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|  | *Document Name* | *Session Understanding Document <Application>* |  |  |  |  |  |  |
|  | *Version No.* | *V1.0* |  |  |  |  |  |  |
|  | *Author* | *KT (Knowledge Transfer) Capability* |  |  |  |  |  |  |
|  | *Owner* | *<Knowledge Receiver / Application Lead>* |  |  |  |  |  |  |
|  | *Purpose* | *The following template is* *provided to create System Understanding Documents* |  |  |  |  |  |  |
|  | *To be used by* | *Internal – Knowledge Recipients from Delivery Team* |  |  |  |  |  |  |
|  | *Remarks* |  |  |  |  |  |  |  |
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|  | ***Instructions*** |  |  |  |  |  |  |  |
|  | Follow the Instructions provided below in <>. Delete the commentary before saving the document. | | | |  |  |  |  |
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|  | Framework | AO Start-Up 3.1 |  |  |  |  |  |  |
|  | Track | People |  |  |  |  |  |  |
|  | Process | Transfer Knowledge |  |  |  |  |  |  |
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| Document Date: |  |
| Author: |  |
| SME Name / Organization: |  |
| SME contact details (email/phone): |  |
| Knowledge recipients (Name / email / phone) |  |

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| **Version History** | | | | |
| **Version** | **Date** | **Author** | **Reviewer** | **Description** |
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# Summary & Scope

This document is designed to be part of a common SUD (System Understanding Document) structure that can be used across all IF applications within the Accenture Managed Service scope. It aims to provide an essential source of information to support:

* **Daily Operations**: by clearly describing all active and proactive tasks to keep the application running and prevent unplanned outages and by providing all information needed
* **Special Operations**: e.g., outage planning and all special tasks from shutdown to start up.
* **Troubleshooting**: by ensuring that all required information is at once available. Especially in the case of problems this document should contain all information required by internal staff or external experts to analyse the problem.
* **All other active and proactive tasks**: (e.g., software/license upgrades/extensions to cover increasing usage) required to keep the application running within the expected performance limits and prevent unplanned outages.

## *Audience*

* Operations Support Resources
  + Resource Names
* Service Delivery Manager
  + Manager Name/s
* QA (Quality Assurance) Manager
  + Manager Name/s

## *1.2 Missing Information*

Any specific missing information relating to Application should be written here.

## *1.3 Related Documentation*

Any Documentation related to this application via attachments or links to be provided here.

# Business Function

* 1. Business Functionality Overview

Provide business functionality overview in this section.

* 1. Business Process / Functions Covered

Business process / functions covered by this application to be detailed in this section.

# Application & Functional Architecture

* 1. Application Architecture Overview

Provide Application Architecture overview in this section.

* 1. Application Flow Diagram

Provide Application Flow Diagram in this section.

# Infrastructure – Hardware / Software

* 1. Hardware

All hardware used by this application to be mentioned in this section. Put N/A if not applicable with reason.

* 1. Software

|  |  |  |
| --- | --- | --- |
| **Software** | **Essential** | **Purpose** |
|  |  |  |
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# Data Architecture

* 1. Data Architecture Overview

Provide Data Architecture Overview in this section. Put N/A if not applicable with reason.

* 1. Data Flow Diagrams

Provide Data Flow Diagrams in this section. Put N/A if not applicable with reason.

* 1. Database List

Provide Database List in this section including key Databases. Put N/A if not applicable with reason.

* 1. List of Detailed Database Documentation

Provide List of Detailed Database Documentation in this section. Put N/A if not applicable with reason.

# Design Documents (HLD / LLD)

Provide Design Documents (HLD/LLD) in this section. Put N/A if not applicable with reason.

# Technical Environment

* 1. Technical Environment Overview

Provide Technical Environment Overview in this section. Put N/A if not applicable with reason.

* 1. List of interfaces

Provide List of Interfaces in this section. Put N/A if not applicable with reason.

* 1. Error & Exception Handling

Provide Error & Exception Handling details in this section. Put N/A if not applicable with reason.

* 1. List of Detailed Technical Documentation

Provide List of detailed Technical Documentation in this section. Put N/A if not applicable with reason.

# Application Maintenance Process & Procedures

* 1. Development Methodology Overview

Provide Development Methodology Overview in this section. Put N/A if not applicable with reason.

* 1. In-Flight and Planned Project Details

Provide In-Flight and Planned Project Details in this section. Put N/A if not applicable with reason.

* 1. Maintenance & Enhancement Methodology Overview

Provide Maintenance & Enhancement Methodology Overview in this section. Put N/A if not applicable with reason.

* 1. Templates

Provide Templates, if any, in this section. Put N/A if not applicable with reason.

# Application Overview

* 1. Application Overview

Provide Application Overview in this section. Put N/A if not applicable with reason.

* 1. Ownership & Key Contacts

Provide Application Owner & Key Contacts of IF & Accenture in this section.

* 1. Hours of Operation

Provide Hours of Operation in this section.

* 1. Application History

Provide Application History in this section. Put N/A if not applicable with reason.

* 1. Application Audit History

Provide Application Audit History in this section. Put N/A if not applicable with reason.

* 1. Restore / Recovery Tests

Provide Restore / Recovery Tests in this section. Put N/A if not applicable with reason.

# Overview of Interfaces and Interfacing Applications

* 1. External Interfaces (to 3rd Parties)

Provide External Interfaces (to 3rd Parties) in this section. Put N/A if not applicable with reason.

* 1. Interfaces to systems operated by other departments

Provide Interfaces to systems operated by other departments in this section. Put N/A if not applicable with reason.

* 1. Internal Interface

Provide Internal Interfaces in this section. Put N/A if not applicable with reason.

* 1. Software Used – Versions & Licenses

Provide Software Used – Versions & Licenses in this section. Put N/A if not applicable with reason.

# User Management

* 1. Technical Users

Names/Group of Technical Users

* 1. Personal Accounts for Application Users

Personal Accounts process for Application Users

# Backup and Recovery

* 1. Backup, Restore & Recoverability Requirements

Provide Backup, Restore & Recoverability Requirements in this section. Put N/A if not applicable with reason.

* 1. Conceptual Explanation & Description

Provide Conceptual Explanation & Description in this section. Put N/A if not applicable with reason.

* 1. Restore & Recovery Instructions

Provide Restore & Recovery Instructions in this section. Put N/A if not applicable with reason.

* 1. Backup Schedule

Provide Backup Schedule in this section. Put N/A if not applicable with reason.

* + 1. Scheduling Constraints

Provide Scheduling Constraints in this section. Put N/A if not applicable with reason.

* + 1. Schedule

Provide Schedule in this section. Put N/A if not applicable with reason.

* + 1. Permanent Background Processes & Scheduling for Jobs including Interfaces

Provide Permanent Background Processes & Scheduling for Jobs including Interfaces in this section. Put N/A if not applicable with reason.

* + 1. Shutdown & Startup / Planned Outages & Changes

Provide Shutdown & Startup / Planned Outages & Changes in this section. Put N/A if not applicable with reason.

* 1. Maintenance Window
     1. Organisation of a Shutdown / Planned Outage of this Application

Provide Organisation of a Shutdown / Planned Outage of this Application in this section. Put N/A if not applicable with reason.

* + 1. Impact of a Shutdown of this Application

Provide Impact of a Shutdown of this Application in this section. Put N/A if not applicable with reason.

* + 1. Impact of an Outage of an Interfacing System on this application

Provide Impact of an Outage of an Interfacing System on this application in this section. Put N/A if not applicable with reason.

* + 1. Checklist for a Planned Outage

Provide Checklist for a Planned Outage in this section. Put N/A if not applicable with reason.

* 1. Daily, Weekly, Monthly, and other Regular Duties

Provide Daily, Weekly, Monthly, and other Regular Duties in this section. Put N/A if not applicable with reason.

* 1. Monitoring, Troubleshooting, Escalation
     1. Monitoring Steps

Provide Monitoring Steps in this section. Put N/A if not applicable with reason.

* + 1. Error Messages / common Points of Failure

Provide Error Messages / common Points of Failure in this section. Put N/A if not applicable with reason.

* + 1. Resolutions Available and Limitations

Provide Resolutions Available and Limitations in this section. Put N/A if not applicable with reason.

* + 1. Known Errors with Application

Provide Known Errors with Application in this section. Put N/A if not applicable with reason.

* + 1. KPIs, OLAs & SLAs

Provide KPIs, OLAs & SLAs in this section. Put N/A if not applicable with reason.

* 1. Known Limitations

Provide Known Limitations in this section. Put N/A if not applicable with reason.

# Data Maintenance

* 1. Maintenance Jobs

Provide Maintenance Jobs in this section. Put N/A if not applicable with reason.

* 1. DB Monitoring

Provide DB Monitoring in this section. Put N/A if not applicable with reason.

* 1. Database List

|  |  |  |
| --- | --- | --- |
| **Environment** | **Database Name** | **Schema** |
|  |  |  |
|  |  |  |

* 1. List Key Database / Data File Objects

**Production:**

|  |  |  |
| --- | --- | --- |
| **Environment** | **Database Name** | **Schema** |
|  |  |  |

**Test:**

|  |  |  |
| --- | --- | --- |
| **Environment** | **Database Name** | **Schema** |
| Test |  |  |

# Release Management

*<Please provide the process that is in place for work to be bundled into a release. How many releases are applicable for the application, who approves the estimates for this release? How is this estimated?>*

Put N/A if not applicable with reason

# Deployment

*<Please provide the process of deployment of release work into the production environment>*

Put N/A if not applicable with reason

# Prospective Automation Opportunities

Put N/A if not applicable with reason

# Appendix

* 1. Incident, Defect, Problem Log

Provide list of frequently occurring or important Incidents/Defects/Problems in this section. Put N/A if not applicable with reason.

* 1. Audio Recordings

*<Please provide a link to the audio recording for this discussion>*

* 1. Documentation

*<Please provide a link to the documentation that were referenced for the discussion/or where documentation is available for this application>*

# Q&A log

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date | KT Task | Question | Asked By - KR | SMA Answer/Clarification | Status |
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