

Princeton Automated Listserv Process

This document illustrates how the recipient population of a Listserv email address, after its creation in the Listserv application, www.princeton.edu/lists can be automatically updated and maintained through the use of a scheduled Cognos report. Also applies to **Timeline** lists.

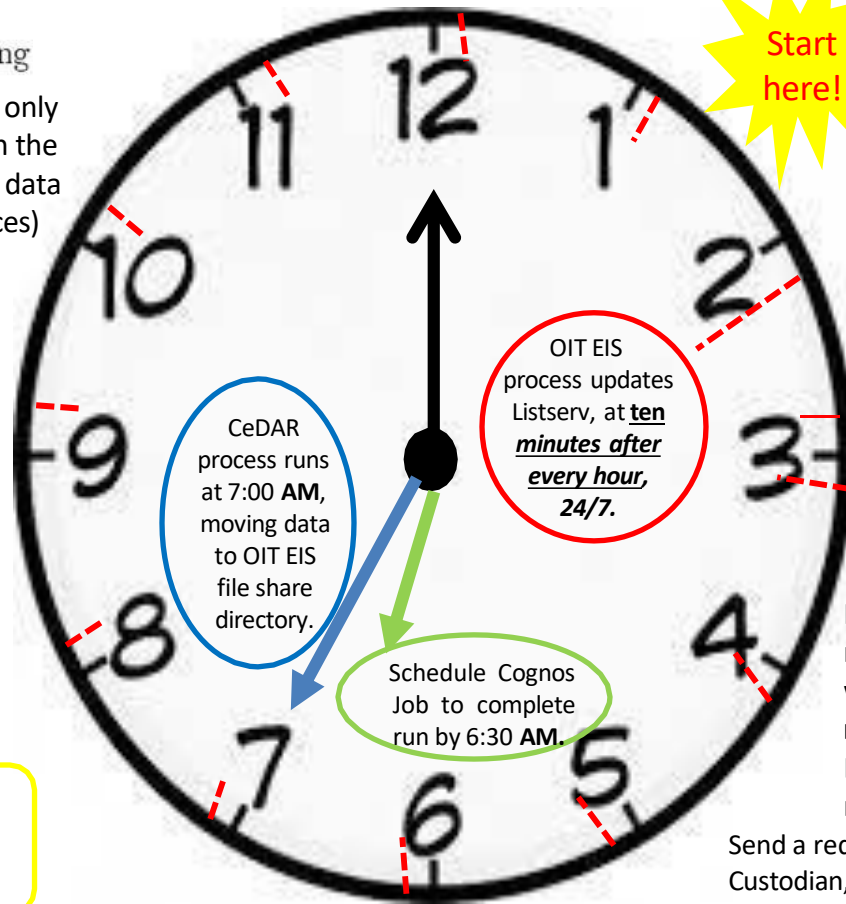
Four Distinct Required Processes

4. OIT Processes

Center for Data, Analytics and Reporting
OFFICE of INFORMATION TECHNOLOGY
Daily, at 7:00 AM, a CeDAR process captures only the first Emplid column in the .CSV report, on the "listserv" file share directory, and moves the data to an OIT EIS (Enterprise Infrastructure Services) file share directory, outside of CeDAR's ownership.

Enterprise Infrastructure Services
OFFICE of INFORMATION TECHNOLOGY
An OIT process, supported by OIT EIS, runs at 7:10 AM, matching the Emplids found in the .CSV report to their corresponding email address in LDAP, and adds the email address to the corresponding listserv which matches the name of the .CSV file. This EIS process checks for new reports **10 minutes after every hour**.

! The Listserv's recipient population, Owner, and how often the Listserv is used, can be found within the Listserv application: www.princeton.edu/lists



1. A Listserv is created

Support and Operations Center
OFFICE of INFORMATION TECHNOLOGY
A SN@P request is sent to the Support and Operations Center, to the "Listserv" Service Offering. https://princeton.service-now.com/service?id=sc_cat_item&sys_id=429c44c54f19564022a859dd0210c73d

Default setting is a manual list. You must indicate in **Additional Information** that the list is to be auto-populated.

- Listserv is created.
- Listserv Owners are assigned.
- www.princeton.edu/lists

If the Listserv's recipient population will be maintained **manually** through Listserv, a Cognos report is not needed.

If the Listserv's recipient population is to be **automatically** populated, then...

Send a request to create a Cognos report to the IW Package Custodian, the steward of the recipient population's data. cedar.princeton.edu > Access and Use Data tab.

2. Create a Cognos Report

IBM Cognos Connection (Production)

Create the report to capture the Listserv's recipient population.

- Name of report exactly matches Listserv.
- First column of report is Emplid.

! The Listserv's Owners will never be replaced or affected by the Cognos report's population.

3. The Cognos Report is Scheduled to the Listserv and/or Timeline Directory

The IW Package Custodian schedules the report in a Cognos Job and sets the Job to deliver .CSV output to the CeDAR "Listserv and/or Timeline" file share directory. (Ability to send output to the CeDAR "Listserv or Timeline" file share directory requires additional Cognos permissions from CeDAR).

- The report's output must **only be .CSV**.
- The Cognos Job is scheduled to run before 5:30 AM, daily.

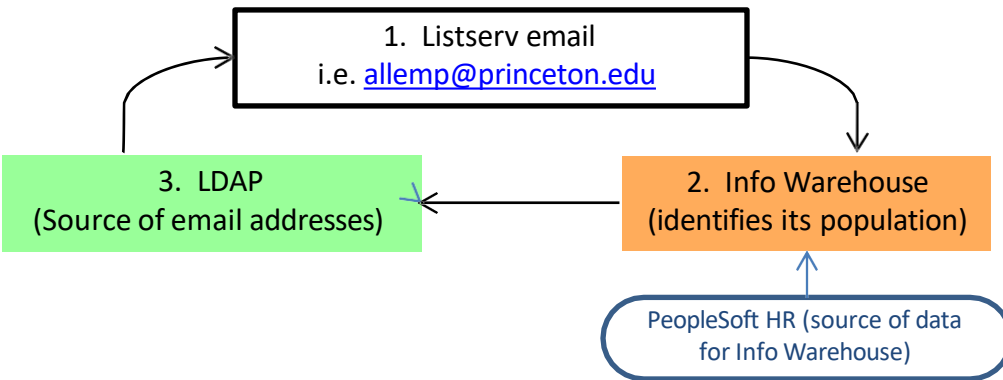


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Why Use the Information Warehouse and Cognos to Automate Listserv?

Answer: Because reports using data from the Information Warehouse can quickly and accurately identify the Listserv's current population.



1. The Listserv application **needs current and accurate email addresses** for a given Listserv, allemp@princeton.edu

2. Package Custodian creates reports within the Information Warehouse to **identify** the Listserv's desired population, for example, using the Human Resource Package to identify all active Princeton employees.

3. The Email addresses from LDAP, which match the Cognos report's population (all active Princeton Employees) are fed back into the Listserv address, "allemp@princeton.edu"

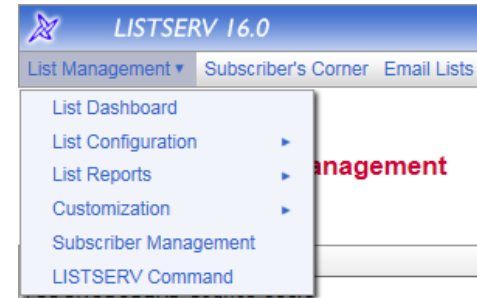
! Information Warehouse data is loaded nightly from PeopleSoft. If there is a change in PeopleSoft Human Resources, the change is reflected the next day in the IW.

! LDAP is the source of the email addresses for the population identified in the Cognos report.

How do you know who are members of a Listserv?

Answer: Listserv Owners login to Listserv: www.princeton.edu/lists to identify the Listserv's recipient population.

1. Click on **List Management** Tab then select **Subscriber Management**.



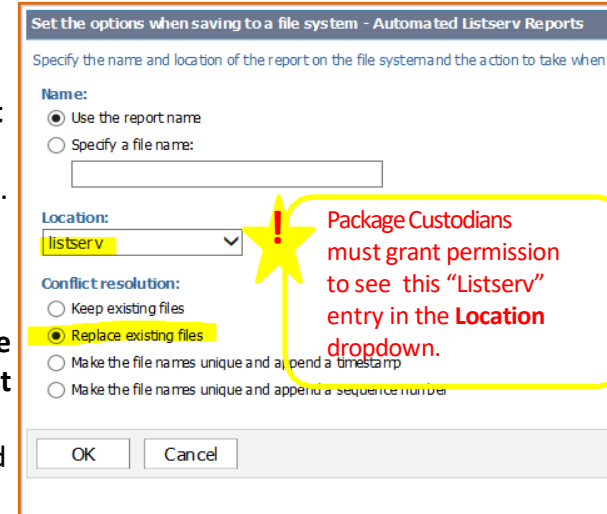
! The OIT Support and Operations Center (SOC) and the Listserv's Owner can do this.

2. Select the Listserv name, then... [Review List Members: In Browser | By Email](#)

How are IW Reports sent to the CeDAR file share directory, "Listserv"?

Answer: Package Custodians login to Cognos to send the CSV output to a CeDAR "Listserv" file share directory by changing the report Schedule Properties, or if a Cognos Job is used, changing the Cognos Job Properties.

1. Locate the Cognos **Job**. Next to the name open the **More (...)** menu. Select **Edit the job**.
2. Select **Classic view, Job** tab.
3. Under **Defaults for all Steps**: click **Edit**.
4. Click **Report Options**.
5. Under **Delivery**, check **Save to the File System** and **Edit the file system options...**
6. Set **Location** to **Listserv** and **Replace Existing Files**.



! Package Custodians must grant permission to see this "Listserv" entry in the **Location dropdown**.

