

Important Information for VPS Printer Request Form:

Submitter: Enter the submitter's name.

Request#/Work Order#: Enter the Request Number or the Work Order Number.

Request Date: Enter the request date.

Agency/Dept.: Identification of department/agency/county office will help accurately select the pre-built printer definition. Clearly state the Department Name and Agency - for example - DHS-CMSNET; DHS-Accounting; DHS-MEDS, DHS-WICxxx; DHS-xxxxx.

Comments: In the Comments field, clearly state the specific report/printout type the VPS printer is dedicated for - such as Med Cards, etc, if applicable. Also if this printer is to be used for STD 628 forms.

Make and Model of Printer/Model Printer After: Make and model of printer to be defined. Also provide the U-Number of an existing printer to model the new one after.

Requestor/Contact: Submit request two (2) weeks ahead to pre-arrange VPS Printer Request to be completed on Specific Date (e.g., specify clearly the intended printer 'move' date or desired 'IP change' date, including any technical staff member's name that request should be coordinated with).

1 Action – (A)dd, (D)elete, (C)hange (Req'd.Field)

Specify the action required.

2 CICS Access – (Y)es, (N)o (Req'd.Field)

If printer requires access to CICS, specify 'Yes.' If not, specify 'No.'

3 Agency Code

Agencies with multiple groups, must specify the printer group. Dept.of Health Care Services please specify the WIC Agency Code to which the printer needs to be defined. Only specify one Agency Code per printer.

4 U# - U Number (Req'd.For Change or Delete)

If this is not a request for a new printer (A=Add) -- but, U=Update or D=Delete, specify the U# of the printer previously issued and defined in VPS Printer Definition.

5 Current OTech IP Address (Req'd.Field)

The OTech IP Address that is currently assigned to the printer and defined in VPS Printer Definition.

6 New OTech IP Address (Req'd.For IP Changes)

The new OTech IP Address to which the printer needs to be newly assigned or updated to.

7 TCP Printer Name (TCPPrTR/Printer QueueName)

The Printer QueueName/TCPPrTR that is to be associated with the printer. **Important - Printer Name is case sensitive. It must match exactly to the printer name entry configured at local physical printer's/server's configuration menu.

8 Special Requirements (If applicable)

If the VPS printer needs to print reports from certain department / agency, such as SCO*, SPB or CALSTARS. *Pre-approval is required from those dept / agency(ies) and their procedures need to be followed due to the nature of "confidential" materials. Once those departments/agencies approve the request, submit the VPS Request. Please refer to the 'Process Flow' for detailed instructions.

9 Page Orientation

If printer needs to be defined for a specific orientation, it must be specified. The default is to let the printer decide orientation.

10 U Number (Will be entered by OTech)

If this is a request for a new printer (A=Add), OTech will provide the new printer's U-Number after they have defined it per the VPS Printer Request form.

And

10 VTAM ID (Will be entered by OTech)

If the printer is defined to CICS, specify the existing VTAM ID that is associated with the printer. If the printer needs "CICS ACCESS," the VTAM ID will be generated for printer additions.

And

10 CICS ID (Will be entered by OTech)

If the printer needs "CICS ACCESS," the CICS ID will be generated for printers added to CICS by OTech CICS Unit.

And

10 XNET (Will be entered by OTech)

This field is for OTech to ensure that the printer is added to the XNET Table.

And

10 CICS Region (Will be entered by OTech)

This field is for OTech to specify the CICS region that the printer is defined to.

11 Comments

Include special instructions and/or status information as needed.

VPS Checklist (Revised 08-01-12)

Task	Def 1	Def 2	Def 3
Pre-Build			
Identify Printer Definition Model.			
Special notes and comments.			
U# Assignment			
Reserve VPS number and complete U# Assignment list.			
Identify VPS Region.			
Identify DRS Region.			
Reserve VTAM ID for DRS Def. or N/A.			
Page Orientation - Landscape or N/A.			
Page Orientation - Portrait or N/A.			
IP Address Change Only			
Look Up Printer in DCN.LRS.VPS.V2R10.xxx.PRINTERS			
Repeat TCPHOST IP line, comment out the old line, & make the New IP Change			
Re-Activate Printer in VMCF and proceed to Test section.			
Build			
Create VPS Definition (Copy VPS Model).			
Create backup and add member to \$ACT VPS printer library.			
Create DRS Definition (Copy DRS Model).			
Create backup and add member to \$ACT DRS printer library.			
Activate			
Activate VPS Definition and copy activate message.			
Activate DRS (VTAM) Definition and copy activate message.			
Test			
Send test print to perform connectivity test.			
If problems arise, contact customer to verify status of printer; plugged in, powered on, etc.			
Documentation - OTECH 379 VPS Printer Request Form			
Complete the shaded area on the form and fill-in the U#, VTAM ID (if applicable), test date, name, completion date, comments, etc.			
Open a new worksheet and rename tab to the U#. Copy the Printer Definition and VPS & DRAS Activate messages.			
Complete Checklist.			
Attach to Work Order (WO) or Service Request (SR) (if no CICS requirements) and update file work log.			
Save to the G:/VPS/2012 VPS Requests (or the current year's folder).			
Email the Customer and CIomainframeprint@state.ca.gov the task is complete. Close ticket.			

See Following Pages for Special Application Access (CICS, SCO, SPB and CalStars)

VPS Checklist (Revised 08-01-12)

Special Application Access (CICS, SCO,SPB or CalStars)

If CICS requirement	Def 1	Def 2	Def 3
After the printer definition is created, assign to the CICS unit. Turn around time is 14 days.			
The CICS group creates the CICS ID, updates the CICS ID on OTECH 379 and uploads the form to the Work Order or the Service Request (SR). They close the ticket.			
CICS emails CIOMainframeprint@state.ca.gov task is complete.			
Staff assigned to the ticket completes any remaining tasks listed under Documentation .			

If SCO requirement	Def 1	Def 2	Def 3
This is a function of Network Applications to add information to the Systems Data System (SDS), which is a part of the GEN process			
Pre-requisite: Customer is responsible for onsite configuration (MIRS, ViewDirect or both) and SCO print requirements prior to initiating a Work Order or SR to OTech. For assistance contact SCO Security Administrator, Georgia Matthews, at 916-322-3055. Email: GMatthews@sco.ca.gov			
Staff assigned to the ticket creates printer definition			
Network Applications retrieves and schedules CICS IDs in SDS system.			
Staff assigned to the ticket updates the VPS Printer Request Form (OTECH 379) and emails to the Customer, to SCO for access to SCO application, and CIOMainframeprint@state.ca.gov.			
SCO approves request and emails to CIOMainframeprint@state.ca.gov.			
Network Applications configures VTAM ID to the Cross-net Table.			
Staff assigned to the ticket attends weekly 'GEN' meeting to see if VPS printer has been added to SDS.			
CICS Unit configures CICS ID's			
Staff assigned to the ticket advises Customer to test SCO application.			
SCO grants user(s) access to SCO printers and cuts user(s) over to use new printer.			
Customer emails results of SCO print test to CIOMainframeprint@state.ca.gov.			
Customer has 14 days to test special application and emails the test results to CIOMainframeprint@state.ca.gov. OTech will assume task is complete if notification is not received within 14 days and will close the ticket. The Customer will open a Remedy ticket for technical assistance if a problem occurs.			
Complete any remaining tasks listed under Documentation .			

VPS Checklist (Revised 08-01-12)

Special Application Access (SPB)

If SPB requirement

This is a function of Network Applications to add information to the Systems Data System (SDS), which is a part of the GEN process	Def 1	Def 2	Def 3
Pre-requisite: Customer is responsible for site configuration and SPB print requirements prior to initiating a Work Order or SR to OTech. For assistance email: DPTECH@spb.ca.gov. Additional SPB contact information if needed: <ul style="list-style-type: none"> • Denise Ishimoto: 654-5757 or dishimoto@sbp.ca.gov • Victor Mendoza: 653-6234 or vmendoza@spb.ca.gov • Isaiah Mall: 651-6689 or imall@spb.ca.gov 			
Staff assigned to the ticket creates the printer definition but obtains the Term ID (CICS ID) from Network Applications.			
Staff assigned to the ticket updates VPS Printer Request Form OTECH 379 and emails to the Customer and CIomainframeprint@state.ca.gov.			
Customer emails OTECH379 to SPB and CIomainframeprint@state.ca.gov to request printer configured for the application.			
SPB defines Term ID to application and grants access. SPB sends an email to Network Applications and CIomainframeprint@state.ca.gov to configure Term ID to SPBPROD.			
Network Applications adds the printer to the weekly GEN.			
Network Applications adds printer to the Cross-net Table.			
Staff assigned to the ticket attends weekly 'GEN' meeting to see if VPS printer has been added to SDS.			
Staff assigned to the ticket advises the Customer to test the SPB application. Customer can test independently and does not require SPB or OTech intervention.			
Customer has 14 days to test special application and emails the test results to CIomainframeprint@state.ca.gov. OTech will assume task is complete if notification is not received within 14 days and will close the ticket. The customer will open a Remedy ticket for technical assistance if a problem occurs thereafter.			
Staff assigned to the ticket completes any remaining tasks listed under Documentation .			

VPS Checklist (Revised 08-01-12)

Special Application Access (CalStars)

CalStars (DOF) Faye Warren	Def 1	Def 2	Def 3
Pre-requisite: Customer is responsible for site configuration and CalStars print requirements prior to initiating a Work Order or SR to OTech. CalStars (DOF) technical contact is Faye Warren at 916.445.0211 x2853. Email: Faye.Warren@DOF.ca.gov			
Staff assigned to the ticket creates the printer definition and emails VPS Printer Request Form (OTECH 379) to the Customer and CIOMainframeprint@state.ca.gov. Note: reserve the VTAM ID but leave the Term ID (CICS ID) blank, Faye Warren will define.			
The Customer emails OTECH 379 to Faye Warren and CIOMainframeprint@state.ca.gov to reserve the Term ID. Faye submits an email to the OTech CICS unit to configure Term ID to CISTAR.			
The CICS unit configures Term ID and updates OTECH379. They will email CIOMainframeprint@state.ca.gov the task is complete.			
Staff assigned to the ticket notifies the Customer via email to test CalStars application.			
Customer contacts CalStars technical resource, Faye Warren to confirm cutover to production and initiate application testing.			
Customer has 14 days to test special application and emails the test results to CIOMainframeprint@state.ca.gov. OTech will assume task is complete if notification is not received within 14 days and will close the ticket. The Customer will open a Remedy ticket for technical assistance if a problem occurs.			
Staff assigned to the ticket completes any remaining tasks listed under Documentation .			