

Go-Online – FAQ

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WHAT IS the CA OUTPUT MANAGEMENT WEB VIEWER?

CA Output Management Web Viewer offers a single web-based point of access to view output via the Internet web browser on their desktop. Users have the ability to view documents stored in any of CA Output Management report repositories, including CA-View and CA Deliver. This provides users immediate access to their documents from their browser.

CA Output Management Web Viewer provides the tools to ensure that the right information is available for Web viewing for the right people, at the right time, in the right format. This enhances service, improves operations, helps reduce cost, and increases management control.

WHAT IS CA-VIEW?

CA-View is an archival repository that allows online viewing of output, thereby reducing the need for printed reports. CA-View integration enables seamless report capture and distribution across enterprise platforms, providing flexible scalability to service evolving business demands.

CA-View offers:

- Real-time viewing access, reducing printed resources and delivery.
- Cross-document searches with cross-report and multi-level indexing.
- Secured logical viewing facility enables document customization.
- Long-term archival storage prevents costly job reruns.

WHAT IS CA DELIVER?

CA Deliver is an optional online report management system that uses the power of the mainframe to automate the day-to-day report management functions of distribution, tracking and complex printing. It is an option that requires extensive customer setup and additional expenses, as it is a separate started task that has its own database.

CA Deliver features:

- Archiving reports to tape or disk for future analyses.
- Easy retrieval for online viewing capabilities.
- Logical views and report profiles for user-customized reports.
- Multiple end-user modes for enhanced data security.

WHAT DO CUSTOMERS NEED TO DO TO GET STARTED?

To get started using your database as a repository:

- Request Mainframe RACF access through your agency's Go-Online and/or RACF Administrator. If you need to access CA-VIEW from ISPF request RACF TSO access.
- Contact your agency's delegated Go-Online Administrator for the log on process and/or contact the OTECH Service Desk to open a Work Order for Go-Online assistance.
- Review the training videos and materials that are available online on the OTECH website. Click the following link to go directly to the Go-Online Training Modules:
http://www.dts.ca.gov/training/Go_Online.asp
- If you don't have a mainframe database please go to section How Do I Request and Additional Repository.

WHERE DO I FIND THE TRAINING VIDEOS?

The URL to access the training videos are at: http://www.dts.ca.gov/training/go_online.asp

Please note: the training videos were created on a Windows PC running XP and the images may vary slightly depending on the version of the Output Management Web Viewer software that was used.

HOW DO I ACCESS CA-VIEW REPORTS ON THE MAINFRAME OR FROM THE CA OUTPUT MANAGMENT WEB VIEWER?

From TSO on the mainframe:

- Gold Camp (JES3) Users: at the ISPF Primary Option Panel, issue TSO VIEWALL and select the appropriate repository.
- Vacaville (JES2) Users: at the ISPF Primary Option Panel, select HWDC Utilities, 'S' for SAR and select the appropriate repository.

--or--

Using your internet browser, click on one of the following links to access the CA Output Management Web Viewer:

- Gold Camp Access (JES3): <https://gogreen1.go-online.ca.gov>
- Vacaville Access (JES2): <https://gogreen2.go-online.ca.gov>

Contact your agency's Go-Online Administrator for the User name on the initial 'Sign On' panel which will direct you to the appropriate database.

WHAT NEEDS TO HAPPEN IN ORDER FOR OUTPUT TO GET ARCHIVED TO CA-VIEW?

If a SYSOUT destination is not included in the CA-View exemption list, use the following SYSOUT destinations to force your output to go to CA-View:

- JES3 (Gold Camp): ANYLOCAL
- JES2 (Vacaville): HWDC

An alternate method is to add a destination ID of your account's CA-View database to your JCL statement.

For example:

```
//PRINT OUTPUT JESDS=ALL,DEFAULT=YES,DEST=your Dest ID
```

--or--

```
//PRINT OUTPUT JESDS=ALL,DEFAULT=YES,DEST=ANYLOCAL or HWDC
```

IF I STILL NEED HARDCOPY PRINT, WHAT IS THE EXEMPTION PROCESS?

On November 1, 2009, customers whose output was generated on the OTech mainframe systems were migrated to the Go-Online print viewing services. Customers whose print that could not be replaced by Go-Online Service were required to apply for an exception to print to the third party print vendor. The CA-View Exemption Process contains a list of printed reports that have a valid business reason to print.

To apply for an exception to print, please do the following:

1. Customer will open a Work Order through the Service Desk, (916) 464-4311, and address it as Go-Online Exemption.
2. The Work Order require the following information:
 - a. Customer's account code(s). This is a 10-digit account code for Cannery clients and 6-digit for Gold Camp clients.
 - b. Job name for exclusion.
 - c. A brief explanation of why hardcopy reports are necessary and approval from their CIO.
3. Customers will be notified via email that their exemption is implemented.
4. If you do not have Remedy access, contact the OTech Service Desk at 916-464-4311 to open a Work Order for you.

WHAT ARE THE DEFAULT RETENTION PERIODS FOR REPORTS?

The default period to view reports online is 7 days on DASD and 7 years on Virtual Tape. If your business needs are different than the default, then an Expanded Retention Option (ERO) table may be needed. Contact your agency's Go Online Administrator if you have a report that requires a different retention period.

WHAT IF MY REPORT HAS BEEN ARCHIVED TO OFFLINE STORAGE AND IS NO LONGER AVAILABLE ONLINE?

Contact your agency's Go-Online Administrator to have the report recalled for online viewing.

HOW CAN I NARROW DOWN MY SEARCH FOR REPORT IDs THAT I WANT TO VIEW?

You can specify a pattern in the SYSOUT ID field that contains an asterisk as a wildcard in any or multiple positions.

For example, to find a report named AFPSRCH\$, you could specify the following:

- * for all SYSOUT.
- --or--
- AFPSR* to match any characters after the AFPSR. --or--
- AFP*RCH\$ to match a single character wildcard.

I GET AN ERROR WHEN I TRY TO ACCESS CA-VIEW VIA TSO OR THE WEB BROWSER. HOW CAN I GET ACCESS?

Contact your agency's delegated Go-Online Administrator to set up your access or contact the OTech Service Desk at 916-464-4311 to have your question directed to OTech's Go-Online Services.

WHY CAN'T I USE ALL OF THE FUNCTIONS THAT ARE MENTIONED IN THE WEB VIEWER VIDEOS?

There are multiple functions that can be performed using the Web Viewer. Some of those functions require that you have Administrator Rights to your work PC. Some agencies have prohibited certain functions for business reasons. If there is a specific function that you require, contact your agency's Go Online Administrator to see if that is an option.

I ONLY WANT TO ACCESS CERTAIN INFORMATION WITHIN MY REPORT. CAN CA-VIEW PROVIDE A METHOD TO ACCOMPLISH THIS?

Yes. CA-View provides methods for creating VIEWS and PAGE INDEXES that allow an individual user to extract only the data that is relevant for their business needs. This can be done without altering the original report and can be archived and stored with the report for future use.

I DON'T WANT ANYONE ELSE TO ACCESS MY REPORTS BECAUSE THEY CONTAIN CONFIDENTIAL INFORMATION. WHAT MEASURES ARE IN PLACE TO SECURE WHO HAS ACCESS TO THE REPORTS?

Security is controlled by a specific RACF class assigned to CA-View. Profiles within this class allow the ability to secure reports, indexes, views, and levels of access. When building your security scheme, it is recommended that you meet with your CA-View and RACF Administrators to provide a security overview.

WHAT DETERMINES THE COST OF THE GO-ONLINE SERVICE?

- Size of the database (repository)
- Number of databases
- Frequency of backups
- Retention periods
- Tape recalls
- CPU utilization
- Other billable resources used by the CA-View started task

Please go to [Rates](#) for details.

HOW DO I REQUEST AN ADDITIONAL REPOSITORY?

Submit a [Customer Service Request](#) (CSR) and attach a completed [Go-Online Intake Process Checklist](#). An account code will be needed for billing purposes. Contact your Customer Delivery Representative (CSR) and discuss available options for customization. Discussion items are:

- What is the business need for an additional repository?
- How long do you want to be able to view reports online (on DASD)?
- What is the longest retention period required to archive your report?
- Do you have different or varying retention needs for your reports? If so, then an Expanded Retention Option (ERO) table should be discussed
- What is the volume of the reports that needs to be viewed and stored in the database?

WHO DO I CONTACT FOR ADDITIONAL QUESTIONS?

Your delegated Go-Online Administrator is your primary source for answers however for more help contact the OTech Service Desk at ServiceDesk@state.ca.gov and/or the OTech Go-Online Administrator at email address CIOGoOnlineService@state.ca.gov