

**RUNBOOK**

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| --- |
| App ID: SYSGEN0000442119 |
|  |

App Name: SAAFE INFORMATION ACCESS

Acronym: SIA

Criticality: **Critical**

***DIRECTIONS: EVERYTHING that is highlighted in this runbook, needs to be REMOVED AND REPLACED with the appropriate runbook data. When removing the “directions”, ensure that the data that remains makes sense. Please also ensure you remove any Highlighting that does not belong.***

***If there is no data at this time for a given section it is appropriate to leave the directions in place, but please remove the highlighting. And add “N/A” to any sections that have no info available or that it may need to be important to note that it was NOT Applicable.***

***Update Runbook name with the current date. Also, update Name/date in the Header/Footer and the Revision history to the most accurate date to the final completion of the document.***

***Then go thru the document one last time to ensure paging and formatting are correct. Also, clean up the format so that we do not have hanging sections (e.g. Title line at the bottom of one page and then the content on the next with no heading***

***When complete, update the TOC and ensure that portions of the document that are Not “Headings”/Titles, are in “normal” format.***

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# Application Description

SIA Is A Fundamental Component Of The Centurylink SAAFE Program. Its Primary Purpose Is To Provide Fast, Efficient, And Reliable Business And Data Access Services To Internal Data Such As Customer Service Information, Product And Billing Information, Based On T1M1 Standards When Applicable. These Services Are Delivered As "Exposed Methods" Accessible Via Standard OMG/Corba, Web Services And Bus Interfaces.

### Application Users

Sentry, Siamon, Wlsadm1, Midd1, Wleadm, Mqm, Topcom - All users are used to start SIA application.

# Process for User Access

# Requesting Access

* All users mentioned above are non-human users and passwords will be stored in common application Sharepoint to use it. This is approved by support manager.
* One more access is for clients to use our Application services, so they have to send email to [SIATier4-Support@centurylink.com](mailto:SIATier4-Support@centurylink.com) and [SiaDevSupport@centurylink.com](mailto:SiaDevSupport@centurylink.com)

# Access Approval

* Client access Approval is given by application support Manager.

# Provisioning Access

* This is done by [SIATier4-Support@centurylink.com](mailto:SIATier4-Support@centurylink.com) group

# User ID Controls

This is controlled by [SIATier4-Support@centurylink.com](mailto:SIATier4-Support@centurylink.com)

# Roles and Responsibilities

1. Approval Policy

Members of the <Application Name> team approves access for … roles.

|  |  |
| --- | --- |
| Primary Administrator | Application support manager, and [SIATier4-Support@centurylink.com](mailto:SIATier4-Support@centurylink.com) |
| Backup Administrator |  |

# Employee Changes/Transfers/Terminations

This is handled by [SIATier4-Support@centurylink.com](mailto:SIATier4-Support@centurylink.com) team

# Management Review

[SIATier4-Support@centurylink.com](mailto:SIATier4-Support@centurylink.com) group will handle this

# Assignment Groups/Distribution Lists Used to Manage App

## MSD Assignment Groups

Flow-through Support –

PASE Support – NA – Shared Services – Tier 2

Development Team – NA – Shared Services – Tier 4

## Email Distribution Lists

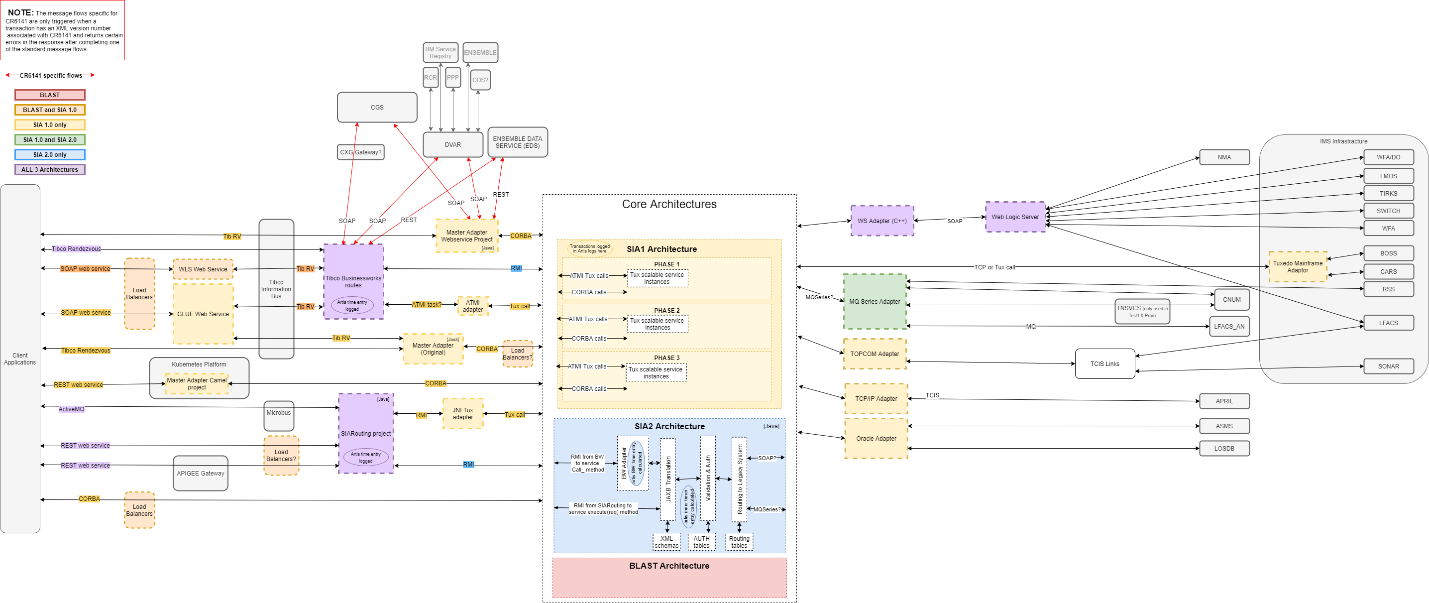
Support – SIATier4-Support <SIATier4-Support@centurylink.com>

Development – SiaDevSupport <SiaDevSupport@centurylink.com>

# Commonly Used Screens

Putty for server login.

# Application Architecture Diagram(s) or Link



# Bounce Definitions

(Include this section as appropriate in every Runbook – example included)

Single bounce- e.g. - stop then start application on only one instance.

Rolling bounce- e.g. - stop then start one instance at a time ensuring other instances are left in a running state as to minimize impact to users.

Hard bounce- e.g. - stop entire application (all instances) then start up again. This will make the application unavailable to all users or other applications until the application is up again.

# Start Up Procedures

<https://centurylink.sharepoint.com/:p:/r/sites/SPTSharedServicesAlarms/Shared%20Documents/SIA/Prod%20Support/SIA_new.ppt?d=w189da36b0b7743e4ab989139bca76c0a&csf=1&web=1>

## Shut Down Procedures

<https://centurylink.sharepoint.com/:p:/r/sites/SPTSharedServicesAlarms/Shared%20Documents/SIA/Prod%20Support/SIA_new.ppt?d=w189da36b0b7743e4ab989139bca76c0a&csf=1&web=1>

# List of Monitoring Tools and Alarms

Alarms: <https://centurylink.sharepoint.com/sites/SPTSharedServicesAlarms/SSPST%20Alarms%20and%20Solutions/Lists/SIA%20Alarms/Abbreviated.aspx?viewpath=%2Fsites%2FSPTSharedServicesAlarms%2FSSPST%20Alarms%20and%20Solutions%2FLists%2FSIA%20Alarms%2FAbbreviated.aspx>

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Application** | **Monitoring Category** | **Monitoring Standard** | **Monitoring Solution Used** | **Status** | **Date** | **Comments** |
| SIA | OS/Server | CPU use | Zabbix | Complete |  |  |
|  | OS/Server | Server memory use | Zabbix/Sentry | Complete |  |  |
|  | OS/Server | File System capacity available | Zabbix/Sentry | Complete |  |  |
|  | Application | URL availability | Sentry | Complete |  |  |
|  | Application | Instance/node availability | Sentry | Complete |  |  |
|  | Application | Log/event - unique error occurrence | Sentry/Splunk | Complete |  |  |
|  | Application | Dependent application availability | AppDynamics | Complete |  |  |
|  | Application | Overall error rate | AppDynamics | Complete |  |  |
|  | Application | Application memory/heap usage | AppDynamics | Complete |  |  |
|  | Application | Thread consumption | AppDynamics | Complete |  |  |
|  | Application | Database connection availability | Sentry | Complete |  |  |

Example Table (Delete after completion of above table)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Application** | **Monitoring Category** | **Monitoring Standard** | **Monitoring Solution Used** | **Status** |
| DVAR-OM | OS/Server | CPU use | Zabbix | Complete |
|  | OS/Server | Server memory use | Zabbix | Complete |
|  | OS/Server | File System capacity available | Zabbix | Complete |
|  | Application | URL availability | Jmeter | Complete |
|  | Application | Instance/node availability | Jmeter | Complete |
|  | Application | Log/event - unique error occurrence | Sentry | Complete |
|  | Application | Dependent application availability | AppDynamics | Complete |
|  | Application | Overall error rate | AppDynamics | Complete |
|  | Application | Application memory/heap usage | AppDynamics | Complete |
|  | Application | Thread consumption | AppDynamics | Complete |
|  | Application | Database connection availability | Sentry | Complete |

# Troubleshooting Tools Utilized

Splunk, AppDynamics and Zabbix.

## Link to each tool

Splunk - <https://splunkit.corp.intranet:8000/en-US/account/login?return_to=%2Fen-US%2F>

AppDynamics Prod - <https://centurylink.saas.appdynamics.com/controller/>

AppDynamics – Non-Prod - <https://centurylink-nonprod.saas.appdynamics.com/controller/>

Zabbix - <http://zabbix.prod.level3.com/>

# Jobs/Batches Run

NA

# Common Problems and Solutions

<https://centurylink.sharepoint.com/sites/SPTSharedServicesAlarms/SSPST%20Alarms%20and%20Solutions/Lists/SIA%20Alarms/Abbreviated.aspx?viewpath=%2Fsites%2FSPTSharedServicesAlarms%2FSSPST%20Alarms%20and%20Solutions%2FLists%2FSIA%20Alarms%2FAbbreviated.aspx>

# Post-Release Validation Processes

Connectivity check, Application component status and validation of responses from the test cases.

# 3rd Party Contact Information (if applicable)

NA

# Other Support Activities (Routine Analysis, Proactive Rpts)

Application servers reboot every quarter and Application validation every day before the Production hours.

# Links to Additional Documentation

**LINKS**

MAL Entry - https://directory.corp.intranet/cmsviewer/MAL/index.html?key=SYSGEN0000442119

PASE -

SHAREPOINT - <https://centurylink.sharepoint.com/sites/SPTSharedServicesAlarms/Shared%20Documents/Forms/AllItems.aspx?InplviewHash59b8a7ed-cf6c-41f1-b492-f8012de280d6=Paged%3DTRUE%2Dp%5FSortBehavior%3D0%2Dp%5FFileLeafRef%3DSIA%2520to%2520SR%2520Transactions%2520Cross%2520Reference%252edocx%2Dp%5FID%3D519%2DPageFirstRow%3D76%2D&viewid=00000000%2D0000%2D0000%2D0000%2D000000000000&id=%2Fsites%2FSPTSharedServicesAlarms%2FShared%20Documents%2FSIA>

JUMP LIST - NA

CAMP - <https://camp.qintra.com:8443/camp/>

APP Dynamics - AppDynamics Prod - <https://centurylink.saas.appdynamics.com/controller/>

AppDynamics – Non-Prod - <https://centurylink-nonprod.saas.appdynamics.com/controller/>

Additional Documentation - <https://centurylink.sharepoint.com/sites/SPTSharedServicesAlarms/Shared%20Documents/Forms/AllItems.aspx?InplviewHash59b8a7ed-cf6c-41f1-b492-f8012de280d6=Paged%3DTRUE%2Dp%5FSortBehavior%3D0%2Dp%5FFileLeafRef%3DSIA%2520to%2520SR%2520Transactions%2520Cross%2520Reference%252edocx%2Dp%5FID%3D519%2DPageFirstRow%3D76%2D&viewid=00000000%2D0000%2D0000%2D0000%2D000000000000&id=%2Fsites%2FSPTSharedServicesAlarms%2FShared%20Documents%2FSIA>

# Disaster Recovery Plan

<https://mycollab.level3.com/sites/201807261415/Plans%20OTHER/19_ITS_SIA_DRP.docx?Web=1>

# Revision History

All changes to the runbook must be recorded below to ensure compliance.

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Revision/Section** | **Approver Name** | **Approver Initials** |
| 2/26/2021 | Initial document creation (All Sections) | Ross Nesbitt | RN |
|  |  |  |  |
|  |  |  |  |

# Appendix – Top 5 Troubleshooting Steps

# Development Group

Please enter the TOP5 (Plus or Minus) Troubleshooting Steps for the most common issues for this Application. Please include any Screen Shots and/or Links to Scripts or Other Pertinent information as you deem appropriate.

# PASE Group

<https://centurylink.sharepoint.com/sites/SPTSharedServicesAlarms/SSPST%20Alarms%20and%20Solutions/Lists/SIA%20Alarms/Abbreviated.aspx?viewpath=%2Fsites%2FSPTSharedServicesAlarms%2FSSPST%20Alarms%20and%20Solutions%2FLists%2FSIA%20Alarms%2FAbbreviated.aspx>

# DBA Group

Please enter the TOP5 (plus or minus) Troubleshooting Steps for Databases associated with this Application. Please include any Screen Shots and/or Links to Scripts or Other Pertinent information as you deem appropriate.

# Infrastructure (SYS Admin) Group

Please enter the TOP5 (plus or minus) Troubleshooting Steps for infrastructure technology for this Application. Please include any Screen Shots and/or Links to Scripts or Other Pertinent information as you deem appropriate.

If this is a runbook for a net **New Application**, once you have completed it, please forward to the Team [runbook@Lumen.com](mailto:runbook@Lumen.com) for review and approval.

**REMINDER**: ***EVERYTHING that is highlighted in this runbook, needs to be removed and replaced with the appropriate runbook data. When removing the “directions”, ensure that the data left makes sense.***

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