Procedure Title: **Mainframe Broker Restart Request Procedure**
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Process Owner: **DTI Service Desk Manager**
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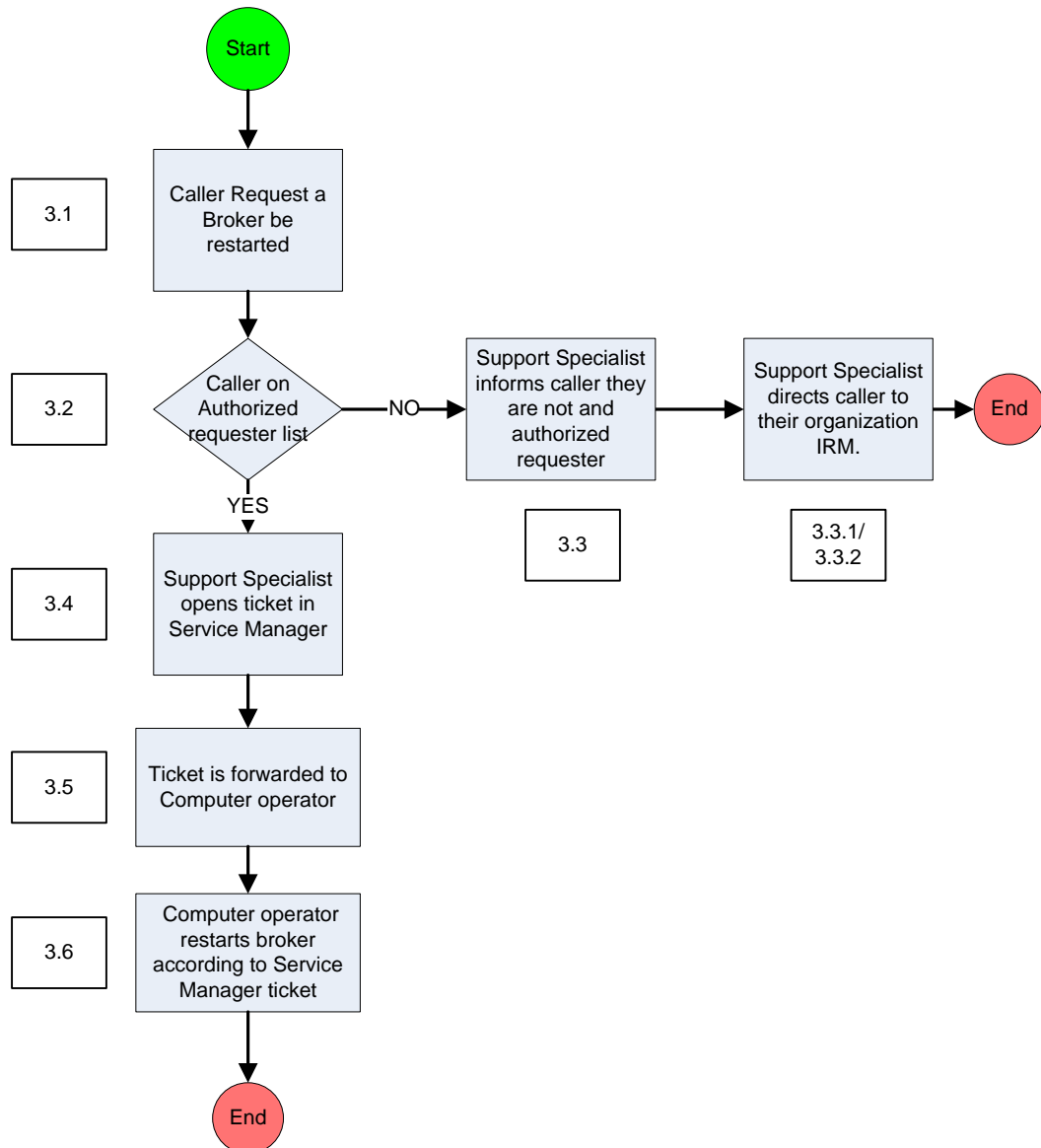| Date Changed	Revisions	Changed By	Revision #
	Baseline	*Service Desk Supervisor*	1.0

1.0   Scope

EntireX Broker is a middleware technology developed by Software AG to address vital software communication issues involved in business process reengineering and open enterprise computing. The EntireX Broker accepts messages from components (acting as clients) and passes them to the corresponding service offerings from other components (acting as servers) within the enterprise. If there is a reply, the EntireX Broker routes it back to the requesting program and the communication cycle is completed.

This procedure documents the steps the service desk follows to accept, evaluate and promote a request from an agency or application user to restart a broker service, also known as a "broker". A request can be received through email or a phone call. When a request is received the service support specialist will identify the requester and validate the requester is authorized by comparing the name to the authorized list of requesters and if necessary request validation by use of the last four of the requesters Social Security number.

The Information Resource Managers (IRM) at each agency is responsible for keeping DTI informed of authorized requesters. If an IRM is not assigned or available at an organization, a person of comparable authority, such as a department head, may submit updates to the list.

The list will be maintained by the Systems Engineering Mainframe Group.

2.0   Process Flow Diagram

```
                          ┌─────────┐
                          │  Start  │
                          └────┬────┘
                               │
                               ▼
  ┌──────┐         ┌────────────────────┐
  │ 3.1  │         │  Caller Request a  │
  └──────┘         │     Broker be      │
                   │     restarted      │
                   └─────────┬──────────┘
                             │
                             ▼
  ┌──────┐            ◇────────────◇      ┌──────────────────┐      ┌──────────────────┐      ┌──────┐
  │ 3.2  │           ◇  Caller on   ◇──NO─│ Support Specialist│─────▶│ Support Specialist│─────▶│ End  │
  └──────┘          ◇   Authorized  ◇     │ informs caller they│     │ directs caller to │      └──────┘
                    ◇ requester list ◇    │  are not and      │      │ their organization│
                     ◇──────────────◇     │    authorized     │      │       IRM.        │
                             │             │    requester      │      └──────────────────┘
                            YES            └──────────────────┘
                             │                  ┌──────┐            ┌──────────┐
                             ▼                  │ 3.3  │            │  3.3.1/  │
  ┌──────┐         ┌────────────────────┐      └──────┘            │  3.3.2   │
  │ 3.4  │         │ Support Specialist │                          └──────────┘
  └──────┘         │  opens ticket in   │
                   │  Service Manager   │
                   └─────────┬──────────┘
                             │
                             ▼
  ┌──────┐         ┌────────────────────┐
  │ 3.5  │         │ Ticket is forwarded│
  └──────┘         │  to Computer       │
                   │    operator        │
                   └─────────┬──────────┘
                             │
                             ▼
  ┌──────┐         ┌────────────────────┐
  │ 3.6  │         │ Computer operator  │
  └──────┘         │   restarts broker  │
                   │ according to Service│
                   │   Manager ticket   │
                   └─────────┬──────────┘
                             │
                             ▼
                          ┌─────────┐
                          │   End   │
                          └─────────┘
```

3.0   Procedure

3.1   Requester contacts DTI Service desk, asks for a broker service to be restarted or "bounced".

3.2   Service Desk support specialist will validate the requester as an authorized requester by performing the following:

    3.2.1   Locate the callers name to the authorized list of requesters;

    3.2.2.   If requested, the caller must provide the last four digits of the requesters Social Security Number (SSN). It must match the SSN on record for the authorized requester.

3.3   Service Desk support specialist determines requester is not an authorized requester, the support specialist;

    3.3.1   Caller will be re-directed to have an authorized requester submit the request.

    3.3.2   The support specialist may suggest the requester contact their agency IRM to update the authorized requester list to include that caller.

3.4   Request is approved, the support specialist opens a ticket the requester provides details on the Broker request.

3.5   Ticket is forwarded to the computer operator to restart the broker.

3.6   Operator restarts broker.

4.0   Reference Documents

- Email address for agency to notify DTI of Authorized Broker Restart requester changes- DTI_Authorized_BrokerRequester_Update@state.de.us .

- Email address is also available in the DTI How DO I on the Extranet.

5.0   Authorized Broker Requester Update Procedure:

When an IRM or ISO at an organization that uses broker is required to update the list of authorized requesters, they may submit by email to
DTI_Authorized_BrokerRequester_Update@state.de.us

The following information:
1. The name or names of the requester(s);
2. The broker service(s) they are authorized to request restarts;
3. The requesters ACF2 user identification.