[CA-53326] Add process for all WebService Interfaces to queue up when partner's system is down, for both scheduled and unscheduled downtime.

Issue Type:	**SCR**	Team Responsible:	**Batch/Interfaces**	Assignee:	**Karthikeyan Krishnamoorthy**
Fix Version/s:	**[TBD]**	Designer Contact:	**Howard Suksanti**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**215**
Reporter:	**Elton Wong [X]**	Regulation Reference:		Created:	**01/19/2018 11:45 AM**
Status:	**New**	Impact Analysis:		Outreach Required:	**No**
Consortium Contact:	**Darcy Alexander**	Training Impacted:	**[N/A]**	Funding Source:	**LRS M&E**
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:
The current functionality allows the transfer of documents uploaded from YBN/Mobile App whether EDMS system is up or down.
eICT transfer, KANA ticket doesn't have hold and retrigger capabilities

Request:
The documents uploaded from YBN/Mobil App are missing in EDMS as there is no current process to hold off the document upload from LRS to EDMS during EDMS downtime.

Recommendation:
We need a process in place that:
#1. Holds off the documents upload from YBN/Mobil App when EDMS is down, for both scheduled or unscheduled.
#2. Retriggers the documents upload from LRS to EDMS once EDMS is backed up.
#3. For eICT transfer to hold and#retrigger when the partner's system is down and backup.
#4. For KANA, ticket#closure#will hold and retrigger when response from partner's system failed.

Outreach Description:

Operational Impact: NA