help/rfc_implementation_instructions.html
- ^{xvii} <http://wbaphdq02w.winndixieus.wd.com:8080/hd/help/htmlFragHelp.html>