## Revision Sheet

<table>
<thead>
<tr>
<th>Revision No.</th>
<th>Date</th>
<th>Revision Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>11/18/2004</td>
<td>Initial document</td>
</tr>
<tr>
<td>2.0</td>
<td>11/22/2004</td>
<td>Team Review</td>
</tr>
<tr>
<td>3.0</td>
<td>11/22/2004</td>
<td>Management Review</td>
</tr>
<tr>
<td>4.0</td>
<td>12/06/2004</td>
<td>Client Review</td>
</tr>
</tbody>
</table>
I have carefully assessed the Operations Manual for the Resident Assessment Subsystem (RASS) Release 8.4.0.0. This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

_____ The document is accepted.

_____ The document is accepted pending the changes noted.

_____ The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

_______________________________  _____________________
Delton Nichols   DATE
RASS Project Manager

_______________________________  _____________________
Yangja Lee   DATE
RASS IT Manager
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1.0 GENERAL INFORMATION
1.0 GENERAL INFORMATION

1.1 System Overview

RASS supports the Customer Service and Satisfaction Survey, which is the fourth indicator in HUD’s Public Housing Assessment System (PHAS) Rule. Resident satisfaction is objectively measured and counted in HUD’s evaluation of PHAs. The following table identifies the system environment for RASS Release 8.4.0.0.

<table>
<thead>
<tr>
<th>System Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>System</td>
</tr>
<tr>
<td>Subsystem</td>
</tr>
<tr>
<td>Sponsor</td>
</tr>
<tr>
<td>PCAS</td>
</tr>
<tr>
<td>System Code</td>
</tr>
<tr>
<td>System Category</td>
</tr>
<tr>
<td>Operational Status</td>
</tr>
<tr>
<td>System Environment</td>
</tr>
<tr>
<td>Requirements</td>
</tr>
<tr>
<td>Design</td>
</tr>
<tr>
<td>Development</td>
</tr>
<tr>
<td>System and Integration Testing</td>
</tr>
<tr>
<td>User Acceptance Testing</td>
</tr>
<tr>
<td>Deployment</td>
</tr>
<tr>
<td>Maintenance</td>
</tr>
</tbody>
</table>

The following table identifies and briefly describes the different users of RASS.

<table>
<thead>
<tr>
<th>User Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>REAC RASS Business Support Team</td>
</tr>
<tr>
<td>Public Housing Agency (PHA)</td>
</tr>
</tbody>
</table>
## User Environment

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey Administrator</td>
<td>After the sampling program has generated a file of units to be surveyed, RASS downloads the sample file to the Survey Administrator. The Survey Administrator distributes the RASS survey to the units indicated in the sample file. Once the Survey Administrator collects and analyzes survey data, the survey results and response rate information are uploaded in RASS from the Survey Administrator so that PHAs and Multifamily Owners/Agents may view this information.</td>
</tr>
<tr>
<td>Multifamily (MF) Owners/Agents</td>
<td>MF Owners/Agents use RASS to view survey result information for their assigned properties.</td>
</tr>
<tr>
<td>Other HUD Users (includes HUD PIH Field Offices)</td>
<td>All other HUD users have read-only access to RASS in order to review PHA and Multifamily Housing development or property level survey result information.</td>
</tr>
</tbody>
</table>

## 1.2 Project References

The following documents are available to provide a comprehensive understanding of the resident assessment process. Most documents are available via the REAC Document Library. Additionally, several of the documents listed below are available through the PHA Resident Assessment Internet site at [http://www.hud.gov/offices/reac/products/prodrass.cfm](http://www.hud.gov/offices/reac/products/prodrass.cfm)

### Release 8.4.0.0

- “RASS Release 8.4.0.0 Training Plan”, QSSI, 08/20/2004
- “RASS Release 8.4.0.0 System-Subsystem Specifications”, QSSI, 08/20/2004
- “RASS Release 8.4.0.0 Program Specifications”, QSSI, 08/18/2004
- “RASS Release 8.4.0.0 Database Specification”, QSSI, 08/20/2004
- “RASS Release 8.4.0.0 Unit Test Plan”, QSSI, 09/02/2004
- “RASS Release 8.4.0.0 Data Requirements Document”, QSSI, 07/20/2004
- “RASS Release 8.4.0.0 Functional Requirements Document”, QSSI, 07/20/2004
- “RASS Release 8.4.0.0 System Support & Acquisition Plan”, QSSI, 07/20/2004
- “RASS Release 8.4.0.0 System Security & Privacy Plan”, QSSI, 07/20/2004
- “RASS Release 8.4.0.0 Needs Statement”, QSSI, 06/30/2004
- “RASS Release 8.4.0.0 Project Plan”, QSSI, 06/30/2004
- “RASS Release 8.4.0.0 Feasibility Study”, QSSI, 06/30/2004
- “RASS Release 8.4.0.0 Cost/Benefit Analysis”, QSSI, 06/30/2004
- “RASS Release 8.4.0.0 System Decision Paper”, QSSI, 06/30/2004
- “RASS Release 8.4.0.0 Risk Analysis”, QSSI, 06/30/2004

### Release 8.3.0.0

- “RASS Release 8.3.0.0 User’s Manual”, QSSI, 06/11/2004
- “RASS Release 8.3.0.0 Maintenance Manual”, QSSI, 06/11/2004
- “RASS Release 8.3.0.0 Operations Manual”, QSSI, 06/11/2004
- “RASS Release 8.3.0.0 System Test Results and Evaluation Report”, QSSI, 04/15/2004
- “RASS Release 8.3.0.0 Validation, Verification, and Testing Plan”, QSSI, 03/16/2004
# General Information

## Release 8.3.0.0
- “RASS Release 8.3.0.0 Training Plan”, QSSI, 03/16/04
- “RASS Release 8.3.0.0 System-Subsystem Specifications”, QSSI, 03/16/04
- “RASS Release 8.3.0.0 Program Specifications”, QSSI, 03/16/04
- “RASS Release 8.3.0.0 Database Specification”, QSSI, 03/16/04
- “RASS Release 8.3.0.0 Unit Test Plan”, QSSI, 03/09/04
- “RASS Release 8.3.0.0 Data Requirements Document”, QSSI, 12/19/03.
- “RASS Release 8.3.0.0 Functional Requirements Document”, QSSI, 12/19/03.
- “RASS Release 8.3.0.0 System Support & Acquisition Plan”, QSSI, 12/19/03.
- “RASS Release 8.3.0.0 System Security & Privacy Plan”, QSSI, 12/19/03.
- “RASS Release 8.3.0.0 Needs Statement”, QSSI, 12/09/03.
- “RASS Release 8.3.0.0 Project Plan”, QSSI, 12/09/03.
- “RASS Release 8.3.0.0 Feasibility Study”, QSSI, 12/09/03.
- “RASS Release 8.3.0.0 Cost/Benefit Analysis”, QSSI, 12/09/03.
- “RASS Release 8.3.0.0 System Decision Paper”, QSSI, 12/09/03.
- “RASS Release 8.3.0.0 Risk Analysis”, QSSI, 12/09/03.

## Release 8.2.0.0
- “RASS Release 8.2.0.0 Project Plan”, QSSI, 10/09/03.
- “RASS Release 8.2.0.0 Test Results and Evaluation Report”, QSSI, 11/21/03.
- “RASS Release 8.2.0.0 Functional Requirements Document”, QSSI, 10/21/03.
- “RASS Release 8.2.0.0 Program Specifications”, QSSI, 11/14/03.
- “RASS Release 8.2.0.0 System Specifications Document”, QSSI, 10/21/03.
- “RASS Release 8.2.0.0 Unit Test Plan”, QSSI, 10/20/03.

## Release 8.0.0.0 & 8.1.0.0
- “RASS Releases 8.0.0.0 & 8.1.0.0 System Specifications Document”, QSSI, 04/30/03.
- “RASS Releases 8.0.0.0 & 8.1.0.0 Program Specifications Document”, QSSI, 04/30/03.
- “RASS Releases 8.0.0.0 & 8.1.0.0 Validation and Verification Plan”, QSSI, 04/30/03.
- “RASS Releases 8.0.0.0 & 8.1.0.0 Training Plan”, QSSI, 04/30/03.
- “RASS Releases 8.0.0.0 & 8.1.0.0 Database Specifications Document”, QSSI, 04/30/03.
- “RASS Releases 8.0.0.0 & 8.1.0.0 Data Requirements Document”, QSSI, 03/18/03.
- “RASS Releases 8.0.0.0 & 8.1.0.0 Functional Requirements Document”, QSSI, 03/18/03.
- “RASS Releases 8.0.0.0 & 8.1.0.0 System Support & Acquisition Plan”, QSSI, 03/18/03.
- “RASS Releases 8.0.0.0 & 8.1.0.0 System Security & Privacy Plan”, QSSI, 03/18/03.
- “RASS Release 8.0.0.0 Needs Statement”, QSSI, 01/10/03.
- “RASS Release 8.0.0.0 Project Plan”, QSSI, 01/10/03.
- “RASS Release 8.0.0.0 Feasibility Study”, QSSI, 01/10/03.
- “RASS Release 8.0.0.0 Cost/Benefit Analysis”, QSSI, 01/10/03.
- “RASS Release 8.0.0.0 System Decision Paper”, QSSI, 01/10/03.
- “RASS Release 8.0.0.0 Risk Analysis”, QSSI, 01/10/03.

## Release 7.1.0.0
1.0 General Information

**Release 7.1.0.0**

- "RASS Release 7.1.0.0 Needs Statement", Accenture, 10/22/01.
- "RASS Release 7.1.0.0 Project Plan", Accenture, 10/22/01.
- "RASS Release 7.1.0.0 Feasibility Study", Accenture, 10/22/01.
- "RASS Release 7.1.0.0 Cost/Benefit Analysis", Accenture, 10/22/01.
- "RASS Release 7.1.0.0 Risk Analysis", Accenture, 10/22/01.

**Release 7.0.0.0**

- "RASS Release 7.0.0.0 System Decision Paper", Accenture, 09/21/01.
- "RASS Release 7.0.0.0 System Test Results and Evaluation Report", Accenture, 08/30/3001.
- "RASS Release 7.0.0.0 Test Plan", Accenture, 07/19/2001.
- "RASS Release 7.0.0.0 Training Plan", Accenture, 06/20/2001.
- "RASS Release 7.0.0.0 Validation, Verification, and Testing Plan", Accenture, 06/20/2001.
- "RASS Release 7.0.0.0 Program Specifications", Accenture, 06/08/2001.
- "RASS Release 7.0.0.0 Project Schedule/ Workplan", Accenture, 05/31/2001.
- "RASS Release 7.0.0.0 System Support and Acquisition Plan", Accenture, 05/14/2001.
- "RASS Release 7.0.0.0 Functional Requirements Document", Accenture, 05/14/2001.
- "RASS Release 7.0.0.0 Data Requirements Document", Accenture, 05/14/2001.
- "FY2001 Resident Assessment Feasibility Study (Update)”, Accenture, 05/15/2001.
1.3 Authorized Use Permission

REAC is susceptible to misrepresentation of information by individuals not authorized to submit data from the external users. To address this, Executive Directors will be mailed coordinator IDs to distribute appropriately. All external users will then apply for an ID, which will be sent to the coordinators. The coordinator will have rights to grant appropriate system access to the user of that entity.
User Access: The following lists requirements for managing user access:

- Public Housing Agencies (PHAs) – External entities will manage their users by ‘delegating’ access to submit information to REAC. If a user has not been delegated this authority by an entity, they will not be able to submit or view any RASS system information.
- Multifamily Housing (MFHs) - External entities will manage their users by ‘delegating’ access to view information to REAC.
- REAC – REAC users will be provided access to update the RASS system information as appropriate.
- Field Office – Field Office personnel will be provided access to execute certain reports within RASS.

Security Functions: Only authorized users will be able to submit information to the RASS system. REAC will have the ability to keep an audit trail of exactly who submitted information and any updates made to the data.

### 1.4 Points of Contact

#### 1.4.1 Information

The following table lists Points of Organizational Contact (POC’s) that may be beneficial for future reference.

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Organization</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vernette Elliott</td>
<td>HUD – Contracting Officer</td>
<td>202-708-1772 ext.7124</td>
</tr>
<tr>
<td>Yvette T. Conner</td>
<td>HUD – GTR</td>
<td>202-708-1817 ext.2620</td>
</tr>
<tr>
<td>Delton Nichols</td>
<td>REAC – RASS Project Manager</td>
<td>202-475-8795</td>
</tr>
<tr>
<td>Yangja K. Lee</td>
<td>REAC – RASS GTM/IT Manager</td>
<td>202-475-8772</td>
</tr>
<tr>
<td>Kevin N. Jones</td>
<td>REAC – RASS Assistant IT Manager</td>
<td>202-475-8761</td>
</tr>
<tr>
<td>Patrick Evans</td>
<td>BAH / Paradigm Soln.</td>
<td></td>
</tr>
<tr>
<td>Gautam Ijoor</td>
<td>QSSI</td>
<td>202-475-8644</td>
</tr>
<tr>
<td>Alex Rozental</td>
<td>QSSI</td>
<td>202-475-8634</td>
</tr>
<tr>
<td>Eugene Lubarsky</td>
<td>QSSI</td>
<td>202-475-8812</td>
</tr>
<tr>
<td>Robin Hilton</td>
<td>QSSI</td>
<td>202-475-8633</td>
</tr>
<tr>
<td>Deren Luo</td>
<td>QSSI</td>
<td>202-475-8812</td>
</tr>
<tr>
<td>Theresa Han</td>
<td>QSSI</td>
<td>202-475-8633</td>
</tr>
<tr>
<td>Robert Armstrong</td>
<td>QSSI</td>
<td>202-475-8634</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Contact</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>RASS System Administrator</td>
<td>Delton Nichols, in coordination with the WASS subsystem, will facilitate RASS system administration as needed. 202-475-8795</td>
</tr>
<tr>
<td>REAC Technical Assistance Center</td>
<td>1-888-245-4860</td>
</tr>
<tr>
<td>REAC RASS E-mail address</td>
<td><a href="mailto:REAC_RASS@hud.gov">REAC_RASS@hud.gov</a></td>
</tr>
<tr>
<td>REAC Internet Site</td>
<td><a href="http://www.hud.gov/offices/reac/index.cfm">http://www.hud.gov/offices/reac/index.cfm</a></td>
</tr>
</tbody>
</table>
1.0 General Information

<table>
<thead>
<tr>
<th>Contact</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>REAC RASS Internet Site</td>
<td><a href="http://www.hud.gov/offices/reac/products/prodrass.cfm">http://www.hud.gov/offices/reac/products/prodrass.cfm</a></td>
</tr>
<tr>
<td>REAC Intranet Site</td>
<td><a href="http://hudweb.hud.gov/po/reac">http://hudweb.hud.gov/po/reac</a></td>
</tr>
<tr>
<td>HUD Customer Service</td>
<td>1-202-708-3300</td>
</tr>
<tr>
<td>Center Branch</td>
<td></td>
</tr>
</tbody>
</table>

1.4.2 Coordination

Coordination must occur among the following organizations to successfully implement RASS Release 8.4.0.0:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Support Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paradigm Soln./BAH</td>
<td>Development Coordination, Installation, Deployment</td>
</tr>
<tr>
<td>HUD IT</td>
<td>Implementation Coordination, Installation, Deployment</td>
</tr>
<tr>
<td>Mandaree/Pearson</td>
<td>3rd Party Contractor: Resident Communication/Survey Support</td>
</tr>
<tr>
<td>REAC</td>
<td>Business Requirements Support, Project Management</td>
</tr>
<tr>
<td>WASS</td>
<td>Security</td>
</tr>
</tbody>
</table>

Listed below are the coordination dates that each Public Housing Assessment System (PHAS) must achieve in order to adhere to the April 25, 2003 and August 01, 2003, release dates (respectively).

<table>
<thead>
<tr>
<th>Code</th>
<th>Locked Date</th>
<th>Integration Test Start Date</th>
<th>Integration Test End Date</th>
<th>Final HARTS Request Submission Date</th>
<th>Release Date</th>
</tr>
</thead>
</table>

1.4.3 Help Desk

The REAC Technical Assistance Center (TAC) can be contacted with any questions or problems with RASS. The TAC can be contacted via email at http://www.hud.gov/reac/rass.html, or via telephone at 1-888-245-4860 Monday through Friday 7am to 6pm Eastern Time. In emergency situations, please refer to the contact information listed in section 1.4.1 Information.

1.5 Organization of the Manual

The RASS Release 8.4.0.0 HUD SDM Operations Manual document contains detailed information on the control requirements and operating procedures necessary to successfully initiate and run the system. This information is presented in the following three sections:

- **1.0 General Information**: This section provides background information for the document, including a system overview, project references, points of contact for the system, and terms/abbreviations used throughout document.
2.0 System Operations Overview: This section includes system operations detail, including software, information, and operations inventories. System security, processing, and communications are also discussed.

3.0 Run Description: This section contains detail on the runs for use by operations and scheduling personnel in efficient scheduling operations, assignment of equipment, the management of input and output data, and the restart/recovery procedures.

1.6 Acronyms and Abbreviations
The following table defines terms and acronyms used throughout RASS Release 8.4.0.0 SDM Build Phase Documentation.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>APP</td>
<td>Annual Performance Plan</td>
</tr>
<tr>
<td>BAH</td>
<td>Booz-Allen &amp; Hamilton</td>
</tr>
<tr>
<td>BOP</td>
<td>Business Operating Plan</td>
</tr>
<tr>
<td>BRD</td>
<td>Business Requirements Document</td>
</tr>
<tr>
<td>DCG</td>
<td>Development Coordination Group</td>
</tr>
<tr>
<td>FRD</td>
<td>Functional Requirements Document</td>
</tr>
<tr>
<td>FYE</td>
<td>Fiscal Year End</td>
</tr>
<tr>
<td>GAO</td>
<td>General Accounting Office</td>
</tr>
<tr>
<td>HA</td>
<td>Housing Agency/Housing Authority</td>
</tr>
<tr>
<td>HEREMS</td>
<td>Multi-family Housing Database</td>
</tr>
<tr>
<td>HUD</td>
<td>Department of Housing and Urban Development</td>
</tr>
<tr>
<td>HUDCAPS</td>
<td>HUD Central Accounting and Program System</td>
</tr>
<tr>
<td>HUDWeb</td>
<td>HUD’s Intranet Web Site</td>
</tr>
<tr>
<td>JAD</td>
<td>Joint Application Development</td>
</tr>
<tr>
<td>MF</td>
<td>Multifamily</td>
</tr>
<tr>
<td>MFH</td>
<td>Multifamily Housing</td>
</tr>
<tr>
<td>NASS</td>
<td>iNtegrated Assessment Subsystem</td>
</tr>
<tr>
<td>NARA</td>
<td>National Archives and Records Administration</td>
</tr>
<tr>
<td>NCS/Pearson</td>
<td>National Computer Services/Pearson</td>
</tr>
<tr>
<td>OMB</td>
<td>Office of Management and Budget</td>
</tr>
<tr>
<td>PDF</td>
<td>Portable Document Format</td>
</tr>
<tr>
<td>PHA</td>
<td>Public Housing Agency/Public Housing Authority</td>
</tr>
<tr>
<td>PHAS</td>
<td>Public Housing Assessment System</td>
</tr>
<tr>
<td>PIC</td>
<td>PIH Information Center</td>
</tr>
<tr>
<td>PIH</td>
<td>Public and Indian Housing</td>
</tr>
<tr>
<td>POC</td>
<td>Point of Organizational Contact</td>
</tr>
<tr>
<td>QSSI</td>
<td>Quality Software Services, Inc.</td>
</tr>
<tr>
<td>RASS</td>
<td>Resident Assessment Subsystem</td>
</tr>
<tr>
<td>REAC</td>
<td>Real Estate Assessment Center</td>
</tr>
<tr>
<td>REACS</td>
<td>Real Estate Assessment Center System</td>
</tr>
<tr>
<td>SDM</td>
<td>Housing and Urban Development System Development Methodology</td>
</tr>
<tr>
<td>SOA</td>
<td>Section of the Act</td>
</tr>
<tr>
<td>TAC</td>
<td>Technical Assistance Center (formerly the Customer Service Center)</td>
</tr>
<tr>
<td>TAR</td>
<td>Troubled Agency Recovery Center</td>
</tr>
</tbody>
</table>
1.0 General Information

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRACS</td>
<td>Tenant Rental Assistance Certification System</td>
</tr>
<tr>
<td>TBD</td>
<td>To Be Defined</td>
</tr>
<tr>
<td>UAT</td>
<td>User Acceptance Testing</td>
</tr>
<tr>
<td>WASS</td>
<td>Web Access Security System</td>
</tr>
</tbody>
</table>
2.0 SYSTEM OPERATIONS OVERVIEW
2.0 SYSTEM OPERATIONS OVERVIEW

2.1 System Operations

RASS operations support the objective of evaluating resident satisfaction indicator information. This information provides REAC an accurate assessment of resident satisfaction with PHAs or Multifamily properties and provides these user groups with pertinent information that they can use to improve their current processes. In support of this objective, RASS electronically captures, processes, and scores resident satisfaction information. Once resident survey satisfaction information has been processed, a RASS score is generated that accurately reflects resident satisfaction with their living conditions.

The following are the current operational functions and procedures involved in generating a RASS score for PHAs:

- HUD RASS users create assessments for Fiscal Quarter
- PHAs enter/update unit address information in PIC for all of their projects
- PHAs certify unit address and language information in RASS
- RASS retrieves unit addresses from PIC and flags addresses not meeting quality assurance criteria
- RASS Business Managers to execute the Sampling program after unit addresses have been certified
- The Resident Survey, Survey Decode Report, and Sample file containing a list of all units to be surveyed (at the Property-level) are provided to the Survey Administrator to initiate the survey distribution process
- PHAs enter/update Implementation Plan information
- PHAs certify Implementation Plan information
- Survey Administrator uploads survey results and undeliverable addresses into RASS
- RASS validates the survey results and undeliverable addresses
- RASS scores the survey results and flags PHA scores not meeting quality assurance criteria
- RASS approves and displays the survey results
- PHAs enter/update Follow-up Plan information
- PHAs certify Follow-up Plan information
- RASS scores Implementation and Follow-up Plans
- RASS approves overall indicator score
- RASS approves invalidated assessment scores

The following are the current operational functions and procedures involved in generating a RASS score for Multifamily properties:

- HUD uses RASS to execute the Multifamily sampling program and includes properties that were selected based on the following optional criteria: hub, programmatic criteria (program/section of the act/client group), or individual selection based on owner, agent, or property.
- The Resident Survey and Sample file containing a list of all properties and units to be surveyed are generated by RASS and provided to the Survey Administrator to initiate the survey distribution process;
- Survey Administrator uploads survey results into RASS;
2.0 System Operations Overview

- RASS validates the survey results;
- RASS scores, approves, and displays the survey results.

2.2 Software Inventory

The RASS software support environment is composed of the following software packages:

<table>
<thead>
<tr>
<th>Application</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ColdFusion Studio 5.0</td>
<td>Application development software</td>
</tr>
<tr>
<td>PVCS Tracker</td>
<td>Issue tracking database application</td>
</tr>
<tr>
<td>PVCS Version Manager</td>
<td>Software version control application</td>
</tr>
<tr>
<td>SQL-Advantage</td>
<td>Interface to the Sybase database</td>
</tr>
<tr>
<td>Sybase</td>
<td>Database management software</td>
</tr>
<tr>
<td>SSH-SFTP</td>
<td>Program to upload new software to environment</td>
</tr>
</tbody>
</table>

Please reference Section II.A of the RASS Appendix of the Installation & Conversion Plan (Release Notes) for a listing of the program files. Identification of programs necessary to continue or resume operation of the system in a degraded or an emergency situation is not applicable at the subsystem level. The REAC development coordination group manages emergency situations at the system wide level.

Please reference Section 2.7 for detail on security considerations associated with RASS software.

2.3 Information Inventory

HUD's administrative needs for the records/inventory include:

**Administrative needs.** National Archives and Records Administration (NARA) has set a maximum retention period for temporary records of 5 years after creation, close of transaction or case file, or other event. Specifically:

- Records of routine transactions are usually kept for 1 year after the end of the transaction. Reports are usually kept 4-5 years in the summarizing office; 2-3 years in the preparing office. Inspection and audit reports are usually kept 5 years.
- Administrative claims files are usually kept for 6 years and 3 months. Claims by the United States subject to the Federal Claims Collection Standards for which collection has been terminated under 4 CFR Part 104 and for which the Government's right to collect was not extended are kept for 10 years and 3 months after the year in which the Government's right to collect first accrued.

2.3.1 Resource Inventory

Please reference Section II of the RASS Appendix of the Installation & Conversion Plan (Release Notes) for detailed information on all permanent files and databases that are referenced, created, or updated by the system.

2.3.2 Report Inventory
RASS is a web application and does not produce scheduled system reports in hard copy format. All reports are generated online and as needed by RASS business partners. The volume of each online report varies and is dependent on content as determined by report selection criteria. The following is a list of online reports that can be generated by RASS:

- Address Report
- Approved Scores Report
- At-risk PHA Report
- Demographic Report
- Flagged Address Distribution Report
- Follow-up Plan Status Report
- Implementation Plan Status Report
- Language Report
- PHA History Report
- Quarterly Production Report
- RASS Score Report
- Required Survey Size Threshold Report
- Survey Scoring Status Report
- Unapproved Scores Report
- Undeliverable Mailing Address Report
- Uncertified Implementation Plan Status Report
- PHA Address Labels
- Uncertified Unit/Language Status Report
- MF Property Status Report
- Survey Decode Report
- Survey Language Requirements Report
- Field Office Score Report
- Field Office Language Report
- PHA Address Report
- Property Address Report
- Unit Address Report
- Review/Edit Quality Assurance Address
- Survey Cycle Status Report
- Process History Report
- PHA Flagged Address Distribution Report
- Property Flagged Address Distribution Report

## 2.4 Operational Inventory

RASS is a web application and all system operations are supported by the following hardware and software components:

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 UNIX-based Netscape Enterprise servers (web servers)</td>
<td>ColdFusion</td>
</tr>
<tr>
<td>2 DELL 8450 server (database servers)</td>
<td>Sybase</td>
</tr>
<tr>
<td>IBM compatible personal computers</td>
<td>Java (web access/security)</td>
</tr>
</tbody>
</table>

The following is an overview and diagram of the equipment capabilities required for Release 8.4.0.0, as well as the equipment presently available, and the characteristics of any new equipment:

- The RASS application is housed on a web farm consisting of six UNIX-based Netscape Enterprise servers in a clustered configuration.
- PIH-REAC operates on two DELL 6300 Poweredge database servers with 800mhz Pentium Pro processors. Both servers have 4GB of RAM and 400GB of hard disk storage.
- The RASS client machines will be personal computers with modem or local area network web access.
2.5 Processing Overview

2.5.1 System Restrictions

RASS is an online system and is not bound by any operational restrictions. Performance restrictions require that programs requiring significant system resources, well beyond a typical online screen, are limited to run times during periods when the system has low usage levels.
2.5.2 Waivers of Operational Standards

A waiver form containing a list of web pages requiring extended load times will be completed for new or modified pages included in RASS Release 8.4.0.0. The following table lists the page name, typical frequency of use, and average load time of the pages included in the waiver form.

<table>
<thead>
<tr>
<th>Page Name</th>
<th>Frequency</th>
<th>Average Load Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Report</td>
<td>20 times a month</td>
<td>10-30 seconds</td>
</tr>
<tr>
<td>PHA Approved Scores Report</td>
<td>5 times a month</td>
<td>30-50 seconds</td>
</tr>
<tr>
<td>Flagged Address Distribution Report</td>
<td>5 times a month</td>
<td>20-40 seconds</td>
</tr>
<tr>
<td>Follow-Up Plan Status Report</td>
<td>5 times a month</td>
<td>50-90 seconds</td>
</tr>
<tr>
<td>PHA Required Survey Size Threshold Report</td>
<td>3 times a month</td>
<td>10-30 seconds</td>
</tr>
<tr>
<td>PHA Unapproved Scores Report</td>
<td>5 times a month</td>
<td>30-50 seconds</td>
</tr>
<tr>
<td>Unit Address Report</td>
<td>20 times a month</td>
<td>10-30 seconds</td>
</tr>
</tbody>
</table>

2.5.3 Interface with Other Systems

Data transfer is performed from the user’s computer to the REAC network using the secured connection established at login via WASS. If the user cannot establish a secured connection, they are not permitted to access RASS. The secured connection encrypts data being transferred over the Internet so that third parties cannot intercept the data and read it. An internal REAC user does not need to establish a secured connection, but they do need to provide a login name and password. This login name and password are used to determine their permissions and access levels within RASS. Because they are within the HUD intranet, there is no need to worry about establishing a secured connection.

RASS will also maintain an interface with the PIH Information Center (PIC) in order to allow RASS to sample unit addresses from PIC during the resident survey process. This will also include a link for residents to verify their unit address information populated in PIC.

RASS will continue to interface with the REMS database in Release 8.4.0.0 in order to retrieve Multifamily owner, agent, and property information. The interface will entail the execution of a stored procedure that retrieves Multifamily data from REMS and populates the participant, participant_role_property, and reac_rems_property tables in the reacs database. After the initial execution of this stored procedure, updates to the Multifamily data inserted into the reacs tables will be performed as needed.

RASS will continue to indirectly interface with TRACS in Release 8.4.0.0 in order to retrieve Multifamily tenant address information. The interface will entail the reading a file of addresses produced by TRACS and placed on a REAC server.

RASS will also maintain a NASS interface in Release 8.4.0.0. This interface allows internal and external users to access PHA and development-level survey results from NASS. The interface also includes the update of RASS assessment records and distribution of correspondence through the NASS invalidation process.
2.6 Communications Overview

The following diagram illustrates the communications required for the RASS application:

![Communications Overview Diagram]

1. The Web browser specifies the page to execute
2. The request is sent via the internet (HTTPS) to the web server (HTTP)
3. The web server passes CFML to the CF Server for processing
4. The Cold Fusion Server processes CFML and sends any SQL queries to the Sybase Database for processing
5. The Sybase DBMS processes the SQL queries and returns data to the Cold Fusion Server
6. The Cold Fusion Server generates HTML and sends it back to the browser via the internet (HTTP/HTTPS)
7. The Server sends the output back to the browser via the internet (HTTP/HTTPS)
8. The browser parses the HTML and displays the output to the user

2.7 Security

The following RASS security table provides an overview of the security necessary for each RASS functional area. The table consists of the user/role, area, security protocol, and type of access. The user/role specifies the group that the security should be applied to. The area specifies the RASS function that the security should be applied for. The security protocol specifies the method that the user group should use to retrieve their user ID and get security. The type of access specifies the authority actions that the user group will have in the specified area. Reference the role/action code matrix for information specifying extent of write access (example: save versus certify or approve authority).

<table>
<thead>
<tr>
<th>User/Role</th>
<th>Area</th>
<th>Security Protocol</th>
<th>Type of Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHA Submitter</td>
<td>Unit Address</td>
<td>Secure Connection</td>
<td>Read/Write</td>
</tr>
<tr>
<td>PHA Certifier</td>
<td>Implementation Plan</td>
<td>“M” user ID</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Follow up Plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PHA Submitter</td>
<td>PHA Main Screen</td>
<td>Secure Connection</td>
<td>Read</td>
</tr>
<tr>
<td>PHA Certifier</td>
<td>Media Packet</td>
<td>“M” user ID</td>
<td></td>
</tr>
<tr>
<td>User/Role</td>
<td>Area</td>
<td>Security Protocol</td>
<td>Type of Access</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------------</td>
<td>-------------------------------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Guest REAC RASS Coordinator</td>
<td>Internal Reports</td>
<td>HUD ADP Security “H or C” user ID</td>
<td>Read</td>
</tr>
<tr>
<td>REAC RASS Manager</td>
<td>Implementation Plan Template</td>
<td>HUD ADP Security “H or C” user ID</td>
<td>Read/Write</td>
</tr>
<tr>
<td>REAC RASS Statistician</td>
<td>Implementation Plan Template</td>
<td>HUD ADP Security “H or C” user ID</td>
<td>Read/Write</td>
</tr>
<tr>
<td>REAC RASS Statistician</td>
<td>Implementation Plan Template</td>
<td>HUD ADP Security “H or C” user ID</td>
<td>Read/Write</td>
</tr>
<tr>
<td>REAC RASS Coordinator</td>
<td>Generate Score</td>
<td>HUD ADP Security “H or C” user ID</td>
<td>Read/Write</td>
</tr>
<tr>
<td>REAC RASS Statistician</td>
<td>Score Results</td>
<td>HUD ADP Security “H or C” user ID</td>
<td>Read/Write</td>
</tr>
<tr>
<td>REAC RASS Statistician</td>
<td>Survey Weight</td>
<td>HUD ADP Security “H or C” user ID</td>
<td>Read/Write</td>
</tr>
<tr>
<td>REAC RASS Manager</td>
<td>Score Results</td>
<td>HUD ADP Security “H or C” user ID</td>
<td>Read</td>
</tr>
<tr>
<td>REAC RASS Manager</td>
<td>PHA Access Dates</td>
<td>HUD ADP Security “H or C” user ID</td>
<td>Read/Write</td>
</tr>
<tr>
<td>REAC RASS Coordinator</td>
<td>Information to be provided to</td>
<td>HUD ADP Security “H or C” user ID</td>
<td>Read/Write</td>
</tr>
<tr>
<td>REAC RASS Survey Administrator</td>
<td>Survey Administrator Communications</td>
<td>Secure Connection “I” user ID</td>
<td>Read/Write</td>
</tr>
<tr>
<td>REAC RASS Multifamily</td>
<td>Internal Multifamily Reports</td>
<td>HUD ADP Security “H or C” user ID</td>
<td>Read/Write</td>
</tr>
<tr>
<td>Housing Reviewer</td>
<td>External Multifamily Property Selection</td>
<td>Secure Connection “M” user ID</td>
<td>Read/Write</td>
</tr>
<tr>
<td>REAC RASS Multifamily</td>
<td>External Multifamily Survey Section Results</td>
<td>Secure Connection “M” user ID</td>
<td>Read/Write</td>
</tr>
</tbody>
</table>
3.0 RUN DESCRIPTION
3.0 Run Description

A complete description of the REAC runs and processes can be found in the DCG Operation Manual (http://nthhqd13.hud.gov/po/reac/products/dcg/dcg.cfm).

3.1 Run Inventory

For Release 8.4.0.0, RASS will run the following system programs to be run at times when the system experiences low usage levels:

<table>
<thead>
<tr>
<th>Run</th>
<th>Job/System Program</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PIH-REAC 2200 Nightly Process - RASS Nightly</strong></td>
<td></td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>pic_approved_unit_address_out - PIC Transfer</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>pic_approved_unit_address_clean - PIC Transfer</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>pic_approved_unit_address_truncate - PIC Transfer</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>pic_approved_unit_address_in - PIC Transfer</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>rass_sp_rass_pic_unit_address - RASS PIC Interface</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>rass_sas_part_assessment_sp - RASS Assessment Creation</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>rass_sp_rass_process_survey_1 - RASS Survey Processing</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>rass_sp_rass_process_survey_2 - RASS Survey Processing</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>rass_sp_rass_process_survey_6 - RASS Survey Processing</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>rass_sp_rass_process_survey_3 - RASS Survey Processing</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>reacs_rass_nightly_ftp - RASS Survey Processing</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>survey_upload_temp_in - RASS Survey Processing</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>mf_survey_upload_temp_in - RASS MF Survey Upload</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>rass_sp_rass_process_survey_7 - RASS Survey Processing</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>rass_sp_rass_process_survey_5 - RASS Survey Processing</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>rass_sp_rass_process_survey_1 - RASS Survey Processing</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>rass_sp_rass_schedule_output - Undeliverable Addresses Processing</td>
</tr>
<tr>
<td>PIH-REAC 2200 Nightly Process</td>
<td>rass_undeliverable_addresses - Undeliverable Addresses Processing</td>
</tr>
<tr>
<td>PIH-REAC 0500 Weekly Process</td>
<td>rass_sp_rass_survey_scoring - PHA Scoring</td>
</tr>
<tr>
<td>PIH-REAC 0500 Weekly Process</td>
<td>rass_sp_rass_score_validation - PHA Scores Validation</td>
</tr>
<tr>
<td>PIH-REAC 0500 Weekly Process</td>
<td>rass_sp_rass_mf_survey_scoring - MF Scoring Procedure</td>
</tr>
<tr>
<td>PIH-REAC 0500 Weekly Process</td>
<td>rass_temp_unit_address_truncate - MF Addresses Transfer</td>
</tr>
<tr>
<td>PIH-REAC 0500 Weekly Process</td>
<td>rass_temp_unit_address_in - MF Addresses Transfer</td>
</tr>
<tr>
<td>PIH-REAC 0500 Weekly Process</td>
<td>reac_pha_sampling - PHA Sampling</td>
</tr>
<tr>
<td>PIH-REAC 0500 Weekly Process</td>
<td>rass_sp_rass_multifamily_sampling - MF Sampling</td>
</tr>
<tr>
<td>PIH-REAC 0500 Weekly Process</td>
<td>reac_mf_sampling_upload - MF Sampling</td>
</tr>
</tbody>
</table>

3.0 Run Description
### 3.0 Run Description

<table>
<thead>
<tr>
<th>Job/System Program</th>
<th>Avg. Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>pic_approved_unit_address_out - PIC Transfer</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>pic_approved_unit_address_clean - PIC Transfer</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>pic_approved_unit_address_truncate - PIC Transfer</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>pic_approved_unit_address_in - PIC Transfer</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_sp_rass_pic_unit_address - RASS PIC Interface</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_sas_part_assessment_sp - RASS Assessment Creation</td>
<td>1:30 Hour</td>
</tr>
<tr>
<td>rass_sp_rass_process_survey_1 - RASS Survey Processing</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_sp_rass_process_survey_2 - RASS Survey Processing</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_sp_rass_process_survey_6 - RASS Survey Processing</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_sp_rass_process_survey_3 - RASS Survey Processing</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>reacs_rass_nightly_ftp - RASS Survey Processing</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>survey_upload_temp_in- RASS Survey Processing</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>mf_survey_upload_temp_in - RASS MF Survey Upload</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_sp_rass_process_survey_7 - RASS Survey Processing</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_sp_rass_process_survey_5 - RASS Survey Processing</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_sp_rass_schedule_output - Undeliverable Addresses Processing</td>
<td>2:00 Hour</td>
</tr>
<tr>
<td>rass_undeliverable_addresses - Undeliverable Addresses Processing</td>
<td>2:00 Hour</td>
</tr>
</tbody>
</table>

### 3.2 Run Description

#### 3.2.1 PIH-REAC 2200 Nightly Process - RASS Nightly

#### 3.2.1.1 Run Listing and Operations Schedule

- **run_reacs_rass_nightly**: 8:30pm, Run As: reacs_batch

<table>
<thead>
<tr>
<th>Su</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>Th</th>
<th>F</th>
<th>S</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 3.2.1.2 Purpose of Job: PIC Transfer

The job transfers unit addresses of the public housing residents that will be used in RASS for sampling from the PIC Staging to REAC Staging. In this transfer process, first, unit addresses moved to PIC staging from PIC, then, on a nightly basis, they are copied to the reacs staging database after being cleaned of incompatible characters. As of release 8.4.0.0, the PIC transfer process is executed when the PIC Interface is scheduled from the front end.

#### 3.2.1.2.1 Run Stream Job Control Statements for Job Initiation

N/A
3.2.1.2.2  **Run Management Requirements**

N/A

3.2.1.2.3  **Description of all related Files and Database**

The job runs on nthccp08 server reacs_staging database.

Related Files:

<table>
<thead>
<tr>
<th>File Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>pic_approved_unit_address_out</td>
<td>PIC Transfer</td>
</tr>
<tr>
<td>pic_approved_unit_address_clean</td>
<td>PIC Transfer</td>
</tr>
<tr>
<td>pic_approved_unit_address_truncate</td>
<td>PIC Transfer</td>
</tr>
<tr>
<td>pic_approved_unit_address_in</td>
<td>PIC Transfer</td>
</tr>
</tbody>
</table>

3.2.1.2.4  **Method of Initiation**

Started by run_reacs_rass_nightly

3.2.1.2.5  **Estimated Run Time**

4:00 Hours

3.2.1.2.6  **Required Turnaround Time**

N/A

3.2.1.3  **Purpose of Job: RASS PIC Interface**

The PIC Interface program loads approved addresses from the PIC database into the RASS database. This process works in sequence with PIC transfer when scheduled from the front end.

3.2.1.3.1  **Run Stream Job Control Statements for Job Initiation**

N/A

3.2.1.3.2  **Run Management Requirements**

N/A

3.2.1.3.3  **Description of all related Files and Database**

The job runs on nthccp08 server reacs_staging and reacs databases.

Related Files:

<table>
<thead>
<tr>
<th>File Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>rass_sp_rass_pic_unit_address</td>
<td>RASS PIC Interface</td>
</tr>
</tbody>
</table>

3.2.1.3.4  **Method of Initiation**

Started by run_reacs_rass_nightly

3.2.1.3.5  **Estimated Run Time**

1:00 Hour

3.2.1.3.6  **Required Turnaround Time**

N/A
3.2.1.4  **Purpose of Job: RASS Assessment Creation**

The RAS Assessment Creation procedure creates assessments for one fiscal year end at a time. In addition, the procedure has been updated to accommodate the Small PHA Deregulation legislation and will only create assessment records for the PHAs included in an assessment, as designated by NASS. The Assessment Creation procedure is scheduled by the user online to run overnight.

3.2.1.4.1  **Run Stream Job Control Statements for Job Initiation**
N/A

3.2.1.4.2  **Run Management Requirements**
N/A

3.2.1.4.3  **Description of all related Files and Database**
The job runs on nthccp08 server reacs databases.
Related Files:

```
rass_sas_part_assessment_sp - RASS Assessment Creation
```

3.2.1.4.4  **Method of Initiation**
Started by run_reacs_rass_nightly

3.2.1.4.5  **Estimated Run Time**
1:30 Hours

3.2.1.4.6  **Required Turnaround Time**
N/A

3.2.1.5  **Purpose of Job: RASS Survey Processing**
The process runs only when there is at least one outstanding Survey Result file that needs to be processed. In case at least one file is there, the process creates the list of the files to be processed and then ftp the files to the batch server, bcp them in the reacs_staging database, validate the records, and insert records into the reacs database the loop. If the process does not have enough time to complete a file, next time it starts with finishing the file where it left off outside the loop and then goes into the loop.

3.2.1.5.1  **Run Stream Job Control Statements for Job Initiation**
NA

3.2.1.5.2  **Run Management Requirements**
N/A

3.2.1.5.3  **Description of all related Files and Database**
The job runs on nthccp08 server reacs databases.
3.0 Run Description

Related Files:

- rass_sp_rass_process_survey_1 - RASS Survey Processing
- rass_sp_rass_process_survey_2 - RASS Survey Processing
- rass_sp_rass_process_survey_6 - RASS Survey Processing
- rass_sp_rass_process_survey_3 - RASS Survey Processing
- reacs_rass_nightly_fip - RASS Survey Processing
- survey_upload_temp_in - RASS Survey Processing
- mf_survey_upload_temp_in - RASS MF Survey Upload
- rass_sp_rass_process_survey_7 - RASS Survey Processing
- rass_sp_rass_process_survey_5 - RASS Survey Processing

3.2.1.5.4 Method of Initiation

Started by run_reacs_rass_nightly

3.2.1.5.5 Estimated Run Time

6:00 Hours

3.2.1.5.6 Required Turnaround Time

N/A

3.2.1.6 Purpose of Job: RASS Undeliverable Addresses Processing

The process verifies and inserts Undeliverable Addresses into reacs database. When Mandaree/Pearson uploads the Undeliverable Address File, the processing is scheduled automatically. The process will run only if it was scheduled.

3.2.1.6.1 Run Stream Job Control Statements for Job Initiation

N/A

3.2.1.6.2 Run Management Requirements

N/A

3.2.1.6.3 Description of all related Files and Database

The job runs on nthccp08 server reacs databases.

Related Files:

- rass_sp_rass_schedule_output - Undeliverable Addresses Processing
- rass_undeliverable_addresses - Undeliverable Addresses Processing

3.2.1.6.4 Method of Initiation

Started by run_reacs_rass_nightly

3.2.1.6.5 Estimated Run Time

2:30 Hours

3.2.1.6.6 Required Turnaround Time

N/A
3.2.1.7 Run Interrupt Checkpoints
The run_reacs_rass_nightly does not allow for run interrupt checkpoints.

3.2.1.8 Set-Up and Diagnostic Procedures
Check status column in batch_schedule_status_table within reacs database on nthccp08

3.2.1.9 Error Messages
Check output file(s) generated in d:\p08_nic\notify\bulk_load on nthhq75

3.2.1.10 Restart/Recovery Procedures
Correct errors and restart from the top.

3.2.2 PIH-REAC 2200 Nightly Process*

3.2.2.1 Run Listing and Operations Schedule
run_reacs_nightly 10:00 pm Run As: reacs_batch

Su M T W Th F S

<table>
<thead>
<tr>
<th>Job/System Program</th>
<th>Avg. Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>rass_sp_rass_app_unfl - Approve Unflagged Survey Scores</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_sp_rass_survey_version_update - Survey Version Update</td>
<td>1:30 Hour</td>
</tr>
</tbody>
</table>

*The complete list of the processes in the run can be found in the DCG Operation Manual (http://nthhqdl3.hud.gov/po/reac/products/dcg/dcg.cfm)

3.2.2.2 Purpose of Run: Approve Unflagged Survey Scores
When schedule from the front end, this procedure approves all PHA survey scores that have met and passed predetermined Quality Assurance threshold standards.

3.2.2.2.1 Run Stream Job Control Statements for Job Initiation
N/A

3.2.2.2.2 Run Management Requirements
N/A

3.2.2.2.3 Description of all related Files and Database
The job runs on nthccp08 server reacs databases.
Related Files:

rass_sp_rass_app_unfl - Approve Unflagged Survey Scores

3.2.2.2.4 Method of Initiation
Started by run_reacs_rass_nightly
3.2.2.2.5 Estimated Run Time
1:00 Hour

3.2.2.2.6 Required Turnaround Time
N/A

3.2.2.3 Purpose of Run: Survey Version Update
The Survey Version Update procedure supports multiple survey version capabilities and will be run in conjunction with the survey version selection process. This procedure is designed to update the survey version for all PHAs identified on the PHA Sample and Version Selection screen if the selected version is different from the default version.

3.2.2.3.1 Run Stream Job Control Statements for Job Initiation
N/A

3.2.2.3.2 Run Management Requirements
N/A

3.2.2.3.3 Description of all related Files and Database
The job runs on nthcep08 server reacs databases.
Related Files:
  rass_sp_rass_survey_version_update - Survey Version Update

3.2.2.3.4 Method of Initiation
Started by run_reacs_rass_nightly

3.2.2.3.5 Estimated Run Time
1:30 Hour

3.2.2.3.6 Required Turnaround Time
N/A

3.2.2.4 Run Interrupt Checkpoints
The run_reacs_nightly does not allow for run interrupt checkpoints.

3.2.2.5 Set-Up and Diagnostic Procedures
Check status column in batch_schedule_status_table within reacs database on nthcep08

3.2.2.6 Error Messages
Check output file(s) generated in d:\p08_nic\notify\bulk_load on nthhpq75

3.2.2.7 Restart/Recovery Procedures
Correct errors and restart from the top.
3.2.3 PIH-REAC 0500 Weekly Process

3.2.3.1 Run Listing and Operations Schedule

run_reacs_weekly  5:00:00 AM  Run As: reacs_batch

Su S

<table>
<thead>
<tr>
<th>Job/System Program</th>
<th>Avg. Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>rass_sp_rass_survey_scoring - PHA Scoring</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_sp_rass_score_validation - PHA Scores Validation</td>
<td>2:00 Hours</td>
</tr>
<tr>
<td>rass_sp_rass_survey_report_launch - Customer Service and Satisfaction Report Data Generation</td>
<td>4:00 Hours</td>
</tr>
<tr>
<td>rass_sp_rass_mf_survey_scoring - MF Scoring Procedure</td>
<td>2:00 Hours</td>
</tr>
<tr>
<td>rass_temp_unit_address_truncate - MF Addresses Transfer</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_temp_unit_address_in - MF Addresses Transfer</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>reac_pha_sampling - PHA Sampling</td>
<td>1:00 Hour</td>
</tr>
<tr>
<td>rass_sp_rass_multifamily_sampling - MF Sampling</td>
<td>4:00 Hours</td>
</tr>
<tr>
<td>reac_mf_sampling_upload - MF Sampling</td>
<td>2:00 Hours</td>
</tr>
</tbody>
</table>

3.2.3.2 Purpose of Run: PHA Scoring

When scheduled from the front end, the scoring program creates survey scores for each assessment included in the selection criteria. IT personnel must insure that the REAC system is functioning properly at the time when the run is scheduled.

3.2.3.2.1 Run Stream Job Control Statements for Job Initiation

N/A

3.2.3.2.2 Run Management Requirements

N/A

3.2.3.2.3 Description of all related Files and Database

The job runs on nthcpp08 server reacs databases.
Related Files:

| rass_sp_rass_survey_scoring - PHA Scoring |

3.2.3.2.4 Method of Initiation

Started by run_reacs_weekly

3.2.3.2.5 Estimated Run Time

1:00 Hour
3.2.3.2.6 Required Turnaround Time
N/A

3.2.3.3 Purpose of Run: PHA Scores Validation
The score flagging procedure runs sequentially after scoring procedure and evaluates all PHA survey scores and flag all Survey Scores that fail to meet predefined Quality Assurance threshold standards.

3.2.3.3.1 Run Stream Job Control Statements for Job Initiation
N/A

3.2.3.3.2 Run Management Requirements
N/A

3.2.3.3.3 Description of all related Files and Database
The job runs on nthccp08 server reacs databases.
Related Files:
- rass_sp_rass_score_validation - PHA Scores Validation

3.2.3.3.4 Method of Initiation
Started by run_reacs_weekly

3.2.3.3.5 Estimated Run Time
2:00 Hours

3.2.3.3.6 Required Turnaround Time
N/A

3.2.3.4 Purpose of Run: Satisfaction Survey Report Data Generation
The Customer Service and Satisfaction Report Data Generation process runs sequentially after scoring procedure and generates the statistics for each individual response on the PHA and Property levels for Customer Service and Satisfaction Report.

3.2.3.4.1 Run Stream Job Control Statements for Job Initiation
N/A

3.2.3.4.2 Run Management Requirements
N/A

3.2.3.4.3 Description of all related Files and Database
The job runs on nthccp08 server reacs databases.
Related Files:
- rass_sp_rass_survey_report_launch - Customer Service and
3.2.3.4 **Method of Initiation**

Started by run_reacs_weekly

3.2.3.5 **Estimated Run Time**

4:00 Hours

3.2.3.6 **Required Turnaround Time**

N/A

3.2.3.5 **Purpose of Run: MF Scoring**

When scheduled from the front end, the MF scoring program creates survey scores for each assessment included in the selection criteria. IT personnel must insure the REAC system is functioning properly at the time when the run is scheduled.

3.2.3.5.1 **Run Stream Job Control Statements for Job Initiation**

N/A

3.2.3.5.2 **Run Management Requirements**

N/A

3.2.3.5.3 **Description of all related Files and Database**

The job runs on nthccp08 server reacs databases.

Related Files:

rass_sp_rass_mf_survey_scoring - MF Scoring Procedure

3.2.3.5.4 **Method of Initiation**

Started by run_reacs_weekly

3.2.3.5.5 **Estimated Run Time**

2:00 Hours

3.2.3.5.6 **Required Turnaround Time**

N/A

3.2.3.6 **Purpose of Run: MF Address Transfer**

The process cleans up the REAC Staging database and then inserts the unit addresses for MF Properties from the file uploaded by TRACS into REAC Staging database.

3.2.3.6.1 **Run Stream Job Control Statements for Job Initiation**

N/A
3.2.3.6.2  Run Management Requirements
N/A

3.2.3.6.3  Description of all related Files and Database
The job runs on nthccp08 server reacs databases.
Related Files:
- rass_temp_unit_address_truncate - MF Addresses Transfer
- rass_temp_unit_address_in - MF Addresses Transfer

3.2.3.6.4  Method of Initiation
Started by run_reacs_weekly

3.2.3.6.5  Estimated Run Time
2:00 Hours

3.2.3.6.6  Required Turnaround Time
N/A

3.2.3.7  Purpose of Run: PHA Sampling
When scheduled from the front end, the sampling process creates a file of randomly selected unit addresses for each PHA to be used to mail the Customer Service and Satisfaction survey.

3.2.3.7.1  Run Stream Job Control Statements for Job Initiation
N/A

3.2.3.7.2  Run Management Requirements
N/A

3.2.3.7.3  Description of all related Files and Database
The job runs on nthccp08 server reacs databases.
Related Files:
- reac_pha_sampling - PHA Sampling

3.2.3.7.4  Method of Initiation
Started by run_reacs_weekly

3.2.3.7.5  Estimated Run Time
1:00 Hours

3.2.3.7.6  Required Turnaround Time
N/A
3.2.3.8  Purpose of Run: MF Sampling
When scheduled from the front end, the sampling process creates a file of unit addresses for each MF Property to be used to mail the Customer Service and Satisfaction survey.

3.2.3.8.1  Run Stream Job Control Statements for Job Initiation
N/A

3.2.3.8.2  Run Management Requirements
N/A

3.2.3.8.3  Description of all related Files and Database
The job runs on nthccp08 server reacs databases.
Related Files:

| rass_sp_rass_multifamily_sampling - MF Sampling |
| reac_mf_sampling_upload - MF Sampling |

3.2.3.8.4  Method of Initiation
Started by run_reacs_weekly

3.2.3.8.5  Estimated Run Time
6:00 Hours

3.2.3.8.6  Required Turnaround Time
N/A

3.2.3.9  Run Interrupt Checkpoints
The run_reacs_weekly does not allow for run interrupt checkpoints.

3.2.3.10  Set-Up and Diagnostic Procedures
Check status column in batch_schedule_status_table within reacs database on nthccp08

3.2.3.11  Error Messages
Check output file(s) generated in d:\p08_nic\notify\bulk_load on nthhq75

3.2.3.12  Restart/Recovery Procedures
Correct errors and restart from the top.