**Five Talent Operations Runbook Template**

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This sample Runbook Template and descriptions are written from the point of view of an Operations Center. This could be an internal helpdesk or an outsourced ops center. Procedures and references should be modified to make the most logical sense for a given client situation. Although the goal is to develop "self healing" application stacks, that may not always be 100% possible. This runbook will outline tasks and procedures that require human decisions and/or interactions. Future development cycles should refer back to this "living document" runbook for items to be automated in future releases.

# Content Key

**Orange Text** = “instructional text”. When completing the template please review all instructional text to ensure complete understanding of the purpose of each section.

*Italicized Text* = “examples”*.* These examples are provided as guidance on to how to complete a section and supplement the information provided in the instructional text. In some cases example text (e.g. bullet lists) may be used as-is, added to, or deleted, while in other cases (e.g. sample table entries) it should be replaced with accurate, organization-specific information.

**Required Text** = it is probable that all organizations will need to retain and complete this section.

**Optional Text** = it is likely that only some organizations will need to include this section.

# Important Information Start Here

*All of Section 1 should be held to 1-2 pages of critical information, necessary for Operations Personnel to access during an unplanned downtime as well as daily operations*

## Five Talent Contact Info

**Required**

This section should contain the primary contact information of the Key Personnel at Five Talent software. It should only be 1-2 names, or perhaps the Five Talent 1-800 helpdesk line. If appropriate, perhaps the FTS Technical Operations Manager for this client and/or the Lead Developer. The names should be linked to Section 13 Key Contact Information, where other developers, other personnel should be listed.

*2.1.1 Technical Operations Manager – Wendi Smith*

*NOTE: Wendi should be CC'd on all Important and Critical alert*

*Office: 208-422-1234*

*Mobile: 208-901-1234*

*2.1.2 FTS ServiceDesk (non-dedicate phone number)*

*Request an AWS Engineer*

*877-111-1111*

*2.1.3 E-mail communication*

[*ABC\_Ticket@fivetalent.com*](mailto:ABC_Ticket@fivetalent.com) *- used to create an alert directly in the FTS ticketing system. Place 2-4 key words highlighting the alert in Subject line and details in the body of the e-mai*

[*ABC\_Ops@fivetalent.com*](mailto:ABC_Ops@fivetalent.com) *- Direct e-mail to Five Talent Operations focused on ABC Corp*

[*ABC\_MS@fivetalent.com*](mailto:ABC_MS@fivetalent.com) *- Direct e-mail to Five Talent Management overseeing ABC Corp*

## Client Contact Info

**Required**

This section should contain the primary contact information of 1-2 key members on the Client Side. Whom should be contacted in case of Emergencies and/or for highly important decisions. Key stakeholders may be the Business Owner, the CTO, or the Project Manager. The names should be linked to Section 13 Key Contact Information, where other developers, other personnel should be listed.

*2.2.1 ABC Corp IT Manager – Bill Jones*

*NOTE: Bill should be CC'd on all Important and Critical alert activity*

*Office: 208-422-1234*

*Mobile: 208-901-1234*

*2.2.2 ABC Corp CTO – Sally Newman*

*NOTE: Sally endi should be CC'd on all Critical alert activity.*

*Office: 208-422-1234*

*Mobile: 208-901-1234*

## Alert Acknowledgement Process

**Optional**

Are there any specific acknowledgement procedures for alerts? For example, all critical alerts received via pager must be acknowledged within 15 minutes and the CTO should be CC'd so he/she knows that someone has seen the alert and is working the issue.

*Be sure and CC Wendi & Bill on all important alerts*

*Be sure and CC Wendi, Sally, & Bill on all critical alerts*

## Connecting to AWS and other Environments

**Required**

A quick reference section for Connection Note to key environments. Examples may include the AWS Account number, and perhaps the personnel responsible for setting up new accounts.

*Section 2.4.1 AWS Console Login:* <https://console.aws.amazon.com/console/home>

*Section 2.4.2 Connecting to the ABC Corp on premise network*

*Everyone is require to have a personal account from ABC Corp. To receive this username account, contact the TOM*

*Section 2.4.3 Jumpbox access*

*Open a remote Desktop Connection to the jumpbox at 172.23.11.201*

*Section 2.4.4 Nagios access*

*From the Jumpbox, access the nagios web interface at* [*https://herkmonitor/*](https://herkmonitor/) *, log in with ABC standard account credentials*

## Notes

**Optional**

*High level summary of the Client's environment and infrastructure, so the person troubleshooting can quickly see the big picture and begin troubleshooting.*

*Example: Client ABC has an application running in the N. California region with 5-6 EC2 instances in a Custom VPC with multiple public and private subnets, 2 load balancers, an RDS instance, and several Lambda functions. Content is distributed via CloudFront. DNS records are externally managed via GoDaddy.*

# Alert Matrices

**Required**

Make sure that before you follow any of the Alert links, you are sure the host name, machine or device type (Windows Servers, Unix/Linux Servers, EC2 Instances, Network Devices, Storage Devices) by searching for the Hostname in this run book and verifying. Each Section of Alerts and processes are based on which type or device. All items in this section should ONLY be a hyperlink to the resolution steps in Section 4.

## Windows Server Alerts

*Section 3.1.1 PROBLEM: <HOSTNAME> is DOWN – Go Here*

*Section 3.1.2 PROBLEM: HTTP is <WARNING or CRITICAL> on host <HOSTNAME> - Go Here*

*Section 3.1.3 PROBLEM: Windows Disk\_<drive letter> is <WARNING or CRITICAL> on host <HOSTNAME> - Go Here*

## Linux alerts

## Network Alerts

## Storage Alerts

## Database Alerts

## Service Alerts

## Application alerts

## Virtual Infrastructure Alerts

# Troubleshooting / Resolution Steps

**Required**

This section is the target of all the hyperlinks in Section 3.x. Often multiple alerts will all point to a single resolution process. Give details to either resolve the alert, OR gather information and escalate to the next level.

## Windows Server Alerts - Resolution

*Section 4.1.1 <HOSTNAME> is down*

1. *Connect to the ABC Corp network and Jumpbox*
2. *Start >> Run >> enter "cmd" and press enter*
3. *Type "ping <<hostname>> and check for a response*
4. *If it pings, RDP to the server and verify you can connect. If you can the alert should clear wihtin 5 minutes*
5. *If it is not responding to Ping, or the alert does not clear, verify if this is a physical server or if it is a VM server, or if it is an EC2 instance*
6. *If virtual, troubleshoot the issue using vSphere Client*
7. *If physical, check if iLO (HP Servers) or DRAC (Dell Servers) is available by going to https://<ServerName-ILO in a browser from the ABC Corp jumpbox*
8. *IF EC2, go to the AWS Console and drill down to the EC2 services*
9. *Attempt to reboot/restart the server*
10. *If unable to resolve, ensure all possibilities in the ABC Pre-Escalation Checklist and General Troubleshooting document have been exhausted, verify the priority of hte server/device, and escalate as defined*

*Section 4.1.3 Disk Drive Alerts*

1. *Connect to the ABC Corp network and Jumpbox*
2. *RDP into the Host*
3. *Verify which drive is having the space issues*
4. *Try to determine where the space is being taken up and escalate as defined*
5. *NOTE: If you notice within 5 minutes that the C: drive is constantly losing space – this becomes a Priority 1 – Critical for ANY SERVER. Escalate IMMEDIATELY*

## Linux alerts

## Network Alerts

## Storage Alerts

## Database Alerts

## Service Alerts

## Application alerts

## Virtual Infrastructure Alerts

# Escalation Processes

**Required**

The purpose of using a standardized prioritization model is to allow common definitions and understandings of business impact guide prioritization of cases and incidents based on real need. A standard prioritization mode removes emotion and perception from incident creation and allows support agents to respond with confidence based on impact and urgency to the business

# Network Diagrams

# Monitoring System

# Resource List

## Networks

## Storage

## Database Instances / RDS

## Lambda Functions

## EC2 Servers

# Environment Overview

# Supporting SOPs

## Change Management

## Release Management

## Patching and Updates

## Citrix

## VMware

## Windows

## Storage

## Linux

## Network Devices

## Application

# Backup / Restore

# Antivirus and Related Security

# Systems Provisioning

# Key Contact Information

# AWS IAM Users, Groups, Roles

# Appendix

## Customer Processes to be known

## Other environment-specific information for reference

## Index of Terms

# Document Revision History

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