

Analysis: Operational Documentation

Operational Runbooks

Runbooks

An effective runbook allows other operators, with prerequisite expertise, to effectively manage and troubleshoot a system. The runbook supports the lifecycle of each service.

- Contains the information the service team needs to perform day-to-day operations and to respond to emergency situations.
- Contains everything a system administrator needs to know to manage and troubleshoot the system. The book supports the maintenance phase of the SDLC.
- Contains the procedures to begin, stop, and supervise the service. It also contains descriptions for the handling of special requests and of contingencies.

Runbook Framework

Current TOC:

- **Service Overview**
- **Related System Information & Environment Overview**
- **Ownership and Key Contacts**
- **Service Catalog**
- **Operations Calendar**
- **Change Management**
- **Build and Deployment Information**
- **Configuration Management**
- **Backup and Recovery**
- **Regular Jobs**
- **Shutdown and Startup**
- **Regular Duties**
- **Monitoring and Logging**
- **Irregular Jobs, Upgrades and Migrations**
- **Troubleshooting**

Software Development Lifecycle

- Feasibility Analysis
- Requirement Analysis and Specifications
- Design/Integration
- Coding
- Testing
- Build, Deploy, Configuration
- Maintenance
- Decommission

Table of Contents [1]

- **Service Overview**
 - General overview of the system.
- **Related System Information & Environment Overview**
 - Modules, architecture, and system context.
- **Ownership and Key Contacts**
 - Lists support contacts, development team members, and systems engineers
- **Service Catalog**
 - includes the business agreements, business logic, and relationship of business units to the system.
- **Operations Calendar**
 - The operational calendar contains the schedule of operational tasks. The calendar lists tasks, task title, definition, reference to procedures, and the individual responsible for performing the task.
- **Change Management**
 - The change management process evaluates and tracks changes to the system.

Table of Contents [2]

- **Build and Deployment Information**
 - Explains the resources and steps necessary for deploying and configuring the system.
- **Configuration Management**
 - Provides configuration management information for the system.
- **Backup and Recovery**
 - provides information about the backup and recovery procedures for the system.
- **Regular Jobs**
 - Regular jobs for the system are scheduled as follows: Name, date and time, purpose, agent
- **Shutdown and Startup**
 - Provides shutdown and startup procedures for the system.
- **Regular Duties**
 - For many systems, technical support for a system is provided by an operator. The operator performs scheduled backup, performs maintenance during downtime and is responsible to ensure the system is online and available for users. Operators may be involved with issuing user ids or login names and passwords for the system.
- **Monitoring and Logging**
 - Describes the monitoring and logging procedures that occur for the system.
- **Irregular Jobs, Upgrades and Migrations**
 - Provides information about irregular jobs, upgrades, and migration procedures.
- **Troubleshooting**
 - Access to related knowledge base and troubleshooting articles about the system.

Runbook Requirements

The runbook will:

- Retrieve data from data repositories, such as databases, CA ServiceDesk, Confluence, and New Relic.
- Ability to add additional data sources.
- Author and manage runbook specific information.
- Manage version history for runbook specific content (review, compare versions, and restore).
- User to configure and update runbook templates.
- Publish updated runbook information.

Approach

- Leverage Project service assessments
- Identify Confluence pages and other data sources associated with the service
- Interview SMEs (SEs)
- Compile known information in each TOC
- Note TBD information
- Document standard runbook information (where it exists)
- Document individual topics for runbooks

Runbooks

- APIM
- AuthZ
- Change Notification Service
- Enterprise ID
- Genie
- GlobalRegJSON
- ShoppingCart
- GRX
- Legal M4
- Query Service
- Unified Messaging

RB AuthZ

Created and last modified by Matt Briggs on Jul 11, 2014

System Overview

This section is the general overview of the runbook.

Scope of this Document

The runbook is a compilation of the procedures and operations performed by the administrator or operator of the system.

Product Release History

This section lists the version history of the system.

Project Tracking:
<https://essjira.corp.dig.com/browse/ICS>

What's New in this Release

This section lists the new features and critical fixes offered in the new release of the system.

<http://sharepoint.corp.dig.com/sites/pmo/ReleaseManagement/SitePages/Home.aspx?RootFolder=%2Fsites%2Fpmo%2FReleaseManagement%2FShared%20Documents%2FMonthly%20Release%20Manifests&FolderCTID=0x012000A80FD9835D7DC04E8DB09B300FE6CA6&View=%7b3ACC12EA-1E1B-447B-9D59-C43169E4817D%7d>
> [Click here to expand...](#)

System Description

This section provides a summary of the major functions that the system performs. This is a general description of the application, service, or system.
> [Click here to expand...](#)

AuthZ is the DTSS standard implementation of the OAuth 2.0 specification, allowing service providers to gate their services and APIs, and clients to authenticate and get access to those resources.

AuthZ is an authorization service owned by the Identity and Commerce Services (ICS) team. AuthZ provides both a means to validate credentials and OAuth 2.0 Access tokens for use with AuthZ-enabled services. AuthZ is a requirement for AuthZ-enabled services. These

Runbook for AuthZ

- [AuthZ Related System Information & Environment Overview](#)
- [AuthZ Ownership and Key Contacts](#)
- [AuthZ Service Catalog](#)
- [AuthZ Operations Calendar](#)
- [AuthZ Change Management](#)
- [AuthZ Build and Deployment Information](#)
- [AuthZ Configuration Management](#)
- [AuthZ Backup and Recovery](#)
- [AuthZ Shutdown and Startup](#)
- [AuthZ Monitoring and Logging](#)
- [AuthZ Irregular Jobs, Upgrades and Migrations](#)
- [AuthZ Troubleshooting](#)

<https://confluence.disney.com/display/DTSSCE/RB+AuthZ>

Comments

