**Profle title**

|  |  |
| --- | --- |
| **Runbook name** |  |
| **Runbook description** |  |
| **Owner** | @ mention the owner |
| **Service** |  |
| **Version** | e.g., 2.3 |
| **Version date** | Type // to add a date |
| **On this page** |  |

**🏛 Architecture**

Type /image to add a high-level architectural diagram of your hosts and services so that your ITSM team can effectively troubleshoot an alert or outage.

## 🕹 Application monitoring

List the applications that are monitoring the service.

|  |  |
| --- | --- |
| **Application** | **Function** |
|  | * List the metrics that are being tracked * Describe what types of alerts are typically produced for known errors |
|  |  |

## 🔥 Known errors

Keep track of past known errors.

|  |  |  |
| --- | --- | --- |
| **Error** | **Error date** | **Error report** |
|  | Type // to add a date | Describe the error in detail using the[ITSM known errors template](http://www.atlassian.com/software/confluence/templates/itsm-known-errors) |
|  |  |  |
|  |  |  |

## Troubleshooting

List the troubleshooting steps that will help your ITSM team restore service.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Step instructions** | **Enabled** | **Execution location** | **Run environments** | **Run conditions** |
|  | YES / NO |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |