



Lakehead University

POSTAL STATION P, THUNDER BAY, ONTARIO, CANADA.

ADMINISTRATIVE

COMPUTER

USERS

GUIDE

prepared

for

Lakehead University Administrative Departments

Lakehead University

COMPUTER CENTRE

September, 1971

Revised May, 1972

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1. Introduction

This guide has been prepared to assist the Administrative Personnel at Lakehead University in making use of the various services provided by the Computer Centre. These services include:

1. Consultation regarding the possible use of Computer facilities and the development of systems,
2. Development and maintenance of programs and systems,
3. Preparing data for the systems in machine-readable form,
4. Controlling and running the Administrative Systems and Programs.

The information contained in this guide does not specifically pertain to any particular system. It is intended to summarize the policies and procedures for the use of the Computer Centre services by the Administrative Departments of the University.

1.1 Computer Committees

The policies of the Computer Centre are governed by the decisions of two committees:

Presidential Advisory Committee of Administrative Computer Users (ACUC)

TERMS OF REFERENCE *****

This Committee shall make recommendations to the President concerning the present and future utilization of the resources of the Computer Centre for administrative purposes.

To this end it shall:

- (a) maintain an accurate status record of the administrative computer programs presently operative or in the developmental stages (including a record of the personnel both within and without the computer centre directly related to each program);
- (b) record and analyse requests by administrative departments for new programs including the related resources requirements both within and without the Computer Centre (including recommendations regarding the relative priority of each request);
- (c) make recommendations, not only to the President but also to particular administrative computer users, concerning the adequacy of existing or proposed programs as regards their interdepartmental use;
- (d) investigate additional uses of the resources of the Computer Centre beyond those presently in operation or under development.

In the performance of these responsibilities, the Committee may call upon the Director of the Computer Centre and his staff for the assistance it deems necessary.

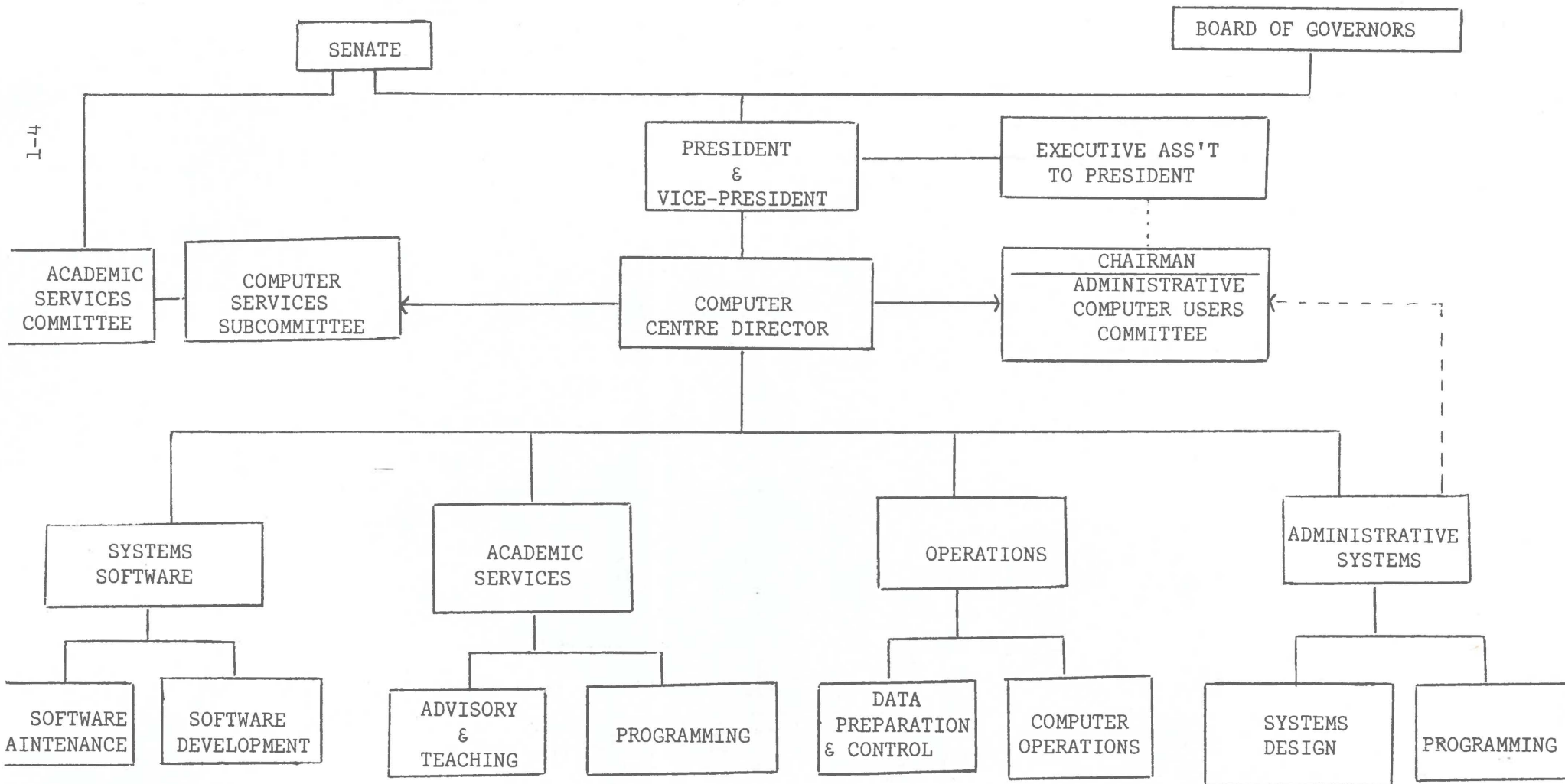
Academic Services Committee

The policies of the Computer Centre are governed by the recommendations of the Senate Academic Services Committee which has the following terms of reference:

The Senate Academic Services Committee shall:

- (a) review and recommend to Senate for approval the policies, plans and budgets of the Academic Service Units:
 - 1) Admissions and Records
 - 2) Computer Centre
 - 3) General Services
 - 4) Instructional Aids
 - 5) Personnel
- (b) establish subcommittees to initiate and review, in detail, policies and plans and also review budgets of particular Academic Services Units and to make recommendations to the Committee in respect thereof.

The Academic Services Committee has set up a special computer Subcommittee to which suggestions for change in Computer Centre policy, plans, or budget are made.



(taken in part from Lakehead University
Organization Chart)
(Sept. 1971)

2. Administrative Systems Services

The Administrative Systems Department of the Computer Centre provides the following services to the Administrative Computer Users:

1. Consultation with the Administrative personnel regarding the possible use of the computer facilities.
2. Participation in feasibility studies as directed by the Administrative Computer Users Committee, (ACUC)
3. Design, development, and implementation of approved Administrative Systems,
4. Training of Administrative personnel on the use of new computer Systems,
5. Maintain existing computer systems as required.

2.1 Administrative Systems Personnel

Manager: Mr. W. Bilyk	407
Senior Systems Analyst: Mr. J. Edwards	436
Senior Programmer: Mr. P. Kempe	532
Programmers: Mrs. L. Raty	435
Mr. J. Hansen	435
Mr. C. Morrison	536

The Administrative Systems personnel are located in an open area in Room 1043 of the Main Building.

All inquiries regarding new or existing systems should be directed to the Manager or the Senior Systems Analyst.

The Manager of Administrative Systems reports to the Director of the Computer Centre.

2.2 Requests for Systems and Programming Services

The user is invited to consult with the Manager of the Administrative Systems Department regarding any aspects of computerized systems.

All requests for new systems or programs should be made formally, in writing, after consultation with the Manager, and addressed to him. The form to use is entitled 'REQUEST FOR PROGRAMMING OR SYSTEMS SERVICES' (Form CCI-001, appendix A).

Requests for modifications to existing systems or programs, and for new programs shall be considered for approval in accordance with the following arrangements:

Under 10 hours --	The Manager of the Administrative Systems Department
10 - 50 hours --	The Director of the Computer Centre
50 - 100 hours --	Administrative Computer Users' Committee (ACUC)
Over 100 hours --	ACUC according to the Guidelines for Allocation of Resources for Major Computerized Projects (c.f. Section 2.3) unless the principal user and the Director of the Computer Centre both recommend that the requirements of the Guidelines are unnecessary in part or in total.

Requests for completely new systems shall be considered for approval by ACUC according to the Guidelines. In all cases, ACUC may choose to waive certain of the 'required steps' and/or strongly recommend that certain of the 'suggested steps' be followed.

2.3 Guidelines for the Allocation of Resources for Major Computerized Projects

Definitions

- "Principal User" - the user department which is recognized by ACUC to have the major responsibility for a system;
- "Joint User" - a user department other than the principal user which is recognized by ACUC to have a direct responsibility for a system;
- "Secondary User" - a department which does not have a direct responsibility for a system but which requires reports from a system for the proper performance of its function.

Four Phases

The following four phases are identified in the development of a new computerized system:

1. Preliminary
2. Feasibility
3. Development
4. In Production

1. Preliminary Phase

- no resources of the Computer Centre are dedicated by ACUC to the development of the new system during this phase;
- the principal user (and joint user(s), if any) shall determine and document the requirements of all identifiable secondary users;
- The Manager of Administrative Systems of the Computer Centre shall be available to assist the users during this phase (without

an allocation decision by ACUC);

- a request is made by the principal user (and joint user(s), if any) to ACUC for a commitment of Computer Centre resources sufficient to do a feasibility study of the new system.

2. Feasibility Phase

- on approval of the preliminary phase report, ACUC shall:
 - i) authorize a feasibility study of the proposed system;
 - ii) name a co-ordinator of the feasibility study.
- the following components are suggested for inclusion in the feasibility study:
 - a) establish the specific goals and objectives of the new system,
 - b) perform a preliminary study of the present system,
 - c) determine all principal, joint, and secondary users' requirements with respect to the proposed system which shall be documented explicitly and in detail,
 - d) prepare a preliminary systems design to define the feasibility of developing and implementing the system with respect to hardware, personnel, and technical resources,
 - e) perform an economic evaluation of the proposed system considering the continuing and one-time costs and benefits,
 - f) evaluate the impact of the proposed system against current and long-range personnel, equipment, and system plans,
 - g) prepare a cost and time estimate for the development phase.
- the co-ordinator shall table the feasibility study with ACUC upon its completion.

3. Development Phase

- when ACUC is satisfied that an adequate feasibility study has been performed, it shall decide:

- a) whether or not the proposed system merits the required commitment of Computer Centre resources;
 - b) if affirmative, when the development of the new system shall commence;
- following ACUC's decision to proceed with the development phase, it shall establish a Steering Committee for the new system which shall be composed of the head of the principal user department, the heads of joint user departments (if any) and the Director of the Computer Centre;
- the Steering Committee shall:
- a) establish a Project Group to develop the new system (each member of the Steering Committee shall explicitly commit staff resources for his department not only the members of the Project Group but for other members of his staff whose involvement is required);
 - b) appoint a Project Group leader who may be any member of the Project Group;
 - c) approve a timetable proposed by the Project Group for the development phase;
 - d) establish the implementation date of the new system;
 - e) maintain contact with the secondary users (if any) throughout this phase in order to ensure that their requirements will be met by the new system;
 - f) make periodic progress reports to ACUC;

At critical points in the development phase, the Steering Committee shall report to ACUC in more detail on:

- i) the progress of the project to date;
- ii) the desirability of continuing with the project as planned;
- iii) the accuracy of all resource requirements forecasts;
- iv) the accuracy of the timetable for the completion of the project;
- v) the desirability of modifying the timetable for the completion of the project;

- g) shall recommend that the new system is complete and ready to be put "in production" and that it unanimously accepts the system as designed and implemented. (It shall include in the report an estimate of the resource costs incurred in producing and implementing the system);
- the following is a suggested list of functions to be performed during the development phase and prior to the Steering Committee's acceptance of the system (see flow chart):
 - a) Detailed study of the present system;
 - b) Determine and document the new system requirements REVIEW and APPROVAL;
 - c) Detailed Systems Design FINAL APPROVAL;
 - d) Programming Specifications;
 - e) Programming;
 - f) User Training;
 - g) Conversion Planning;
 - h) Systems Test;
 - i) Implementation

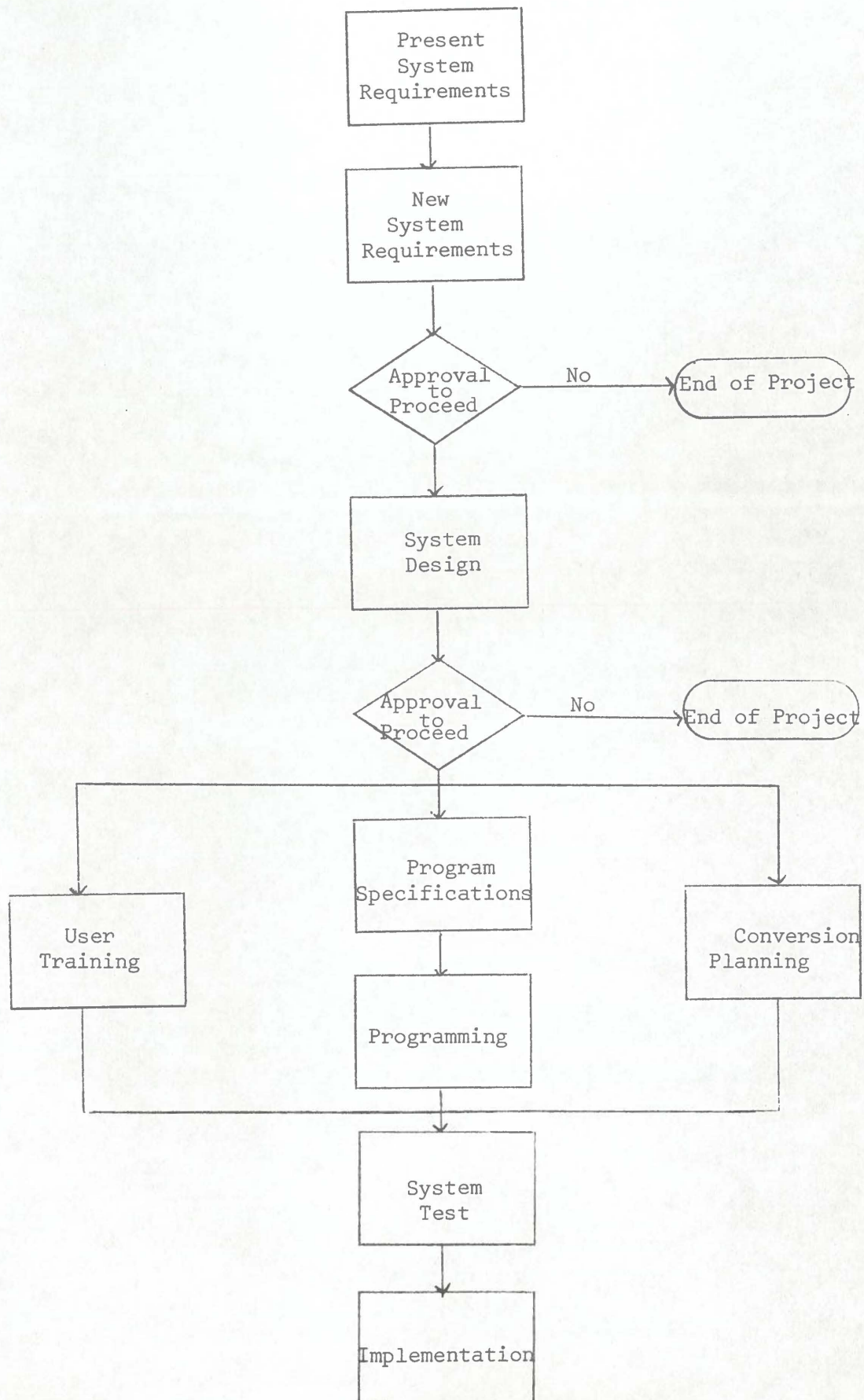
4. In Production Phase

- the system shall be deemed to be "in production" when ACUC approves the recommendation of the Steering Committee to that effect.
- the Steering Committee and its Project Group shall be officially discharged.

Approval of Small Systems

For those systems which are not necessarily governed by 'the guidelines for Allocation of Resources for Major Computer Projects' (i.e. less than 100 hours), the approval for production

status must be obtained from the User Department, the Manager of Administrative Systems, the Operations Manager, and the Computer Centre Director. (c.f. Section 2.4: Project Control).

SYSTEMS DEVELOPMENT FLOW CHART

2.4 Project Control

Every approved project (new or modified program) is monitored by a 'PROJECT CONTROL FORM' (form CCI-002, Appendix A. The main function of this form is to define the phases and related functions which are to be performed to complete the project, and to obtain signatures of approval at the completion of specific steps.

The Administrative Computer User's Committee, in consultation with the User Department and the Manager of Administrative Systems recommends which phases and functions are to be included in the project (c.f. section 2.3, Guidelines for the Allocation of Resources for Major Computerized Projects).

The User Department should give approval by signature at the completion of various steps. Once the programming step has started, any changes to the systems design may cause a delay in the estimated completion date. If the changes are extensive enough, the request may have to be resubmitted for re-approval. Upon completion of the programming, the user reviews the test output with the systems analyst, approves the documentation, and receives any training which may be required to use the system.

A system will be placed into 'production' when the following steps are completed:

1. The programs are completed, tested and approved by the Administrative Systems Department and the User Department,
2. The User Department receives and approves the documentation to use the system, and any training which may be required.

3. The Operations Department of the Computer Centre approves the run documentation for all the programs,
4. ACUC approves the recommendation for production status.

NOTE: It may be required to access 'live' data as part of the testing of a system. In this case, the form 'FILE ACCESS AUTHORIZATION' (form CC0-002, appendix A) should be signed by the User to authorize the access to the file by the programmer.

The User Department may request a run of the test program through the Administrative Systems Department.

2.5 Modifications to Production Programs

Production programs may be modified at the request of the User Department or the Administrative Systems Department. The modification may be required to correct errors in the programs or to change the design of the system.

1. Programming Errors

A suspected error in the program may be detected by the Computer Centre staff or by the User Department. In either case, a 'DISCREPANCY NOTICE' form (form ccl-003, appendix A) is completed and sent to the Manager of Administrative Systems. If the investigation discloses that the discrepancy is due to a severe programming error, the program will be placed in 'test' status until the error is corrected. Once the cause of the error has been determined, the program will be modified and tested. Another 'PROJECT CONTROL FORM' will be prepared for the program. The User Department will be required to approve by signature the test results of the modified program. The Operations Department must approve any modification to the run documentation. Once all the approvals have been obtained, the program is placed back into production.

2. Systems Design Change

If there is a change to the design of a system (i.e. input, output, processing, or other program modification), the User should complete the 'REQUEST FOR PROGRAMMING SYSTEMS AND SERVICES' form. Following this, the same procedure is followed as a request for a new program.

3. Computer Operations Services

3.1 General Information

The Operations Department of the Computer Centre provides the following services:

1. Data preparation (keypunching and verifying of source data).
2. Data control (accumulation of data before the following processing).
3. Production program control. All production programs are controlled by the Operations Department. Requests for the processing of production programs are received by this department.
4. Computer processing.
5. Production report bursting, decollating, and distribution.

The Manager of the Operations Department can be reached at Extension 408 (Room MB1047A). Any questions relating to the Computer Operations policy or the scheduling of production runs should be directed to the Manager.

The Control Supervisor can be reached at Extension 405 (Room MB1047). Any questions relating to the day-to-day running of production jobs and the related preparation of data should be directed to the Control Supervisor.

Special or Urgent processing or data preparation services can be arranged through consultation between the Head of the User Department and the Computer Centre Director.

3.2 Request for Data Preparation

Data preparation services (keypunching and verifying) may be requested from the Computer Centre by completing the top half of the form 'REQUEST CONTROL FORM' (form CC0-001, appendix A). The form is prepared in triplicate and two copies are sent to the Control Supervisor in the Computer Centre. Upon completion of the request, one copy will be returned to the User Department.

The procedure for submitting Data Preparation requests is:

- a) Complete the top half of the form 'REQUEST CONTROL FORM'. This form should be used when actual source documents or input data (cards or paper tape) are sent to the Computer Centre.

The User's name, department, and account number must be specified on the form.

- b) Send two copies of the form along with the source (or input) data to the Control Supervisor of the Computer Centre.
- c) The source documents should be coded in block capital letters, clearly and legibly on a proper coding form. Coding forms are normally designed for each separate computer program that requires user prepared input.

The efficiency of the keypunch operators is severely hampered by ambiguous or illegible codes. To minimize the possible misinterpretation, the following coding conventions should be followed:

1. The letter 'O' should be coded Ø,
 'Z' should be coded Z̄,
 'I' should be coded Ī.
2. To Ensure that the following characters are not confused:

- the letter 'C' and the open bracket '('
- the letter 'U' and the letter 'V'
- the letter 'I' and the numeral '1'
- the letter 'Z' and the numeral '2'
- the letter 'T' and the numeral '7'

- d) Under normal circumstances, jobs are keypunched in the order that they are received. Large or urgent jobs should be discussed with the Control Supervisor, extension 405. Users should submit normal jobs at least 48 hours prior to the desired completion time of their keypunching.

- e) Upon completion of the request, the Control Supervisor will send a copy of the request back to the User Department, unless other arrangements have been made.

Depending on prior arrangements or information supplied by the User on the 'REQUEST CONTROL FORM' the following may occur:

1. the cards and source documents may be returned to the User Department, or
2. the cards may be forwarded to the Computer Room for computer processing (see next section), or
3. the cards may be accumulated for pre-scheduled computer processing, and the source documents returned.

In the last case, arrangements must be made with the Operations Manager if data is to be accumulated at the Computer Centre for regular processing. This is especially true if a large volume of cards is to be stored.

In cases 2 and 3, a copy of the 'REQUEST CONTROL FORM' will be returned to the User when the cards have been processed by the Computer.

Turnaround Time

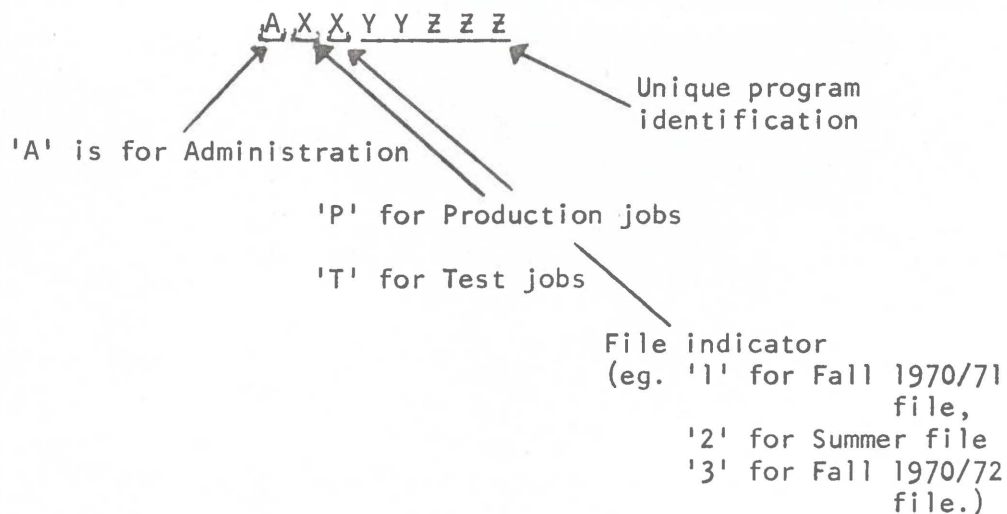
The turnaround time for keypunching and verifying requests is 48 hours. Users who require other than 48-hour turnaround during busy periods should contact the Operations Manager at least one day in advance of their request submission.

If overtime is required to meet the User's special needs, the User Department may be charged for the overtime. Before any special over-time is arranged, the Computer Centre will require a signed note from the User stating his special needs and the budget account number against which the charge is to be placed.

3.3 Request for Computer Processing

The User may request that a program(s) be processed by the computer by completing the bottom half of the form 'REQUEST CONTROL FORM' (form CC0-001, appendix A). The form is prepared in triplicate and two copies are sent to the Control Supervisor in the Computer Centre. Upon completion of the request, one copy will be returned to the User Department.

In filling out the 'REQUEST CONTROL FORM', the User must enter the program name(s) or jobname(s). Each computer program is assigned a unique jobname which has the following general form:



The following points must be remembered:

1. Production jobs are requested directly through the Control Supervisor. These jobs have been approved by the User Department, the Computer Centre Director, and the Operations Manager. These jobs are under the control of the Operations Manager. Any questions relating to them should be directed to the Operations Manager.

Test jobs have not been completely approved by all parties (or those referred to in Section 2.5). Since possible errors may occur, all requests for the processing of a test job must be directed to the Manager of Administrative Systems.

2. A complete list of all valid jobnames for production programs will be distributed to the User Departments.
3. In some older programs, the 'file indicator' part of the job-name may be an alphabetic letter. If the system has only one active file at any one time, the file indicator will be either either alphabetic or '1'. To avoid using an incorrect jobname always use the updated list of jobnames provided by the Computer centre.
4. The first two characters of the unique program identification refer to the system. The following codes are in use for the current systems:

AP - Accounts Payable System
 DF - Development Fund
 GL - General Ledger System
 M4 - Mark IV System
 PR - Payroll System
 PS - Printing Services
 SI - Space Inventory
 SR - Student Record System

Examples of Jobnames

AP1SR511 - production program
 - '1' (file indicator)
 - Student Record System
 - Unique program name is SR511

 AP3M4PB1 - production program
 - '3' (file indicator)
 - Mark IV System
 - Unique program name is M4PB1

 ATHGL050 - test program
 - General Ledger System
 - Unique program name is GL050

Job Scheduling and Turnaround Time

a) Pre-Scheduled Production Jobs

Production jobs may be pre-scheduled to run on a specific day or time of the week, month or year. To do this, the User Department must inform the Operations Manager at least one month in advance of the day of the job submission. The User should insure that any input for the job is in machine readable form (punched cards, magnetic tape, or paper tape) prior to the scheduled time of the

The User must still officially request the job to be processed by completing the 'REQUEST CONTROL FORM' and forwarding it to the Control Supervisor. The turnaround time for a pre-scheduled production job is 24 hours.

b) Non-Scheduled Production Jobs

This type of job is referred to as an 'ON REQUEST' job (ie. it is requested irregularly, and not on a regular basis). The user should insure that any input for the request in machine readable form (punched cards, magnetic tape, or paper tape) prior to job submission. The user must complete the 'REQUEST CONTROL FORM', indicating the program(s) to be processed and identifying the input data (ie, batch numbers).

The turnaround time for an 'ON REQUEST' job is 48 hours (working hours). Within this 48-hour period, the user should receive, either:

- 1) Notification that his output is ready, or
- 2) that his output will be delayed beyond the 48-hour period and the reason for the delay.

c) Special Requests

User requiring special runs which would disrupt normal computer operations (ie. do not follow the above procedures), should receive authorization from the Computer Centre Director (Ext. 354).

Users should always schedule well in advance, so that in case of computer malfunctioning, the output can be produced on schedule or can be rescheduled on another machine (ie. 3 days).

Questions regarding the status of production jobs should
be directed to the Control Supervisor (Ext. 405.)

3.4 Using Terminal Systems

An information Retrieval System (INFORET) utilizing typewriter terminals and display terminals is available to authorized Administrative Users. The System allows direct access to files which reside on magnetic disk or tape. Currently the following files are available for retrieval purposes:

Sessional Master File

Course File

General Ledger File

An authorized User may pre-schedule the use of this system with the Operations Manager. Alternatively, he may request the use of the system by completing the form 'REQUEST CONTROL FORM' and forwarding it to the Control Supervisor at least 24 hours in advance of the planned sign-on time.

A description of the files to be accessed and the terminal numbers which are to be used should always be included on the request on the request form.

The user will be notified by telephone when the INFORET System is ready for use.

If any problems arise during the use of the system, contact the Operations Supervisor (Ext. 265). If there is a suspected fault or error in the system, the User should describe the error on a DISCREPANCY NOTICE (form CCI-003, appendix A), and forward it to the Manager of Administrative Systems.

Terminal users will be contacted by telephone under the following circumstances:

- a) if the computer system 'goes down'

- b) if the INFORET job must be cancelled,
- c) Before a system shutdown or system change.

The terminal user should send a message to the computer operator (MSG command) before he signs off the terminal.

A complete description of the INFORET System is available in the 'INFORET USER'S HANDBOOK', which is available from the Manager of Administrative Systems.

3.5 Report Bursting and Decollating

A Report Bursting and Decollating service is available from the Computer Centre. Decollating is the process of separating a report produced on multi-part paper or forms into its separate parts. Bursting is the process of separating the pages of a report or a special form.

The details of bursting and decollating reports are determined by the User Department and the Systems Analyst before a job goes into production. For all production jobs, the bursting and decollating information is catalogued with the Operations document.

If the User wishes to override the normal procedure for bursting and decollating production reports, he may contact the Control Supervisor (Ext. 405), and specify the modified procedure on the 'REQUEST CONTROL FORM'. Following the completion of the request, the normal procedure will be reinstated.

3.6 Storage of Cards, Forms, Magnetic Disks and Tapes

a) Magnetic Disks and Tapes

The Computer Centre has limited storage space for magnetic disks and tapes in a temperature and humidity controlled environment. Users are requested to notify the Operations Manager of any significant change in their tape or disk storage needs.

b) Card Storage

The Computer Centre has very limited space for the storage of card files after they have been processed by the computer. Users wishing to obtain card storage space in the Computer Centre area should contact the Operations Manager (extension 408).

c) Special Printer Forms

The Computer Centre has limited storage space for special printer forms. Normally, forms that are required for regular processing are stored at the Computer Centre.

All other forms should be stored at the User Department. All questions relating to forms storage should be directed to the Operations Manager (extension 408).

The ordering and supplies maintenance of special forms is the responsibility of the User Department.

3.7 Retention of Magnetic Tapes

Users wishing to retain magnetic tapes past the normal expiry dates affixed to the tapes must fill out the form 'MAGNETIC TAPE RETENTION FORM' (form CCO-004, appendix A).

The form should be signed by an authorized user of the particular User Department and should be forwarded to the Operations Manager for approval before the tape is created.

APPENDIX ADescription of Forms

This section contains a description of the forms which provide part of the interface between the Computer Centre and the Administrative Departments.

It is important that all Administrative Users be familiar with the forms and the correct method for completing them.

The following forms are described in this section:

<u>Form Number</u>	<u>Form Description</u>
CC0-001(02/72)	Request Control Form
CC0-002(10/71)	File Access Authorization
CC0-003(02/72)	Request for Rerun
CC0-004(10/71)	Magnetic Tape Retention Form
CC0-005(04/72)	Trouble Report
CC1-001(02/72)	Request for Programming and System Services
CC1-002(02/72)	Project Control Form
CC1-003(02/72)	Discrepancy Notice

Form Numbering System

Format of Number

where AA

B

XXX

(MM/YY)

AAB-XXX(MM/YY)

identifies the System

identifies the type of document
(or the specific department)identifies the particular number
(i.e. is sequential number)

identifies the latest revision date

Computer Centre Forms

System Identifier

CC

Specific Department

0 Operations

1 Administration

2 System Software

9 General

REQUEST CONTROL FORM

Purpose of Form

This form is used to control:

- a) the submission of source documents and input data to the
Computer Centre.
- b) the subsequent processing and/or report generation by the
Computer Centre.

Number of Parts and Disbursement

Part One (White Copy) - sent to Computer Centre and retained.

Part Two (Yellow Copy) - sent to Computer Centre and returned to
User.

Part Three (Pink Copy) - retained by User

REQUEST CONTROL FORM

User Instructions

Request for Data Preparation - used only when source documents or
input are being sent to Data Preparations.

'Type of Input'	indicate whether source documents or input data is being sent.
'Medium'	indicate: a) the medium on which the input is being submitted or b) in the case of source documents, the medium to which the input is to be transcribed.
'Estimated Volume'	indicate the estimated volume of input if possible.
'Batched Data'	complete this section only if the data has been batched.
'Number of batches'	the number of batches being sub- mitted.
'Batch Numbers'	indicate the specific batch numbers which make up this group of data.
'Date Submitted', 'Submitted By', 'Telephone Number', 'Account Number', and 'Department' indicate who is sending the data and when the data is sent.	
'User Remarks'	indicate any special instructions required for data preparation
'Account Number'	indicate the account number to which the data preparation is to be charged.

REQUEST CONTROL FORM

Request for Processing - used when data is to be processed or reports generated.

Note: Jobs will be processed in the order indicated. The failure of a 'job' will result in the delay of succeeding 'jobs'.

'Job Name'	the full mnemonic name assigned to the Job used for the specific task.
'Data to Be Processed'	indicate the batches or other data to be included in the run.
'Reports Required'	indicate the report name of the required reports
'Cycle'	an entry in this area indicates that the program is a part of a pre-scheduled run.
'Date Required'	the date by which the output is required
'Requested by' - 'Phone Number'	the name and telephone number of the person authorized to request the run.
'Authorized By'	the signature of the person authorized to request the runs. See Operations Manager for a list of authorized signatures.
'User Remarks'	indicate any special instructions required for computer processing
'Account Number'	indicate the account number to which the computer processing is to be charged

*Note: It is to be noted that the various forms of INFORET are
**** considered to be programs which produce 'on-line' reports.
Thus the specific version of INFORET must be specified
as the 'JOB' name.
(c.f. Section 3.4)

When requesting INFORET, always list the files that are to be used, and the terminal number.

REQUEST CONTROL FORM

Computer Centre Instructions

Request for Data Preparation

1. If 'input data' is submitted, it will be submitted directly for processing.
2. If 'source documents' are submitted, the data will be prepared in accordance with the 'medium' specified.
3. If batched data is submitted, ensure that the batches received match the batches submitted.
4. Ensure that any special 'User Remarks' are followed.

Request for Processing

1. Ensure that the authorized signature is valid.
2. Process the input data (if any specified to be processed) in accordance with the instruction for the program specified by the mnemonic.
3. Execute the program(s) in the order specified to produce the reports indicated.
4. Under Computer Centre remarks, note the time and the date that the request form was submitted and returned.
5. Ensure that any special 'User Remarks' are followed (e.g.: the number of copies of a report may deviate from the normal)



REQUEST CONTROL FORM

2

REQUEST FOR DATA PREPARATION

TYPE OF INPUT	MEDIUM	EST VOLUME	BATCHED DATA
Source Documents ☐	Cards ☐		Number of Batches
Input Data ☐	Paper Tape ☐		Batch Numbers
Other (Specify) ☐	Mag. Tape ☐		
	Other (Specify) ☐		
DATE SUBMITTED	SUBMITTED BY	PHONE NUMBER	DEPARTMENT
USER REMARKS	ACCOUNT NUMBER	COMPUTER CENTRE REMARKS	
		IN	OUT
		DATE	
		TIME	

REQUEST FOR PROCESSING

JOBNAME	DATA TO BE PROCESSED/REPORTS REQUIRED	CYCLE	
1			
2			
3			
4			
5			
6			
DATE REQUIRED	REQUESTED BY	PHONE NUMBER	AUTHORIZED BY
USER REMARKS	ACCOUNT NUMBER	COMPUTER CENTRE REMARKS	
		IN	OUT
		DATE	
		TIME	

FILE ACCESS AUTHORIZATION

Purpose of the Form

This form is used to formalize and control authorization for an individual to use a production file for a limited period of time.

A) Number of Parts and Disbursement

Part One (White Copy) - sent to Computer Centre and retained.

B) User Instructions

The User will complete the form as follows:

'Programmer Name'	the name of the individual(s) who are authorized to use the file
'File Name'	the fully qualified DS name of the file
'Dates'	the dates on which the individual is authorized to use the file
'Program Name'	the name of the program(s) with which the individual may access the file
Signature	the signature of the User personnel authorized to access the file.

Computer Centre Instructions

The Computer Centre will:

- a) sign the 'Received By' entry
- b) check the validity of the authorizing signature
- c) allow the program(s) to access the file on the dates specified

LAKEHEAD UNIVERSITY COMPUTER CENTRE
FILE ACCESS AUTHORIZATION FORM

THIS FORM AUTHORIZES (Programmer name) _____
TO ACCESS (File name) _____ WITH PROGRAM
(Program name) _____ ON THE FOLLOWING
DATE(S) _____

AUTHORIZED BY _____

RECEIVED BY _____

REQUEST FOR RERUN

Purpose of Form

This form is used to formalize and control reruns on direct access files. The request is initiated by the Computer Centre Control Supervisor and approved by the User Department(s).

Number of Parts and Disbursement

There are three copies of the form and they are disbursed as follows:

Part One (White Copy)

- i) sent to User for signature and completion
- ii) returned to Control Supervisor
- iii) sent to User for final authorization
- iv) returned to Control Supervisor for filing

Part Two (Yellow Copy)

- i) sent to User for signature and completion
- ii) retained by User

Part Three (Pink Copy)

- i) sent to User for signature and completion
- ii) returned to Control Supervisor
- iii) retained by Computer Operations after re-run has been completed.

General Instructions

When the direct access file(s) are backed up onto tape, the listing of the file and the accompanying JCL is sent to the user(s). The User(s) must record the tape volume-serial number and the generation number of the tape used. The User(s) must also control

the input data (preferable by batches) so that the input data processed between back-ups is known.

Computer Centre Instructions

- a) The Control Supervisor will complete the top part of the form as follows:

'TO'	the name of the user to which the request is being sent
'FROM'	Computer Centre
'REASON FOR RERUN'	brief narrative explaining why the rerun is necessary
'DATE'	date on which the request was made
'APPROVED BY'	approval must be given by Manager of Administrative Systems
'FILE NAMES'	the 'ds' name(s) of all files which are to be used as input to re-organization (usually the latest back-up)
'BACK UP VERSION'	the Generation Data Set version number of the file(s) to be used as input to the re-organization
'BACK UP TAPE'	the volume-serial number of the tape to be used for input to the re-organization.

- b) The Control Supervisor will send the request to the User Department(s) involved.
- c) Once the User Department(s) have returned the request, the Control Supervisor will:
- i) ensure that the dates and authorizing signatures are present and valid
 - ii) ensure that the batches to be processed and the run sequences are in agreement with the Control Supervisor's

records

- iii) if the information is not in agreement with the Control Supervisor's records, the Control Supervisor will notify the User Department(s), ascertain the correct information and may make the required corrections (Note: if modifications are made to the User(s) instructions, the User(s) must initial the change).
 - iv) If all the information is correct, the 'job's will be run in the order indicated and the output returned to the User(s).
- d) The Control Supervisor will file the request once the User(s) has checked the rerun output and authorized further processing.

User(s) Instructions

- a) the User Department will ensure that the 'Re-organization Criteria' are correct by checking their file of back-ups.
- b) the User Department will signify that the 'Re-organization Criteria are correct and authorize the rerun by signing the 'Re Run Authorization' and indicating the date
- c) if the 'Re-organization Criteria' are not correct, the User Department will notify the Control Supervisor and initial the modifications.
- d) the User Department will authorize the data to be rerun by
 - i) indicating the 'jobname' of the programs to be run and the corresponding data to be supplied as input to each 'job'
 - ii) indicating the run number under which the data was first run
 - iii) indicating the sequence in which the job's are to be run
- e) once the input data has been rerun, the User Department will
 - i) determine that the rerun is correct
 - ii) authorize further processing on the file by signing

the 'Authorization of Further Processing' and indicating the date

- iii) return the request form to the Control Supervisor for filing

NOTE: The User Department(s) must ensure that the re-run is done properly. If re-run results are not obtained at the end of 48 hours, the User Department(s) should contact the Operations Manager.



REQUEST FOR RERUN

4

THIS SECTION TO BE COMPLETED BY COMPUTER CENTRE

FROM

JOB NAME

--	--	--	--	--	--	--	--	--	--

REASON FOR RERUN

DATE

APPROVED BY

REORGANIZATION CRITERIA

FILE NAME(S)

BACK-UP VERSION

BACK-UP TAPE

1

2

3

4

THIS SECTION TO BE COMPLETED BY USER DEPARTMENT

RERUN AUTHORIZATION

DATE

AUTHORIZED BY

BATCHES TO BE INCLUDED

JOBNAME(S)

RUN NUMBER

DATE

BATCHES

1

2

3

4

5

6

7

8

DATE

AUTHORIZED BY

AUTHORIZATION OF FURTHER PROCESSING

DATE

AUTHORIZED BY

MAGNETIC TAPE RETENTION REQUEST FORM

Purpose of Form

This form is used to:

- a) formalize the User Request to retain a specific magnetic tape for a specified reason.
- b) control the tape usage once it has been produced and retained

(A) Number of Parts and Disbursement

Part One (White Copy) - sent to Computer Centre before file creation and retained.

User Instructions

The User will:

- a) complete the form as follows:

'Account Number'	the unique User Account number supplied to the User by the Control Supervisor
'File Name'	the fully qualified name assigned to the tape (ie: the full ds name)
'Version Number'	the generation number if the file is a Generation Data Set
'Date Created'	the date on which the file was created
'Expiry Date'	the date on which the magnetic tape is to be released.
'Reason'	a brief narrative stating why the magnetic tape is to be retained
'Requested By'	the signature of authorized person in the User Department who is making the request
'Date'	the date on which the request is made

- b) send the request to the Control Supervisor

Computer Centre Instructions

- a) ensure that the account number, file name, version number and

authorizing signature are valid

- b) obtain the required approval from the Operations Manager
- c) notify the User by telephone that the tape is being retained

MAGNETIC TAPE RETENTION REQUEST FORM

DATE _____

ACCOUNT NUMBER _____

TAPE NUMBER _____

FILE NAME _____

VERSION NUMBER _____

DATE CREATED _____

EXPIRY DATE _____

REASON FOR RETENTION _____

REQUESTED BY _____
(user dept.)APPROVED BY _____
(computer centre)

REQUEST FOR PROGRAMMING OR SYSTEMS SERVICES

Purpose of Form

This form is used to formalize a User Request for Administrative Data Processing Services.

A) Number of Parts and Disbursement

Part One (White Copy) - sent to Manager of Administrative Systems and retained

Part Two (Pink Copy) - retained by User

User Instructions

The User will complete the form as follows:

'Type of Service Requested'	indicate whether the request concerns a new project, a modification, or an error detection
'Service Priority'	indicate the priority of the job. If the priority is 'RUSH' the signature of the individual in authority is required. (see Appendix I for a list of those authorized to request a 'RUSH' priority)
'Date Requested'	date on which the request was made
'Date Required'	the actual date on which the User wishes to start using the program
'Originator's Signature'	the signature of the individual making the request
'Department'	the department to which the requestor belongs
'Telephone'	the requestor's telephone number
'Description of Request'	a brief narrative describing the

nature of the output required and the function that this output will fulfill. If the system and program name are known, they should be included.

Administrative Systems Instructions

The Administrative Systems Department will complete the form as follows:

'Received'	the date and person who received the request
'Disposition'	indicate whether the request is to receive immediate action or must be referred to ACUC. If a referral is required, include the dates on which the request was forwarded and returned from Committee
'Assigned'	the date, person, and priority on which was assigned to the request
'Authorizing Signatures'	these signatures are required as specified in Section 2.2



REQUEST FOR PROGRAMMING OR SYSTEMS SERVICES

2

TYPE OF SERVICE REQUESTED	SERVICE PRIORITY	DATE REQUESTED
New Program ☐	Routine ☐	DATE REQUIRED
Modification to Existing Program or System ☐	Rush ☐	
Error Correction in Existing Program ☐	Signature of Authority if Rush	
ORIGINATOR'S SIGNATURE	DEPARTMENT	TELEPHONE

SYSTEM NAME	PROGRAM NAME(S)
-------------	-----------------

DESCRIPTION OF REQUEST

COMPUTER CENTRE USE ONLY		
RECEIVED	DISPOSITION	ASSIGNED
DATE _____ BY _____	Immediate Action ☐ Forward to Committee ☐ Date Sent _____ Date Ret'd _____	DATE _____ TO _____ Completion Date _____ Priority _____
AUTHORIZING SIGNATURES		
Committee Chairman	Director, Computer Centre	Principal User

PROJECT CONTROL FORM

Purpose of Form

This form is used to formalize the step by step approval by the User Department of each of the phases of a system or program (Preliminary phase, Feasibility phase, Development phase, and Implementation phase).

Number of Parts and Disbursement

Part One (White copy) - retained by Administrative Systems after proper authorizing signatures are obtained.

Part Two (Pink copy) - retained by Computer Operations after proper authorizing signatures are obtained to indicate that the project is in "production" status.

User Instructions

The User will sign approval for each phase of a system or program as completed by Administrative Systems.

Administrative Systems Instructions

The Administrative Systems Department will:

- a) initiate the use of the form when a project is started
- b) present the form to the head of the User Department or Chairman of ACUC for approval at the end of each phase of a project
- c) retain the form as documentation once the project is finished.



PROJECT CONTROL FORM

A-22

3

PROJECT NAME	PROJECT TYPE	PRIORITY	
PRINCIPAL USER	☐ New	☐ System	☐ Normal
	☐ Modification	☐ Program	☐ Rush
	☐ _____		

PRELIMINARY PHASE	PREPARED BY	APPROVAL
	Date _____	Date/Ref. _____
FEASIBILITY PHASE	PRESENTED BY	APPROVAL
	Date _____	Date/Ref. _____
DEVELOPMENT PHASE	FUNCTION	JOBNAME(S)
	1. System Study ☐	_____
	2. System Requirements ☐	_____
	3. System Design ☐	PROCEDURE(S)
	4. Programming Specs ☐	_____
	5. Conversion Planning ☐	_____
	6. Programming ☐	PROGRAMS
7. User Training ☐	_____	
8. System Test ☐	_____	
	USER APPROVAL	Date
	OPERATIONS APPROVAL	Date
IMPLEMENTATION PHASE	Date Implemented	APPROVAL
		Date/Ref. _____

PROJECT COMPLETED		
Computer Centre	User Department	Internal Audit

DISCREPANCY NOTICE

Purpose of Form

This form is used to provide notification:

- a) to Administrative Systems Department of a discrepancy or suspected discrepancy in the processing of data or production of report(s)
- b) back to the User to inform him that corrective action has been taken on the discrepancy reported.

Number of Parts and Disbursement

Part One (White Copy) - sent to Administrative Systems and retained

Part Two (Pink Copy) - sent to Administrative Systems and returned to User with an indication of the corrective action taken once the discrepancy has been corrected.

User Instructions

The User should:

- a) complete the system name and specific program or report which is in error
- b) list the discrepancies detected in the space indicated.

The signature of the originator of the request must be on the document as well as the date on which the Notice is sent.

Administrative Systems Instructions

The date received and person receiving the Notice must be indicated. Once the specific program which is causing the error is determined, the program mnemonic is entered and the task is assigned for corrective action.

The date of completion is entered.

The corrective action is indicated in the space available and the form is turned over to the Systems Analyst for approval.

The completed form is sent back to the User and one copy is retained in the Administrative Systems Files.

2

SYSTEM NAME		OUTPUT/REPORT NAME	
USERS COMPLETE THIS SECTION			
ITEM NO.		DESCRIPTION OF DISCREPANCY DETECTED	
ORIGINATOR'S SIGNATURE		DATE	
COMPUTER CENTRE USE ONLY		RECEIVED	
ITEM NO.		DATE	
DISCREPANCY ANALYSIS & ACTION TAKEN		BY	
		PROGRAM	
		ASSIGNED	
		DATE	
		TO	
		CORRECTION COMPLETE	
		DATE	
		BY	
APPROVED SYSTEMS		DATE	

APPENDIX BComputer Centre Contacts

<u>NAME</u>	<u>EXT.</u>	<u>ROOM</u>	<u>TITLE</u>	<u>ASSISTANCE PROVIDED</u>
A. T. McEWAN	354	MB-1032	Director	1. Computer Centre policy. 2. Urgent problems with normal procedures. 3. Major special requests.
W. BILYK	407	MB-1043	Manager Administrative Systems	1. Systems and programming requests 2. System discrepancy reports. 3. Consultation on new and existing Systems.
J. EDWARDS	436	MB-1043	Senior Systems Analyst	1. Systems Design and feasibility. 2. User training and documentation. 3. Testing of new or modified systems.
D. DOMANSKY	408	MB-1047A	Manager, Operations	1. Operations policy. 2. Pre-scheduling of production runs and data preparation. 3. Urgent processing and data preparation requests. 4. Special requirements for magnetic tape or disk, cards, or printer forms.
M. WILKINS	405	MB-1047	Control Supervisor	1. Data preparation for production data. 2. Production job submission. 3. Special bursting and decollating requests. 4. Rerun information