

# Helix - ITSM Cases Activity

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## Request reference

WO0000000787229

## Description

To get the activity of email in each case, it is required to call API [https://solway-restapi.onbmc.com/api/rx/application/datapage?dataPageType=com.bmc.arsys.rx.application.record.datapage.RecordInstanceDataPageQuery&recorddefinition=com.bmc.dsm.social-lib:SCI\\_Posts](https://solway-restapi.onbmc.com/api/rx/application/datapage?dataPageType=com.bmc.arsys.rx.application.record.datapage.RecordInstanceDataPageQuery&recorddefinition=com.bmc.dsm.social-lib:SCI_Posts)

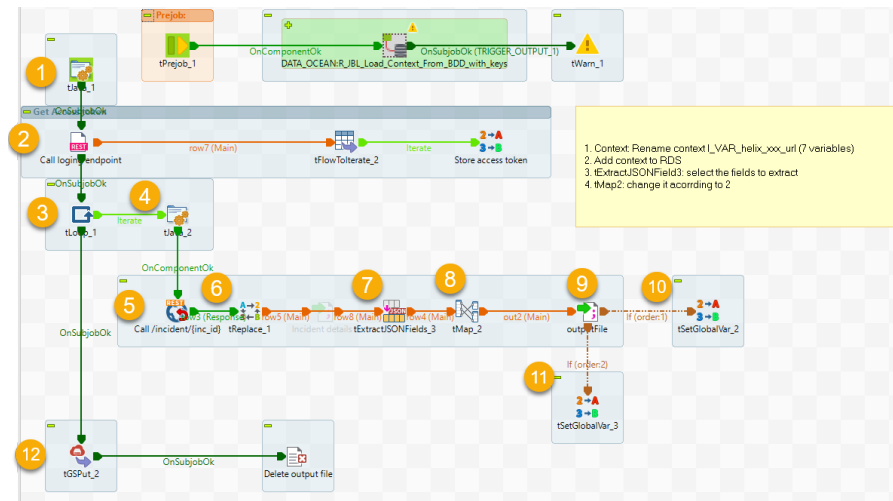
It is setup on context parameter I\_VAR\_helix\_case\_activity\_url

The example data of output is here

## Tools: Talend

### Detail job

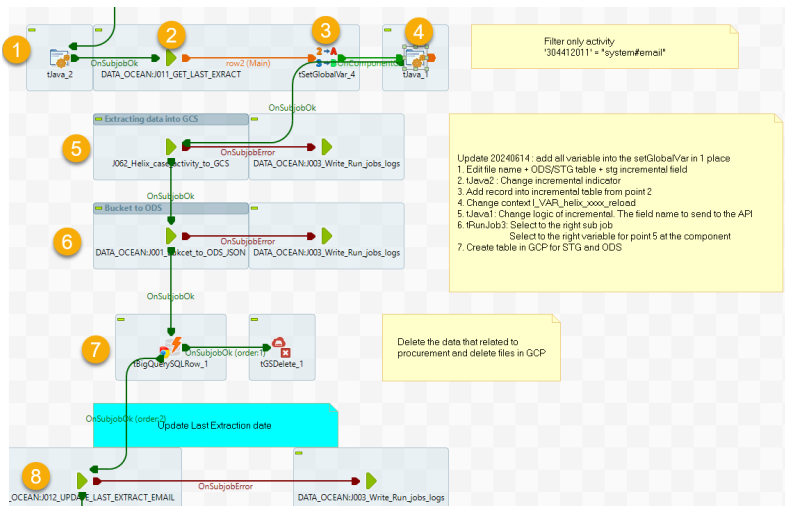
- J062\_Helix\_case\_activity



1. Java1 to print out all required parameter in order to debug on the log file in case of error.
2. Connect to the source system API (I\_VAR\_helix\_itsm) in order to get token to access data
3. Setup loop to get the data to run the loop when offset >= 0 and number of loop <= I\_VAR\_helix\_case\_activity\_nloop .
4. tJava2 to print "offset" of each loop to debug that it is increasing or not.
5. To get data from the source on API (I\_VAR\_helix\_case\_activity\_url) and control by following parameter
  - a. I\_VAR\_helix\_case\_activity\_limit = maximum number of record to extract from API. Maximum is 2000.
  - b. I\_VAR\_helix\_case\_activity\_offset = start index of the records. Normally start with 0 except on reloading data
  - c. I\_VAR\_helix\_case\_activity\_sort = sort by 3 which is created\_date, sort by 6 (modified\_date) does not work in this API
  - d. I\_VAR\_helix\_case\_activity\_nloop = number of loop in order to get data from API
  - e. Also hardcode on parameter "dataPageType" = "com.bmc.arsys.rx.application.record.datapage.RecordInstanceDataPageQuery" and "recorddefinition" = "com.bmc.dsm.social-lib:SCL\_Posts"
6. Replace the value of invalid character
7. Extract data from json format by mapping id with name
8. tMap2 to change date format of created\_date and modified\_date
9. Generate output file and save to **DATA\DEV\DATA\_OCEAN\_DOMAIN\_DT\Output**
10. Update the offset number "nb" = "nb" + number of extraction line
11. Update "nb" = -1 when ((Integer)globalMap.get("ExtractJSONFields\_3\_NB\_LINE")) <= 0 in order to exit the loop (No more data)
12. Upload the files all the folder( **cs-ew1-prj-data-dm-dt-[dev]-staging**) and delete all the files in the folder (point number 9)

## Flow job

- F062\_Helix\_case\_activity



1. Check parameter I\_VAR\_helix\_case\_activity\_reload that it is incremental or reload to get the name of HELIX\_CASE\_ACTIVITY\_RELOAD or HELIX\_CASE\_ACTIVITY
2. Get the time from STG.incremental\_load based on the name from point 1
3. Set the last load time
4. Set query and filter only post\_type = system#email in order to get only email activity
5. Call the detail job and pass parameters
6. Call the standard job to upload the files from GCS to ODS
7. Delete the data if the category is not related to Procurement or Buy - Provisioning or it is not existing in case\_itsm by this SQL below (for both ODS and STG)  
 Delete FROM "+context.I\_LOCAL\_VAR\_ODS\_DATASET+"."+(String)globalMap.get("odsTable")+ " where case\_id in (select distinct case\_id from "+context.I\_LOCAL\_VAR\_ODS\_DATASET+"."+(String)globalMap.get("odsTable")+ " ca left join ODS.ODS\_HLX\_0000\_F001\_I\_H\_Cases\_ITSM itsm on ca.case\_id = itsm.Request\_ID where (Request\_ID is null or JSON\_EXTRACT\_SCALAR(jsonContent, \"\\${po2\_flag}\") = '2000' or NOT (coalesce(JSON\_EXTRACT\_SCALAR(jsonContent, \"\\${category\_tier\_1}\", \"\") = \"Procurement\" and coalesce(JSON\_EXTRACT\_SCALAR(jsonContent, \"\\${category\_tier\_2}\", \"\") = \"Buy - Provisioning\")));
8. Update max of created\_date on HELIX\_CASE\_ACTIVITY\_RELOAD or HELIX\_CASE\_ACTIVITY, In case the last extraction has the max created\_date same as before, it will send email to inform I\_VAR\_helix\_case\_activity\_email\_recipient and then update the log.

## Access rights

Need to authorized to access the Helix API <https://solway-restapi.onbmc.com/api/jwt/login>

## Source

- [https://solway-restapi.onbmc.com/api/rx/application/datapage?dataPageType=com.bmc.arsys.rx.application.record.datapage.RecordInstanceDataPageQuery&recorddefinition=com.bmc.dsm.social-lib:SCL\\_Posts](https://solway-restapi.onbmc.com/api/rx/application/datapage?dataPageType=com.bmc.arsys.rx.application.record.datapage.RecordInstanceDataPageQuery&recorddefinition=com.bmc.dsm.social-lib:SCL_Posts)

## 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\_case\_activity
- ODS Table name = prj-data-dm-dt-[Env].ODS.ODS\_HLX\_0000\_F001\_I\_H\_case\_activity ODS.V\_ODS\_HLX\_0000\_F001\_I\_H\_case\_activity
- Self Service Dataset = prj-data-dm-dt-dev.DS\_sls\_transformation\_office.V\_ODS\_HLX\_0000\_F001\_I\_H\_case\_activity

## Format

- columnar format

## Loading

### 1.1 Incremental Load

L\_VAR\_helix\_case\_activity\_reload must be "incremental"

The extraction will start on created\_date >= prj-data-dm-dt-dev.STG.incremental\_loading on mata\_last\_process\_date

### 1.2 Full load

N/A

### 1.3. Reloading data

1. Change context parameter L\_VAR\_helix\_case\_activity\_reload to the condition that want to reload such as " and '6' >= %222024-10-01T00:00:00% 22"
2. Change table prj-data-dm-dt-dev.STG.incremental\_loading on mata\_last\_process\_date to the start **created\_date** that is required to reload where meta\_file\_name = HELIX\_CASE\_ACTIVITY\_RELOAD
3. Run the job F062\_Helix\_case\_activity, the max date of created\_date from new extraction will updated to STG.incremental\_loading. Repeat the job if required.

These setup will be the condition '3>STG.incremental\_loading.mata\_last\_process\_date + L\_VAR\_helix\_case\_activity\_reload

Field ID meaning and example

Field ID

Field ID	Meaning	Example
1	id	
2	createdBy	'2' LIKE "qliksense_integration"
3	createdDate	'3'>"2024-06-11T06:00:00"
5	modifyBy	
6	modifiedDate	'6'>"2024-06-11T06:00:00"
8	Concerned Domain	
450000411	guid	'450000411' = "AGGAKVC8HT1PEAQSVUMSQRXFB6UAUU"
450000152	case_id	('450000152'="CASE-0001129650")
304412031	Case_guid	('304412031'="AGGE1177DY1P3ASGZA3SGZA3H1F6")
304412021	content	"{"text\":"Service Request 2039821 was created for Francesco Frosi\"}"
304412011	post_type	system#note / system#views / system#emai /comment#user

## 1.4 Plan to schedule

Schedule on Task F062\_Helix\_case\_activity at 7:20 AM every Monday

## 1.5 Timing

5 minutes for incremental load

If selection to extract data more than 4 month, the API will time out.

## Criticality

Low

## Logging

```
select job.job_name , job.meta_start_date , logs.meta_run_id , logs.meta_source_system , logs.meta_step , logs.meta_status , logs.meta_num_lines , logs
.meta_error_lines from STG.log_tables logs join STG.run_jobs job on logs.meta_run_id = job.meta_run_id
where logs.meta_run_id in ( SELECT meta_run_id FROM STG.run_jobs order by meta_start_date desc limit 1000 )
and job_name like '%case_act%'
and meta_step = 'Bucket to Staging'
and meta_start_date > DATE_SUB ( CURRENT_TIMESTAMP () , INTERVAL 7 DAY )
order by meta_start_date desc
```