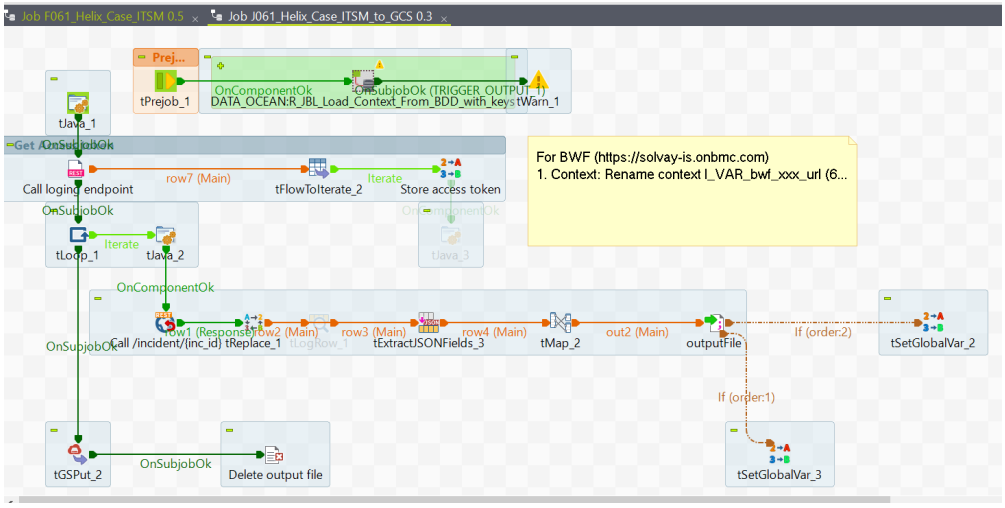
Helix - ITSM (Cases)

Description

Tools: Talend

Detail job

- J061_Helix_Case_ITSM



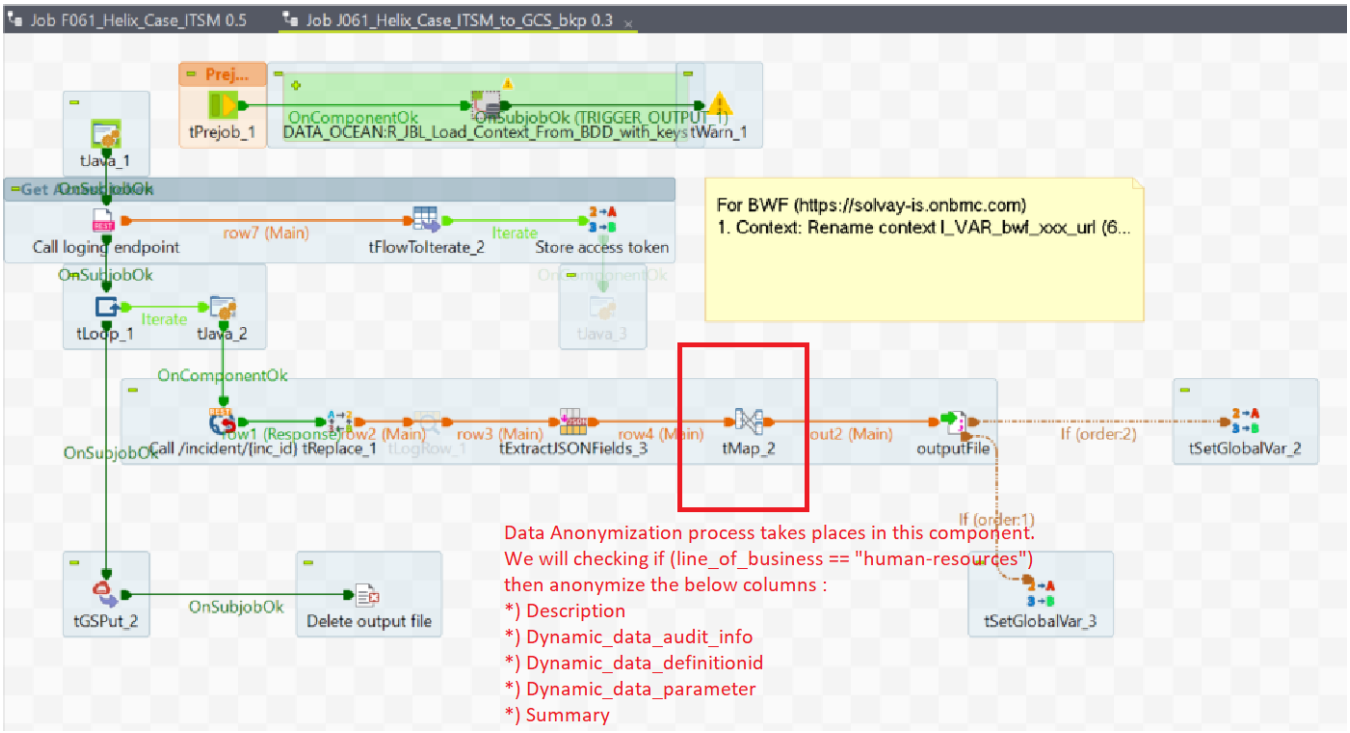
1. Connect to the source system API by reading context from flow job
2. Setup loop to get the data
   a. tSetGlobalVar : to set the maximum number of records to read each time and set the variable nb to check when to exit the loop (start with 0)
   b. tLoop : setup the condition to exit the loop when variable nb < 0
   c. tJava: setup the offset of records in order to get new records of each loop
3. To get data from the source by using start row number from "nb" and max row number from "limit". It read schema from the source(meta data)
4. Generate output file and save to **DATA\DEV\DATA_OCEAN_DOMAIN_DT\Tmp**
5. Update the offset number "nb" = "nb" + "limit"
6. Update "nb" = -1 when ((Integer)globalMap.get("tReplace_1_NB_LINE"))<= 0 in order to exit the loop
7. Upload the files all the folder(**cs-ew1-prj-data-dm-dt-[dev]-staging)**
8. Delete all the files in the folder (point number 5)

- Data Anonymization

The Talend process extracts all cases from the ITSM source, and as part of data anonymization, we have anonymized the **"Human-Resources"** case data.

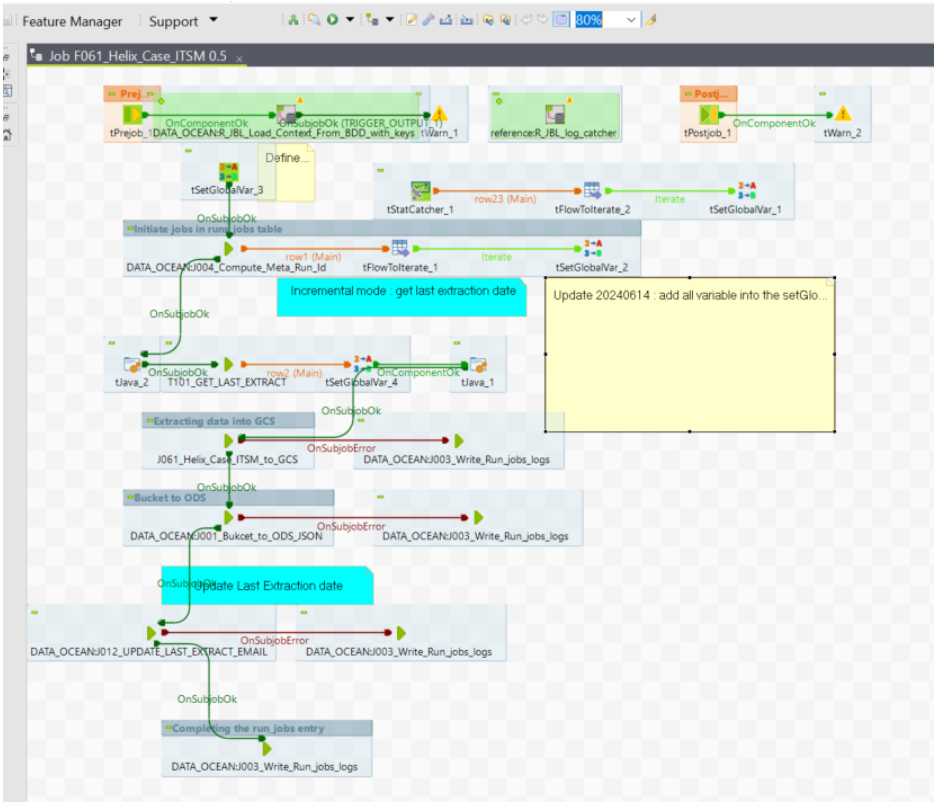
Below is a list of columns that are anonymized during ingestion. Users will not be able to view the original data, as it will appear as "*** Anonymized info ***. " By anonymizing at the ingestion stage, the original data is not stored in Cloud Storage or BigQuery tables.

- Description
- Dynamic_data_audit_info
- Dynamic_data_definitionid
- Dynamic_data_parameter
- Summary



Flow job

- F061_Helix_Case_ITSM



- Setup meta_run_id and filename of the output file

- Get the last load from table STG.incremetnal_load, control by the variable I_VAR_BQ_TABLE_INC_LOAD and configuration the logic of the incremental load in tJava to use the date from incremental_load to the field of create or change date in the SAP
- Call the detail job and pass parameters such as user/password, query from point number 2 to do the incremental load and save the file to GCS
- Call the standard job to upload the files from GCS to ODS
- If the loading is OK and parameter I_VAR_helix_[table_name]_reload = incremental, update the time on the table incremental_load. If the value is not incremental, it is the reloading
- If everything is OK, update the log.

Access rights

Source

- https://solvay-is.onbmc.com/api/com.bmc.dsm.case-lib/cases

Format

- JSON

Destination

Location

- Bucket = cs-ew1-prj-data-dm-dt-[dev]-staging/xxx
- DataOean GCP = prj-data-dm-dt-[env]
- STG Table name = prj-data-dm-dt-[env].STG.STG_HLX_0000_0000_F001_I_H_Cases_ITSM
- ODS Table name = prj-data-dm-dt-[Env].ODS.ODS_HLX_0000_F001_I_H_Cases_ITSM
- DPL View name = prj-data-dm-dt-[env].DPL.V_FACT_hlx_case_itsm

Format

- columnar format