# SDCE Daimler - Application questionnaire for managed services

# Introduction

Purpose of this document is to document the mapping and interconnection between application and underlying instances in the SDCE Daimler environment. In addition to enclose details about any used specific configuration on the MW/OS/DB level.

# Details about application group

Application name:

|  |
| --- |
| {App\_Name} |

Application owner (Daimler):

|  |  |  |
| --- | --- | --- |
| Name | Email | Phone number |
| {#Owners}{Owner\_Name} | {Owner\_Email} | {Owner\_Phone}{/Owners} |

Application support contact details:

|  |  |  |
| --- | --- | --- |
| Name | Email | Phone number |
| {#Supports}{Support\_Name} | {Support\_Email} | {Support\_Phone}{/Supports} |

Purpose of the application:

|  |
| --- |
| {App\_Purpose} |

Location of application users:

|  |
| --- |
| {App\_UsersLocation} |

Criticality:

|  |
| --- |
| {Criticality} |

Business impact description:

|  |
| --- |
| {App\_BusinessImpact} |

Technical description of the application:

|  |
| --- |
| {App\_TechnicalDetails} |

List of servers from application bundle:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Server name | Description | Functionality | Environment | VLAN ID | Start up order | IP address | Platform |
| {#Servers}{Server\_Name} | {Server\_Description} | {Server\_Functionality} | {Server\_Environment} | {Server\_VLAN} | {Server\_StartUp} | {Server\_IP} | {Server\_Platform}{/Servers} |

# {#Servers}

# Server details *{Server\_Name}*

## Monitoring

Any specific requirement for the monitoring (on top of standard TSI monitoring):

|  |
| --- |
| {Server\_Monitoring} |

## OS part

**Services:**

List of application related services, start type, logon as, account details

|  |
| --- |
| {Server\_Services} |

**Scheduled jobs:**

List of application related scheduled jobs (list, description, purpose, impact if failed, service account):

|  |
| --- |
| {Server\_SchedulledJobs} |

Administrators group (list of users, groups with admin access on the server)

|  |
| --- |
| {Server\_AdminGroup} |

Special requirement for user management (any demands for specific user to remain admin even after server is fully managed by TSI)

|  |
| --- |
| {Server\_UsersRequirements} |

## {#middlewares}

## Middleware part:

Installed MW software:

|  |
| --- |
| {Middleware\_Name} |

Any requirement for manual start of service after server boot?

|  |
| --- |
| {MiddleWare\_StartRequirements} |

Any non-standard configuration:

|  |
| --- |
| {Middleware\_nonStdConfigs} |

Data path (where are app data stored?):

|  |
| --- |
| {Middleware\_DataPath} |

In case of installed certificate, who is responsible if it will expire?:

|  |
| --- |
| {Middleware\_Certificates} |

Connection to other MW/DB:

|  |
| --- |
| {Middleware\_Connections} |

Frequently occurred issues / known errors:

|  |
| --- |
| {Middleware\_KnownedErrors} |

## {/middlewares}

## {#mssqls\_dbs}

## MS SQL DB part {MSSQL\_DBName}

DB Name:

|  |
| --- |
| {MSSQL\_DBName} |

Business critical hours / higher workload during service time:

|  |
| --- |
| {MSSQL\_BCH} |

Application service account/s (logins being used between appl. and database for application service functionality):

|  |
| --- |
| {MSSQL\_AppAccount} |

List with details of scheduled SQL DBs jobs and possible impact if failed:

|  |
| --- |
| {MSSQL\_DBJobs} |

Frequently occurred issues / known errors:

|  |
| --- |
| {MSSQL\_KnownedIssues} |

Most frequently requested operational tasks (Deployment, export…):

|  |
| --- |
| {MSSQL\_FrequentRequests} |

Specific supplier |vendor recommendation for DB instance or respective databases beneath: custom settings resulted from performance | applicat**i**on patching-enhancements or just setting from best practice:

|  |
| --- |
| {MSSQL\_Specificities} |

{/mssqls\_dbs}

## {#oracles\_dbs}

## Oracle DB part

DB Name:

|  |
| --- |
| {Oracle\_DBName} |

Application users connecting to DB:

|  |
| --- |
| {Oracle\_AppAccount} |

Instance owners:

|  |
| --- |
| {Oracle\_OwnerAccount} |

List of scheduled tasks in Crontab running under Oracle users, details and impact description if failed:

|  |
| --- |
| {Oracle\_Crontabs} |

List of scheduled tasks in Oracle DBs:

|  |
| --- |
| {Oracle\_DBJobs} |

Frequently occurred issues / known errors:

|  |
| --- |
| {Oracle\_KnownedErrors} |

Most frequently requested operational tasks (Deployment, export…):

|  |
| --- |
| {Oracle\_FrequentRequests} |

{/oracles\_dbs}

{/Servers}