<Project Name>

Operations Run Book

V\_1

|  |
| --- |
| Revision History (latest at top) |
| Date | Version | Description  | Author |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| Stakeholders | Name and Title  | Date  |
| Project Sponsor  |  |  |
| Project Manager  |  |  |
| Other Groups  |  |  |

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 <Project Name> Operation Run Book

|  |  |  |  |
| --- | --- | --- | --- |
| RFC number: |  | System Owner : |  |
| Release number: |  | Process owner: |  |
| System: |  | Application Project Manager: |  |
| Project number: |  | Technical Infrastructure Management Project: |  |
| Date: |  | Version: |  |

# Operations Run Book Purpose

The Operations Run Book (ORB) should contain all of the information for Information & Library Service (ILS) staff to perform day-to-day operations and to respond to any unexpected event that effects the application. This ORB requires that specific details are provided on both the hardware and software components of the equipment running the application, and the roles and responsibilities of ILS staff, procedural information including scripts, as well as back-out procedures and recovery guidelines.

When key components and/or information changes due to upgrades, owner/user requirements or for any other reason, the ORB must be updated to reflect the new system, application or environment.

The information contained in the ORB also reflects the level of support required by the IT Infrastructure and Enterprise teams within ILS. Level 1 support will be provided ???, Level 2 support ???? And Level 3 support by a combination of internal support groups and ??? 3rd party suppliers.

# Responsibilities

1. Application Custodian (ILS Staff)

|  |  |
| --- | --- |
| 1. Name:

Department:Telephone:Mobile:Email: | Department:Telephone:Mobile:Email: |

1. Application Owner (FM Staff)

|  |  |
| --- | --- |
| 1. Name:

Department:Telephone:Mobile:Email: | 1. Name:

Department:Telephone:Mobile:Email: |

1. Primary Users (FACH, ILS Library, ILS Staff)

|  |  |
| --- | --- |
| 1. Name:

Department:Telephone:Mobile:Email: | 1. Name:

Department:Telephone:Mobile:Email: |

# Hardware Components

Record detailed information regarding each hardware component in the data centre

|  |  |
| --- | --- |
| Server 1 |  |
| Server 2 |  |
| x |  |
| x |  |
| x |  |
| x |  |
| x |  |
| x |  |

## Production Environment

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Server name | Server location | Rack Location | Asset Number | Model Number | Serial Number | Server IP | DNS Name | Virtual  | Point of Failure\* |
| 1. |  |  |  |  |  |  |  | (Y or N) | **(Y or N)** |
| 2.  |  |  |  |  |  |  |  | (Y or N) | **(Y or N)** |
| 3.  |  |  |  |  |  |  |  | (Y or N) | **(Y or N)** |

\* Single Point of Failure (SPOF) is classified as an occurrence that will stop the entire system or a major component from working. High availability systems must identify SPOF vulnerabilities, to help address latency and contingency issues in advance of a failure.

## Test Environment

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Server name | Server location | Rack Location | Asset Number | Model Number | Serial Number | Server IP | DNS Name | Virtual  | Point of Failure\* |
| 1. |  |  |  |  |  |  |  | (Y or N) | **(Y or N)** |
| 2.  |  |  |  |  |  |  |  | (Y or N) | **(Y or N)** |
| 3.  |  |  |  |  |  |  |  | (Y or N) | **(Y or N)** |

## Points of Failure

|  |  |
| --- | --- |
| What components of the solution have a point of failure? | Risk description |
| 1. |  |
| 2.  |  |
| 3.  |  |

## Storage Information

|  |  |
| --- | --- |
| Provide details of the local storage. If connected to the SAN, or not connected to the SAN.SAN | Disk Arrays (storage directly attached to the server) |
| Please describe: | 1. Vendor and model:
2. Type, size and number of drives, including cache if any, and controller to which the disk is connected:
3. Logical disk configuration:
4. RAID level:
5. Number of controllers and number of channels:
6. Disk controller information (including write cache settings):
7. Dates and versions of firmware for drives and controllers:
 |

# Software components information

Provide details about each software component on the server(s). (Operating system and standard enterprise applications should be excluded).

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Software name | Software location | Serial Number | License key | Current version | Licence term/end | Vendor name | DNS Name | Support SLA from vendor | Point of Failure\* |
| 1.  |  |  |  |  |  |  |  |  | **(Y or N)** |
| 2.  |  |  |  |  |  |  |  |  | **(Y or N)** |
| 3. x |  |  |  |  |  |  |  |  | **(Y or N)** |

## Databases information

Provide details are used for this application. (List all and their locations.)

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Database name | Service provided | Database type (e.g. SQL) | Current version | Server name | Server location | Rack location | DNS Name | Virtual  | Point of Failure\* |
| 1. x |  |  |  |  |  |  |  | (Y or N) | **(Y or N)** |
| 2. x |  |  |  |  |  |  |  | **(Y or N)** | **(Y or N)** |
| 3. x |  |  |  |  |  |  |  | **(Y or N)** | **(Y or N)** |

# Dependencies of the application

Provide details of any dependencies that the application has with regard to other systems managed by ILS, and the effects of the failure of each one of these systems on Salto.

|  |  |
| --- | --- |
| System/Application/Component | Effect on Salto of a failure. List types of failure if relevant and implications for service delivery. |
| Oracle HR and Payroll | 1. Production failure:
2. X
3. X
 |
| Banner | 1. Staging table:
2. X
3. X
 |
|  | 1. Production failure:
2. X
3. X
 |

# Procedural information

Provide procedural information/and or documentation for each operational, daily and disaster recovery task performed by ILS operations staff. Insert link or actual document below.

|  |  |  |
| --- | --- | --- |
| Task name/Script | Guidelines | Document (insert link or embed file) |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# Operational tasks

Routine: The operational tasks using the same procedures each time.

|  |  |  |  |
| --- | --- | --- | --- |
| Task - Routine | Frequency | Responsible person(s) | Optional Y or N |
| 1. OS patches
 |  |  | **(Y or N)** |
| 1. Anti-virus/malware
 |  |  | **(Y or N)** |
| 1. Back-ups
 |  |  | **(Y or N)** |
| 1. x
 |  |  | **(Y or N)** |
| 1. x
 |  |  | **(Y or N)** |
| 1. x
 |  |  | **(Y or N)** |

# Monitoring

Provide an outline of the ongoing and routine monitoring of the application.

|  |  |  |  |
| --- | --- | --- | --- |
| Task - Routine | Frequency  | Responsible person(s) | Optional Y or N |
| 1. Power
 |  |  | **(Y or N)** |
| 1. Network
 |  |  | **(Y or N)** |
| 1. Server failure/shutdown
 |  |  | **(Y or N)** |
| 1. Data
 |  |  | **(Y or N)** |
| 1. Component failure/shutdown
 |  |  | **(Y or N)** |
| 1. x
 |  |  | **(Y or N)** |

# Quality Assurance

Detail the planned method for ensuring the application is kept up to date and any warranty related activities, such as licensing and review sessions with IT Management.

|  |  |  |  |
| --- | --- | --- | --- |
| Task  | System/Application | Responsible person(s) | Optional Y or N |
| 1. x
 |  |  | **(Y or N)** |
| 1. x
 |  |  | **(Y or N)** |
| 1. x
 |  |  | **(Y or N)** |
| 1. x
 |  |  | **(Y or N)** |
| 1. x
 |  |  | **(Y or N)** |
| 1. x
 |  |  | **(Y or N)** |

# Back-Up and recovery process

Detail the planned method for back-up and recovery, adding any necessary documentation in this separate section of the ORB.

|  |
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|  |

# Security

Detail the method/approach for ensuring application security within the data centre, and any data transfers between the system and other systems/applications, particularly with respect to data, within this separate section of the ORB.

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# Archiving of data

Detail the method/approach for archiving data, including the frequency that archiving takes place and what happens to old/deleted data. If data is transferred to another system or database (e.g. Data Warehouse), please explain the method by which this is done, within this separate section of the ORB. Please ensure compliance with the systems owners requirements regarding data, and compliance with the Data Protection Act as outlined in University Data Policy guidelines.

# Technical Architecture (Diagram)

|  |
| --- |
|  |

# Monthly Activity schedule

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Activity** | **By** | **Start (date/time)** | **End (date/time)** | **Clarification** |
| **1** |  |  |  |  |  |
| **2** |  |  |  |  |  |
| **3** |  |  |  |  |  |
| **4** |  |  |  |  |  |
| **5** |  |  |  |  |  |
| **6** |  |  |  |  |  |
| **7** |  |  |  |  |  |
| **8** |  |  |  |  |  |
| **9** |  |  |  |  |  |
| **10** |  |  |  |  |  |
| **11** |  |  |  |  |  |
| **12** |  |  |  |  |  |

**Contact List**

*Contact persons:*

|  |  |  |  |
| --- | --- | --- | --- |
| **Staff** | **Position/role** | **Telephone number** | **Additional information** |
|  |  |  |  |
|  |  |  |  |
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