

Chapter Name
I. 4.0 INFORMATION MANAGEMENT (INTERNAL)

Chapter Number	Title
I. 4.4 P3	Magic Ticket Resolution Procedure – Production Problems (Internal)

1.0 Purpose

To indicate the processing steps when a “Production Problem” type Magic ticket is needed to track and resolve problems as reported by Banner.

2.0 Governing Policy	
<u>Number/Document Name</u>	<u>Effective Date</u>
I. 4.4 EAS Developmental Change Management (Internal)	December 12, 2007

3.0 Procedure

1. Production Problem Magic Ticket is routed to the appropriate ICT Team, per the Operations Services Problem Resolution Procedure.
2. The ticket is reviewed by and assigned to an On-call Application Programming Services (APS) team member(s).
3. The team member contacts ticket client, discusses the problem, performs analysis, and determines the process for resolution of the problem.
4. If a migration process is required, the Analyst creates a Magic Ticket folder on the APS shared drive per the I.4.3 P1 Migration Procedure.
5. If an existing production job needs to be run to resolve the problem, Production Control is contacted and appropriate parameters are provided by the ticket client.
6. If data manipulation is required, the Emergency ID is signed out, per I.4.1 P Emergency ID Procedure (Internal).
7. After successful resolution of the problem and user approval, the Magic Ticket is updated (Incident Resolution, Third Party Email (SECURITY) if Emergency ID used), all scripts are copied into the Magic Ticket, all other documents (email, etc.) are attached to the ticket, and closed.

* See I.4.1 P Emergency ID Procedure (Internal)

4.0 Responsibility for Implementation

ICT Directors and Associate Directors are responsible for carrying out their respective roles and implementing the steps to completion of the Magic ticket.

5.0 Definitions	
<u>Term</u>	<u>Definition</u>
APS	Application Programming Service team, a staff team in the ICT division.
Magic Ticket	Proprietary name for the electronic trouble ticket (notification of problem and assignment to designated person for resolution) generated by the Help Desk problem tracking software called "Magic".
Production Problem Magic Ticket	Electronic problem tracking software.
Ticket Client	Individual who requests production support.

6.0 Revision History			
<u>Creator</u>	<u>Description</u>	<u>Submission Date</u>	<u>Approval Date</u>
Bubb/Laundra	Submitted to PRC; drafted into Procedure format	August 7, 2006	
Gillespie/Hooley/Licholat	Modified; submitted to PRC	Nov. 21, 2006	
Dawn Farmer	Edited per PRC team review	March 19, 2007	
C. Popp	No changes per Town Hall	March 27, 2007	
C.Popp	Submitted to CIO	May 24, 2007	
L. Dorendorf	Revised Policy Name	August 29, 2007	
A. Barr	Addition of definition of Magic Ticket	Sept. 10, 2007	December 12, 2007
A. Barr	Prepare for publication	February 6, 2008	