

ATC Crisis Management System - Operational Runbook

Purpose

This document provides **operational guidance only** for running, monitoring, and troubleshooting the ATC Crisis Management System in production. It intentionally excludes architectural and implementation details already covered in the core technical documentation.

This runbook is intended for: - IT administrators - On-call IT leadership - Senior engineers supporting incidents

1. Normal Operating Expectations

In a healthy state: - Power Automate flows execute without manual intervention - SharePoint receives incident records and attachments - Teams channel notifications appear within seconds of submission - Leadership receives 1:1 Teams alerts for critical actions - No manual retries are required

Minor delays caused by Microsoft service latency are acceptable. Persistent failures are not.

2. Teams Channel Notification Failures

Indicators

- Incident submission completed successfully
- No message appears in the designated Teams channel

Immediate Actions

1. Open **CrisisApp_Notify_Teams_Channel_GRAPH**
2. Review the most recent run
3. Identify failure point:
4. Authorization condition
5. Graph HTTP request

System Behavior

- The system automatically attempts a **fallback Teams notification** using an alternate flow
- Fallback posts include attachment links instead of inline images

Manual Recovery

- Re-run the Graph notification flow using the same SharePoint item ID
 - Confirm the item has not already been marked as posted
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3. Leadership Alert Failures

Indicators

- User confirms leadership alert
- No 1:1 Teams messages received

Checks

- Review **CrisisApp_Notify_Leadership** flow run history
- Confirm Microsoft Graph group membership calls succeeded
- Validate final recipient list after filtering and deduplication

Test Mode Awareness

- Test mode routes alerts to limited recipients
 - Ensure test mode is disabled during live operations
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4. SharePoint Data or Attachment Issues

Indicators

- Submission acknowledged by app
- Missing SharePoint item or photos

Checks

- Verify item creation step completed successfully
 - Confirm attachment loop executed
 - Review attachment size limits (photos are pre-compressed in app)
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5. Client Secret Rotation (Critical Maintenance Task)

Impact

Expired secrets will cause: - Teams channel notifications to fail - Leadership alerts to fail

Maintenance Steps

1. Generate new client secret in Microsoft Entra ID
2. Update all Power Automate connection references using the secret
3. Validate:
4. Teams Graph posting
5. Leadership notifications
6. Remove expired secret

Client secret expiration must be tracked proactively.

6. Safe Testing Guidelines

To prevent unintended alerts: - Never test against production Teams channels - Use designated test recipients - Avoid testing during live crisis events

All testing should assume real users may see messages if misconfigured.

7. Operational Philosophy

This system is designed to favor: - Delivery over perfection - Redundancy over elegance - Safety over convenience

Operational stability takes priority over feature expansion during live incidents.